

**BUILDING-DEVELOPMENT COMMISSION**  
**Minutes of April 20, 2010 Meeting**

Jon Morris opened the Building-Development Commission (BDC) meeting at **3:08 p.m. on Tuesday, April 20, 2010.**

**Present:** Jon Morris, Zeke Acosta, Ed Horne, Wanda Towler, Jonathon Wood, Buford Lovett, Dave Shultz and Harry Sherrill

**Absent:** Elliot Mann, Trent Haston, Barry Hanson, Will Caulder and Bernice Cutler

**1. APPROVAL OF THE MINUTES**

*The motion by Dave Shultz seconded by Harry Sherrill to approve the March 16, 2010 meeting minutes passed unanimously.*

**2. BDC MEMBER ISSUES AND COMMENTS**

No comments offered.

**3. PUBLIC ATTENDEE ISSUES AND COMMENTS**

No comments were offered.

**4. CONTRACTOR PASS RATE INCENTIVES/OVERPAYMENT**

Jim Bartl stated that on February 2<sup>nd</sup>, 2010 the Department discovered a programming error on credits only. The error involves approximately 150 accounts at approximately \$600K in excess credit. On April 1<sup>st</sup>, the Department met with the County Attorney and agreed we have both the authority and the responsibility to collect the overpayment. On Wednesday, April 21<sup>st</sup> a letter will be distributed to all impacted customers advising them of our intention to collect the overpayment. Continued discussion will be held today at 5:00 p.m. with the BOCC. Harry Sherrill asked what payment terms are being offered to the customers that were overpaid. Gene Morton stated we would ask that payment in full be received in 30 days. For those that cannot pay in full within the 30 day period, we will offer a plan of 90 days to pay in full. Wanda Towler asked what if the balance is not paid w/in the allotted 90 days. Jim stated that first we will make a "reasonable effort to collect" then the next step would be to go to the board. Jon Morris indicated that the department has an obligation to secure payment from all types of customers; not just the customers that pay on time.

**5. FY11 BUDGET PRESENTATION**

Mr. Bartl has an FY11 Budget presentation covering FY07-FY10 numbers; RIF and budget strategies in FY10 and FY11; the 2010 Reorganization and why; technology vision along with strategy and surcharge justification. Mr. Bartl made this presentation to the Chamber Land Use Committee on March 31<sup>st</sup> and currently has presentations set up for Town Managers (4-21), Planning Directors Forum (4-23) and Ron Kimble (4-28). Please contact Jim if you know of others that have an interest in receiving this presentation.

**6. PERFORMANCE GOALS**

Mr. Bartl quickly reviewed the key performance measures agreed to with the BDC as well as agreed to table this discussion until the May 18<sup>th</sup> BDC meeting.

- Inspection response time: 90% in 1<sup>st</sup> day
- Inspection pass rate: 80% and striving toward 85%
- Commercial Permits booking lead
  - Small projects at 10-12 work days
  - Medium to large projects at 15-20 work days
- CTAC review turnaround time: at or below 5 days
- Residential Plan review turnaround time: at or below 5 days
- OnSch plans reviewed on time or early: 90% (eventually to change to pass rate similar to inspections)
- Residential permits issued in 1<sup>st</sup> 24 hours: 90%
- Admin support calls answered rate: 90%

- ISO rating; goal of 1 for both residential and commercial (projection res. at 3 and comm. at 4)
- 24hour inspection response time at or near 90% goal, vs. 98% now
- Inspection failure rate increasing to 20%, vs. 13% now
- RDS/RTAC currently at 680 reviews per year w/ 96% turnaround at 5 days or less
- CTAC currently at 416 reviews per year w/ 65% pass rate at 3 day turnaround
- OnSch small project booking lead time could climb 8-10 days booking lead on average
- OnSch mid-large project booking lead could climb 15-20 days on average
- Admin. Support Team to maintain goal of 24 hr. turnaround on residential applications
- Calls answered currently at 97%; may fall to 85% - 90%

Rebecca Simcox to chart performance measures listed above to include current goals and anticipated goal impact of RIF/economy, send to BDC prior to May 18<sup>th</sup> meeting. The Department will ask for formal vote on the change of performance goals in May meeting.

## 7. QUARTERLY REPORTS

### 7.1. Code Compliance Report: now have over 12 years of this report

- New item counts about same as past quarters; bldg-2, elec-4, mech-4, plbg-3
- “Not ready” % among lowest historically; B-3.26%, E-3.38%, M-4.18%, P-5.04%
- Rough/finish % split varies, some up, some down
  - Bldg; rough @ 35.3% (down), finish @ 19.73% (down)
  - Elec; rough @ 17.27% (up), finish @ 64.63% (down)
  - Mech; rough @ 22.65% (up), finish @ 67.5% (up)
  - Plbg; rough @ 27.4% (way up), finish @ 41.38% (way down)

### 7.2. Consistency Team Report

- Front end:
  - Customer letter announcing May 5 Reorg switch
  - customer letter on Code Compliance summary
- Building: held 3 meetings; addressed 14 new consistency issues, and 1 old issue
- Electrical: held 3 meeting; addressed 32 new meeting agenda topics
- Mechanical/Plumbing: addressed in FAQ format
  - Mechanical, 1 new formal interpretation, and 7 new Q&A topics
  - Plumbing; 7 new Q&A topics
- Commercial Plan Review: consistency team meeting results are presented in an FAQ format at the end of each section; building has 13 Q's, electrical 5 Q's, mechanical 5 Q's and plumbing 5 Q's.

### 7.3. Commercial Plan Review Report

- 62% of projects pass on 1<sup>st</sup> rev'w; 91% on 2<sup>nd</sup> rev'w
- Part I: pass rates on 1<sup>st</sup> review by trade:
  - Bldg – 62%; -Elec – 83%; -Mech – 74%; Plbg – 71%
  - Others: CFD general – 78%; MCFM -80%
- Part II: most common defects: examples (most frequent almost all same as last quarter, but reordered)
  - Bldg: egress/exiting, seal use, seismic dsn, accessibility, hardware at doors, interior finish
  - Elec: seal use, load calcs, overcurrent protection, service eqpt/conductors, wiring methods
  - Mech: ventilation, eqpt approval, duct constr, energy code req'ts, eqpt accessibility, fan shutdown
  - Plbg: fixture req'ts, accessibility req'ts, min facilities, material tables, supply pipe req'ts, venting

- **Part III:** 1<sup>st</sup> rev'w use of approved as noted at 23% by all trades on the average (down from 26%)  
-biggest users; County Fire (87%)  
-critical path users; Bldg (36%), Elec (24%), Mech (23%), Plbg (20%), Zoning (10%)

**7.4. Green Permit Rebates:** *see handout on status at program suspension April 21, 2010*

- Project count; 36 total, 13 complete, 23 outstanding
- Total rebates possible for the 36 projects; \$312,444 (approximate)
- Uncommitted GPR fund at 4/21/10; \$797,556

**8. QUARTERLY BDC BULLETIN EXERCISE**

April, 2008	July, 2008	October, 2008	January, 2009
Green Permit Rebates program update 2008 Proposed Commercial Plan Review Revisions Chamber/NAIOP meeting outcome  Mega Project fee change  BCC code change schedule IBA/OT inspections availability Contractor pass rate presentation	Contractor pass rate improvement 2009 Code change and printing schedule all codes United Way seminar on 2009 code changes Most common A/E plan review defects on web OnSchedule service enhancements  Selected success stories  New positions filled	Residential Electronic Plan Submittal Introduction of Trades Internet Permits  Homeowner Internet Permits Review of technology initiatives on the horizon AE Pass Rate Incentives development progress  Selected success stories  New positions filled	Residential Drawing Submittal changes  Utility transformer draft policy Changes to <a href="http://www.meckpermit.com">www.meckpermit.com</a> Progress in OnSchedule process revisions Development of future single portal for permit submittals  <b>January, 2009</b> Residential Drawing Submittal changes
April, 2009	July, 2009	October, 2009	January, 2010
Budget impact on customers  Gatekeeper changes Virtual co-location with the City of Charlotte NC transition to the 2009 NC Building Code family AE Pass Rate Incentives Program dev't progress	Fy10 budget impact on customers  AE Pass Rate data collection  Self-gatekeeping  NACO award on RDS-EPS Accessibility Code format change	Dept Reorganization  Low voltage permits  Self-Gatekeeping transition  Accessibility Code transition AE Pass Rate Incentives Program status & timeline	Reorganization focus on customer centric service  Trades Internet Permits (TIP) AE Pass Rate Incentives Program
April, 2010	July, 2010	October, 2010	January, 2011
Budget Presentation			
Green Permit Rebate Susp.			
TAB Creation			

**9. DEPARTMENT STATISTICS & INITIATIVES REPORT**

**9.1. Statistics Report**

**9.1.1. Permit Revenue**

March - \$995,293, so Fy10 YTD is \$7,161,870

Fy10 projected at March - \$11,079,209; so below projection by \$3,917,343 or 35.36%

**9.1.2. Construction Value of Permits Issued**

March total - \$150,893,822 so Fy10 YTD is \$1,161,025,306

Fy09 Total at March - \$2,175,951,677 so Fy10 is down \$1.014M, or 46% from March Fy09

**9.1.3. Permits Issued**

	Feb	March	3 Month Trend
<b>Residential</b>	2533	3245	2786/2676/2533/3245
<b>Commercial</b>	1763	2233	1801/1714/1763/2233
<b>Other (Fire/Zone)</b>	408	503	318/429/408/503
<b>Total</b>	4704	5981	4905/4819/4704/5981

- Residential up 28%; commercial up 27%; total up 27%
- Note: after 9 months, new SF detached permits are up 23% (1661 Fy10 YTD vs. 1349 at March 2009)

**9.1.4. Inspection Activity: Inspections Performed**

Insp. Req.	Feb	Mar	Insp. Perf.	Feb	Mar	% Change
<b>Bldg.</b>	3720	4875	<b>Bldg.</b>	3675	4795	+30.4%
<b>Elec.</b>	4691	5990	<b>Elec.</b>	4691	5897	+25.7%
<b>Mech.</b>	2438	3000	<b>Mech.</b>	2450	2985	+21.8%
<b>Plbg.</b>	1993	2505	<b>Plbg.</b>	1977	2468	+24.8%
<b>Total</b>	12,842	16,370	<b>Total</b>	12,793	16,145	+26.2%

- For March: total inspections requested up 27%\_\_, total inspections performed up 26.2%\_\_

**9.1.4.1 Inspection Activity: Inspections Response Time**

Insp. Resp. Time	OnTime %		Total % After 24 Hrs. Late		Total % After 48 Hrs. Late		Average Resp. in Days	
	Feb	Mar	Feb	Mar	Feb	Mar	Feb	Mar
Bldg.	98.9	98.7	99.2	99.0	99.8	99.6	1.02	1.04
Elec.	97.5	96.6	97.7	96.7	99.8	99.6	1.05	1.07
Mech.	99.2	99.2	99.3	99.3	99.8	99.8	1.02	1.02
Plbg.	99.5	99.3	99.5	99.3	99.9	99.8	1.01	1.02
<b>Total</b>	<b>98.5</b>	<b>98.1</b>	<b>98.7</b>	<b>98.3</b>	<b>99.8</b>	<b>99.7</b>	<b>1.03</b>	<b>1.04</b>

- B/E/P down slightly, but still well above 90% goal\_\_, all close to historic highs\_\_

**9.1.5. Inspection Pass Rates for March, 2010:**

OVERALL MONTHLY AV'G @ 87.14%, compared to 87.35% in February

**Bldg:** February – 80.94%                      **Elec:** February – 88.34%  
 March – 80.52%                                      March – 87.16%

**Mech:** February – 89.33%                      **Plbg:** February – 92.45%

March – 90.19%

March – 93.35%

- Bldg & Elec down slightly; Mech and Plbg up slightly; average total still at close to historic highs

### 9.1.5.1 CFD Inspection Pass Rate for March, 2010

- See handout; shows overall rate of 80.53% for March, up from 77.65% in February

### 9.1.6. OnSchedule and CTAC Numbers for March, 2010

#### CTAC:

- 112 first reviews
- Projects approval rate (pass/fail) – 68.6%
- CTAC was 41% of OnSch first review volume  $(112/112+161 = 273) = 41\%$

#### OnSchedule:

- July 08: 158 1<sup>st</sup> rev'w projects; on time/early – 91.8 % all trades, 91.8% B/E/M/P only
- August 08: 165 1<sup>st</sup> rev'w projects; on time/early – 92.4 % all trades, 93.4% B/E/M/P only
- September 08: 174 1<sup>st</sup> rev'w projects; on time/early – 89.6 % all trades, 90% B/E/M/P only
- October 08: 173 1<sup>st</sup> rev'w projects; on time/early – 95.2% all trades, 95.6% B/E/M/P only
- November 08: 134 1<sup>st</sup> rev'w projects; on time/early – 93.4% all trades, 92.9% B/E/M/P only
- December 08: 154 1<sup>st</sup> rev'w projects; on time/early – 85.3% all trades, 81.5% B/E/M/P only
- January, 09: 132 1<sup>st</sup> rev'w projects; on time/early – 92.8% all trades, 91.4% B/E/M/P only
- February, 09: 142 1<sup>st</sup> rev'w projects; on time/early – 93.2% all trades, 91.7% B/E/M/P only
- March, 09: 143 1<sup>st</sup> rev'w projects; on time/early – 90% all trades, 89% B/E/M/P only
- April, 09: 112 1<sup>st</sup> rev'w projects; on time/early – 93.46% all trades, 93.23% B/E/M/P only
- May, 09: 123 1<sup>st</sup> rev'w projects; on time/early – 92.31% all trades, 89.83% B/E/M/P only
- June, 09: 130 1<sup>st</sup> rev'w projects; on time/early – 93.88% all trades, 93.77% B/E/M/P only
- July, 09: 124 1<sup>st</sup> rev'w projects; on time/early – 95.12% all trades, 94.36% B/E/M/P only
- August, 09: 114 1<sup>st</sup> rev'w projects; on time/early – 95.27% all trades, 94.27% B/E/M/P only
- Sept, 09: 115 1<sup>st</sup> rev'w projects; on time/early – 93.17 % all trades, 90.62% B/E/M/P only
- October, 09: 131 1<sup>st</sup> rev'w projects; on time/early – 95.04% all trades, 93.67% B/E/M/P only
- November, 09: 114 1<sup>st</sup> rev'w projects; on time/early – 92.07% all trades, 91.09% B/E/M/P only
- December, 09: 106 1<sup>st</sup> rev'w projects; on time/early – 94.72% all trades, 95.18% B/E/M/P only
- January, 10: 104 1<sup>st</sup> rev'w projects; on time/early – 93.79% all trades, 93.28% B/E/M/P only
- February, 10: 119 1<sup>st</sup> rev'w projects; on time/early – 94.49% all trades, 93.3% B/E/M/P only
- March, 10: 161- 1<sup>st</sup> rev'w projects; on time/early – 97.51% all trades, 97.16% B/E/M/P only

#### Booking Lead Times

- OnSchedule Projects: **for reporting chart posted on line**, on March 24, showed
  - 1-2 hour projects; at 1 work day booking lead time, except 3 days in City Fire
  - 3-4 hour projects; at 2 work days booking lead time, except 10 days in City Fire
  - 5-8 hour projects; at 3-4work days booking lead time, except 10 days in City Fire
- CTAC-BEMPFp running 3 work days on plan review turn around time, across the board
- Express Review – booking lead time was; 6 work days for small projects, 6 work days for large

## 9.2. Status Report on Various Department Initiatives

### 9.2.1. BDC February-March Meeting Follow Up

#### 9.2.1.1: Various RFBA Status

- Contractor Pass Rate Incentives; approved by BOCC on March 16
- Fee Increase; passed 1<sup>st</sup> vote April 6, anticipate final approval at tonight's BOCC meeting
- GPR suspension; passed 1<sup>st</sup> vote April 6, anticipate final approval at tonight's BOCC meeting
- Technology Surcharge; on the BOCC's May 5 agenda.

### 9.2.1.2: Low Voltage Permits

- Change Internet application to match secondary trade permits with scope of work: Outrider programming being revised, for on line permit applications, allowing scope of work drop down values for EMP permits. Every sub trade will have a scope of work “drop down list” so the secondary permits can be identified. Drop down categories to include; Irrigation BF, Irrigation WS, Gas Logs, Gas Piping, Refrigeration, Restaurant Hood, GP Bonding, SP (not LV), LV – A/V, LV- CATV, LV- Data, LV- Fire Alarm, LV- Security, & LV – voice.
- Public awareness: working with BDC rep regarding low voltage presentation to the HVAC contractors. Presentation will be loaded to the website as soon as the Moss formatting change is in place (June +/-)

### 9.2.1.3. Technical Advisory Board Nominations

- Dept sent letters on March 23 soliciting TAB nominations by; AIUA, PENC, ASHRAE, IES, Duke, Carolinas AGC, USGBC, UNCC (Charlotte Research Institute).
- To date, one nomination has been received. The invitation requested a response by the end of May, recognizing that some Boards only meet monthly. Item 9.2.1.3. to be placed on the June agenda.

## 9.2.2. Commercial Plan Review Strategy Update

### 9.2.2.1. AE Pass Rate Incentives Update

- Superior team projects update: between Jan 1 thru March 31, 2010, forty-three OnSchedule projects and one walk through project for CTAC, merited ranking as Superior Performing Teams.
  - This represents roughly 11% of all 1<sup>st</sup> review OnSchedule projects submitted.

### 9.2.2.2. Status of Last Changes from 2008 Commercial Plan Review Revisions

Overview by Patrick Granson:

- We had our final meeting with the PRTF to discuss the final development of the 3 initiatives which were proposed on the 2008 Commercial Plan Review Revisions.
- Now want to review completion of the 2008 OnSchedule Commercial Plan Review Revisions with the BDC and gain any feedback they may have.
- Advised the BDC that the last 3 initiatives took some time to put in place but well worth the effort to provide options to the Design Professionals, Contractors and Developers to work from within the OnSchedule platform.
- Assuming positive BDC feedback, we will follow this with an e-mail blast to our customers about programs and the description of what each program offers within the AE Incentive program, noting that the programs are available to customers now.

Patrick reported a 52% increase in superior performers and described the following programs:

- Conditional Permitting Pilot: for projects substantially correct, allows project to proceed to permitting, while the remaining revisions are brought to code compliance, within prescribed rules. Available to Superior performing AE's, with high performing contractors on the project.
- Collaborative Review: premium service, allowing AE team to work continuously with plan reviewers, using electronic drawing hookup.
- Team Plan Review: if owner's team desires input of inspector's field perspective on the plan review, uses IBA to schedule the time.
- Program descriptions found at this link:  
<http://www.charmeck.org/Departments/LUESA/CodeEnforcement/Plan+Review/AE+Pass+Fail+Rate.htm>

## 9.2.3. Code Enforcement 2010 Reorganization Startup

- Gary Mullis and Jeff Griffin presented a series of inspector maps identifying North/South parcel assignments.
- Transition to 2010 Reorganization Plan is set for May 5 with the soft start taking place on 4-21-10.
- Team meetings will be held for the next several months to identify all initiatives.
- The 2010 Reorg web site will be up and running once the City/County migrates to the new MOSS platform.

#### **9.2.4: April 14 Meeting at DOI**

- Raleigh and Mecklenburg County met with DOI Deputy Commissioner Chris Noles, Barry Gupton and Tim Morrison.
- Discussed two key tech issues:
  - EPS-EPR considered equivalent to Appendix B: *DOI is ok with this*
  - Proposed that BIM-IPD projects have an alternate P&I process that places emphasis on 4 steps;
    - a) initial agreement on code strategy,
    - b) issue single umbrella permit,
    - c) review and inspect parts as virtual construction model and actual construction make possible,
    - d) code compliance confirmed by as built model at substantial completion.
- DOI requested Dept prepare BIM-IPD Admin Code change proposal for BCC June 14 & 15 meetings.

#### **9.2.5: Last Update Item from JNB**

- Eddie Prince is no longer with Code Enforcement, will advise as we move towards a resolution.

#### **9.3 CPM Added Comments**

- No additional CPM comments.

### **10. JUNE BDC MEETING CONFLICT WITH BCC MEETING**

- BCC will meet June 14 & 15 conflicting with the June BDC meeting.
- Options are:
  - Schedule BDC meeting for Wednesday June 16th
  - Schedule BDC meeting for Tuesday June 22nd
- What is the BDC's preference?

### **11. FUTURE BDC AGENDAS**

- May BDC meeting tentative topics
  - Technology Update (tentative)
  - ISO Impact
  - Performance goals; revised agreement with the BDC.
  - Change date of June BDC Meeting
- June BDC meeting tentative topics
  - Technical Advisory Board (TAB)

### **12. ADJOURNMENT**

**NOTE:** The next **BDC Meeting** is scheduled for **3:00 p.m., Tuesday, May 18<sup>th</sup>, 2010**. Please mark your calendars.