



LEVERAGING REGIONAL MUNICIPAL RELATIONSHIPS TO ACHIEVE COST SAVINGS THE SHARED-SERVICES MODEL

From procuring goods to delivering services, many communities have decreased costs and improved customer service by partnering with neighboring towns and cities. One prime example of success: the 12 communities south of Atlanta that united to privatize their building departments with SAFEbuilt – without an intergovernmental agreement (IGA) or the formation of a regional authority.

Unlike an IGA or regional authority, SAFEbuilt delivers building services that address the unique needs of each community. Every community has a direct contract with SAFEbuilt, which enables them to maintain local control of fee schedules,

service-level agreements, and processes. SAFEbuilt then shares its staffing resources among the communities, adjusting staffing levels as needed to react to changes in overall building activity.

“Outsourcing building inspection stops the rollercoaster of hiring additional inspectors one year and eliminating them the next due to lack of work. SAFEbuilt provides a stable inspector pool because they work with so many cities.”

– Don Haddix, Mayor, City of Peachtree City, Georgia

COMMITTED TO
EVERY
COMMUNITY
WE SUPPORT

CONTROLLING THEIR DESTINIES

While each community had specific reasons for partnering with SAFEbuilt, the overall benefits are shared. Each community now has:

- Visibility into its building activity
 - Reduced costs, as SAFEbuilt retains a percentage of permit fees in return for delivering services
 - Consistent enforcement of building codes
 - High-quality customer service
 - Flexibility to meet fluctuating demand
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SHARED RESOURCES LOCAL CONTROL

SHARING IS COST-EFFECTIVE

Running an in-house building department can be an expensive undertaking – especially when steady building activity is not guaranteed. By partnering with SAFEbuilt, these 12 communities do not need to hire their own building professionals, incur overhead and employment expenses, or make difficult and stressful staffing decisions based on demand. Certified and knowledgeable building professionals from SAFEbuilt – including building officials, plans examiners, inspectors, and permit technicians – deliver the service and support citizens deserve, adhere to individual city processes, and assure a safe built environment.

Through this model, SAFEbuilt is able to react to demand faster and more cost-effectively than these individual communities would be able to.

In 2011, six of these communities saw a decrease in inspection activity, while the remaining communities had an increase in activity or remained steady. For example, the City of Union City had an 83-percent increase in activity in 2010, but a 60-percent decrease in 2011. The City of Jonesboro had a 35-percent increase in 2011. If both of these cities had been handling this activity without SAFEbuilt, they likely would have had to adjust their staffing levels. Instead, SAFEbuilt handled the fluctuation across all communities, maintaining service levels and eliminating the need for stressful and risky staffing decisions.

Additionally, through SAFEbuilt, these communities have access to building department software that enables them to track the status of projects, permits, and SAFEbuilt activities.

“SAFEbuilt is a proactive firm that takes the initiative to assist a jurisdiction with its permitting and inspection needs. It offers a state-of-the-art plan review and permit tracking system, enabling the jurisdiction to better serve its customers, measure its performance, and comply with public reporting requirements.”

–Pam Conner, Community Development Director, City of Powder Springs, Georgia

CUSTOMERS COME FIRST

SAFEbuilt has helped these 12 communities elevate their reputations through improved service. With standardized practices, consistent code enforcement, and prompt answers delivered in the field, builders and contractors can better meet their timelines and save time and money. Citizens have gained access to educational materials on the importance of building codes and construction tips for common projects. And most importantly, the region can count on a built environment that is safe for work, play, and life.



READY FOR ANYTHING

SAFEbuilt has a depth of resources available for any project or need. Leveraging its nationwide network of professionals, SAFEbuilt can relocate inspectors as needed for special projects, increased demand, or disaster response.

While a large industrial or commercial project is a welcome addition to the tax and employer base of any community, it can easily overwhelm building departments. When SANY America built their North American headquarters and 400,000-square foot assembly plant in Peachtree City, SAFEbuilt called in extra expertise from within the company. The added staff ensured a fast-tracked plan review and permit as well as an efficient inspection process that enabled SANY America to meet construction timelines.

Disaster can strike at any moment, and unfortunately in September 2009, epic floods hit Powder Springs, Georgia. In some parts of the city, 20 inches of rain fell – stunning the community that usually receives 50 inches of rain annually. Powder Springs was declared a disaster area, and more than 120 structures required inspection and assessment. SAFEbuilt stepped up to help, bringing in additional support with experience responding to flood-related issues. Within two weeks of the rain, more than 90 structures had been assessed. Permit fees associated with rebuilding efforts were waived. Most importantly, citizens were able to recover and resume their lives quickly.

MAKING A
DIFFERENCE
WHERE YOU
NEED US

“Working with SAFEbuilt has been seamless; it does not even seem like it is an outsourced service.”

- Joe Lockwood, Mayor, City of Milton, Georgia

COMMUNITIES SERVED BY THE SOUTH ATLANTA HUB

Chattahoochee Hills	2,378
Forest Park	18,468
Hapeville	6,373
Jonesboro	4,563
Lake City	2,732
Morrow	6,445
Peachtree City	34,364
Powder Springs	13,940
Senoia	2,705
Sharpsburg	551
Tyrone	6,879
Union City	19,456

Population numbers based on 2010 Census.

PROVIDING CUSTOMIZED
SOLUTIONS
FOR COMMUNITIES
SINCE 1992

ABOUT SAFEbuilt

Since 1992, SAFEbuilt has offered customized full-service building department programs and supplemental services in short- and long-term engagements exclusively to public agencies. More than 120 communities throughout the country rely on us for our expertise, best practices, and commitment to customer service. They count on us to understand their unique needs and ensure their built environments are constructed with quality and safety at the forefront. Let us help you solve problems, gain efficiencies, and improve service levels – so you can focus time and resources on other critical matters. Together, we can make your community even better.

To learn more about SAFEbuilt and how we have helped other communities throughout the country, visit www.SAFEbuilt.com or call **866.977.4111** ext. 206.