



Residential Permitting Process

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Define Phase

Project Charter

Residential Permitting Process

Problem Statement

Currently, the City has a perception of being difficult to do business with because of high fees assessed by Development Services.

Business Case & Benefits

By knowing how our fees compare to surrounding municipalities, we can highlight where we are competitive to encourage more development & investment in North Port.

Goal Statement

Establish a baseline of what our fees are as compared to our surrounding municipalities for a single-family residential home. Established baseline would be used to influence future fee schedule decisions.

Timeline

Phase	Planned	Actual
Define:	July 2025	July 2025
Measure:	August 2025	August 2025
Analyze:	August 2025	August 2025
Improve:	January 2026	January 2026
Control:	June 2026	TBD

Scope In/Out

In scope are the required fees and approvals to receive a building permit to start construction for a single-family home. Out of scope are required approvals to receive a building permit to start construction on other structures and fees outside of pre-construction approvals.

Team Members

Core team:

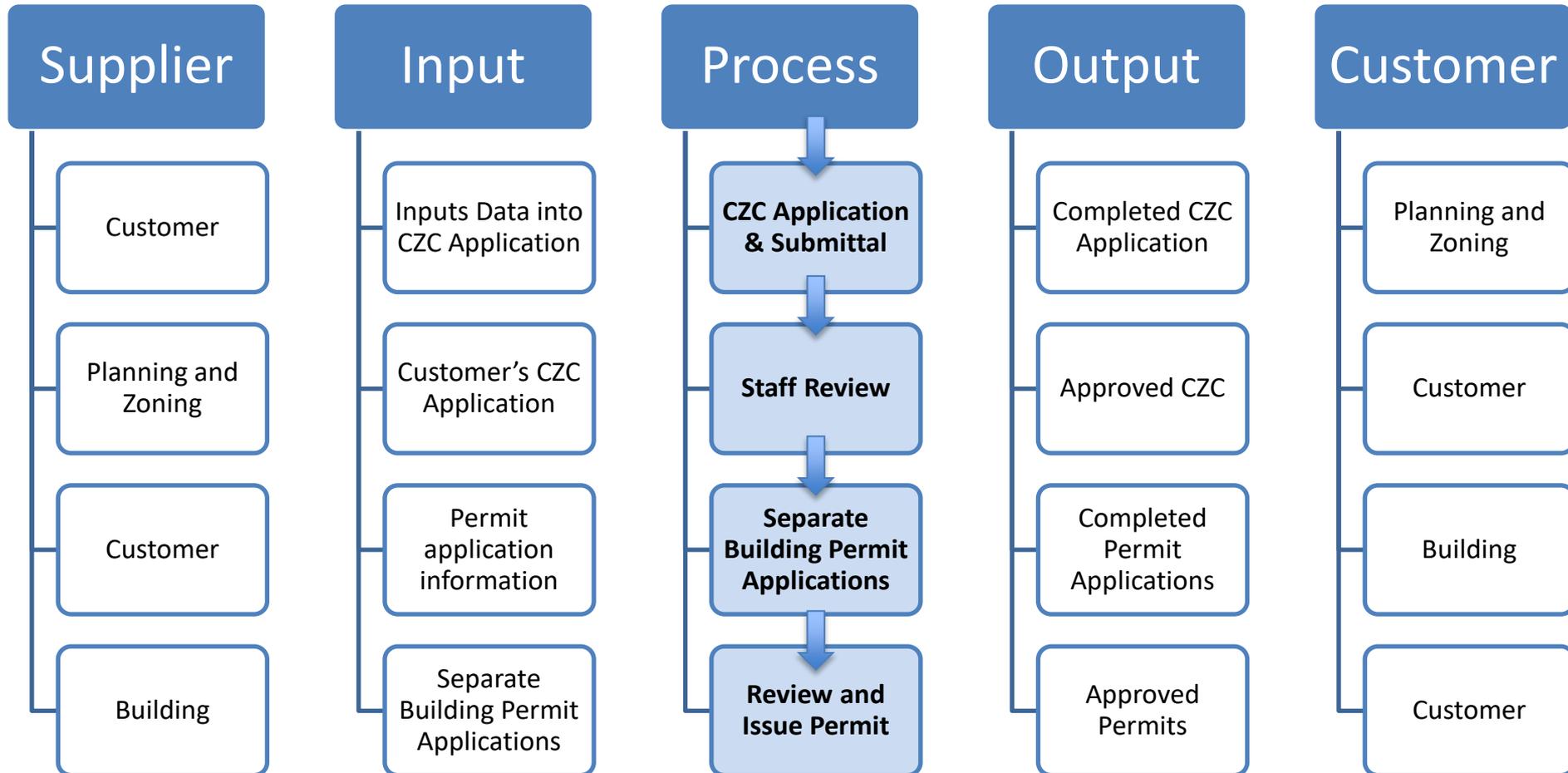
Kaitlyn Griffin - City Manager's Office
 Kyle Beste - Information Technology
 Larry Ford - Information Technology
 Scott Jalwan - Parks & Recreation

Contributor:

Kyla Straughan - Development Services

SIPOC

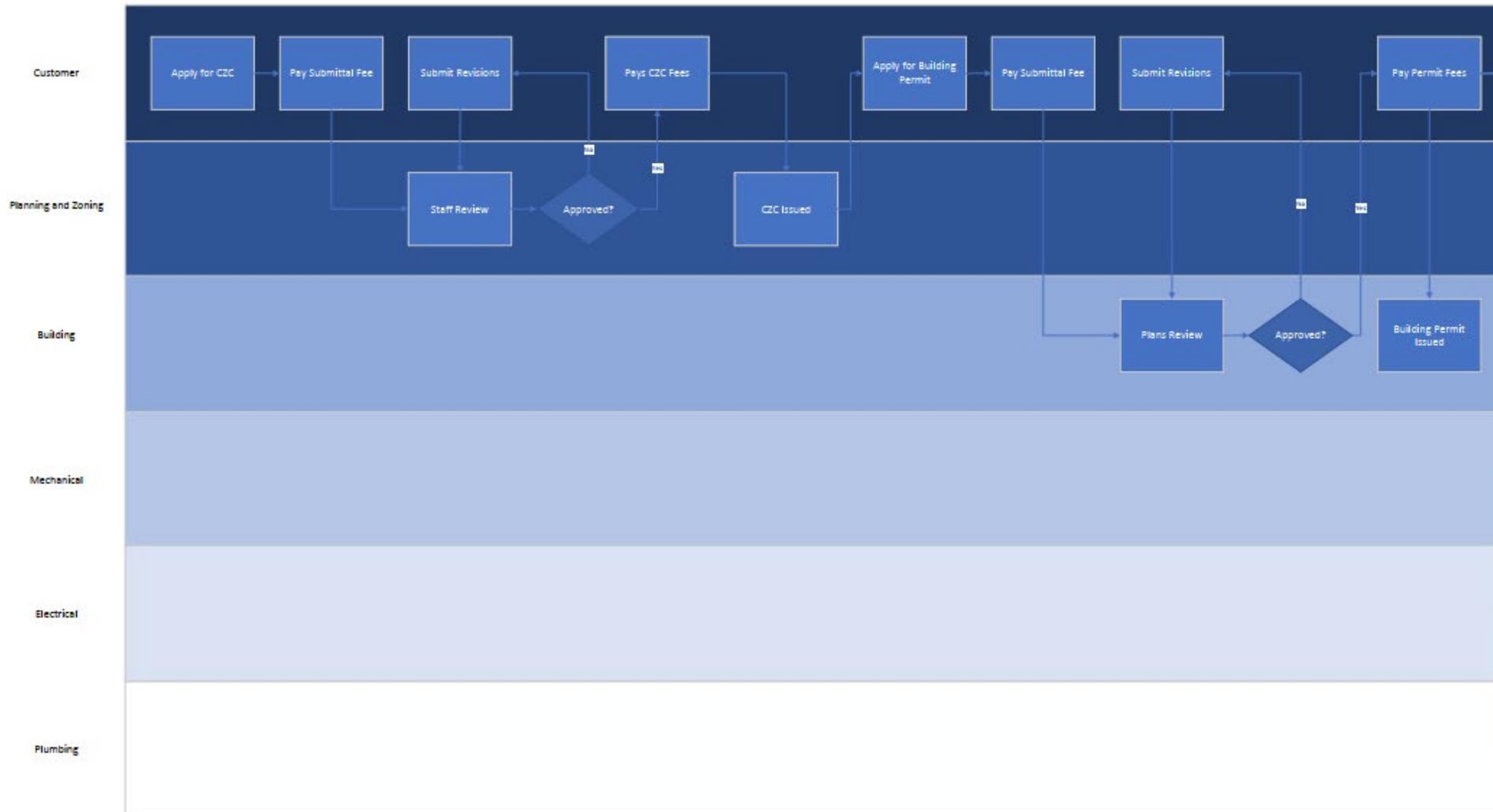
Single Family Residential Permitting



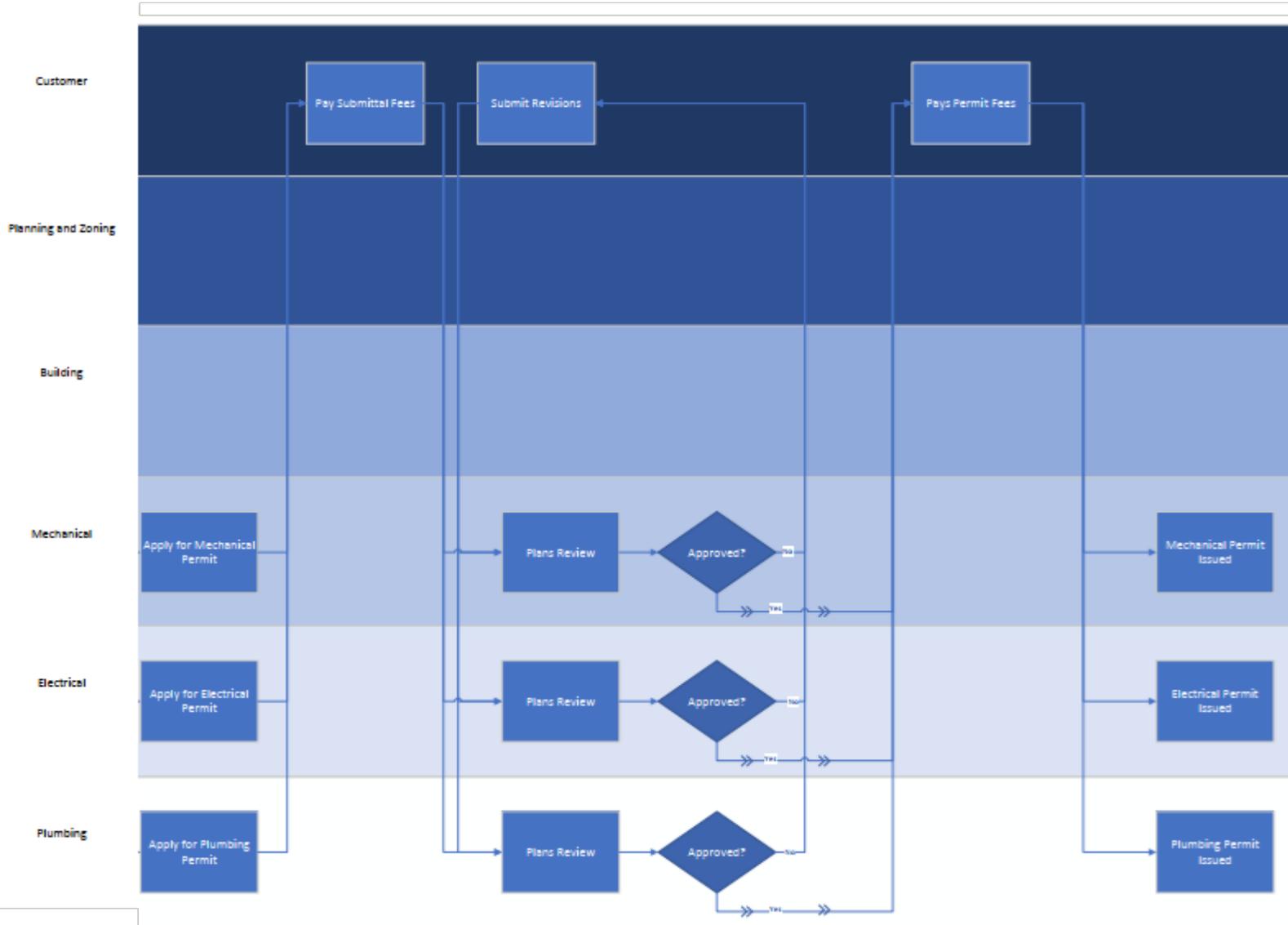


Measure Phase

“As-Is” Detailed Map Segment



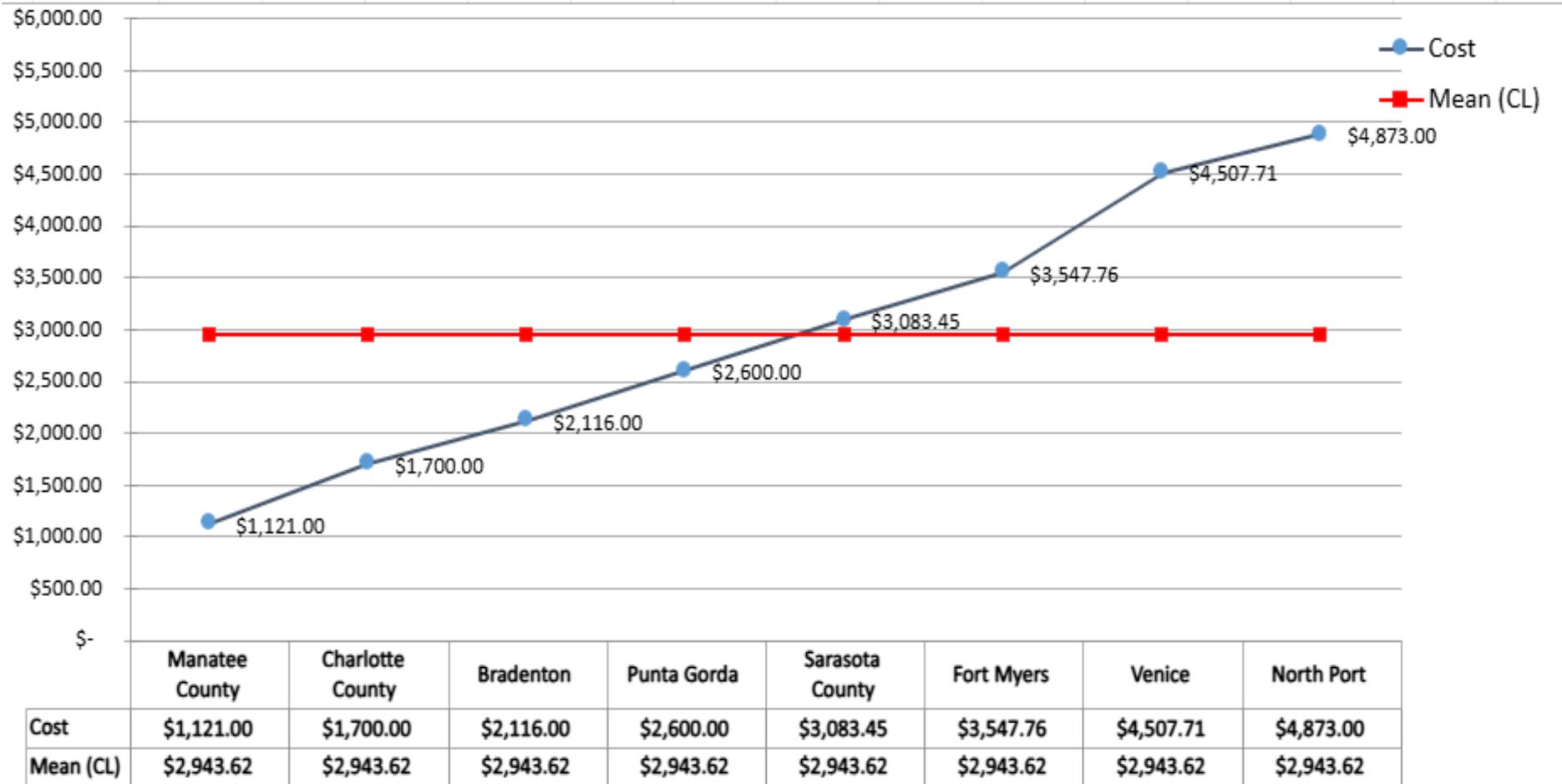
“As-Is” Detailed Map Segment Con’t



Data Collection Plan

Measure	Data Type	Operational Definition	Stratification Factors	Sampling notes	Who and How is Data Collected
Total Fees	Quantitative	Total cost of permitting fees to build a single-family residential home valued at \$350,000 (2,300 square feet).	By home	Through review of individual municipality fee schedules	Kyla assist with reviewing adopted fee schedules and receipts from surrounding and comparable cities.
Number of Permits	Quantitative	Number of permits required to start construction.	By home	Through interviews with building staff in other municipalities.	Kyla assist with reviewing documents and reaching out to contacts in other jurisdictions.
Number of payments completed	Quantitative	Number of transactions required to get permits to start construction.	By home	Through interviews and receipts.	Kyla assist with reviewing documents, receipts, and reaching out to surrounding areas to gather.

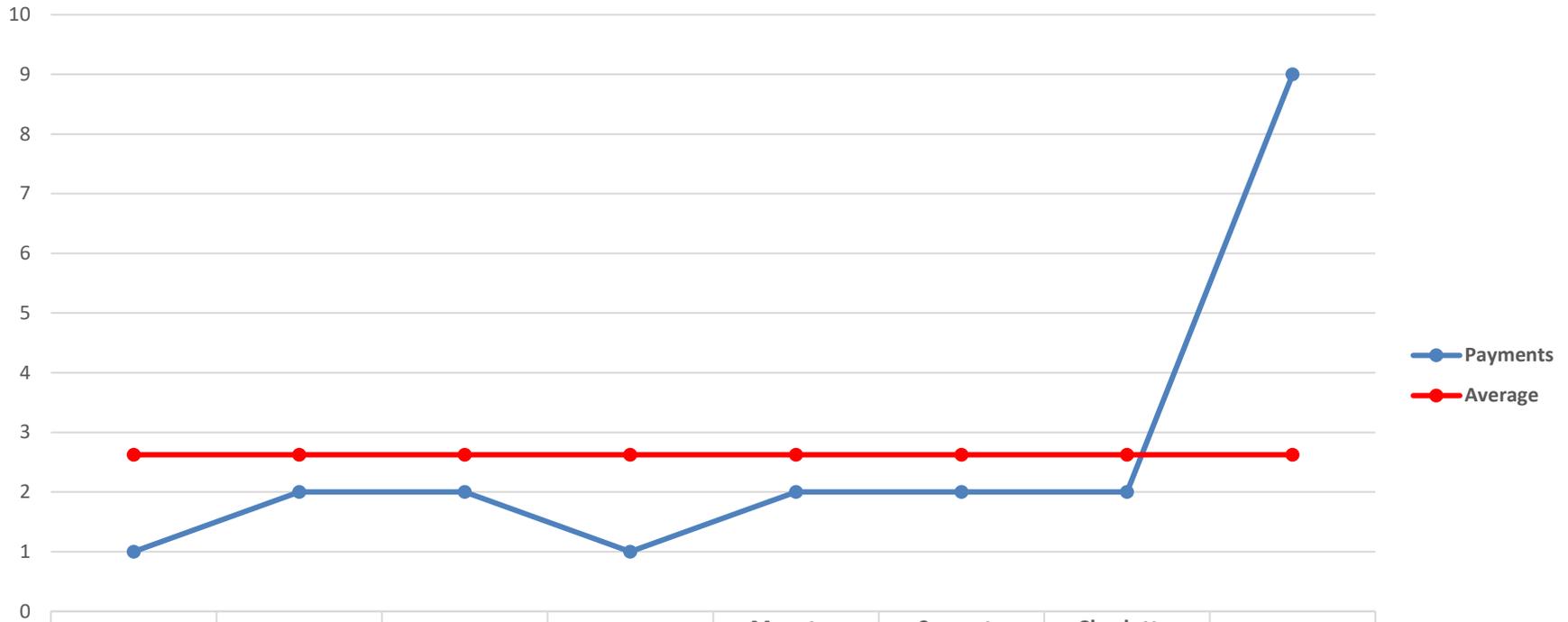
Municipality Permit Cost Comparison



Key Take Away: Currently North Port fees are \$1,929.38 above the mean cost of surrounding/peer communities and the highest of eight analyzed.

Number of Payments Required per Municipality

Number of Payments Required

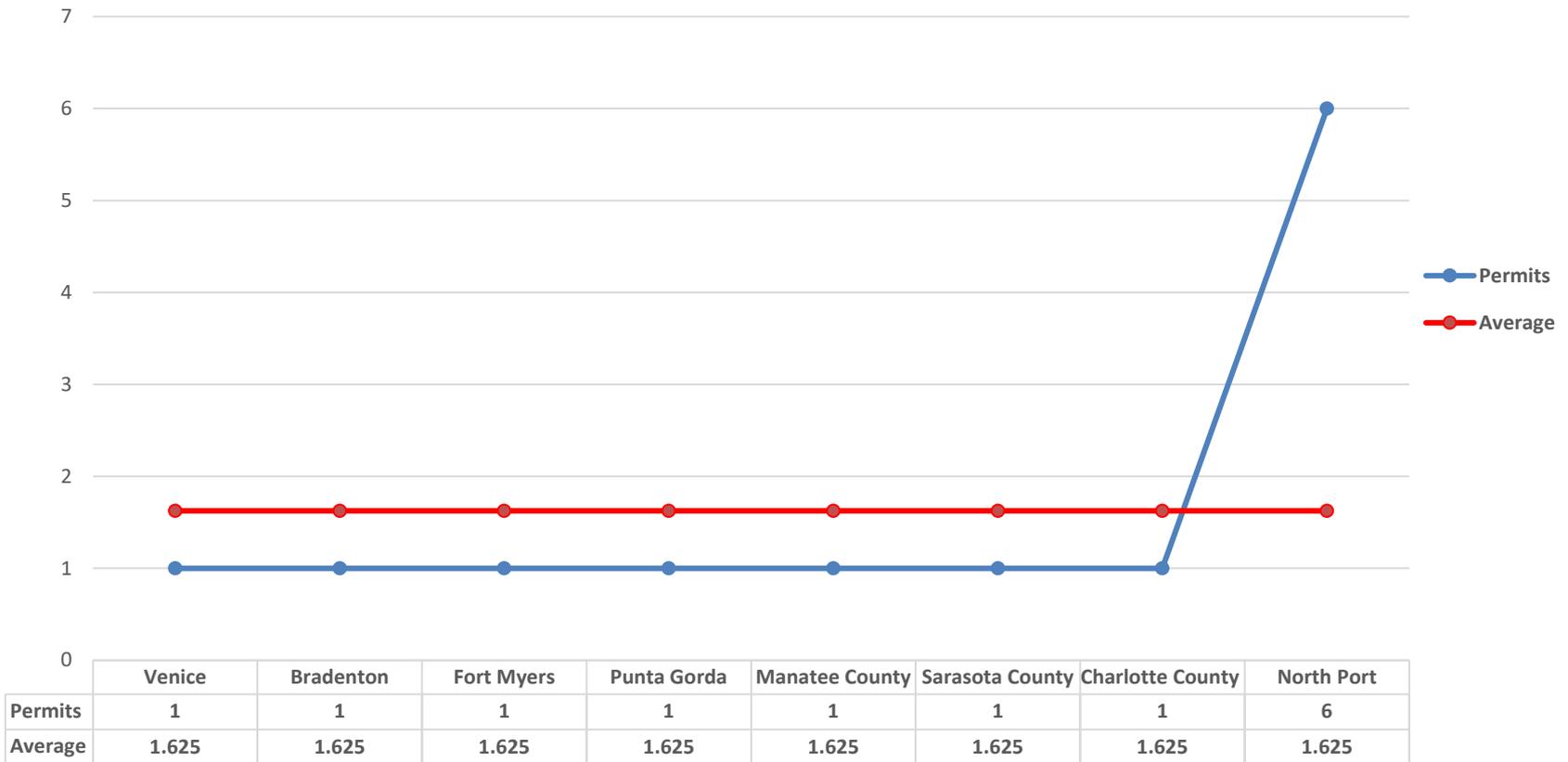


	Venice	Bradenton	Fort Myers	Punta Gorda	Manatee County	Sarasota County	Charlotte County	North Port
Payments	1	2	2	1	2	2	2	9
Average	2.625	2.625	2.625	2.625	2.625	2.625	2.625	2.625

Key Take Away: Currently North Port requires 6.375 more payments than the average of surrounding/peer municipalities.

Number of Permits Required

Number of Permits Required



Key Take Away: Currently North Port requires 4.375 more permits than the average of surrounding/peer municipalities.



Analyze Phase

5 Why's

City is perceived as difficult to work with compared to surrounding municipalities



Applicants are required to obtain an **excessive number of permits** to complete a single project



Permit requirements are **fragmented across multiple disciplines**, each requiring separate approvals



There is **not a consolidated permit pathway** for the applicant



The City adopted a fragmented permitting model while comparable municipalities use consolidated permit pathways

Identifying Waste

Waste Category	Waste Found
Defects	N/A
Overproduction	Excessive number of permits required for a single SFR project
Waiting	Separation of permits requires customer to submit same information multiple times.
Non-Talent Utilization	Staff and customer time spent managing duplicative permit requirements
Transportation	N/A
Inventory	N/A
Motion	N/A
Extra-Processing	Multiple permits requiring duplicative review and approval steps

Key Take Away: Although Accela has streamlined certain aspects of the process, significant waste still exists due to the number and fragmentation of permit requirements.



Improve Phase

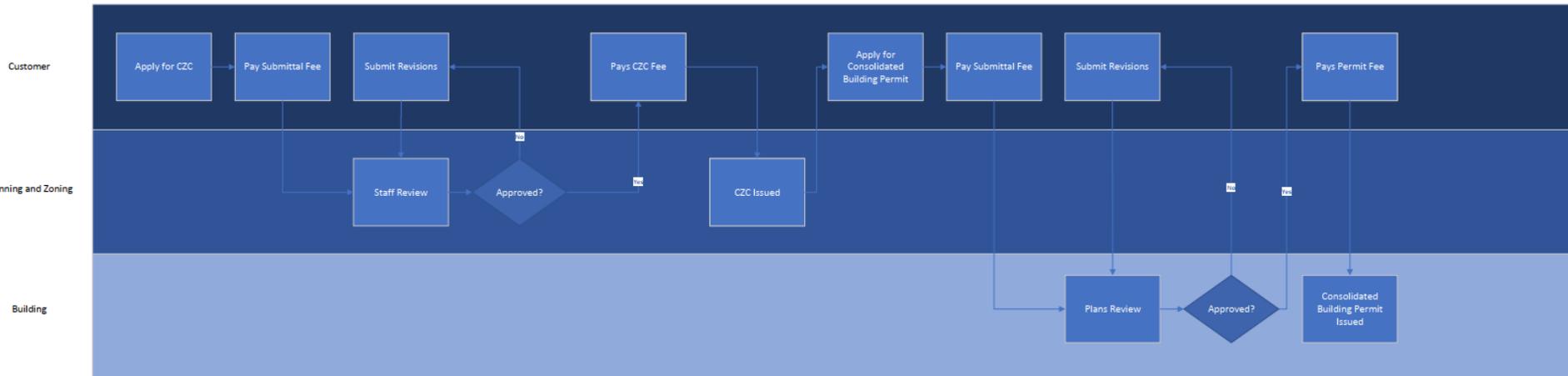
Solution Selection Matrix

Criteria and Weights

	East to Implement	Time to Implement	Will Improve Customer Experience	
Solution	4	7	9	Sum
Condense Fees	2 (rating) x 4 (weight) = 8	4 (rating) x 7 (weight) = 28	5 (rating) x 9 (weight) = 45	81
Adjust Permitting Process (solution selection)	3 (rating) x 4 (weight) = 12	6 (rating) x 7 (weight) = 42	7 (rating) x 9 (weight) = 63	117
Change Fees	2 (rating) x 4 (weight) = 8	4 (rating) x 7 (weight) = 28	8 (rating) x 9 (weight) = 72	108

Key Take Away: Adjusting the permitting process solution selection is the option with the highest impact to the customer.

“To Be” Map Segment



Key Take Away: Issuing of consolidated permits significantly cuts down on steps to receive permits on both customer/city side



Control Phase

Project Closure

Next Steps:

- **Review outcome of updates to permitting process**
 - **Any changes in feedback and sentiment.**
- **Expand review of fees and/or processes to other permit categories**
 - **Reviewed flood elevation certificate requirements.**
 - **Reviewing Road Construction Fee information**