



OC DEVELOPMENT SERVICES oversees the planning and development entitlement requirements for private and public projects within the County's unincorporated areas. This includes permit processing, inspection services and management of zoning, building and code regulations – all to ensure safe and responsible property development and community standards.

CORE SERVICES:

- **Inspection Services** – Provides professional building inspection, grading inspection, subdivision and encroachment inspection services for the unincorporated areas of Orange County.
- **Land Development** – Manages the County's role in the planning, design, financing, plan checking and construction of master planned communities. This includes public and privately owned flood control facilities, highways, streets and all related infrastructure built or funded by master developers.
- **Planning** – Ensures the positive growth and development of the County's unincorporated areas through the implementation of the zoning code, planned communities, local coastal plans, specific plans and General Plan. Reviews environmental documents for both private and public development projects.
- **Permitting** – Assists customers with permit submissions and issuance, research requests, property information and other inquiries through the public permit counter and the online myOC eServices/Land Management System platform.
- **Building and Safety** – Ensures public safety by reviewing, monitoring, and approving, building plans, grading plans, water quality management plans and geotechnical reports. In addition, delivers community code enforcement services through the Neighborhood Preservation division.

SERVICE AREA HIGHLIGHT:

OC Development Services launched the new Customer Relationship Management (CRM) system and the myOCeServices portal, allowing the public to submit and track service requests, while enabling staff to better manage service requests.



FUN FACT

OC Development Services earned local and national achievement awards for the Gobernadora Multi-Purpose Basin.



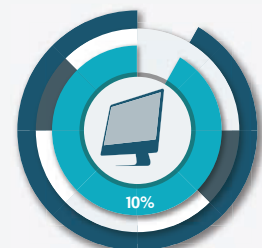
SERVICE AREA GOAL

Launch One Stop Shop at the County's new Building 16 and implement a complete Customer Services Portal.



KEY PERFORMANCE INDICATOR

Transition 10% of the face-to-face customer service engagements in the Development Processing Center to the self-service online portal.



OC DEVELOPMENT SERVICES



11,000+

Building & grading permits initiated on average per year



38.5K+

Building inspections completed on average per year

3.5K+ street improvements completed

16

Final subdivision tract maps for new developments recorded



Implemented the **Neighborhood Preservation Program** which increased the response rate of clean-up and safety requests to



1,000+



1,500+

Encroachment & transportation permits initiated and processed



200+

Discretionary permits reviewed and processed



Issued permits for the

24,000 sq ft

Bridges at Kraemer Place

Orange County's first year-round homeless shelter and service center

Since the launch of **myOCeServices:**

4,400+

Service requests have been submitted



Trash & Debris Removal

is the most common request



Issued permits with a total building valuation of over

\$460M

Rancho Mission Viejo Development

Approved and partially delivered

1,934

Planning Area 1 homes

Approved and partially delivered

2,717

Planning Area 2 homes

Issued

\$68M

in permits for grading and subterranean structural elements for the County's new

Building 16 / Public Service One-Stop Center

