

Chapter 20 - Department of Planning and Permitting

The Department of Planning and Permitting (DPP) is responsible for the city’s long-range and community planning efforts. It administers and enforces various permits required for development, land use and codes pertaining to building construction, and city standards and regulations related to infrastructure requirements. DPP is organized into eight functional areas: Administration, Honolulu Land Information System, Building, Customer Service, Land Use Permits, Planning, Transit-Oriented Development (TOD), and Site Development.

The department also provides administrative support for the Planning Commission, the Zoning Board of Appeals, and the Design Advisory Committee.

<p style="text-align: center;">Administration</p> <ul style="list-style-type: none"> Plans, directs, and coordinates department activities including personnel management, budget preparation and fiscal management; and administers the Honolulu Land Information System (HOLIS) 	<p style="text-align: center;">Honolulu Land Information System</p> <ul style="list-style-type: none"> Manages the GIS and oversees the operations that maintain, protect, store, and utilize geospatial data related to citywide programs and projects; and maintains, edits, and updates the city’s multipurpose cadaster and land records base maps 	<p style="text-align: center;">Building</p> <ul style="list-style-type: none"> Administers and enforces building, electrical, plumbing, building energy efficiency, housing codes, and National Pollutant Elimination System (NPDES) requirements Inspects for compliance with approved permits and pertinent codes 	<p style="text-align: center;">Customer Services</p> <ul style="list-style-type: none"> Operates the consolidated permit counters Maintains property and permit records Inspects for unsafe and substandard conditions, and zoning violations
<p style="text-align: center;">Land Use Permits</p> <ul style="list-style-type: none"> Administers the Land Use Ordinances and city land use Administers shoreline setback ordinances and processes special management area permits 	<p style="text-align: center;">Planning</p> <ul style="list-style-type: none"> Responsible for the O`ahu General Plan and long-range regional development plans Monitors compliance with zone changes including affordable housing requirements 	<p style="text-align: center;">Transit-Oriented Development</p> <ul style="list-style-type: none"> Guides the development around the city’s proposed transit stations and routes that are being built by the Honolulu Authority for Rapid Transportation (HART) 	<p style="text-align: center;">Site Development</p> <ul style="list-style-type: none"> Administers and enforces subdivision and grading ordinances and drainage regulations Reviews subdivision construction plans and ensures compliance with city guidelines

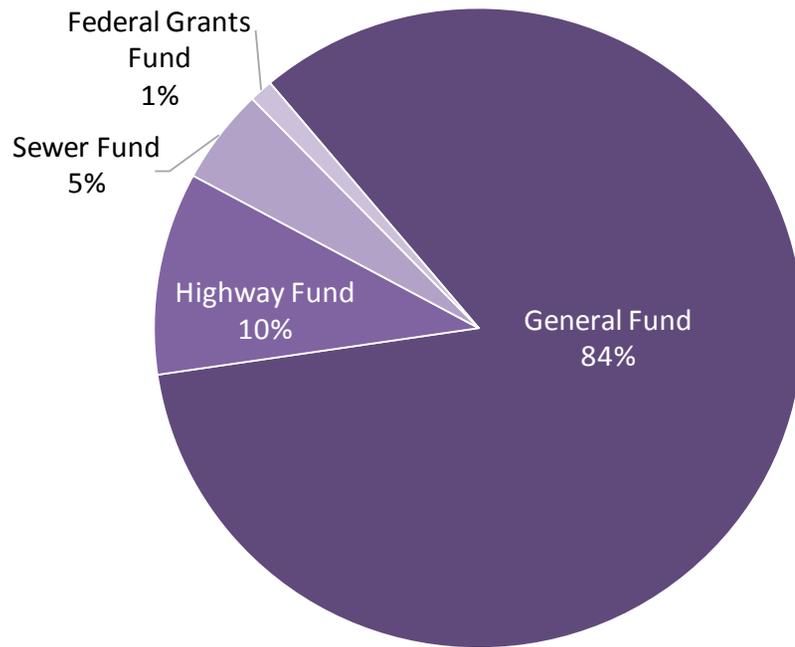


To provide the public with efficient, timely service that is responsive and effective in guiding development to protect our unique resources and environment; provide livable neighborhoods that are compatible to their adjacent communities; provide a community that is responsive to the residents’ social, economic, cultural, and recreational needs; and ensure the health and safety of our residents.

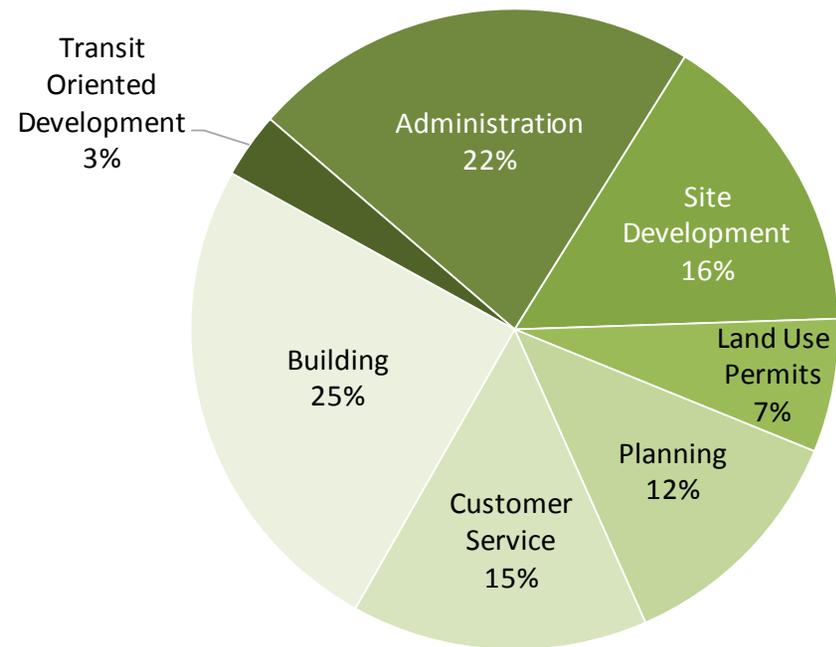
Mission Statement

Spending and Staffing

Fund Sources



Fund Uses



	Operating Expenditures (\$ millions)	Revenues (\$ millions)	Staffing		Cost Per FTE ¹	Overtime Expenditures ²
			Total Authorized FTE	Total Vacant FTE		
FY 2015	\$19.39	\$23.87	304	38	\$63,789	\$145,309
FY 2016	\$19.42	\$23.35	304	30	\$63,892	\$140,504
FY 2017	\$21.00	\$23.87	315	48	\$66,659	\$123,505
FY 2018	\$21.57	\$20.26	334	56	\$64,574	\$92,435
FY 2019	\$22.91	\$24.90	335	68	\$68,388	\$154,449
Change from last year	6%	23%	<1%	21%	6%	67%
Change over last 5 years	18%	4%	10%	79%	7%	6%

Source: Department of Budget and Fiscal Services. ¹Cost Per FTE = Operating Expenditures/Total Authorized FTE. ²Overtime pay is established by bargaining unit agreement, as applicable.

Revenues and Spending



\$22.91 M ▲ 6%

Operating expenditures increased from \$21.57 million in FY 2018 to \$22.91 million in FY 2019.

Operating Expenditures



\$154.4 K ▲ 67%

Overtime expenditures increased from \$92,435 in FY 2018 to \$154,449 in FY 2019.

Overtime Expenditures

Five Year Trends



- Over the last five years, vacant FTE has risen by 79% from 38 in FY 2018 to 68 in FY 2019.



- Operating expenditures increased 18% over the last five years from \$19.39 million in FY 2018 to \$22.91 million in FY 2019.

FY 2019 ACCOMPLISHMENTS

- Implemented new rules for islandwide affordable housing which enforce Ordinances 18-1 and 18-10 that apply to the city's affordable housing requirements and long-term goal of increasing the inventory of affordable units throughout O`ahu
- Implemented new internship program in coordination with Honolulu Community College; interns go through a training process which may lead to permanent employment after graduation

CHALLENGES MOVING FORWARD — FY 2020

- Responding to attrition, prolonged vacancy periods, inadequate candidate pools, lack of and incomplete training
- Exploitation of technology to reduce repetitive, redundant manual activities and to gain meaningful performance feedback to improve processes

Administration and Honolulu Land Information System (HoLIS)

Administration

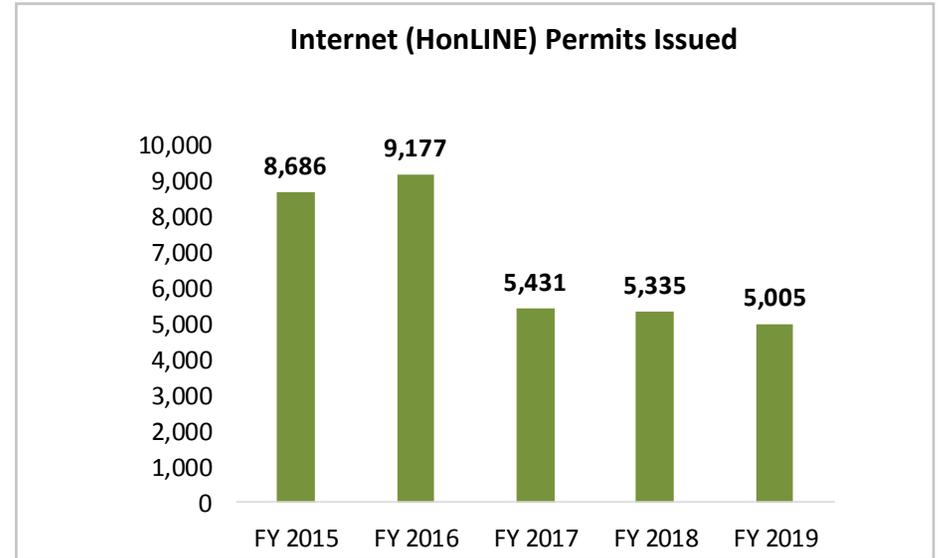
Administration plans, directs, and coordinates department activities including personnel management, budget preparation and fiscal management. It is also responsible for administering the Honolulu Land Information System (HoLIS) and the city's Geographic Information System (GIS). These programs relate to DPP's goals to: 1) provide a comprehensive and integrated information source of geographic information systems, and 2) improve the city's operational services.

Administration's operating expenditures increased 23% from \$4.31 million in FY 2018 to \$5.31 million in FY 2019, and 107% over the last five years.

HoLIS

HoLIS is an enterprise-wide system serving over 15 city departments with land use, permit, tax, infrastructure, and environmental data. Geographically referenced information links existing city records to precise locations on the island of O`ahu. There are currently over 80 different geographic data layers stored in the HoLIS spatial data base such as tax assessment designations and values, existing land use and activities, transportation corridors, and flood and natural hazards.

Due to the late receipt of data from the department, explanations for increases and decreases in performance metrics are not included.



Source: Department of Planning and Permitting

The total number of maps and exhibits prepared increased 121% since last year, and decreased 22% over the last five years from 442 in FY 2015 to 343 in FY 2019.

	Administration	Honolulu Land Information System (HoLIS)					Internet (HonLINE) Permits Issued	Total Visits to GIS Website
	Operating Expenditures (\$ millions)	Total GIS Work Orders Completed	Total GIS Data Maintenance Jobs	Total Maps and Exhibits Prepared	Total New POSSE Permit Jobs Created			
FY 2015	\$2.56	596	1,159	442	110,633	8,686	381,977	
FY 2016	\$3.58	551	1,129	371	114,281	9,177	382,986	
FY 2017	\$3.64	546	1,096	303	100,752	5,431	357,845	
FY 2018	\$4.31	575	1,180	155	103,947	5,335	352,394	
FY 2019	\$5.31	631	903	343	99,327	5,005	396,121	
Change from last year	23%	10%	-23%	121%	-4%	-6%	12%	
Change over last 5 years	107%	6%	-22%	-22%	-10%	-42%	4%	

Source: Department of Budget and Fiscal Services and Department of Planning and Permitting.

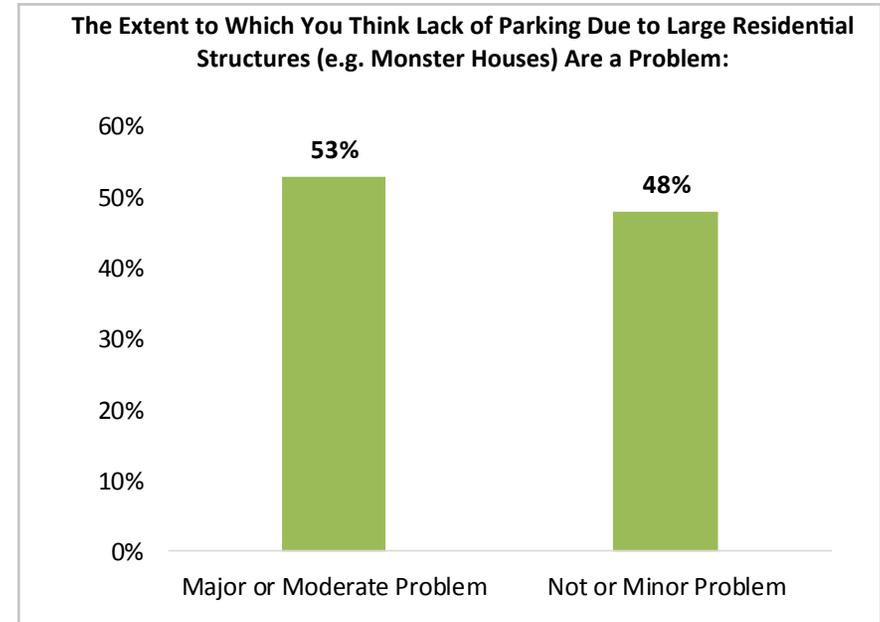
The Building Division is responsible for administering and enforcing building, electrical, plumbing, building energy efficiency, and housing codes. The division also reviews permit applications; plans; and specifications for building, relocation, and sign permits. Additionally, it inspects buildings, structures, sidewalks, and driveways under construction for compliance with approved plans and pertinent codes.

The total building code complaints serviced decreased 20% over the past year from 5,123 in FY 2018 to 4,118 in FY 2019 and increased 27% over the last five years.

The total building/sign permit applications reviewed increased 9% over the past year from 7,662 in FY 2018 to 8,318 in FY 2019.

Over the last five years, the number of total building code violation notices issued decreased 16% from 498 in FY 2015 to 417 in FY 2019.

Community Survey



Source: 2019 National Community Survey (Honolulu)

	Operating Expenditures (\$ millions)	Total Building Code Complaints Serviced	Total Building Code Violation Notices Issued	Total Building/Electrical/ & Mechanical Inspections Conducted	Total City Photovoltaic Inspections	Total Building/Sign Permit Applications Reviewed	Total Storm Water (NPDES) Compliance Inspections Conducted
FY 2015	\$5.37	3,245	498	104,569	6,139	3,688	--
FY 2016	\$5.59	3,361	517	52,572	<i>FY 2016 data unavailable</i>		--
FY 2017	\$5.71	3,242	545	120,832	3,463	3,149	--
FY 2018	\$5.76	5,123	696	106,956	3,188	7,662	--
FY 2019	\$5.90	4,118	417	90,761	2,792	8,318	3,186
Change from last year	2%	-20%	-40%	-15%	-12%	9%	--
Change over last 5 years	10%	27%	-16%	-13%	-55%	126%	--

Source: Department of Budget and Fiscal Services and Department of Planning and Permitting.

Customer Services Office

The Customer Service Division (CSD) operates the consolidated permit counter, which handles customer inquiries, processes minor permits, receives permit applications, and collects permit fees. CSD also maintains the department's various historical and current property and permit records. Additionally, it processes complaints and inspects existing buildings, structures, vacant lots, and sidewalks to address unsafe and substandard conditions.

Over the last five years, the number of total sidewalks inspected has decreased 22% from 2,623 in FY 2015 to 2,038 in FY 2019.

Over the last five years, the number of total vacant lots has decreased 34% from 174 in FY 2015 to 115 in FY 2019.

The total housing units with housing code deficiencies found increased 30% over the past year from 169 in FY 2018 to 220 in FY 2019.

	Operating Expenditures (\$ millions)	Total Sidewalks Inspected	Total Vacant Lots Inspected	Total Housing Units with Housing Code Deficiencies Found	Total Building Permits Issued	Total Solar Permits Issued	Community Survey (% Excellent or Good)
							Overall Customer Service by Honolulu Employees
FY 2015	\$3.03	2,623	174	338	18,824	6,209	35%
FY 2016	\$3.17	3,108	167	327	20,076	9,072	42%
FY 2017	\$3.21	2,647	154	249	15,739	3,178	39%
FY 2018	\$3.34	2,202	144	169	14,738	2,822	40%
FY 2019	\$3.51	2,038	115	220	15,127	2,818	31%
Change from last year	5%	-7%	-20%	30%	3%	<-1%	-9%
Change over last 5 years	16%	-22%	-34%	-35%	-20%	-55%	-4%

Source: Department of Budget and Fiscal Services, Department of Planning and Permitting, and 2019 National Community Survey (Honolulu).

Land Use Permits

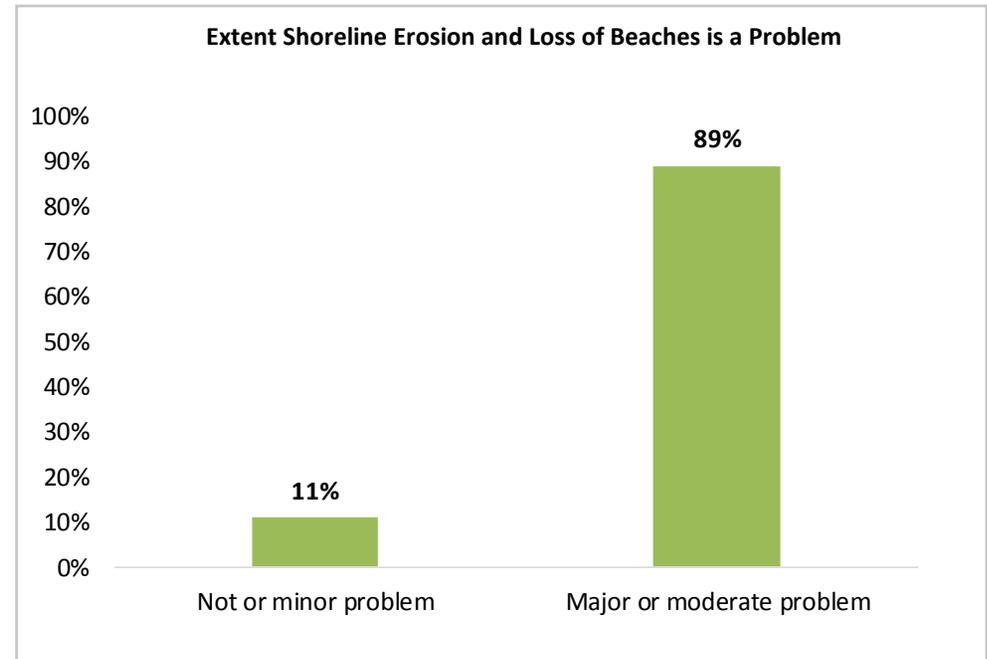
Land Use Permits Division (LUPD) administers the Land Use Ordinances (LUO) and all regulations pertaining to land use within the City and County of Honolulu. The division reviews and prepares amendments to the LUO and processes all LUO regulated land use permits. It also administers the Special Management Area and Shoreline Setback Ordinances and processes all required Special Management Area Permits, including setback variances and permits for minor shoreline structures.

Operating expenditures for the division increased 39% over the last five years and 10% from FY 2018 to FY 2019.

Total special design district applications reviewed increased 5% from 81 applications in FY 2018 to 85 in FY 2019. Similarly, the number of conditional use permits increased 5% from FY 2018 (97) to FY 2019 (102).

In FY 2019, the division processed 28 environmental assessments/impact statements. Over the last year, the number of assessments/impact statements processed increased 40% .

Community Survey



Source: 2019 National Community Survey (Honolulu)

	Operating Expenditures (\$ millions)	Total Special Design District Applications Reviewed	Total Zoning Variances Reviewed	Total Environmental Assessments/Impact Statements Reviewed	Number of Waivers Granted	Number of Conditional Use Permits (Minor/Major)	Community Survey (% Excellent or Good)	
							Quality of Overall Natural Environment in Honolulu	Land Use, Planning, and Zoning
FY 2015	\$1.15	64	32	12	78	82	64%	19%
FY 2016	\$1.16	106	31	25	89	129	62%	20%
FY 2017	\$1.27	59	12	15	57	66	64%	19%
FY 2018	\$1.45	81	10	20	49	97	62%	15%
FY 2019	\$1.60	85	10	28	65	102	54%	19%
Change from last year	10%	5%	0%	40%	33%	5%	-8%	4%
Change over last 5 years	39%	33%	-69%	133%	-17%	24%	-10%	0%

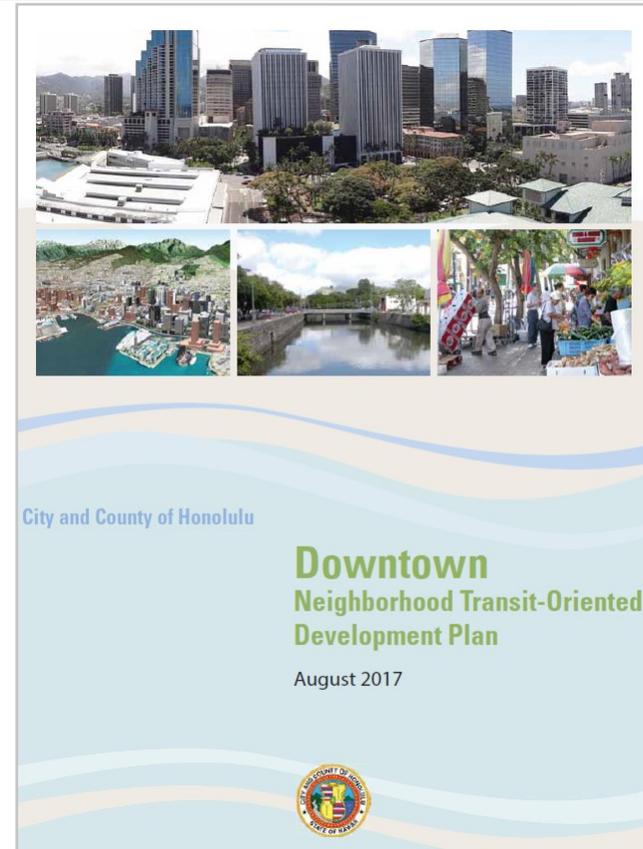
Source: Department of Budget and Fiscal Services, Department of Planning and Permitting, and 2019 National Community Survey (Honolulu).

Planning and Transit-Oriented Development

Planning is responsible for preparing, evaluating, and revising the O`ahu General Plan and nine long-range regional development plans. It also processes applications for public infrastructure map amendments, zone changes and state special use permits; and monitors compliance with unilateral agreement conditions associated with zone changes, including affordable housing requirements.

Transit Oriented Development (TOD) is responsible for guiding the development around the city's proposed rail stations and route that is being built by the Honolulu Authority for Rapid Transportation. TOD is also responsible for working with the city's legacy communities to promote development consistent with their historical foundation.

The division's operating expenditures increased 4% from \$2.77 million in FY 2018 to \$2.89 million in FY 2019.



Downtown Neighborhood TOD Report Cover

Courtesy: Department of Planning and Permitting.

	Total Operating Expenditures			Total Environmental Assessments/ Statements Reviewed	Total Unilateral Agreement Permits Reviewed	Community Survey (% Excellent or Good)
	Planning (\$ millions)	Transit-Oriented Development	Total Zone Change Applications Reviewed			Housing Options
FY 2015	\$3.68	--	10	28	285	13%
FY 2016	\$2.18	--	9	37	264	15%
FY 2017	\$3.31	\$866,486	10	29	263	11%
FY 2018	\$2.77	\$874,925	10	28	266	14%
FY 2019	\$2.89	\$778,285	7	39	353	10%
Change from last year	4%	-11%	-30%	39%	33%	-4%
Change over last 5 years	-22%	--	-30%	39%	24%	-3%

Source: Department of Budget and Fiscal Services, Department of Planning and Permitting, and 2019 National Community Survey (Honolulu).

Site Development administers and enforces subdivision and grading ordinances, and drainage regulations. The division sets standards and regulates the infrastructure required for site developments. Additionally, the division processes subdivision applications, reviews subdivision construction plans, and conducts site inspections to ensure compliance with city guidelines.

Over the last five years, the number of total construction plans reviewed decreased 14% from 1,073 in FY 2015 to 928 in FY 2019.

In FY 2019, the division processed 773 major complaints investigated/reports prepared (non-permit related). This was a 14% decrease from 902 in the prior year and a 10% decrease over the last five years.

The number of sewer adequacy studies conducted declined 8% from 2,086 in FY 2018 to 1,921 in FY 2019. In FY 2015, the division conducted 914 studies compared with 1,921 in FY 2019, a 110% increase.

	Operating Expenditures (\$ millions)	Total Construction Plans Reviewed	Total Grading Permits Issued	Total Grading Permit Inspections Conducted	Major Complaints Investigated/ Reports Prepared (Non-Permit) Related ¹	Total Sewer Adequacy Studies Conducted	Total Sewer Connection Permits Issued
FY 2015	\$3.59	1,073	592	23,184	856	914	390
FY 2016	\$3.74	953	559	29,325	1,401	1,442	263
FY 2017	\$3.85	930	568	26,220	1,123	2,185	344
FY 2018	\$3.94	832	523	25,017	902	2,086	139
FY 2019	\$3.71	928	493	24,829	773	1,921	442
Change from last year	-6%	12%	-6%	-1%	-14%	-8%	218%
Change over last 5 years	3%	-14%	-17%	7%	-10%	110%	13%

Source: Department of Budget and Fiscal Services, Department of Planning and Permitting. ¹Non-Permit related major complaints investigated commonly include technical matters relating to issues between private parties.

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