

BCC Mtg. Date: Feb. 9, 2016

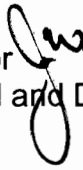


**Interoffice Memorandum**

**AGENDA ITEM**

January 11, 2016

**TO:** Mayor Teresa Jacobs  
-AND-  
Board of County Commissioners

**FROM:** Jon V. Weiss, P.E., Director  
Community, Environmental and Development  
Services Department 

**CONTACT PERSON:** Alan Plante, Manager, Division of Building Safety  
**PHONE NUMBER:** 407 836-5816

**SUBJECT:** February 9, 2016 – Consent Item  
Permitting Fee Refunds and Write-Offs

In December 2014, the Land Development Management System (LDMS) permitting system was updated to address application stability, speed, and ability to comply with the vendor support agreement. Sometime after the upgrade, it was discovered the commercial fee structure was miscalculating certain plan review permit fees. This problem was reported by the Office of the Fire Marshal (OFM) and the Zoning Division. Upon initial review, this issue appeared to be user error, but after further research, it was confirmed the calculation errors were caused by programming errors in the LDMS. These errors were limited to the commercial fee structure within the Zoning Division and the OFM, and resulted in both undercharges and overcharges.

On July 21, 2015, a meeting was held between OFM, Information Systems and Services (ISS) and Building Safety to formulate an action plan to correct this issue moving forward. Reports were developed to document the extent of permits affected and permit revenues. It was determined that fee calculation errors occurred on permits issued as early as October 2013, due to instances where permit modifications and extra reviews were performed. The County developed, tested, and successfully implemented a corrected LDMS programming code on August 28, 2015.

In total, 39 permits in Zoning were incorrectly billed. Thirty-eight permits were overcharged, with a total overcharge of \$16,062, and one permit was undercharged by an amount of \$570. The OFM had 391 permits that were incorrectly billed. One hundred forty five permits were overcharged, with a total overcharge of \$13,570, and 46 permits were undercharged by an amount of \$5,415.

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It is reasonable that refunds be issued to customers that were overcharged. The total refund amount will be \$29,632. However, it would be difficult to pursue and collect undercharged amounts from customers (including contractors, property owners, and other businesses) that have already received permits and may have been issued final certificates of occupancy or closed out project-related billings and accounts. The total write-off amount will be \$5,985.

**ACTION REQUESTED: Approval to issue refunds totaling \$29,632 for overcharges and write-off of undercharges in the amount of \$5,985 for LDMS System errors. All Districts**

JVW/AP:rep