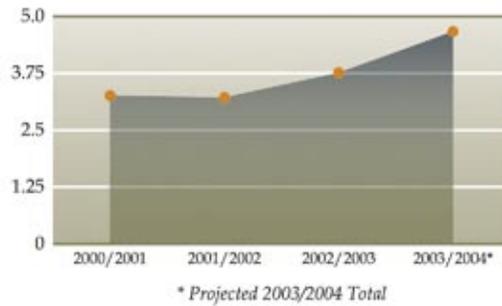


Residential Permits Issued  
(in thousands)



*In the past year, building inspectors performed more than 111,000 construction inspections and issued more than 16,000 construction permits.*

# Coordinating for the future of Lake County



Population increases of more than 5.5 percent annually have brought a wave of new development. Lake County focuses on customer service and has increased development services to meet community needs.

Lake County staff in conjunction with appointed citizens participating in the Local Planning Agency began the process this year of updating the 1991 Comprehensive Plan. Data collection for analysis has begun and a recently completed inventory of existing land use is being field-verified for accuracy. Current and projected population estimates are being confirmed with the State. Once complete, the Comprehensive Plan will contain policies to enhance or improve the quality of life in Lake County through 2025. The estimated timeframe for project completion is early 2006.

From building inspections to long-range planning, the Department has demonstrated its commitment to continually elevate customer service. The Lake County Building Division's South Annex moved to the new Clermont City

Hall this year to better serve area residents. The office operates as both the County and the City of Clermont Building Department. The collocation of the County/City building functions with the City zoning services, environmental health and the Property Appraiser provide for a one-stop center in the new City Hall for Clermont customers.

## Safety First

The Building Division is charged with ensuring that structures built meet all applicable state building codes. The Division currently provides permitting via the Internet for permits that do not require a plan review and/or zoning clearances and is currently working on expanding the list of permit types. Specifics about building permits can be examined on the Lake County Web site ([www.lakegovernment.com](http://www.lakegovernment.com)). Applicants or contractors are able to request inspections, view inspection results, check the status of plan reviews, view and print reports and obtain a copy of the Certificate of Completion. Electronic plan review is also being activated in





an effort to provide the ability to send plans through the Web for review.

### **Bettering Service**

Duties of the Planning and Development Services Division include review and preparation of Board actions related to specific proposals for development such as commercial site plans and subdivisions, and individual applications for zoning changes.

The Division has recently implemented the use of a “project manager” format for staff assignments. This new process allows an applicant for a land rezoning with the intent to develop, to have the same staff contact throughout the rezoning and development review process. The process gives the applicant one point of contact and provides the reviewing staff member with extensive knowledge of the project.

In response to the need to coordinate data, the Department of Growth Management implemented a new tracking and permitting software

package. It will integrate data and information used by the building department for zoning and building permits, Code Enforcement for tracking complaints and violations and Planning and Development for development review. The use of this advanced technology will provide all relevant information to one reviewer in a central location.

### **Surveying Requests**

The Zoning and Customer Services Division assists citizens with development plans to meet the requirements of the Lake County Land Development Regulations and Comprehensive Plan.

In 2004, customer service representatives and associate planners answered an average of 1,800 zoning calls each month. The majority of the customer service calls inquired as to the status of permits and inspections. Associate planners respond to more than 900 personal inquiries every month. Questions typically relate to zoning designations on property in order to determine setback requirements and permitted uses of the property.

