

FOR IMMEDIATE RELEASE

City Streamlines Building Department Communication Process

(Marathon, FL - August 8, 2025), The City of Marathon has implemented new communication procedures in its Building Department to improve service for permit holders and reduce project delays.

Effective immediately, Building Department staff will review all outstanding permits on a weekly basis to track whether applicants have submitted requested additional information, staff has reviewed changes and followed up with permit holders who have not responded and offer assistance to resolve any documentation issues.

The department also has established a direct phone line at **305-289-5052** that connects callers to all primary building staff, ensuring faster response times.

A permit technician is now stationed at the main office entrance to assist walk-in visitors with immediate questions.

"We have been looking into several operational improvements over the last six months, and these changes are designed to ensure no permit application falls through the cracks and that our residents and contractors have the support they need," said City Manager George Garrett.

The changes are designed to eliminate communication gaps and improve customer service for residents, contractors and developers working on projects within the city

The Building Department is open Monday through Friday at City Hall from 8:00am 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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