

Development Services Department

Work program – fiscal year 2025–2026



Core services at a glance

The Development Services Department is responsible for a broad range of essential functions related to land development and construction projects.

These services include evaluating and maintaining fee programs; conducting long-range planning; reviewing entitlements and building permit applications; providing plan and map review; managing site and building addressing and street naming; issuing encroachment permits and permits for building and infrastructure construction; providing inspection services; and making recommendations to the City Council for the acceptance of maps and civil improvements for all private land development and construction projects.



Building, Code Enforcement & Permit Center Division

- Ensures compliance with minimum code standards and safety of structures for occupancy
- Manages the Permit Center, the City's centralized hub for development permits
- Oversees citywide code enforcement, addressing nuisances, and code violations



Business & Administrative Services Division

- Manages the City's permitting system (Accela Automation)
- Provides business analysis and analytical support
- Creates and maintains GIS data and mapping products
- Oversees citywide addressing and street naming
- Develops and maintains citywide development activity reporting tools



Engineering Division

- Facilitates construction of public and private infrastructure
- Provides plan review and inspection services for public and private development projects
- Ensures compliance with the state MS4 storm water permit
- Oversees the City's traffic impact analysis and mitigation program
- Administers fee programs and manages developer reimbursements for publicly funded infrastructure



Planning Division

- Facilitates the approval of residential, commercial, office, and industrial development entitlements
- Manages the City's long-range planning efforts and collaborates with regional initiatives
- Maintains the City's General Plan, Housing Element, and Zoning Ordinance
- Ensures compliance with the California Environmental Quality Act (CEQA)

Fiscal Year 2026 Budget
Overall Development Services

\$18.2 Million
OPERATING COSTS

\$10.8 Million
PROJECTED REVENUE



\$7.4 Million
NET GENERAL FUND IMPACT



Budget & projected cost recovery

The Development Services Department operates as a quasi-enterprise General Fund department and must recover costs associated with processing permits and private land development projects. The Department generates revenue through permit, plan review, and inspection fees, internal charges to other City departments, and hourly time-and-materials charges to full-cost development projects. The City's goal is to be fiscally neutral with respect to processing private development projects.

Estimated Operating Costs – The Department anticipates approximately \$18.2 million in total expenditures, reflecting approximately an \$800,000 increase from FY25. The increase is driven by negotiated salary and benefit adjustments, higher internal service fund rates, and increases in Development Services technology platform services.

Projected Revenue – The Department anticipates \$10.8 million in total revenue, with \$7.1 million from permit-related fees and \$3.7 million from full-cost project reimbursements.

Cost Recovery Target – With projected revenue of \$10.8 million against operating costs of \$18.2 million, the cost recovery target is set at 59%. The Department monitors expenses closely to meet this objective.

By managing expenses and revenue, the Department maintains financial sustainability, offers essential services to the community, and ensures full cost recovery for private development.

Key performance & workload measures

PERFORMANCE MEASURES	FY25 ACTUALS	FY26 TARGET
Building Activity		
Overall record processing performance (average time in City possession)	49%	<50%
Minor permits issued within five business days	87%	100%
Inspection performance (completion of daily scheduled inspections)	96%	100%
Overall plan review performance (meeting published turnaround times)	87%	90%
Code Enforcement Activity		
Initial response to code complaint within two business days	98%	95%
Initial inspection performed within five business days	83%	80%
Code Enforcement cases resolved within 90 days	96%	90%
Engineering Activity		
Overall record processing performance (average time in City possession)	47%	<50%
Encroachment permits issued same day (i.e., PODS & dumpsters)	100%	95%
Overall plan review performance (meeting published turnaround times)	84%	90%
Planning Activity		
Overall record processing performance (average time in City possession)	59%	<60%
Ministerial permits issued same day (i.e., home occupations)	83%	95%
Overall plan review performance (meeting published turnaround times)	90%	90%

WORKLOAD MEASURES	FY25 ACTUALS	FY26 TARGET
Permits and entitlements processed	8,638	5,500
Single Family Dwelling (SFD) permits issued	1,133	900
Commercial building valuation	\$213,120,576	\$150,000,000
Building inspections conducted	42,122	25,000
Code Enforcement inspections conducted	3,015	2,700
Code Enforcement cases closed	1,873	1,200

Council priorities



Ensure a safe and healthy community



Remain fiscally responsible in a changing world



Enhance economic vitality



Invest in well-planned infrastructure and growth



Support community engagement and advocacy



Deliver exceptional City services

Key accomplishments in FY2024–2025

Bosch Plant Acquisition Support

– Established a special team and procedures for rapid plan review and inspection for the Bosch semiconductor plant renovation, demonstrating our commitment to enhancing economic vitality by facilitating significant community investments.



Accele SaaS Migration Project

– Successfully migrated the City’s enterprise permitting technology platform, Accele, from an on-premise hosted environment to a cloud-based SaaS environment with minimal impact on customers, business continuity, and operations.



Multi-family Housing Construction

– Facilitated the approval of over 600 affordable housing units and managed a high volume of complex multi-family permit applications, addressing community needs by ensuring the timely advancement of critical housing projects and supporting economic vitality.



Financial Sustainability – Recovered over 70% of department operating costs through permit fees, project billing, and service fees, emphasizing the Department’s financial sustainability and reducing reliance on the General Fund.



In-House Plan Review – Onboarded additional plans examiners to reduce reliance on third-party consultants, enhancing the customer experience by improving efficiency and communication, particularly for non-residential developments.



Staffing and Service Levels – Successfully filled multiple vacancies while maintaining high levels of customer service amid heightened permit activity, reflecting our commitment to meeting community needs and ensuring timely services.



Costco in Baseline Marketplace

– Facilitated the approval of entitlements, construction documents, and an economic development incentive agreement for a second Costco location in Roseville, contributing to sustained economic growth.



Permit Center Remodel – Began construction of the Permit Center redesign, improving security and functionality, and creating a more efficient and secure workspace while effectively continuing to provide exceptional customer service from a temporary Permit Center location within the Civic Center.



Blight Abatement – Enhanced Code Enforcement efforts, specifically in graffiti and blight abatement, maintaining clean and safe neighborhoods.



Building Inspection Scheduling – Improved the customer experience and operational efficiency by enhancing the Accela system to allow for simultaneous scheduling of multiple inspections.



Municipal Services Review (MSR) – Implemented recommendations from the Placer County LAFCO's MSR review of the City.



These key accomplishments demonstrate the Department's commitment to efficient service delivery, financial responsibility, housing production, urban revitalization, code enforcement, and community well-being.

Together, these efforts contribute to making Roseville a more attractive and competitive city, improving the quality of life for its residents, and promoting sustainable growth and development.



Key initiatives for FY2025–2026

Redesign Code Enforcement

Workflow – Improve operational efficiency by configuring the Accela system to align with current business practices.



Augment GIS Support Services

Initiate a new Professional Service Agreement (PSA) for on-call GIS support services, optimizing performance and expanding civic engagement tools and services.



Improve Inspection Efficiency for Multi-Family Developments

Implement strategies to enhance inspection efficiency, including staff training on new technologies and code updates.



Launch an Interactive Map and Analytics Dashboard – Develop a web-based application featuring an interactive map and dashboard that gives the public real-time access to permit-related information. Users can explore permit activity by location, view detailed project records, and subscribe to notifications for specific addresses or areas of interest.



Support Environmental Utilities with Operations Center Review

Assist in preparing the Environmental Impact Report (EIR) for the proposed Operations Center project, providing key guidance for necessary studies and analyses.



Strengthen Operational Resiliency

Implement recommendations from Information Technology's Technology Disaster Recovery project and develop department-specific contingency plans to ensure business and operational continuity.



Proactive Code Enforcement

Enhance enforcement of long-term vacant building and public nuisance violations in corridor plan areas through improved monitoring and strengthened collaboration with the Police Department and Planning.



Reapply for the Prohousing

Designation Program – Prepare and submit an application to the California Department of Housing and Community Development to maintain the City's Prohousing Community designation.



Adopt 2025 Building Codes

Review, adopt, and implement revisions to the California Building Codes issued by the California Building Standards Commission.



Optimize Office Layout Post-Remodel

Evaluate and implement strategic workspace relocations following the completion of the Permit Center remodel, supporting future space needs and strengthening team integration, communication, and collaboration across divisions.



Support the City's Website

Replacement Project – Actively participate in implementing the City's new Content Management System (CMS). The Department will focus on reviewing, updating, and organizing web content, pages, and documents to ensure a smooth migration of the Department's web presence to the new platform.



Redesign Online Permitting Services

(OPS) Portal – Modernize and improve the user experience by making the OPS Portal more user-friendly, efficient, and intuitive.



Participate in RHNA Methodology –

Collaborate with regional jurisdictions and SACOG to ensure the RHNA Methodology fairly and appropriately apportions future housing allocations to Roseville.



Update Comparative Fee Analysis –

Complete an update to the 2021 Comparative Fee Analysis to gauge and communicate the City's cost competitiveness for processing and development impact fees relative to regional comparators.



Complete Biennial Permit and User Fee Study – Conduct a comprehensive cost-of-service analysis and implement permit and user fee adjustments as necessary to ensure alignment of revenues with current service delivery costs.



Update Traffic Fees – Ensure ongoing development contributes its fair share toward local and regional roadway infrastructure through an analysis and update of local (City Traffic Mitigation) and regional (City/County and HWY65/JPA) traffic fees.



Update Non-residential Conversion Guidelines –

Review and recommend modifications to update the City's Non-residential conversion guidelines and update policies, based on City Council direction.



Facilitate Bosch Semiconductor Plant Construction – Monitor and inspect the multi-year expansion and modernization of the Bosch facility to ensure chip production is able to commence within established time frames, while prioritizing the overall safety of the community.



Facilitate Phillips Road Site Development – Review and process the entitlements for the Phillips Road Site project. Manage the Environmental Impact Report process, community engagement, and the land use approvals for the project.



Create Objective Design Standards (ODS) for Infill Residential – Create Objective Design Standards in order to approve market rate infill residential projects through a ministerial process, utilizing the existing ODS for affordable residential projects as a template.



Widen Blue Oaks West – Collaborate with multiple developers in western Roseville to develop a financing and construction strategy for widening Blue Oaks Boulevard to six lanes from Fiddymont Road westerly to Phillip Road.



Reinvest in Core Neighborhoods – Collaborate with Economic Development to incentivize reinvestment in corridor plan areas and attract new businesses.



Process Improvements for the Environmental Coordinator – Refine and implement a more formal process for cross departmental collaboration and engagement of the services provided by the Environmental Coordinator.



Development Services Technology Replacement Fund – Conduct a study to evaluate the long-term sustainability of the Department's Technology Replacement Fund in light of rising technology costs and declining revenue projections. Options may include adjustments to the technology fee, discontinuation or replacement of certain platforms to reduce costs, and exploring software cost-sharing mechanisms with other City end-user departments.



Facilitate Baseline Marketplace Construction – Oversee and inspect the construction of public and private infrastructure, to help facilitate the opening of Costco in the Fall of 2025. Review and process land use entitlements for the remaining Baseline Marketplace development that could allow additional commercial construction to begin in Spring 2026.



Increase Outreach to Younger Populations – Engage younger generations through public service career events and internships to establish a talent pipeline of qualified candidates for difficult to fill positions.



These key initiatives for the next fiscal year focus on core objectives related to economic growth, community engagement, code enforcement, technological advancements, infrastructure development, customer service, and operational efficiency.

Collectively, these initiatives demonstrate the Department's commitment to continuous improvement and our goal of delivering the highest quality services to residents and development stakeholders.





External influences

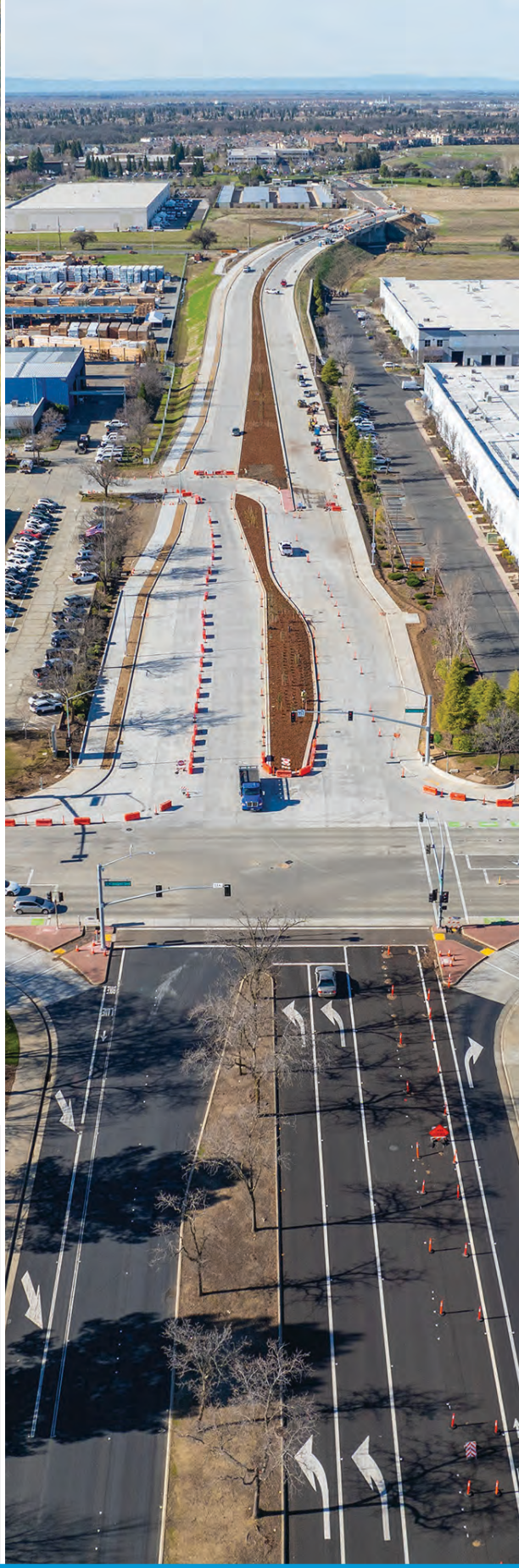
The Development Services Department continually monitors external factors that may impact our business operations, enabling us to remain proactive and responsive in a dynamic environment. The following key challenges have the potential to influence development activity, staff workload, and service delivery:

- **Staff recruitment and retention** – Succession planning and attracting and retaining skilled staff remains a priority as competition for talent in key job classifications continues across the industry.
- **New legislative compliance impacts** – Continuous state legislative actions impact staffing resources, business operations, and costs.
- **Supply Chain** – Unpredictable effects on cost and availability of building materials caused by tariffs, product supply, and geopolitical turmoil, can impact development timelines.
- **Economic conditions and interest rates** – Fluctuating market conditions influence development trends and construction financing, causing unpredictable workload demands.
- **Non-department initiatives** – Supporting numerous citywide initiatives and projects led by other departments that impact staffing resources and operational capacity.
- **Rising technology costs** – Increasing software and licensing expenses place ongoing pressure on operating budgets.

Continuous improvement measures

The Development Services Department remains committed to continuous improvement to enhance efficiency and deliver greater value to our customers. We dedicate considerable resources in identifying and implementing process improvements, including the following:

- **Non-residential permit approval process** – Streamlining approvals and providing tailored assistance to small business owners, particularly for tenant improvements.
- **Field staff technology** – Utilizing mobile technology and tools to improve real-time communication, coordination, and documentation during inspections.
- **Building permit workflow enhancement** – Actively refining the building permitting process in Accela to better support staff workflows, improve usability, and adapt to evolving operational needs.
- **Customer feedback and satisfaction surveys** – Strategically placing links to collect actionable feedback, enabling us to better meet customer expectations.
- **Performance metrics reporting tools** – Refining reporting tools to ensure transparency, accountability, and alignment with expectations.



Driving innovation in FY27

Looking ahead to the next fiscal year, we have identified several key improvement measures to enhance our services further:

- **Instant issuance of minor building permits** – Enhance the Accela system to enable instant issuance of minor building permits through the OPS Portal.
- **Accela user interface enhancements** – Assess existing workflows and user feedback to improve overall user experience, reduce portal input errors, and increase process efficiency.
- **Department-specific GIS strategic plan** – Develop a GIS strategic plan tailored to departmental needs to meet increasing service demand, ensure accurate addressing systems, improve data management, and boost civic engagement.

By continuously pursuing process improvements, the Department aims to enhance operational efficiency, customer satisfaction, and overall service delivery.

Conclusion

This Work Program serves as a roadmap for the Development Services Department, outlining our goals and strategies for the upcoming fiscal year. It also communicates our ongoing efforts and initiatives to residents, the development community, and policymakers.

As the City's dedicated point of contact for development-related matters, we remain committed to delivering the highest standard of customer service, whether securing entitlements, obtaining building permits, constructing large-scale development projects, or seeking general information.

If you have questions regarding the Work Program or the Development Services Department in general, please contact us at (916) 774-5285 or email devservices@roseville.ca.us

roseville.ca.us/ds