



EMPOWERING MARION FOR SUCCESS II

Building Safety

FY 25/26 – 3rd Quarter Accomplishments (April – June):

Planning and Future Growth

1. Improve Permitting Process Review
 - a. Enterprise Permitting & Licensing (EP&L)
 - i. Improved the efficiency of permit workflows by removing unnecessary steps, streamlining inspection requests, and expediting permit closeout.
 - ii. Temporary Certificate of Occupancy(CO)/Completion(CC), Permit Extension, CO and CC, tasks have been realigned for more efficient processing.
 - iii. Permit Exemption Application was generated and implemented in accordance with HB803.
 - iv. Established regular remote interactive tutorial sessions to address customer issues and collect EPL system feedback.
 - b. Departmental Policies
 - i. Implemented updated Private Provider discount policy and forms to conform to the requirements of HB803.
 - ii. Implemented updated policy for Private Provider inspection reporting.
 - iii. Refined electrical inspection procedures and nomenclature.
 - iv. Eliminated unnecessary form and documentation requirements.
 - c. 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: External review firms continued to support the high volume of required plan reviews.

Organizational Experience

1. Improving Customer Service
 - a. The Civic Access Assistance Team has reduced foot traffic for permitting services by 10% compared to the second quarter. In the third quarter, the team assisted 675 customers with system familiarization and permitting guidance. Overall foot traffic in the Building Safety department has decreased by 17% from this same period in FY 24/25 with average peak hours between 9am and 2pm over the third quarter FY25/26.

FY 25/26 – 4th Quarter Goals (July - September):

Planning and Future Growth

1. Improve Permitting and Plan Review
 - a. Continue to eliminate unnecessary form and documentation requirements.
 - b. Continue to evaluate inspection loads by permit type to identify and remove unnecessary inspection requirements.



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- c. Enable document uploads after permit issuance to improve workflow flexibility and reduce the need for sub-permits.
 - d. Investigate AI Plan Review feasibility for Building Code Compliance.
2. Department Planning and Policies
- a. Generate COOP plan and identify deficiencies related to departmental post-disaster sustainability.
 - b. Refine department emergency action and preparedness plans.

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.