

Permitting Timeliness

16 June 2026

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Land Use, Housing, and Transportation
Standing Committee

Thriving City Hall

Thriving Economy



WHY DOES PERMITTING TIMELINESS MATTER?

REDUCE CARRYING COSTS



REDUCE EXPOSURE TO RISK



INCREASE REVENUE



DEVELOPMENT ACTIVITY: LEGISLATIVE ENTITLEMENTS

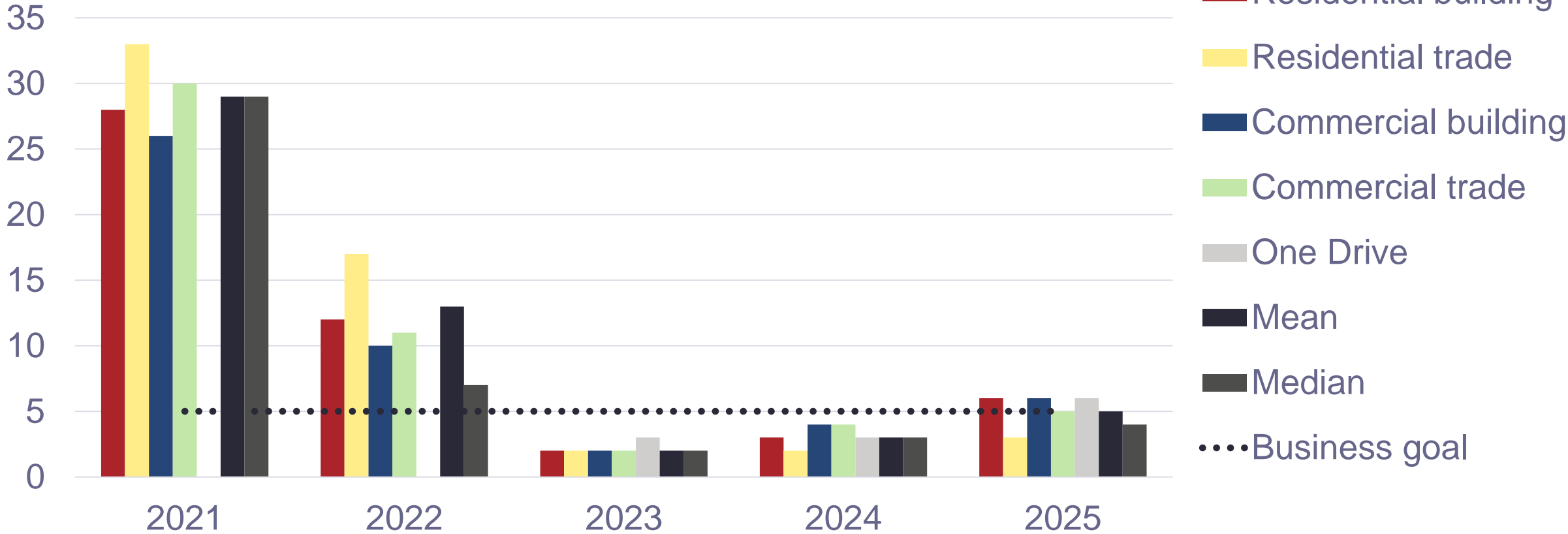
ACTIVITY	CY 2021	CY 2022	CY 2023	CY 2024	CY 2025
Special Use Permit	118	104	103	88	111
Rezoning	20	12	17	2	3
Community Unity Plan	7	0	5	7	5
Conditional Use Permit	0	0	6	2	5
Board of Zoning Appeals	60	40	42	38	50

DEVELOPMENT ACTIVITY: MINISTERIAL ENTITLEMENTS

ACTIVITY	CY 2021	CY 2022	CY 2023	CY 2024	CY 2025
Subdivision	25	23	20	20	38
Site plan	44	35	30	34	56
Certificate of zoning compliance			1,172	967	859
Building permit application	17,780	17,488	17,594	18,936	17,975
Building plan review	13,957	13,306	13,070	13,487	13,059
Building inspection	43,515	40,292	40,609	42,038	43,120
Building code fees (million)	\$9.9	\$12.2	\$17.5	\$15.6	\$10.8

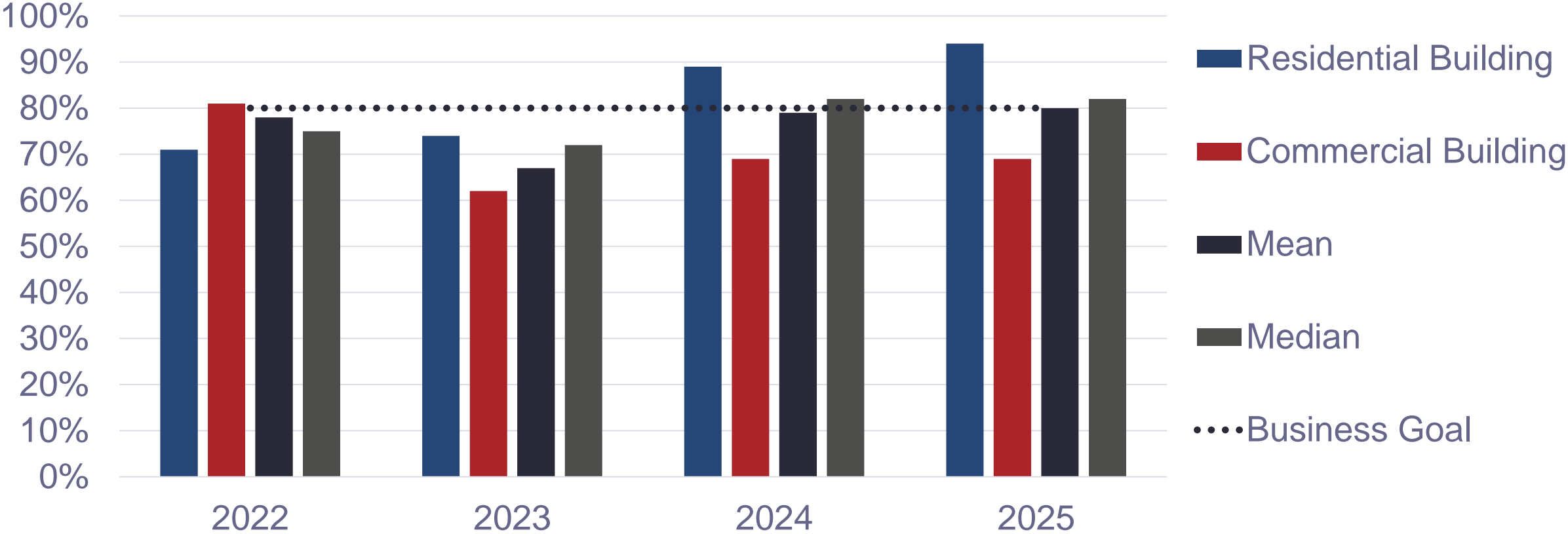
HOW LONG TO PROCESS A BUILDING PERMIT APPLICATION?

of days to process building permit application

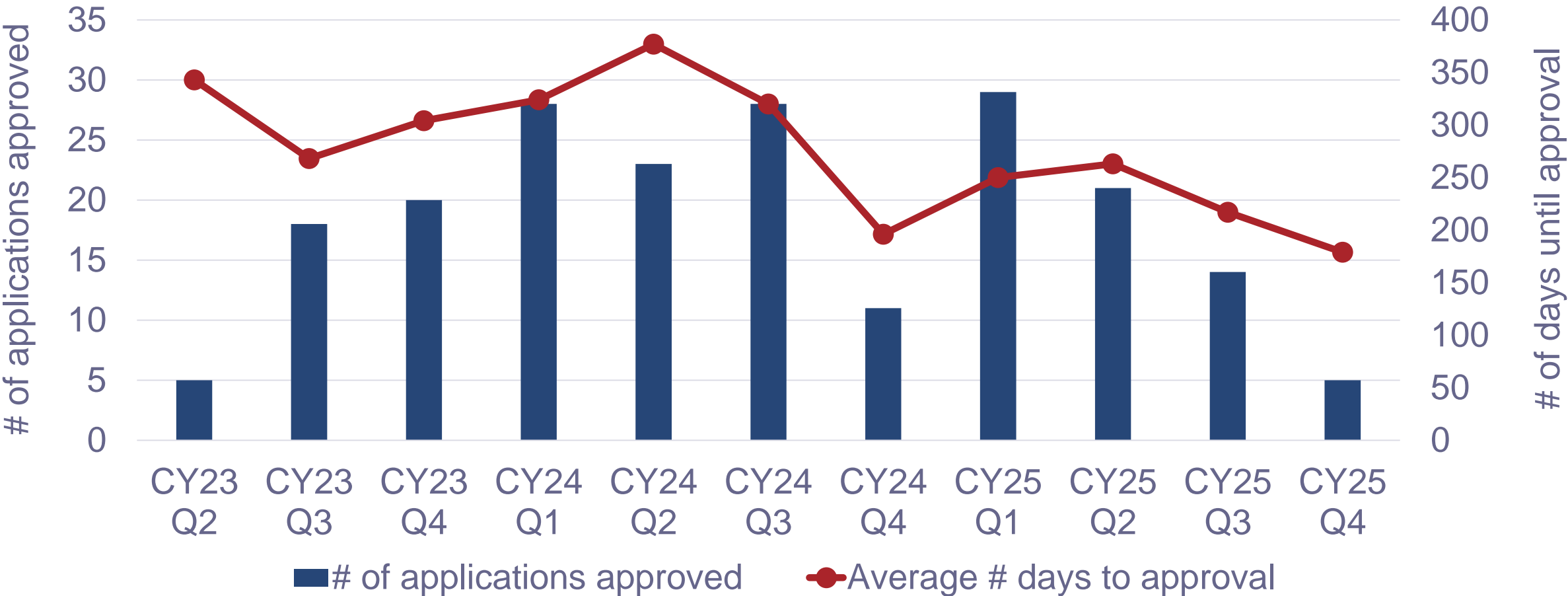


HOW LONG TO REVIEW A BUILDING PLAN?

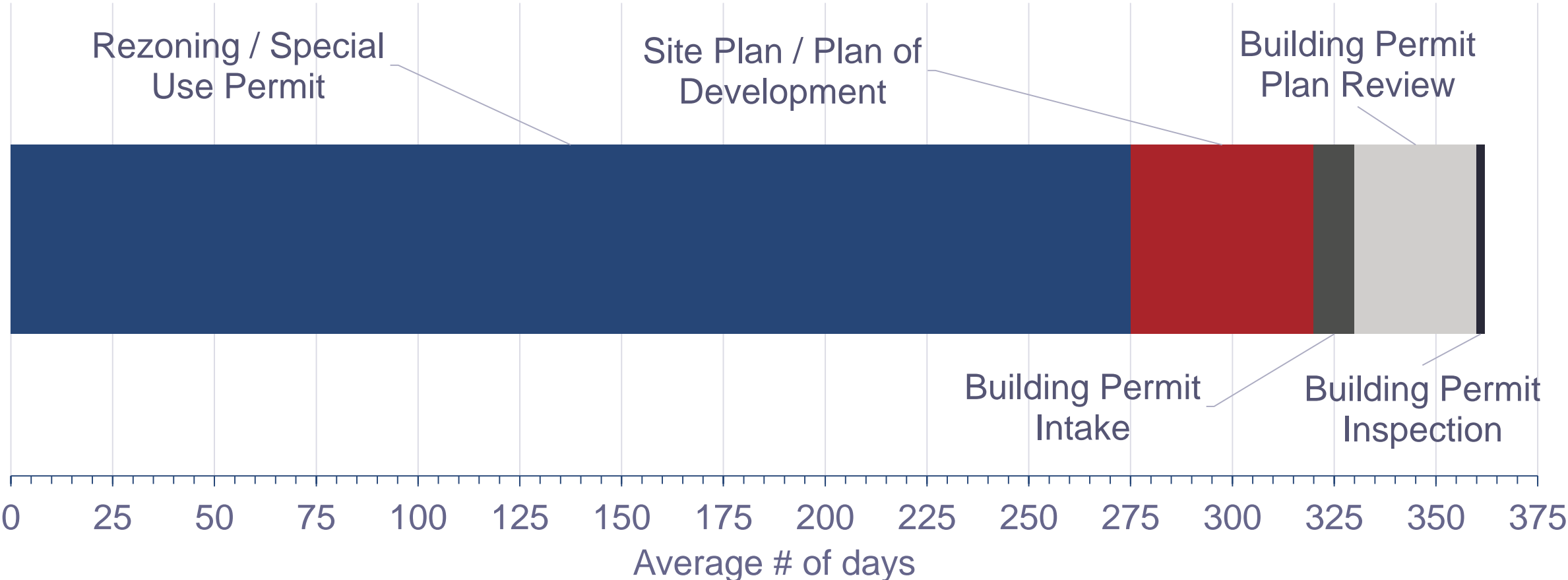
% of plans reviewed in ten (10) or fewer days



HOW LONG TO PROCESS A SPECIAL USE PERMIT?



HOW LONG DOES IT TAKE TO GET "PERMITTED" TO BUILD SOMETHING?



HOW ARE WE WORKING TO IMPROVE?

PERSONNEL ENHANCEMENTS

Leverage building code fees to fund additional intake and customer service positions

Renew contracts with third-party firms to provide plan review services

Conduct voice of the customer survey

TECHNOLOGY UPGRADES

Implement new community development review software (Trimble)

Pilot AI tools to assist customers filling out applications

POLICY CHANGES

Code Refresh: reduce legislative entitlements, specifically special use permits for small housing projects

Amend site plan ordinance to mirror Code of Virginia; raise threshold to six (6) dwelling units

Questions and discussion