

**REPLY AND IMPLEMENTATION SUMMARY
FOLLOW-UP OF AUDIT OF PERMITTING FIELD INSPECTIONS**

| RECOMMENDATION | RESPONSE | CURRENT STATUS | IMPLEMENTATION DATE | AUDITEE COMMENTS |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|-----------------------------------|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>1. We recommend that the Permitting Services/Code Enforcement Division Manager schedule a reasonable number of inspections per day for each inspector, communicate (whether through software enhancements or otherwise) to the customers when inspections will be performed, and honor these inspection commitments.</p> | <p>Concur with Reservations</p> | <p>Planned for Implementation</p> | <p>June 2005</p> | <p>We are experiencing record breaking volume of inspections. It is not a simple fix as we consider what is priority and look at a reasonable response to our customers.</p> <p>We will create policies & procedures as to when customers will be called about inspections.</p> |
| <p>2. We recommend that the Permitting Services/Code Enforcement Division Manager monitor customer service through a customer complaint tracking, analysis and reporting process, and through customer surveys.</p> | <p>Concur</p> | <p>Partially Implemented</p> | <p>December 2004</p> | <p>We currently have a customer comment card, which is distributed to customers. We need a staff member to be consistently responsive. Division manager is now attempting to contact customers in complaints.</p> <p>We will create a log of calls that we use to communicate with customers.</p> |
| <p>3. We recommend that the Permitting Services/Code Enforcement Division Manager communicate through the IVR system instructions on how to clear any holds on permits and other helpful information.</p> | <p>Concur</p> | <p>Planned for Implementation</p> | <p>December 2004</p> | <p>IVR scheduled to start within weeks. This will be implemented when IVR is ready.</p> |

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| <p>4. We recommend that the Permitting Services/Code Enforcement Division Manager contact the Fire Chief and jointly decide responsibility for scheduling meetings of the Building and Fire Codes Board of Appeals, for giving public notice and filing minutes and reports, and other requirements of the City Clerk's office.</p> | <p>Concur</p> | <p>Implemented</p> | <p>Early 2004</p> | <p>Permitting Services currently conducts meetings. Meeting notices and reports are filed in a timely manner in the City Clerk's office.</p> |
| <p>5. We recommend that the Permitting Services/Code Enforcement Division Manager state in its re-inspection fee procedure under what circumstances an inspector may "cancel" an inspection to avoid charging a re-inspection fee.</p> | <p>Concur</p> | <p>Partially Implemented</p> | <p>December 2004</p> | <p>Inspection procedures are being prepared. And will be communicated publicly through the IVR system to our customers.</p> <ul style="list-style-type: none"> • Proposing a possible cut off time for calling to schedule inspections through IVR. • Preparing policy & procedures about charges for re-inspection. |

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| <p>6. We recommend that the Permitting Services/Code Enforcement Division Manager develop with the Office of Legal Affairs a rejection notice to present to contractors about their responsibilities to have the work properly readied for inspection, rather than having inspectors provide partial or complete inspection reports if there are numerous deficiencies and customers may improperly rely on these reports.</p> | <p>Concur</p> | <p>Planned for Implementation</p> | <p>June 2005</p> | <p>We are referring the current forms and reports to legal for review and concurrence.</p> |
| <p>7. We recommend that the Permitting Services/Code Enforcement Division Manager test and report whether having inspectors report to their inspection vehicles at the City parking lot each day then directly to the field instead of into the office would result in as great a number of additional inspections, with fewer costs than assigning take-home vehicles.</p> | <p>Concur with Reservations</p> | <p>Not Implemented</p> | | <p>There are numerous technology issues that have delayed or prevented this item being implemented.</p> |
| <p>8. We recommend that the Permitting Services/Code Enforcement Division Manager place data about failed inspections on an Internet site, available to contractors and owners, if Web-based permitting is adopted.</p> | <p>Concur</p> | <p>Planned for Implementation</p> | <p>December 2004</p> | <p>IVR and Website will communicate this information to the public.</p> |

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| <p>9. We recommend that the Permitting Services/Code Enforcement Division Manager establish a policy and methodology to identify and follow up on expired permits, and to report the status of expired permits periodically.</p> | <p>Concur</p> | <p>Planned for Implementation</p> | <p>March 2005</p> | <p>The technology has delayed implementation of this item.</p> |
| <p>10. We recommend that the Permitting Services/Code Enforcement Division Manager include in Web and other fee schedules a description of the fee and required procedures for permits that are expired for more than 6 months.</p> | <p>Concur</p> | <p>Planned for Implementation</p> | <p>December 2004</p> | <p>This information currently available on our Website and will be a part of the IVR system.</p> <p>We will add this item to our Website and make it readily accessible for customers.</p> |
| <p>11. We recommend that the Permitting Services/Code Enforcement Division Manager establish written policies and procedures for guidance about if and under what circumstances it is acceptable to perform inspections on a sample basis, the types of samples that are acceptable, and what documentation is required.</p> | <p>Concur</p> | <p>Planned for Implementation</p> | <p>June 2005</p> | <p>Under no circumstances should we do sample inspections. It will be error prone and subject to criticism.</p> <p>Currently our policies & procedures are to never do sample inspections, and we will place this in writing.</p> |

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| 12. We recommend that the Permitting Services/Code Enforcement Division Manager establish a regulation for businesses to have an inspection to ensure before occupancy that new business premises are suitable for the intended uses. | Concur with Reservations | Not Implemented | Unknown | This item will require additional manpower, which is not accounted for at this time. This is a policy matter to be discussed further with Department Director. |
| 13. We recommend that the Permitting Services/Code Enforcement Division Manager request to be consulted regarding any rehabilitation efforts that the City considers supporting, and establish a process to bring all necessary information to senior management meetings. | Concur | Planned for Implementation | April 2005 | <p>We believe this could be a benefit to the City and set a standard for all City facilities. This is a good recommendation.</p> <p>We will possibly send an email to other departments (Housing, Planning, Public Works, Parks & Recreation, Downtown Development Board, Business Development, Legal, Real Estate, etc.).</p> |
| 14. We recommend that the Permitting Services/Code Enforcement Division Manager request for himself and the Chief Administrative Officer summarized monthly reports; to include appropriate financial, timeliness, productivity and other requested performance data. | Concur | Partially Implemented | January 2005 | <p>We currently do detailed quarterly reports. These reports will be revised to reflect monthly benchmarks.</p> <p>Division Manager is planning a revision for monthly reports (summarized).</p> |

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| 15. We recommend that the Permitting Services/Code Enforcement Division Manager ensure that appropriate reports and data are easily accessible to P&CE managers and supervisors. | Concur | Implemented | July 2004 | Permitting managers and supervisors currently create weekly reports that monitor performance in their respective area. |
| 16. We recommend that the Permitting Services/Code Enforcement Division Manager provide written guidance about what supervisor activities are expected, to include documenting in Advantage that supervisors have reviewed the recorded inspection data, and establish a way to communicate the results of supervisory activities to management. | Concur | Partially Implemented | August 2004 | We believe this will be a helpful tool to the staff and management of the division. We have created a Managers/Supervisors Task List of items to be implemented. |
| 17. We recommend that the Permitting Services/Code Enforcement Division Manager establish a basis for the inspection benchmarks for each discipline to ensure appropriate measurement of inspector productivity. | Concur | Not Implemented | | We are concerned that this will create an unbalanced situation. Some inspections require more time and effort than others. Union could be an issue. |
| 18. We recommend that the Permitting Services/Code Enforcement Division Manager establish written internal policies and procedures for inspection activities. | Concur | Partially Implemented | March 2005 | We will review our current practices and make changes as necessary. |

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| 19. We recommend that the Permitting Services/Code Enforcement Division Manager monitor the City's compliance with state requirements regarding the use of permit fee revenue. | Concur | Implemented | July 2004 | We are currently discussing this issue with HBA of Florida. |