



June, 2024

Rum River leadership is pleased to outline a training and mentorship plan to maximize existing resources while improving processes for residents, contractors and other customers. This continued collaboration will ensure a high level of service, while working to educate the public on life safety provisions of the Minnesota State Building Code. Our goal is to be a resource for staff and develop a long term relationship mentoring the next generation of Ramsey's Designated Building Official. We are confident this endeavor will result in effective and efficient operations.

## **Suggested action plan:**

### **Remaining 2024-**

1. Document the "lifespan of a permit" from initial application to following the entire review process and finalize closeout- archive of information. This is imperative to understand permit processing timelines and potential improvements, allowing the mapping of resource needs now and in the future.
2. Learn the milestones for implementing the anticipated improvements to permit processing and software. Establish timelines which hold the vendor accountable for informing Ramsey staff, wherein developing plans to launch an effective program.
3. Discuss and decide who will "lead" the department communication with Logis. It is suggested to have Trisha and Ellen communicate with internal users and convey needs and concerns directly to the vendor's agreed upon representative. Advocating for the individual needs of the Building Inspectors, as well as Permit Technicians will be crucial to build and maintain these systems.
4. Implement Plan Review templates to establish a uniform and efficient means of residential and commercial plan review practices.
5. Develop a *Key Results Area* for each staff member, with the intent to provide clear direction on areas of responsibility and prioritization (see attached example)
6. Implement *Operations Manual* to ensure consistency and reliability for all team members. (see attached)



7. Review budget considerations for training and reference materials. On-line subscriptions and educational opportunities will be explored as we work to maintain a high level of expenditure accountability.
8. Attend several site inspections (of each type) with staff inspectors to evaluate performance. Provide training opportunities to address areas of improvement.
9. Evaluate recent permit reviews conducted by staff for potential development.

## **January 1 to July 1, 2024**

1. Ensure permit processing software implementation is complete. Monitor workflow to gauge success and verify customer satisfaction.
2. Review and rework informational handouts based on current code criteria and Ramsey's identified needs.
3. Review and rework septic ordinance, concentrating on missing components, such as the response to failed systems, lack of processes for required Operating Permits on performance based systems, and soil dispute resolutions.
4. Implement a system of Remote Virtual Inspections.