



Marion County Building Safety Five-year operational plan 2020-2024

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I. Executive summary

The current Building Safety department is growing to accommodate public demands as we strive to deliver the highest level of customer service in Florida. In achieving this goal, we desire to incorporate the following core values:

- Humbleness
- Integrity
- Commitment
- Accountability
- Respect
- Discipline

Our continued mission is to improve customer service while maintaining enforcement of State Statutes and applicable building codes, which regulate the built environment, thus providing life safety for our citizens. We endeavor to be a working partner with contractors and homeowners alike.

In my 21 months as county building official, our department has improved across all divisions.

Inspections are currently at next day from a 2-3 day wait time. Our future goal is to move to same-day inspections, if submitted by 8:30 a.m.

Permitting wait times have decreased to an average of 12 minutes. An average of 38 minutes has been achieved for the entire permit process.

Plan Review time has decreased to a current level of:

- Single-family residences are 5-7 business day
- Miscellaneous permits are a 3-4 business day review time
- Commercial permits are 10-11 business day

Contractor licensing offers improved service to established and newly registered contractors. Our contractor licensing investigation staff has grown from one to three. Their purpose is to offer protection both to our citizens and contractors by preventing unlicensed work in the community. We have conducted undercover operations in conjunction with the sheriff's office and Florida Department of Business and Professional Regulation to stop unlicensed contracting from affecting our citizens.

We diligently look for every opportunity to improve the overall Building Safety department to remain consistent with the quality of service desired by the board.

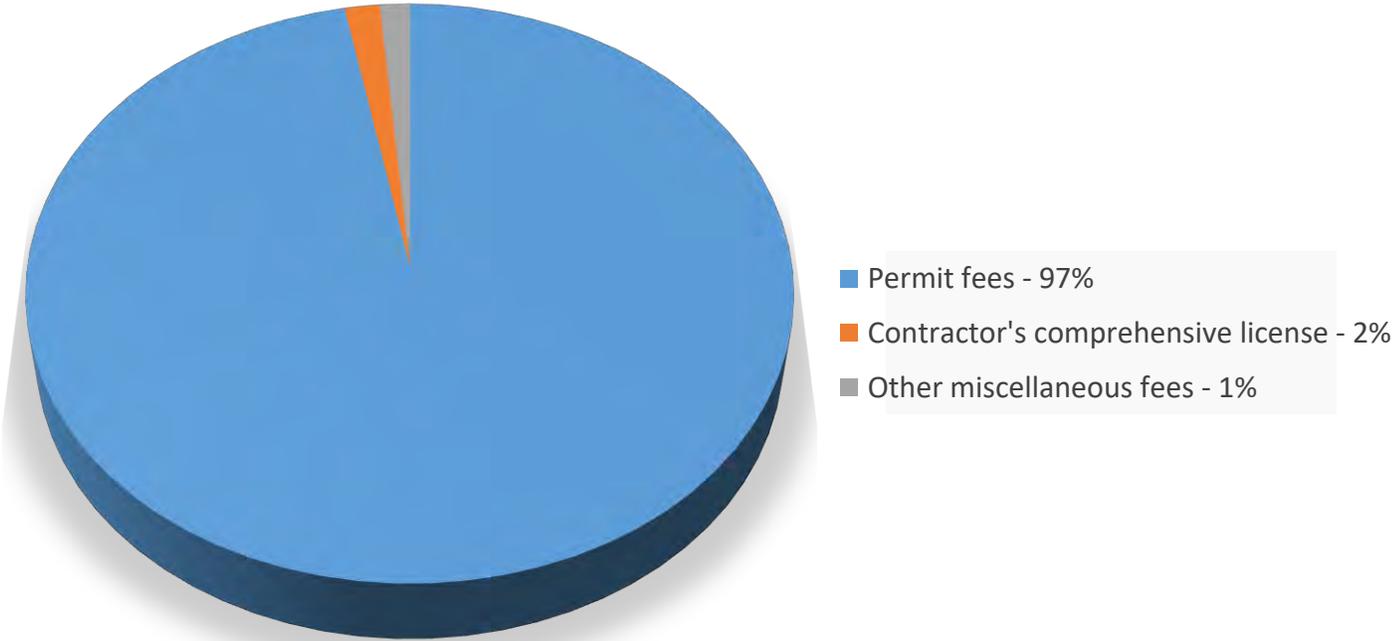
II. Current situation

a) Funding sources

The following finance department line items are Building Safety departmental revenue sources:

- 31600020 Contractor’s comprehensive license
- 32200010 Building Permit fees
- 36100010 Interest – board
- 36992010 Other miscellaneous revenue

The majority of the department’s funds are derived from permit fees. Below is a breakdown of 2019 permitting fees:



b) Primary workload

- Building Safety department has assisted 1,353 customers each month, on average, during fiscal year 2018/19; a total of 14,886.
- Permits issued (Single Family Resident, miscellaneous and commercial) total 23,396 this year ---- an average of 1,950 per month utilizing 16 full-time equivalent staff members (FTEs), including two supervisors.
- Plans reviewed to date equal 8,221 ---- 686 per month with a staff of five FTEs.
- Inspections performed equal 117,123 ---- 9,761 per month with 20 FTEs.
- Specialized property searches total 8,888 ---- 741 per month. Office staffed by one FTE.

National average for inspections per FTE is 20-25 per day. We currently have 21 FTE inspector positions. Our daily inspection total has been between 550 and 650 inspections. This averages close to 35 inspections per inspector each day. However, at times they have become as large as 70 per day for some inspectors due to absences and vacations.

There is no anticipated decrease in productivity in this division, although historically, production numbers have been shown to level off during the year prior to an election. Given the overload of inspections, the Department will be requesting that the county commission allow the department to add six additional inspector positions, while acknowledging that licensed Inspectors are extremely difficult to find.

Key staff:

Michael L. Savage Sr., Building Official / Building Safety Director

- 10 certifications, Florida Department of Business and Professional Regulation (DBPR), including Building Code Administrator
- 39 International Code Council certifications; inspections, code official
- Current ICC Director at Large, 2019
- 24+ years in inspections, plan review, permitting, administration
- Licensed Master Electrician (Maryland) 20 years
- Applied Sciences degree in construction management

Chad Wicker – Building Business Manager

- Maintains departmental revenue and budget
- Essential in implementing new software
- 16+ years with Marion County
- Associates degree in business management

Michelle Fanelli – Permitting and Licensing Manager

- 28+ years with Marion County in the Permitting and Licensing division
- Completed all levels of Contractor Licensing Official Association

Vacant – Inspector and Plans Review Manager

Jeanette Borrone – Inspection / Plans Examiner Supervisor

- Associates degree in building construction sciences
- Two-year degree in drafting
- Two DBPR certifications
- Certified Building Contractor License holder-four years

Charles Daniels – Inspection / Plans Examiner Supervisor

- Five DBPR certifications
- Eligible to sit for building code administrator exam
- 16 years in the construction field
- Certified Building Contractor's license holder-14 years

Karen Robinson – Permitting and Licensing Supervisor

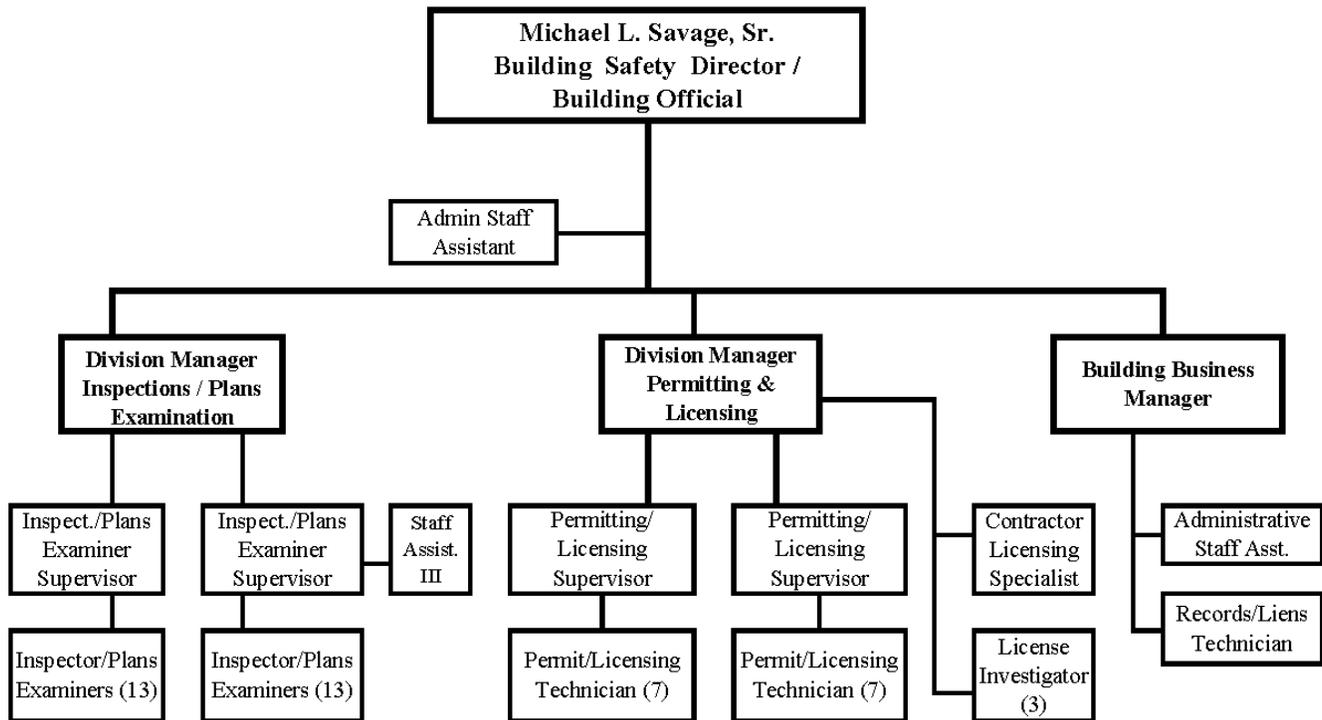
- 29+ years with Marion County in the permitting and licensing division
- Permitting trainer

Tracy Cuba – Permitting and Licensing Supervisor

- Six years with Marion County in Permitting and Licensing division
- 16 Years in construction field and permitting

c) Organizational chart

BUILDING SAFETY DEPARTMENT ORGANIZATION CHART
FY 2019-2020



FTE: 56
FY 2019/2020
11/04/2019

III. Future state

a) Funding source changes

Due to the fact that the Building Safety is a revenue-generating department, major sources of revenue will remain consistent. However, new funding will be generated through water heater inspections, water softener inspections and reliance letters. The majority of operating capital is received from permitting fees.

b) Workload changes

Building Safety has requested the addition of six new inspectors.

That manpower, in addition to the current staff of twenty (20 at full capacity), would allow the reduction of daily inspections per full-time equivalent staff to a realistically maintainable level.

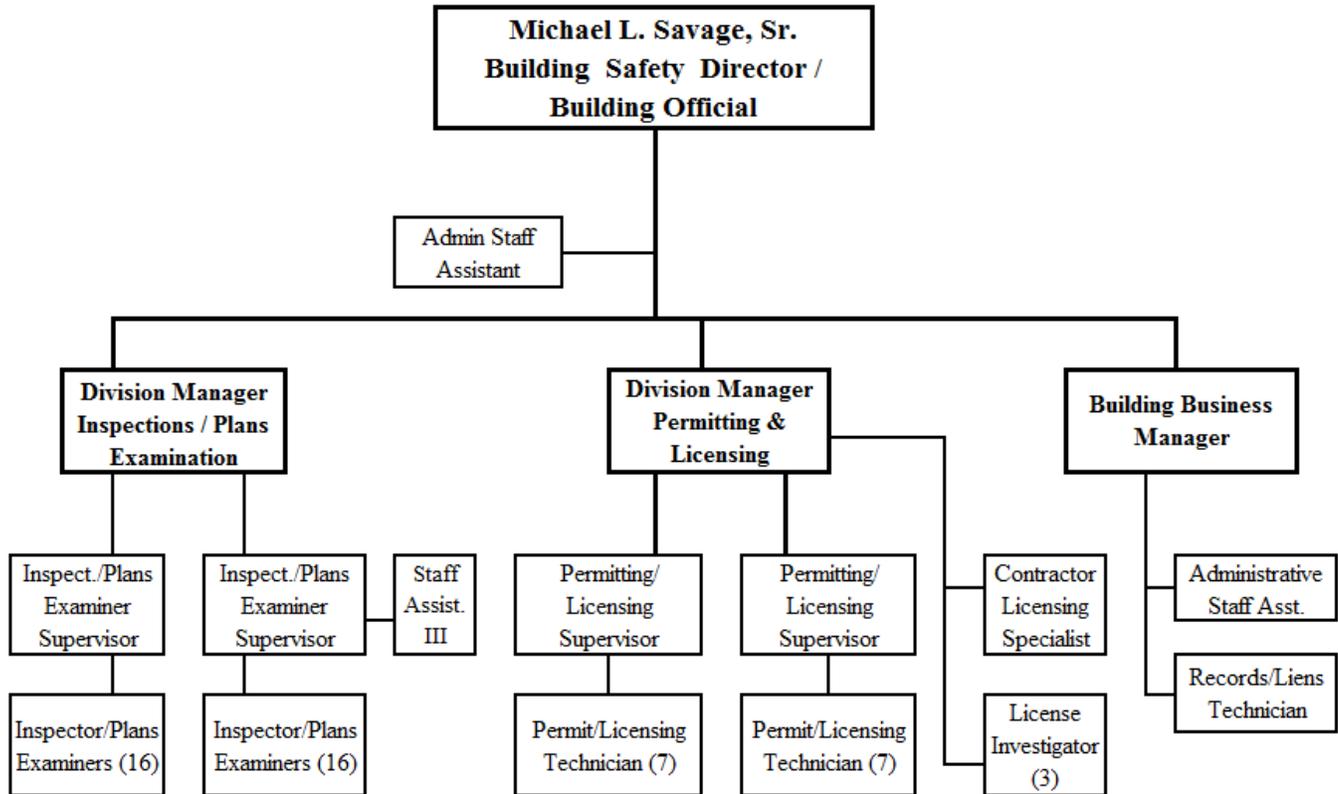
Due to market trends, fiscal 2018/19 saw a tremendous increase in the daily workloads for the department's inspectors; ranging between 35 and 50 inspections per FTE. Daily inspection numbers per FTE are also affected by the fluctuating number of vacancies.

It is the director's goal to achieve an average daily inspection load of 25 or less per FTE, which would factor into a better Insurance Services Office rating for Marion County. The department is striving to continue to achieve higher and higher levels of customer service.

We will continue to evaluate our processes and improve our customer service by working with the county's Information Technology department to fully implement EnerGov by Tyler Technologies as well as exploring new and improving technology such as drones and off-site inspections.

c) New organization chart

BUILDING SAFETY DEPARTMENT ORGANIZATION CHART FY 2020-2021



FTE: 62
FY 2020/2021
11/04/2020

d) Additional cost of changes

Projected costs associated with the requested additional personnel:

- Six additional inspectors at a loaded salary of \$60,000 each.
 - Total recurring cost of \$360,000
 - First-year cost including trucks and equipment for inspectors: \$678,350