

BUILDING-DEVELOPMENT COMMISSION
Minutes of July 20, 2010 Meeting

Jon Morris opened the Building-Development Commission (BDC) meeting at **3:05 p.m. on Tuesday, July 20, 2010.**

Present: Jon Morris, Ed Horne, Dave Shultz, Buford Lovett, Travis Haston, Jonathon Wood, Elliot Mann and Wanda Towler

Absent: Barry Hanson, Harry Sherrill, Will Caulder, Bernice Cutler and Zeke Acosta

1. APPROVAL OF THE MINUTES

The motion by Jon Wood seconded by Dave Shultz to approve the June 22, 2010 meeting minutes passed unanimously.

2. BDC MEMBER ISSUES AND COMMENTS

Buford Lovett thanked Patrick Granson, Gene Morton and Lon McSwain for their professionalism and assistance in helping to resolve non-compliance issues.

3. PUBLIC ATTENDEE ISSUES AND COMMENTS

No public comments.

4. CONCLUDE DISCUSSIONS ON PERFORMANCE GOALS

Continued discussions from April and May meetings on Department Performance Goals. Chairman, Jon Morris sent email on June 28th describing said goals as the department is now working with fewer inspectors. After a brief description of goals by Jim Bartl; Buford Lovett made a motion, seconded by Wanda Towler; to approve the Department Performance Goals including Inspection Response Time at 85% - 90%, the Inspection Pass Rate at 75% - 80%, with the agreement to reevaluate in six (6) months. Motion passed unanimously. Jon Morris asked the department to focus their resources on 2nd and 3rd day inspection needs as this is a priority. Wanda Towler made the motion, seconded by Buford Lovett; to reset the Department's ISO rating goal at three (3) for Commercial and two (2) for Residential. Motion passed unanimously.

5. REVISIONS TO ELECTRICAL JOURNEYMAN'S CERT. PROGRAM

Joe Weathers gave a brief description of the Electrical Journeyman's Certification Program. Referring to the handout; Joe described the exam proctoring process; see below steps. All data received by NCAEC from exams will be submitted to the Department for input into our system. We will no longer accept the \$20.00 exam fee and will update our web site to reflect said changes. Ed Horne reiterated that NCAEC was more than qualified to administer this program. No objections from the BDC.

- Registration/exam process with NCAEC
 - Applicant contacts the Department for exam registration
 - The Department refers applicant to NCAEA rep or website
 - NCAEC's state office receives application and verifies eligibility
 - NCAEC sets test date, location and notifies all eligible applicants by letter
 - NCAEC sends list of applicants to the Department for data entry
 - NCAEC proctors exam and forwards results to the Department
 - Department issues certificate letters
 - NCAEC sets up test review date(s)
- Changes to meckpermit.com and software
 - The Department website will be updated to inform customers of the change; may save some initial application steps
 - Software used now for tracking applicants and certificates of the Journeyman's program will need changing since the upfront entry of the application fee that will go away

6. EXPANDING TIP

Jim Bartl gave a brief description of Expanding TIP and noted this process change would require a formal vote from the BDC. Tim Taylor described TIP expansion in further detail saying that disincentives to customers not using TIP may be established to maximize TIPs use. The Budget Subcommittee was asked to take the lead in developing a hard proposal for presentation to the BDC in a future meeting. Target date for reassembly of the Budget Sub Committee will be sometime in late September or early October. Implementation of a new fee structure will be required. Jim will review language with Ruth McNeil and Marvin Bethune. Public announcement materials to include a “Did you know..” flyer/brochure, outlining the TIP process.

7. WEB TOOLS FOR CONTRACTORS

Jim Bartl gave a brief introduction to Phil Edwards’ presentation of Code Enforcement’s web site and navigated the many areas within our web site currently available to aid and assist contractors with their Code Enforcement needs. Location of information included, Consistency Team Minutes, Trade Interpretations (includes Q&A living document compiled throughout the year) and the Defect Code Library created for Building, Electrical, Mechanical and Plumbing (includes visual examples with pictures). Mr. Bartl asked the BDC for new ideas on the best way to connect with customers. This will be an agenda item in the August BDC meeting.

8. QUARTERLY REPORTS

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

- “Not ready” at lowest % historically for Bldg. (4.34%), Elec. (3.94%) & Mech. (4.89%); Plbg. is up to 7.12%
- Rough/finish % split varies, some up, some down
 - Bldg.; rough @ 35.25% (same), finish @ 24.34% (up)
 - Elec.; rough @ 17.44% (same), finish @ 66.07% (up)
 - Mech.; rough @ 26.46% (up), finish @ 63.36% (down)
 - Plbg.; rough @ 25% (down), finish @ 47.6% (up)

8.2. Consistency Team Report

- Front end:
 - Customer letter announcing Fee Increases (selected fees on 4/21/10, tech surcharge on 5/10/10)
 - Customer letter March 19 announcing changes to Contractor Pass Rate Incentives Program
 - Customer letter on Code Compliance Summary
- Building: held 3 meetings; addressed 21 new consistency issues, and 2 old issues
 - Plus 1 formal interpretation issued
- Electrical: held 3 meeting; addressed 36 new meeting agenda topics
- Mechanical/Plumbing: addressed in FAQ format
 - Mechanical, 8 new Q&A topics
 - Plumbing; 1 new formal interpretation, and 6 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 6 Q’s, Electrical 9 Q’s, Mechanical 1 Q and Plumbing 5 Q’s.

8.3. Commercial Plan Review Report

Note: because of problems we had with the LD conversion to POSSE, we believe the margin of error on this report is significantly higher than normal; perhaps as high as 5-8%.

This should be resolved by the October report.

- *81% of projects passed on 1st review; 90% on 2nd review*
- Part I: pass rates on 1st review by trade:
Bldg. – 79%; -Elec. – 87%; -Mech. – 84%; Plbg. – 79%;

- *Part II: most common defects: examples (most frequent almost all same as last quarter, but reordered)*
Bldg.: structural design, hardware, fire protection, egress/exiting
Elec.: load calculation, seal use, over current protection, wiring methods
Mech.: ventilation, equipment accessibility, equipment approval, gas piping
Plbg.: venting, fixture requirement, minimum facilities, material tables
- *Part III: 1st review use of approved as noted at 27% by all trades on the average (up from 23%)*
biggest users; Fire (81%)
critical path users; Bldg. (27%), Elec. (15%), Mech. (11%), Plbg. (13%), Zoning (10%)

9. QUARTERLY BDC BULLETING EXERCISE

Previous bulletin topics:

<p>July, 2008</p> <p>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</p> <p>New positions filled</p>	<p>October, 2008</p> <p>Residential Electronic Plan Submittal Introduction of Trades Internet Permits</p> <p>Homeowner Internet Permits Review of technology initiatives on the horizon AE Pass Rate Incentives development progress Selected success stories</p> <p>New positions filled</p>	<p>January, 2009</p> <p>Residential Drawing Submittal changes</p> <p>Utility transformer draft policy Changes to www.meckpermit.com Progress in OnSchedule process revisions Development of future single portal for permit submittals</p> <p>January, 2009 Residential Drawing Submittal changes</p>	<p>April, 2009</p> <p>Budget impact on customers</p> <p>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</p> <p>April, 2009</p> <p>Budget impact on customers Gatekeeper changes</p>
<p>July, 2009</p> <p>Fy10 budget impact on customers</p> <p>AE Pass Rate data collection</p> <p>Self-gatekeeping NACO award on RDS-EPS Accessibility Code format change</p>	<p>October, 2009</p> <p>Dept Reorganization</p> <p>Low voltage permits Self-Gatekeeping transition Accessibility Code transition AE Pass Rate Incentives Program status & timeline</p>	<p>January, 2010</p> <p>Reorganization focus on customer centric service</p> <p>AE Pass Rate Incentives Program Trades Internet Permits (TIP)</p>	<p>April, 2010</p> <p>Customer Fy11 budget presentations available</p> <p>New commercial Plan Review tools: -conditional permitting -collaborative review -team plan review</p> <p>TAB startup</p> <p>GPR suspension</p>
<p>June, 2010</p> <p>Current Service Levels; Re: RIF/Electric - Up/Down (points from "Flyer") Expanding TIP; as process trend and policy implications Highlight "Web Tools for Contractors" work result with link AE Pass Rate Incentives Status/Update Reorg Successes from the Field</p>			

10. DEPARTMENT STATISTICS and INITIATIVES REPORT

10.1. Statistics Report

10.1.1. Permit Revenue

June - \$1,063,264, FY10 EOY total \$10,217,966

FY10 projected at June - \$14,772,284, below projection by \$4,554,318 or 30.83%

10.1.2. Construction Value of Permits Issued

June total - \$138,717,858; FY10 EOY total \$1,653,529,026

FY09 Total at June- \$2,703,260,611; FY10 down \$1,049,731,585 or 38.8% from FY09 EOY

10.1.3. Permits Issued:

	May	June	3 Month Trend
Residential	3656	4224	3245/3753/3656/4224
Commercial	1690	1837	2233/2243/1690/1837
Other (Fire/Zone)	420	420	503/529/420/486
Total	5766	6547	5981/6525/5766/6547

- Residential up 15.5%; Commercial up 8.7%; Total up 13.5%
- Note on SF detached permits
 - Issued 166 SF permits in June 2010, down from 189 in June 2010
 - In FY10, new SF detached permits total 2152, up 16.8% from FY09 total of 1842.

10.1.4. Inspection Activity: Inspections Performed

Insp. Req.	May	June	Insp. Perf.	May	June	% Change
Bldg.	4499	4660	Bldg.	4459	4615	+3.5%
Elec.	5263	5551	Elec.	5047	5752	+13.9%
Mech.	3011	3152	Mech.	2986	3122	+4.5%
Plbg.	2232	2406	Plbg.	2237	2404	+7.47%
Total	15,005	15,769	Total	14,729	15,893	+7.9%

- For June: total inspections requested up 5.1%, total inspections performed up 7.9%
- Inspections performed were 100.78% of inspections requested

10.1.4.1 Inspection Activity: Inspections Response Time

Insp. Resp. Time	OnTime %		Total % After 24 Hrs. Late		Total % After 48 Hrs. Late		Average Resp. in Days	
	May	June	May	June	May	June	May	June
Bldg.	96.2	97.4	96.9	97.8	99.4	98.7	1.08	1.08
Elec.	62.2	60.4	73.3	71.3	83.4	79.0	1.93	2.08
Mech.	93.2	95.7	94.2	96.0	99.0	99.4	1.15	1.09

Plbg.	96.0	97.1	96.4	97.2	99.7	99.2	1.08	1.07
Total	83.7	83.5	88	87.7	93.8	91.7	1.39	1.45

- All down; Bldg., Mech. & Plbg. up 1-2%; Electrical down 2%
- Discuss strategy to address electrical issues

10.1.5. Inspection Pass Rates for June, 2010:

OVERALL MONTHLY AVERAGE @ 86.31%, compared to 87.63% in May

Bldg.: May – 81.07% **Elec.:** May – 88.42%
 June – 79.25% June – 88.00%

Mech.: May – 89.41% **Plbg.:** May – 94.12%
 June – 87.41% June – 92.6%

- Bldg., Mech. & Plbg. down 2%, Elec. about same (down .4%)

10.1.5.1 CFD Inspection Pass Rate for June, 2010

- See handout; shows overall rate of 75.56% for June compared to 73.04% for May.

10.1.6. OnSchedule and CTAC Numbers for June, 2010

CTAC:

- 123 first reviews
- Projects approval rate (pass/fail) – 69.6%
- CTAC was 45% of OnSchedule first review volume (123/123+153 =276) = 44.56%

OnSchedule:

- July, 09: 124 1st rev'w projects; on time/early – 95.12% all trades, 94.36% B/E/M/P only
- August, 09: 114 1st rev'w projects; on time/early – 95.27% all trades, 94.27% B/E/M/P only
- Sept, 09: 115 1st rev'w projects; on time/early – 93.17 % all trades, 90.62% B/E/M/P only
- October, 09: 131 1st rev'w projects; on time/early – 95.04% all trades, 93.67% B/E/M/P only
- November, 09: 114 1st rev'w projects; on time/early – 92.07% all trades, 91.09% B/E/M/P only
- December, 09: 106 1st rev'w projects; on time/early – 94.72% all trades, 95.18% B/E/M/P only
- January, 10: 104 1st rev'w projects; on time/early – 93.79% all trades, 93.28% B/E/M/P only
- February, 10: 119 1st rev'w projects; on time/early – 94.49% all trades, 93.3% B/E/M/P only
- March, 10: 161- 1st rev'w projects; on time/early – 97.51% all trades, 97.16% B/E/M/P only
- April, 10: 138- 1st rev'w projects; on time/early – 95.87% all trades, 94.07% B/E/M/P only
- May, 10: 95- 1st rev'w projects; on time/early – 97.43% all trades, 97.61% B/E/M/P only
- June, 10: 153- 1st 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 June 28, showed
 - 1-2 hour projects; at 1-2 work day booking lead time, except bldg at 3 days & CFD at 5 days
 - 3-4 hour projects; at 2-3 work days booking lead time, except bldg at 4 days & CFD at 7 days
 - 5-8 hour projects; at 3 work days lead time, except Bldg-10 days, Mech-6days, CFD-8days
- CTAC plan review turnaround time; BEMP running 7 work days, and 4 days all other agencies
 - *Note: at July 19, the CTAC plan review BEMP turnaround was 5 days, with all other at 3 days*
- Express Review – booking lead time was; 15 work days for small projects, 15 work days for large

10.2. Overview of FY10 EOY Numbers

Jim Bartl gave a brief overview of the FY10 EOY numbers from handout provided in BDC package.

- **Revenue and expense**
 - **Permit Rev:** FY10 EOY total \$10,217,966, below projection (\$14,772,284) by \$4.554M or 30.83%
 - **Other Revenue:** FY10 EOY total is \$1,706,200 vs. projection of \$2,290,000, or 25.5% short;
 - Plus other revenue from fund balance, quality incentive, etc
 - **Total Revenue:** \$12,394,675
 - But preliminary estimates place it higher, at about 12,638,000 (still studying)
 - **Expense Estimates: \$16,953,000**
 - **Difference between Revenue and Expense:** \$4,315,000
 - **Status of Special Reserve Fund; estimated at July 1, 2010**
 - FY09 Reserve Balance..... 3,014,000
 - Green Permit Rebate Balance..... 800,000
 - Total Available.. 3,814,000
 - **FY10 deficit exceeds available balance by \$501,000**
 - **Note:** these figures will be finalized in Sept. or Oct. BDC meeting.
- **Permits:**
 - *FY10 EOY Residential Permits total 38,889, up 2.27% from Fy09 (38,024)*
 - *FY10, new SF detached permits total 2152, up 16.8% from FY09 total of 1842*
 - *FY10 EOY Commercial Permits total 22,296, down 19% from FY09 (27,505)*
 - *FY10 EOY Permit total 66,417, down 6.14% from FY09 (70,756)*
- **Inspections:**
 - *FY09 EOY Inspections total; bldg. – 52,639, elec. – 64,251, mech. – 35,060, plbg. – 27,298*
 - *Total-179,248*
 - *Compares FY09 EOY Inspections totals; bldg. – 70,672, elec. – 75,002, mech. – 43,830, plbg. – 36,032*
 - *Total-225,586*
 - *Percent decrease FY10 from FY09; bldg.-25.5%, elec.-14.35%, mech.-20.1%, plbg.-24.24%*
 - *Total-20.55%,*
- **Inspection Response Time:** overall averaged 95.22% complete in 1st 24 hours
- **Plan Review:** overall OnSchedule averaged 94.32% on time or early

10.3. Status Report on Various Department Initiatives

10.3.1. BDC June Meeting Follow up

10.3.1.1. Zeke A Issues Follow up; Tabled until August Meeting

- a) Multi-trade “homeowner waiting” appointment identification
 - Trade Inspections is working on a comprehensive guide for contractors. The “homeowner access” issue will be listed as a priority inspection however there is no way for the Department to respond unless the inspector is made aware of the situation.
 - The guide will direct the contractor to communicate directly with the inspection when the homeowner is waiting. There is nothing electronically that we can do to mitigate (or automate) this issue. It is strictly communication and this very important communication will begin with the contractor.
- b) Commercial project ladder access
 - The ladders or other inspection means are required to be furnished by the contractor.
 - Scheduling seems to be an issue for contractors. The ONLY way a schedule is valid is if the contractor speaks “directly” with the inspector and an agreement is reached. Then you have a locked in time.
- c) Cutoff size for multi-trade covering commercial projects
 - We use inspectors within the limits of their licensure.
 - We are committed to studying this after 12 months of revised Reorg-multi trade service
 - This is further complicated by:

- We have a finite number of inspectors (more so than in the past) to juggle response time
- This may be convenient for some customers, will save driving time, but won't necessarily save inspection time.
- It is a scheduling challenge;
 - projects now simply split by residential/commercial
 - this requires logging the inspectors commercial experience
 - then finding way to identify different projects in the inspection request system,
 - and matching them up,
 - notwithstanding regular territory assignments.
 - There might be a way to work this into POSSE programming, but not a simple change.

10.3.1.2. Reorganization Status

10.3.1.2.1. Inspection Response Time Related

- Distributed initial flier in field; see handout example
 - Second flier is ready to go as soon as the new weekly IRT report numbers are available to post
- Progress on electrical IRT:
 - 279 electrical request on 7/19, 1.61 days workload
 - Week of 6/28 electrical response time 86.97%
 - Week of 7/5 electrical response time 87.83%
 - Week of 7/12 electrical response time 97.56%

10.3.1.2.2. Other Reorganization Issues and Initiatives

Gary Mullis and Jeff Griffin gave an update status of the Reorg transition stating that one of many improvements from the reorg is the use of overtime using IBA and other premium service programs. Flyers for reorg and premium services are being distributed. An Inspection Request Priority List was distributed to all members of the BDC with a brief description of each item and ranked priority. Jeff went on to describe the development of an inspection services handbook containing inspector names and contact numbers as well as a step by step explanation of the process. This handbook will also be available to customers at HMC counters. Improved communication for staff has been provided with the change out for BlackBerry phone service.

10.3.1.3. TAB Setup Status

Mr. Bartl informed the BDC of TAB member status stating there is one (1) final contractor seat left to be filled. Roddy Craft with Carolina's AGC has recruited a new member from Choate Construction Company. Additional information will be provided at the next BDC meeting. Notification letters of appointment will be sent to members on Monday, July 26th and first official meeting has been set for Tuesday, September 14th, 2010 from 9:30 a.m. – 11:00 a.m. at the Hal Marshall Center.

10.3.2. Reminder to BDC; Customer Budget Presentations Available

- Presentations (12+) delivered to 160 +/- customers
 - Very good session on July 14 with bldg owner's/developers arranged by Ranger Construction; excellent Q&A exchange; very constructive
- Have requests /offers out to PENC, SFPE, AIA, NAIOP, Trade Associations, etc

10.3.3: Status of BIM-IPD Code Change Proposal to NC Admin Code

- As noted in June meeting, BCC heard the petition on June 15, and voted to both accept the petition and create an Ad Hoc Committee to work on the final wording of the code change.
- Private sector participant lists given to BCC via Lon McSwain
 - 4 from Mecklenburg, 6 from Raleigh
 - Thanks to Rodgers Builders, Little and FreemanWhite locally, for contributing key staff time.

10.3.4: Other

- At the end of their short session, the NC General Assembly extended the “permit tolling” period established in SB 831 last year.
 - Whereas the original build suspended permit expiration through Dec 31, 2010, HB 683 extends the end date to Dec 31, 2011.
 - As written, allows local government to opt out of the Dec 31, 2011 date. (Dec 31, 2010 still applies)
 - Anticipate no further extensions (as in 2011 session won’t extend to 12/31/2012).

10.4. CPM Added Comments

Joe Weathers informed the BDC of the recent Electronic Vehicle presentation. Said presentation was very informative and encouraging as the point person for Nissan considered Mecklenburg County’s TIP program a top notch national excellence. Phil Edwards encouraged all to sign up to receive Code Enforcement notifications through “Notify Me”. Gene Morton mentioned to all that the new MOSS web site will go live on August 1st and Code Enforcement is currently holding off changes to the reorg web pages until “go live” date when all information can be loaded at that time. Willis Horton shared that Code Enforcement’s recent “Lunch and Learn” presentation on Appendix B resulted in an excellent turn out from industry.

11. Future BDC Agendas

August BDC meeting tentative topics:

- Follow up report on Zeke Acosta’s issues raised in June Meeting.
- From web tools for contractors discussion on “How to get it right”, last call for ideas from BDC members on communication contact methods.
- Final review and confirmation of revised inspection priorities list.
- Reorganization report on field success stories.
- Review draft “14 Years of Change” document
- Patrick Granson update on OnSchedule status and AE Pass Rate Incentives.
- Fee Ordinance changes supporting TIP expansion; continue discussion

12. Adjournment

The July 20, 2010 Building Development Commission meeting adjourned at 4:54 p.m.

NOTE: The next **BDC Meeting** is scheduled for **3:00 p.m., Tuesday, August 17th, 2010.**
Please mark your calendars.