Press Release # 008-25 | CITY OF MARATHON
9805 Overseas Highway Marathon, Florida 33050
305-743-0033

FOR IMMEDIATE RELEASE

Data Analysis Reviews City of Marathon has significantly improved Permit Process Turnaround, with many permits being issued within 24 hours.

Marathon, FL, November 24, 2025 - The City of Marathon is proud to announce the results of a recent performance analysis of its permit processing. The data reveals that our permit processing turnaround times have significantly decreased since the beginning of 2025. The city manager, George Garrett, cites two grounds for the improvement:

(1) The creation of a citizens Helpdesk phone line, and;
(2) The implementation of internal procedures to ensure that permit application status changes, requiring either the action of the applicant or staff, occurs within approximately 48 hours.

Efficiency has **further improved** following the introduction of the Standalone Substantial Improvement Packet, a streamlined one-page form designed to expedite FEMA compliance reviews. This simplified packet helps both applicants and staff process permits more quickly and predictably.

Currently, most delays occur during the **pre-intake** and **post-approval stages**. Both stages rely on **applicant follow-ups**. The average City staff processing time is 11 days, while the cumulative average time awaiting applicant follow-ups on both ends of the permit process (documentation, corrections, or payment) is 20 days. Standalone trade permits made up of electrical, mechanical, and plumbing (**MEPs**) application types continue to achieve the fastest processing times.

Commitment to Continuous Improvement

Building Department Director Gerard Roussin said the City of Marathon remains dedicated to providing exceptional customer service through consistent and proactive - communication, applicant guidance throughout the permit process, the new permitting process Helpdesk, and continuous review for any delays in permit application review times.

Key Steps in the Permit Process

Many permit applications are processed within 24 hours. More complex permits (e.g. new residences or commercial developments) take longer. Permit review follow a clear and efficient path:

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#1 - Pre-Intake Stage (Before Formal Acceptance / Contractor Timeline)
Applications spent an **average of 5.5 days** in the pre-intake stage while applicants gathered and submitted all required documents. The City's new dedicated helpdesk communication process ensures applicants are quickly notified of any missing items or needed adjustments.

#2 - City Review (After Acceptance / City Timeline)
Once applications have been completed and formally accepted, City staff complete their reviews in an average of 11 days. Applications for MEPs, pavers, fences and other simpler permit applications achieve an **average staff turnaround of 13 hours.**

#3 - Final Issuance (After Approval / Contractor Timeline)
Following approval, permits were picked up or issued an **average of 15 days** later. Within this timeframe, applicants completed final requirements such as contractor registration, subcontractor compliance verification, and payment processing. The Permit Process Helpdesk actively guides applicants through these final steps.

These efforts demonstrate the City's commitment to partnering with residents, contractors, and businesses to keep projects moving forward efficiently.

We encourage all applicants to reach out with any questions. The Building Department is open Monday through Friday at City Hall from 8:00 am to 4:00pm. More information is available at https://www.ci.marathon.fl.us/building or by calling 305-289-5052.

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See Top 20 Fastest Turnaround Permits from Intake to Approval (below). These are not new residential or commercial permits requiring the review of all City departments.

Record #	Pre-Intake (Contractor Timeline)	Intake to Approval (City Timeline)	Approval to Issuance (Contractor Timeline)
P-25-190	18.36 Hours	1.34 Hours	34.90 Days
P-25-3	7.81 Days	3.10 Hours	3.01 Days
P-25-915	4 Minutes	3.11 Hours	1.13 Hours
P-25-794	63.78 Days	3.76 Hours	17.11 Hours
P-25-342	5.01 Days	4.40 Hours	20.95 Days
P-25-370	4.80 Days	5.25 Hours	10.91 Days
P-25-206	13.91 Hours	5.39 Hours	23.05 Hours
P-25-535	17.81 Hours	5.41 Hours	18.99 Days
P-25-684	52.72 Days	5.58 Hours	2.83 Days
P-25-711	14.91 Days	6.26 Hours	51 Minutes
P-25-235	41 Minutes	6.42 Hours	1.92 Days
P-25-442	2.76 Hours	6.43 Hours	7.90 Days
P-25-191	11.70 Days	7.10 Hours	160.87 Days
P-25-698	16.72 Hours	7.48 Hours	4.04 Days
P-25-16	1.01 Hours	18.81 Hours	5.82 Days
P-25-578	23.94 Days	19.05 Hours	3.13 Days
P-25-1032	3.17 Days	19.70 Hours	1.26 Days
P-25-723	20.68 Hours	19.93 Hours	4.30 Days
P-25-635	14.04 Days	19.98 Hours	3.08 Hours
P-25-729	3.07 Days	20.57 Hours	16.75 Hours

END OF PRESS RELEASE

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