



Nassau County Building Department
96161 Nassau Place
Yulee, Florida 32097

August 5, 2019

MEMORANDUM

TO: Nassau County Board of County Commissioners
FROM: Keith Ellis – Building Official *KE*
DATE: Monthly Activity Report July, 2019

The Building Department issued 1021 permits in July, 50 less than issued in June. Permit revenues received for July were \$209,029 or 11% lower than June permit revenues of \$230,285. For comparison, there were 868 permits issued in July, 2018.

Permit revenues received thru:

July, 2019	\$2,272,205
July, 2018	\$2,010,417(for comparison only)

The Building Department continued to scan documents for digital archival of records during July. Scanning of current permits is now being completed upon issuance, and inspection tickets as completed, therefore eliminating the need to keep any additional paper copies. Digital archived records ensure that public records are created, maintained and disposed of in accordance with Florida Statutes. The digital archival of records also enables public records requests for permit and plans information to be completed in a more timely and efficient manner. DocStar, the records retention software was updated in July.

Inspectors continue to enter inspection results in the field daily which allows contractors to see their inspection results on-line the same day of completion. Daily inspection assignment schedules are also being posted to the Building Department web page so contractors can see approximately when an inspector may arrive at their site. The number of contractors using the on-line features continues to increase. They are scheduling inspections, viewing inspection results and entering trade permits on-line.

Permitting Department:

The Permitting Department processed and issued the following permits for the month of July, 2019

- 63 New Single-family residence permits
 - a. 10 at less than \$250,000 construction valuation
 - b. 49 at \$250,000 to \$500,000 construction valuation
 - c. 4 above \$500,000 construction valuation
- 2 New Mobile Home Permit
- 2 Replacement single family residence permit
- 8 Replacement Mobile Homes
- 946 Accessory permits (Mechanical, Plumbing, additions, repairs, commercial Build-outs, swimming pools, etc)

The department average turn around time for the issuance of new single-family residence and mobile home permits is approximately two weeks (**versus 4-6 weeks**). Some repair/remodel and addition permits being issued in less than one week and three weeks on commercial projects provided there are no unforeseen problems with the application. We are now asking for only one set of construction plans (versus two sets with 50% paperwork reduction) to be submitted with applications from contractors. These are being processed and scanned as quickly as possible.

The Building Official completed and received certificates of completion for two RedVector on-line training classes. Upon completion he was re-certified as ASFPM Certified Floodplain Manager.

We continue to receive positive comments relating to customer service(see attached)

Inspections Department:

Building Inspectors completed 3590 inspections in July. There were 249 more inspections performed by outside services due to our limited number of Commercial Inspector Licenses.

We continue to work on increasing our Inspection staff and allowing present Inspectors to receive more training and testing for additional licenses.

NASSAU COUNTY BUILDING DEPARTMENT
July, 2019

	5/31/2019 -6/27/19 June 2019		6/28/2019 -7/30/19 July 2019		Budget Year-To-Date	2018/2019
	# Permits	Fees Collected	# Permits	Fees Collected	# Permits	Fees Collected
PERMITS ISSUED						
NEW MOBILE & MODULAR HOMES						
On Island	0		0		0	
Off Island	6		2		48	
NEW SINGLE FAMILY RESIDENCE						
On Island	12		2		52	
Off Island	54		61		698	
NEW MULTI FAMILY RESIDENCE	0		0		16	
TOTAL PERMITS ISSUED						
Total Building Permits (New, Add, R/R, Roof, Sign, Siding)	314	\$165,622	257	\$141,838	2671	\$1,729,848
MH & modular permits(\$ incl in Bld)	11		10		101	
Electrical Permits	232	\$27,291	239	\$23,177	1991	\$207,700
Mechanical Permits	243	\$12,910	223	\$22,614	1818	\$115,599
Plumbing Permits (Plumbing, Gas, Irrigation)	271	\$23,287	292	\$20,445	2264	\$205,728
Total Permits Issued	1071		1021		8845	
Total Permit Fees Collected		\$229,110		\$208,074		\$2,258,875
CONTRACTOR LICENSES (renewals & new)	30	\$1,175	24	\$955	389	\$13,330
Total Fees Collected		\$230,285		\$209,029		\$2,272,205
INSPECTIONS PERFORMED	3220		3590		28597	
CERTIFICATE OF OCCUPANCY ISSUED	98		97		863	
	20 working days 1 holiday		22 working days 1 Holiday			



NASSAU COUNTY CUSTOMER SERVICE QUESTIONNAIRE

Please check the appropriate response

Overall, I am very satisfied with the services received from County staff:

☒ Strongly agree () Somewhat agree () Neither agree or Disagree

() Somewhat disagree () Strongly disagree

Staff was prompt in making sure my problem was resolved within a reasonable time.

☒ Strongly agree () Somewhat agree () Neither agree or Disagree

() Somewhat Disagree () Strongly Disagree

In my opinion County staff was very professional while working with me:

☒ Strongly agree () Somewhat agree () Neither Agree or Disagree

() Somewhat disagree () Strongly disagree

The information I received from County staff was very helpful for my project:

☒ Strongly agree () Somewhat agree () Neither Agree or Disagree

() Somewhat disagree () Strongly disagree

The reason for my visit with County Staff was related to: You may check more than one

() Planning () Engineering ☒ Permitting () Code Enforcement

Comments:

This service is fantastic.

Optional information: () I would like to be contacted () I would not like to be contacted

Name _____

Telephone _____

Thank you!



NASSAU COUNTY CUSTOMER SERVICE QUESTIONNAIRE

Please check the appropriate response

Overall, I am very satisfied with the services received from County staff:

☒ Strongly agree () Somewhat agree () Neither agree or Disagree

() Somewhat disagree () Strongly disagree

Staff was prompt in making sure my problem was resolved within a reasonable time.

☒ Strongly agree () Somewhat agree () Neither agree or Disagree

() Somewhat Disagree () Strongly Disagree

In my opinion County staff was very professional while working with me:

☒ Strongly agree () Somewhat agree () Neither Agree or Disagree

() Somewhat disagree () Strongly disagree

The information I received from County staff was very helpful for my project:

☒ Strongly agree () Somewhat agree () Neither Agree or Disagree

() Somewhat disagree () Strongly disagree

The reason for my visit with County Staff was related to: You may check more than one

() Planning () Engineering ☒ Permitting () Code Enforcement

Comments:

Always have a good staff member
help out quickly

Optional information: () I would like to be contacted () I would not like to be contacted

Name

All South Roofing Co.

Telephone

Thank you!



NASSAU COUNTY CUSTOMER SERVICE QUESTIONNAIRE

Please check the appropriate response

Overall, I am very satisfied with the services received from County staff:

☒ Strongly agree ☐ Somewhat agree ☐ Neither agree or Disagree

☐ Somewhat disagree ☐ Strongly disagree

Staff was prompt in making sure my problem was resolved within a reasonable time.

☒ Strongly agree ☐ Somewhat agree ☐ Neither agree or Disagree

☐ Somewhat Disagree ☐ Strongly Disagree

In my opinion County staff was very professional while working with me:

☒ Strongly agree ☐ Somewhat agree ☐ Neither Agree or Disagree

☐ Somewhat disagree ☐ Strongly disagree

The information I received from County staff was very helpful for my project:

☒ Strongly agree ☐ Somewhat agree ☐ Neither Agree or Disagree

☐ Somewhat disagree ☐ Strongly disagree

The reason for my visit with County Staff was related to: You may check more than one

☐ Planning ☐ Engineering ☒ Permitting ☐ Code Enforcement

Comments:

Great group of employees

Optional information: ☐ I would like to be contacted ☐ I would not like to be contacted

Name _____

Telephone _____

Thank you!