

BUILDING DEVELOPMENT COMMISSION

Minutes of June 17, 2014 Meeting

Jonathan Bahr opened the Building-Development Commission (BDC) meeting at 3:07 p.m. on Tuesday, June 17, 2014.

Present: Jonathan Bahr, Melanie Coyne, Ed Horne, Bernice Cutler, John Taylor, Travis Haston, Jon Wood, Chad Askew and Hal Hester

Absent: Zeke Acosta, Rob Belisle and Kevin Silva

1. MINUTES APPROVED

The motion by Jon Wood, seconded by Ed Horne to approve the May 20, 2014 meeting minutes passed unanimously.

2. BDC MEMBER ISSUES AND COMMENTS

Bernice Cutler thanked the Department for setting up the May 6th meeting.
Chad Askew asked for clarification on multi-family pool fixture count senate bill.

3. PUBLIC ATTENDEE ISSUES

There were no public attendee issues.

4. BDC Select Committee Discussion

The Department presented on this at length to the BDC in the May 20 meeting. The BDC asked to absorb all the information and continue the discussion in June. The Department had three major recommendations to the BDC in our opening and closing statements, we broadcast a request for specific project locations, issues and details, so that we may conduct detailed investigations into each and provide follow up and answers for frustrated customers. The Department request was posted and e-mailed Monday morning, June 9. At the request of Chad Askew, we extended the submittal period 1 week. As of last night, we have 53 submissions; 33 with project specific details & 20 generic. Chad Askew asked that members be provided with the raw data before the Department responds. We are assembling a study team to review each submittal and collect data on each, as listed in either EPS or POSSE. When complete, we recommend delivering this information by creating a new combined AE-GC-Builder Task Force, with broad representation from the design-construction community, to assist in evaluating comments & proposing changes. The Department suggests calling the Select Committee together for a 2nd meeting, reviewing whatever strategy the BDC and Department agree on and invite industry Select Committee members to join this task force. The Department also needs a more active role by Associations BDC representatives to help make members aware of the available tools in Code Enforcement to assist. The Department also identified twelve possible actions steps, responding to the Select Committee meeting, for the BDC's consideration:

Topic or actions step possible	quick hit	Moderate length project	Longer term project
Call for specific list of projects (addresses) related complaints/site conditions/etc.	X		
Best practice summary; for industry & Dept.		X (note 1)	
Joint AE-GC task force			X
Training on services/mechanisms/staff roles			X
PM/CEM awareness	X		
Explain role of customer liaison		X	
Know your team contacts	X		
RTAP policy on line		X	
Electronic sheet index in place			X

Audit project input requirements (POSSE & EPS)			X
M Bethune presentation on CEO's staying within NCGS authority, especially on AE seals	X		
Review SI procedures & related inspector responsibilities		X	

BDC added the below points to the Select Committee 12:

- *Preconstruction Meetings (When required / When not required)*
- *Consistency; field to office*
- *Awareness of full notification tool capacity in EPS / Posse*
- *Written criteria on changes in code interpretation for both local and state*

Travis Haston made the motion to create a combined AE-GC-Builder Task Force to assist in evaluating comments and proposing changes to address the 12; now 16 items discussed in today's meeting as well as to reconvene the Select Committee on 7-8, or soon thereafter; asking Select Committee members to join the task force. Ed Horne seconded the motion. Motion passed unanimously.

5. Election of Vice-Chairman

The nomination of Travis Haston as Vice Chairman replacing former Vice Chairman Elliot Mann was made by Ed Horne, seconded by Chad Askew and passed unanimously. Travis Haston, now the Vice Chairman to the Building Development Commission.

6. Phased Construction/Occupancy Web Page Demo

Patrick Granson shared a follow up from a meeting that was held on February 27th with the BDC subcommittee to help address best practice in phasing construction / occupancy and the new web page design that covers key elements in the process. This was requested by the contractors and developers to better understand how to deal with commercial projects allowing a phased-in strategic delivery process. The primary elements covered in the web page are, understanding the conditions of phasing, the conditions of the project, the permitting process, and the inspection process. Documentation needed for life safety and health concerns to achieve occupancy. Concerns for Certificated Occupancy (CO) or Temporary Certificated of Occupancy (TCO) for those designated areas. Link to the web page is as follows:

<http://charmeck.org/mecklenburg/county/CodeEnforcement/ArchitectsandEngineers-tools/Pages/Phased-Occupancy-and-Construction-Best-Practices.aspx>

7. Customer Service Center Project Schedule Update

Shannon Clubb gave a description of the tasks worked on which includes the organization of the CSC, including a tentative org chart and staffing levels. A statistical analysis is under way to aid in projections about how many staff may be needed, and in what positions, and how much time staff can expect to spend with customers. We are researching vendors that may be able to help us construct a training curriculum and advise on staff roles for various positions inside the CSC. We are exploring the possibility of having the first hire in the CSC be the LUESA training coordinator position, which was previously advertised but not filled. That person could work with the outside vendor to develop a training curriculum and customer guide materials, which will support day-to-day CSC operations, as well as establish interagency cooperation and collaboration. The next CSC update will include a proposed timeline, the results of our statistical analysis, and a telecommunications update.

8. Update on Consistency Data and MF Inspection Options

This study addresses a concern voiced by the industry relating to inspectors identifying new defects on follow-up inspections (2nd or later inspection). The Department is wrapping up a study of all 2013 building final inspections (not impacted by contractors splitting up inspections), covering 12,825 building final inspections, for the period January 1, 2013 through December 31, 2013. We are hoping to have details to share in the July BDC Meeting. Gene Morton to email GCAA with the following options:

- 1) After hours/Saturday inspections: currently when an inspector is tasked with a large volume all at one time, we work through the requested inspection as much as possible during the day in the 1-1 ½ hour inspection block and then offer the contractor a couple of options for concentrated return work. Inspectors may coordinate a group effort to work either after hours or on Saturday, with in many cases 3 inspectors on site at once, to get the requested inspections caught up for that project. This work is done at no additional permit fee charge to the project.
- 2) Reserved ½ day inspection blocks: a premium service where contractors may reserve 4 hour (1/2 day) blocks of inspection time in the 8am-5pm work day, 3-5 days in advance to assure they have enough inspection resources available to review the work being delivered for inspection. The project may either pay for these on an “as incurred” basis, or prepay for a set number of these “1/2 day blocks” as part of their original permit fee.
- 3) Third party inspection program: a premium service allowing the contractor’s team to schedule inspections in any time frame agreed to in the contract, as required to support their project. Used extensively in Airport construction, as well as downtown high rise final inspections and the South Park Belk Renovation, employing contractors have spoken highly of its value in keeping on schedule. Program information is available on meckpermit.com.
- 4) Large commercial project inspections pilot: basically, this would expand the 1-1 ½ time limit per inspection task request to 2 ½ -3 hours, for contractors agreeing to update the projects inspection leadership team bi-weekly on their anticipated inspection load demand, and use the following tools;
 - Pre-construction meetings
 - Pre-walk inspections
 - Superintendent inspection checklist.
 - TCO and phased occupancy checklist.

TH: How does it work? Is it built into the permit fee?

JB: Historically; we put money in for Overtime Inspections to be used in certain situations and this is one of them. This program does not have a premium charge.

JT: Why is there not a fee discount for third party inspections?

JB: It is the way the program was designed and is a reflection of the cost to the Department. These are smaller projects with a certain amount of administrative burden and this is how we agreed it would be structured.

JT: Is after hour inspection work voluntary?

JB: Yes, it’s voluntary and covered just the same as it is for you.

JT: What constitutes a large commercial project?

JB: Multi-Family for sure. How far it goes beyond that is based on project criteria specifics.

JT: Is this just for the multi-family industry?

JB: No, this is a package we put together because of some of these issues have come up. It is not just for multi-family.

Jonathan Bahr, BDC Chairman solicited a motion in support of the Multi-Family Inspection Options. Chad Askew made the motion seconded by John Taylor. Motion passed unanimously.

Gene Morton to follow-up with a memo to the GCAA and the Department will post to the web.

9. Report on CCTF Reconvene Roster on “Best Practice”

Gene Morton discussed that the Department retrieved the CCTF rosters from 2000 & 2005 work, plus the recent auto-notification revision work. Telephone/e-mail contact was made with each, inviting them to participate in another CCTF. 12 former CCTF members agreed to participate on the topic, including; 3 home builders, 4 general or development representatives and 5 Mechanical Electrical Plumbing trade representatives. Still following up on 2 e-mails and 3 unanswered phone calls.

10. Report on Customer Surveys

Jim discussed the 2014 Customer Survey, managed by CSS-Ed Gagnon and shared that a very preliminary draft is still under review. The County has also engaged Mr. Gagnon to facilitate focus group discussions with 8-9 customer groups. What we are currently thinking is to combine the results of the focus group sessions with the CSS - 2014 Customer Survey, to produce a more holistic approach to assessing how customers see the P&I process overall. We are also considering integrating audit contractor input. They would comment on both before final results are published/distributed. Anticipating late summer/early fall.

11. Department Statistics and Initiatives Report

May Statistics

Permit Revenue

- May permit (only) revenue- \$1,683,122, compares to April revenue of \$1,982,761.
- Fy14 revised budget projected monthly permit revenue; \$18,266,929/12 = \$1,522,244
- So May permit revenue is \$160,787 above monthly projection
- YTD (5/31/14) permit rev = \$19,224,959; above projection (\$16,744,684) by \$2,480,275 (14.8%)

Construction Value of Permits Issued

- May total - \$295,464,239, compares to April total - \$369,038,987
- YTD at 5/31/14 of \$3,602,244,629; 21.65% above Fy13 constr value permit'd at 5/31/13 of \$2.9611B

Permits Issued:

	April	May	3 Month Trend
Residential	4922	5563	3227/3970/4922/5563
Commercial	2809	3014	2213/2740/2809/3014
Other (Fire/Zone)	593	511	430/543/593/511
Total	8324	9088	5870/7253/8324/9088

- Changes (April-May); Residential up 13%; commercial up 7.3%; total up 9.18%

Inspection Activity: Inspections Performed

Insp. Req.	April	May	Insp. Perf.	April	May	% Change
Bldg.	6574	6940	Bldg.	6436	6739	+4.7%
Elec.	7374	7785	Elec.	7298	7703	+5.5%

Mech.	3778	4260	Mech.	3710	4199	+13.2%
Plbg.	3283	3358	Plbg.	3185	3322	+4.3%
Total	21,009	22,343	Total	20,629	21,963	+6.4%

- Changes (March/April); Bldg up <5%, Elec up 5.5%+, Mech up >13%+, Plbg up 4%+
- Inspections performed were 98.3% of inspections requested

Inspection Activity: Inspections Response Time (New IRT Report)

Insp. Resp. Time	OnTime %		Total % After 24 Hrs. Late		Total % After 48 Hrs. Late		Average Resp. in Days	
	April	May	April	May	April	May	April	May
Bldg.	77.0	78.5	95.6	94.9	99.3	99.2	1.28	1.27
Elec.	73.0	70.3	97.8	97.2	99.6	99.7	1.29	1.32
Mech.	62.5	69.5	93.4	93.3	99.0	98.7	1.44	1.38
Plbg.	71.2	71.7	94.9	95.6	99.4	99.8	1.34	1.33
Total	72.1	72.9	95.8	95.5	99.4	99.4	1.32	1.32

Note: this data is from the new CEM dash

- Per the BDC Performance Goal agreement (7/20/2010), the goal range is **85-90%**, so the new IRT report indicates the May average is currently **12.1% below the goal range.**

Inspection Pass Rates for May, 2014:

OVERALL MONTHLY AV'G @ 81.99%, compared to 82.05%, in April

Bldg: April – 76.32%
 May – 75.34%

Elec: April – 76.32%
 May – 79.91%

Mech: April – 85.63%
 May – 85.82%

Plbg: April – 90.12%
 May – 91.18%

- Bldg down 1%-, Mech up <1/2%, Plbg up 1%+, Elec up >3.5%
- Overall average up slightly from last month, and above 75-80% goal range

OnSchedule and CTAC Numbers for May, 2014

CTAC:

- 136 first reviews, compared to 129 in April.
- Projects approval rate (pass/fail) – 68%
- CTAC was 43% of OnSch (*) first review volume (136/136+182 = 318) = 42.77%
 *CTAC as a % of OnSch is based on the total of only scheduled and Express projects

On Schedule:

- October, 12: 183 -1st rev'w projects; on time/early–97% all trades, 98.75% B/E/M/P only
- November, 12: 141 -1st rev'w projects; on time/early–92.4% all trades, 97% B/E/M/P only

- December, 12: 150 -1st rev'w projects; on time/early–93.25% all trades, 96.75% B/E/M/P only
- January, 13: 140 -1st rev'w projects; on time/early–89.12% all trades, 94.25% B/E/M/P only
- February, 13: 142 -1st rev'w projects; on time/early–81.125% all trades, 94.25% B/E/M/P only
- March, 13: 137 -1st rev'w projects; on time/early–87.5% all trades, 91.5% B/E/M/P only
- April, 13: 149 -1st rev'w projects; on time/early–94.375% all trades, 94.5% B/E/M/P only
- May, 13: 216 -1st rev'w projects; on time/early–96.375% all trades, 96.25% B/E/M/P only
- June, 13: 191 -1st rev'w projects; on time/early–96.88% all trades, 97.5% B/E/M/P only
- July, 13: 197 -1st rev'w projects; on time/early–90.375% all trades, 92% B/E/M/P only
- August, 13: 210 -1st rev'w projects; on time/early–89.4% all trades, 93.5 B/E/M/P only
- September, 13: 203 -1st rev'w projects; on time/early–89.88% all trades, 92.5% B/E/M/P only
- October, 13: 218 -1st rev'w projects; on time/early–88.75% all trades, 91.25% B/E/M/P only
- November, 13: 207 -1st rev'w projects; on time/early–95.87% all trades, 94% B/E/M/P only
- December, 13: 157 -1st rev'w projects; on time/early–96% all trades, 92.5% B/E/M/P only
- January, 14: 252 -1st rev'w projects; on time/early–92.38% all trades, 94% B/E/M/P only
- February, 14: 199 -1st rev'w projects; on time/early–85% all trades, 95.25% B/E/M/P only
- March, 14: 195 -1st rev'w projects; on time/early–97.38% all trades, 95% B/E/M/P only
- April, 14: 242 -1st rev'w projects; on time/early–94% all trades, 90.5% B/E/M/P only
- May, 14: 223 -1st rev'w projects; on time/early–97.63% all trades, 96% B/E/M/P only

Booking Lead Times

- On Schedule Projects: **for reporting chart posted on line**, on April 28, 2014, showed
 - 1-2 hr projects; at 2-4 work days booking lead, except MP-17, MCFM-6, & City Zon'g-15 days
 - 3-4 hr projects; at 2-3 days, except bldg-5, MP-17, MCFM-6, health-8, & City Zon'g-15 days
 - 5-8 hr projects; at 3-6 days, except bldg-10, Elec-8, MP-17, health -8, & City Zon'g-15, and CFD – 9 days.
- CTAC plan review turnaround time; BEMP at 6 work days, and all others at 1 day.
 - AT 6/16/14, CTAC BEMP reviews was performing on a 3 day turnaround time.
- Express Review – booking lead time was; 11 work days for small projects, 17 work days for large

12. Manager / CA Added Comments

No Manager or CA comments.

13. Adjournment

The June 17th, 2014 Building Development Commission meeting adjourned at 5:07 p.m.

The next BDC Meeting is scheduled for 3:00 p.m. on Tuesday, July 15, 2014.