

E-Newsletter January 2016

## Introduction

We are beginning a New Year! This year has definitely been an eventful one around the office, and we very much appreciate everyone sticking with us through lots of hiring, policy updates and some new technology. It seems like a lot, we have seen improvement in many areas, and in others this is only the beginning. Keep reading for some current news as well as our 2015 in review.



## Renewals – Update

The current (and first) license group for renewals is happening now! This is for those of you that hold a Building Contractor license. The rest of you, stay on the lookout for your postcard – they will be on their way soon. Many of you have opted to submit your documents online and this has worked very well for us in the office. This option will stay functional permanently to allow you to submit documents throughout the year instead of having to mail, fax or bring them in. In case you haven't yet sent in your documents you can do so from our homepage, click on the "2016" renewal image. By next year you will be able to submit all license documents and payment online



## Technology – It will Get Better

Yes, you all hear this line a lot from us, but it will. Also, this wouldn't be a complete newsletter if at least one section wasn't technology focused. In addition to the constant website updates and new forms all over the site; we installed a physical kiosk computer in our lobby. Many have used this to learn tips and tricks on navigating the Online Permitting Portal from our staff. If you have had trouble in the past, or don't consider yourself computer savvy then come into the office and let us help you. However, if you are confident in your computer skills or just want to try it on your own, we do have tutorials online with screen images, these are found from our homepage, click on the Online Permitting Portal image.



## Electrical Inspection Requests

The 'How-to guides' will be very helpful to any of you that hold an Electrical License. Through the month of January the **transition from phone and email inspection requests to online only will occur.** This means to request an inspection it must be entered through the Online Permitting Portal.

Over 80% of all Electrical permits are issued online, this is just one more step to ensure information accuracy on your requests.

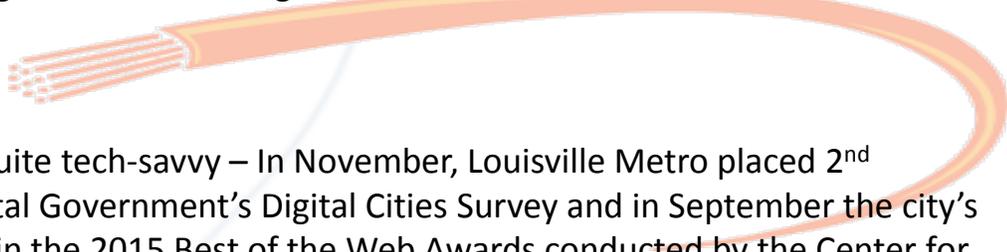
This process is beginning with Electrical but will eventually include the other inspection requests as web traffic for those types increases.



## Online Activity

Now your groans and eye rolls reacting to that last section can be felt through the office, so the technology information shall continue. While on the phone, we here in the office hear some of the best excuses for avoiding online, Here's the countdown:

- 5) I like to see everyone's smiles *or* I like to come downtown and bug you all
- 4) I am not computer literate
- 3) My wife/ child/ office person handles all of that
- 2) I didn't know the city even had a website
- 1) The only computer thing I know is how to get on the Facebook

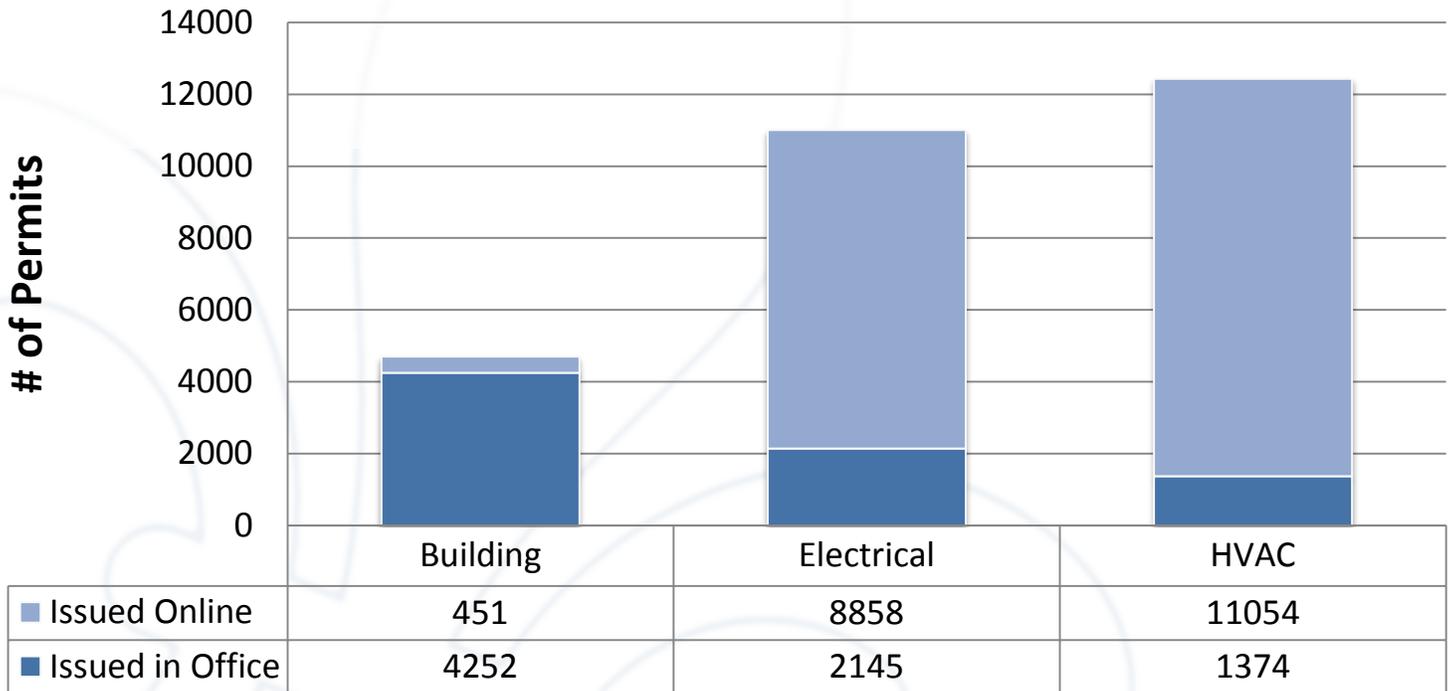
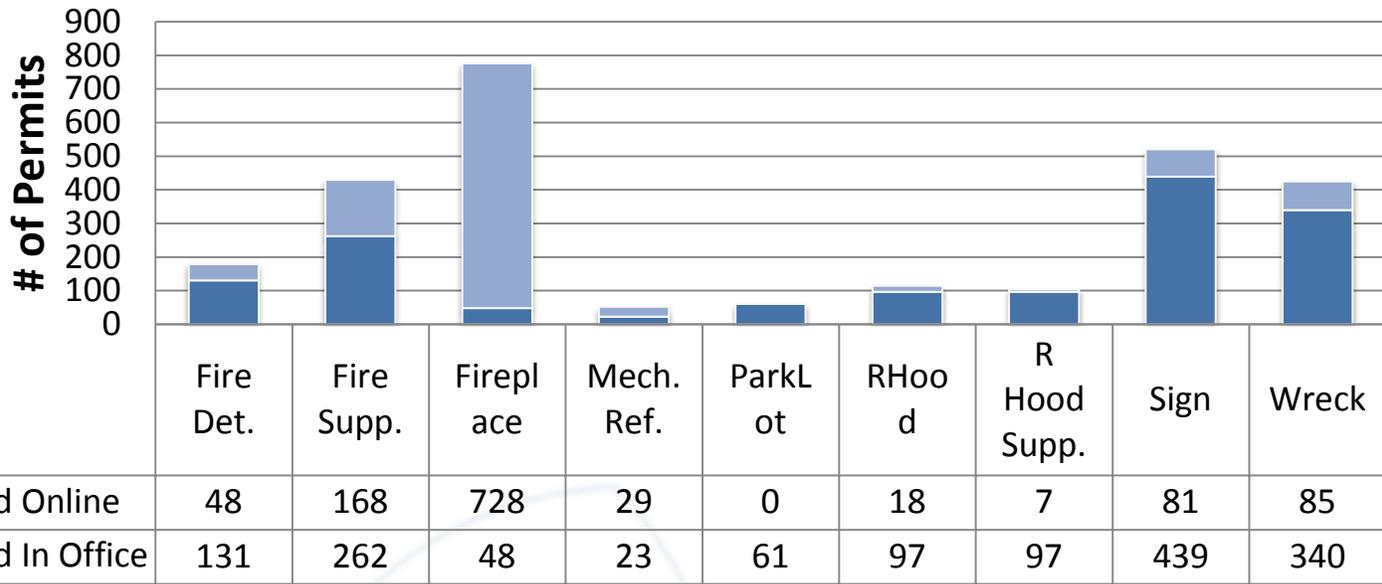


Overall the city of Louisville is quite tech-savvy – In November, Louisville Metro placed 2<sup>nd</sup> nationally in the Center for Digital Government's Digital Cities Survey and in September the city's website finished 2<sup>nd</sup> nationally in the 2015 Best of the Web Awards conducted by the Center for Digital Government.

These are just some of our technology accolades, and of course many other areas of the city are being recognized for their areas of expertise. This coming year has many things to look forward to, and this department is getting on the bandwagon in greatly expanding our online presence and capabilities. Additionally, expanded online capabilities could expand to Louisville residents as well if the city is chosen as a future Google Fiber city. There is still a lot that must be completed before the final decision will be made, but of course we feel our city would be a great fit.



# 2015 Permits Issued



The two charts were divided by permit types based on their total number of permits, to make the charts easier to read with so many permit types and the wide range of # Permits issued.

## Permit Turnaround Data

Additionally to the number of permits, the department is also looking at other internal numbers as well. The largest target we have is the turnaround time for a permit to be issued. Currently, we are only looking at Building permits, divided into 4 categories: Single Family, Multi Family, Commercial and Industrial. We have set a goal of 4 business days to issue Single family permits, and 10 business days to issue all other types. The averages have been calculated for 2015:

Single Family: 80% were issued within the goal time

Multi- Family: 65% were issued within the goal time

Commercial: 73% were issued within the goal time

Industrial: 63% were issued within the goal time.

These numbers show there is most definitely room for improvement. However, there are some calculation errors in this data, it is based on the original intake and final issued dated, but we have found that many times applications are submitted and ready to be issued but will sit for several days waiting for payment. The payment is what completes the permit and issues it. Percentages are also based on total number, thus, the average is affected more drastically by a smaller number of applications; for example there were 40 Industrial permits issued compared to 2,718 single family.

The greatest help to us in order to serve everyone at the highest level is to make sure when submitting a new application that all required documentation is included, and once notified that it is ready for payment, please complete that as soon as possible.

If coming to the office is going to cause a delay, payment can be made on the Online Permitting Portal then any documents can be picked up at your convenience.



## Department News & Notes

The department continues to grow, we have welcomed another Plan Reviewer, Amanda Jessee and a new Mechanical Inspection Coordinator, Rodney Ramey. Amanda has been with the department since early December and is working on her certifications. Rodney just joined us this week and is still figuring out where everything is, but he will be up to speed very soon!



Dates for the Spring CAAK – KRC class have been confirmed! February 26<sup>th</sup> & 29<sup>th</sup> at Memorial Auditorium, one day attendance fulfills our 6 hour CEU requirement for the year (it's never too early to think about the next renewal). This year's class will focus on the 2009 International Energy Conservation Code.



Updated News and Notes are always available on our Department Announcements webpage, check it often and stay informed throughout 2016,

Happy New Year from the Office of Construction Review!

