



Neighborhood Development Services Building Division



Mission Statement

- ▶ The Building Division's goal is to provide for the safety, health and welfare of the citizens of North Port by maintaining and enforcing building codes. We serve the permitting, inspection and licensing needs of residents, contractors and developers. We aim to maintain the highest standards of managerial excellence to achieve the fastest and most efficient development process in the State of Florida.

WELCOME

to



"Customer Service Starts Here"

PROPERTY APPRAISER
Homestead Exemptions
Property Valuations
Other Exemptions

TAX COLLECTOR
DMV
Drivers' Licenses
Taxes

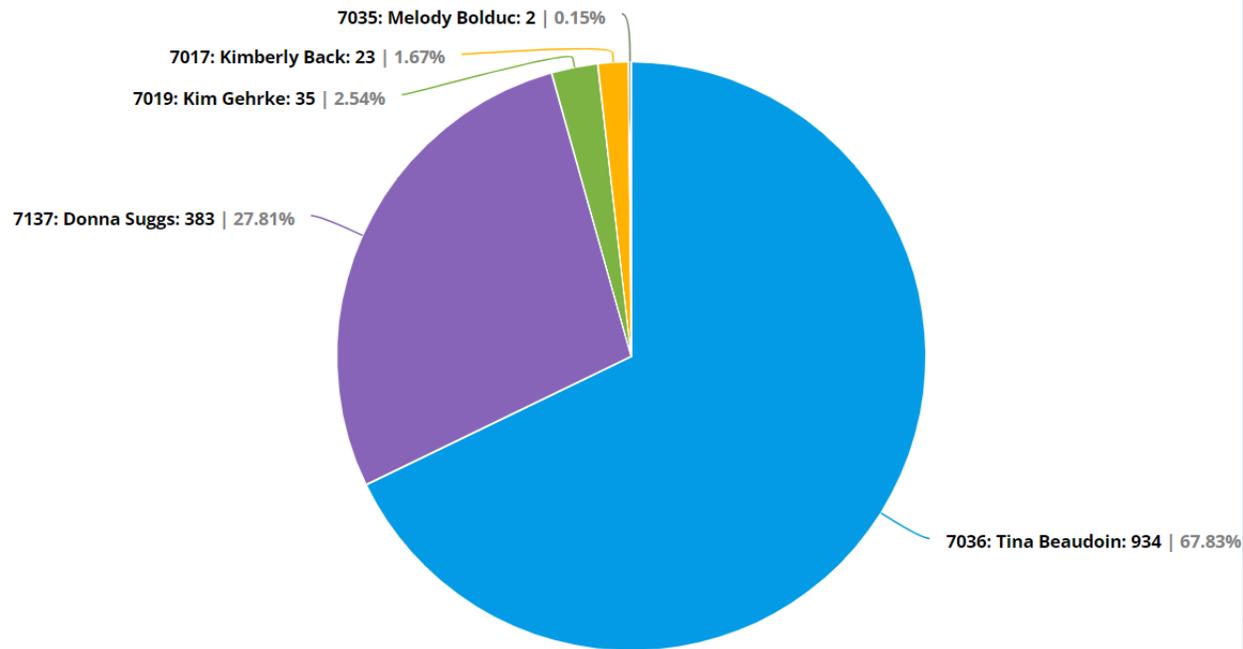
TUE - THU 8:30 - 4:30

GRAND OPENING

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Call Center



- ▶ All calls to the Building Division's main line (x7044) are answered by the call center
- ▶ Calls are resolved at the lowest level possible
- ▶ Over 86,663 calls have been taken in 2021 (as of 11/29/2021)
 - ▶ More than 1,900 calls a week
 - ▶ Over 95% of incoming calls are answered by a live agent

Call Center Staff

- ▶ Donna Suggs
 - ▶ 20 years of service with the City
 - ▶ City Manager's Office
 - ▶ HR
 - ▶ NDS - Building
 - ▶ Christmas elf extraordinaire



- ▶ Tina Beaudoin
 - ▶ New to the City
 - ▶ Recently awarded the Director's Excellence Award for outstanding customer service

Permitting



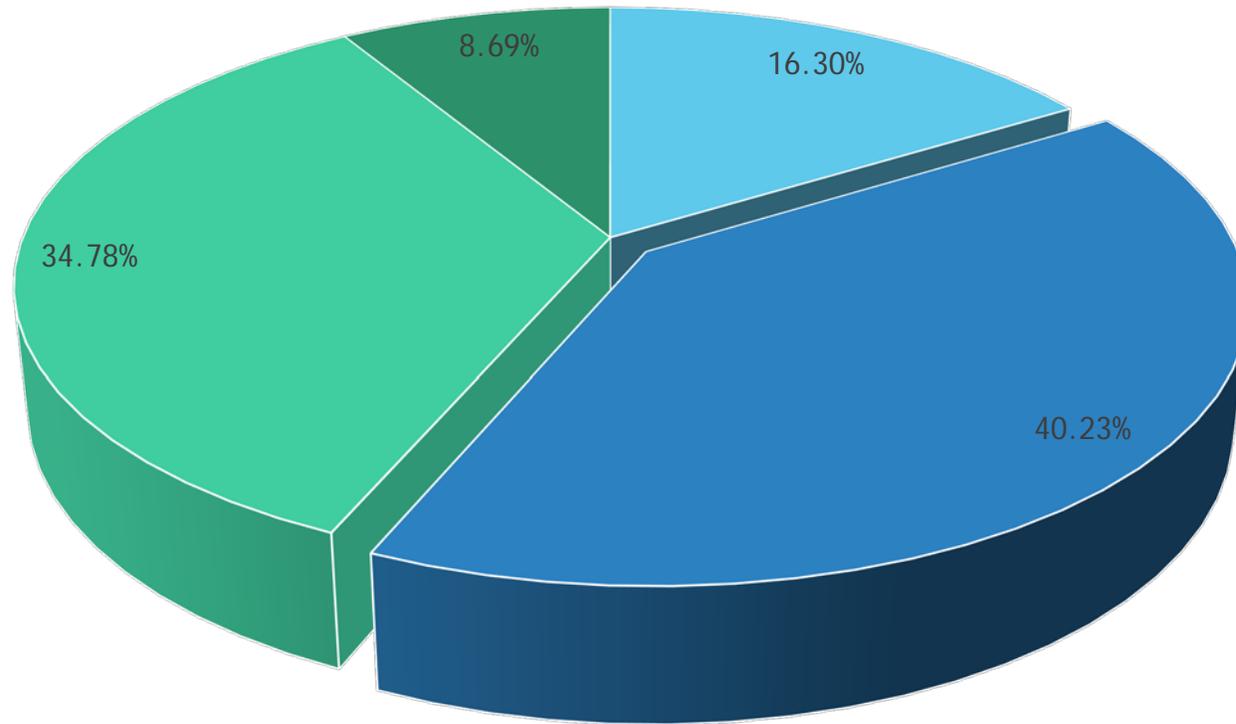
- ▶ Permitting
 - ▶ Staff accepts & inputs residential and commercial permits
 - ▶ A record high of 14,500 permits have been accepted in 2021 (as of 11/29/2021)
 - ▶ A new scheduling software, QTRAC, is in the process of being implemented so that customers can schedule appointments with the Building Division



Permitting Staff – Development Technicians

Over 10 combined years of service with the Building Division

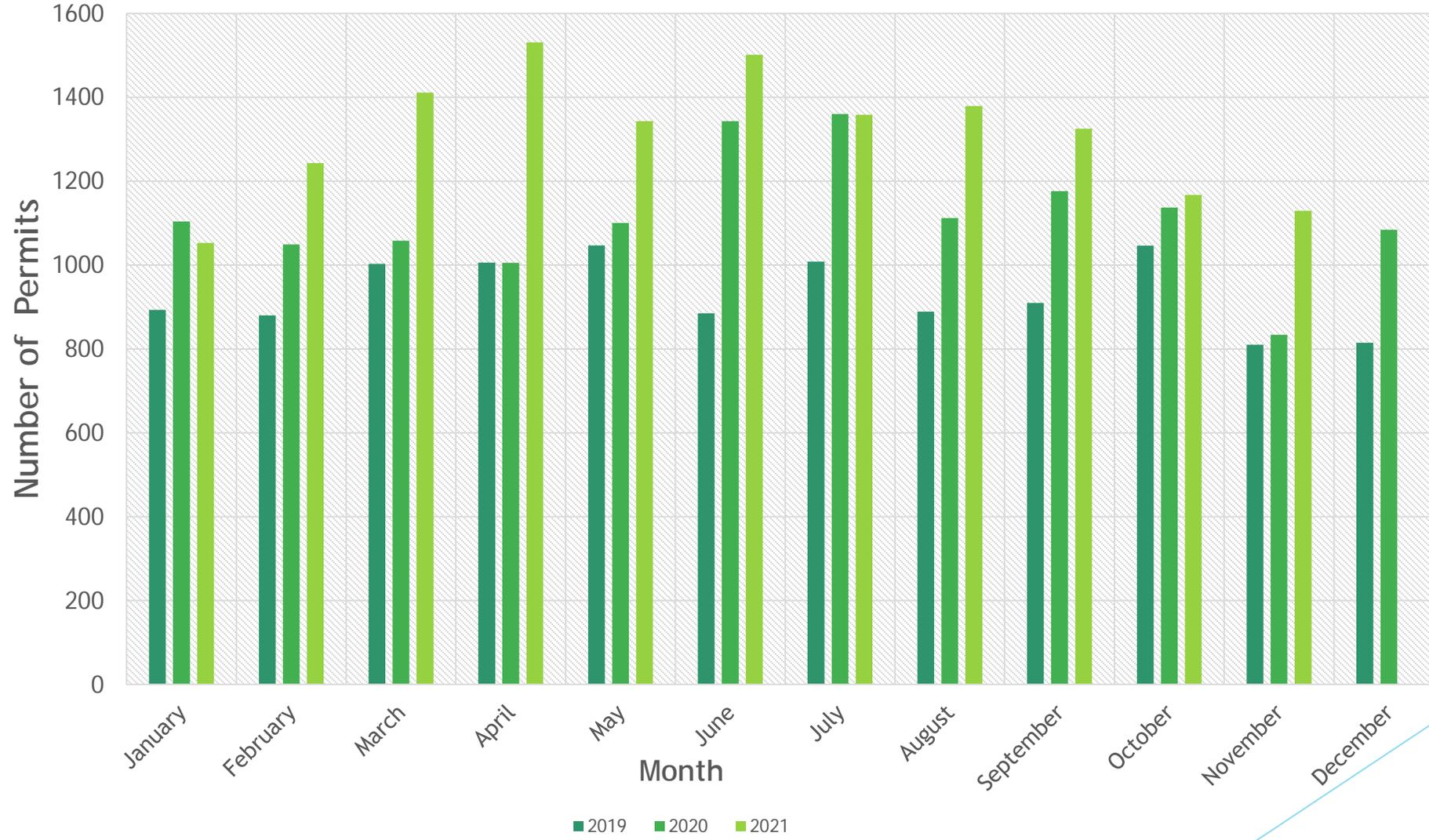
Typical Day - Permitting



■ Phone Calls ■ Permit Intake ■ Permit Issuance ■ Drop Box & Drive Thru

Permit History

Permits Submitted Per Month





Permitting & Licensing Supervisor

- ▶ Cami Magnapera
 - ▶ Provides direct supervision to Development Techs
 - ▶ 7 years of service with the Building Division
 - ▶ Wellness Committee Representative



Administrative Services Specialist

- ▶ Kyla Straughan
 - ▶ Assists with the administrative functions of the Building Division
 - ▶ 6 years of service with the Building Division
 - ▶ ICC certified Permit Technician
 - ▶ ICC certified Zoning Inspector
 - ▶ AACE Code Enforcement Administrator

Plan Review

- ▶ Plans examiner trades:
 - ▶ Building
 - ▶ Zoning
 - ▶ Mechanical
 - ▶ Plumbing
 - ▶ Electrical
- ▶ An average of 1,250 new permits are taken in and reviewed each month
- ▶ 190 new single-family residences per month
- ▶ Commercial Sq Ft 907,110

Plan Review Staff - Zoning

- ▶ Plans examiners review permits for compliance with state, local and federal codes as they relate to construction



Plan Review Staff - Building

- ▶ Plans examiners review permits for compliance with state, local and federal codes as they relate to construction



Inspections

- ▶ Inspectors assure compliance with current codes in the field by performing required inspections
- ▶ An average of 5,100 inspections are performed each month



Inspectors



Brittany Kammerer - Communications Outreach Coordinator



- ▶ Social media & community outreach

Dick Murdock - Application System Administrator



- ▶ Provides IT support to the Building Division

Meet the Management Team



- ▶ Warm welcome to our new Director, Alaina Ray, AICP

Katrina Romano - Business Manager

- ▶ Oversees all administrative staff
 - ▶ Call Center
 - ▶ Permitting
 - ▶ Licensing





Josh Thurmer - Building Division Manager

- ▶ Oversees plan review and inspection staff
- ▶ Experienced Building Division inspector and plans examiner



Derek Applegate - Assistant Director - Building Official

- ▶ Oversees Neighborhood Development Services
- ▶ Building Official for the Building Division
 - ▶ Served as a plans examiner and inspector for the Building Division
 - ▶ Previously served as the City's project manager

On behalf of the Neighborhood Development
Service's Building Division staff

We would like to thank you all for your
continued support.

Questions?