

Quarterly Updates to NQLC on Building Department Process Improvements

Implemented:

1. The Customer Call Center
 - a. Expanded to 8 call takers with supervision and specialist
 - b. Call volume of answered calls has increased from 130 to over 300 calls daily
2. New online direct permit applications
 - a. Nine new direct permit application types were added in four categories
 - i. Air Conditioner
 - ii. Generator
 - iii. Roofing
 - iv. Permit Revision
 - b. Customer notification was provided
 - c. Customer training was provided
 - d. Allows direct upload of plans
 - i. Assist in turnaround time
3. Additional training of inhouse staff
 - a. Implementation of small teams and leaders
4. Permit inspections
 - a. New permit type for interior work only were created
 - b. Remove extraneous inspections from existing permit types
 - i. Structural reviewers will add the inspections as needed
 - ii. Second level the inspectors and chief can also add the inspections
5. As-Built permit drawing submittal requirement simplified
 - a. Not required for SFR
 - b. Not required for projects under \$1,000,000
6. Created a list of permit types with shorter processing timelines

In process:

1. Rework fees Ordinance
 - a. Fees are by ordinance (current)
 - b. Reduce reinspection fees (after 2nd inspection)
 - c. Provide reduced tier for revision fees
 - d. Ordinance second reading 3/17/21
2. Add body cameras to all inspectors
 - a. Cameras ordered
3. Standardization of inspections
 - a. Lists of basic requirements
 - b. Teams meeting to update on methods
4. Test project with virtual inspections
 - a. Coordination with all departments
 - b. Field test of products available in progress
5. New online appointment system
 - a. Allow customer appointment access
 - b. Virtual and in person appointments will be available
6. Bimonthly meeting for employee training
 - a. Follow-up quizzes to verify understanding
 - b. Additional one to one training based on quiz results