

E-Newsletter May 2015

Introduction

Spring is here and the building season has begun! This newsletter will cover some of the department statistics regarding permits and processing times. Also included are statistics for our website and what the numbers really mean.

Upcoming Event

An Online Permitting info session is being held in our office on May 12th! If you are interested in using the online permitting portal or would just like a refresher course make sure to sign up! The class will cover the basics as well as some tips and tricks to make it easier. If you have a laptop please bring it, we have Wi-Fi. A lack of registered participants will result in one or both sessions to be cancelled. To sign up for the class complete this form: <https://louisvilleky.wufoo.com/forms/mrxkc3i18samh5/>

Department News

Recently the department has been granted permission to expand our Plan Review Team! We are looking to add 2 additional team members at this time. If you know someone who may be interested please refer them to the Louisville Metro Job Postings website and look for the “PR/B/M Inspector Trainee” position. This position will work in an office setting.

<http://louisvilleky.gov/government/human-resources/services/find-or-apply-job>



Continuing Education Reminder: All building contractors identified as Residential are required to complete 6 hours of continuing education each year prior to renewal. The Building Industry Association of Louisville has a list of classes they offer that we have approved. If you wish to take a different class (or online) class materials/information must be submitted prior to completion for department approval. These can be submitted to Meghann.Marks@louisvilleky.gov. A list of upcoming and approved courses can always be found on our department website.



Don't forget to continually check the website for updates! We are currently in the process of updating permit applications, checklist references for each type, online permitting how to's. We are also updating our department policies and procedures and once finalized they will be published as well. One item to note is we are no longer able to accept check payments via mail or with plans dropped off.



Brightside is a sister department to Construction Review- They have several Spring events and news items happening. Go check them out! www.louisvilleky.gov/government/brightside

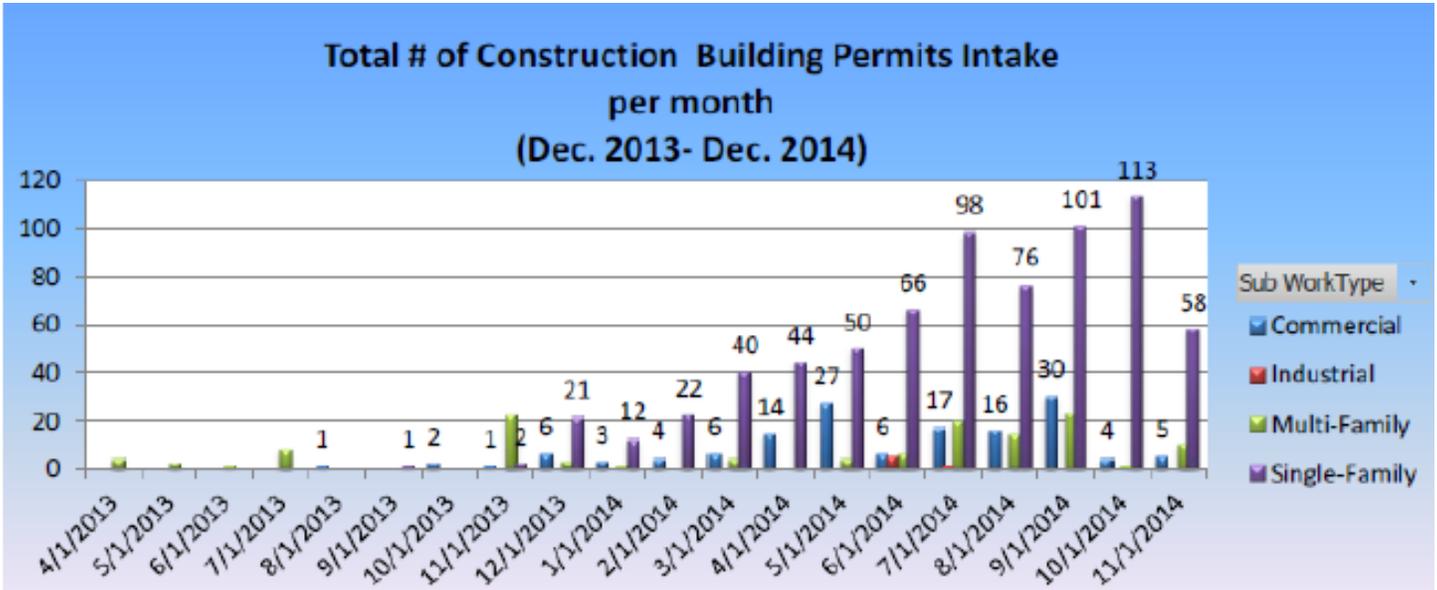


Topic: Permit Statistics

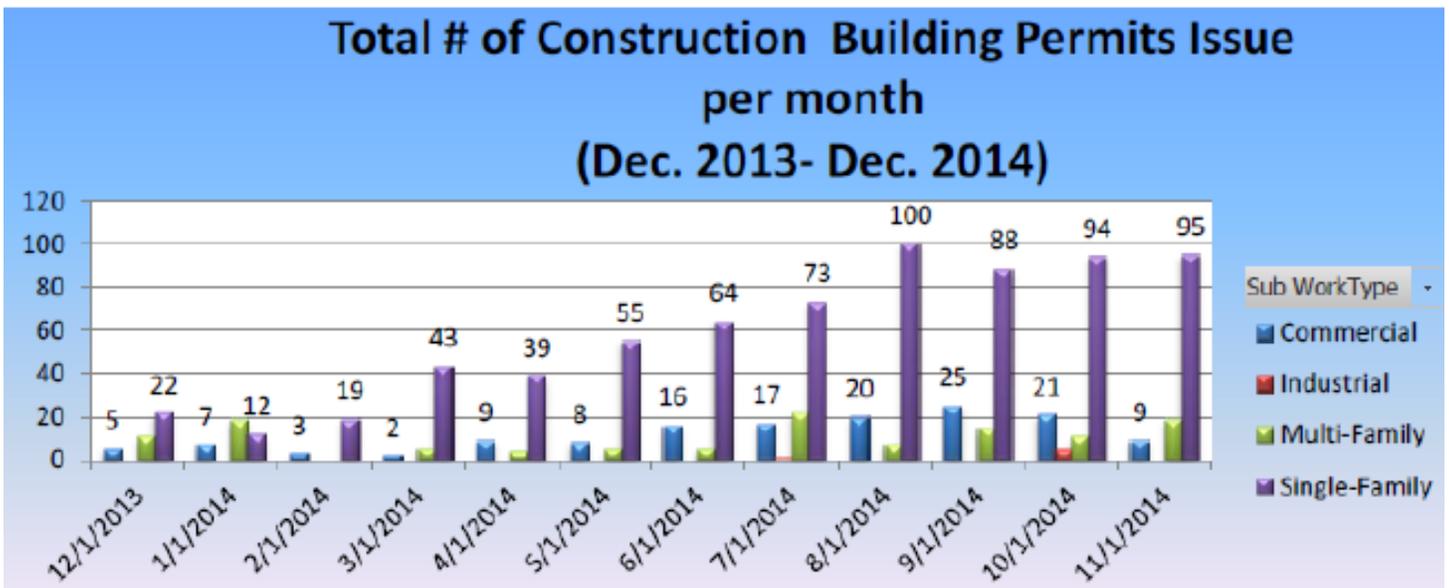
An increase in the number of permits has occurred over the past couple of years. Recently, our department has taken a closer look at these numbers in order to adjust and make improvements overall.

The first graph below shows the number of Building permits submitted to the office by month and the second graph shows the number of Building permits issued by month. You will see these graphs do not yet include information for 2015. We are also working to create similar graphs for all permit types.

Graph 1.



Graph 2.



What These Numbers Mean

The intake numbers reflect the number of permits that were submitted to our department in each month. This could be via mail, dropped off, or hand delivered to a plan reviewer.

The issue numbers reflect the number of permits that were completely issued.

This explains the trend that can be seen when the numbers do not match. The number of issued permits are likely the permits submitted one month and completed the next month. Again, these numbers only reflect Building permits.

Online Breakout

The ability to apply for building permits has been available since September 2014. Since then a total number of 252 Building permits have been submitted using the online portal.

This chart shows the percentages of online submittals since September. Each percentage is the number within that permit type, for example the Building 5% means 5% of all building permits were submitted online.

Permit Type	Sept/Oct 2014	Nov/Dec 2014	Jan/Feb 2015	Mar/April 2015*
HVAC/ Electrical	81%	83%	80%	82%
Building	5%	15%	11%	6%
Wreck	8%	21%	23%	25%
Sign	6%	12%	12%	15%
Sprinkler	6%	13%	22%	24%

On March 23 we implemented a system upgrade. The downfall to this upgrade was we had to work out all of the bugs in the beginning. We are speculating the system errors were the reason for the sharp drop off of Building permits submitted online.

Regarding these system issues, functionality has been restored! We are constantly testing and improving our online system, so we never say it is completely fixed.



Website Statistics

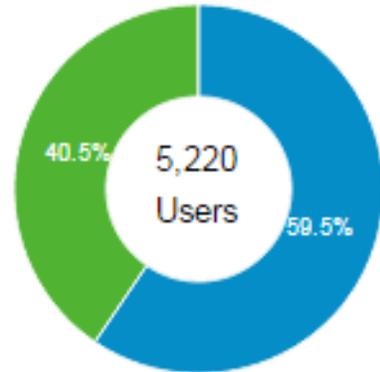
The newly formatted website for Louisville Metro Government launched in September, as you saw in the last newsletter this has made navigation much easier. We just wanted to share some of the information that comes with this new website.

Date Range March 1st – April 29th 2015

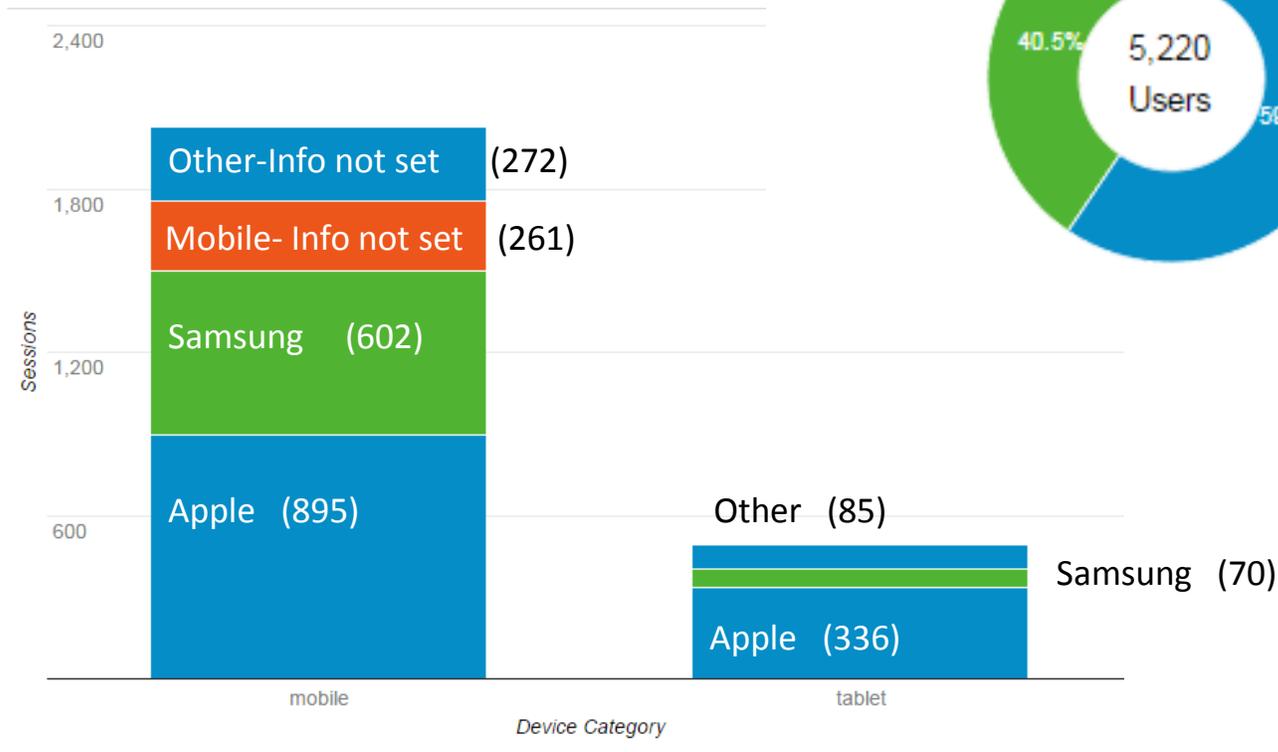
Type of Visitors

In the past 2 months 59.5% of our website traffic has been from New website visitors!

■ New Visitor ■ Returning Visitor



Tablet and Mobile Visits



The website is mobile friendly- Here you can see the number of visits for each device type.

Visits

Department: Construction Review

6,850

% of Total: 1.14% (601,151)



This is the total number of website visits, which is the number of times our site is viewed.





If you have any questions, please call our office at 502-574-3321 or submit your question or concern using the 'contact us' option on the website.

A Customer Service Survey will be online soon! Make sure you look for it and all the other updates coming throughout the Spring.

Have a Happy and Safe Derby Weekend!

