



MIAMI BEACH

OFFICE OF THE CITY MANAGER
NO. LTC # *249-2014*

LETTER TO COMMISSION

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TO: Mayor Philip Levine and Members of the City Commission
FROM: Jimmy L. Morales, City Manager
DATE: July 18, 2014

SUBJECT: **Building Department Process Improvements**

The purpose of this Letter to Commission is to inform the City Commission of two important process improvements that will be implemented by the Building Department to enhance the overall customer experience in the Department. These improvements relate to "drop off plan review", and the implementation of electronic plan review for all plans that require approval by Miami Dade County's Department of Environmental Resource Management ("DERM").

DROP OFF PLAN REVIEW

Beginning July 21, 2014, first time plan submittals or re-submittals that must be "dropped off" at the department due to their size or complexity will now have a dedicated window in the second floor lobby. Drop off customers will no longer need to wait for process numbers or plans routing information behind customers that are "walking through" their plans, but instead they may simply leave two sets of their plans with some basic information and receive all follow-up information via e mail. This new process will allow drop off customers to conduct their business in significantly less time, and will reduce wait times for everyone in the lobby by separating drop off and walk through customers.

DERM ELECTRONIC PLAN REVIEW

Beginning in August, 2014, all projects that are required to have DERM plan review approval will be submitted electronically by the Building Department to Miami Dade County on behalf of our customers. The Building Department will automatically have all such plans converted to a digital format and upload them to Miami Dade County for review. Plans that are being walked through may be left upon completion with the Building Department for electronic submittal to the County. This will speed up the review process by providing for simultaneous plan review by the County and the City, and also save our customers a great deal of time in having to travel to the County to drop off and pick up their plans.

We continue to look for ways to improve our customers' experience and we will keep you updated with any new developments. Should you have any questions or comments, please feel free to contact the Building Director/Official at (305) 673-7610, ext. 6868.

JLM/UV/MVF/SS