

Quarterly Updates to NQLC on Building Department Process Improvements

Implemented:

1. The Customer Call Center
 - a. Expanded to 8 call takers with a Supervisor and a Specialist
 - b. Call volume of answered calls has increased from 190 to over 310 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
 - v. Photovoltaic System / EV Charging Expedited (Reduced Fees)
 - 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 1M
 - c. Only Architect and GC signature on plans
6. Created a list of permit types with shorter processing timelines
7. Standardization of inspections
 - a. Lists of basic requirements
 - b. Teams meeting to update on methods
8. Rework fees Ordinance (Passed 3/10/2021)
 - a. Fees are by ordinance (current)
 - b. Rework after 2nd inspection (current)
 - c. Reduce the fees for all permits
9. Bimonthly meeting for employee training (Ongoing)
 - a. Follow-up quizzes to verify understanding
 - b. Additional one to one training based on quiz results

In process:

1. Add body cameras to all inspectors
 - a. Cameras ordered (working with Procurement)
2. Test project with virtual inspections
 - a. Coordination with all departments
 - b. Field test of products available in progress (completed with two vendors)
3. New online appointment system
 - a. Allow customer appointment access
 - b. Virtual and in person appointments will be available
4. New ACD phone system to better track calls
 - a. Training of Supervisors and Staff (completed)
 - b. Go Live April 27th 2021