



Noteworthy Practices

Identified by IAS during the Accreditation Process

From the City of Port St. Lucie, FL, Building Department (BDA-155)

- The City of Port St. Lucie Building Department created a red tag elimination program to reduce the number of failed inspections by 60 percent in six months. The department exceeded that goal by an additional 15 percent after they began sending monthly notifications to registered contractors to make them aware of the most common code violations for each trade.
- In an effort to establish an on-going collaborative relationship with real estate professionals in the community, the City of Port St. Lucie Building Department created the Realtor Assist program. In this program, real estate professionals are invited to learn about the services provided by the building department and advised of relevant rules, regulations and changes to ordinances or building codes. In addition, the sessions are meant to help Realtors identify red flags which may identify work that has been done improperly or without permits—adding value to the services they provide to homebuyers.
- Port St. Lucie's Building Department created a concierge position to receive all visitors in the lobby. The concierge is well informed of the functions of each co-located department and is able to correctly direct customers to Permitting, Plan review, Inspections, Contractor Licensing, Engineering, Utilities, Planning and Zoning and/or Business Tax rather than allow them to wait in an incorrect line. Customers can pick up permits, drop off documents, receive public records or ask a question of the concierge. This change has drastically reduced wait times in permit office lines and feedback shows that customers are pleased with the high level of customer service.
- The City of Port St. Lucie Building Department is committed to regular community outreach activities and the following examples demonstrate the ways in which they engage and educate the public:
 - They offer a free eight-week class called "City University" which is designed to help residents learn about their city government. City University is offered two times per year and is free for anyone living or working in Port St. Lucie.
 - A video "Hiring a Contractor" was created to provide homeowners with tips on what to look for when hiring a contractor. The video is featured online (www.cityofpsl.com) and on their local channel PSL TV20.