

DEPARTMENT OF SUSTAINABLE  
DEVELOPMENT  
BUILDING SERVICES  
DIVISION



# Presentation Preview

- State of Permitting Activity
- Implemented Process Improvements
- Improvements on the Horizon

John Travers, Building Official

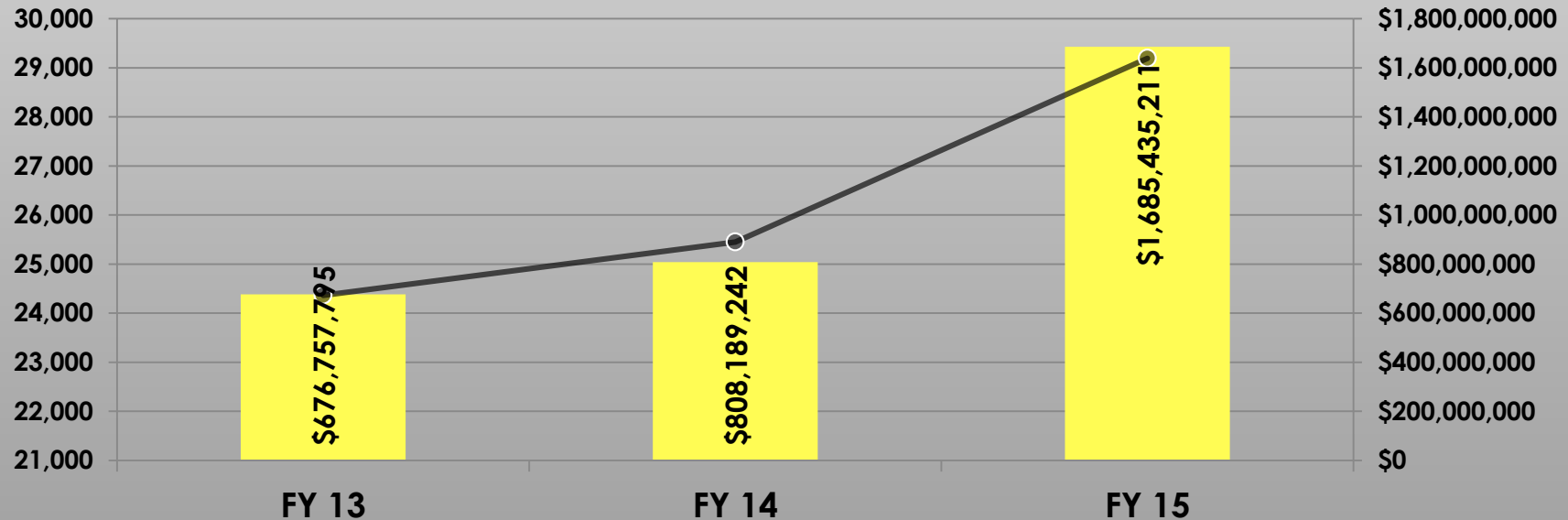


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# No Slowing Down

## Permit Application Counts and Values by Fiscal Year

Job Value of Permit Apps    Number of Permit Apps



# Competition for Resources

Filled FTEs

70%

Vacant Approved Contract Temps

18%

7%

5%

- Full Time Employees: 60
- Contracted Employees: 6
- Temporary Employees: 4
- **Vacant Approved Positions: 15**

*\*\*Healthy vacancy rate is roughly 10%*



# Performance Indicators

FIRST QUARTER DATA

## Permits Issued



FY 16: 6,424  
FY 15: 6,205  
FY 14: 5,522

## Plan Reviews – Multiple Disciplines



FY 16: 22,839  
FY 15: 17,838  
FY 14: 15,671

## Permit Applications



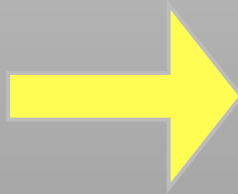
FY 16: 7,246  
FY 15: 6,111  
FY 14: 5,589

## Turnaround Time



FY 16: 34.1 Days  
FY 15: 27.5 Days  
FY 14: 29.0 Days

## Field Inspections



FY 16: 24,738  
FY 15: 24,237  
FY 14: 24,227

## Application Values

**Held Steady from 15 to 16**


FY 16: \$199,360,690  
FY 15: \$201,671,538  
FY 14: \$145,615,738



# Performance Indicators

## Permits Applied

FY 2014 : 5,589  
FY 2015: 6,111  
FY 2016: 7,246



**12% average increase  
among quarters**

## Valuation

FY 2014 : \$145,615,738  
FY 2015: \$201,671,538  
FY 2016: \$199,360,690



**Holding at 13% average  
increase from 2014**




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# Performance Indicators

## Permits Issued


FY 2014 : 5,522  
FY 2015: 6,205  
FY 2016: 6,424



**7% average increase**

## Turnaround Time

FY 2014 : 29.0 days  
FY 2015: 27.5 days  
FY 2016: 34.1 days



**15% overall increase**



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# Performance Indicators

- ▣ Permit Complexity
- ▣ Staffing Challenges
- ▣ Building Code Changes



# Performance Indicators

## Plan Reviews

FY 2014 : 15,671

FY 2015: 17,838

FY 2016: 22,839

**17% average increase  
among quarters**

## Field Inspections

FY 2014 : 24,738

FY 2015: 24,237

FY 2016: 24,227

**1% average increase  
among quarters**



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# Performance Indicators

## Calls Presented

FY 2015: 23,700

FY 2016: 25,632

**8% increase**

## Lobby Traffic

FY 2015: 550 (visitors per day)

FY 2016: 645

**15% increase**



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# Process Improvements Implemented

- ❑ NEMO-Q Improvements
- ❑ Express Lane
- ❑ R.F.I.D
- ❑ Flood Plain Manager & Plan Review
- ❑ New Eco-Friendly Vehicles
- ❑ Change of BSD hours of operation
- ❑ DSD Neighbor Survey



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# Kiosk Improvements

- Additional information has been added to help clarify the initial permit intake process
- A handicap accessible electronic kiosk has been installed to allow neighbors in wheelchairs to easily navigate the permit process



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# Permit Express Lane

- ❑ Corrections drop off/pick up
- ❑ Revision submittal
- ❑ Permit payment/pick up
- ❑ Print/Reprinting permits
- ❑ Replacing TBD subs
- ❑ Contractor license updates
- ❑ Notary Services



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# R.F.I.D. Radio Frequency Identification



- Has drastically decreased the time it takes to locate a permit
- New Quality Assurance process incorporated into tagging



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# New Hybrid Fleet

- All vehicles have been mobilized, laptop stands have been installed
- Gas consumption in January was **29% less than last year** (data provided from Fleet)



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# Operating Hours & Exit Surveys



- Standardized the lobby hours from 8:00a to 4:00p
- Allows clerks to spend 4:00-4:30 closing out their daily workload and reconciling their transactions
- We conduct an online exit survey for neighbors that use our services. This allows us to respond to issues directly related to our service performance.



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# Improvements On The Horizon

- ❑ Digital Plan Review
- ❑ City Website Permit Information
- ❑ Lobby Renovations
- ❑ Filling Vacancies



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# Digital Plan Review

- As we move from our current Land Development Program (LDP) to the new LDP, digital review will become a reality
- This must be a phased project to ensure seamless transition
- Turning the desktop into an active work screen



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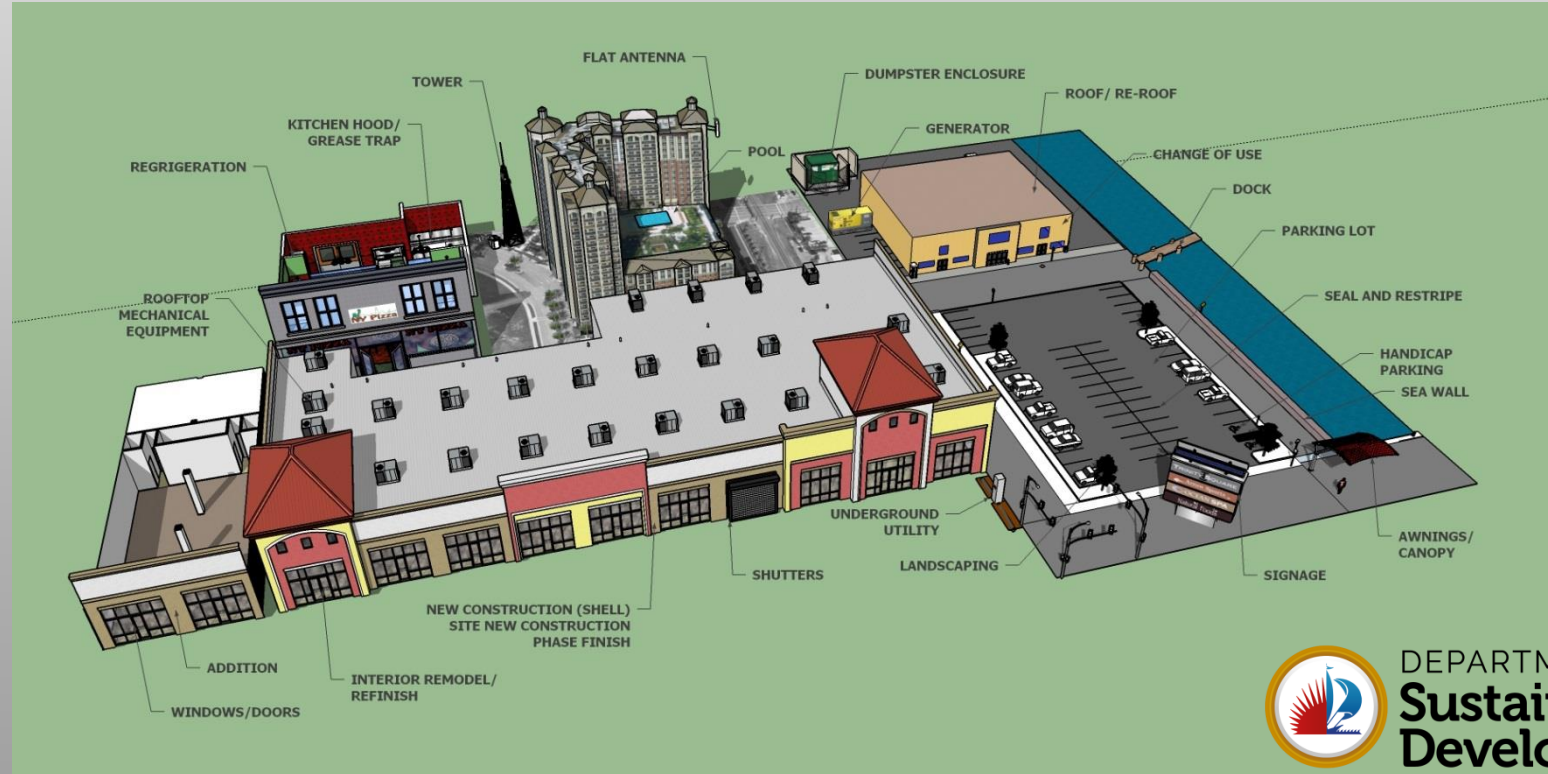
# Interactive Website - Residential



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# Interactive Website - Commercial



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# Facility Improvements

Remodeling the Lobby area of DSD to make better use of underutilized floor space and provide a dedicated cashier area



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# Recruiting & Hiring

- Ten vacant technical positions in current budget
  - Assistant Building Official
  - Chief Mechanical Inspector
  - Senior Plans Examiner
  - Building Inspector
  - Plumbing Inspector
  - Plumbing Plans Examiner
  - Structural Plans Examiner (x2)
  - Flood Plain Development Review Specialist
  - Electrical Inspector
- Remaining vacancies for administrative support



# **Building Division - Working smarter with the right tools and training!**

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Thank you!