



**MEETING AGENDA
WORKSHOP SESSION OF THE CITY COMMISSION
(PERMITTING PROCESS)
CITY OF KISSIMMEE
CITY HALL, COMMISSION CHAMBERS
101 CHURCH STREET, KISSIMMEE, FLORIDA 34741-5054
TUESDAY, APRIL 2, 2024 AT 3:00 PM**

- 1. MEETING CALLED TO ORDER**
- 2. DISCUSSION ITEMS**
 - 2.A City Building Division Building Permit Process Presentation and Discussion
 - 2.B General Discussion
- 3. ADJOURNMENT**

In accordance with Florida Statutes 286.105: Any person wishing to appeal any decision made by the City Commission (Permitting Process Workshop) with respect to any matter considered at such meeting or hearing will need to ensure that verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is made.

In accordance with Florida State 286.26, persons needing assistance to participate in any of these proceedings should contact the Office of the City Clerk, 101 Church Street, Kissimmee, Florida, (407) 518-2309.

ITEM 2.A

City Building Division Building Permit Process Presentation and Discussion

Request

Presentation and discussion regarding the City's building permitting process.

Explanation

The City Commission recently had a request from a property owner to waive Code Enforcement fines of approximately \$8,800. The fines were a result of doing work without a permit. The property owner made several claims, including that he did not understand the City's permitting process, that the permitting software did not work correctly, and that there may have been a language barrier.

The City Commission waived all but \$2,000 of the fines, believing that the City's permitting process created some challenges for the property owner that warranted some relief. The Commission requested a workshop to learn about the City's permitting process and how the City's process compares to other jurisdictions in the area, specifically Orlando.

Presentations for the workshop are included in the City Commissioners' backup.

Department: Development Services

Presenter:

Attachment(s):

1. Commission Workshop April 2 2024 building division process
2. Building Division Workshop

CITY COMMISSION WORKSHOP

April 2, 2024

3:00 PM



Why we are here?

- Property owner approached Commission to waive fees for work without permits based on the following claims:
 - Property owner:
 - was unaware he needed permits.
 - did not understand the City's permitting process.
 - believed he was misled by staff.
 - believed permitting software did not work correctly.
 - believed there was a language barrier.
- The City Commission requested a workshop to learn about the City's permitting process and how the City compares to other jurisdictions in the area.

Building Division Staff

- FY2023 Staff: **26**
- Vacancies: **1**
 - Deputy Build Official
 - Include Fire Prevention
- Staff that read, write and speak Spanish: **11 (42%)**
 - **1** staff read, write and speaks Portuguese as well as Spanish.
 - **1** staff read, write and speaks German.
- Other Development Services staff read, write and speak the following:
 - Bengali.
 - Hindi.
 - American Sign Language.
 - Spanish.
- Total numbers of unique licenses and certifications held by Building Division Staff.
 - **139**

Availability of Spanish for Building Division Customers

- Citizen Portal
 - Default language is English.
 - Portal can be viewed in any language, including Spanish using Google Chrome translate function.
 - Same as entire City webpage.
- Building permit applications, Business Tax Receipts and Contractor Registrations.
 - All information submitted must be in English.
- English is required by Florida State Statute for these items.
- All written responses and comments are provided in English in a PDF format.
 - Adobe Acrobat (free download) can translate PDF into Spanish.
- Orlando, Osceola County and St. Cloud have the same parameters for language availability and use.
- All measurement must be submitted use imperial measurements. No metric.

Building Division Statistics 2023

• Building Permit applications submitted:	7,654
• Business Tax Receipt applications submitted:	4,067
• Contractor Registration submitted:	2,789
• Phone Calls received:	45,453
• E-mails received:	24,108
• In-person customers:	9,058
• Contractor applied permits:	85%
• Owner/builder applied permits:	15%

Costs to Operate the Building Division FY2023

Jurisdiction	Actual Cost	Cost per 1,000 Citizens
City of Kissimmee	\$3,901,767	\$47,172
City of St. Cloud	\$4,707,075	\$75,924
Osceola County	\$11,663,545	\$39,603
City of Orlando	\$16,631,082	\$50,861

Number of Employees FY2023

Jurisdiction	Number of Employees	Employee per 1,000 Citizens
City of Kissimmee	26	0.314
City of St. Cloud	23	0.371
Osceola County	55	0.186
City of Orlando	129	0.395

Permit Applications Submitted FY2023

Jurisdiction	Permit Applications	Applications per 1,000 Citizens
City of Kissimmee	7,686	92.9
City of St. Cloud	5803	93.6
Osceola County	29,997	101.8
City of Orlando	38,011	116.2

Inspections Conducted FY2023

Jurisdiction	Inspections Conducted	Inspections per 1,000 Citizens
City of Kissimmee	17,794	215.1
City of St. Cloud	38,633	623.1
Osceola County	130,921	444.5
City of Orlando	142,671	436.3

Time-frame for Permit Review

Jurisdiction	Sufficiency Review	Residential Review	Commercial Review
City of Kissimmee	2	10	10
City of St. Cloud	2	7	7
Osceola County	10 to 14	8	10
City of Orlando	No Response	3	3

- All time-frames are in business days.
- Time-frames are self imposed by each jurisdiction.
- Time-frames represent each review cycle for a permit.
- All time-frames are below the maximum number of days allowed by Florida State Statute and the Florida Building Code.
- Once Sufficiency Review happens, review cannot take place until fees have been paid. This can add several days to the permitting process.

What can delay a Building Permit review?

- Doing work without the proper permits.
- Hiring a bad contractor.
- Attempting to “work the system”.
- Expedited permit review requests.
- Not asking for help.
- An increase in permitting activity.
- Not registering and using the Citizen Portal.
- Staff error.
- Outside agencies: Toho Water Authority, South Florida Water Management District, FEMA, Osceola County 911 Addressing, City of Kissimmee Engineering.

Improvements Made in the Last Two Years

- Online permitting
- Addition of staff
- Changes to the webpage providing:
 - How-to tutorials.
 - A single link for forms, guides and checklist.
 - A navigational tool to assist customers.
- Changes to Building Counter to help and educate customers.
- Partnership with Kissimmee Main Street.
- Quick Turn Around Permits:
 - Exterior alterations
 - Trade subcontractor
 - Roofing
 - Low voltage
 - Meter panel
 - Temporary power pole
 - Mechanical change out
 - Fence
 - Irrigation
 - Water heater
 - Plumbing re-pipe

Upcoming Changes to Improve the Customer Experience

- Online survey for customers
 - English and Spanish
 - Option to complete survey anonymously
- Lunch and Learns
 - Held monthly
 - Open to EnerGov users
 - Provide Lunch
 - Each month will cover different topics
- Additional and video tutorials for EnerGov users
- New permitting center
- Fee study

Antidotal Information

- Spoke with several regular customers of the City and surrounding jurisdictions
 - Kissimmee's process and review times have improved over the last two years
 - Permitting software for all jurisdictions is a “necessary evil” when permitting
 - Kissimmee's staff is often the most helpful and pleasant to interact with in person and on the phone
 - Each jurisdiction has pluses and minuses regarding individual permit review and inspection processes
- Spoke with representatives from surrounding jurisdiction
 - Each one hears from customers how Kissimmee and other jurisdictions do a better job
 - Kissimmee hears this also

What can Commissioners do to help?

- Refer customer to the Development Services Director, the Building Official or the Building Division Manager
- Always get the following information
 - Customer's name and contact information
 - Permit number
 - Address where work is being done
 - A brief description of the issue customer is facing



Thanks!



| @CityofKissimmee

CITY OF KISSIMMEE

Building Division Permitting Process

April 2, 2024

3:00 PM



Permit application submittal process

- Permit application submittals are completed using our City of Kissimmee Citizen Self Service (CSS) online portal
 - Select 'Apply' in the toolbar
 - Select Apply to the right of the application type

City of Kissimmee Citizen Self Service

Home **Apply** Renew Today's Inspections Fee Estimator Forms ▾ Guides & Checklists ▾ Assistance Search 🔍

Application Assistant

Residential Addition 🔍

 All  Trending  BUSINESS TAX RECEIPT & CONTRACTOR REGISTRATION  PERMIT  PLAN

➤ Show Categories



Residential Addition
Category Name:
Building

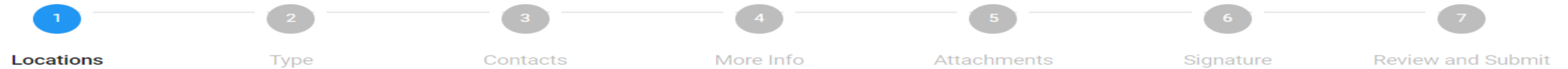
Description:
Addition to an existing single family, townhome, or duplex that increases the floor area, number or stories, or height of the structure.

Apply

What information do I need to apply?

Apply for Permit - Residential Addition

*REQUIRED



- **Location**

- Address or Parcel Number

- **Type**

- Description
- Square Feet
- Valuation

- **Contacts**

- Applicant (person logged in)
- Property Owner
- Contractor (if applicable)
- Architect/Engineer
- Administration Person

- **More Info**

- Questions specific to the permit type & classification

- **Attachments** (PDF)

- Documents
- Plans
- Forms
- Power of Attorney
- Affidavits

- **Signature**

- Contractor
- Property Owner

What happens next?

- Contacts receive email confirmation
 - Permit number assigned to application
- Sufficiency review
 - Within 2 business days
- Fee payment
 - Check/eCheck
 - Credit Card
 - Money Order
 - Cash

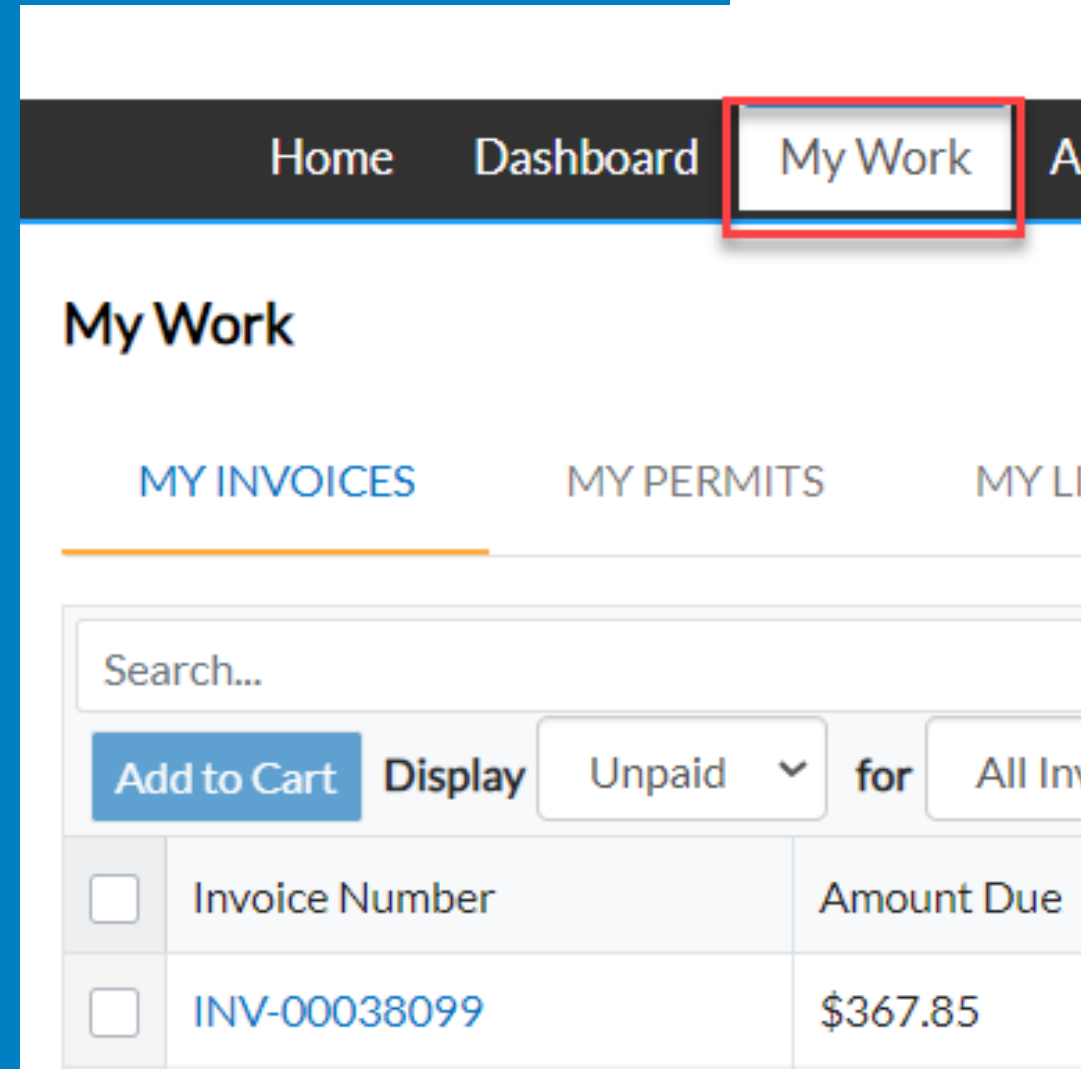
[Home](#) [Dashboard](#) [My Work](#) [Apply](#) [Renew](#) [Today's Inspections](#) [Fee Estimator](#) [Forms ▾](#) [Guides & Checklists ▾](#) [Assistance](#)

✓ Your permit application was submitted successfully. No fees are due at this time; we will review your application, and we will be in touch with you shortly.

Permit Number: BR-24-0419

[Permit Details](#) | [Tab Elements](#) | [Main Menu](#)

Type:	Residential Addition	Status:	Submitted-Online	Project Name:
Applied Date:	03/21/2024	Issue Date:		
District:	...	Expire Date:		
Square Feet:	100.00	Valuation:	\$10,000.00	Finalized Date:
Description:	Addition of 100 sq ft addition to the rear of the property			

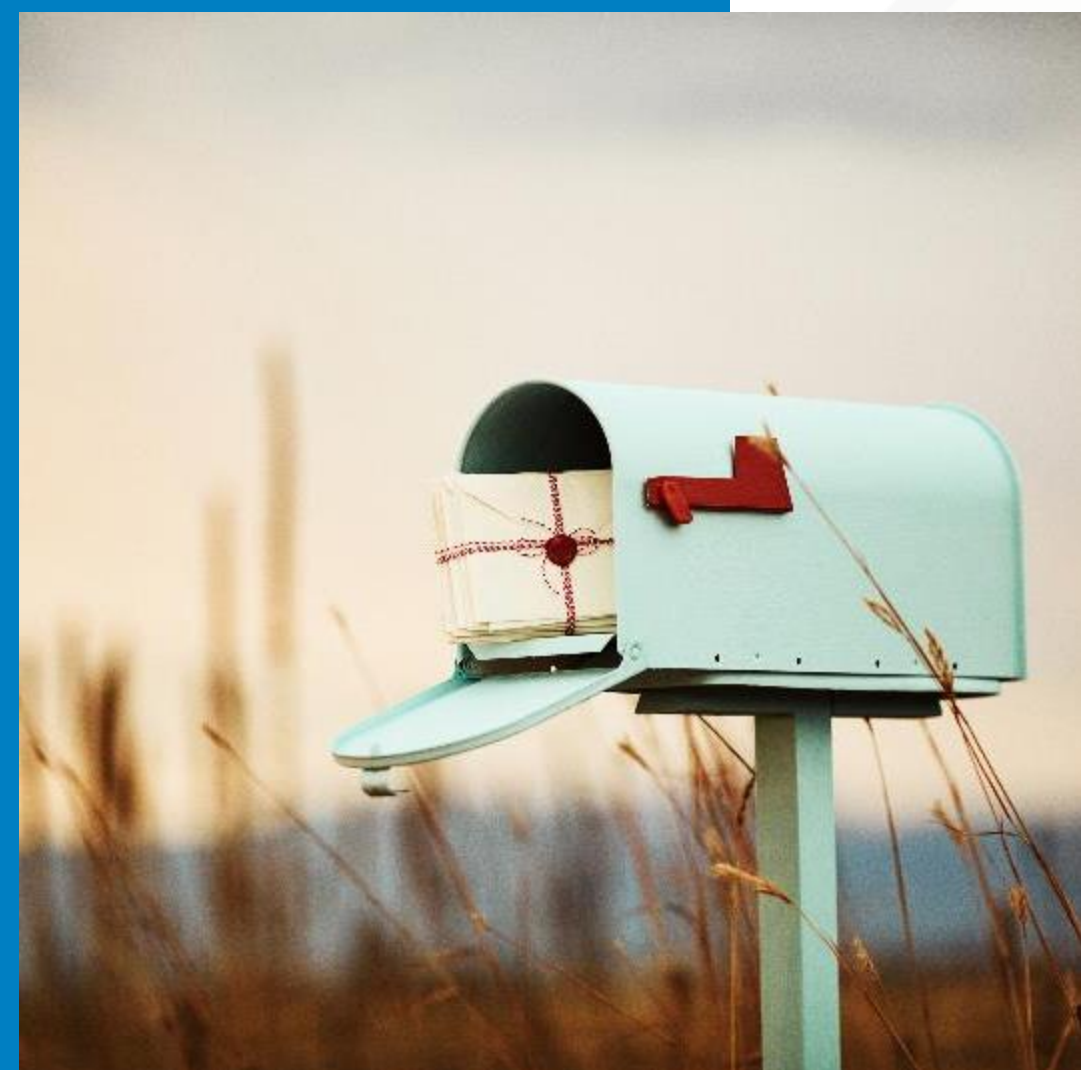
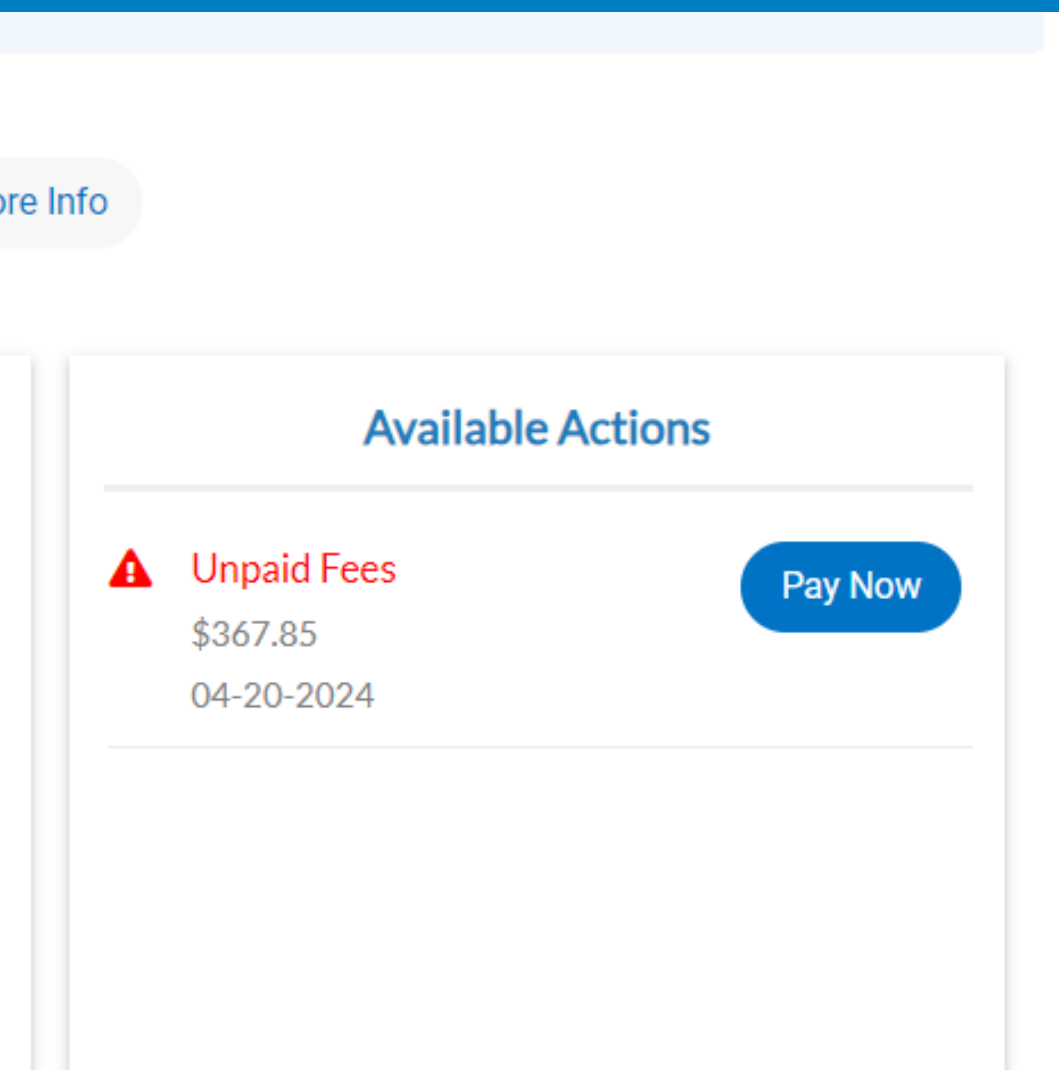


How do I pay?

- Citizen Self Service portal (CSS)
 - Pay Now in Available Actions
 - Add to Cart in application
 - My Invoices in My Work

- In Person

- Mail



Permit review process

Reviews Inspections Attachments Contacts Sub-Records More

Workflow

- ☒ Residential Review - Started - Scheduled for 04/04/2024
- ☐ Contractor License Confirmation
- ☐ Owner Builder Statement Affidavit Confirmation
- ☐ Issue Permit
- ☐ Electrical Subpermit
- ☐ Low Voltage Label Sub Permit (Res)
- ☐ Low Voltage Sub Permit (Res)
- ☐ Mechanical Subpermit
- ☐ Plumbing Subpermit

Unpaid \$367.8 04-20-

- Viewable in Workflow section in summary tab
 - Blue = In progress
 - Red = Disapproved
 - Green = Approved
- Reviewing departments vary based on the application type
 - Building Division
 - Planning/Zoning Division
 - Fire Division
 - Engineering Department
 - Sanitation
 - Toho Water Authority

Who is reviewing my permit?

- Reviews tab
 - Review Group
 - Review Status
 - Reviewer Name
 - Due Date
 - Within 10 business days
 - Gray = In Progress
- Review Completion
 - Red = Disapproved
 - Green = Approved

[Home](#) [Dashboard](#) [My Work](#) [Apply](#) [Renew](#) [Today's Inspections](#) [Fee Estimator](#) [Forms](#) [Guides & Checklists](#) [Assistance](#) [Search](#)

Permit Number: BR-24-0419 [Add to Cart](#)

[Permit Details](#) | [Tab Elements](#) | [Main Menu](#)

Type: Residential Addition

Status: In Review

Project Name:

Applied Date: 03/21/2024

Issue Date:

District: ...

Expire Date:

Square Feet: 100.00

Valuation: \$10,000.00

Finalized Date:

Description: Addition of 100 sq ft addition to the rear of the property

[Summary](#) [Locations](#) [Fees](#) [Reviews](#) [Inspections](#) [Attachments](#) [Contacts](#) [Sub-Records](#) [More Info](#)

Residential Review

Submittal Status	Received Date	Due Date	Completed Date
In Review	03/21/2024	04/04/2024	

❗ Residential • Requires Resubmit • Bridle Samantha • Completed : 03/21/2024

Building/Zoning • In Review • Bridle Samantha • Due : 04/04/2024

Review completion - Disapproval

- All contacts on record with a valid email address receive email notification of disapproval and how to obtain their comments.
- Disapproval comments can be viewed in the Attachments tab of the permit record using the CSS portal.
 - Responses to comments can be uploaded in this same area by selecting Resubmit or Add Attachment.

The screenshot displays the 'Attachments' tab in the CSS portal. At the top, a navigation bar includes tabs for Summary, Locations, Fees, Reviews, Inspections, Attachments (highlighted with a red box), Contacts, Sub-Records, and More Info. Below the navigation bar, a breadcrumb trail shows 'Attachments | Next Tab | Permit Details | Main Menu'. A 'Sort' dropdown menu is set to 'Needs Action'. A red banner message states: 'At least one file needs to be resubmitted.' Below this, there are five attachment cards. The first card, 'Disapproval Comments - Building', is highlighted with a red box and contains the text: '2024-03-25-Building - Disapproval - 3.18.2024-101- Version: 1 Status: Awaiting Review'. The second card, 'Affidavit of Responsibility (Contractor/Owner)', contains: '2024-03-21-PERMIT - CONTRACTOR AFFIDAVIT OF Version: 1 Status: Reviewed'. The third card, 'Sealed Drawings/Plans/Sketch', contains: 'SAMPLE 3_v1.pdf Version: 1 Status: Required For' and has a 'Resubmit' button highlighted with a red box. The fourth card, 'Plot Plan/Site Plan/Survey', contains: 'SAMPLE 1_v1.pdf Version: 1 Status: Reviewed'. The fifth card, 'Product Approval/NOA/Installation...', contains: 'SAMPLE 2_v1.pdf Version: 1 Status: Reviewed'. A modal window titled 'Add Attachment' is open, showing a 'Select Type' dropdown, a large plus sign, and the text 'Supported: .pdf'. A 'Submit' button is located at the bottom right of the page.

Review Completion – Approval & Permit Issuance

- Review in workflow will indicate approval by showing a green color
- Permit status = Pending Permit Issuance
- Building division staff will begin issuance process shown in Workflow
 - Contractor License Confirmation
 - Verify certifications are up to date
 - Verify contractor is registered with City of Kissimmee
 - Owner Builder Statement Affidavit Confirmation
 - Verify document is completed
 - Verify notarization completed by City of Kissimmee staff
- ❖ Must be primary residence & reside at property
- ❖ Cannot be under an INC, LLC, etc.
- ❖ Cannot sell or lease for 1 year from permit completion

City of Kissimmee Citizen Self Service

Home Dashboard My Work Apply Renew Today's Inspections Fee Estimator Forms Guides & Checklists Assistance Search

Permit Number: BR-24-0419 [Add to Cart](#)

[Permit Details](#) | [Tab Elements](#) | [Main Menu](#)

Type:	Residential Addition	Status:	Pending Permit Issuance	Project Name:
Applied Date:	03/21/2024	Issue Date:		
District:	...	Expire Date:		
Square Feet:	100.00	Valuation:	\$10,000.00	Finalized Date:
Description:	Addition of 100 sq ft addition to the rear of the property			

Summary Locations Fees Reviews Inspections Attachments Contacts Sub-Records More Info

Progress

4% Completed

Completed
In Progress
Not Started

Workflow

✓ Residential Review - Passed : 03/25/2024

✗ Residential Review - Not Passed : 03/25/2024

☐ Contractor License Confirmation

☐ Owner Builder Statement Affidavit Confirmation

☐ Issue Permit

Available Actions

No Actions

Review Completion – Approval & Permit Issuance (cont.)

- DRC Plan Release
 - Site Plan review approval
 - Preconstruction meetings completed
 - Silt Fence/Tree Barricade inspection approval
- Issue Mobility Fee Invoice
 - Contacts on record with valid email address will receive email notification and invoice for pending fees due
- Main Permit Issuance (trade permits)
 - Main permit must be issued
- Submittal of BTR (sign permits)
 - Business Tax Receipt application must be submitted for business
- Issue Permit
 - All contacts on record with a valid email address receive email notification of permit issuance and how to obtain permit card, approved documents & plans, & schedule inspections.

Message

To whom it may concern,

BR-24-0419 has been issued and is available on your Citizen Self Service portal.

Please login to your Citizen Self Service (CSS) portal at <https://www.kissimmee.gov/departments/energov-2231>.

The permit card can be download by selecting the printer icon located in the upper right of the permit record.

The approved plans & conditions of approval (if applicable) can be downloaded by selecting the Attachments tab.

The permit card, conditions of approval, and approved documents are required to be posted on site at time of inspections.

To request an inspection, select the Inspections tab, select the box to the right of the inspection type, & select Request Inspection. Select the date to request the inspection, provide a contact name and phone number, and any additional information such as a gate code or directions to assist the inspector during time of inspection.

Stand alone permits with a valuation of more than \$5,000 or more than \$15,000 for Mechanical require a Certified copy of the Recorded Notice of Commencement prior to scheduling the first inspection.

Please upload this form to the Attachments section of the permit record in the Energov portal.

Thank you,

City of Kissimmee Development Services
101 Church St
Suite 120
Kissimmee, FL 34741

This is a no-reply e-mail address. To contact us, please send an e-mail to permitting@kissimmee.gov or call 407.518.2379.

How do I request an inspection?

- Citizen Self Service portal (CSS)
 - Select Request Inspections in My Work in toolbar, select in Available Actions after launching permit record or select the Inspections tab
 - Select inspection type from list of available inspections
 - Select Request inspection
 - Input contact name, contact phone, requested date, and comments/gate code
 - ❖ Must be a contact on the record
- In Person – Building Division – Suite 120
- E-Mail – permitting@kissimmee.gov
- Phone Call – 407.518.2379

Summary Locations Fees Reviews Inspections Attachments Contacts Sub-Records More Info

Progress

11% Completed

Completed
In Progress
Not Started

Workflow

Residential Review - Passed : 03/25/2024
Residential Review - Not Passed : 03/25/2024
Contractor License Confirmation - Passed : 03/25/2024
Issue Permit - Passed : 03/25/2024
Certified Recorded NOC Received - Passed : 03/25/2024
Footing (Res) - Scheduled
Electrical Subpermit
Low Voltage Label Sub Permit (Res)
Low Voltage Sub Permit (Res)

Available Actions

Request Inspection Setback Inspection Request
Request Inspection Slab/Monoslab (Res) Request
Request Inspection Sheathing (Wall) (Res) Request
Request Inspection Dry-In (Roof) (Res) Request
Request Inspection Sheathing (Roof) (Res) Request

Summary Locations Fees Reviews **Inspections** Attachments Contacts Sub-Records More Info

Existing Inspections | Request Inspections | Optional Inspections | Next Tab | Permit Details | Main Menu

Existing Inspections Sort Description

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
No records to display.						

Request Inspections Sort Order

Description	Reinspection	Action
Footing (Res)	No	☒
Setback Inspection	No	☐
Slab/Monoslab (Res)	No	☐
Sheathing (Wall) (Res)	No	☐
Dry-In (Roof) (Res)	No	☐
Sheathing (Roof) (Res)	No	☐
Lintel/Bond Beams (Res)	No	☐
Masonry Fill Cell (Res)	No	☐
Lath (Res)	No	☐
Dry-In (Wall) (Res)	No	☐

Results per page 10 1 - 10 of 26 << < 1 2 3 > >>

Request Inspection

Who is performing my inspection?

- Building Division inspections
- Site inspections
- Fire inspections
- Engineering inspections
- ❖ Scheduled using the Citizen Self Service portal (CSS)
- Toho Water Authority inspections
- Department of Health inspections
- ❖ Scheduled directly with them



My inspection failed. How do I see why?

- Select Inspections tab
- Select inspection hyperlink
- View comments in bar at top (red) or select Checklist tab
- All failed inspections are required to be rescheduled and reinspected.

SummaryLocationsFeesReviewsInspectionsAttachmentsContactsSub-RecordsMore Info

Existing Inspections | Request Inspections | Optional Inspections | Next Tab | Permit Details | Main Menu

Existing Inspections

SortDescription

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
IBR-008001-2024	Footing (Res)	Missed Inspection w/Fee	04/01/2024	04/01/2024	Bridle Samantha	

Inspection Number: IBR-008001-2024

- FBC 110.1 Construction or work for which a permit is required shall be subject to inspection by the building official and such construction or work shall remain exposed and provided with access for inspection purposes until approved.

Inspection Details | Tab Elements | Main Menu

Inspection Type:	Footing (Res)	Requested Date:	04/01/2024
Inspection Status:	Missed Inspection w/Fee	Scheduled Date:	04/01/2024
Permit Number:	BR-24-0419	Completed Date:	03/25/2024
Inspector Name:	Samantha Bridle	Completed Time:	8:23 PM
Main Address:	101 CHURCH KISSIMMEE,FL 34741		

LocationsContactsChecklistFeesAttachments

Checklist | Next Tab | Inspection Details | Main Menu

Checklist

SortChecklist Item

Checklist Item	Description	Passed	Comments	Order
General Comments/Notes		No	FBC 110.1 Construction or work for which a permit is required shall be subject to inspection by the building official and such construction or work shall remain exposed and provided with access for inspection purposes until approved.	1

Page 29 of 31

My final inspection was approved. Now what?

- Once all inspections are approved in the workflow, progress wheel on Summary tab will indicate 100%.

- Status = Finaled

❖ No further actions are needed on this record and the permit is closed.

Dashboard MyWork Apply Renew Today's

Number: BR-24-0419

Permit Details | Tab Elements | Main Menu

Type:	Residential Addition	Status:	Finaled
Applied Date:	03/21/2024	Issue Date:	03/25/2024
District:	...	Expire Date:	09/21/2024
Square Feet:	100.00	Valuation:	\$10,000.00
Description:	Addition of 100 sq ft addition to the rear of the property		

Summary Locations Fees Reviews Inspections Attachments Contacts Sub-Records Mo

Progress

100% Completed

● Completed
● In Progress
● Not Started

Fees

\$0.00

Add to Cart

Workflow

- ✓ Residential Review - Passed : 03/25/2024
- ❗ Residential Review - Not Passed : 03/25/2024
- ✓ Contractor License Confirmation - Passed : 03/25/2024
- ✓ Issue Permit - Passed : 03/25/2024
- ✓ Certified Recorded NOC Received - Passed : 03/25/2024
- ❗ Footing (Res) - Missed Inspection w/Fee : 03/25/2024
- ✓ Footing (Res) - Approved : 03/25/2024
- ✓ Final Addition (Res) - Approved : 03/25/2024



Thanks!



| @CityofKissimmee