



## EMPOWERING MARION FOR SUCCESS II

### Building Safety

#### FY 25/26 – 2<sup>nd</sup> Quarter Accomplishments (January – March):

##### Planning and Future Growth

1. Improve Permitting Process Review
  - a. Enterprise Permitting & Licensing (EP&L)
    - i. Improved the efficiency of quick-turnaround permit workflows by removing unnecessary steps, streamlining inspection requests, and expediting permit closeout.
    - ii. Implemented the Private Provider Registry and eliminated the need for Private Provider sub-permits, reducing documentation submission and review requirements at the time of permit application. There are currently 15 private providers registered to offer services within the county.
  - b. Inspections and Plan Review
    - i. Remote Video Inspections (RVI) continued to enhance service delivery, accounting for 7% of total inspections during the quarter.
    - ii. Plan Review Efficiency: Two external review firms continued to support the high volume of required plan reviews. Monthly coordination meetings were held to maintain consistency and ensure the quality of all reviews.

##### Organizational Experience

1. Improving Customer Service
  - a. Staffing and implementing the Civic Access Assistance Team reduced foot traffic for permitting services by 54% compared to the first quarter. In the second quarter, the team assisted 988 customers with system familiarization and permitting guidance.
  - b. Onboarding temporary staff members has improved response times for customer inquiries received by phone and email.

#### FY 25/26 – 3<sup>rd</sup> Quarter Goals (April - June):

##### Planning and Future Growth

1. Improve Permitting and Plan Review
  - a. Eliminate unnecessary form and documentation requirements.
  - b. Evaluate inspection loads by permit type to identify and remove unnecessary inspection requirements.
  - c. Enable document uploads after permit issuance to improve workflow flexibility and reduce the need for sub-permits.



# EMPOWERING MARION FOR SUCCESS II

## Organizational Experience

1. Customer Experience – Customer Service
  - a. Standardization and Training
    - i. Expand staff training to ensure consistent knowledge of Building Safety operations.
    - ii. Provide both in-person and remote training for customers to strengthen understanding and use of EP&L systems.
    - iii. Develop standardized checklists for all inspection types and plan reviews to improve consistency and accuracy.
  - b. Website review and update
    - i. Use customer feedback to create and refine Frequently Asked Questions.
    - ii. Develop checklists for all permit types to support customer navigation and compliance.
    - iii. Utilize customer feedback to generate Frequently Asked Questions.
    - iv. Generate checklists for all permit types
  - c. Technology Review
    - i. Evaluate potential platforms for Virtual Inspections.
    - ii. Assess options for digital plan review solutions.
    - iii. Install a camera system to monitor cash and check transactions for improved security.
  - d. Staffing Evaluation
    - i. Monitor performance metrics to ensure staffing levels adequately meet customer service needs.