

2. DISCUSS THE “FROM THE GET-GO” INITIATIVE THAT AIMS TO OVERHAUL THE BUILDING PERMIT REVIEW PROCESS BY ENSURING THAT ALL NECESSARY ITEMS ARE IDENTIFIED DURING THE INITIAL SUBMISSION AND REVIEW.

Applicable Area:

# MIAMI BEACH

## COMMITTEE MEMORANDUM

TO: Public Safety and Neighborhood Quality of Life Committee Members

FROM: Eric Carpenter, City Manager

DATE: November 6, 2024

TITLE: DISCUSS THE “FROM THE GET-GO” INITIATIVE THAT AIMS TO OVERHAUL THE BUILDING PERMIT REVIEW PROCESS BY ENSURING THAT ALL NECESSARY ITEMS ARE IDENTIFIED DURING THE INITIAL SUBMISSION AND REVIEW.

### **RECOMMENDATION**

Continue streamlining and simplifying the process as much as possible and educate the public and stakeholders on the steps and processes that must be done to comply with building codes and the City’s local ordinances.

### **BACKGROUND/HISTORY**

Referral from Mayor Meiner at the July 24, 2024 Commission Meeting (item C4 Q) to discuss an initiative coined “From the Get-Go” that aims to overhaul the building permit review process by ensuring that ALL necessary items are identified during the initial submission and review. This initiative seeks to enhance efficiency, accountability, and clarity, ensuring that the permit process is expedient and predictable for applicants. Mayor Meiner would like to discuss this item at Committee or any other suggestions that may be able to streamline the permit process.

### **ANALYSIS**

Applicants who apply for a building permit are required to submit the appropriate construction documentation for the scope of work being proposed for review by the municipality. Documents submitted for review go through two layers of review. The first layer of the review is a general review conducted by the permit clerks to verify that general requirements applicable to any submission is met. This includes ensuring that a complete and signed notarized permit application by the property owner has been submitted and that plans and specifications are being submitted and have been signed and sealed as required by state law. Once the permit clerks validate this, the second layer can begin.

The second layer is the technical plan review and focuses on the specific legal requirements applicable to the scope of work. This is done by the plan reviewers of each review department; Building Department, Planning & Zoning Department, Fire Department, Public Works, Environmental & Sustainability, and Parking Department. On the first review the reviewers analyze the scope of work and the documents submitted, and do a comprehensive review with the available documentation. Upon completion of the first review the reviewers provide any corrections needed that pertain to the documents submitted, and/or will request that additional documentation be submitted. It should be noted that despite the guidelines established to outline all required documents and information for initial submissions and the specific and comprehensive checklist posted on the City’s website and provided to applicants upon submission of an initial application, to ensure all necessary items are included in their application package, applicants often do not provide complete and detailed submissions from the outset. Therefore, the first review often results in a failed review because of incomplete submissions. Upon submission of previously omitted documents, during the second review there may be new/additional comments

because of the newly submitted documents. Assuming that this second submission is a complete submission, the applicant will have all necessary corrections needed to complete the review.

One to two review cycles are common and normal. 65% of permits issued go through 1-2 review cycles. 35% of permits issued have 3 or more review cycles. The City of Miami Beach requires that a three-time review meeting takes place between the City reviewers, property owner, and design professionals whenever a review has failed three times. At this meeting any remaining comments/corrections are discussed to ensure clarity and compliance at the fourth submission.

### **FISCAL IMPACT STATEMENT**

None

### **Does this Ordinance require a Business Impact Estimate?** (FOR ORDINANCES ONLY)

The Business Impact Estimate (BIE) was published on .

See BIE at: <https://www.miamibeachfl.gov/city-hall/city-clerk/meeting-notice/>

### **FINANCIAL INFORMATION**

### **CONCLUSION**

**Efforts are made every day to help applicants understand the requirements for a complete submission including:**

- City's Permits Page – [www.miamibeachfl.gov/permits](http://www.miamibeachfl.gov/permits) provides links to the checklists for the review departments.
- Monthly training and permitting assistance– While permitting assistance can be requested, any day, the Building Department hosts monthly trainings and permitting assistance every third Thursday of the month.
- Upon submission of a permit application online, all contacts listed on the application automatically received a confirmation email including links to the checklist page and submission instructions.
- Building permits page [www.miamibeachfl.gov/building](http://www.miamibeachfl.gov/building) provides a wealth of instructions and information on the permitting process.

#### **In-progress efforts:**

The Building Department is working with the Communications Department to amplify the reach and audience to help ensure any prospective applicants are aware of the requirements for the building permitting process so they may submit all necessary items from the get-go.

All six permitting departments are fully engaged in a service improvement initiative to enhance the customer experience. This initiative includes training for all staff, service standards for each key role, process improvement, revisiting internal policies, and enhancing communication and access for all customers. A critical next step is to redefine the business processes related to each permit type and align with updated technology known as "Decision Engine". This critical work and tool will streamline the process for the customer to get started correctly and clearly identify all needed information up front resulting in the overall success for the customer.

**Applicable Area**

Citywide

**Is this a "Residents Right to Know" item,  
pursuant to City Code Section 2-17?**

No

**Is this item related to a G.O. Bond  
Project?**

No

**Was this Agenda Item initially requested by a lobbyist which, as defined in Code Sec. 2-481,  
includes a principal engaged in lobbying?** No

If so, specify the name of lobbyist(s) and principal(s):

**Department**

Building

**Sponsor(s)**

Mayor Steven Meiner

**Co-sponsor(s)**

**Condensed Title**

Discuss the "Get-Go" Initiative for building permit review.

## EXHIBIT A

### Number of Review Cycles

**Goal: Reduce the number of 3<sup>rd</sup> and 4+ review cycles**

1-2 review cycles is common and normal.

- Most reviews are not completed on the first cycle because most submissions are deficient.

2024 – Review Cycles Report – Issued permits:

- % of permits Issued after 1-2 review cycles = **65%\***
- % of permits Issued that required more than 2 review cycles = **35%**

\*The majority of permits are being Issued after 1-2 review cycles.

| Permit Review Cycles from<br>1/1/2024 – 10/2/2024 |              |     |
|---------------------------------------------------|--------------|-----|
| Number of permits reviewed 1 time                 | 3,029        | 33% |
| Number of permits reviewed 2 times                | 2,367        | 32% |
| Number of Permits reviewed 3 times                | 1,661        | 18% |
| Number of permits reviewed 4+ time                | 1,522        | 17% |
| <b>Total Permits Reviewed</b>                     | <b>9,079</b> |     |

C4 Q REFERRAL TO THE PUBLIC SAFETY AND NEIGHBORHOOD QUALITY OF LIFE COMMITTEE TO DISCUSS THE “FROM THE GET-GO” INITIATIVE THAT AIMS TO OVERHAUL THE BUILDING PERMIT REVIEW PROCESS BY ENSURING THAT ALL NECESSARY ITEMS ARE IDENTIFIED DURING THE INITIAL SUBMISSION AND REVIEW.

Applicable Area:

# MIAMI BEACH

## COMMISSION MEMORANDUM

TO: Honorable Mayor and Members of the City Commission

FROM: Mayor Steven Meiner

DATE: July 24, 2024

TITLE: REFERRAL TO THE PUBLIC SAFETY AND NEIGHBORHOOD QUALITY OF LIFE COMMITTEE TO DISCUSS THE "FROM THE GET-GO" INITIATIVE THAT AIMS TO OVERHAUL THE BUILDING PERMIT REVIEW PROCESS BY ENSURING THAT ALL NECESSARY ITEMS ARE IDENTIFIED DURING THE INITIAL SUBMISSION AND REVIEW.

### **RECOMMENDATION**

Discuss a potential initiative to streamline the building permit review process by ensuring comprehensive initial submissions and thorough initial reviews, reducing delays and repeat reviews.

### **BACKGROUND/HISTORY**

Our current building permit review process is challenging to the point that it frustrates people into reaching out to the elected leadership of the City to help navigate the process. The frustration has led to multiple initiatives trying to find ways to improve the process.

### **ANALYSIS**

From "The Get Go" initiative aims to overhaul the building permit review process by ensuring that ALL necessary items are identified by City personnel during the initial submission and review. This initiative seeks to enhance efficiency, accountability, and clarity, ensuring that the permit process is expedient and predictable for applicants. I would like to discuss this item at Committee to brainstorm on additional avenues to streamline the permit process.

### **FISCAL IMPACT STATEMENT**

TBD

### **Does this Ordinance require a Business Impact Estimate?**

(FOR ORDINANCES ONLY)

If applicable, the Business Impact Estimate (BIE) was published on:

See BIE at: <https://www.miamibeachfl.gov/city-hall/city-clerk/meeting-notices/>

### **FINANCIAL INFORMATION**

### **CONCLUSION**

**Applicable Area**

Citywide

**Is this a "Residents Right to Know" item, pursuant to City Code Section 2-17?**

No

**Is this item related to a G.O. Bond Project?**

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**Department**

Office of Mayor Steven Meiner

**Sponsor(s)**

Mayor Steven Meiner

**Co-sponsor(s)**

**Condensed Title**

Ref: PSNQLC - "From the Get-Go" Initiative to Overhaul Building Permit Review Process.  
(Meiner)