



Doing Things!

Building Services

February 23, 2017



Who We Are

51 FTE, 2.5% of County Administrator workforce

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

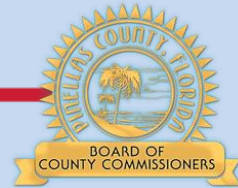


What We Do

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



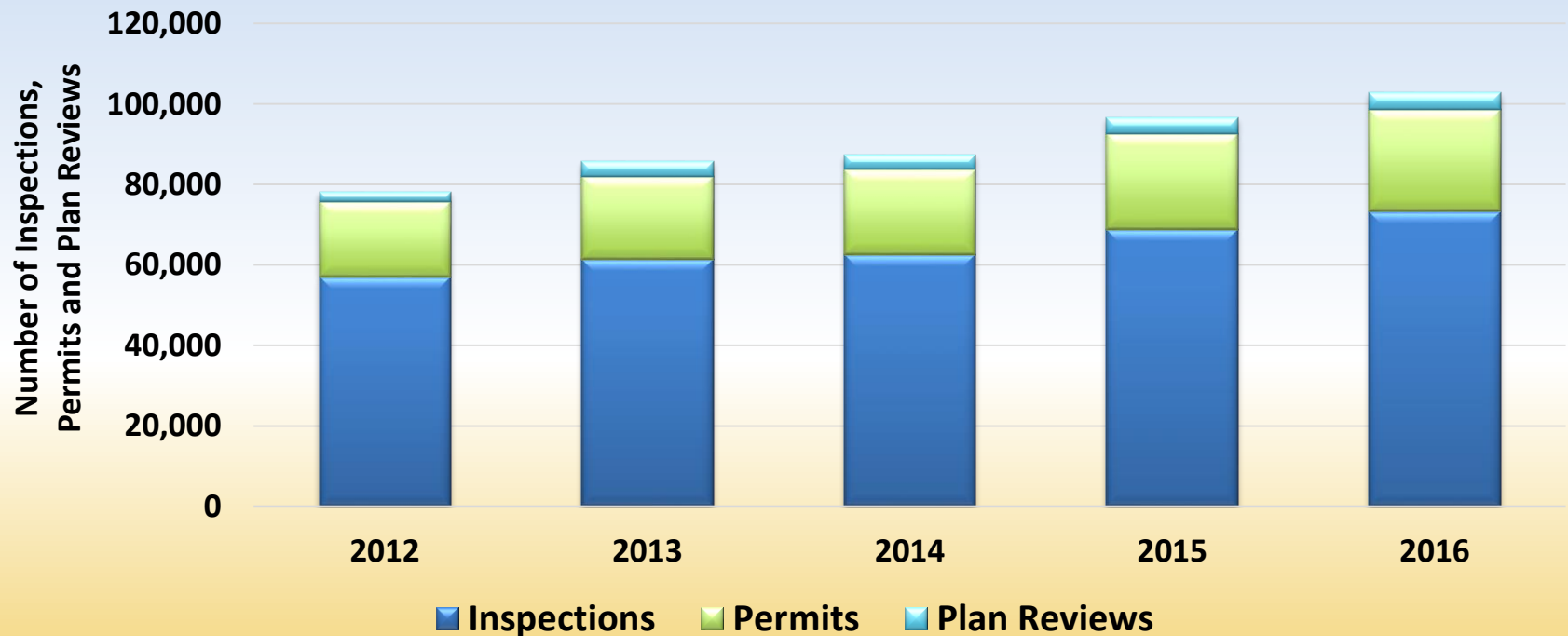
Things Done



Building Services



Good



Things Done



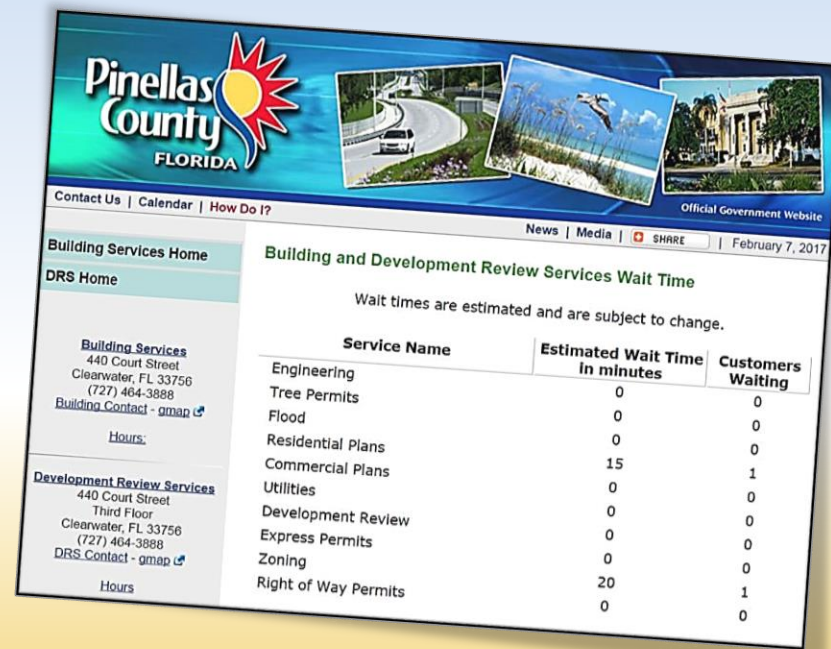
- Next business day building inspections
- Expedited plan review for Affordable Housing and Economic Development



Things Done



- Implemented wait time monitoring, Live Chat and call center

Pinellas County FLORIDA

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Building Services Home

DRS Home

Building and Development Review Services Wait Time

Wait times are estimated and are subject to change.

Service Name	Estimated Wait Time in minutes	Customers Waiting
Engineering	0	0
Tree Permits	0	0
Flood	0	0
Residential Plans	0	0
Commercial Plans	15	1
Utilities	0	0
Development Review	0	0
Express Permits	0	0
Zoning	0	0
Right of Way Permits	20	1
	0	0

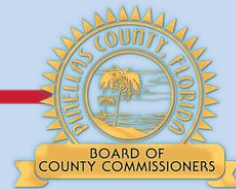
Building Services
440 Court Street
Clearwater, FL 33756
(727) 464-3888
Building Contact - gmap

Hours:

Development Review Services
440 Court Street
Third Floor
Clearwater, FL 33756
(727) 464-3888
DRS Contact - gmap

Hours:

Things Done

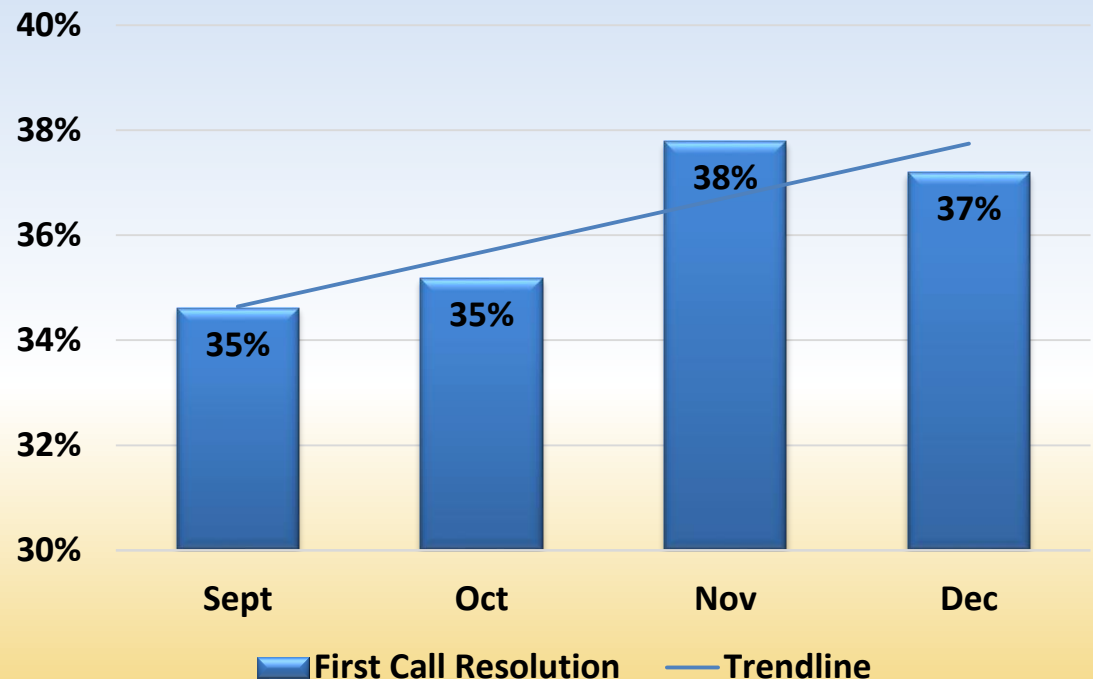


Good

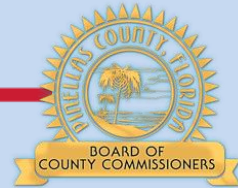
32,887 calls answered
in an average of
38 seconds

821 LiveChats responded
to in an average of
24 seconds

First Call Resolution



Things Done



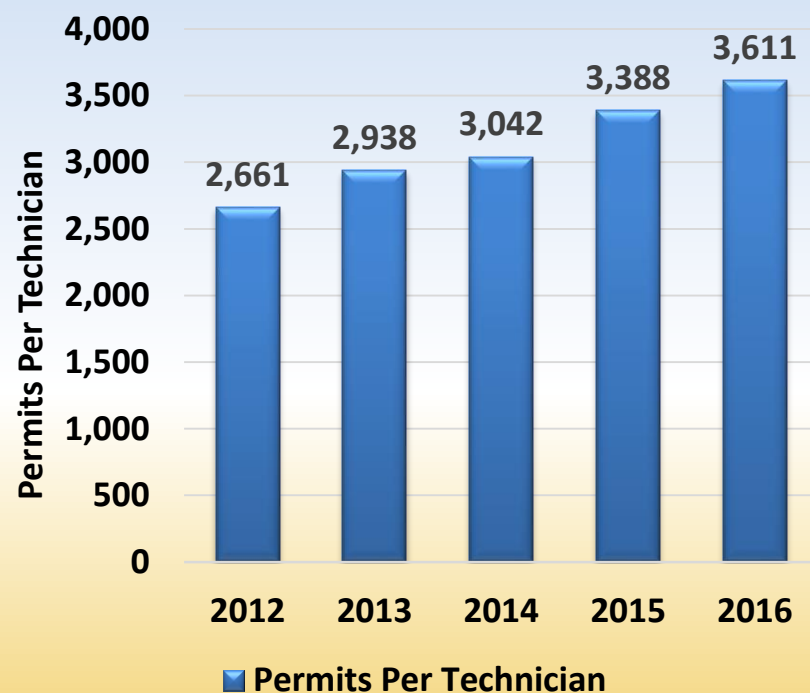
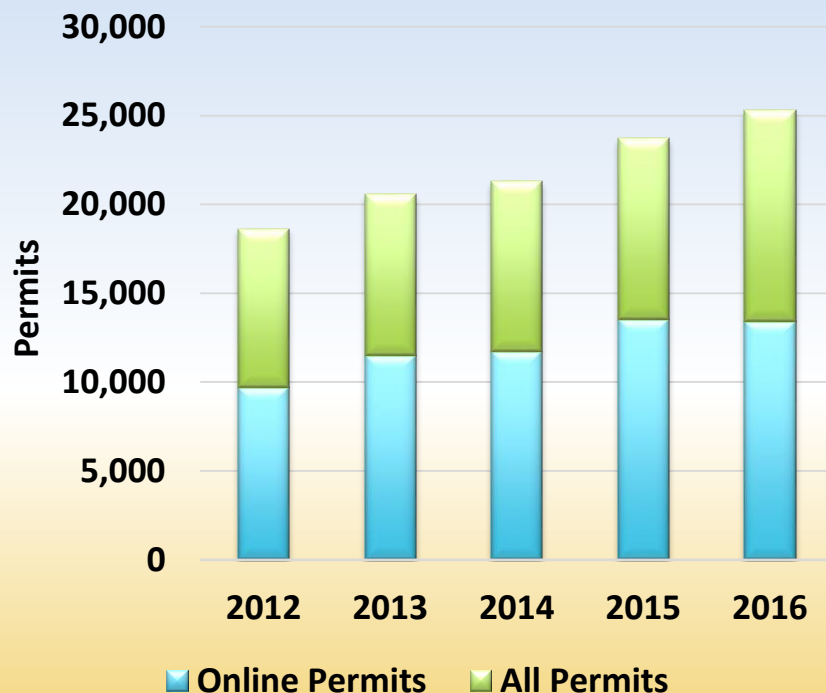
- Green Building Code and Solar Panel Project



Doing Things



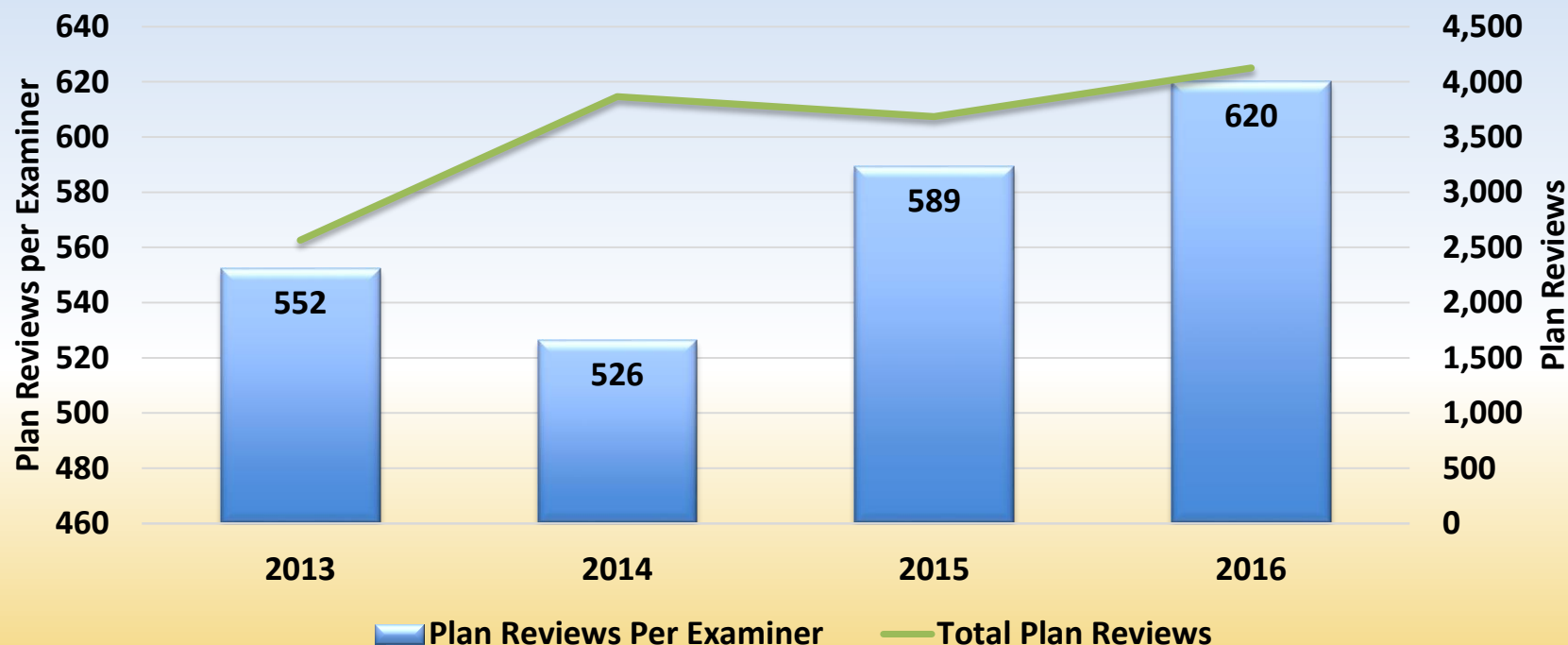
■ Permitting system upgrade



Doing Things



■ Electronic document review



Thank you!

