

CITY OF PORT ST. LUCIE BUILDING DEPARTMENT



"It Starts with a Good Foundation"

2017 ACCOMPLISHMENTS

- ❖ Accredited Building Department – One of the Top 25 Building Departments in the World
- ❖ Customer Service Rating of 9.5
- ❖ Knowledgeable, Live Concierge
- ❖ Public Outreach Videos
- ❖ Permit Plan Review and Inspection Service Goals
- ❖ Highest ISO Rating in the Nation
- ❖ 14 Stakeholder Meetings per year with Contractors
- ❖ Red Tag Elimination Program
- ❖ Quality Assurance Evaluations for each Employee Monthly
- ❖ Reduced Permit Fees for Online Services
- ❖ Appointment Time-Frames for A/C Change-out Inspections
- ❖ Express Permits
- ❖ Management Site Visits
- ❖ Comprehensive End-of-Project Surveys
- ❖ Phased Permitting
- ❖ Architectural Pre-Review Program