



## **Building Safety**

### **FY 23/24 – 1<sup>st</sup> Quarter Accomplishments (October - December):**

#### **Planning and Future Growth**

1. Improve Permitting Process Review
  - a. Energov
    - i. Building Safety has been working in collaboration with other departments and Tyler Technologies to build the new Energov Permitting & Licensing Software that will be replacing our obsolete system.
  - b. Permitting
    - i. Building Safety has updated all permit packets with step-by-step instructions on what is needed to be completed and provided in order to successfully apply and receive a permit with the County.
  - 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 18% 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 is currently back in the building assisting 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 23/24 – 2<sup>nd</sup> Quarter Goals (January - March):**

#### **Planning and Future Growth**

1. Improve Permitting Process and Review
  - a. Evaluate the current review process
    - i. Continue to work with the implementation team to successfully launch the new Energov Permitting & Licensing Software to improve and assist in streamlining the permitting process.



## EMPOWERING MARION FOR SUCCESS II

- b. Certification
  - i. Continue encouraging staff to take the International Code Council (ICC) certified technician test.

### Organizational Experience

- 1. Customer Experience – Customer Service
  - a. Staffing
    - i. Conduct a survey of other building departments within similar communities in order to gauge if Marion County's Building Safety Department is adequately staffed for the community's size and growth.
  - 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.
  - c. Ombudsman tabled, pending further review.