

# Planning & Building Monthly



P & B  
**Monthly**  
March 2025

## Quick Turnaround Permits

OTC Window			
Same Day	24	▲	2
One Day	8		0
Two Days	2	▲	1
Total	34	▲	3
Permit Center			
Same Day	233	▲	4
One Day	58	▼	-16
Two Days	14	▲	4
Total	305	▼	-39

## Online Building Permits

Electrical	58	▲	13
Mechanical	73	▼	-8
Plumbing	36	▲	10
Roof Replacement	47	▲	7
Residential Solar	71	▲	14

## Customer Feedback

*"Everyone I spoke with was courteous, knowledgeable, and professional. Although I have read negative reviews of the building department I have never had anything but positive, professional & informative help from the staff. I am grateful for the personable service everyone there provides. Thank you All.."*

### Walk-In Surveys: Outstanding Service, Unmatched Expertise

In March we sent 244 surveys to visitors of our Planning and Building divisions and received 28 responses.

### Exceptional Service Recognized

This month, **15 staff members** were personally acknowledged for delivering outstanding service! *That is 4 more than last month!*

### Satisfaction Ratings

- Staff Courtesy: **4.75** /5.0
- Staff Knowledge: **4.57** /5.0

Our community continues to share their appreciation:

*"Employee Deree was so kind and helpful with us. She went above and beyond with her customer service skills. Deree made us feel at ease with turning in our application and even emailed us as a follow-up. Thank you Deree!"*

*"County personal (Nancy) our contact yesterday was friendly, professional, knowledgeable, and made sure we understood the process, requirements and options as we asked questions. She proceeded in a timely manor without making us feel rushed. Thank you for her kindness & hiring skilled staff."*

### Post-Permit Submittal Surveys

This month, we sent 38 surveys to applicants who submitted permits and received 2 responses with outstanding results:

☆ **Perfect Score Again! For 3 months in a row**, the permit submittal process earned an average rating of **5 out of 5!**

☆ **100% Clarity!** Every respondent reported feeling confident in the permitting process.

*"Both Michele and Cathi were an absolute pleasure to work with. They answered all our questions and went way beyond their expectations. You should be happy to have them both working there."*

*"Everyone I spoke with was eager to help understand and complete the complicated process of converting a hardship property to an ADU."*

### Post-Permit Finalization Surveys

To ensure a smooth experience from beginning to end, we surveyed those who had completed the entire permitting process. Of the **62 surveys sent**, we received **6 responses**, and the results speak for themselves:

☆ **Perfect Experience!** The overall building process was rated **5 out of 5!**

☆ **Total Confidence! 100%** of respondents felt prepared to navigate the process again.

At every stage, our team consistently exceeds expectations and sets the standard for excellence. A heartfelt thank you to our dedicated staff and everyone we serve for making our department truly exceptional!

Building Permits			
Applied	594	▲	1
Approved	618	▲	40
Issued	521	▲	24
Finaled	487	▲	139

Planning Projects			
Applied	20	▼	-21
Approved	10	▼	-1

Inspections			
Site Visits	1544	▲	72
Inspections Completed	3043	▲	111

Code Enforcement Complaints			
Opened	111	▲	2
Closed	120	▲	36

Code Enforcement Cases			
Opened	92	▼	-8
Closed	80	▼	-10

VHR Code Enforcement Cases			
Opened: Tahoe	24	▲	2
Opened: Western	12	▼	-11

Code Enforcement Notices			
Notice and Order	12	▼	-4
Notice of Compliance	5	▲	3
Notice to Correct	1	▲	1

## Fewer Visits, Faster Service!

In **Placerville Building**, March brought in **53 more visitors**, totaling **693**, with an average wait time of **20.6 minutes**—a **4.6-minute improvement** from February!!

In **Tahoe Building**, better weather saw increased traffic with 39 visitors compared to 14 last month. (Wait times were not recorded.)

**Planning** served **282 individuals**, 25 fewer than last month, and the average wait time fell to **12 minutes!!**—**6.8 minutes faster** than in February!!

### Phones Keep Ringing

Our teams kept up with **301** returned calls in March:

☎ **Placerville Building**: 177 calls

☎ **Tahoe Building**: 24 calls

☎ **Planning**: 110 calls

As we continue to improve online access and simplify our services, our commitment to excellent support remains strong—no matter how you reach us: in person, online, or by phone!

## Projects in Your Area

**1174 Participants visited at least one page, UP 103%**

Costco/EDH 52 remains the top project of interest and shows an increase in engagement this month.

Top Projects	Participants	Change
Costco/EDH 52	598	▲ 403
The Crossing Revision	202	▲ 156
East Ridge- APPROVED	86	▼ -25
Village of Marble Valley Specific Plan	77	▲ 62
Town and Country Village	66	▲ 31
Serrano Village M5 Project	62	▼ -9
Cameron Meadows Project	48	0
Generations at Green Valley Project	48	▲ 16

## April Meetings

SEED Committee: 04-17-25 at 1pm in the TAC Room

Planning Commission: 04-10-25 & 04-24-25 at 8:30am in the PC Hearing Room

**Have Questions? Contact our P&B Liaison at [pnb.liaison@edcgov.us](mailto:pnb.liaison@edcgov.us) or call: 530-621-6548**