

SPECIAL WORK SESSION – APRIL 28, 2015

The work session of the Common Council of the City of Marshall was held on April 28, 2015 in the Professional Development Room at the Marshall Middle School, 401 South Saratoga Street. The meeting was called to order at 4:05 P.M. by Mayor Byrnes. In addition to Byrnes the following members were present: Conyers, Sturrock, DeCramer, Doom and Schafer. Absent: Bayerkohler. Staff present included: Ben Martig, City Administrator; Dennis Simpson, City Attorney; Glenn Olson, Director of Public Works/City Engineer; and Thomas M. Meulebroeck, Finance Director/City Clerk. Others in attendance included: Mike Boedigheimer and Bill Ziegenhagen

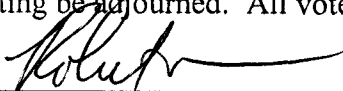
UPDATE ON BUILDING INSPECTIONS REPORT AND ACTION PLAN:

Ben Martig, City Administrator, provided open remarks on the Building Inspection Department Report prepared by David Unmacht, Springsted Inc. dated February 23, 2015.

A concerted effort is underway within the Building Inspections Department to enhance customer service perceptions and establish a continuous improvement philosophy. The following is a summary of some of the actions underway and plans in response to the study findings:

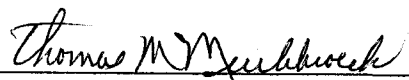
1. Incorporate a formal building code education campaign on state building code to inform on requirements and establish expectations.
2. Improve permit process in response to customer areas of concern.
3. Building official and staff personal engagement of significant applications.
4. PermitWorks – Permitting and Inspection Software.
5. Initiate weekly internal building department meetings (initiated prior to final presentation of study completion in February).
6. Introduced the use of display copy of permit onsite.
7. Continuing to pursue staff training regarding customer service, public relations and leadership training.
8. Review of inspection procedures.
9. Membership in Minnesota Southwest International Code Council.
10. Meetings with contractor's onsite or their offices anytime it is requested.
11. Revise website accessibility and information for permit applications.
12. Implemented credit card payment procedure for permit applications.
13. Customer improvements will be on a continuous review.

Schafer moved, DeCramer seconded, the meeting be adjourned. All voted aye.



Mayor

ATTEST:



Finance Director/City Clerk