



## TOP WAYS WE ARE PUTTING THE STRATEGIC PLAN INTO ACTION

# BUILDING DEPARTMENT

### OVERVIEW

The Port St. Lucie Building Department is dedicated to promoting public health, safety, and general welfare within the building environment. This is achieved through the proper administration of the Building Codes. The department strives to be a model of timeliness, accuracy, and customer service across all its divisions, working within the fiscal constraints of its budget.

**FY 26/27**

## DIVERSE ECONOMY & EMPLOYMENT OPPORTUNITIES

- Review all City ordinances and make changes as needed based on the current economy, needs of department, Florida Building Code and State Statutes.
- Evaluate permit fees to ascertain if reductions can be made conducting a fee comparison with other benchmarking communities.
- Ensure quality and timely inspections and plans review, which includes consulting with stakeholders regarding permit timelines.
- Provide outreach to contractors through training events, meetings and newsletters.

## HIGH-PERFORMING GOVERNMENT ORGANIZATION



Renovate the newly acquired 300 Peacock building to serve the land development departments and support the development community.



Provide staff with the necessary tools to conduct inspections, plan review and provide exceptional customer service.

## ENGAGED & CONNECTED CITY

- Ensuring timeliness through working with our stakeholders.
- Maintaining accuracy through the use of checklists, random email surveys and management site visits.
- Promoting customer service and ensuring it is integral to all weekly staff meetings, and it is also included in Building Department Pre-build meetings, surveys, management site visits, pre-certificate of occupancy meetings and stakeholder meetings.
- Enhancing service through technology upgrade and innovation by:
  - Adding additional inspections that can be conducted virtually
  - Adding modifications to PANDA as recommended by our stakeholders
  - Addition of online contractor licensing applications
  - Updating system to allow for homeowner builder permits to be applied for electronically
  - Updating and teaching real estate professionals through the Realtor Assist Program

- The department continues to build an exemplary operation by continually assessing its current workload, developing a robust succession plan, and updating standard operating procedures.
- Support staff with the tools and equipment needed for success, increase participation in Mentorship Program and encourage staff to attain additional certifications and provide additional trainings.
- Proactively engage and educate contractors, stakeholders and customers on services, functions and programs, including building partnerships and developing training events for all stakeholders.
- Collaborate with other building departments in neighboring communities and throughout Florida to develop positive relationships and continuity throughout the industry.
- Provide educational training such as realtor assist, expired permit classes and participation in local events and expos.

**The Building Department emails random customer service surveys to contractors at the completion of their permits. The results of these surveys indicate a consistent overall customer service rating for the department of 9.7 out of a possible 10 points.**

### NUMBER OF QUALITY ASSURANCE REVIEWS

FY 20/21	FY 21/22	FY 21/22	FY 22/23	FY 23/24	FY 24/25
122	100	150	96	101	100