

Planning & Building Monthly



P & B Monthly

November 2024

\$500,000 for HOME Program

The California Department of Housing and Community Development (HCD) announced on November 14, 2024, that the County of El Dorado, Planning and Building Department, Affordable Housing Unit, has been awarded a First-Time Home Buyer HOME Program award in the amount of \$500,000. Program guidelines and application materials are projected to be available Spring of 2025. Interested borrowers can complete this [form](#) to be notified about Program updates.

El Dorado County Awarded \$250,000

El Dorado County has been awarded \$250,000 as part of the Sacramento Area Council of Governments' (SACOG) Engage, Empower, Implement (EEI) program. This funding is part of a \$3.8 million investment in 11 projects across the region, aimed at fostering partnerships between cities, counties, and community-based organizations to develop equitable and sustainable solutions.

The EEI program emphasizes collaboration and community involvement, and El Dorado County's award highlights its dedication to addressing local challenges through innovative planning. Stay tuned for updates as these projects unfold!

Customer Feedback

In November, we remained committed to listening to our customers by surveying their satisfaction and identifying ways to improve their experience.

Walk-in Surveys This month, 466 customers who visited our Planning and Building divisions were invited to share their feedback—171 fewer than last month. We were thrilled to receive 32 responses, a small increase from October! Many of the comments we received were insightful, offering both praise and valuable suggestions for enhancing our services:

*"It's nice to get approval **WITHIN AN HOUR** of submission. Thanks."*

*"I was very **PLEASANTLY SURPRISED** as a new resident to California. Our wait time was minimal and Eric Michaelson was knowledgeable, courteous and a great communicator. He **EASED MY MIND** after I learned more about the process involved with our project."*

*"I was super impressed **HOW EASY** the process was to apply for a permit as the owner builder. Micah was really helpful guiding through the steps. Excellent service!!!"*

- **10** staff members were called out by name for providing outstanding service!
 - Staff courtesy was rated **4.77** of 5.0 and Staff Knowledge was rated **4.74** of 5.0
- After Permit Submittal Surveys 39 (+5) went out to customers after they submitted their permits and we received 3 responses.
- The average rating for the permit submittal process went up from 4.2 to **4.67!**
 - Again this month, **100%** of respondents reported experiencing that they felt they understood the permitting process! And **0** respondents reported experiencing a problem!

Post-Permit Finalization Surveys We also sought feedback from those who had completed the entire permitting process. We sent out 70 (-32) surveys and received 6 responses.

Quick Turnaround Permits

OTC Window

Same Day	14	▼	-27
One Day	3	▼	-6
Two Days	5	▲	4
Total	22	▼	-29

Permit Center

Same Day	221	▼	-44
One Day	75	▼	-15
Two Days	26	▼	-10
Total	322	▼	-69

Online Building Permits

Electrical	48	▼	-30
Mechanical	84	▼	-7
Plumbing	48	▲	14
Roof Replacement	56	▼	-11
Residential Solar	75	▼	-25

Building Permits			
Applied	625	▼	-191
Approved	697	▼	-227
Issued	569	▼	-255
Finalized	592	▼	-229

Planning Projects			
Applied	25	▼	-8
Approved	11	▼	-16

Inspections			
Site Visits	1617	▼	-974
Inspections Completed	3291	▼	-1785

Code Enforcement Complaints			
Opened	66	▼	-32
Closed	77	▼	-10

Code Enforcement Cases			
Opened	80	▲	24
Closed	63	▼	-40

VHR Code Enforcement Cases			
Opened: Tahoe Basin	9		-12
Opened: Western Slope	4	▲	2

Code Enforcement Notices			
Notice and Order	14	▼	-7
Notice of Compliance	12	▲	10

Customer Feedback cont'd.

- The average rating for the overall building process experience went up from 4.1 to **4.83**.
- Only 1 customer reported an issue during the build process; however, reported that the issue was resolved to their satisfaction and provided this comment: ***"We didn't do some work up to code, but William Letchworth, the inspector, was EXTREMELEY HELPFUL!"***

In November, the Placerville Building team assisted 587 customers, a decrease of 209 from the previous month, with an average wait time of 22.4 minutes. The Tahoe Building team served 23 customers, 93 fewer than October, though wait times were not recorded.

Planning served 189 customers this month, 83 fewer than the previous month. However, the average wait time was 12.5 minutes—2 minutes faster than October!

On the phones, we returned 252 calls, maintaining a similar volume to last month.

Projects in Your Area

469 Participants visited at least one page, which is down 16% from last month.

In November, Costco/EDH 52 was the most visited project, while the Pre-App for Gateway Specific Plan fell from 1st to 10th.

Top Projects	Participants	Change	
Costco/EDH 52	182		
Village of Marble Valley Specific Plan	71	▼	-7
East Ridge- APPROVED	65	▼	-5
The Crossings Revision	41	▲	1
Town and Country Village	40	▼	-30
Lime Rock Valley Specific Plan	40		
Generations at Green Valley Project	39		
Pre-Application for Gateway Specific Plan	37	▼	-130

Coming Up:

Affordable Housing Task Force: December 18, 9 am, 2850 Fairlane Court, Building C Hearing Room, Placerville CA

SEED Committee: December 19, 3 pm, 2850 Fairlane Court, Building C TAC Conference Room, Placerville, CA 95667

Did you know we have a dedicated staff member to assist if you cannot find an answer to a Planning or Building project issue?

Contact Ben Wehrle at pnb.liaison@edcgov.us or 530-621-6548