**Case Study: MARC**

Case Study Category: Performance Excellence

Bi-state Kansas City Region, including 9 counties and 119 cities

Population: 2 million

City Administrator of Edwardsville KS: Michael Webb

Would you like the application to be considered for an Innovation Award? No

Would you like the application to be considered for our Rapid Fire Session? Yes

Project Leader: Robert Burns  
Director, Local Department

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Ashburn, VA 2014

**What is the intent of the project/program/service?**

The Institute of Building Technology and Safety (IBTS) entered into a contract in August, 2013 to provide building department services to local governments in the Kansas City region through Mid-America Regional Council (MARC). The intent is to provide regionalized services so that the startup costs are shared across multiple municipalities. In addition, the services will provide consistency across the region in costs and standards. This in turn will make life easier for citizens and contractors going through the permit process. This has been extremely beneficial and monumental experience for Kansas and their citizens.

**What were the costs and savings, if any?**

None to date as of yet.

**Identify innovative characteristics and explain how they improved the organization.**

This project is a regional approach to building code department services.  This approach reduces demand for certified staff, thereby driving down costs to operate said department.  It affords small jurisdictions the opportunity to have a building code department that would otherwise be financially un-obtainable.  They can’t afford a full time CBO, however, through this program IBTS provides a CBO on an as-needed basis; at set rates pre-negotiated by MARC.

**What obstacles, if any, did you encounter when starting or implementing this program?**

The program is still going through the planning stage so there have been no obstacles to date.

**What outcomes – cost savings, for citizens, any performance measures information, etc. did you have?**

The outcomes of this project will regionalize services to provide a common provider, consistent fees, and simplicity for contractors and citizens going through the permit process. Because there are so many permits that must be met in this particular region it is important to make the process efficient for the constituents that have to use it. IBTS has a technology solution which allows for online permit applications to be done in an easy and efficient manner. MARC will provide the necessary marketing outreach to ensure that people are aware of the new service that will be offered to them. With the strengths of IBTS being utilized this ensures a strong addition to the project while building a sustainable and durable relationship.

**Please list applicable results and real world practicality.**

This particular project is a regional approach to building code department services.  The approach reduces demand for certified staff, thereby driving down operation costs.  Offering services through the regional model will allow smaller municipalities to share the associated cost, reducing the burden on them while enabling access to services that would likely otherwise be unobtainable.

**Was a private consultant used?**

No

**Briefly describing what your case study presentation might include. We want to know how you will make your session creative and unique. For example:**

* Ice Breaker Game: The Prop Game- requires 6 crowd participants each participant will have to come up with the prop chosen once they have produced it the presenter will state how this prop is relevant to the project and what benefit it had. This will show the crowd hands on what the project did and its good paybacks.
* PowerPoint
* Demo Fit Model
* Presenters: Mike Webb

How do you plan to be both entertaining and educational? The preliminary games will be entertaining and educational for the crowd showing them personally what our project has been able to accomplish.