# Building Safety

## FY 23/24 – 4th Quarter Accomplishments (July - September):

## Planning and Future Growth

1. Improve Permitting Process Review
   a. Enterprise Permitting & Licensing (EPL)
      i. Building Safety has been involved in an ongoing collaboration with other departments and Tyler Technologies to build the new EPL Software that will be replacing our current system.
   b. Permitting
      i. Building Safety has completed the update of permit packets with step-by-step instructions and required information for successful submission of permit applications.
   c. Certification
      i. Sixteen (16) employees have passed the Permitting and Licensing Certification.
   d. Inspections and Plan Review
      i. Remote Video Inspections (RVI) has enhanced the ability to provide timely inspections. Approximately 8,331 of the total inspections per quarter are done via the RVI platform.
      ii. The use of two (2) Government Support Agencies has assisted to greatly reduce the number of plan reviews in the queue.

## Organizational Experience

1. Customer Experience – Customer Service
   a. Department of Health
      i. Department of Health has returned to the building to assist customers.
   b. Surveys
      i. Continuing to monitor digital customer service surveys accessible via QR codes.
      ii. The Department has achieved roughly a 100% favorable customer service rating in those who visit the office.

## FY 24/25 – 1st Quarter Goals (October - December):

## Planning and Future Growth

1. Improve Permitting Process and Review
   a. Continue to evaluate the current review process
      i. Continue to work with the implementation team to tailor and launch the new EPL Software to improve and assist in streamlining the permitting process.

b. Certification
    i. Continue providing training resources and encouraging staff to attain International Code Council (ICC) Permit Technician certification.

## Organizational Experience

1. Customer Experience – Customer Service
    a. Staffing
        i. Actively engage Building Officials in other comparable municipalities to gauge if Marion County's Building Safety Department is adequately staffed to meet operational demands based on our community's size and growth, to include salary and personnel benefits.
    b. Office of the County Engineer
        i. Work with the Office of the County Engineer (OCE) to have a representative in the building assisting customers.