



Below is a summary of the Achievements and Accomplishments for the Building Department during 2009-2010.

### Building:

1. Executed contract with architect for Annex Remodel.
2. Executed contract with consultant for structural study of the two parking structures.
3. Executed contract for fence installation at Evergreen.
4. Working with TS to adopt E-plans and expected to be up and running by fall of 2010.
5. Building Department staff performed 154 inspections in other jurisdictions (State of Oregon contract).
6. Provided building official duties (City of Ashland contract).
7. Scanned over 25,000 documents, eliminating lost time searching for files, enhancing customer service.
8. Website improvements giving customers easier access to code requirements and latest industry development, enhanced user friendliness.
9. Co-hosted over 12 local code-related classes/forums, which reduced time lost and travel expenses, while meeting continuing education mandates.
10. In-house Electrical and Plumbing cross-training programs allowed us to increase the number of State certificates held by staff by 5, improving efficiency and mitigating the effects of previous staff reduction with no negative impact on customer service.
11. Made electrical cross-training class available to other jurisdictions to help with their programs, and assure consistency in enforcement.

### **Continuous Improvement - Customer Service**