

BUILDING-DEVELOPMENT COMMISSION
Minutes of February 19, 2008 Meeting

Jon Morris opened the Building-Development Commission (BDC) meeting at **3:04 p.m. Tuesday, February 19, 2008** in Auditorium I & II located in the Hal Marshall Service Center, 700 North Tryon Street, Charlotte, North Carolina.

Present: Jon Morris, Danny Phillips, Barry Hanson, Elliot Mann, Charley Watts, David Shultz, , Buford Lovett, Ed Horne, Brian Sigmon and William Caulder

Absent: Harry Sherrill, Wanda Towler and Trent Haston

Guest: Dave Cannan – (Director of Water and Land Resources – LUESA); Gail Young (LUESA Support Services); Mark Baldwin (Home Builders’ Association); Ed Gagnon, Customer Service Solutions; Bernie Funck (Ranger Construction)

1. APPROVAL OF THE MINUTES

The motion by Elliot Mann (seconded by Ed Horne) to approve the January 2008 meeting minutes passed unanimously.

2. BDC MEMBER ISSUES AND COMMENTS

David Shultz – Ventilate by Demand Policy needs to be published because Ashrae has conflicting standards. Phil Edwards stated that the formal policy exists. It is posted on www.meckpermit.com and has been sent through the customer email database.

Charley Watts suggested that signage be placed in the lobby showing the new location of each Division.

Jon Morris invited Bernie Funck to speak towards the status of four (4) projects within CTAC. Mr. Funck provided an overview of the status of each project. He also added his opinion with respect to their lead times. Patrick Granson stated that the Department must have an opportunity to review each project to determine what actually took place in each instance. He added that components of the reorganization, specifically, ***Interactive Review*** and ***Approved as Noted*** will assist with this type of situation. Mr. Granson ended by stating that after the Departmental review; he would report to the BDC at its April 2008 meeting.

Charley Watts added that ***Professional Certification*** is an option especially when life safety components are in place. Will Caulder stated that it was important that all of the other mitigating circumstances be considered i.e., other structural elements. These components must comply with the Code and maybe compromised when working on “other parts” of a project and it is the responsibility of the Contractor to consider all of these elements when taking on projects.

Jon Morris concluded by thanking all participants. He added that this type of dialogue is necessary to bridge the gap between the Department and the Industry. It was agreed that this was a good start to developing amicable working relationships which could only serve to improve the overall permitting/inspection process for both the Department and the Industry.

No other comments were offered.

3. PUBLIC ATTENDEE ISSUES AND COMMENTS

No comments were offered.

4. LUESA South Office Expansion

Dave Canaan – Director of Water and Land Resources (LUESA) reviewed the workload in the Northern Towns. He stated that his office manages the satellite offices and when they were originally put in place; 70% of the workload was in the Northern Towns. However, as of today, each satellite office (North and South) is responsible for 50% of the workload. He added that the new South office would be located at 1323 Matthews – Mint Hill Road beginning July 1, 2008. Currently, three (3) LUESA employees are located in the Matthews Town Hall. Approximately, thirty (30) LUESA employees will occupy the new location and all costs are covered under existing fees. There will be “walk up” counters for permits as work continues with the Southern Towns to streamline the process.

There were no questions/comments from the BDC.

5. Customer Satisfaction Survey

Ed Gagnon, Customer Service Solutions reported that this was the fourth reiteration of the Code Enforcement Customer Satisfaction Survey that is used to glean customer input on the services provided. The survey has three (3) components: oversight, professionals and inspections. The BDC members were provided a copy of the survey and asked to present input on how each questions could be redesigned to solicit and gauge awareness of specific processes and services that are available to the customer.

It was noted that approximately 400-750 responses are received and Mr. Gagnon stated that this is a good level of data that can be stratified to help the Department with focusing on improvements. Typically, the results of the survey will be reported to the BDC around May or June 2008. Also, an additional meeting will be held with City staff to delineate the responses regarding City and County agency performance.

The BDC members agreed to review the questions and provide feedback.

6. RFBA on Industrial Machinery

Mr. Bartl provided a status of the Industrial Machinery Policy. The Policy is on www.meckpermit.com and will serve as the framework for handling such issues in Mecklenburg County. He stated that the Department continues to wait on definitive direction from State officials. Mr. Bartl reviewed the changes to the ***BDC Ordinance***. He noted that electrical division’s management team actively participated in the development of the Policy and it was reviewed with the Electrical Inspectors at a recent staff meeting. ***After discussion, the motion by Brian Sigmon (seconded David Shultz) to support the Department’s Industrial Machinery Policy passed (1 opposed – Ed Horne).***

7. 2008 Commercial Plan Review Changes

Jim Bartl outlined the Department’s efforts to streamline the Commercial Permitting Process. He noted that the Department did not create new positions; however, vacant positions will be re-classified to meet staffing needs. He reviewed the individual initiatives that lead to the proposed changes. He stated that the majority of the comments from the Public Hearing were concerns voiced regarding the Department’s plan to track the performance of the Architects and Engineers as it is done for the Contractors as a result of the ***Pass Rate Incentives Program***. He reviewed the next steps which includes a meeting with the Industry to further discuss their issues and concerns prior to full implementation.

8. DEPARTMENT REPORT

A. STATISTICAL REPORTS

A-1. Permit Revenue

January Total: \$1,535,280; FY08 YTD Total \$12,932,158

FY08 Projected thru January- \$14.110M so under by \$1.178M below projection by 8.35%

- Note compares to Fy07 January revenue of \$1,953,837, (so FY 08 is 78.5% of January FY07), and 07 YTD rev of \$12.08M

A-2. Construction Value of Permits Issued

January Total - \$355,123,461; FY08 YTD - \$2,713,125,024

FY07 Total at January – 2,792,618,531; so \$79.49M behind; down 2.9%

A-3. Permits Issued

	Dec 07	Jan 08	3 Month Trend
Residential	2939	3349	4128/4121/2939/3349
Commercial	2553	2886	3618/3717/2553/2886
Other (Fire/Zone)	425	599	611/556/425/599
Total	5917	6834	8357/8394/5917/6834

A-4. Inspection Activity

- For January; residential up 14%, commercial up 13%; total up 15.5%
- Note: FY08 SF new construction permits after 7 months; total 2608, down 41.35% from FY07 (4446) January YTD.

Inspections Performed

Insp. Req.	Dec 07	Jan 08	Insp. Perf.	Dec 07	Jan 08	% Change
Bldg.	7143	7226	Bldg.	7046	7178	+1.87%
Elec.	7133	7176	Elec.	7105	7161	+0.77%
Mech.	4578	4453	Mech.	4568	4441	-2.8%
Plbg.	4098	4158	Plbg.	4077	4144	+1.6%
Total	22,952	23,013	Total	22796	22924	+0.56%

- Note: - Inspections Requested– up 0.26%; Inspections Performed–up 0.56%
- Inspections performed were 99.6% of those requested

A. STATISTICAL REPORTS (continued)

A-4. Inspection Activity

Response Times

Insp. Resp. Time	OnTime %		Total % After 24 Hrs. Late		Total % After 48 Hrs. Late		Average Resp. in Days	
	Dec	Jan	Dec	Jan	Dec	Jan	Dec	Jan
Bldg.	98.1	97.2	98.3	97.7	99.5	98.5	1.05	1.14
Elec.	94.5	97.9	95.0	98.3	98.3	99.5	1.14	1.05
Mech.	97.7	99.2	97.9	99.3	98.9	99.7	1.07	1.02
Plbg.	99.0	99.1	99.0	99.2	99.9	99.9	1.02	1.02
Total	97.1	98.1	97.3	98.5	99.1	99.3	1.08	1.07

A-5. Inspection Failure Rates:

OVERALL MONTHLY AV'G @ 18.57%. down slightly (1.11%) from 19.68 % in January

Bldg: December – 26.08%
January – 24.85%

Elec: December – 20.83%
January – 18.9%

Mech: December – 17.71%
January – 16.34%

Plbg December – 12.82%
January – 12.44%

A-6. ONSCHEDULE & CTAC NUMBERS

CTAC:

- 94 First reviews
- Projects passing first review - ??% (more research will be conducted to verify final number)
- CTAC was 47% of OnSch first review volume (94/94 + 148 = 242) = 39%

OnSchedule:

- January, 07: 181 1st review projects; on time/early – 93.7% all trades, 92.5% B/E/M/P only
- February, 07: 180 1st review projects; on time/early – 95.7% all trades, 94.8% B/E/M/P only
- March, 07: 162 1st review projects; on time/early – 95% all trades, 95.3% B/E/M/P only
- April, 07: 126 1st review projects; on time/early – 92.3% all trades, 91.7% B/E/M/P only
- May, 07: 151 1st review projects; on time/early – 93.4% all trades, 92.1% B/E/M/P only
- June, 07: 161 1st review projects; on time/early – 95.5% all trades, 95.5% B/E/M/P only
- July, 07: 154 1st review projects; on time/early – 95.0% all trades, 93.6% B/E/M/P only
- August, 07: 165 1st review projects; on time/early – 92.1% all trades, 92.5% B/E/M/P only
- September, 07: 146 1st review projects; on time/early – 91.7% all trades, 93.8% B/E/M/P only
- October, 07: 146 1st review projects; on time/early – 92.7% all trades, 91.6% B/E/M/P only
- November, 07: 174 1st review projects; on time/early – 89.1% all trades, 87.8% B/E/M/P only
- December, 07: 140 1st review projects; on time/early – 92.4% all trades, 93% B/E/M/P only
- January, 08: 148 1st review projects; on time/early – 94.7% all trades, 94.9% B/E/M/P only

A. STATISTICAL REPORTS (continued)

A-6. ONSCHEDULE & CTAC NUMBERS (continued)

Booking Lead Time:

- OnSchedule Projects: **see new reporting chart** for 1-2 hr, 3-4 hour and 5-8 hour projects
 - Chart continues to show very favorable numbers
- Express review – booking lead time was; 3 work days for small projects, 17 work days for large
- NC Rehab Prelim Review – booking lead time was 6 work days

B. UPDATE ON DEPARTMENT INITIATIVES

B-1. OnSchedule Interim Plan Update

Status of vacancies

Currently have five plan review vacant positions (same as January):

- Two positions from prior budgets (one reviewer each of Electrical, & M/P)
- Three positions from FY08 budget (one reviewer each of Building, Electrical, & M/P)
- Holding on filling these subject to reclassification/reorganization

Booking lead time update

At November 26, charts shows:

- Small (1-2 hour) projects at approx. 1-2 day
- Projects with 3-4 hour reviews 1-5 days, w/ Health at 21 days and Zoning at 11 days
- On larger projects (5-8 hours), B-E-M/P at approx. 2-12 days; Health & Zoning at 23 days.
- CTAC reviews are running around 1-2 days for B-E-M/P, with Zoning out 5 days.

Work on Commercial Plan Review Process changes

- Note: this includes three work areas (PRTF, Process Engineering Assessment, and the Plan Review Scope analysis. In addition, the Rehab Code services delivery changes proposed moves this service into Commercial Plan Review.
- See Part 6.1 and 6.2 of this report for results of the public hearing and strategy moving forward.
- This includes consolidation of all PRTF, Process Engineering and Plan Review Scoping initiatives into a single strategy. A summary, highlighting changes impacting customers, is posted on www.meckpermit.com under “what’s new” [2008 Commercial Plan Review Revisions](#).

B-2. REHAB Transition Team

- Department transition team began meetings on January 23. Target date for transition completion remains April 15.

B-3. Residential Drawing Submittal Expansion

- Working on getting the word on change out to the industry via e-mails, industry meetings and brown bag lunches.
- Mr. Bartl reminded the member of the RDS Expansion scheduled to take place March 1, 2008. Mark Baldwin agreed to forward the information on the new residential requirements through his member database.

B. UPDATE ON DEPARTMENT INITIATIVES (continued)

B-4. Code Compliance Task Force Update

- The Department held a final CCTF industry re-convene meeting on January 28, 2008. All present agreed to sunset the re-convene work and CCTF will not meet in the foreseeable future.

B-5. CPM Comments

- No comments were offered.

B-6. HMC Renovations

- The HMC Renovations are proceeding and the Department requested a total of \$400K from the reserve account for HMC Renovations. He reminded the BDC Members that the workspace condition was noted as a concern of both the industry and staff. The renovations were also recommended by the Morale Task Force.

B-7. Contractor Failure Rates

- Mr. Bartl acknowledged the Department's efforts towards lowering failure rates and staff continues to refine the *Pass Rate Incentives Program*. Eddie Prince congratulated the Trades Inspections Leadership Team on their work towards lowering failure rates. He stated that this focus will continue throughout the year.

B-8. Other

- The BDC members agreed to review their FY09 Budget packets, particularly, the number of positions and the statistics on overtime hours. They were also reminded of the March 26, 2008 NAOIP Summit where both the City and the County will review their improvements over the past year.

9. Adjournment

The February 19, 2008 Building Development Commission meeting adjourned at 4:55 p.m.

The next BDC Meeting will be held at **3:00 p.m. on Tuesday, March 18, 2008** in the Auditorium of the Hal Marshall Service Center. The agenda will be comprised of one item: FY09 Budget.