

**BUILDING-DEVELOPMENT COMMISSION**  
**Minutes of July 15, 2008 Meeting**

Jon Morris opened the Building-Development Commission (BDC) meeting at **3:10 p.m. Tuesday, July 15, 2008** in Charlotte Conference located in the Hal Marshall Service Center, 700 North Tryon Street, Charlotte, North Carolina.

**Present:** Jon Morris, Elliot Mann, Charley Watts, Barry Hanson, Ed Horne, Harry Sherrill, Wanda Towler, David Shultz, Danny Phillips and Buford Lovett

**Absent:** William Caulder, Trent Haston and Brian Sigmon

**Guest:** Mark Baldwin (Home Builders' Association), Jon Leonard (Charlotte Fire Department, David Weekly (City of Charlotte), Gail Young (LUESA), Ed Gagnon (Customer Service Solutions, Inc.), Bill Warren (County Manager's Office)

**1. APPROVAL OF THE MINUTES**

*The motion by Harry Sherrill (seconded by David Shultz) to approve the June 2008 meeting minutes passed unanimously.*

**2. BDC MEMBER ISSUES AND COMMENTS**

No comments were offered.

**3. PUBLIC ATTENDEE ISSUES AND COMMENTS**

No comments were offered.

**4. CUSTOMER SERVICE SOLUTIONS, INC. – Biannual Customer Satisfaction Survey**

Ed Gagnon (Customer Service Solution, Inc.) provided an overview of the 2008 Customer Satisfaction Survey. He noted that it is expected that Departments in the “regulatory environment” receive lower “satisfactory” ratings. In Code Enforcement’s 2008 survey, it appears that generally, satisfaction improved in field operations however it seemed to decline in the office. He indicated that it was important to focus on how to positively impact trends. Mr. Gagnon reported that the City of Charlotte did participate in the survey and outlined the efforts put in place to delineate the responses between Mecklenburg County and the City of Charlotte according to areas of responsibility. He also noted that although there is a downturn in the number of responses received, it was determined that a sufficient amount was collected to stratify the data and deliver an accurate report.

Jim Bartl shared the Department observations which included concerns with four (4) recurring themes:

- Reaching the right person to address issues
- Returning phone calls
- Returning emails
- Effectively explaining defects

Mr. Bartl confirmed the BDC understanding with the Department on the following:

- Returned Phone Calls Policy - every 2-3 hours, 3-4 times per day
- Returned Email Policy – Acknowledged within 24 hours with a response or a specified time expectation for the response
- Inspections Response Times - 90% goal in 1<sup>st</sup> 24 hours
- Commercial and Residential Booking Lead Times
  - a) OnSchedule:
    - a. Booked small projects: 2 weeks max
    - b. Booked large projects: 3 weeks max
    - c. CTAC: less than 5 days, ideally 1-3 days
  - b) Residential plan review: less than 5 days for projects without master plans

#### 4. CUSTOMER SERVICE SOLUTIONS, INC. (continued)

Patrick Granson agreed to research Charley Watts' concern regarding the expected response to the OnSchedule Application and then readdress the expectation with the Commercial Facilitators. Mr. Bartl concluded by announcing his intent to review the results of CSS survey with line staff in each Core Process over the next three months.

#### 5. LUESA FEE ORDINANCE CHANGE – Abandoned Plans Policy

Mr. Bartl announced that the Board of County Commissioners is scheduled to review the Abandoned Plans Policy and the subsequent revision to the LUESA Fee Ordinance at its August 5, 2008 meeting. Mr. Bartl stated that the policy was created to establish a mechanism to recoup the fees for staff resources that are currently being expended in the process. There was discussion on who should be responsible when projects are submitted for plans review/permitting; however, they are not completed (built) for various reasons. After the discussion, it was agreed that the Request for Board Action regarding Abandoned Plans must be pulled from the August 5, 2008 BOCC Agenda and a meeting would be held with Harry Sherrill, David Shultz, Charley Watts, Jim Bartl and Marvin Bethune (County Attorney) to further address this issue.

#### 6. FY08 YEAR END NUMBERS

Jim Bartl reviewed the data on the Fiscal Year 2008. He noted the following:

- Inspection Response Times are at all time historic high
- Inspection Pass Rates are at all time historic high
- Plan Review on time percentage averages are above the 90% goal
- Residential Permitting 24 hour turnaround is on target; the changes with City Zoning should be resolved
- Documents calls answered rate consistently above 90%; in 1997 is was at 45%

Elliot Mann noted that the report included very good data however, he asked for information on the distribution of the final budget numbers. Mr. Bartl agreed to deliver a report on exactly how the final budget numbers were distributed, specifically with regard to the impact of the final revenue collected, lapsed salary, frozen positions and withdrawals from the Special Fund balance. Mr. Bartl stated that the Department does not know of any comparable agency that collects and uses response data to manage. Jon Morris encouraged the Department to continue to work on presenting a positive public perception when publicizing the data.

#### 7. QUARTERLY REPORTS

**Code Compliance Report:** There is ten (10) years of data available on this report and the items on the top of the list remain consistent.

**Consistency Team Report:** Includes customer letters on 2009 code change, consistency issues and the Code Compliance summary. Please note the following:

- Building: held 3 meetings; addressed 27 new issues
- Electrical: held 3 meetings; addressed 6 new issues and 13 continuing issues
- Mech/Plbg: 7 new issues addressed in Frequently Asked Questions (FAQ) form

**Commercial Plan Review Report:** Shows that 45% of projects pass on 1<sup>st</sup> review; 82% on 2<sup>nd</sup> review and the following:

Part I – List pass rates on 1<sup>st</sup> review cycle by trade

Part II – Examples of most common defects

Part III - Lists Gatekeeping failure rates

Part IV – Outlines the use of “Approved as Noted”

**8. QUARTERLY BULLETIN**

After discussion, the BDC requested that the following items be included as a part of the Quarterly Bulletin:

- Contractor Pass Rate
  - Pass Rate vs. Fail Rate, Successes & Positive Presentation of Numbers
- Point Architect and Engineers to the Most Common Plan Review Defects
- Notice of New Code Availability
- United Way Codes Seminar
  - Selected Success Stories
- Improvement Focus
  - New Management Positions & Booking Lead Times

**9. DEPARTMENT REPORT**

**A. STATISTICAL REPORTS**

**A-1. Permit Revenue**

June Total: \$1,691,804; FY08 YTD Total \$21,714,770

FY08 Projected thru June- \$24,188,870; below projection by \$2,474,100 or 10.33% short

**A-2. Construction Value of Permits Issued**

June Total - \$363,413,351; FY08 YTD = \$4,708,039,952

FY07 Total at June – 4.535B; so FY08 total is up \$172M or 3.8%

**A-3. Permits Issued**

	<b>May 08</b>	<b>June 08</b>	<b>3 Month Trend</b>
<b>Residential</b>	4037	4226	3337/3617/4037/4226
<b>Commercial</b>	3610	2986	3285/3049/3610/2986
<b>Other (Fire/Zone)</b>	568	560	642/611/568/560
<b>Total</b>	8215	7772	7264/7234/8125/7772

- For June; residential up 4.7%, commercial down 17.3%; total down 5.4%

**A-4. Inspection Activity**

**Response Times**

<b>Insp. Req.</b>	<b>May</b>	<b>June</b>	<b>Insp. Perf.</b>	<b>May</b>	<b>June</b>	<b>% Change</b>
<b>Bldg.</b>	7709	7749	<b>Bldg.</b>	7654	7676	flat
<b>Elec.</b>	7216	7487	<b>Elec.</b>	7194	7527	+4.6
<b>Mech.</b>	4274	4412	<b>Mech.</b>	4269	4400	+ 3%
<b>Plbg.</b>	4331	4154	<b>Plbg.</b>	4333	4129	-4.7%
<b>Total</b>	23,530	23,802	<b>Total</b>	23,450	23,732	+1.2%

- Note 1: - Inspections Requested – up 1.16
- Inspections Performed – up 1.2

**A-4. Inspection Activity**

**Response Times**

Insp. Resp. Time	OnTime %		Total % After 24 Hrs. Late		Total % After 48 Hrs. Late		Average Resp. in Days	
	May	June	May	June	May	June	May	June
Bldg.	97.8	98.1	98.3	98.5	99.2	99.7	1.05	1.04
Elec.	93.1	93.5	94.2	94.0	97.1	98.9	1.17	1.14
Mech.	98.5	98.7	98.6	99.0	99.3	99.9	1.04	1.03
Plbg.	98.7	99.6	98.7	99.6	99.1	100	1.04	1.01
Total	96.6	97.0	97.2	97.3	98.6	99.5	1.08	1.06

- Performance up slightly from May
- All trades above 93% for 1<sup>st</sup> day

**A-5. Inspection Failure Rates:**

**OVERALL MONTHLY AV'G @ 83.55%, from 83.42% in May**

<b><u>Bldg:</u></b>	May – 78.66%	<b><u>Elec:</u></b>	May – 82.03%
	June – 79.23%		June – 83.54%
<b><u>Mech:</u></b>	May – 85.47%	<b><u>Plbg:</u></b>	May – 89.58%
	June – 82.88%		June – 90.32%

- Note building is at a historic high

**A-6. ONSCHEDULE & CTAC NUMBERS**

**CTAC:**

- 128 first reviews
- Projects approval rate (pass/fail) - 64%
- CTAC was 41% of OnSchedule first review volume (128/128 + 184 = 312) = 41%)

**OnSchedule:**

- June, 07: 161 1<sup>st</sup> review projects; on time/early – 95.5% all trades, 95.5% B/E/M/P only
- July, 07: 154 1<sup>st</sup> review projects; on time/early – 95.0% all trades, 93.6% B/E/M/P only
- August, 07: 165 1<sup>st</sup> review projects; on time/early – 92.1% all trades, 92.5% B/E/M/P only
- Sept., 07: 146 1<sup>st</sup> review projects; on time/early – 91.7% all trades, 93.8% B/E/M/P only
- October 07: 146 1<sup>st</sup> review projects; on time/early – 92.7% all trades, 91.6% B/E/M/P only
- November 07: 174 1<sup>st</sup> review projects; on time/early – 89.1% all trades, 87.8% B/E/M/P only
- December 07: 140 1<sup>st</sup> review projects; on time/early – 92.4% all trades, 93% B/E/M/P only
- January 08: 148 1<sup>st</sup> review projects; on time/early – 94.7% all trades, 94.9% B/E/M/P only
- February 08: 176 1<sup>st</sup> review projects; on time/early – 89.6% all trades, 89.2% B/E/M/P only
- March 08: 176 1<sup>st</sup> review projects; on time/early – 91.4% all trades, 89.9% B/E/M/P only
- April 08: 167 1<sup>st</sup> review projects; on time/early – 92.9 % all trades, 91.3% B/E/M/P only
- May 08: 169 1<sup>st</sup> review projects; on time/early – 96.3 % all trades, 96.1% B/E/M/P only
- June 08: 184 1<sup>st</sup> review projects; on time/early – 92.2 % all trades, 91.5% B/E/M/P only

**A. STATISTICAL REPORTS**

**A-6. ONSCHEDULE & CTAC NUMBERS (continued)**

Booking Lead Times

- OnSchedule Projects: see **new reporting chart posted on line**, on May 31, showed
  - 1-2 hour projects; at 1-2 work days booking lead time; w/ City Zoning at 4 & Health at 3 WD
  - 3-4 hour projects; at 2-4 work days booking lead time; w/CFD at 6 WD
  - 5-8 hour projects; at 2-13 work days booking lead time, w/Bldg at 13 WD
- CTAC-BEMPF running 4 work days on plan review turn around time
- Express Review – booking lead time was; 5 work days for small projects, 7 work days for large
- NC Rehab Prelim Review – booking lead time was 3 work days.

**B. UPDATE ON DEPARTMENT INITIATIVES**

**B-1. CO/CC/TCO Follow-up Work**

- **Update on Project Permit Master Plan Details (PPMP)**: Survey results indicate work needs to be done to educate other agencies about the program.
- **Expired Permits**: Full program implementation is complete.
- **Expungement of Records Project**: The goal is deletion of old records by removing the associated relationships in a logical, sequential method in order to not lose critical secondary project objects, e.g. contractor object and/or address object.

**B-2. Commercial Plan Review Strategy Update**

**Plan review hiring update:**

One (1) building (plans examiner) vacancy

**Plan Review Subcommittee Meetings:**

Two groups are currently meeting to work on the 2008 Changes:

(1) Stakeholder and (2) Process Improvements

**B-3. CPM Comments**

Joe Weathers reported that *Effective Immediately*:

On July 3, 2008 the following NEC 2008 contested items that went before the NC Legislature for review became effective:

**338.10(B)(4)(a) Installation Methods for Branch Circuits and Feeders.**

**406.11 Tamper-Resistant Receptacles in Dwelling Units**

*The following amendments, as before, become effective January 1, 2009:*

210.12 Arc-Fault Circuit-Interrupter Protection. (AFCI)

**(B) Dwelling Units**

**406.8 Receptacles in Damp or Wet Locations**

**(A) Damp Locations**

**(B) Wet Locations**

**(1) 15- and 20- ampere Receptacle in Wet Location**

Gene Morton thanked the Home Builders' Association for their help in advertising the Residential Code Changes and he stated that the HBA's participation directly contributes to successful field operations.

No other comments were offered.

**B. UPDATE ON DEPARTMENT INITIATIVES (continued)**

**B-4. Other**

Eddie Prince announced that Gerald Harvell would be on extended medical leave and Joe Weathers would be the interim Chief Electrical Administrator until further notice. He encouraged the BDC's participation and assistance with advertising the upcoming Code Seminars. He stated that in response to last year's comments, the seminar will be held over two (2) days focusing on Commercial and Residential, respectively.

**10. ADJOURNMENT**

The July 15, 2008 Building Development Commission meeting adjourned at 5:00 p.m.

NOTE: The BDC Work Session is scheduled for **11:30 a.m. on Wednesday, August 13, 2008** at the new Freedom Drive location.

The next BDC Meeting is scheduled for **3:00 p.m. on Tuesday, August 19, 2008 in the Charlotte Conference Room** of the Hal Marshall Service Center.