

**Information Shared by Rail Perez as a result of Questions Asked at Meeting:**

**Making Appointments with Staff:** Raul Perez shared they have a program entitled QLESS whereby a client can log-in remotely and be provided a space in-line for appointments with staff or join the line for walk in visits. The system will let you know your place in line. Appointments are provided in 30 minute increments. You can access through the following link, <https://kiosk.na1.qless.com/kiosk/app/home/10000000149> or you can download the “QLess” app in your app store, for iPhone or Android.

**Communications with Staff:** As emails and voice mails come into the department, they go into a ticketing system. This helps share the load and provides analytics for the department. There is currently one person focused on processing emails and one person focused on processing phone calls. Often staff finds there are repetitive trends in questions. Raul is willing to have staff monitor these repetitive questions and share with answers in writing to CBIA. Once the list is created and sent to Kathy, CBIA will share with contractors and also help in educating the public on these typical q & a.

**Personnel Review:** The department is currently at 16 FTE with 3 temp clerks on staff. Wait Period for Permits and Zoning: Correlation to time in receiving permits depends on the type of permit requested. Currently, the backlog is in zoning.

**Electronic Technology:** In 2020 the current technology the City of Marco permitting software is using (Silverlight) will no longer be supported. They are working with their permitting software developer to update to their latest version of the software and will pilot test with CBIA members once the software is ready to go live. Suggestion was made for Marco Island to purchase CityView but it is too expensive. Currently Marco Island is accepting print or digital but highly recommends for applicants to submit digitally as it gets your plans into review quicker as it's more efficient. Once the initial permit is accepted regardless whether it is paper or digital, the process moving forward is all digital.

**Online Portal Payments:** Once invoice is created by staff, contractors can pay through portal up to \$1000. with a credit card and ACH payment in any amount.

All future meetings which are scheduled from 3:00 – 4:00 p.m. on the following dates will take place at Marco City Hall in the conference room:

- January 23, 2019
- April 24, 2019
- August 28, 2019