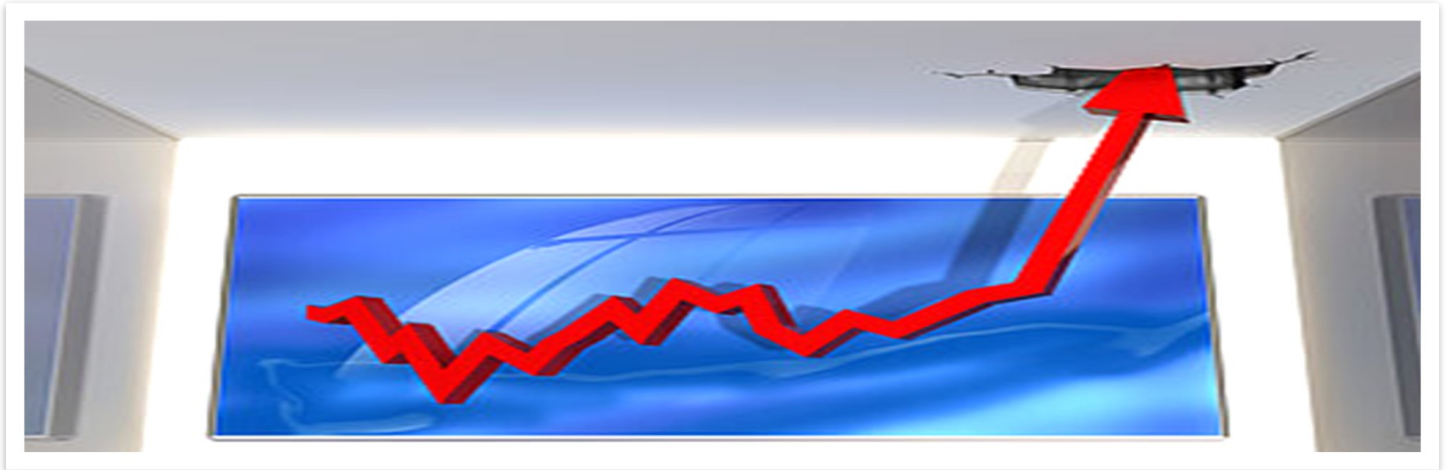




DEVELOPMENT SERVICES DEPARTMENT



Monthly Activity Report

JULY 2023



Development Services Department

MONTHLY ACTIVITY REPORT

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IAS Accreditation for Building Departments

- Demonstrates that departments implement best practices for public safety.
- Independent verification to ensure that departments are competent and meet nationally recognized standards.
- A performance tool that helps departments proactively establish, and assess goals for public safety, customer service, budgeting, professional development, and other related functions.
- Enhances the public and professional image of building departments.

Our “**JOURNEY**” to achieving EXCELLENCE:

- ◆ IAS Accreditation
- ◆ Baldrige Excellence Framework
- ◆ Listen to the Customer & Employees

THIS REPORT WAS PREPARED BY THE DEVELOPMENT SERVICES DEPARTMENT

INTRODUCTION: DEVELOPMENT SERVICES DEPARTMENT

I welcome you to read and review our new Monthly Activity Report. This is the City of Cape Coral Development Services Department's effort to provide comprehensive, timely, reliable, and transparent information to the public, developers, and others interested in knowing about the great work Cape Coral leadership and employees perform.

In Development Services, there are no silo's, every division is tied to each other, in reference to the steps needed to keep our residents safe and our community beautiful. We strongly believe in the team concept: either we all win, or we all lose. We could not provide our customers with the level of service that we do, with the number of activities performed, if it wasn't for the dedication of our employees, the leadership from our elected officials, and the support of the City Manager and other departments. This is truly an example of teamwork-based success.

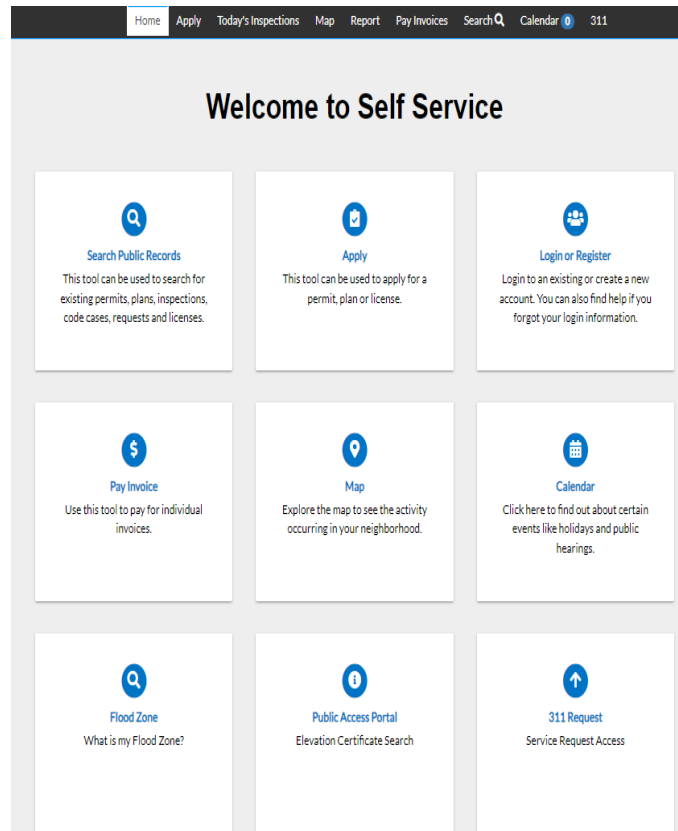
I think it is important that I also recognize the support from the Cape Coral Construction Industry Association as well as the Lee Building Industry Association, whose communications with us and recommendations for improvement serve to guide us in continuing our efforts to become efficient, provide great customer service, and hear the voice of our local building industry, which is a major economic engine for Cape Coral.

We are implementing the Baldrige Excellence Framework as we march towards our journey for IAS Accreditation, with the goal of becoming nationally recognized as a leader in development services operations.

Respectfully,

Juan G. Guerra, ICMA-CM, CPM
Development Services Director - *Interim*

[EnerGov CITIZEN SELF SERVICE WEBPAGE](https://energovweb.capecoral.gov/EnerGovProd/SelfService#/home)
<https://energovweb.capecoral.gov/EnerGovProd/SelfService#/home>



[DEPARTMENT WEBPAGE](https://www.capecoral.gov/department/community_development)

https://www.capecoral.gov/department/community_development

Operation	Phone (239)	Email
Development Services Interim Director - Juan G. Guerra, ICMA-CM	574-0566	jguerra@capecoral.gov
Development Services Deputy Director - Vincent A. Cautero, AICP	574-0600	vcautero@capecoral.gov
Permitting	574-0546	Refer to EnerGov CSS
Commercial/Residential Permit Tracking	573-3172	Refer to EnerGov CSS
Code Compliance	574-0613	code@capecoral.gov
Garage Sale Permits	574-0613	code@capecoral.gov
Licensing and Business Tax Receipts	574-0430	code@capecoral.gov
Certificate of Occupancy	574-0606	COrequest@capecoral.gov
Building Plan Review Information	826-5208	Refer to FBC
City Planning, Zoning, Sign Permits, Certificates of Zoning Compliance, Housing, and FEMA	574-0553	planning@capecoral.gov
Land Development	573-3167	devservice@capecoral.gov
Site Development Plan Review	573-3180	SDPlans@capecoral.gov
Utility Commercial Construction	573-3039	btaylor@capecoral.gov
Fire Department Inspections and Reviews	242-3264	fireinspections@capecoral.gov
Public Works Surface Water Management Reviews	574-0586	mamiller@capecoral.gov
Automated Inspection Number	855-636-2824	
Address: City Hall -1015 Cultural Park Blvd., Cape Coral, 33990		

Performance Measures

Miscellaneous DSD Activity - FY 2023

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Oct -July
Planning											
# of quasi-judicial & legislative cases received	4	6	8	9	15	8	8	18	7	5	88
# of quasi-judicial & legislative cases heard	1	8	4	2	5	5	4	3	1	7	40
# of new BTR/Zoning Compliance Certificates											
1) Applied For	138	138	100	128	116	142	135	158	134	10	1,199
# of sign permits											
1)Applied For	14	21	11	14	26	29	39	34	32	30	250
2)Issued	37	20	5	16	21	6	25	33	30	33	226
# Environmental Reviews Completed - Permits	173	99	179	197	105	202	181	193	159	238	1,726
# of Environmental Reviews Completed - Plans	10	8	7	10	10	16	7	6	4	10	88

Housing assistance

Down Payment, Foreclosure Prevention, Insurance Deductible	3	7	4	10	8	14	23	19	38	25	151
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Building Inspections

Privatized/contracted roof inspections	-	-	2,027	2,541	5,143	7,690	5,295	5,169	5,216	4,373	37,454
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Code Compliance

Cases available for resolution ⁽⁺⁾	17,420	17,071	16,646	16,109	14,817	13,107	10,684	8,744	6,251	4,140	124,989
Cases resolved through forced compliance	41	8	44	177	351	372	303	374	235	241	2,146
Avg days, inspection to forced compliance	100.4	241.3	182.4	49.6	14.0	15.4	47.3	53.1	33.7	84.5	82.2
Avg days, inspection to voluntary compliance	82.8	71.6	32.7	17.3	12.3	13.0	14.6	10.7	13.4	29.4	29.8
% of cases resolved through forced compliance	11.7%	1.9%	8.2%	13.7%	20.5%	15.4%	15.6%	15.0%	10.6%	14.5%	12.7%
Complaint Reactive % of cases	19	29	33	33	26	26	27	23	26	33	28
Proactive/Officer initiated % of cases	81	71	67	67	74	74	73	77	74	67	73

Permitting

Hurricane lan - Re-roofing	-	48	2,302	4,862	4,332	4,108	2,855	2,395	1,902	1,156	23,960
Hurricane lan - Other	1	338	519	743	72	52	85	101	122	146	2,179
Counter avg wait (minutes) - Owner/Builder*	-	48	13	16	22	128	121	151	59	9	63
Counter avg wait (minutes) - Contractor*	-	32	16	98	77	120	37	50	18	10	51

Average Days To Issue Permit - FY 2023

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Oct -July
Plans Examiner											
Average Plans Examiner review time (business days):											
Commercial	12	19	20	19	22	20	18	16	15	15	17
Residential	26	20	20	22	9	8	8	8	8	10	14
Permitting											
# of permits issued	2	58	80	213	215	209	193	221	183	165	1,539
Average Business days to issue Single Family	26	41	40	41	42	50	65	61	67	73	51
# of permits issued	N/A	N/A	N/A	N/A	N/A	N/A	9	59	41	42	151
Avg Bus days to issue Single Family Mastered	N/A	N/A	N/A	N/A	N/A	N/A	32	24	33	33	31
# of permits issued	7	25	10	27	23	38	28	51	34	42	285
Avg Bus days to issue Commercial Construction	121	130	97	124	101	128	179	84	196	107	127

*Starting June 26 front counter service is by appointment, no wait time is expected, better quality of customer service will be provided

(+)New report was created for this information, may be different than the prior month's report

Residential Economic Indicator

Housing Development Activity Analysis - FY 2023

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Oct -July
Single Family Homes											
Active Inventory #	2,036	2,031	1,895	1,946	1,957	2,069	2,108	2,073	1,967	1,852	1,993
Change Previous Mo	-7.0%	-0.2%	-6.7%	2.7%	0.6%	5.7%	1.9%	-1.7%	-5.1%	-5.8%	-1.6%
Change Previous FY	47.4%	49.4%	57.5%	56.9%	63.1%	56.4%	44.0%	30.1%	6.4%	-10.7%	40.1%
Months Supply of Inventory	9.2	7.1	5.3	6.0	5.2	4.0	4.2	3.8	4.2	4.6	5.4
Change Previous Mo	59.2%	-22.8%	-25.4%	13.2%	-13.3%	-23.1%	5.0%	-9.5%	10.5%	9.5%	0.3%
Change Previous FY	271.2%	202.0%	165.0%	133.5%	130.0%	105.9%	80.0%	52.0%	42.7%	6.6%	118.9%
Median Days on Market	27	31	36	35	31	30	30	26	33	32	31
Change Previous Mo	3.8%	14.8%	16.1%	-2.8%	-11.4%	-3.2%	0.0%	-13.3%	26.9%	-3.0%	2.8%
Change Previous FY	350.0%	342.9%	350.0%	283.3%	416.7%	500.0%	391.7%	271.4%	266.7%	156.0%	332.9%
Closed Sales #	222	288	356	322	378	515	500	545	464	401	399
Change Previous Mo	-41.6%	29.7%	23.6%	-9.6%	17.4%	36.2%	-2.9%	9.0%	-14.9%	-13.6%	3.3%
Change Previous FY	-60.3%	-50.5%	-40.6%	-32.8%	-29.1%	-24.0%	-20.0%	-14.4%	-25.4%	-16.3%	-31.3%
Median Sales Price	\$ 445,000	\$ 399,995	\$ 398,000	\$ 400,000	\$ 415,000	\$ 404,990	\$ 415,000	\$ 415,000	\$ 414,170	\$ 412,050	\$ 411,921
Change Previous Mo	11.0%	-10.1%	-0.5%	0.5%	3.8%	-2.4%	2.5%	0.0%	-0.2%	-0.5%	0.4%
Change Previous FY	21.9%	6.7%	4.9%	0.0%	70.0%	-4.5%	-9.8%	-7.8%	-5.0%	-2.6%	7.4%
Sold \$/Sq Ft	\$ 253	\$ 239	\$ 236	\$ 242	\$ 240	\$ 243	\$ 245	\$ 246	\$ 246	\$ 240	\$ 243
Change Previous Mo	2.0%	-5.5%	-1.3%	2.5%	-0.8%	1.3%	0.8%	0.4%	0.0%	-2.4%	-0.3%
Change Previous FY	17.1%	9.1%	4.9%	3.0%	-1.2%	-3.2%	-6.8%	-6.8%	-6.3%	-6.8%	0.3%

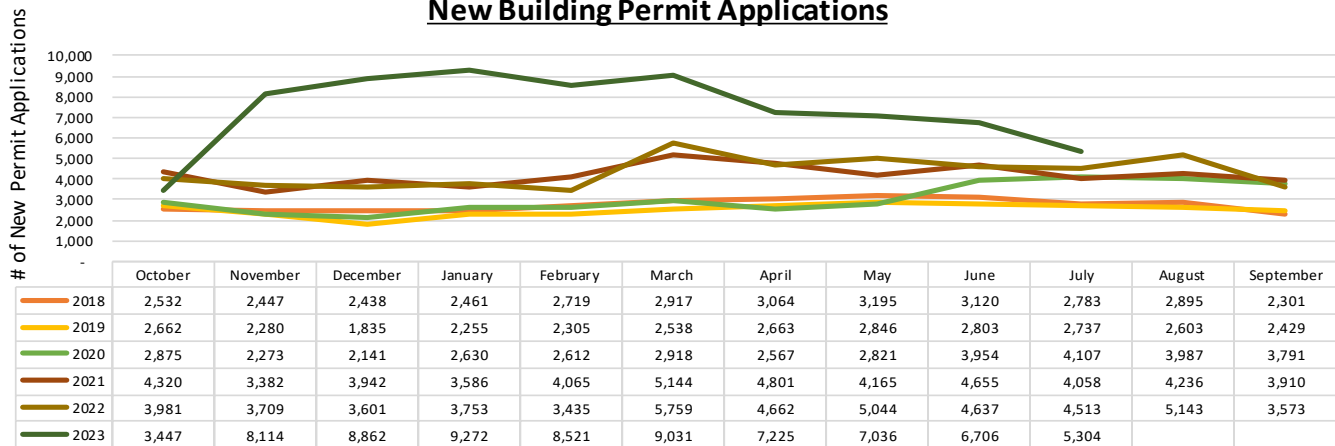
Note: Data received from Royal Palm Coast Realtor Association
Data included is for Cape Coral only

BUILDING PERMIT APPLICATIONS

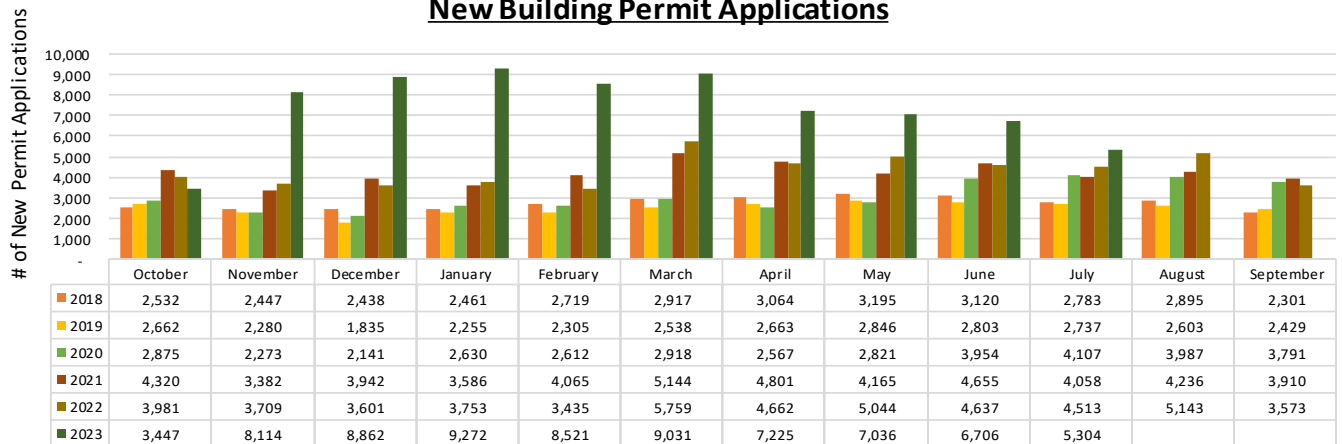
Month	2018	2019	2020	2021	2022	2023	2023 vs 2022 Difference	2023 vs 2021 Difference	2023 vs 2020 Difference
October	2,532	2,662	2,875	4,320	3,981	3,447	(534)	(873)	572
November	2,447	2,280	2,273	3,382	3,709	8,114	4,405	4,732	5,841
December	2,438	1,835	2,141	3,942	3,601	8,862	5,261	4,920	6,721
January	2,461	2,255	2,630	3,586	3,753	9,272	5,519	5,686	6,642
February	2,719	2,305	2,612	4,065	3,435	8,521	5,086	4,456	5,909
March	2,917	2,538	2,918	5,144	5,759	9,031	3,272	3,887	6,113
April	3,064	2,663	2,567	4,801	4,662	7,225	2,563	2,424	4,658
May	3,195	2,846	2,821	4,165	5,044	7,036	1,992	2,871	4,215
June	3,120	2,803	3,954	4,655	4,637	6,706	2,069	2,051	2,752
July	2,783	2,737	4,107	4,058	4,513	5,304	791	1,246	1,197
August	2,895	2,603	3,987	4,236	5,143	-			
September	2,301	2,429	3,791	3,910	3,573	-			
Total	32,872	29,956	36,676	50,264	51,810	73,518	30,424	31,400	44,620

Average/Mo	2,739	2,496	3,056	4,189	4,318	7,352	3,034	3,163	4,295
Percentage change over Prior Year	N/A	-8.9%	22.4%	37.0%	3.1%	70.6%	N/A	75.5%	140.5%

New Building Permit Applications



New Building Permit Applications

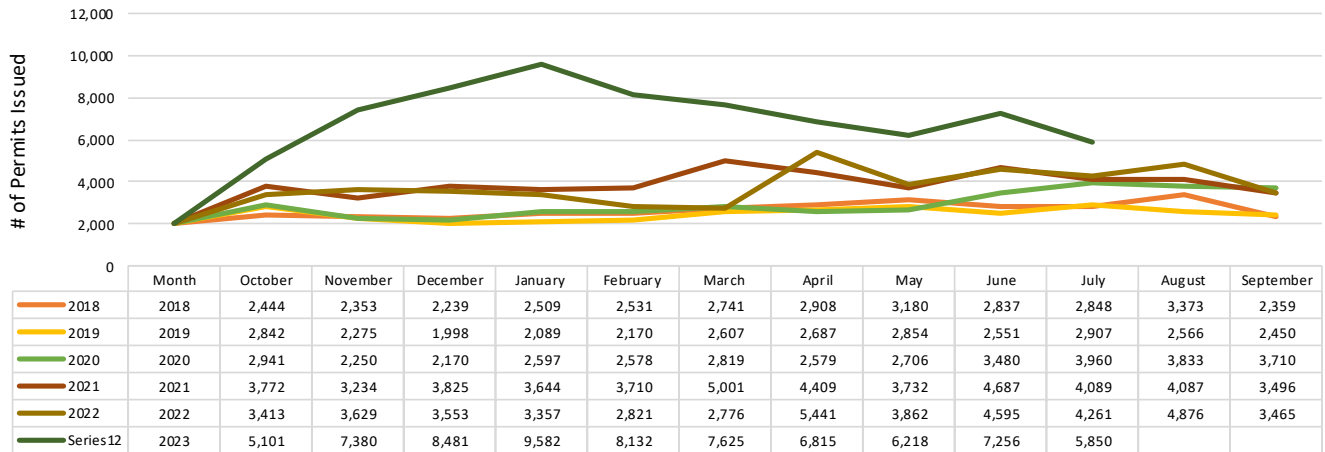


BUILDING PERMITS ISSUED

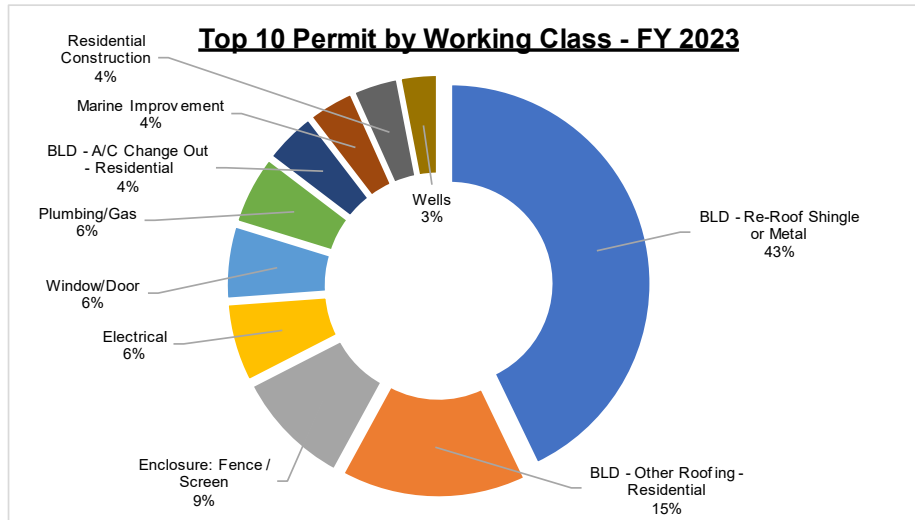
Month	2018	2019	2020	2021	2022	2023	2023 vs 2022 Difference	2023 vs 2021 Difference	2023 vs 2020 Difference
October	2,444	2,842	2,941	3,772	3,413	5,101	1,688	1,329	2,160
November	2,353	2,275	2,250	3,234	3,629	7,380	3,751	4,146	5,130
December	2,239	1,998	2,170	3,825	3,553	8,481	4,928	4,656	6,311
January	2,509	2,089	2,597	3,644	3,357	9,582	6,225	5,938	6,985
February	2,531	2,170	2,578	3,710	2,821	8,132	5,311	4,422	5,554
March	2,741	2,607	2,819	5,001	2,776	7,625	4,849	2,624	4,806
April	2,908	2,687	2,579	4,409	5,441	6,815	1,374	2,406	4,236
May	3,180	2,854	2,706	3,732	3,862	6,218	2,356	2,486	3,512
June	2,837	2,551	3,480	4,687	4,595	7,256	2,661	2,569	3,776
July	2,848	2,907	3,960	4,089	4,261	5,850	1,589	1,761	1,890
August	3,373	2,566	3,833	4,087	4,876	-	-	-	-
September	2,359	2,450	3,710	3,496	3,465	-	-	-	-
Total	32,322	29,996	35,623	47,686	46,049	72,440	34,732	32,337	44,360

Average/Mo	2,694	2,500	2,969	3,974	3,837	7,244	3,407	3,270	4,275
Percentage change over Prior Year	N/A	-7.2%	18.8%	33.9%	-3.4%	92.1%	N/A	82.3%	144.0%

Building Permits Issued



Top 10 Permit by Working Class - FY 2023



SINGLE FAMILY HOME

Month	2018	2019	2020	2021	2022	2023	2023 vs 2022 Difference	2023 vs 2021 Difference	2023 vs 2020 Difference
October	168	184	203	354	388	252	(136)	(102)	49
November	188	162	163	272	373	287	(86)	15	124
December	130	172	154	313	275	298	23	(15)	144
January	185	115	187	338	406	455	49	117	268
February	161	137	181	313	354	333	(21)	20	152
March	149	147	155	300	325	303	(22)	3	148
April	191	139	139	383	465	302	(163)	(81)	163
May	232	133	157	372	698	286	(412)	(86)	129
June	225	112	188	408	579	309	(270)	(99)	121
July	216	191	216	406	432	207	(225)	(199)	(9)
August	206	183	266	370	545	-			
September	136	199	267	354	299	-			
Total	2,187	1,874	2,276	4,183	5,139	3,032	(1,263)	(427)	1,289
Average/Mo	182	156	190	349	428	303	(125)	(45)	114
Percentage change over Prior Year	N/A	-14.3%	21.5%	83.8%	22.9%	-29.4%	N/A	-13.0%	59.9%

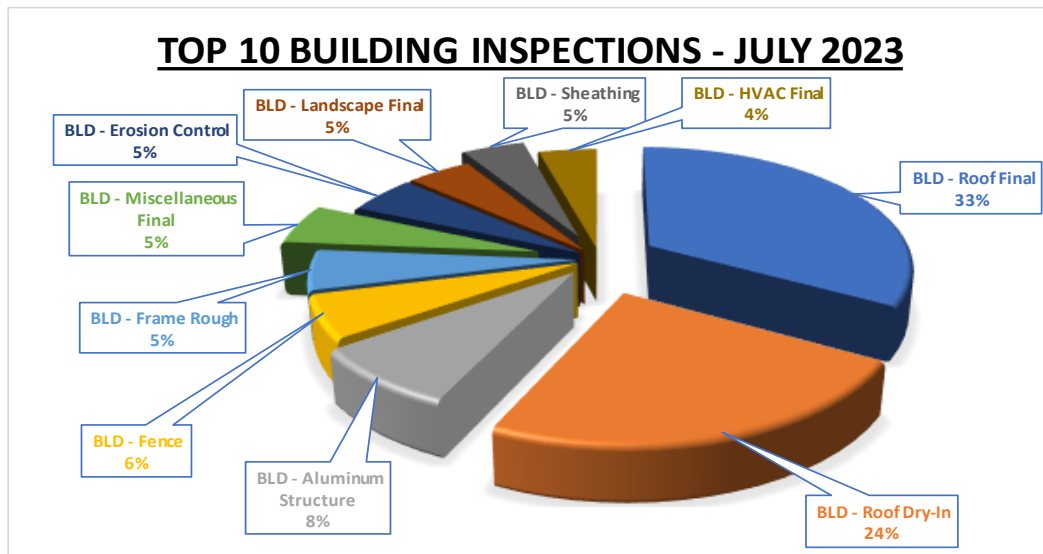
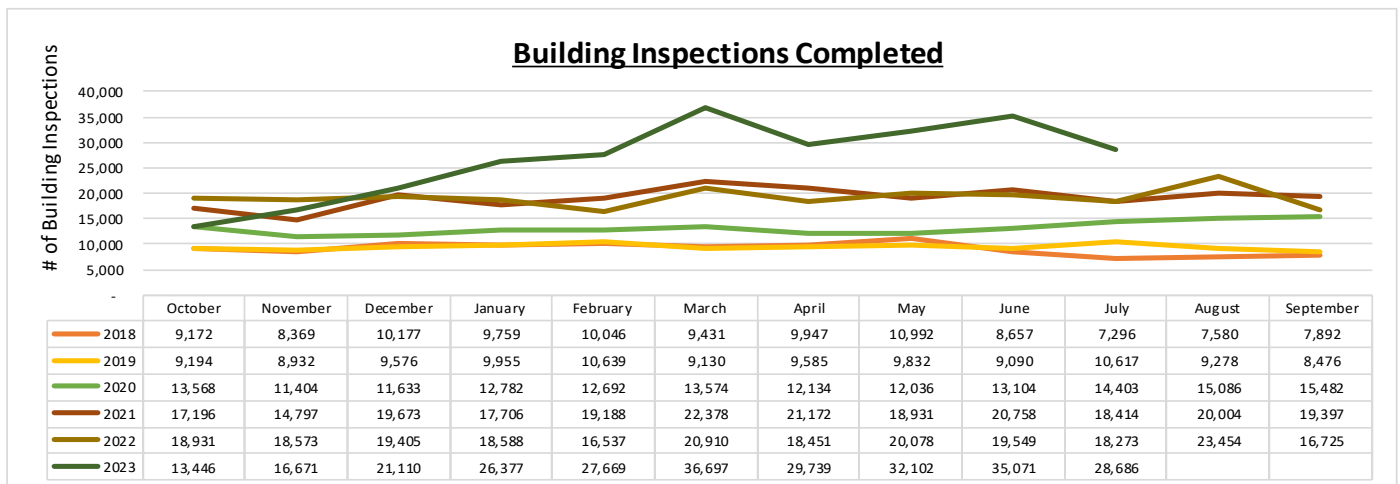
COMMERCIAL CONSTRUCTION BUILDING PERMITS ISSUED

Month	2018	2019	2020	2021	2022	2023	2023 vs 2022 Difference	2023 vs 2021 Difference	2023 vs 2020 Difference
October	16	24	18	17	29	7	(22)	(10)	(11)
November	20	19	13	9	15	25	10	16	12
December	20	20	16	13	22	10	(12)	(3)	(6)
January	31	22	21	13	11	27	16	14	6
February	19	23	12	12	11	23	12	11	11
March	21	25	28	36	18	38	20	2	10
April	13	33	8	16	21	28	7	12	20
May	24	25	17	16	39	51	12	35	34
June	18	31	21	28	13	34	21	6	13
July	17	21	16	33	17	42	25	9	26
August	24	31	21	32	28	-			
September	13	29	32	32	12	-			
Total	236	303	223	257	236	285	89	92	115
Average/Mo	20	25	19	21	20	29	9	7	10
Percentage change over Prior Year	N/A	28.4%	-26.4%	15.2%	-8.2%	45.4%	N/A	33.1%	53.4%

BUILDING INSPECTIONS COMPLETED

Month	2018	2019	2020	2021	2022	2023	2023 vs 2022 Difference	2023 vs 2021 Difference	2023 vs 2020 Difference
October	9,172	9,194	13,568	17,196	18,931	13,446	(5,485)	(3,750)	(122)
November	8,369	8,932	11,404	14,797	18,573	16,671	(1,902)	1,874	5,267
December	10,177	9,576	11,633	19,673	19,405	21,110	1,705	1,437	9,477
January	9,759	9,955	12,782	17,706	18,588	26,377	7,789	8,671	13,595
February	10,046	10,639	12,692	19,188	16,537	27,669	11,132	8,481	14,977
March	9,431	9,130	13,574	22,378	20,910	36,697	15,787	14,319	23,123
April	9,947	9,585	12,134	21,172	18,451	29,739	11,288	8,567	17,605
May	10,992	9,832	12,036	18,931	20,078	32,102	12,024	13,171	20,066
June	8,657	9,090	13,104	20,758	19,549	35,071	15,522	14,313	21,967
July	7,296	10,617	14,403	18,414	18,273	28,686	10,413	10,272	14,283
August	7,580	9,278	15,086	20,004	23,454	-	-	-	-
September	7,892	8,476	15,482	19,397	16,725	-	-	-	-
Total	109,318	114,304	157,898	229,614	229,474	267,568	78,273	77,355	140,238

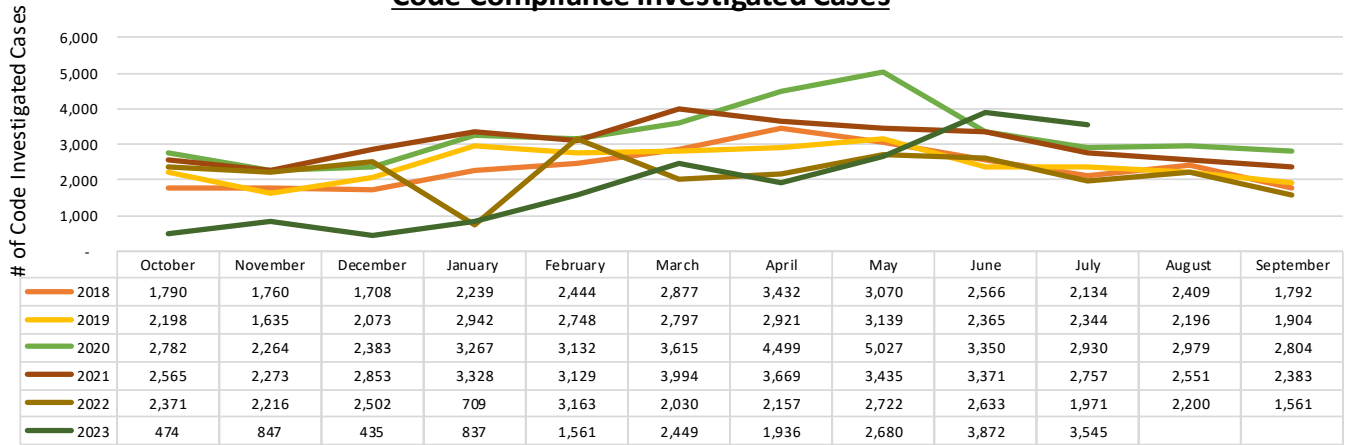
Average/Mo	9,110	9,525	13,158	19,135	19,123	26,757	7,634	7,622	13,599
Percentage change over Prior Year	N/A	4.6%	38.1%	45.4%	-0.1%	41.3%	N/A	39.8%	103.3%



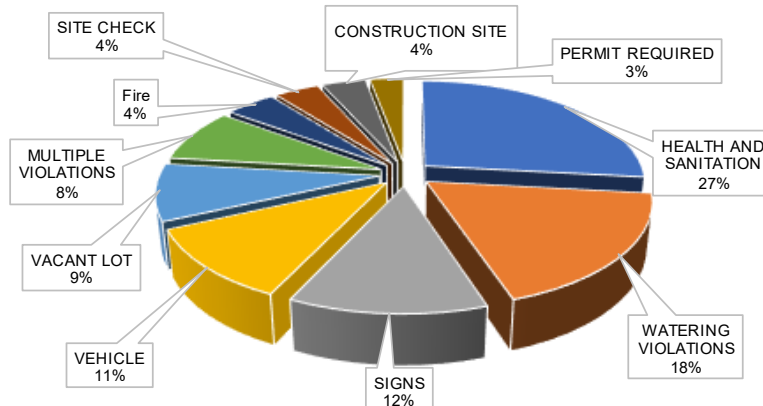
CODE COMPLIANCE CASES

Month	2018	2019	2020	2021	2022	2023	2023 vs 2022 Difference	2023 vs 2021 Difference	2023 vs 2020 Difference
October	1,790	2,198	2,782	2,565	2,371	474	(1,897)	(2,091)	(2,308)
November	1,760	1,635	2,264	2,273	2,216	847	(1,369)	(1,426)	(1,417)
December	1,708	2,073	2,383	2,853	2,502	435	(2,067)	(2,418)	(1,948)
January	2,239	2,942	3,267	3,328	709	837	128	(2,491)	(2,430)
February	2,444	2,748	3,132	3,129	3,163	1,561	(1,602)	(1,568)	(1,571)
March	2,877	2,797	3,615	3,994	2,030	2,449	419	(1,545)	(1,166)
April	3,432	2,921	4,499	3,669	2,157	1,936	(221)	(1,733)	(2,563)
May	3,070	3,139	5,027	3,435	2,722	2,680	(42)	(755)	(2,347)
June	2,566	2,365	3,350	3,371	2,633	3,872	1,239	501	522
July	2,134	2,344	2,930	2,757	1,971	3,545	1,574	788	615
August	2,409	2,196	2,979	2,551	2,200	-			
September	1,792	1,904	2,804	2,383	1,561	-			
Total	28,221	29,262	39,032	36,308	26,235	18,636	(3,838)	(12,738)	(14,613)
Average/Mo	2,352	2,439	3,253	3,026	2,186	1,864	(323)	(1,162)	(1,389)
Percentage change over Prior Year	N/A						N/A		
		3.7%	33.4%	-7.0%	-27.7%	-17.1%		-38.4%	-42.7%

Code Compliance Investigated Cases



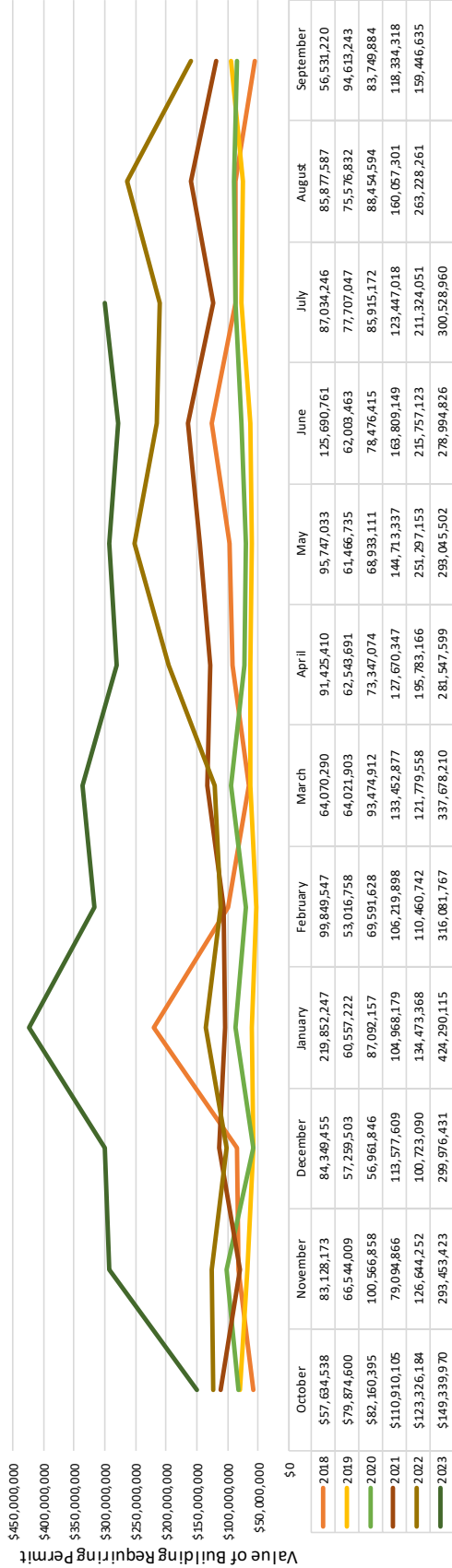
Top 10 Code Violations - 2023



VALUATION OF BUILDING PERMITS ISSUED

Month	2018	2019	2020	2021	2022	2023	2023 vs 2022 Difference	2023 vs 2021 Difference	2023 vs 2020 Difference
October	\$ 57,634,538	\$ 79,874,600	\$ 82,160,395	\$ 110,910,105	\$ 123,326,184	\$ 149,339,970	\$ 26,013,786	\$ 38,429,865	\$ 67,179,576
November	83,128,173	66,544,009	100,566,858	79,094,866	126,644,252	293,453,423	166,809,171	214,358,557	192,886,565
December	84,349,455	57,259,503	56,961,846	113,577,609	100,723,090	299,976,431	199,253,341	186,398,822	243,014,586
January	219,852,247	60,557,222	87,092,157	104,968,179	134,473,368	424,290,115	289,816,746	319,321,935	337,197,958
February	99,849,547	53,016,758	69,591,628	106,219,898	110,460,742	316,081,767	205,621,025	209,861,869	246,490,139
March	64,070,290	64,021,903	93,474,912	133,452,877	121,779,558	337,678,210	215,898,652	204,225,333	244,203,299
April	91,425,410	62,543,691	73,347,074	127,670,347	195,783,166	281,547,599	85,764,432	153,877,251	208,200,524
May	95,747,033	61,466,735	68,933,111	144,713,337	251,297,153	293,045,502	41,748,349	148,332,165	224,112,391
June	125,690,761	62,003,463	78,476,415	163,809,149	215,757,123	278,994,826	63,237,703	115,185,677	200,518,411
July	87,034,246	77,707,047	85,915,172	123,447,018	211,324,051	300,528,960	89,204,909	177,081,942	214,613,788
August	85,877,587	75,576,832	88,454,594	160,057,301	263,228,261	-			
September	56,531,220	94,613,243	83,749,884	118,334,318	159,446,635	-			
Total	\$ 1,151,190,506	\$ 815,185,006	\$ 968,724,044	\$ 1,486,255,004	\$ 2,014,243,584	\$ 2,974,936,803	\$ 1,383,368,115	\$ 1,767,073,418	\$ 2,178,417,237
Average/Mo	\$ 95,932,542	\$ 67,932,084	\$ 80,727,004	\$ 123,854,584	\$ 167,853,632	\$ 297,493,680	\$ 129,640,048	\$ 173,639,097	\$ 216,766,677
Percentage change over Prior Year	N/A	-29.2%	18.8%	53.4%	35.5%	86.9%	N/A	140.2%	268.5%

Valuation of Building Permits Issued



ENERGOV STABILIZATION & OPTIMIZATION EFFORTS

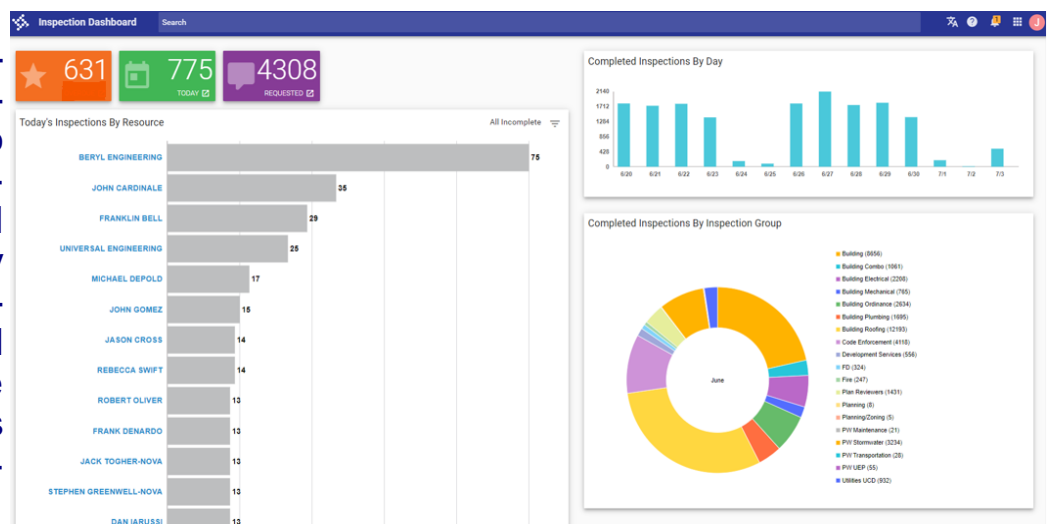
Energov has been experiencing an integration issue with Bluebeam since early July. This issue is preventing markups on approved plans from saving, and has further slowed down performance in Review Coordinator. Some applicants may experience a 1-business day delay in retrieving their approved files on issued permits as a result of this issue. The root cause is still unknown, but we are receiving daily updates from Energov in addition to weekly meetings. The issue is global and impacts all Energov-Bluebeam users.

Despite the ongoing Energov-Bluebeam integration issue and steady volume of permit applications, the application completeness check turnaround times have been reduced to 7 calendar days on average. This is a direct result of the 5 new Permitting Technicians hired at the end of May, as they continue to learn and gain processing speed. Additional reductions in turnaround times are expected throughout August and September as a result of an additional 8 Permitting Technicians hired at the end of July.

Progress continues on reconfiguring permits, dividing tasks into teams (“teams breakout”), enabling online owner/builder applications, and upgrading to the 2022 version of Energov:

- ♦ The teams breakout and 2022 upgrade are still on schedule for September 14th, 2023
- ♦ We will be rolling out online owner/builder applications starting in mid-August. Online applications will be made available as soon as they are configured, starting with the most common permit types

The Business Systems Analyst position is expected to be finalized in mid-August, which will then be followed by recruitment and hiring efforts. The goal is to have a full-time Business Systems Analyst by mid-September.



Public Outreach—Educational Efforts

Development Services will begin operations to provide annual education and public outreach activities to our community and building industry. This effort will be called:

Development Discussions in the Cape!

Annually, our goal will be to provide:

- Four (4) in-person public outreach efforts in the four major quadrants of the city, with DSD, Fire, Utilities, Public Works, and EDO
- A monthly (12 total) virtual educational session to our customers
- Topics will range from: Using EnerGov, The Perfect Permit, Post Hurricane Permits, Environmental Compliance, among others

***Cape Coral Development Services Department:
Listening to the Customer & Working with our Stakeholders!***

More information coming soon



DEVELOPMENT DISCUSSIONS
In the Cape

Join us to learn more about Development Services, how to navigate as a developer, and the best ways to obtain information as a resident.

This event is FREE and open to the public. Staff will be available to answer your permitting questions.

RSVP by contacting Jennifer Ingram at jingram@capecoral.gov

Connect with:

- Fire
- Utilities
- Public Works/ Stormwater
- Lee BIA & CCCIA
- Code Compliance
- Permitting Services
- Building Inspections
- City Planning & Conservation
- Land Development
- Plan Review

November 2
4 - 6PM

Royal Palm Coast
Realtor Association
918 SE 46th Ln.
Cape Coral, FL



DEVELOPMENT DISCUSSIONS
In the Cape

VIRTUAL DISCUSSIONS WITH DEVELOPMENT SERVICES VIA MICROSOFT TEAMS

2023-2024 SCHEDULE

- COMMERCIAL DEVELOPMENT PERMITTING**
AUGUST 23, 2023
- ACCESSORY PERMITS AND PERMIT CHECKLISTS**
SEPTEMBER 18, 2023
- CONTINUOUS IMPROVEMENT: TOP PERMIT REVIEW REJECTIONS**
OCTOBER 18, 2023
- RESIDENTIAL PERMITTING**
NOVEMBER 13, 2023
- TOP CODE COMPLIANCE VIOLATIONS**
JANUARY 22, 2024
- INSPECTIONS OVERVIEW AND ADMINISTRATIVE INTERPRETATIONS**
FEBRUARY 26, 2024
- POOLS, FENCES, AND ROOF PERMITTING**
MARCH 18, 2024
- SCREENS AND ALUMINUM PERMITTING**
APRIL 22, 2024
- CONSERVATION EFFORTS AND ORDINANCE REVIEW**
MAY 20, 2024

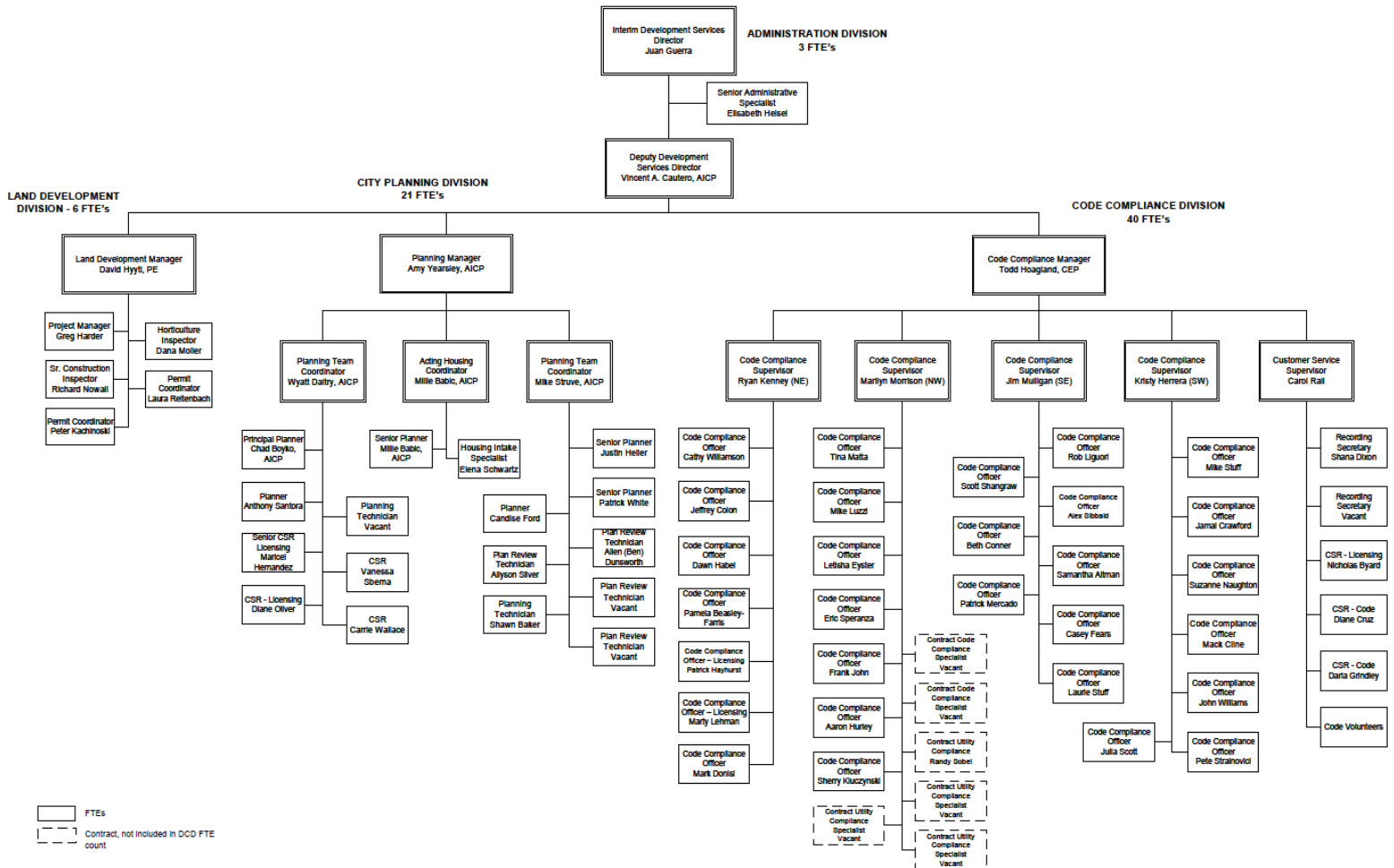
IF YOU WOULD LIKE TO ATTEND A VIRTUAL MEETING

JOIN ON YOUR COMPUTER OR MOBILE APP
[To Be Announced](#)

CALL IN (AUDIO ONLY)
[TBA](#)
[Conference ID: TBA](#)

RSVP WITH JEN AT [JINGRAM@CAPECORAL.GOV](mailto:jingram@capecoral.gov)

ORGANIZATIONAL CHART



DSD LEADERSHIP TRAITS & PRINCIPLES



Professionalism
Respect
Ethics
Cross-training
Efficiency
Performance
Transparency
Synergy

1. Know yourself and seek self-improvement
2. Be technically and tactically proficient
3. Know your team and look out for their welfare
4. Keep your team informed
5. Set the example
6. Ensure the task is understood, supervised, and accomplished
7. Train your staff as a team
8. Make sound and timely decisions
9. Develop a sense of responsibility among your subordinates
10. Employ your command in accordance with its capabilities
11. Seek responsibility and take responsibility for your actions

GREAT SERVICE FOR OUR RESIDENTS

Dear Amy, I am sitting your parking lot with tears of gratitude. I have been working with Elena for some time now regarding my roof replacement due to Ian. I was able to qualify for reimbursement of my roof deductible & just received my check. To say that I am grateful seems like it's not enough so I wanted to put this in writing.

When I first came down with the required paperwork I left my entire package on the chair in waiting area. It had all of my personal documents and identification. Even my passport. I came right back to the office but it was nowhere to be found. The very next day I received a call from Elena that your maintenance person had found it. That was miracle number one. Elena has been a phone call away throughout this entire process. She is always pleasant, professional and so very humble. I want you to know what a gem she was for me & I imagine for anyone she helps along the path at City of Cape.

I lost my job at hospice due to reorganization on April 12. While speaking to my Aflac agent to port my insurance from hope to self pay, she is the one who told me about this program. I have had blessing after blessing, one of which was meeting Elena. Have a wonderful weekend knowing you & your employee are part of helping someone like me.

We own 25 restaurants between Lee and Collier county. Five of our restaurants are located in the City of Cape Coral. We were needing some help renewing our business licensing in your city. I would like to let you know the Nicholas Byard provided and excellent and outstanding job!!! He was very professional and easy to deal with. He took care of the situation and provided solution in a very efficient way!!! The City of Cape Coral has a great asset with him as an employee!!!

In times where everyone is always complaining about negative experiences, we prefer to take the time to recognize the people who are doing a great job and impacting in a positive way!

Hi Nancy . Thank you for letting me know! This is a real blessing for us! I am so happy to have the help to pay the roofers. I can't thank you enough and this program that has big impact on my life and in time to be able to get the kids supplies for school!

I want you to know I really am thankful for your work and for anyone else that made this happen please let them know I am grateful.

Mr. Guerra, This event was most informative and I wish more residents had attended. I will do my best to share publicity about future events to encourage more participation. It's great that the City is reaching out to both educate and also hear questions and concerns.

