



# Doing Things!

## Building Services

Glenn Wardell, Interim Director

March 13, 2018



# Who We Are

56 FTE, 2.7% of County Administrator Workforce

- Plans
- Permits
- Inspections
  - Building
  - Plumbing
  - Mechanical
  - Electrical

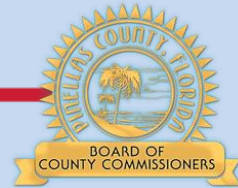


# What We Do

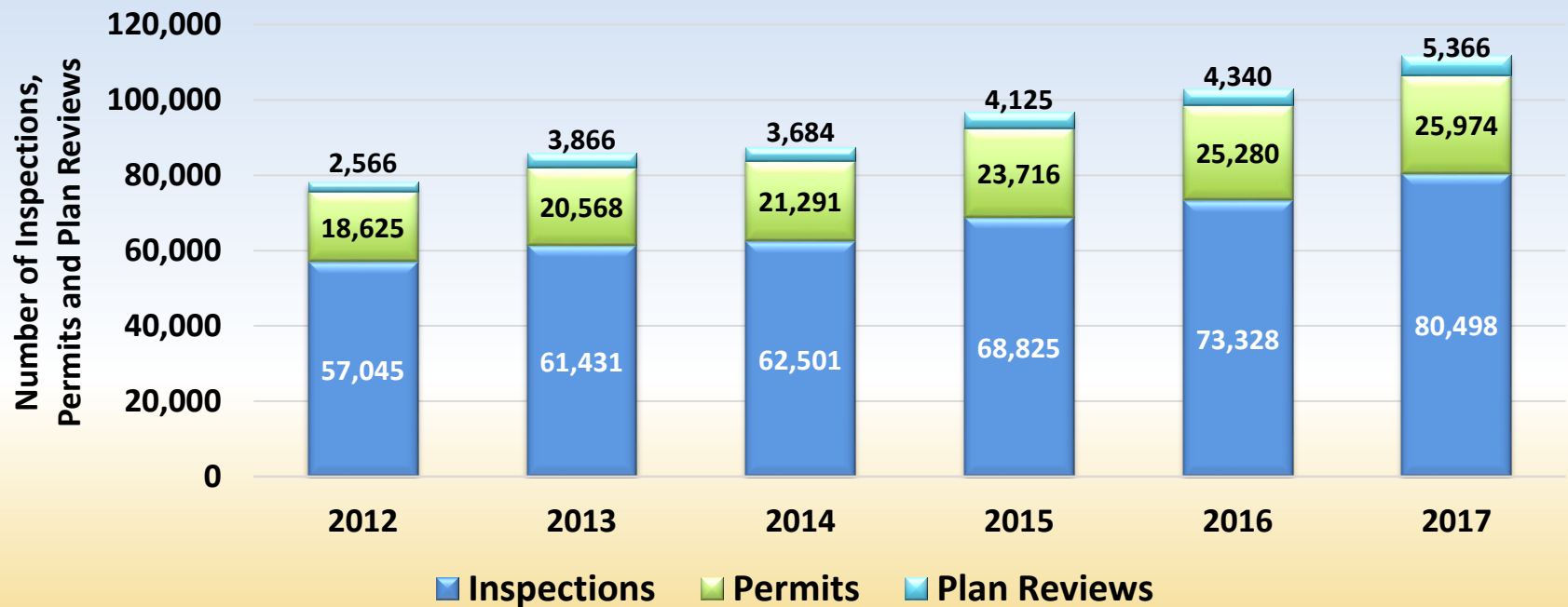
- Review construction plans
- Issue building permits
- Inspect construction projects
- Certify buildings for occupancy



# Things Done

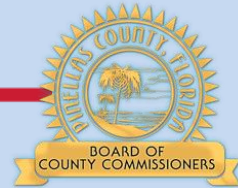


## Building Services



Source: Permits Plus, plan reviewer ISO reports, compiled Inspector daily report

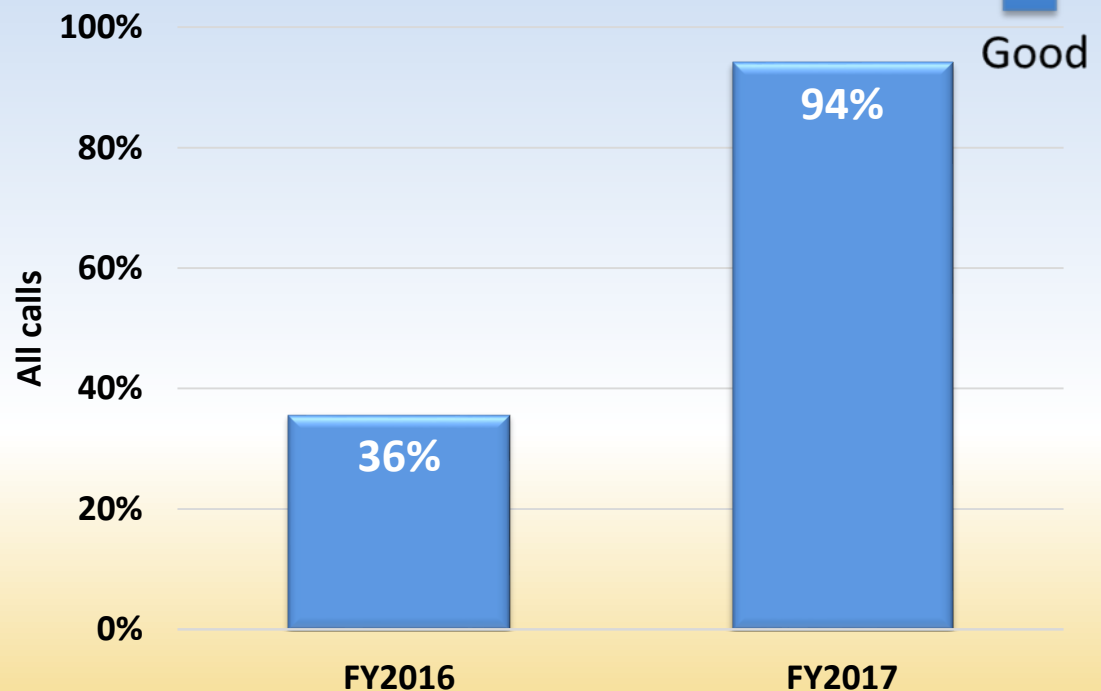
# Things Done



**32,887** calls answered  
in an average of  
**38 seconds**

**821** LiveChats responded  
to in an average of  
**24 seconds**

## First Call Resolution



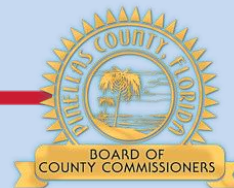
Source: OpenScape Contact Center reports

# Things Done



- Next business day building inspections
- Expedited plan review for Affordable Housing and Economic Development





# Things Done



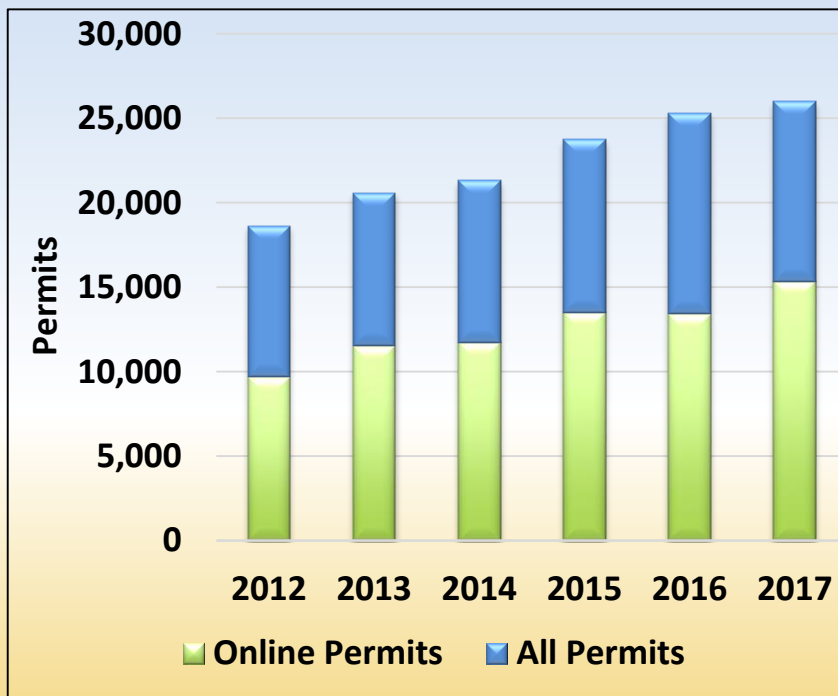
- **74%** permits closed **without notification**
- **84%** of remaining permits closed **after Courtesy Notification** by Building Services



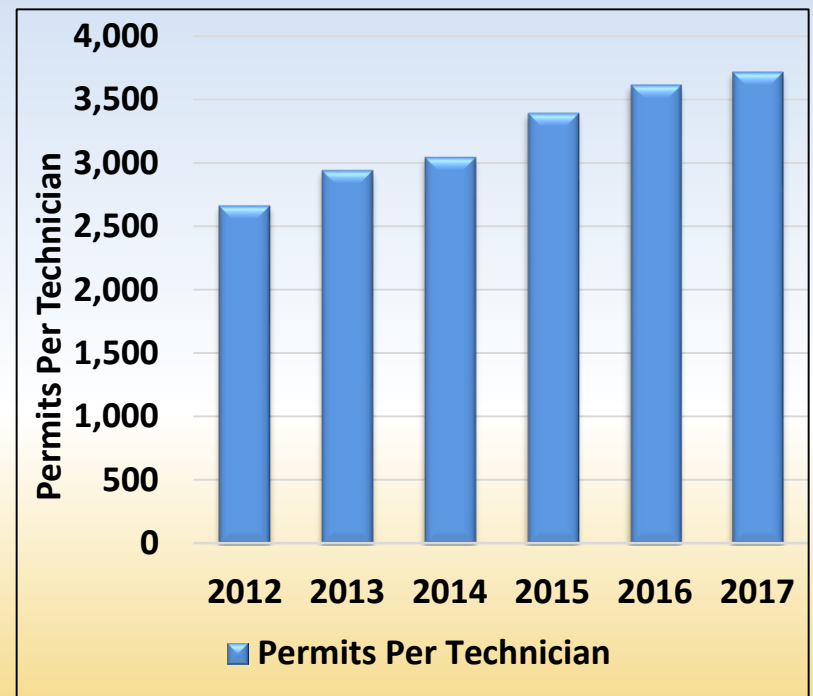
# Doing Things



## ■ Permitting system upgrade



Source: Permits Plus



Source: Permits Plus



# Doing Things



- Increase online permitting and electronic plan review



Source: ISO plan review reports

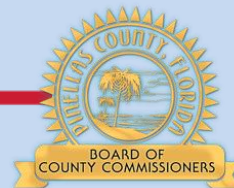


Source: ISO plan review reports

# Doing Things



- ISO (Insurance Standards Office) 3 year cyclic report
- New version of the Building Code began December 31, 2017
- Updating Administrative Chapter 1 of the Building Code



# Doing Things



- Dunedin High School ARC – Academy of **A**rchitecture, **R**obotics, and **C**onstruction.
- Pinellas Technical College – Formerly PTEC

# Thank you!

