

Development & Engineering



CITY GOES LIVE WITH ONLINE PAYMENTS, OTHER ENHANCEMENTS FOR DEVELOPMENT CUSTOMERS

The Development and Engineering Department has introduced several customer service enhancements over the last couple of months. The biggest such improvement is that customers can now pay online for plan review, permit and other development-related fees. This project was a collaborative effort with the I.T. and Finance departments, and the new system is the latest in a series of steps to deploy technology to improve customer service as well as reduce paper and trips to the DCSB.

With the launch of online payments, the development services area is now assessing the 2.25 percent service fee approved by the City Council on September 6, 2016. The purpose of the service fee was to shift the burden of credit card fees from Peoria taxpayers to those who use credit cards. The city incurred more than \$200,000 in credit card fees related to development services in FY2017.

In July, the Development and Engineering Department assumed the responsibility for taking payments at the development services counter—a function performed by Finance Department staff for many years. Under this new model, the customer service representative will not only take payments, but will also staff an information desk and help direct customers at the counter. This person will even issue some permits rather than sending customers back to a development technician.

The new city website set to go live in August will have a “development portal”—a landing page for developers, homeowners, contractors, and other stakeholders seeking information about the development process. The existing website is organized by departments and divisions, making it difficult for customers to find what they are looking for. The new development portal centralizes all of this information in one location, without regard for department or division lines.

STATISTICAL INDICATORS

Capital Improvement Program

Active Design Projects: 11
 Active Design Costs: \$7,196,817
 Active Construction Projects: 12
 Active Construction Costs: \$21,614,714

Site Development

Civil Reviews Completed

<u>July 16</u>	<u>July 17</u>
154	110

Average Turnaround Time

<u>July 16</u>	<u>July 17</u>
11.38	14.09

Active Design Projects

<u>July 16</u>	<u>July 17</u>
155	96

Active Construction Projects

<u>July 16</u>	<u>July 17</u>
190	95

Building Development

New Commercial Permits

<u>July 16</u>	<u>July 17</u>
2	2

Tenant Improvement Permits

<u>July 16</u>	<u>July 17</u>
5	7

Total Commercial Permits

<u>July 16</u>	<u>July 17</u>
41	39

New Single Family Permits

<u>July 16</u>	<u>July 17</u>
107	146

Total Residential Permits

<u>July 16</u>	<u>July 17</u>
423	561

Commercial Plan Reviews

<u>July 16</u>	<u>July 17</u>
56	75

Residential Plan Reviews

<u>July 16</u>	<u>July 17</u>
383	606

Rollover Inspections

<u>July 16</u>	<u>July 17</u>
136	19