

JANUARY 2024 PLANNING & DEVELOPMENT REPORT

Planning



469

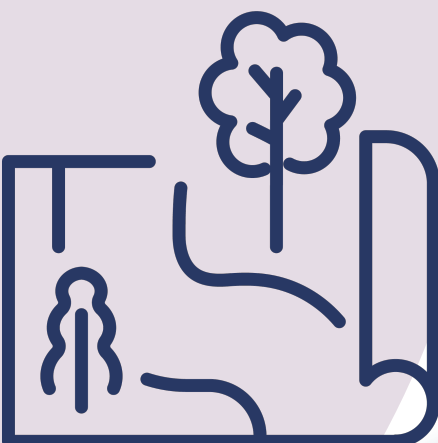
Applications Submitted

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

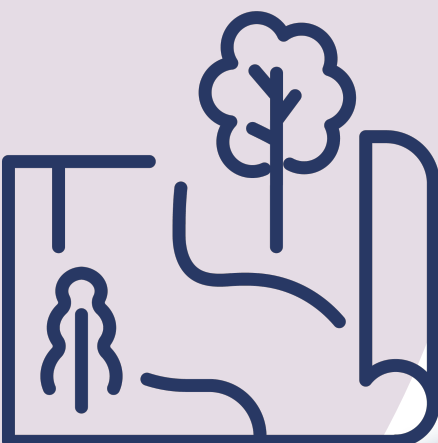
Applications Submitted

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.



City of
FRESNO



MARCH 2024 PLANNING & DEVELOPMENT REPORT

Planning



354

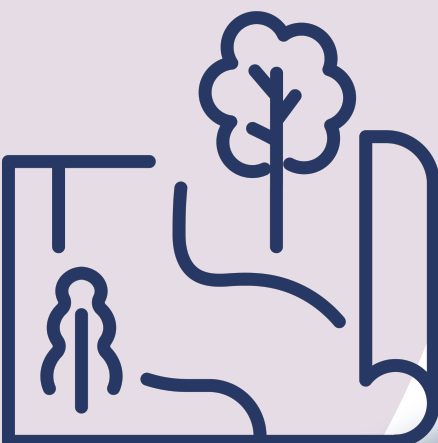
Applications Submitted

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

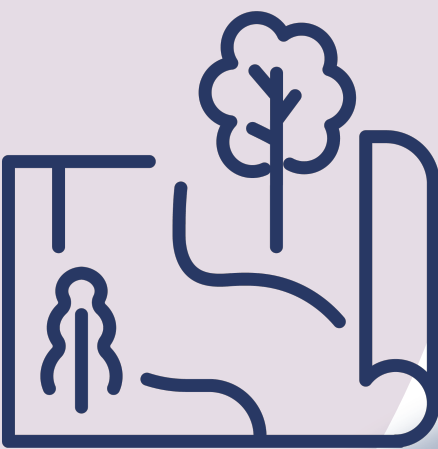
Applications Submitted

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

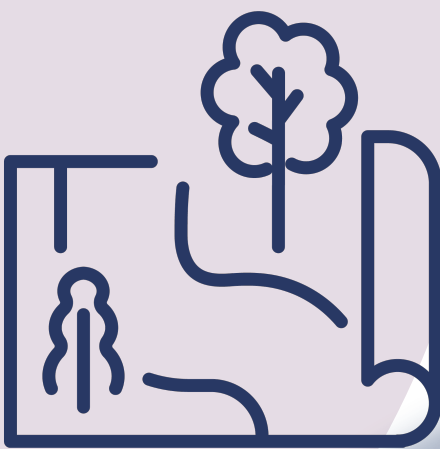
Applications Submitted

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

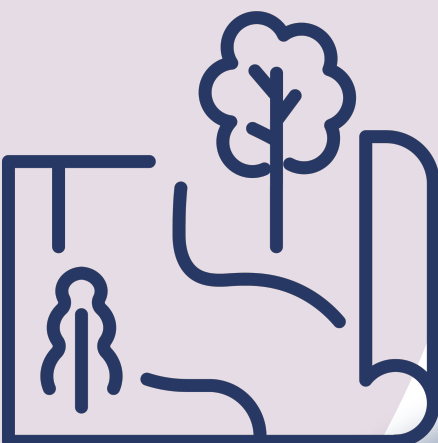
Applications Submitted

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

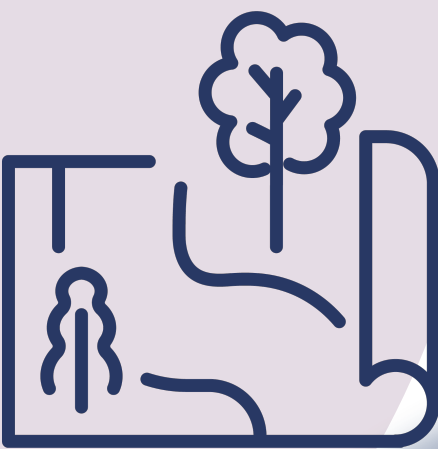
Applications Submitted

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!



AUGUST 2024 PLANNING & DEVELOPMENT REPORT

Planning



252

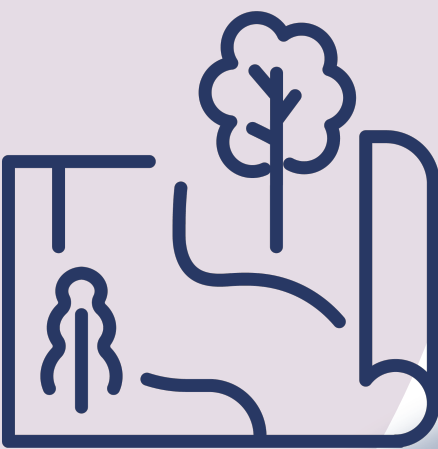
Applications Submitted

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

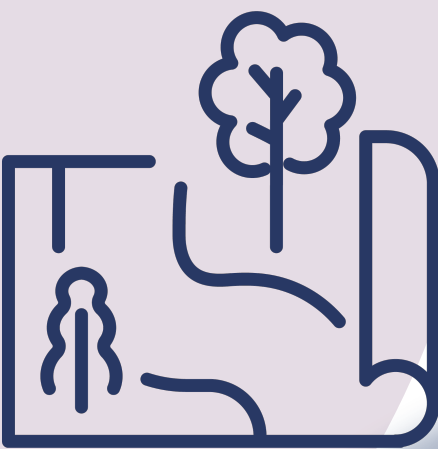
Applications Submitted

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."



OCTOBER 2024 PLANNING & DEVELOPMENT REPORT

Planning



350

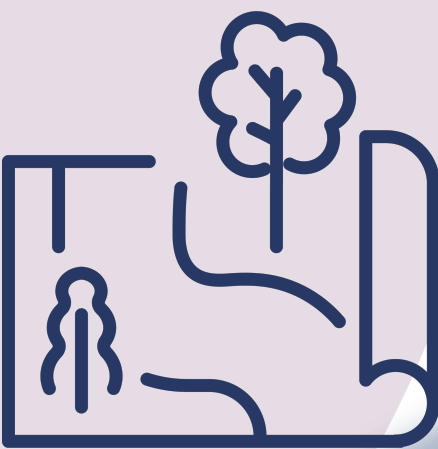
Applications Submitted

1,155

Completed Reviews

94%

Completed
On Time



Building



2,288

Plan Reviews

98.9%

Completed
On Time

1,364

Permits Issued

98.2%

Completed
On Time



Service

1,223

In-Person
Appointments

4.6 out of 5

Customer Service
Experience



City of
FRESNO

Highlights

Customer Compliments



"I was in the office for a half an hour, everyone who was assisting other customers seemed so courteous and helpful. It makes a huge difference, because dealing with any government agency can seem daunting. I appreciate how easy they make it."

"Oscar & Erik were just great in answering my questions. Thank you, sirs."



NOVEMBER 2024 PLANNING & DEVELOPMENT REPORT

Planning



288

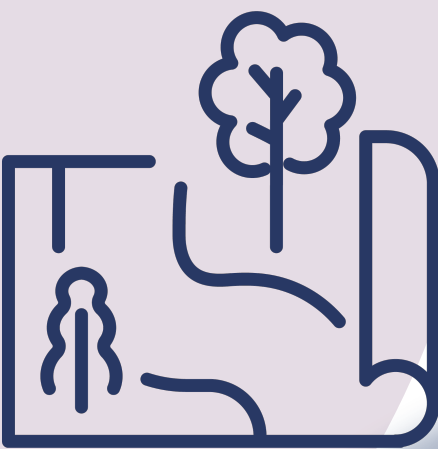
Applications Submitted

1,011

Completed Reviews

95%

Completed
On Time



Building



1,470

Plan Reviews

99.5%

Completed
On Time

1,114

Permits Issued

99.1%

Completed
On Time



Service

932

In-Person
Appointments

4.6 out of 5

Customer Service
Experience



City of
FRESNO

Highlights

Customer Compliments



"The professionals in the office are friendly and helpful. Kevin Rein & Robert Kern are great to work with."

"Quality customer service."

"Every time I get what I need on time."

"Friendly service, knowledgeable."



DECEMBER 2024 PLANNING & DEVELOPMENT REPORT

Planning



241

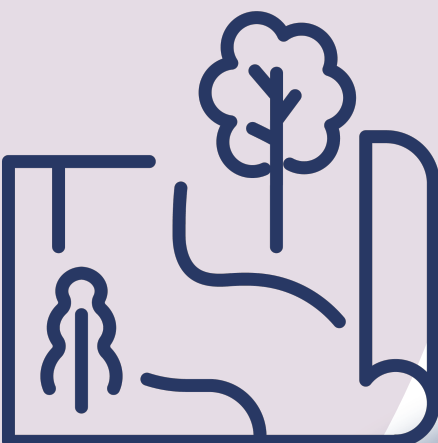
Applications Submitted

981

Completed Reviews

91%

Completed
On Time



Building



1,524

Plan Reviews

93.6%

Completed
On Time

1,047

Permits Issued

94.3%

Completed
On Time



Service

835

In-Person
Appointments

4.6 out of 5

Customer Service
Experience



Highlights

Customer Compliments



"Josh and a young lady who helped me were amazing. Everyone in the building was polite and smiling. Problem was solved with no pain or too much effort. Thank you Planning Department!"

"The front desk (kiosk) area was very kind and happy. It makes a difference!"