

# Growth Management

**BOARD OF COUNTY COMMISSIONERS  
OKALOOSA COUNTY, FLORIDA**

**SERVICE AREA:** GENERAL GOVERNMENT

**DEPARTMENT/PROGRAM:** GROWTH MANAGEMENT/PLANNING DIVISION

**PROGRAM DESCRIPTION:** The Planning Division is responsible for:

- Administration of the Okaloosa County Comprehensive Plan and Land Development Code, a non-discretionary, state-mandated function intended to set general guidelines and principles for the growth and development of the County, including capital facilities and infrastructure planning.
- Coordination of the County’s floodplain management program as needed to participate in the National Flood Insurance Program (NFIP). As of this writing, there are approximately 11,900 active flood insurance policies in the County with a premium value of roughly \$5 million.
- Coordination of the County’s participation in the NFIP Community Rating System which is a voluntary incentive program that recognizes and encourages community floodplain management activities that exceed minimum NFIP requirements. Flood insurance premium rates are discounted to reflect reduced flood risk resulting from community actions toward meeting CRS goals. The County currently has a CRS classification of 5 which translates into a 25% savings for flood insurance policy holders.
- Coordination of the Countywide (County and municipality) Local Mitigation Strategy which is a federal mandate requiring all local governments to develop hazard mitigation plans as a condition of receiving federal mitigation project grants under the pre- and post-disaster hazard mitigation grant programs.
- Primary liaison between the County and Eglin Air Force Base regarding land use and encroachment issues.

**REVENUE:** The Planning Division is funded within the General Fund. Supporting revenue of the General Fund are ad valorem taxes, communications service tax, local business tax, permits and fees, state shared revenue, charges for services, judgments and fines, miscellaneous revenue and transfers from other funds.

**EXPENDITURES:**

Category	Expenditures		Budget	
	FY11 Actual \$	FY12 Actual \$	FY13 Original \$	FY14 Approved \$
Personal Services	591,321	559,342	594,890	625,142
Operating Expenses	74,633	59,323	63,278	65,257
Capital Outlay	0	0	0	5,000
Other	0	0	0	0
<b>Total</b>	<b>665,954</b>	<b>618,665</b>	<b>658,168</b>	<b>695,399</b>

## HISTORICAL STAFFING SUMMARY:

Category	FY11	FY12	FY13	FY14
Full-time	10	9	9 <sub>1</sub>	9 <sub>1</sub>
Part-Time	0	0	0	0
Relief	0	0	0	0
Total	10	10	9	9

1 Four (4) positions split between Fund 0108 (Planning) and 441 (Building) as well as 2 FT Transit and Grants Employees

## MAJOR ACCOMPLISHMENTS LAST YEAR:

- Created development project tracking system available on-line so that applicants, owners, and engineers can track the progress and status of development projects.
- Developed draft “Quick Guide to Floodplain Management” to assist citizens in understanding the flood insurance program.
- Provided staff support including agendas, staff reports, minutes, etc. to Planning Commission, Board of Adjustment, construction licensing boards, and Military sustainability Partnership
- Successfully coordinated CRS/Floodplain management review.

## PROGRAM GOAL:

1. To develop and implement short, medium, and long-range land use planning strategies, including associated regulatory programs, that ensure the County’s long term economic vitality, environmental health, and quality of life consistent with state land use legislation.
2. Implement a streamlined and efficient development review process that does not include unnecessary steps or superfluous requirements.
3. Enhance the ability of Eglin Air Force Base, the Eglin Reservation, and Hurlburt Field to continue and expand their military missions.
4. Maintain favorable insurance rates through continued participation in the NFIP Community Rating System

## KEY OBJECTIVES:

1. Continue to improve the County’s Land Development Code.
2. Continue implementation of the 2009 Eglin Joint Land Use Study (JLUS).
3. Work with the Military Sustainability Partnership to identify opportunities to enhance the utility of the area’s military installations through shared use of resources, as feasible.
4. Maintain NFIP/CRS rating of 5
5. Continue coordination of Local Mitigation Strategy and committee

**PERFORMANCE MEASURES:**

Performance Measures		Actual FY11/12	Estimated FY12/13	Adopted FY13/14
Input	Full-time Equivalent (FTE) – does not include Transit and Grants Positions			
	Planning Manager (PM)	1	1	1
	Planning Coordinator (PC)	1	1	1
	Planner III (P-3)	2	2	2
	Planning Analyst (PA)	1	0	0
	GIS Planner/Analyst (GIS)	1	1	1
	<i>Positions Shared with Enterprise Fund</i>			
	Growth Management Director	1	1	1
	Fiscal Coordinator	1	1	1
	Administrative Assistant II (AA)	2	2	2
Output	Comprehensive Plan:			
	Text amendments	1	1	1
	Large-scale map amendments	1	1	1
	Small-scale map amendments	12	6	8
	Planning Commission meetings	5	8	8
	DRI Changes	0	1	1
	Land Development Code:			
	Change to zoning map	12	6	8
	Development order reviews	17	20	25
	Site Plan Reviews	29	30	40
	Subdivision Review	4	3	4
	Administrative Adjustments	17	2	5
	Lot Splits	36	35	35
	Landscaping Reviews	6	25	25
	Alcohol Reviews	25	25	25
	Consistency Letters	27	25	25
	Temporary Use Review	12	10	10
	Board of Adjustment:			
Variances	5	5	5	
Special exceptions	0	0	0	
Appeals	0	1	0	
National Flood Insurance Program:				
Elevation certificates reviewed	307	320	330	
Efficiency	Maintain least level of staff per 1,000 unincorporated county population <sup>1</sup> (does not include GM Director or Financial Coordinator)	7 to 180	7 to 186	7 to 190
	Maintain least staff cost per taxpayer budget dollar (budget divided by number of staff)	1/\$88,380	1/\$94,024	1/\$100,023
	Achieve shortest development review time in region	Yes, 120 days	Yes, 120 days	Yes, 120 days
Effectiveness	Continue participation in NFIP			
	Total Number of Flood Policies	12,075	11,987	12,000
	Total Premiums in Flood Zones	\$5,048,000	\$5,289,266	\$5,400,000
	Avg. Policy Premium (All Zones)	\$508	\$549	\$560
	Savings Per Policy in SFHA	\$169	\$183	\$183
	Maintain and improve CRS rating	Yes, Class 5	Yes, Class 5	Yes, Class 5

**BOARD OF COUNTY COMMISSIONERS  
OKALOOSA COUNTY, FLORIDA**

**SERVICE AREA:** PUBLIC SAFETY

**DEPARTMENT/PROGRAM:** GROWTH MANAGEMENT/CODE ENFORCEMENT DIVISION

**PROGRAM DESCRIPTION:** The Code Enforcement Division protects the health, safety, and quality of life of Okaloosa County’s residents and visitors by ensuring compliance with the Land Development Code and other ordinances adopted by the Board of County Commissioners, enforcing licensing and other legal requirements associated with the contracting and building trades, and processing building code violations in conjunction with the Building Official through appropriate boards and authorities.

The Code Enforcement Division provides administrative and professional service to the Code Enforcement Board as well as the Construction, Mechanical, Plumbing, and Electrical competency boards. Through Interlocal Agreements between the Board of County Commissioners and their respective city councils, the Code Enforcement Division also administers competency board cases (in conjunction with the County Building Official) for the City of Mary Esther and the City of Destin.

**REVENUE:** The Code Enforcement Division is funded within the General Fund. Supporting revenue of the General Fund are ad valorem taxes, communications service tax, local business tax, permits and fees, state shared revenue, charges for services, judgments and fines, miscellaneous revenue and transfers from other funds.

**EXPENDITURES:**

Category	Expenditures		Budget	
	FY11 Actual \$	FY12 Actual \$	FY13 Original \$	FY14 Approved \$
Personal Services	110,562	101,687	100,222	104,598
Operating Expenses	15,063	15,757	23,394	24,445
Capital Outlay	0	0	0	0
Reserves	0	0	26,604	26,808
<b>Total</b>	<b>125,625</b>	<b>117,444</b>	<b>150,220</b>	<b>155,851</b>

**HISTORICAL STAFFING SUMMARY:**

Category	FY11	FY12	FY13	FY14
Full-time	3	3	3	3
Part-Time	0	0	0	0
Relief	0	0	0	0
<b>Total</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>

**MAJOR ACCOMPLISHMENTS LAST YEAR:**

- Initiated and administered 5 community clean ups
- Initiated 4 proactive area sweeps
- Implemented Citizen’s Code Enforcement Auxiliary

**PROGRAM GOAL:**

To protect the health, safety, and quality of life of Okaloosa County’s residents and visitors by providing effective, timely, and professional enforcement of County Codes and state laws.

**KEY OBJECTIVES:**

1. Investigate complaints of code and ordinance violations within 24 hours or next working day on weekends or holidays.
2. Work with contractors and property owners to *achieve compliance* with codes and ordinances.
3. Effectively coordinate investigations with other County departments, the Sheriff’s office, as well as state and federal agencies as applicable.
4. Investigate reports of unlicensed contracting, in conjunction with the Florida Department of Business and Professional Regulation, if necessary.
5. Organize community clean ups.
6. Institute the use of citizen volunteers as an auxiliary for administrative functions.
7. Increase public awareness of code requirements through public service announcements, informational flyers, and other avenues as appropriate.

**PERFORMANCE MEASURES:**

Performance Measures		Actual FY11/12	Estimated FY12/13	Adopted FY13/14
Input	FTEs	3	3	3
	Supervisor/Manager	1	1	1
	Officers	2	2	2
Output	Number of complaints of alleged code violations investigated	2654	2500	2450
	Number of contractor licensing investigations (includes unlicensed contracting as well as contractor misconduct)	375	320	300
	Number of cases prosecuted to Code Enforcement Board or Court	8	5	5
	Number of cases presented to contractor licensing boards	10	6	5
	Number of community clean ups	5	4	4
	Number of lien/code violation public record requests	475	470	500
	Citations Issued	17	12	10
Efficiency	Number of cases per Code Enforcement Official	855	833	817
Effectiveness	Number of cases resolved without necessitating Board action	2636	2489	2440
	Restitution to victims	\$8,000	\$3,750	No Estimate
	Total fines and fees recovered	\$3,107	\$1,175	No Estimate

**BOARD OF COUNTY COMMISSIONERS  
OKALOOSA COUNTY, FLORIDA**

**SERVICE AREA:** GENERAL GOVERNMENT

**DEPARTMENT/PROGRAM:** GROWTH MANAGEMENT/PLANNING DIVISION/*TRANSIT AND GRANTS*

**PROGRAM DESCRIPTION:** The Transit and Grants Section of the Planning Division serves as the Community Transportation Coordinator as required by Section 427.011 of the *Florida Statutes* and manages in excess of \$9 million in state and Federal grants funds through which both paratransit and fixed route services are provided. The Transit and Grants Section is also responsible for oversight of the \$3.2 million Neighborhood Stabilization Program (NSP) which provides housing to low to moderate income households. In addition to transit and NSP programs, this division oversees various grants as they become available.

**REVENUE:** The Planning Division/Transit and Grants is funded with General Funds with salary supported by State and Federal grants. The Section also receives revenue from grant reimbursement through the NSP and Community Development Block Grant programs. Revenue for transit operations is obtained through fare collections and advertising bus wraps. Funding for transit operations is subsidized by the Federal Transit Administration, Florida Department of Transportation, Florida Commission for the Transportation Trust Fund, Medicaid and matching local dollars. Miscellaneous non-transit grants (DCA, FEMA, DIG) are utilized for administration fees if feasible.

**EXPENDITURES:**

Category	Expenditures		Budget	
	FY11 Actual \$	FY12 Actual \$	FY13 Original \$	FY14 Approved \$
Personal Services	0	0	0	0
Operating Expenses	304,168	205,059	290,775	290,775
Capital Outlay	0	0	0	0
Grants & Aids	25,000	25,000	25,000	25,000
<b>Total</b>	<b>329,168</b>	<b>230,059</b>	<b>315,775</b>	<b>315,775</b>

2 full-time positions associated with this function are paid out of Planning Division 0108.

**HISTORICAL STAFFING SUMMARY:**

Category	FY11	FY12	FY13	FY14
Full-time	2	2	2	2
Part-Time	0	0	0	0
Relief	0	0	0	0
<b>Total</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>

## **MAJOR ACCOMPLISHMENTS LAST YEAR:**

- The Transit and Grants Section of the Planning Division managed in excess of \$8 million in transit related grants
- Successfully garnered \$715,000 in additional Neighborhood Stabilization Program Funds.
- Provided over 175,240 fixed route trips and over 141,000 in paratransit/door-to-door trips.
- Assisted the Public Works and Water & Sewer departments with CDBG grant administration
- Facilitated award of Department of Justice Office of Violence Against Women Safe Haven Grant

## **PROGRAM GOAL:**

The goal of the Transit and Grants Section is to maximize the procurement and use of state, Federal and other grants in order to:

- 1.. Provide the most affordable possible public transportation to citizens of Okaloosa County through the most cost-effective mix of fixed route and paratransit services;
2. Transfer as many paratransit users as possible to fixed route
3. Supplement County funds used for infrastructure;
4. Enable the provision of affordable housing to economically challenged households;
5. Provide grant administration assistance to other County departments and agencies.

## **KEY OBJECTIVES:**

1. Serve as the Community Transportation Coordinator (CTC) for Okaloosa County. This entails grant compliance monitoring and administration of grant funding for Federal Transit Administration, Florida Department of Transportation, Commission for the Transportation Disadvantaged, Medicaid, Department of Community Affairs (CDBG), Enterprise Florida, Inc. (Defense Infrastructure Grants) and FEMA.
2. Continue administration of 15+ grant programs totaling over \$9 million including review of financial and accounting systems relative to program revenues and expenditures and daily oversight and monitoring of primary public transit provider and management of three secondary providers.
3. Increase grant revenues by developing in-house expertise in grant administration and working with contract grant administrator.
4. Monitor implementation of the Neighborhood Stabilization Program to ensure compliance with all applicable state and federal regulations.
5. Manage overall planning and intergovernmental relations of the County's public transit system, including transit service design, route planning, performance monitoring, comprehensive planning, and land use coordination for transit.
6. Continue to provide public transportation in the form of fixed-route and paratransit service.
7. Assist in the establishment of Safe Haven facility in Okaloosa County



**PERFORMANCE MEASURES:**

Performance Measures		Actual FY11/12	Estimated FY12/13	Adopted FY13/14
Input	Farebox Collection –Fixed Route	120,242	125,000	100,000
	Farebox Collection - Paratransit	109,607	110,000	110,000
	Full Time Employees	2	2	2
	BCC Fixed-Route Operation Contribution	188,307	290,775	290,775
	BCC Paratransit Operation Contribution	25,000	25,000	25,000
	TDC Route Operation Contribution	0	0	0
Output	Transportation Disadvantaged Trips Medical (Ridership)	53,879	55,000	57,000
	Transportation Disadvantaged Trips Employment (Ridership)	51,074	52,000	53,560
	Transportation Disadvantaged Trips Other (Ridership)	25,537	26,000	27,000
	Medicaid (Ridership)	19,727	20,000	22,000
	Fixed Route (Ridership)	175,240	178,000	135,000
	NSP New Unit Construction (Units)	0	0	0
	Disaster Recovery Grant Funding	0	\$374,376	As available
	CDBG Grant (Neighborhood Revitalization & Economic Development)	0	\$750,000 \$750,000	\$750,000 \$750,000
	Defense Infrastructure Grant	\$250,000	\$250,000	\$250,000
	Public Transit, Reduced Funding, Reduced Service.	Maintain Service	Maintain Service	Eliminate (3) Routes
Efficiency	Two FTE’s Provide Management/Oversight/Compliance Review of Grant Programs	\$8,000,000	\$9,500,000	\$9,500,000
	Two FTE’s Provide Management/Oversight/Compliance Review of Capital Investments	\$5,000,000	\$5,250,000	\$5,250,000
	Awarded ARRA Grant Funding w/Limited Resources & Time	\$1,480,000	\$0	As available
Effectiveness	Average Fuel Savings for Express Rider	\$2,800	\$3,500	\$3,500 (assumes ridership and fuel costs remain same)

**BOARD OF COUNTY COMMISSIONERS  
OKALOOSA COUNTY, FLORIDA**

**SERVICE AREA:** PUBLIC SAFETY

**DEPARTMENT/PROGRAM:** GROWTH MANAGEMENT DEPARTMENT/INSPECTIONS DIVISION

**PROGRAM DESCRIPTION:** The Inspections Division of the Growth Management Department enforces the Florida Building Codes (Mechanical, Plumbing, Fuel/Gas, Residential, and Building) and the Fire- Life/Safety codes as mandated by Florida law. The Inspections Division also administers the County’s contractor licensing program as provided in Chapter 489, Florida Statutes, which protects public health and safety by ensuring that all contractors working in our jurisdiction are properly licensed. The Inspections Division receives and reviews permit applications, conducts on-site inspections for compliance with the requisite codes, and provides annual fire safety inspections for existing regulated structures. The Inspections Division provides building permit review services throughout unincorporated Okaloosa County as well as the City of Mary Esther, Town of Shalimar and City of Laurel Hill. The Division also provides Fire/Life Safety reviews for all the independent fire districts north of Eglin Air Force Base.

The Inspections Division’s enforcement of the Building and Fire/Life Safety codes has earned Okaloosa County an Insurance Services Office (ISO) rating of 4 which enables Okaloosa County’s homeowners to receive favorable homeowners’ insurance rates.

**REVENUE:** Pursuant to Section 553.80, Florida Statutes, the Inspections Division operates as an enterprise fund, using building permit application fees as its primary source of revenue.

**EXPENDITURES:**

Category	Expenditures		Budget	
	FY11 Actual \$	FY12 Actual \$	FY13 Original \$	FY14 Approved \$
Personal Services	1,013,415	1,043,492	961,948	1,060,707
Operating Expenses	135,949	556,736	397,336	400,108
Capital Outlay	0	0	0	0
Other	0	0	0	0
<b>Total</b>	<b>1,149,364</b>	<b>1,600,228</b>	<b>1,359,284</b>	<b>1,460,815</b>

**HISTORICAL STAFFING SUMMARY:**

Category	FY11	FY12	FY13	FY14
Full-time	13	12	12	12
Part-Time	0	0	0	0
Relief	0	0	0	0
<b>Total</b>	<b>13</b>	<b>12</b>	<b>12</b>	<b>12</b>

## **MAJOR ACCOMPLISHMENTS LAST YEAR:**

- Co-sponsored with BIA training session to enable contractors and Inspections staff to receive continuing education credits
- Upgraded permitting software (with IS)
- Improved General Liability Insurance Certificates requirements.

## **PROGRAM GOAL:**

Inspections Division's is responsible to protect the public health and safety by ensuring that all regulated construction activities meet or exceed the requirements of the Building and Fire/Life Safety codes while providing customer-friendly service to the development industry by ensuring that building permit reviews and inspections are carried out in a timely, uniform manner and operate independently of the County General Fund.

## **KEY OBJECTIVES:**

1. Maintain staffing sufficient to meet the following levels of service:
  - a. Inspections performed the next business day for any inspection requested by midnight of the preceding day.
  - b. Provide twice-per-week (Tuesdays and Thursdays) walk-through review of single-family residences, renovations, additions, pools, and accessory structures.
  - c. Provide plans review for single family home in 5 working days, commercial plans in 10 working days.
  - d. Maintain ability to respond in times of natural disaster.
  - e. Maintain an ISO rating of 4 or better
2. Maintain revenues and reduce costs where possible to enable the Division to function without subsidy.
3. Implement credit-card permit payment
4. Replace fax permitting with on-line permitting for permits current issued by fax

**PERFORMANCE MEASURES:**

Performance Measures		Actual FY12	Estimated FY13	Adopted FY14
Input	FTEs	12	12	12
	Office Locations	2	2	2
Output	Number of building permits issued	7,023	7,116	7,200
	Number of Building Plans Examinations	1,246	1,291	1,300
	Number of fax permits issued (this is a subset of the total number of permits)	2,303	2,307	2,350
	Number of licenses issued <sup>1</sup>	698	593	550
	Number of trade board meetings	19	21	20
	Number of Public Records Requests	434	485	500
	Number of Fire Plans Reviews	64	86	90
	Number of Fire Inspections	3,631	2,438	2,500
Efficiency	Inspections per Inspector per day	17	17	18
	Plans Examinations per examiner/day	6	6	6
	Number of permits issued per tech per day	8	8	8
Effectiveness	Insurance Services Organization (ISO) Rating of Building Code Enforcement (ISO is a company hired by insurance companies to rate the effectiveness regulatory agencies. The ISO uses a scale of 1 to 10 with 10 being worst and 1 being best.)	4	4	4

<sup>1</sup> Okaloosa County allows contractors to renew licenses in two year increments, so year-to-year variations do not necessarily indicate a declining contractor base.