



**PALM BEACH COUNTY
PLANNING, ZONING AND BUILDING DEPARTMENT
BUILDING DIVISION
POLICY AND PROCEDURE**

Rebecca D. Caldwell, Director

**PPM#: PBO-081
Issued: 04/24/12
Effective: 04/24/12**

SUBJECT: PERMIT APPLICATION PROCESSING PROCEDURES

AUTHORITY: The Florida Building Code; Palm Beach County Amendments to the FBC Chapter 1 Administration; and Building Division Policy and Procedure.

PURPOSE: The purpose of this PPM is to outline procedures for processing permit applications.

POLICY: The Building Division will process permit applications in accordance with the procedures identified below. It is the goal of the Building Division, to review and issue permits in a timely manner.

PROCEDURE: • **PERMIT APPLICATION PERMIT INTAKE CENTER:**

Permit applications will be accepted at the Permit Application Intake area between 8:00 a.m. and 4:30 p.m. Customers should be greeted in a friendly, professional manner. In addition to accepting permit applications, staff shall answer general questions by walk-in customers, and provide other public assistance, as deemed necessary.

Actions included in the acceptance of permit applications into the system include at a minimum:

- Receive permit application from the customer.
- Intake Staff will perform a cursory sufficiency review to determine if required checklist items are included with the application.
- Permit Intake staff shall determine which of the nine "permit types" the proposed work fall into
- Once the required submittal items are verified as required by application type, an application/permit request (PR) tracking number and file shall be generated in the ePZB automated system,
- The application receipt shall be printed and presented to the customer by the Intake Staff, and the customer shall be directed to pay the deposit at the cashier's window.
- The permit application, along with other required paperwork, should be bundled and placed in the appropriate pick-up point.

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● **APPLICATION TRACKING & INFORMATION CENTER (ATIC):**

Tracking staff will periodically pickup application submittal documents from the application pick-up point, and verify payment has been received, prior to placing the application documents on the appropriate racks for reviewing entities.

Exception: Type 1 and Site Plans Permit Applications will be picked up by a Permit Technician to review.

Other duties assigned to the ATIC are:

- Receive incoming phone calls and answer the inquiries, or transfer the calls to the appropriate review group for response.
- Sign in, track, and process permit applications, and their accompanying documentation.
- Update permits with incoming data as required.
- Distribute and redistribute permit applications to review sections for initial or subsequent reviews as additional documents are received.
- Purge expired permit applications.
- ATIC Staff shall accept Revision and Renewal requests. Upon receiving the request, ATIC Staff shall generate a revision or renewal tracking number and file in the ePZB automated system. They shall then print the process invoice, and advise the customer of the minimum \$75.00 fee needing to be paid, prior to the Building Division taking action on the request.

● **REVIEW PROCEDURES**

STANDARD REVIEW PROCEDURES (ALL STAFF)

The following procedures shall be used by all reviewing groups within the Building Permit Review Process:

- Review and critique the permit application for regulatory compliance.
- Inform the applicant of comments, if significant deficiencies are found. Individual review groups should directly contact the customer, if deficiencies are found.
- Forward the application, together with accompanying documents to the ATIC.
- Re-review applications directed from the ATIC, and sign off on the application, when code and other regulatory compliance are achieved.

STANDARD REVIEW PROCEDURES OF THE BUILDING DIVISION

It is the policy of the Building Division to process Permit Applications in order of submittal by application type. No variation from this policy shall be made.

Exceptions:

► General Criteria

- Emergencies, such as a change of electrical service, demolition, emergency repairs, etc. as established by the Building Official.
- Master plans - because master plans are pre-reviewed, they are routinely processed out of numerical sequence by the Plan Reviewers for greater efficiency or as a customer prioritizing their permit requests.

► Special Criteria

- If project financing is contingent on obtaining a permit, and receiving the financing is in jeopardy because of a deadline.
- If a contractor is faced with a genuine prospect of laying off employees, because of the lack of any other work (this may be verified by checking whether the contractor has any other outstanding permits in our jurisdiction, as an indication of the accuracy of the contractor's assertion).
- The proposed construction is for a temporary or special event that has a charitable purpose, or is operated for the public.
- A departmental or governmental error, related to permitting, has caused a significant delay.
- The permit is for a government project with a public purpose, as defined in F.S. Chapter 162.
- During the time before new codes or impact fees become effective, applications for projects under firm contract with owners (verifiable by direct county contact).
- Initial display model homes in a new development (limit of 5).
- Other circumstances in which the interest of the public is served by expediting an application.

Staff is authorized to make a determination and take the appropriate action for processing permit applications that fit the General Criteria. For applications that fit the Special Criteria, a letter and other relevant documentation shall be submitted by the applicant, to support the circumstances presented as justification for expediting a permit. Special Criteria applications shall be reviewed by any immediate supervisor and whenever possible shall be a collaborative decision with other supervisors within the permit review process.

Requests for consideration under the Special Criteria shall not be used by a permit applicant as a standard means of doing business, nor shall it be used to show preference or favoritism to any permit applicant.

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PERMIT TECHNICIAN REVIEW

Permit Technicians shall sign in on Permit Applications for processing.

Processing should include at a minimum:

- Reviewing for compliance with Zoning Regulations.
- Critiquing any zoning or other applicable regulatory violations in the application, for needed correction.
- Checking the ePZB Monitoring screens for any Conditions of Approval that may stop the issuance of the permit.
- Contacting the applicant, when review is complete if deficiencies are found.
- Designating all other review groups on ePZB whose programs are affected by the proposed work, as required.
- Signing off on the application, when zoning code and other regulatory compliance are achieved.
- Assisting in other areas of the Permit Center, as needed.
- Answering routine questions from the public, regarding permit processing.
- Assessing municipal impact fees.

PLANS EXAMINER REVIEW

Plans Examiners shall routinely sign in on Permit Applications that have been routed to them from the ATIC.

A typical review should include at a minimum:

- Reviewing for code requirements, per adopted Florida Building Codes (FBC), including local Palm Beach County Amendments to the FBC Chapter 1 Administration.
- Critiquing plans and sending the critique, citing code sections for deficiencies, to the applicant or designee in a timely manner.
- Verifying appropriate data designated on the permit application, such as:
 - Permit description code for proposed work.
 - Value of work for permit fee.
 - Sub-permit requirements.
 - Limitations of contractor's license in accordance with F.S.S. 489.
- Signing off on the application, when code and other regulatory compliance are achieved.
- Forward the application, together with accompanying documents to the ATIC.
- Answering routine questions from the public, contractors and designers, regarding adopted Florida Building Codes.

PERMIT ISSUANCE

Clerical Specialists in the Permit Issuance Section shall contact each applicant upon permit issuance and inform the applicant of the total fee due.

Duties assigned to the Permit Issuance Section are:

- Issuing Primary Permits
 - Primary Permit Record - Verify all contractor information to issue the permit number
 - Verify sub-permits requirements have been addressed.
- Issuing Sub-Permits
 - Primary Permit Record - Verify all contractor information to issue the sub-permit number
 - Permit Requirements - Verify authorization
 - Sub-Permit Record - Issue sub-permit number
 - View sub-permits already issued to prevent redundancies
- Change of Contractors
 - Verify proper documentation is received on the Primary Permit
 - Verify proper documentation is received on the Sub-Permits
 - Ensure that Owner Builder permits do not retain Owner Builder sub-permits of the previous owners.
- Renewals
 - Verify if permit is Inactive or Expired
 - Verify fees are current to ensure proper application Routing

SITE PLAN REVIEW PERMITS

- In accordance with Section 104.1 Palm Beach County Amendments to the Florida Building Code Chapter 1 Administration, Site Plan Permits do not undergo a full technical review. They shall be Reviewed for Zoning and licensing requirements.
- Site Plan Permit Applications shall be accepted at the Application Intake Center and shall contain at a minimum a complete Permit Application and a complete I Permit Certification.

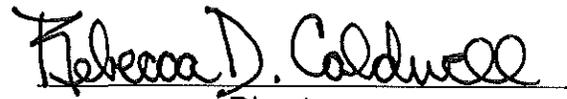
HOLDS

Preventing the issuance of a permit, a Certificate of Occupancy or a Certificate of Completion, or any or all inspections, is accomplished through the use of ePZB, automated system "Holds".

Some holds are automated processing functions, and an open customer comment acts as the most common hold of a permit issuance, as it indicates at least one non-code compliant review. Other holds may exist in the background of the ePZB system such as a hold on a particular property due to a zoning, environmental or other regulation. Manual Holds on various actions or events may be placed on a permit by staff of various levels depending on the severity of the Hold. These manual holds also include the ability to stop the permit application from being reviewed (Hold Process). Hold Process should be used for items of extreme importance only.

Supersession History:

1. PPM# PBO-081, issued 10/13/92
2. PPM# PBO-081, effective 01/15/93
3. PPM# PBO-081, issued 03/11/94
4. PPM# PBO-081, issued 02/26/01
5. PPM# PBO-081, issued 04/24/12


Director