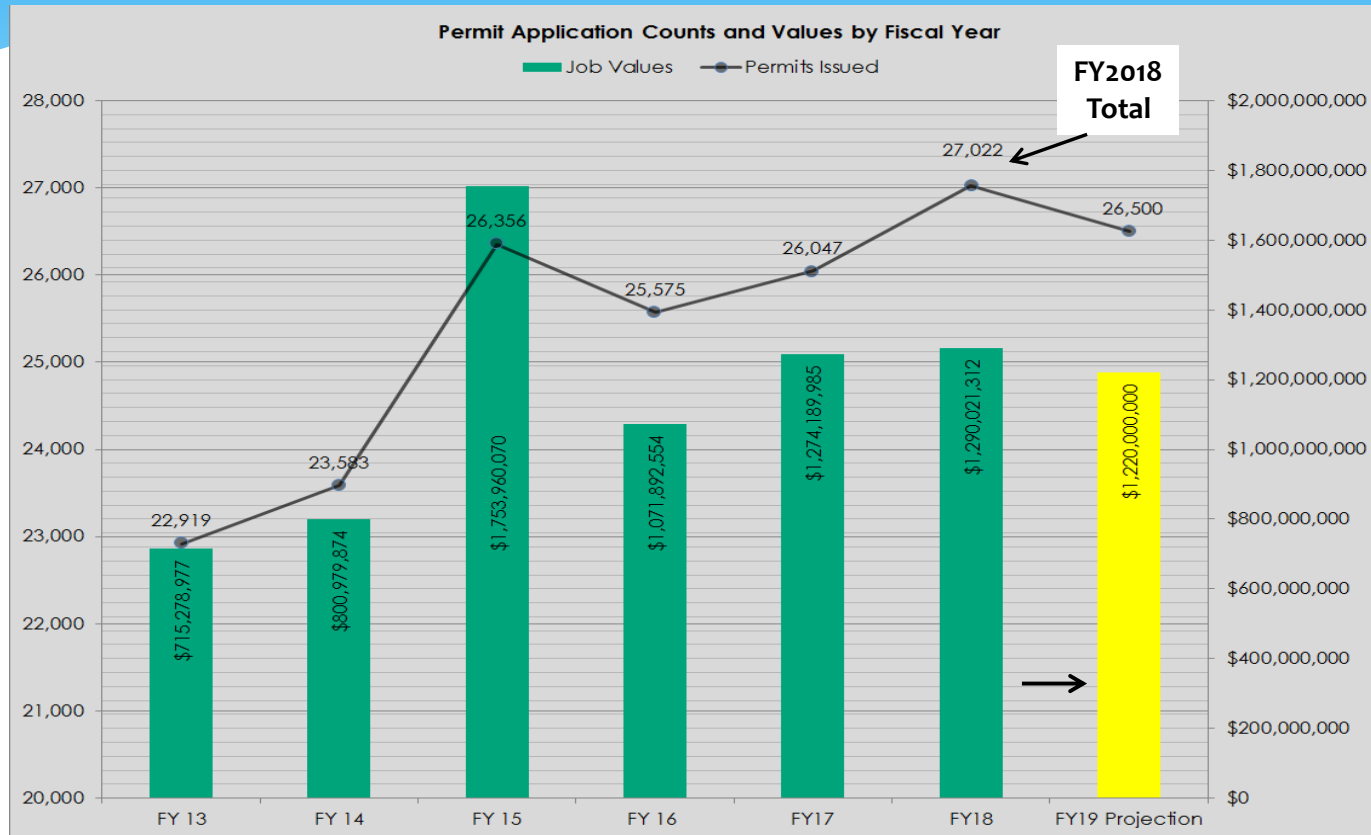


Department of Sustainable Development Building Services & Accela Implementation (LauderBuild)



Building Permit Stats

Job Value / # of Permits – 5 Year



Current Staffing Full Time Employees (FTEs)

February, 2016

Filled FTEs (60) (86 approved)

70%

Vacant

18%

Contract Temps

7%

5%



December, 2018

Filled FTEs (111) (116 approved)

92%

Vacant Contract Temps

5% 2% 1%



Field Inspectors, Plans Examiners, Chiefs, Permit Service Clerks, Admin Staff

Current Staffing Levels are Anticipated to Accommodate Workload

Average Days to Issue a Permit

FY 2015/2016/2017

* FY 2015:	Residential: 30	Commercial: 38
* FY 2016:	Residential: 38	Commercial: 41
* FY 2017:	Residential: 24	Commercial: 39
* FY 2018:	Residential: 22.8	Commercial: 37.9

Large/Complicated Projects Exceeding 180-days have been Removed from the Calculations

Plan Reviews & Inspections

FY2018 - (all disciplines)

- * **Plan Reviews = 115,257 or Average 459/day**
- * **Inspection = 156,283 or Average 622/day**

Data compiled from Community +, Land Management Software, January 4, 2019

Plan Corrections Needed



July 2017



January 2019

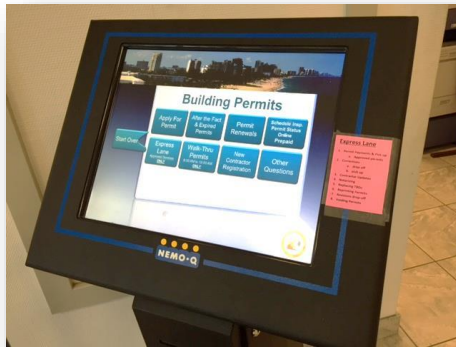
Delays in Plan Corrections Adds Time to Plan Review Totals.

Average Lobby Wait Times FY 2018

- * **Average Wait Time for Building Services – 22 minutes**
- * **Average Service Time for Building Services – 13 minutes**
- * **Average Number of Daily Visitors - 278**

Kiosk Improvements

NEMO-Q Assignment Program



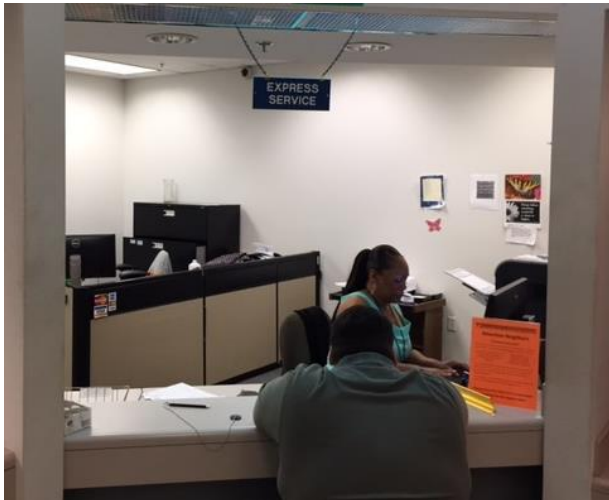
- * Further Refinement and Clarification of Permit Intake Process.



- * Multiple Kiosks Available (Including Handicap Accessible Kiosk)

Permit Express Lane

Quick Transactions



- * Corrections Drop Off/Pick Up
- * Revision Submittal
- * Permit Payment/Pick Up
- * Print/Reprinting Permits
- * Replacing TBD Sub-Contractors
- * Contractor License Updates
- * Notarizations
- * 19 Min Wait – 10 Mins Service

R.F.I.D.

Radio Frequency Identification



- * Maintains Tracking of Permit/Plan Set
- * Quality Assurance Process Incorporated Into Tagging

Process Improvements

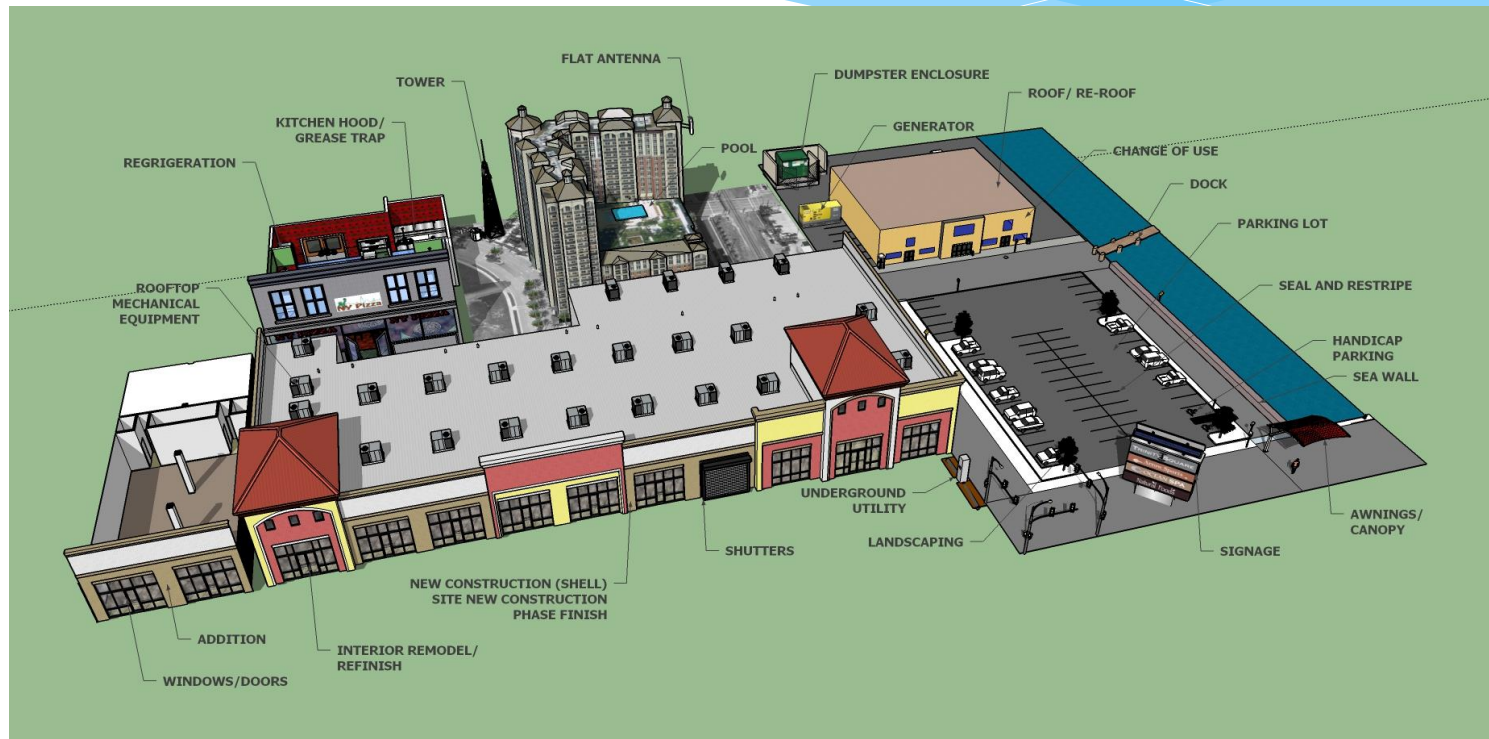
- * **House Bill 535 - Online Services as of July 1, 2017: A Majority of Permit Applications Available Online & Online Credit Card Payments Accepted**
- * **New Fee Schedule Implemented as of December 1, 2018**
- * **Increased Alignment of Florida Building Code Related Reviews (Engineering/Plumbing)**
- * **Weekly Plan Review Statistical Report**

Interactive Website

Residential Diagram



Interactive Website Commercial Diagram (currently under construction)



Business Assistance Coordinator

Established to Ensure High Levels of Customer Service

- * Ad-Hoc Plan Review Tracking & Routing**
- * Personalized Communication**

Accela Implementation Land Management Platform

- * Building Services
 - * Plan Review
 - * Inspections
- * Urban Design & Planning
 - * Plan Review
 - * Development Review Committee
- * Code Enforcement
- * Fire
 - * Alarm Billing/Inspections
- * Police
 - * Alarm Billing
- * Parks & Recreation
- * Business Tax
- * Special Events
- * Transportation & Mobility

Accela Implementation

- * Anticipated Efficiency of 30%
- * Concurrent Plan Review Capabilities
- * Digital Submittal Capability
- * Accurate Tracking of Permit Review Times
- * Streamlined Permit Review Process
- * Digital Plan Review Capability
- * Modern User Interface
- * Hardware Improvements (Plan Review Monitors/iPads)
- * Q-Alert Interface

Accela Implementation Phase I & II

- * Phase I
 - * Implement Accela Land Management

- * Phase II
 - * ePermitHub – Anticipated 3rd Quarter of 2019
(digital plan review)

Accela Implementation

Current Status

- * Data Conversion Testing
- * Additional Scripting Needed
- * Anticipated Training Days Needed – 21
- * Staff Training to Occur in February & March
- * External Training Anticipated for March
- * Dedicated Accela Support Staff
- * Anticipated Go-Live Date – April 2nd (because April 1st isn't preferable)

Department of Sustainable Development

Thank You

