

# 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?

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### Quick Turnaround Approved Permits

In House			
Same Day	143	▼	-33
One Day	17	▲	5
Two Days	1	▼	-6
<b>Total</b>	<b>161</b>	<b>▼</b>	<b>-34</b>
<b>*Online*</b>			
Same Day	113	▼	-88
One Day	60	▼	-34
Two Days	12	▼	-12
<b>Total</b>	<b>185</b>	<b>▼</b>	<b>-134</b>

### 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

- **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.

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

## 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

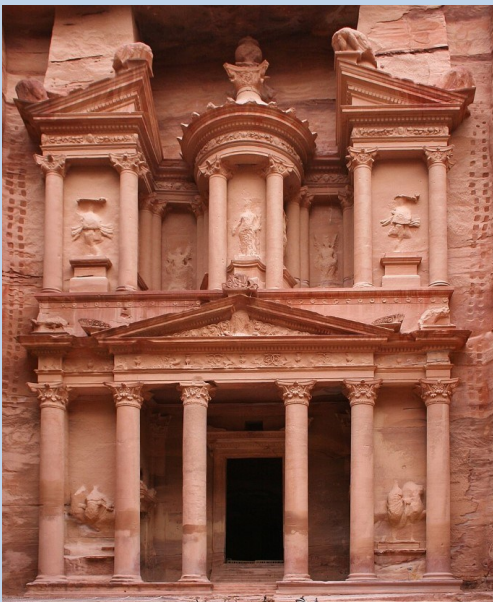
☎ **Planning Returned:** 49 calls

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

# 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](mailto:pnb.liaison@edcgov.us)**