



## CITY OF PUNTA GORDA

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### **The Building Division is on the Move!**

We are excited to share that over the last year we have introduced the following items to better service our contractors and owners.

- Electronic format and in person Updates
  - ◆ Accept trade permits via email.
  - ◆ Provide an automated response to emails acknowledging receipt.
  - ◆ Created guidelines and streamlined re-roof inspections to include allowing both dry-in and roof in progress inspections to be scheduled the same day.
  - ◆ Adding additional information on building webpage regarding operations.
  - ◆ Added a link on the main page to search for contractor
  - ◆ Added a link on main page; *"I want to..."* schedule an inspection and pay a fee to bring the customer directly to the building portal.
  - ◆ All inspectors are assigned tablets to result inspections real time.
  - ◆ Customer Building Lobby improvements to include an additional work station to accommodate in person wait times and new waiting areas.
  - ◆ Customer Lobby queueing system, Qless, will be introduced within the upcoming months. This will allow our customers to log into system prior to arrival. More information on how to use the system will be communicated prior to arrival.
  - ◆ Updated phone line and email messages.

Additional items to see within the next year.

- Online permit submittal
- Digital plan review
- Ability to track permit revision and resubmittals through online portal
- Permit project coordinator position will be created for online submittal processing ease of workflow.
- Create analytical reports easily without the need for IT support.

### Hurricane Ian updates

- ❖ The city immediately brought in a contracted damage assessment team after storm to assure damage assessment was completed timely for recovery effort utilizing the county's Survey 1,2,3 software
- ❖ The city worked with the property appraiser to ensure the structures market value for substantial damages determinations.
- ❖ Permit volumes increased significantly post storm. To assist the city;
  - Added contract inspector to assure next day inspection
  - Hired contract full-time temporary permit tech for permit processing



- Will hire another part-time temporary permit tech May 15<sup>th</sup>.
- Reallocated staff to perform additional plan review.
- Issued roof permit immediately over the counter if the roof is like to like materials.
- Increased the sq footage to 300 sq ft for roof repairs that do not require a permit.
- The division continues to coordinate efforts through DBPR for licensed and unlicensed contracting
- The DBPR has completed 2 licensing sweeps with city staff post hurricane.
- City staff continue to monitor for unpermitted and unlicensed activity.

### **PERMIT ISSUANCE REPORTS**

- Building
  - a. Building permit issuance comparisons post Hurricane Ian
    - i. Roofs
      - 1. Feb. 2022 – 35
      - 2. **Feb 2023 – 460**
    - ii. Screen enclosures
      - 1. Feb. 2022 – 10
      - 2. **Feb 2023 – 82**
    - iii. Total Permit
      - 1. Feb. 2022 – 483
      - 2. **Feb 2023 – 1027**
    - iv. Contractor Licenses have also significantly increased
      - 1. Feb 2022 – 25
      - 2. **Feb 2023 – 107**
  - b. Year to Date
    - a. Roofs
      - i. 2022 – 149
      - ii. **2023 – 460**
    - b. Screen enclosures
      - i. 2022 – 92
      - ii. **2023 – 82**
    - c. Total Permit
      - i. 2022 – 2591
      - ii. **2023 – 3882**
    - d. Contractor Licenses
      - i. ROOFING Licenses Alone post hurricane
        - 1. 2022 – 158
        - 2. **2023 – 556**
      - ii. ALL Disciplines
        - FY 2022 – 250
        - FY 2023 – 780**