



## E-Newsletter September 2015

### Introduction

Customer Service is a significant focus in today's world of doing business. The face of customer service has changed and continues to do so at a rapid pace, all of this is because of the additional component that is technology.



### Technology - How it Relates to Customer Service

The introduction of technology into the world of customer service began as a very useful tool that allowed customers the ability to help themselves. This concept is best demonstrated by a 'self-checkout' lane at the grocery store; the area is monitored but overall customers are able to take care of their own check out process.

Technology and the range of use continues to expand on a daily basis. Phones, email, voicemail, the constant connectivity, and the various programs and websites are just the beginning of how technology has been incorporated into customer service. Sometimes, the multiple avenues of access can become overwhelming for the person or group responsible for doing the monitoring.

Streamlining as many processes as possible is the ideal solution, but sometimes getting to the streamlined goal takes a little bit of work and coordination. The actual process can be considered a form of technology itself, and can be very similar in the fact that a process can be outdated very soon after being implemented. This is not necessarily a bad thing, it simply shows things are changing more rapidly than anticipated.

In our business, and yours, when this occurs it simply means our city is growing exponentially. This is a good thing.



### Evolutions Happening Within Construction Review

It should not be news to anyone, that we are currently hiring additional positions on our Plan Review team. This will allow more flexibility within the team and thus will result in a more timely permit process. To get to this point, it is going to be a work in progress along the way and training will need to be completed before we reach this point.



In addition to this update, we have implemented a new function on our Customer Service Team. This new function will serve as the central pick up and drop off location for all permits, and will be more focused on problem solving issues that can take more time. The goal with this new function is to allow the customers without issues, and from other agencies quicker access to the cashier.

Everyone can assist us in ensuring this quick access:

- Bring a copy of your Insurance Certificate if it has changed, updated or renewed recently
- Let us know before the end of the month if you state Electrical or Hvac license is set to renew
- Use the submittal checklists to ensure all required documents are being submitted
- Know your permit numbers and License number
- If you have an issue or question that does not require immediate attention email us at [bldghvacinspection@louisvilleky.gov](mailto:bldghvacinspection@louisvilleky.gov) or use our newly redesigned Frequently Asked Questions web page.
- Become familiar with the Online Permitting Portal to automate as much of the process as possible.
- If renewing or updating license information make sure you have CEU certificates handy. It is easiest to keep these digitally in your email so you have access to them anywhere.

The expansion of our plan review team so far has allowed one reviewer to be placed in the front lobby area of our office to serve as a submittal triage point. This is still a test and work in progress, but currently everyone submitting a new application must first be approved at this triage point before seeing a plan reviewer. This should almost eliminate incomplete and insufficient submittals that monopolize much of our review time.



## Other Items of Interest

Our department has a few other process updates in the works as well. We are actively working with the Building Industry Association of Louisville to implement a Master Plan program. This program would allow plans for new construction homes be submitted to and pre-approved by our office, thus requiring fewer application documents and a shorter review time.

The requirements and specifics of this program are still being ironed out. Watch for updates.

Our lobby now contains two large posters of the required documents for both Commercial and Residential submittals. These are also found on our website in a printable 8.5x11 size on the Frequently Asked Questions page.

I am sure everyone has experienced long wait times to see a plan reviewer only to be turned away at the close of business hours or staying after normal business hours. To remedy this our teams are consistently monitoring the volume of customers to the number of available plan reviewers and adjusting our walk in customer hours accordingly. On occasion this has resulted in only drop off submittals being accepted much earlier in the day than normal. If an afternoon is the best time to come to our office, we suggest calling first to see if it has been a high traffic day.



## Department Announcements

Our Customer Service Survey is online and has been expanded! In order to see all questions you must check the boxes at the top that coordinate to our different teams. It can be found on our Department Announcements web page, along with a wealth of other information.

We have mentioned that our department is adding plan reviewers, so far we have added two. Please help us welcome Dominic Wise and welcome back Steve Jones!

Dominic is a graduate of ITT and is very diligent in his studying to become certified to review plans.

Steve Jones is returning to our department after an almost 7 year hiatus! Steve was previously in our department from 1987-2008, when he left he was the Plan Review Supervisor.

Another new plan reviewer is scheduled to start in just a few weeks and interviews have been completed that will result in a team of 12 plan reviewers!

Don't Forget, Monday is Labor Day! Our office will observe this holiday and will be closed. Check out all of the events around the city.



Downtown Louisville is the place to be this Labor Day weekend with the return of Worldfest and the Subway Fresh Fit Hike, Bike & Paddle. Visit the City Events website to learn all about it.

## Mayor Announces City Events for Labor Day Weekend