

Development Services Department

Work program – fiscal year 2026–2027



Core services at a glance

The Development Services Department is responsible for a broad range of essential functions that support private development and public infrastructure projects.

These services include long-range planning; administration of development-related fee programs; review of entitlement, permit, map, and improvement applications; plan review and inspection services; code enforcement activities; site and building addressing and street naming; issuance of encroachment, building, and infrastructure construction permits; and recommendations to the City Council regarding the acceptance of maps and civil improvements.



Building, Code Enforcement & Permit Center Division

- Ensures compliance with minimum building code and safety standards of structures for occupancy
- Manages the Permit Center, the City's centralized hub for development permits and customer service
- Oversees citywide code enforcement and nuisance abatement activities



Business & Administrative Services Division

- Administers and supports the City's permitting (Accela) and development technology systems
- Provides business analysis, process improvement, and operational support
- Develops and maintains GIS data, mapping products, and spatial analysis tools
- Oversees citywide addressing and street naming
- Develops and maintains development activity reporting and performance measurement tools



Engineering Division

- Facilitates the construction of public and private infrastructure
- Provides engineering plan review and construction inspection services
- Ensures compliance with the State Municipal Separate Storm Sewer System (MS4) permit
- Oversees traffic impact analysis and mitigation programs
- Administers development fee programs and manages developer reimbursements for publicly funded infrastructure



Planning Division

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

Fiscal Year 2027 Budget
Overall Development Services

\$18.8 Million
OPERATING COSTS

\$11 Million
PROJECTED REVENUE

\$7.2 Million
Permit fees

\$3.8 Million
Full cost project
reimbursements

\$7.8 Million
NET GENERAL FUND IMPACT



**Cost Recovery
Target**

Budget & projected cost recovery

The Development Services Department operates as a quasi-enterprise General Fund department and is responsible for recovering costs associated with processing permits and private land development activities. Revenue is generated through permit, plan review, and inspection fees, internal service charges to other City departments, and hourly time-and-materials reimbursements for full-cost development projects. The City's goal is to remain fiscally neutral with respect to processing private development projects.

Estimated Operating Costs – The Department anticipates approximately \$18.8 million in total expenditures, reflecting an increase of approximately \$600,000 from FY26. The increase is primarily attributed to negotiated salary and benefit adjustments, higher internal service fund rates, and increased costs associated with Department technology service platforms.

Projected Revenue – The Department anticipates approximately \$11 million in total revenue, including \$7.2 million from permit-related fees and \$3.8 million from full-cost project reimbursements.

Cost Recovery Target – Based on projected revenue of \$11 million and operating costs of \$18.8 million, the Department's net impact on the General Fund is approximately \$7.8 million, resulting in an overall cost recovery target rate of 59%. Staff will continue to monitor revenues and expenditures throughout the fiscal year to achieve this objective.

Through effective fiscal management, the Department strives to maintain financial sustainability, deliver essential community services, and recover the costs associated with private development.

Key performance & workload measures

PERFORMANCE MEASURES	FY26 ACTUALS	FY27 TARGET
Building Activity		
Overall record processing performance (average time in City possession)	42%	<50%
Minor permits issued within five business days (time in City possession)	98%	100%
Inspection performance (completion of daily scheduled inspections)	97%	100%
Overall plan review performance (meeting published turnaround times)	90%	90%
Code Enforcement Activity		
Initial response to code complaint within two business days	99%	95%
Initial inspection performed within five business days	78%	80%
Code Enforcement cases resolved within 90 days	97%	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)	85%	90%
Planning Activity		
Overall record processing performance (average time in City possession)	32%	<60%
Ministerial permits issued same day (i.e., home occupations)	92%	95%
Overall plan review performance (meeting published turnaround times)	92%	90%

WORKLOAD MEASURES	FY26 ACTUALS	FY27 TARGET
Permits and entitlements processed	8,642	8,050
Single Family Dwelling (SFD) permits issued	704	777
Commercial building valuation	\$88,668,500	\$150,000,000
Building inspections conducted	37,225	25,000
Code Enforcement inspections conducted	3,436	3,000
Code Enforcement cases closed	2,124	1,250

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 FY2025–2026

Bosch Semiconductor Plant Support – Facilitated plan review and inspection services for completion of the Bosch M-Line plant refurbishment project, representing the first major milestone toward full production at the Bosch facility.



Costco at Baseline Marketplace – Facilitated completion of the Costco warehouse, gas station, and car wash, supporting continued economic growth and expanded retail opportunities within the community.



Amoruso Ranch, First Phase – Facilitated the first phase of development within the Amoruso Ranch Specific Plan, including the completion of more than 250 residential units and issuance of more than 125 additional single-family dwelling permits, advancing housing production in one of the City's key growth areas.



Third-Party Plan Review Program – Established new third-party plan review contracts with five consulting firms to provide plan review services to supplement in-house resources, maintain service levels, and support timely permit processing during periods of increased workload and specialized review needs.



Affordable Housing Production – Facilitated the completion of more than 600 affordable housing units, including Fiddymont Ranch Apartments and Prospera Apartments, advancing the City's affordable housing goals.



Prohousing Designation Program – Successfully secured renewal of the California Department of Housing and Community Development Prohousing Designation, maintaining the City's eligibility and competitiveness for state housing funding opportunities.



Infill Objective Design Standards (ODS) – Developed and adopted Objective Design Standards (ODS) to streamline the approval of market-rate infill residential projects through a ministerial process, supporting efficient housing development while ensuring compatibility with surrounding neighborhoods.



Permit Center Remodel – Completed the Permit Center remodel, delivering critical safety and security upgrades while creating a more efficient and customer-focused environment for staff and the public.



Code Enforcement Workflow Redesign – Reconfigured and enhanced the Code Enforcement workflow and reporting capabilities in Accela to align with current business practices, improving operational efficiency, consistency, and service delivery.



GIS On-Call Support Program – Executed a new Professional Services Agreement (PSA) to provide on-call GIS support services to improve operational performance, strengthen capacity, and expand civic engagement tools and services.



Online Permit Activity Tracker – Launched a new web-based interactive map and analytics tool that provides the public with real-time access to permit activity, detailed project information, and customizable location-based email notifications, improving transparency and expanding public access to development activity information.



OPS Portal Redesign, First Phase – Completed the first targeted phase of enhancements to improve digital accessibility and usability while evaluating alternative solutions for future modernization of the City's online permitting services.



Website Replacement Project – Actively participated in the City's Content Management System (CMS) replacement project and ADA compliance initiatives, successfully migrating Department web content and documents to the new platform, advancing digital accessibility and improving how the City communicates with the public.



Building Code Adoption – Adopted and implemented the 2025 California Building Codes issued by the California Building Standards Commission, ensuring compliance with current state building regulations and safety standards.



Blight Abatement – Successfully maintained a proactive approach to graffiti and blight abatement through targeted Code Enforcement efforts, helping preserve clean and safe neighborhoods.



Financial Sustainability – Recovered over 60% of department operating costs through permit fees, internal service charges, and project reimbursements, supporting the Department's financial sustainability and reducing reliance on the General Fund.



Biennial Permit and User Fee Study – Completed a comprehensive cost-of-service analysis and implemented permit and user fee adjustments where appropriate, supporting financial sustainability and aligning revenues with current service delivery costs.



Comparative Fee Analysis – Completed an update to the 2021 Comparative Fee Analysis to evaluate and communicate the City's cost competitiveness for permit processing and development impact fees relative to regional agencies, supporting economic vitality and informed decision-making.



Organizational Resiliency and Succession Planning – Implemented strategic staffing and organizational initiatives to strengthen leadership continuity, enhance operational oversight, and maintain service levels, including the establishment of a new Assistant Director position to support succession planning efforts and develop internal talent for future leadership opportunities.



Post-Remodel Workspace Assessment – Conducted a workspace needs assessment and developed recommendations to enhance operational flexibility, strengthen team integration, communication, and collaboration across divisions, and support future space needs.



Environmental Utilities Operations Center EIR – Successfully assisted in the preparation and public release of the Environmental Impact Report (EIR) for the proposed Environmental Utilities Operations Center project, supporting future infrastructure investments and ensuring compliance with regulatory requirements.



Phillip Road Site Environmental Review – Assisted in the preparation and public release of the Draft EIR for the proposed Phillip Road Site project, supporting transparency and informed decision-making, facilitating meaningful public engagement, and ensuring compliance with environmental regulations.



Blue Oaks Boulevard Widening Funding Strategy – Advanced the Blue Oaks Boulevard widening project by securing funding for the first phase of widening the roadway to six lanes from Fiddymont Road to Hayden Parkway.



Baseline Road Widening – Facilitated the completion of the widening of Baseline Road to four lanes between Fiddymment Road and the City/County boundary and the activation of new traffic signals at Fiddymment Road/San Fernando Road, Baseline Road/Upland Drive, and Baseline Road/Pavilion Drive, improving traffic circulation and supporting continued growth.



Roseville Soccer Complex – Completed plan review, permitting, and infrastructure construction inspection services for the Roseville Soccer Complex, supporting the delivery of a significant community asset that expands recreational opportunities and enhances quality of life for Roseville residents.



Reinvest in Core Neighborhoods – Developed and implemented City-facilitated Grant Programs in partnership with Economic Development to incentivize reinvestment in corridor plan areas and attract new businesses.



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

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 FY2026–2027

Facilitate Bosch Semiconductor Plant Construction – Continue to 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 Baseline Marketplace Construction – Oversee and inspect the construction of public and private infrastructure and review and process land use entitlements for the remaining Baseline Marketplace development.



Facilitate Phillip Road Site Project – Continue to facilitate entitlement, environmental review, and community engagement activities, and successfully bring entitlements to City Council for consideration.



Facilitate Westfield Galleria Promenade Redevelopment – Oversee the timely review and approval of development applications, construction plans, and permits associated with the Westfield Galleria Promenade project to support reinvestment in one of Roseville's premier commercial destinations.



Chan Property Entitlements – Facilitate the timely review and processing of entitlement applications for the Chan Property development, to support the advancement of future residential, commercial, and infrastructure improvements consistent with the City's growth objectives.



Widening of Blue Oaks West – Continue collaborating with the developer of the Phillip Road Project to finalize a financing and construction strategy for widening Blue Oaks Boulevard to six lanes from Hayden Parkway to Westbrook Boulevard, including construction of a new traffic signal at Blue Oaks Boulevard and Westpark Drive.



Update Traffic Fees – Complete analysis and updates to local (City Traffic Mitigation) and regional (City/County and HWY65/JPA) traffic fee programs to ensure ongoing development contributes its fair share toward local and regional roadway infrastructure.



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





Technology Replacement Fund Sustainability – Implement funding strategies to maintain the financial sustainability of the Department’s Technology Replacement Fund and support current and future technology replacement and investment needs amid rising technology costs and declining revenue projections.



OPS Portal Redesign, Second Phase – Continue to evaluate available solutions and implement customer-focused improvements that simplify permit selection, application submittal, and the overall online permitting experience, including assessing new technologies and ongoing subscription costs.



Instant Issuance of Minor Building Permits – Enhance the Accela permitting system and OPS Portal to support the instant issuance of eligible minor building permits, improving customer convenience and reducing permit processing times.



Evaluation of DigEplan AI – Evaluate the use of DigEplan AI to automate submittal validation and identify opportunities to improve submittal quality, review consistency, and overall plan review efficiency while informing future implementation decisions.



Evaluation of Available Permitting System Technologies – Assess the City’s long-term permitting system needs and evaluate the feasibility, costs, benefits, and operational impacts of possibly replacing or enhancing the City’s current permitting system.



Project of Interest Web Map – Develop a web-based application that provides interactive maps and project information for proposed and approved development projects, improving public access to planning and development activity information.



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.



Housing and Infill Capacity Analysis – Work collaboratively with consultant to complete an analysis of Infill housing capacity, RHNA, and begin the Housing Element Update.



Grant Administration to Revitalize Core Neighborhoods – Collaborate with the Economic Development Department to facilitate and coordinate the awarding of grant funds established to incentivize reinvestment in corridor plan areas and attract new businesses.



Update Non-residential Conversion Guidelines – Review and recommend revisions to the City’s Non-residential Conversion Guidelines and related policies, based on City Council direction.



Support Environmental Utilities Operations Center Project – Continue providing development review and environmental compliance support for the proposed Operations Center project.



Support Hub Modernization Project – Support the City’s effort to modernize and enhance the employee intranet, The Hub, through content review, migration, organizational improvements, and platform enhancements to improve internal communications, employee access to resources, and overall workforce engagement.



Improve Multi-Family Inspection Efficiency – Continue implementing strategies to enhance inspection efficiency, including staff training on new technologies and code updates.



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.



Increase Accessibility Compliance – Leverage available funding to expand Certified Access Specialist (CASP) training and certification opportunities for staff. Utilize additional funding to support programs, outreach efforts, and other activities that promote compliance with construction-related accessibility requirements and improve accessibility throughout the community



Department Continuity of Operations Plan (COOP) – Develop a department-specific Continuity of Operations Plan (COOP) to ensure business continuity and strengthen operational resiliency during technology outages, facility disruptions, and emergency events.



Strengthen Employee Engagement and Development – Complete CliftonStrengths assessments for all department staff to foster strengths-based leadership and implement targeted action plans based on Gallup Q12 survey results to support employee development, strengthen engagement, improve retention, and foster a positive workplace culture.

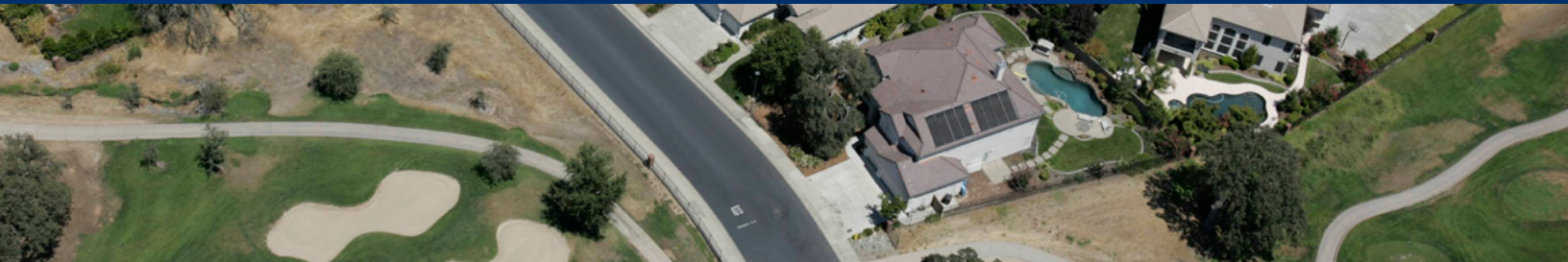


Department Business Process Documentation – Department-wide effort to review and document key business processes, procedures, workflows, and practices to support operational continuity, knowledge transfer, and succession planning.



These key initiatives for the next fiscal year focus on core objectives surrounding 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, with the ultimate goal of delivering the highest quality services for residents and development stakeholders.



External influences

The Development Services Department continually monitors external factors that may affect operations, enabling the Department to remain proactive and responsive in a dynamic environment.

The following key challenges have the potential to influence development activity, staffing needs, workload, and service delivery:

- **Staff recruitment and retention** – Succession planning and attracting, developing, and retaining skilled employees remains a priority as competition for talent in key job classifications continues across the industry.
- **Legislative compliance impacts** – Continuous state legislative actions and regulatory requirements continue to impact business processes, staffing resources, and service delivery costs.
- **Supply chain disruptions** – Unpredictable changes in the cost and availability of building materials due to tariffs, supply constraints, and geopolitical events can affect project feasibility and development timelines.
- **Economic conditions and interest rates** – Fluctuating market conditions and financing costs influence development trends, creating unpredictable workload demands.
- **Citywide initiatives and interdepartmental support** – Supporting numerous citywide initiatives and projects led by other departments impact staffing resources and operational capacity.
- **Rising technology and other unavoidable costs** – Continued transition to subscription and cloud-based software platforms and ongoing technology maintenance expenses, combined with rising personnel, fleet, fuel, and facilities maintenance costs, continue to place growing pressure on operating budgets.
- **Reliance on SaaS Solutions** – Increasing dependence on Software-as-a-Service (SaaS) solutions reduces the City's direct control over critical system functions, including service availability, update schedules, user interface changes, and long-term subscription costs.

An aerial photograph of a large, vibrant red abstract sculpture situated in a lush green park. The sculpture features several thick vertical poles and curved, ring-like structures that interlock. It is positioned on a circular concrete base. The surrounding area is filled with dense green trees and a winding path, with a person visible walking in the distance.

Continuous improvement measures

The Development Services Department remains committed to continuous improvement to enhance efficiency, improve customer service, and deliver greater value to the community.

The Department dedicates considerable resources to identifying and implementing process improvements, including the following

- **Non-residential permit approval process** – Streamlining permit review and approval processes and providing tailored assistance to small business owners, particularly for tenant improvement projects.
- **In-house plan review capacity** – Strengthening in-house plan review capabilities through recruitment, staff development, and process improvements to improve communication, consistency, customer service, and timely project delivery while reducing reliance on third-party consultants.
- **Field operations technology** – Utilizing mobile technology and digital tools to improve communication, coordination, and real-time access to information during field operations and inspections.
- **Business process improvements** – Evaluating and enhancing business processes, permitting workflows, automation opportunities, and technology solutions to improve efficiency, usability, and operational adaptability.
- **Customer feedback and satisfaction surveys** – Collecting and evaluating actionable customer feedback to identify service improvement opportunities and better align services with customer expectations.
- **Performance reporting tools** – Refining performance measures and reporting tools to support transparency, accountability, informed decision-making, and alignment with service delivery expectations.
- **Proactive code enforcement** – Enhancing enforcement of long-term vacant building and public nuisance violations through improved monitoring and collaboration with the Police Department and Planning.



Driving innovation in FY28

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

- **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.
- **Utilization of Senate Bill 1186 Funding** – Identify and implement opportunities to utilize Senate Bill 1186 funding to enhance accessibility education, support small business compliance efforts, expand community outreach, and strengthen accessibility resources for both staff and the community.

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 are committed to delivering the highest standard of customer service, whether securing entitlements, obtaining building permits, constructing large-scale development projects, or seeking general information.



For any questions regarding the Work Program or the Development Services Department, please contact us at (916) 774-5285 or email devservices@roseville.ca.gov

roseville.ca.gov/ds

