

JANUARY 2024 PLANNING & DEVELOPMENT REPORT

Planning



469

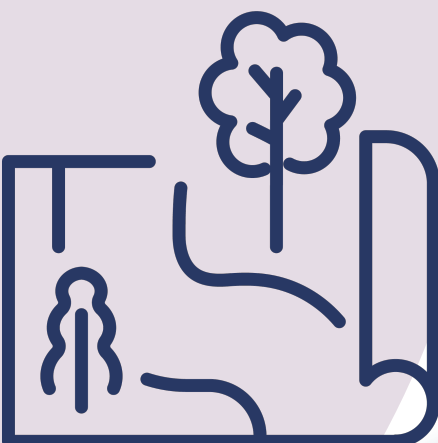
Applications Submitted

1,030

Completed Reviews

91%

Completed
On Time



Building



2,044

Plan Reviews

99.3%

Completed
On Time

1,057

Permits Issued

98.4%

Completed
On Time



Service

1,103

In-Person
Appointments

4.6 out of 5

Customer Service
Experience



Coming Soon!



**Accela Citizens
Access (ACA)
Upgrade!**

ACA unavailable 2/22/2024 at
4:30pm until 2/26/2024 at 7:00am
to begin upgrade.



FEBRUARY 2024 PLANNING & DEVELOPMENT REPORT

Planning



339

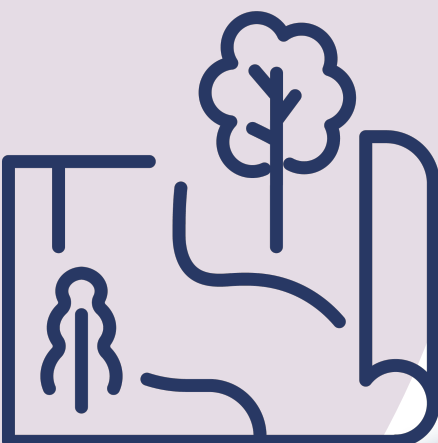
Applications Submitted

858

Completed Reviews

94%

Completed
On Time



Building



1,981

Plan Reviews

98.7%

Completed
On Time

1,083

Permits Issued

97.4%

Completed
On Time



Service

1,006

In-Person
Appointments

4.6 out of 5

Customer Service
Experience



Coming Soon!



**Accela Citizens
Access (ACA)
Upgrade!**

ACA unavailable 4/11/2024 at
5:00pm until 4/15/2024 at
7:00am to continue upgrade.



MARCH 2024 PLANNING & DEVELOPMENT REPORT

Planning



354

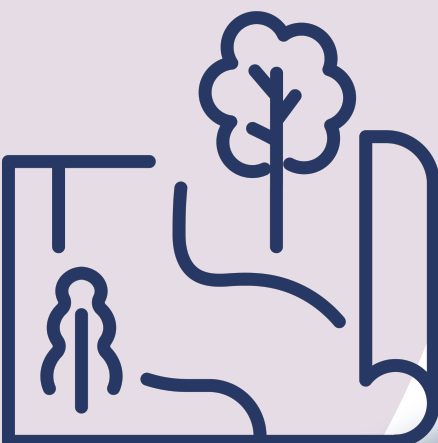
Applications Submitted

1,024

Completed Reviews

95%

Completed
On Time



Building



2,202

Plan Reviews

98.9%

Completed
On Time

1,213

Permits Issued

97.9%

Completed
On Time



Service

1,067

In-Person
Appointments

4.7 out of 5

Customer Service
Experience



Customer Comments



"Easy process to start a business, especially because it was my first time."

"Helpful & knowledgeable staff, pleasant demeanor, & able to resolve problem."



APRIL 2024 PLANNING & DEVELOPMENT REPORT

Planning



354

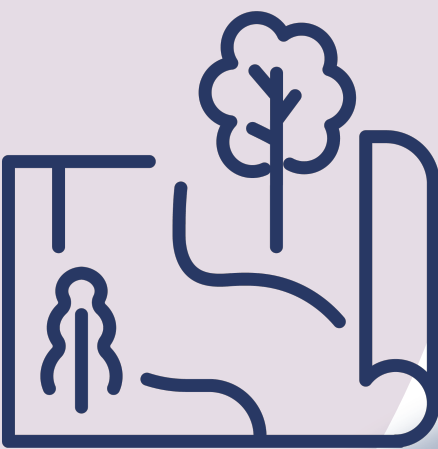
Applications Submitted

1,175

Completed Reviews

90%

Completed
On Time



Building



2,041

Plan Reviews

99.1%

Completed
On Time

1,444

Permits Issued

98.3%

Completed
On Time



Service

1,200

In-Person
Appointments

4.7 out of 5

Customer Service
Experience



Customer Comments



"First time at this office. I didn't know what to do, and a representative came out to help guide me through signing in. Very professional & friendly."



MAY 2024 PLANNING & DEVELOPMENT REPORT

Planning



364

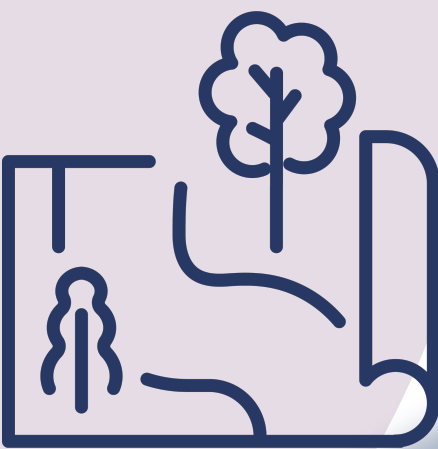
Applications Submitted

1,284

Completed Reviews

93%

Completed
On Time



Building



2,194

Plan Reviews

99.5%

Completed
On Time

1,444

Permits Issued

99.1%

Completed
On Time



Service

1,202

In-Person
Appointments

4.7 out of 5

Customer Service
Experience



Customer Comments



"Great team!"

"Outstanding staff!"

"Personal, friendly, & very helpful."

"The staff was very efficient & knowledgeable."

JUNE 2024 PLANNING & DEVELOPMENT REPORT

Planning



274

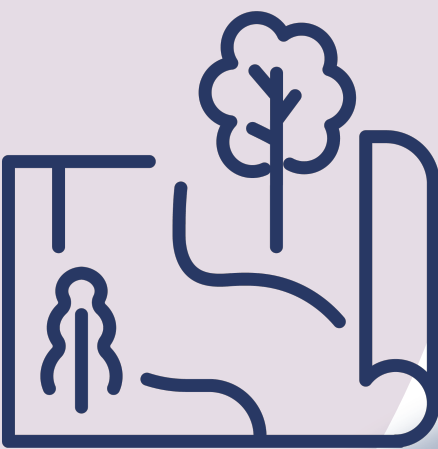
Applications Submitted

764

Completed Reviews

96%

Completed
On Time



Building



1,171

Plan Reviews

99.7%

Completed
On Time

1,262

Permits Issued

99.5%

Completed
On Time



Service

1,092

In-Person
Appointments

4.7 out of 5

Customer Service
Experience



What's New!



Please help us
welcome and
congratulate our new
Development Services
Assistant Director,
Ashley Atkinson!

JULY 2024 PLANNING & DEVELOPMENT REPORT

Planning



275

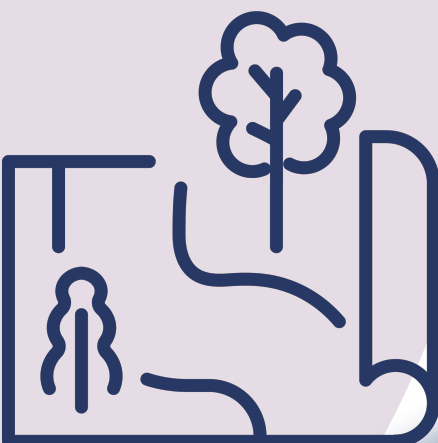
Applications Submitted

1,033

Completed Reviews

90%

Completed
On Time



Building



2,336

Plan Reviews

97.5%

Completed
On Time

1,676

Permits Issued

96.2%

Completed
On Time



Service

1,044

In-Person
Appointments

4.7 out of 5

Customer Service
Experience



Highlights



Wishing
everyone a
Happy & Safe
4th of July!



City of
FRESNO



AUGUST 2024 PLANNING & DEVELOPMENT REPORT

Planning



252

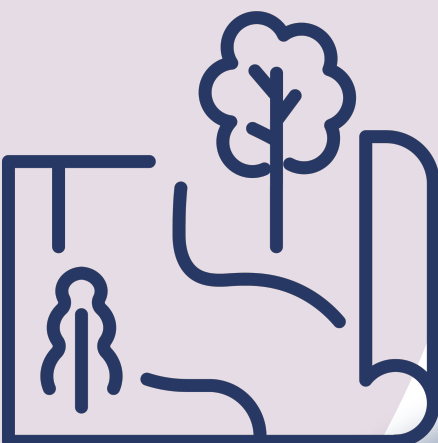
Applications Submitted

933

Completed Reviews

93%

Completed
On Time



Building



1,778

Plan Reviews

98.7%

Completed
On Time

1,489

Permits Issued

98.9%

Completed
On Time



Service

1,133

In-Person
Appointments

4.7 out of 5

Customer Service
Experience



What's New!

Accela Citizens Access (ACA)



provides more
security for our
customers.

Should you experience
access issues,
please contact

AccelaSupport@fresno.gov
for assistance.

Thank you for your patience
during this transition!

SEPTEMBER 2024 PLANNING & DEVELOPMENT REPORT

Planning



391

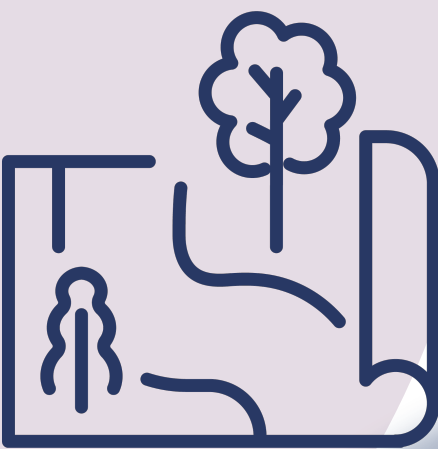
Applications Submitted

1,088

Completed Reviews

94%

Completed
On Time



Building



1,883

Plan Reviews

98.6%

Completed
On Time

1,405

Permits Issued

98.6%

Completed
On Time



Service

1,130

In-Person
Appointments

4.6 out of 5

Customer Service
Experience



City of
FRESNO

Highlights

Customer Compliments



"Kristina made by experience
feel like southern hospitality!
Very commendable service.
Thank you, Kristina!"

"Sanramon is always a class
act every time I'm there, she's
always professional."

"Lucy is an excellent person
& provides excellent service!
Employees like Lucy should
be hired everywhere."

