

News Release



News Release

Santa Rosa County Public Information ▪ 4499 Pine Forest Road ▪ Milton, Florida ▪ 32583 ▪ (850) 983-5254

May 4, 2009
#090504-DSC

Contact: Joy Tsubooka
Public Information Officer
(850) 983-5254, (850) 393-8304 Cell
joyt@santarosa.fl.gov

Development Services Center Open House

- New comprehensive service center offers more comprehensive customer service-

The Santa Rosa County Board of Commissioners will host an open house for the formation of its new development services center on Monday, May 11 from 2-4 p.m. located at 6051 Old Bagdad Highway in Milton. A ribbon cutting will kick off the event at 2 p.m. The new service center will offer a more comprehensive review and permitting process for all customers, without adding additional staff. The DSC combines employees of the building inspections, planning and zoning, and engineering departments into functional groups within the existing public services building. This move will create a more centralized location for the customer to conduct their business, and allow for a more unified review and correspondence effort.

The development services center is the Santa Rosa County Board of Commissioners' response to the need for a more collaborative and comprehensive approach to assist customers through the development process and is the one of two main changes. The first was to develop a project management approach to all commercial projects where the public services director acts as the overall project manager and other key employees act as primary contacts at the initial discussion phase of a project. A commercial project spreadsheet was developed which tracks projects through all phases of the process, from plan review all the way through to the issuance of certificate of occupancy. This spreadsheet is used during a weekly review meeting with representatives from building inspections, planning and zoning and engineering. During these meetings, project notes are reviewed to determine progress, project information obtained by contact with the owner or contractor is reviewed, and staff determines if additional contact or efforts are needed to assist the customer through the process. In many cases that can include contacting third party agencies such as fire districts, municipalities, utilities, and others to assist the customer in obtaining necessary approvals.

###