



Grant County
Building/Fire Marshal Division
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Application Process Enhancement Update #1

This is the first update on our process improvements that we will be implementing toward the end of this year. Our target date for implementation is November 1.

Earlier this year, the Grant County Building Department underwent an intensive training program designed to identify areas in our current processes that can be changed to make the greatest improvements – both for the County and for you, our customer.

Grant County has, to date, invested more than 500 hours into this meticulous examination and we have identified a few key changes that will maximize our efficiency, reduce waste, improve customer satisfaction and ensure fairness for each applicant.

Here are the highlights of what you can expect in our new process beginning November 1, 2014

New Full Time Employee “Plans Examiner Technician”

To better meet volume demands and timelines, we have identified that having a plans reviewer at the counter would be a great benefit to our customers and to our efficiency. The Plans Examiner Technician will review all plan submittal requirements for completeness. We are now in the interview stage of the hiring process and it is our goal to have this person hired and on board by our implementation date of November 1.

Streamlined Process

Our training allowed us to dissect and examine our current process to identify areas of fine-tuning. We were able to reconstruct our process to completely eliminate wasteful process loops, which in effect, simplified the application-to-permit process and at the end of the day, reduce time for both us and for our customer.

Acceptance of only “complete” application submittals

It is very evident that with our current practice of accepting incomplete applications (application and plans), we spend a lot of precious time and energy following up with applicants who submit incomplete applications and plans to chase for what was missing thus taking our attention away from conducting actual plan reviews so that customers can stay on their project schedules.

Improved Forms and Handouts

To support our enhanced process, we are revising our forms and handouts to facilitate complete submittals. These forms will be made available prior to our target date of November 1 to allow everyone to update their files and switch out old forms. Targeting November 1, 2014, old forms will not be accepted and incomplete submittals will not be accepted.

Workshops

To help you get familiarized with our new forms and process and to help applicants “turn it in right the first time”, we are targeting the end of October to offer public workshops to walk through the changes that are going to be implemented.

Remember the target date: November 1, 2014. We will continue to send updates as we progress in the implementation of our enhanced process.

Thank you.