

Planning & Building

Monthly



P & B
Monthly

November 2025

What our Customers are Saying

Walk-In Surveys

We sent out **241** surveys to Planning and Building walk-in customers and received **15** responses.

Exceptional Service Recognized

- **Staff Courtesy: 4.9 / 5.0**
- **Staff Knowledge: 4.7 / 5.0**

This month, we had **11** different staff members called out by name for delivering outstanding service! Staff got some great shout-outs, below are some examples

- *"Angela is very professional and efficient. When I was called in, all material were already printed out and ready for me. She responded to my request of sending me the material through email promptly. Excellent services."*
- *"My experience was quick and the County employees were knowledgeable and helpful."*
- *"Always have had 5 star experiences working with the Building Dept. professionals including building inspectors! Very helpful and knowledgeable. Always willing to share information to make sure projects are done correctly. Thank you!"*

Post-Permit Submittal Surveys

This month we sent out **44** surveys after permit submittal but only received **2** responses. Both respondents rated their overall experience as **5 out of 5**, and each respondent said they felt they understood the permitting process. We received this note:

- *"The staff member I met with was in training and being shadowed by Jeff. I think they both did a great job. I think it was a great learning experience for the trainee and Jeff, as always, was able to answer all of my questions."*

Of the **60 surveys sent** after permits had been finalized, we received **6** responses: Of those responses the overall build experience was **4.6 out of 5**! And none reported any issues. We also received this feedback:

- *"Keep up the good work."*

TRIVIA QUESTION

This ancient city, famously carved into sandstone cliffs and featured as the resting place of "the Holy Grail" in *Indiana Jones and the Last Crusade*, is located in present-day Jordan. What is it called?

Quick Turnaround Approved Permits		
In House		
Same Day	143	▼ -33
One Day	17	▲ 5
Two Days	1	▼ -6
Total	161	▼ -34
Online		
Same Day	113	▼ -88
One Day	60	▼ -34
Two Days	12	▼ -12
Total	185	▼ -134

Online Building Permits		
Electrical	65	▼ -39
Mechanical	56	▼ -32
Plumbing	38	▼ -10
Roof Replacement	42	▼ -33
Residential Solar	50	▼ -51

November was busy!

Building Permits			
Applied	573	▼	-226
Approved	595	▼	-247
Issued	475	▼	-258
Finalized	551	▼	-186

Planning Projects			
Applied	35	▼	-5
Approved	12	▼	-7

Inspections			
Site Visits	1304	▼	-755
Inspections	2776	▼	-1376
Completed			

- **Placerville Building** saw **495** visitors with an average wait time of **21.5** minutes - 4 minutes slower than October.
- **Tahoe Building** saw **49** visitors. (Wait times weren't recorded.)
- **Planning** served **211** visitors. Average wait times were only **11.4** minutes! 0.4 minute faster than last month.

On the Phones

Our teams returned about the same amount of calls in November as they have the past seven months:

☎ **Placerville Building Returned:** 155 calls

☎ **Tahoe Building Returned:** 17 calls

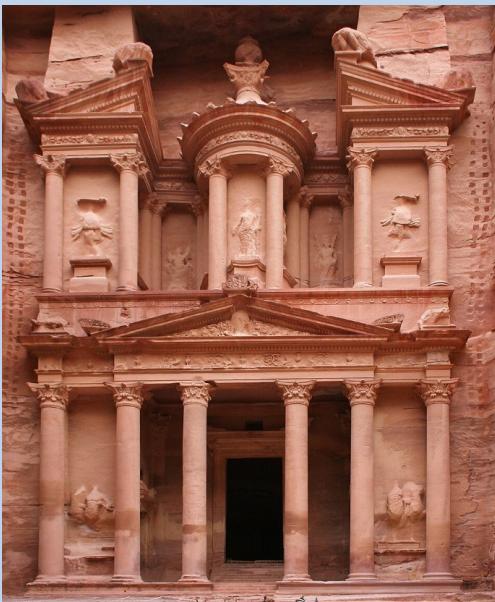
☎ **Planning Returned:** 49 calls

Projects in Your Area

In November we had 753 visits to Projects in Your Area

EDH Costco is still getting the most interest but visits have dropped overall.

Top Projects	Visits	Change
EDH Costco	182	▼ -93
Creekside Village Specific Plan	85	▼ -10
Village of Marble Valley Specific Plan	55	▼ -51
East Ridge (APPROVED)	52	▼ -12
Durock Road Arco AM/PM	46	▼ -197
Town and Country Village	45	▼ -93
Gateway El Dorado Specific Plan	37	
Dorado Oaks Tentative Subdivision Map	36	



Upcoming Meetings in January 2026

Planning Commission: 1-22-26 in the PC Hearing Room

Zoning Administrator: 1-7-26 and 1-21-26 at 3pm in the PC Hearing Room

SEED Committee: 1-15-26 at 3pm in the TAC Room

Affordable Housing Task Force: 1-21-26 in the PC Hearing Room

ANSWER

Petra! Petra is also called the "Rose City" because of the color of the sandstone from which it is carved. The city is one of the New 7 Wonders of the World and a UNESCO World Heritage Site

Have Questions? Contact our P&B Liaison at pnb.liaison@edcgov.us

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