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From: Shad, Matthew <Matthew.Shad@cincinnati-oh.gov>

Date: Fri, Mar 20, 2020 at 3:34 PM

Subject: B&I COVID-19 Service Delivery Changes

Please be advised, due to the many health issues and social distancing requirements for COVID-19, the Department of Buildings and Inspections (B&I) is experiencing a challenge with serving customers using our current service delivery model.

Effective Monday, March 23, the public will have limited access to the Permit Center. In an effort to protect employees and continue to serve the public, B&I will move a majority of Building Permit plan submissions to a digital platform. By providing an electronic plan submission option, this reduces the number of customers in the Permit Center lobby, which in turn lowers the transmission opportunities to employees. B&I will be utilizing Microsoft OneDrive to allow customers to submit plans electronically and plan reviewers to work from home.

For more information on the new process please find the instructions <https://www.cincinnati-oh.gov/buildings/submitting-your-application/electronic-document-submission/>.

Temporarily, we will be collecting all fees, including the permit processing fee, at the time of permit issuance. There will be no change in fee amounts, just the time of collection.

While we are encouraging all customers to utilize the new electronic plan submission process, we understand there may be limitations for some and will be offering a drop-off area in our elevator lobby. We will also be suspending the same-day review program. To limit contact and practice social distancing, this is necessary at this time. We will make an effort to expedite those projects that would normally be reviewed through that program.

If customers have questions or need assistance they can call 513-352-3271, OPTION 1 or [emailCCPBPERMITCENTER@cincinnati-oh.gov](mailto:emailCCPBPERMITCENTER@cincinnati-oh.gov).

For more information about what we are doing visit <https://www.cincinnati-oh.gov/buildings/covid-19-response/>.

If you have any questions about the plan moving forward, please feel free to reach out to me. Feel free to share this information with customers.

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