



September 25, 2020 - NEW UPDATE

On **Monday, September 28, 2020**, the City of Bonita Springs Community Development Department will open the permit counter and the opportunity to ask in-person, contactless planning questions from 8:00 a.m to 4:30 p.m. Monday through Friday. **To enhance measures in place and help prevent the spread of COVID-19, we are limiting public occupancy and requiring masks within Community Development offices in accordance with CDC recommendations.**

Suite 111: Permitting Customer Drop-off and Pick-up Services

Occupancy in Suite 111 will be limited to a maximum of four customers to accommodate social distancing. All customers will be serviced utilizing the following procedure:

1. Customer sign-in via computer which is located by the door in Suite 111. All customers must provide their name and a working phone number. The last customer sign-in for permit service will be accepted at 4:00 p.m.
2. Once signed in, **if there are already four customers in the lobby, customers must leave the lobby.** A permit technician will contact you via the number provided at sign-in when there is an opening. If there is no one in the lobby or less than four customers, a permit technician will assist you at the counter or you may have a seat that is socially distanced.



For your convenience and safety, Community Development will continue to provide a no contact drop-off option for all permits located in Suite 105; permit pickups will **ONLY** be available in person through Suite 111 during the hours of 8:00am to 4:00pm. Payments may continue to be made in person over the counter, via fax, by mail, or by a secured deposit box in Suite 105. Methods of payments remain the same.

Planning and Zoning Inquiries

For the safety of the public and staff we encourage customers to utilize our no contact option by contacting the planner on call at (239) 444-6166 or e-mail planning@cityofbonitaspringscd.org for assistance.

However, customer walk-ins will be accommodated on an individual basis using CDC guidelines for social distancing between 8:00 am to 12 noon and 1:00 p.m. to 4:30 p.m daily. All customers will continue to sign-in at Suite 111 and then may proceed to Suite 109 for customer service. **For your safety and ours, these interactions will take place with a protective barrier.**

Face to face meetings are not available at this time. Complimentary virtual preapplication meetings are available should customers wish to discuss future applications with members of Staff.

Inspections

Interior and close quarter inspections are not guaranteed. Face masks must be worn indoors and outdoors by both the customer and the inspector. Your



inspection may be cancelled to protect you and our Staff from exposure. For questions related to permitting, please call the Building Department at (239) 444-6179.

All this is in keeping with Governor Ron DeSantis order outlining the [Plan for Florida's Recovery](#).

April 3, 2020

UPDATE: NOTICE OF NO-CONTACT OPERATIONS

Due to required changes to our procedures to address COVID-19 concerns, we are re-routing all calls from the general Community Development main line (239) 444-6150 to voicemail and email which will be distributed to the appropriate staff for processing. If you wish to leave a voicemail directly with a staff member please click the link below to access the "COVID-19 Contact List". This list provides a direct office or cell phone numbers for staff. For those staff members not included on this list, leave a voicemail.

Please leave the name of the staff member you wish to contact and your contact information. **All voicemails will be returned but there will be lengthier delays than normal.** Email correspondence will also be received during this time and may be a faster way to communicate with community development staff. The COVID-19 Contact List will also have direct email addresses for your convenience.



- [View/Download COVID-19 Staff Contact List](#)

March 20, 2020

NOTICE OF NO-CONTACT OPERATIONS

Consistent with the President's and the Governor's directions to mitigate the spread of the COVID-19 pandemic, **Community Development Department will be closed to the public until further notice in order to protect our staff while still providing the best level of service possible to our customers.** Community Development **operations are continuing via phone and email.** Please see below or contact us at (239) 444-6150 for assistance.

Community Development Department will be changing how permits and information are submitted and subsequently processed. The current permitting counter located at 9220 Bonita Beach Road, Suite 111 **will not be open to the public after 4:30 P.M. March 20, 2020. Permits and other submittals will now be placed in a drop-box located at 9220 Bonita Beach Road, Suite 105.** During this period of modification, payments will not be accepted at the time of submittal. **Plans and Applications will be processed as soon as possible** and applicants will be contacted and informed of permit fees. Permit fees will be due at time of permit pick up, or upon the resumption of normal operations.

The permit drop-box is located in suite 105 (signs and information will be



placed on doorways to provide location information as well as updates on permitting operations). Additional information can be obtained by dialing (239) 444-6150.

Due to impacts of the COVID-19 virus, all inquiries for Planning & Zoning, and the Building Department will need to be made via phone or email. For Building questions please call (239) 444-6179 or email permitting@cityofbonitaspringscd.org. For Planning & Zoning questions please call the Planner-On-Call line at (239) 444-6166 or email planning@cityofbonitaspringscd.org. **For your convenience and safety, we kindly ask that you not come to the office and take advantage of these other forms of inquiry.**

These procedures will remain in place until notice is provided that normal operations have resumed.

