Building Safety

FY 25/26 – 1st Quarter Accomplishments (October - December):

Planning and Future Growth

1. Improve Permitting Process Review
   a. Enterprise Permitting & Licensing (EPL) live on November 12, 2025
      i. Active permits have been converted. Still troubleshooting and anticipating further refinement as we progress.
   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: A second external review agency has been onboarded to assist. Through the conversion, all residential plan review has been outsourced to these agencies.

Organizational Experience

2. Improving Customer Service
   a. Staffing Adjustment
      i. The department successfully hired 12 temporary staff members to manage the high volume of phone calls and email inquiries. Their support has enabled the team to respond promptly to customer questions and resolve issues efficiently, ensuring a positive experience for our customers.
   b. Conducted several EP&L Contractor training sessions as well as miscellaneous staffing training.
   c. Established temporary Civic Access workstations to assist customers.

FY 25/26 – 2nd Quarter Goals (January - March):

Planning and Future Growth

1. Improve Permitting and Review
   a. Continue to monitor, evaluate, and refine EPL operational processes, as well as preferences.
      i. Work with internal and external assets to improve efficiency and service delivery to our customers.

Organizational Experience

1. Customer Experience – Customer Service
   a. Standardization Training
      i. Provide training to staff to ensure a consistent level of knowledge on Building Safety operations.
      ii. Enhanced training for EP&L for all staff is on-going.
      iii. Exploring what training may be needed for our customers in EP&L.
   b. Staffing Evaluation
      i. Monitor performance metrics to ensure adequate staffing is available to meet the needs of our customers.