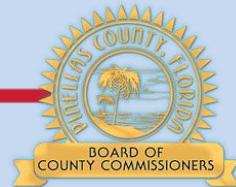




Doing Things!

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

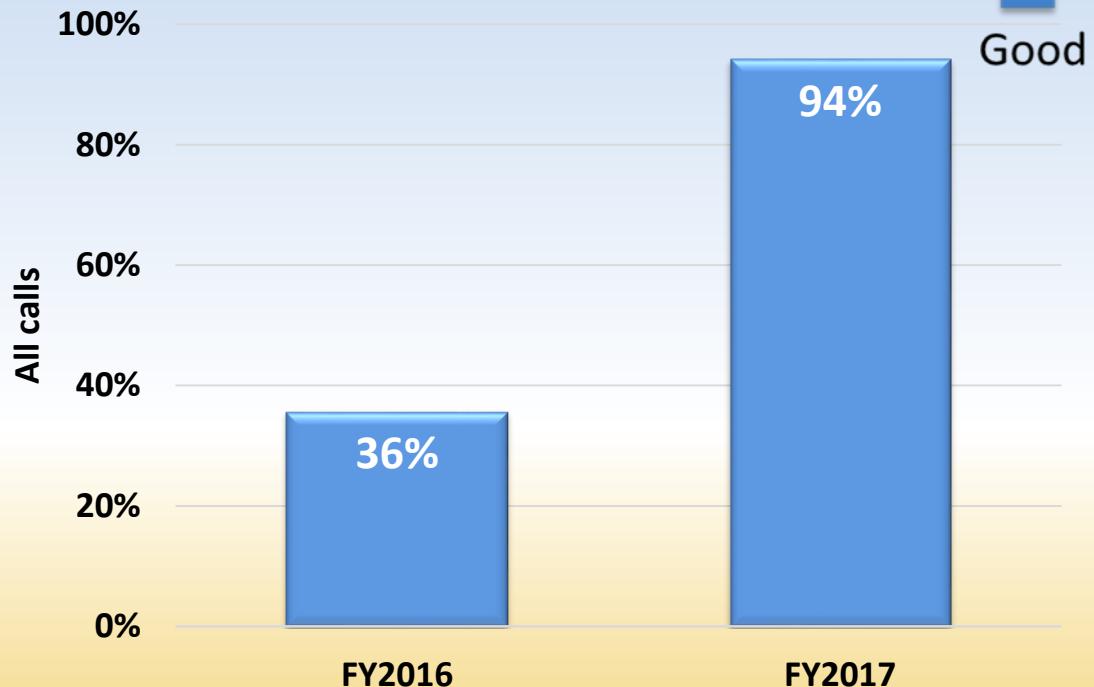


32,887 calls answered
in an average of
38 seconds

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



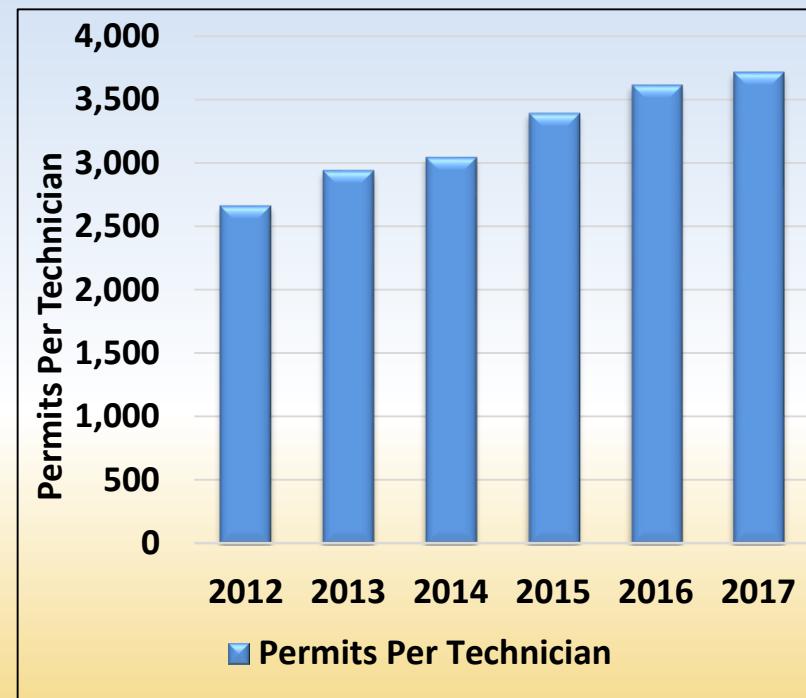
Doing Things



■ Permitting system upgrade



Source: Permits Plus



Source: Permits Plus



Doing Things



- Increase online permitting and electronic plan review



Source: ISO plan review reports

Our Vision: **To Be the Standard for Public Service in America**

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 Architecture, Robotics, and Construction.
- Pinellas Technical College – Formerly PTEC

Thank you!

