



*Mecklenburg County
September 16, 2014
@ 3:00 p.m.
Agenda*

Building-Development Commission

1. Minutes Approved
2. BDC Member Issues
3. Public Attendee Issues
4. Customer Service Center (CSC) Project Update
 1. Status of CSC Detail Design Work.....S. Clubb/S. Broome-Edwards/M. Sellers
 2. Preview of RFBA.....Jim Bartl
5. MF Electric Service Interpretation Update.....Joe Weathers
6. Permit Cost Listed On A Project.....Patrick Granson
7. HMC Renovation Project Update.....Jim Bartl
8. Consistency Data Report Follow-Up.....Jim Bartl
9. Department Statistics and Initiatives Report.....Jim Bartl
 - Statistics Report
 - Status Report on Various Department Initiatives
 - Other
 - Manager/CA Added Comments
10. Adjournment

The next **BDC Meeting** is scheduled for **3:00 p.m., October 21, 2014.**

Please mark your calendars.

BUILDING DEVELOPMENT COMMISSION

Minutes of August 19, 2014 Meeting

Travis Haston opened the Building-Development Commission (BDC) meeting at 3:07 p.m. on Tuesday, August 19, 2014.

Present: Melanie Coyne, Ed Horne, Bernice Cutler, Travis Haston, Benjamin Simpson, Chad Askew, Hal Hester and Tom Brasse

Absent: Jonathan Bahr, John Taylor, Zeke Acosta, Rob Belisle and Kevin Silva

1. MINUTES APPROVED

Melanie Coyne made the motion to approve the revised BDC Meeting Minutes from the June 17th, meeting; seconded by Travis Haston. The motion passed unanimously.

Hal Hester made the motion to approve the BDC Meeting Minutes of July 15th, seconded by Bernice Cutler. The motion passed unanimously.

2. BDC MEMBER ISSUES AND COMMENTS

Travis Haston introduced the BDC's newest members. Representing HBA is Tom Brasse a Managing Director of Residential with Faison & Associates. Tom has a BS in Geology and has worked in the Real Estate Development industry for the last eight years. Representing the NC Chapter of American Society of Landscape Architects is Ben Simpson with Site Solutions, Inc. Ben has a BS in Planning from NCSU and has 27 years' experience in Design/Development within the construction industry.

Melanie Coyne asked for comments or perspective regarding HB734. The Department had not comment.

3. PUBLIC ATTENDEE ISSUES

There were no public attendee issues.

4. REVIEW OF FY14 END OF YEAR (EOY) NUMBERS

Jim discussed the Summary of Key Data Points documents that was previously e-mailed to all BDC members with the August package. Jim pointed out the data as listed below:

- Permits issued at 88,160, up 8.2% over FY 13 EOY
- Inspections performed at 238,068, up 14.4% over FY 13 EOY
- Construction value permitted at \$3.994B, up 26.6% over FY 13 EOY
- Inspection response time averaged 80.63%, down from 91% in FY 13
- Inspection pass rate averaged 82.26%, down 1%+ from 84% in FY 13
- OnSchedule on time early averaged 93.5%, down 2.5%+ from 96% in FY 13
 - OnSchedule 1st review counts at 2543, up 31% from FY 13
 - OnSchedule total review cycles at 11,592, up 29% from FY 13 (8,979)
 - OnSchedule 1st review pass rates at 66.8%, down 3.6% from FY 13
 - OnSchedule booking lead time av'g overall <5days, about ½ day less than FY13
- CTAC turnaround time av'g of 2.33 days overall, down slightly from 2.33 days in FY 13
 - CTAC 1st review counts at 1408, down 7.25% from FY 13 (1518)
 - CTAC 1st review pass rates at 69.9%, down 1%+ from FY 13

TB: There is a significant difference between the Inspection Response Time in days (then and now), for both time periods; as well as, the percentage completed in the first 24 hours (then and now). The Inspection Pass Rates then and now show a big difference that doesn't coincide completely with the number of employees. Obviously, CTAC seems to be doing pretty well. Can you comment?

Tom Brasse asked Jim to comment on the significant difference between the Inspection Response Time in days (then and now), for both time periods; as well as, the percentage completed in the first 24 hours (then and now). The Inspection Pass Rates then and now show a big difference that doesn't coincide completely with the number of employees. Obviously, CTAC seems to be doing pretty well. Can you comment?

JNB: About 1.5 years ago in November 2012; we reported to the BDC that we found a flaw in the IRT report.

TB: For the year?

JNB: No; forever. The discrepancy didn't show up until we looked at the data coming out of the recession and it didn't make sense to us. At this time we had a long discussion with the BDC on this. The BDC wanted us to study and put together a subcommittee to create a new report. We looked at the original report and found the criteria didn't match the design or the way it was described. We now had two different reports. We paid Computronix to design a new report that we installed with Posse 6.3 last summer. The subcommittee asked us to run 2.5 years of data; in which they studied and made a recommendation. The subcommittee recommended that we add no less than 9 – 13 inspectors to fix the problem.

TH: FY 13 there were more permits issued than applied for.

JB: That can happen. Depends on how permits are held up inside the system. We're integrating holds from other agencies. So it is conceivable in some cases, you can get held up by agency holds and we end up with a backlog. Typically not significant.

Amy Hollingsworth reviewed the Revenue-Expense Numbers – the below information was emailed to all BDC Members on Wednesday, 8/20/14.

- FY 14 Revenue;
 - Permit revenue.....\$21,126,745
 - Other revenue.....\$3,377,703
 - Com'l tech surcharge.....\$546,648
 - Total revenue.....\$25,051,096
- FY 14 Expense;
 - 4000-9000 account expenses paid.....\$20,046,940
 - Encumbrances (yet to be paid).....\$302,116
 - Total expense.....\$20,349,056
- Notes on Revenue-Expense;
 - FY 14 amended expense level (with 12/3/13 betterment) was \$21.56M
 - Planned betterment for 13 pay periods (1/2 yr.) totaled \$1.26M but slower hiring schedule meant much of this was unexpended at 6/30/14.
- Code Enforcement Special Fund Status;
 - Started year with \$8.13366M, FY 14 adds \$4.6M, new total \$12.7M
 - Known expenses from this; HMC renovation-\$1.316M, Gartner streamline audit-\$180k, CSC tech buyout-\$500k, CSC org design consultant-\$70k
 - \$2.05M known commitment
 - Reserve goal is 30-35% of budget; or 30% x \$24.2248M = \$7.27M minimum

A copy of Ms. Hollingsworth's slide will be emailed to all board members.

5. REVISIONS TO BDC PAPERLESS MEETING STRATEGY

Jim Bartl summarized saying the BDC paperless meeting strategy includes the key component in advancing the PM-CEM support pilot, discussed with you last fall, as part of the 2014 Service Delivery Enhancement strategy. The goal is to free up as much time as possible for administrative support to the PM's and CEM's. what we're trying to do is have most, if not all, the monthly data stats and supporting charts, auto generated and loaded to a site, for your reference on a known date (the Friday before the 3rd Tuesday of the month, for example). You will have a common link on that date to get your data. The only thing we'd send you is the agenda, and presentation specific support materials (electronic handouts, etc.) We hope to handle the quarterly reports, though they are a different animal, in a similar manner.

This likely involves some re-formatting of reports. It could involve changes to current access links. We will review revamping the current “DropBox” site and/or creating “SharePoint” presence which will include assigning county email addresses to BDC members. Either way there will be a common site for report access and retrieval.

6. DEPARTMENT STATISTICS AND INITIATIVES REPORT JULY STATISTICS

Permit Revenue

- July permit (only) revenue- \$2,079,120, compares to June revenue of \$1,901,786.
- Fy15 budget projected monthly permit revenue; \$20,593,309/12 = \$1,716,109
- So July permit revenue is \$185,677 above monthly projection
- YTD permit rev = \$1,901,786, is above projection (\$1,716,109) by \$185.6k or 10.8%.

Construction Value of Permits Issued

- July total - \$537,844,737, compares to June total - \$392,456,728;
 - Residential; \$198M, compared to \$157.5M in June 2014 and \$94.5M in July 2103
 - Commercial; \$339.9M, compared to \$234.9M in June 2014 and \$150.5M in July 2103
- YTD at 7/31/14 of \$537,844,737; 26.48% above Fy13 constr value permit'd at 7/31/13 of \$245.1M

Permits Issued:

	June	July	3 Month Trend
Residential	5242	5379	4922/5563/5242/5379
Commercial	2959	3219	2809/3014/2959/3219
Other (Fire/Zone)	566	511	593/511/566/511
Total	8767	9109	8324/9088/8767/9109

- Changes (June-July); Residential up 2.6%; commercial up 8.8%; total up 3.9%

Inspection Activity: Inspections Performed

Insp. Req.	June	July	Insp. Perf.	June	July	% Change
Bldg.	7160	7621	Bldg.	6993	7304	+4.44%
Elec.	8514	9431	Elec.	8541	9237	+8.15%
Mech.	4460	4710	Mech.	4517	4558	+0.1%
Plbg.	3495	3377	Plbg.	3418	3325	-2.72%
Total	23,629	25,139	Total	23,469	24,424	+4.07%

- Changes (June-July); ELEC up 8%+, Bldg up 4%+, Mech same, Plbg down <3%
- Inspections performed were 97.16% 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	
	June	July	June	July	June	July	June	July
Bldg.	75.1	81.1	94.5	96.8	99.1	99.4	1.38	1.21
Elec.	57.6	57.2	90.6	92.0	98.7	98.7	1.54	1.54
Mech.	68.1	72.5	95.8	96.8	99.3	99.7	1.37	1.30
Plbg.	74.1	84.5	97.0	98.6	99.7	99.7	1.29	1.17
Total	67.3	68.1	93.7	93.3	99.1	99.2	1.42	1.35

- Per the BDC Performance Goal agreement (7/20/2010), the goal range is **85-90%**, so the new IRT report indicates the July average is currently **16.9% below the goal range.**

Inspection Pass Rates for July, 2014:

OVERALL MONTHLY AV'G @ 82.34% in July, compared to 82.23% in June

Bldg: June – 77.75%
 July – 78.11%

Elec: June – 78.7%
 July – 79.61%

Mech: June – 85.32%
 July – 84.76%

Plbg: June – 91.71%
 July – 92.00%

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

On Schedule and CTAC Numbers for July, 2014

CTAC:

- 120 first reviews, compared to 92 in June.
- Projects approval rate (pass/fail) – 72%
- CTAC was 32% of OnSch (*) first review volume (120/120+145 = 265) = 45.3%
 *CTAC as a % of OnSch is based on the total of only scheduled and Express projects

On Schedule:

- 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
- June, 14: 241 -1st rev'w projects; on time/early–94% all trades, 95% B/E/M/P only
- July, 14: 203 -1st rev'w projects; on time/early–90.4% all trades, 96% B/E/M/P only

Booking Lead Times

- On Schedule Projects: **for reporting chart posted on line**, on July 28, 2014, showed
 - 1-2 hr projects; at 2-3 work days booking lead, except Elec-6, and MP-5 days
 - 3-4 hr projects; at 2-3 work days booking lead, except Elec-6, and MP-5 days
 - 5-8 hr projects; at 3 days, except Bldg-11, Elec-11, MP-11, CMUD-17, Health-7, and City Zoning- 25 work days.
- CTAC plan review turnaround time; BEMP at 5 work days, and all others at 1 day.
- Express Review – booking lead time was; 10 work days for small projects, 16 work days for large

STATUS REPORT ON VARIOUS DEPARTMENT INITIATIVES

Follow-Up from July BDC Meeting

BDC Quarterly Bulletin

Distributed to all BDC members, NotifyMe subscribers and posted to the web site on August 1, 2014.

Summary of Permit Costs Listed on a Project

A study of how permit charges to a contractor account are summarized on a project was brought up by John Taylor. Patrick is still working on this. Topic will continue in the next meeting.

BOMGAR video in CSC report

BDC members asked us to send the BOMGAR video link. It was emailed to all members on July 16th.

Follow up on Consistency Data Study

We are still working on the Consistency Data Study. Rob Drennan gave a presentation to you last month on this. We are still in the middle of researching the two things you asked for and we hope to have this for you next month in the September meeting.

- a) Separate residential from commercial on the building finals researched to date (may require creating a new report).
- b) Restate the 4.32% in the context of total building final inspections only.

Updates on Other Department Initiatives in the Works

Select Committee Discussion Follow-Up Report Status of June 9 and June 23rd Customer Survey

The County Attorney received direction from UNC School of Government on how to resolve the clash between NCGS requirements on public records disclosure vs. HR personnel records privacy. Marvin Bethune will do a final review after our mark-up when he returns next week and we will distribute to you soon thereafter.

BDC Select Committee Meeting #2

The second Select Committee meeting was held on Tuesday, July 29th from 1-3, with 14 industry members attending (including 5 BDC members). In the meeting we reported back to the Select Committee on BDC discussions of May 20 & June 17; we reviewed the recommended action list; we solicited Select Committee volunteers to participate in AE-GC-Builder TF to work on further problem identification/fixes 12 volunteers were identified (including 4 BDC members) and discussed the MF inspections option. The 2nd Select

Committee meeting added to the action list; see 3 items (in red) identified on the below slide.
Action steps identified by the BDC in response to the May 6th, 2014 Select Committee meeting; as amended by the Select Committee on July 29, 2014

Topics or Action Steps Possible	Quick Hit	Moderate Length Project	Longer Term Project
1. Call for specific list of projects (addresses) related complaints/site conditions/etc.	X		
2. Best practice summary; for industry & Dept.		X (note 1)	
3. Joint AE-GC task force			X
4. Training on services/mechanisms/staff roles			X
5. PM/CEM awareness	X		
6. Explain role of customer liaison		X	
7. Know your team contacts	X		
8. RTAP policy on line		X	
9. Electronic sheet index in place			X
10. Audit project input requirements (POSSE & EPS)			X
11. M Bethune presentation on CEO's staying within NCGS authority, especially on AE seals	X		
12. Review SI procedures & related inspector responsibilities		X	
13. Precon Mtgs; where required and where not		X	
14. Consistency; field to office			X
15. Awareness of full notification tool capacity in EPS/POSSE	X		X
16. Written criteria on code interp change notification , from either local or state	X		
17. Contractors with high pass rates receiving some type of reward (advantage in scheduling priority).			X
18. Allocation of inspection trip time limits among different size projects (different limits for different size projects).			X
19. Criteria on AE sealed documents regarding when the Department will or will not accept them for code compliance verification.	X		

Note 1: in their April meeting, the BDC requested contacting past CCTF members regarding work on "best practice" summaries, as recommended by the IRT-Subcommittee. In their July meeting, the BDC agreed to incorporate this item, and those volunteers, in the proposed TF work.

Blue indicates additions by BDC on June 17
 Red indicates additions by Select Committee in July 29 meeting

Solicit association participation in AE-GC-Builder Task Force

Kathleen Batey is contacting BDC association secretaries; names provided by BDC members, to convey the invitation to their industry members. To date, we've contacted 12 industry association reps or secretaries (including 3 electrical entities). On August 8, we provided an invitation letter from the Dept. for their use in soliciting participation. To date, we have confirmed the following participant counts; 4 BDC members (J Bahr, T Haston, E Horne and T Bresse) 8 industry Select Committee members; 9 former members of the Code Compliance Task Force. We tentatively plan to begin task force meetings in September.

Chad Askew said he was unable to attend the meeting and previously indicated his interest to participate. Bernice Cutler volunteered to participate on the Task Force.

Ben Simpson indicated his interest in participating in discussions with the County Attorney over Code Officials and AE's work/authority.

7. Manager / CA Added Comments

Chuck Walker described the Mecklenburg County - HR Job Fair taking place on September 9th stating that Code Enforcement will be recruiting at this event. There were no other Manager or CA comments.

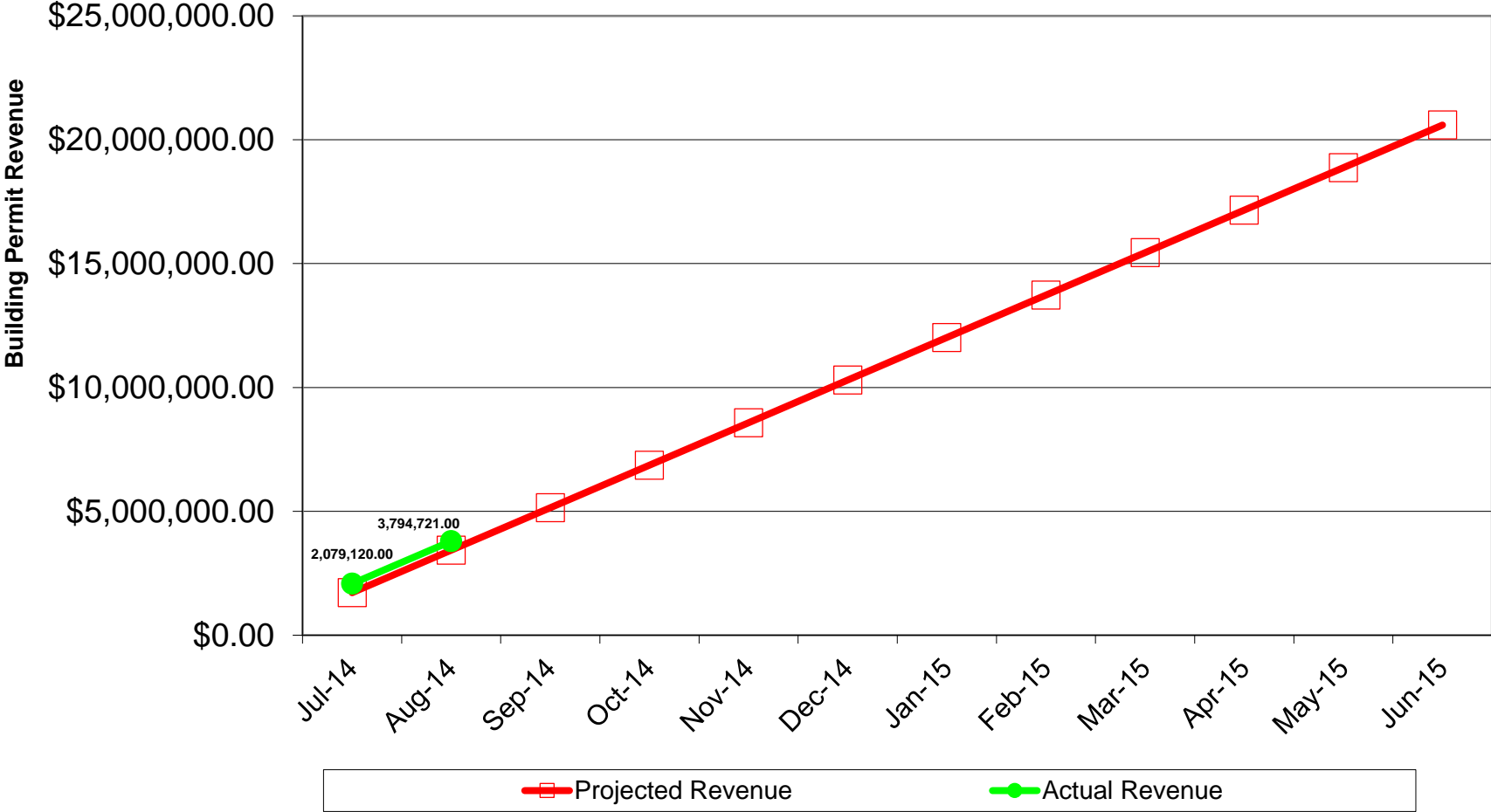
8. Adjournment

The August 19th, 2014 Building Development Commission meeting adjourned at 3:55 p.m.

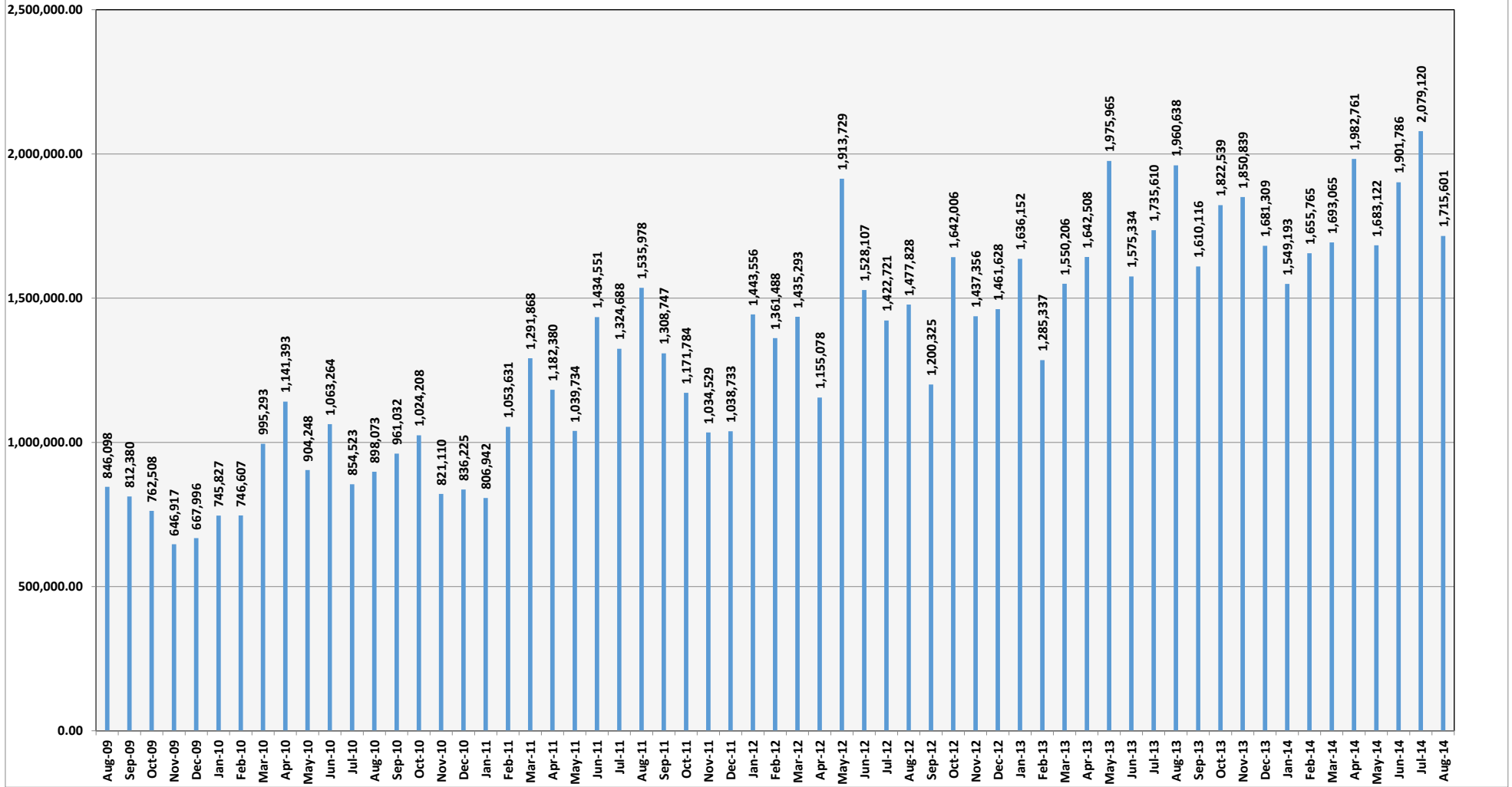
The next BDC Meeting is scheduled for 3:00 p.m. on Tuesday, September 16, 2014.

Building Permit Revenue Fiscal YTD

INCREASE/DECREASE
 August 2014 Permit Revenue = \$1,715,601
 FY15 Year-To-Date Permit Revenue = \$3,794,720
 10.56% **above** Projected YTD Permit Revenue

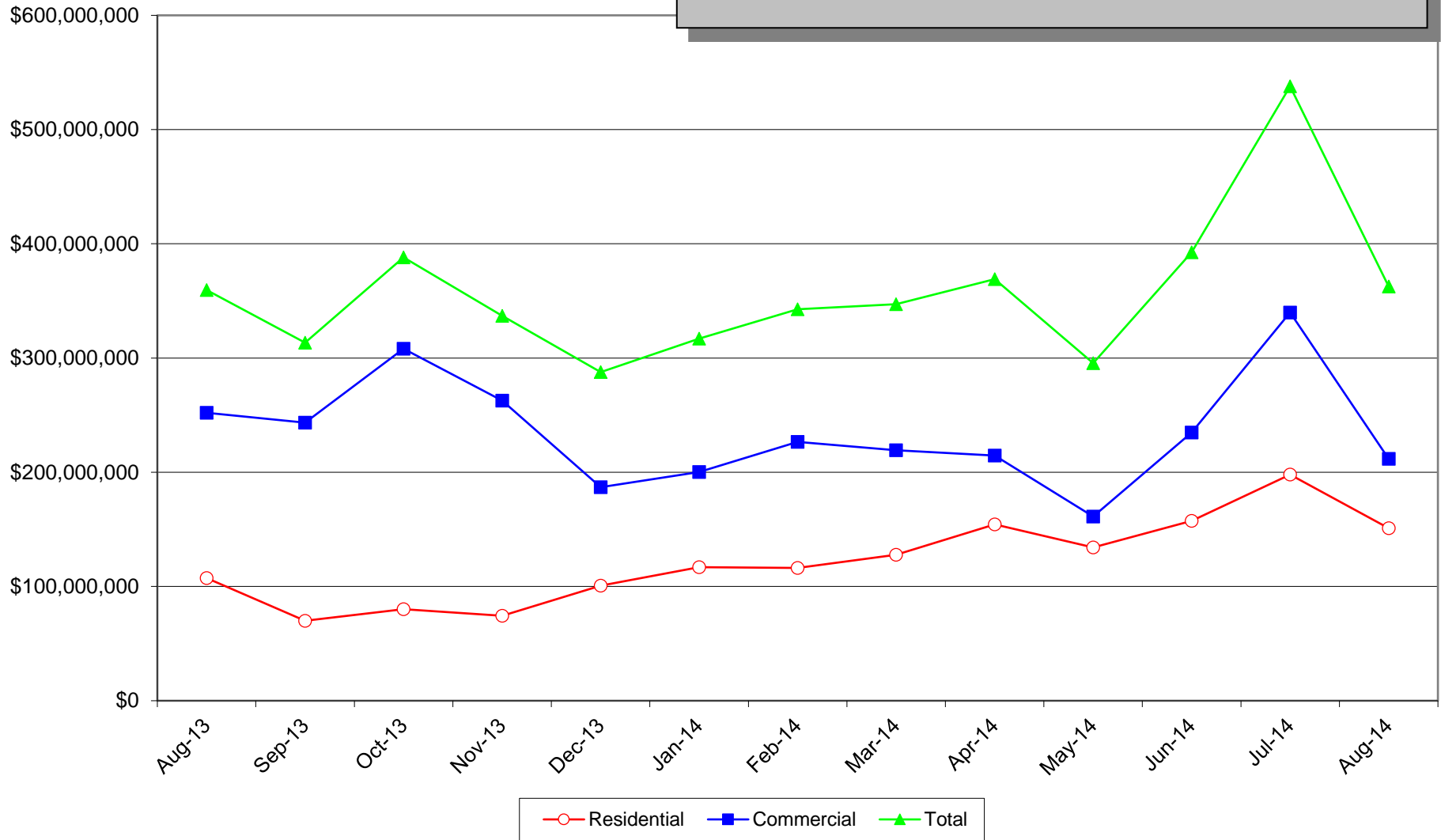


PERMIT REVENUE 8-2009 thru 8-2014



Construction Valuation

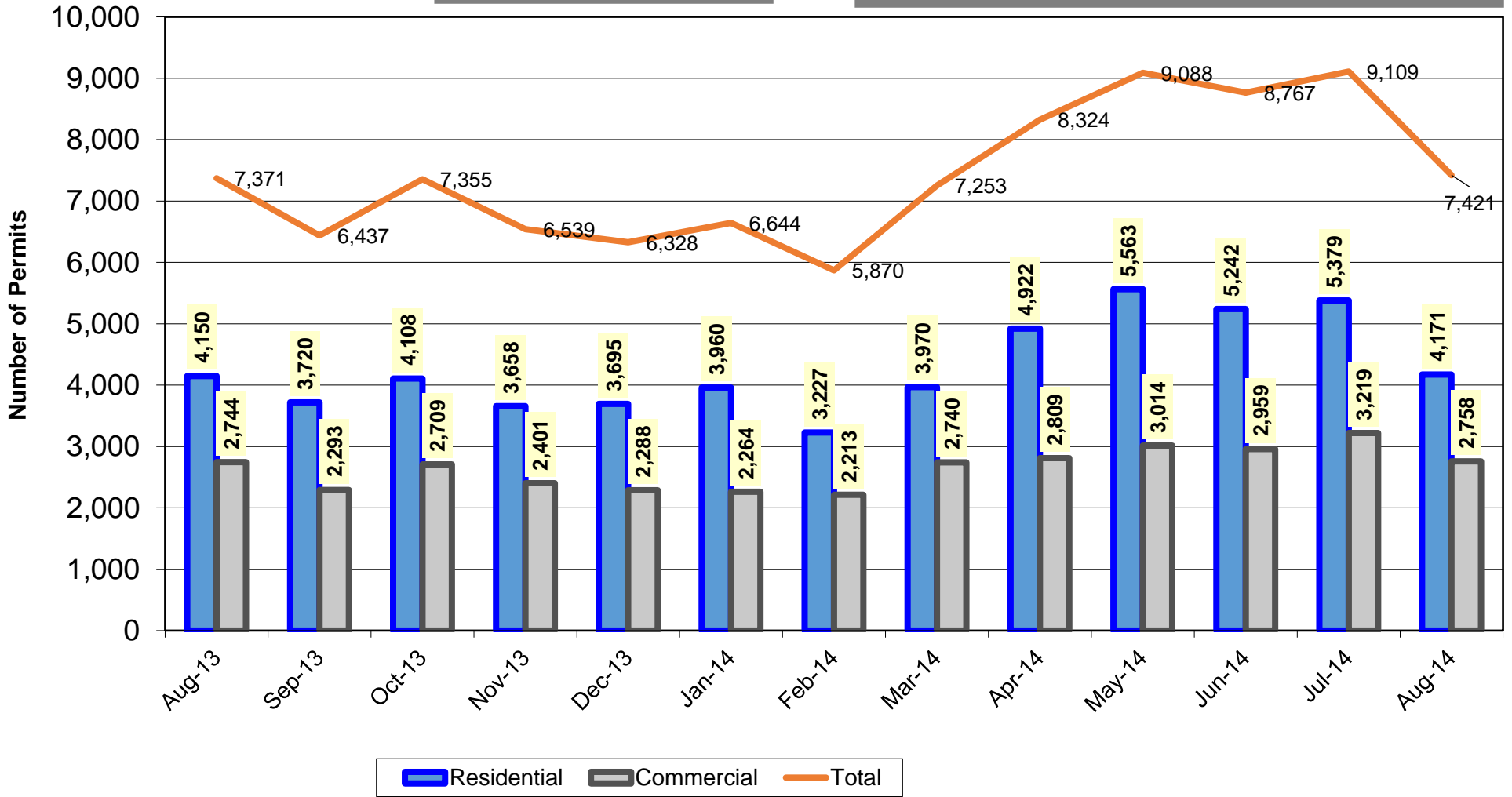
INCREASE/DECREASE
August 2014 Total = \$362,638,011
 FY15 YTD Total = \$900,482,748
 FY14 YTD Total = \$604,681,157
 FY15 up 48.9% from this time FY14



Permits Issued

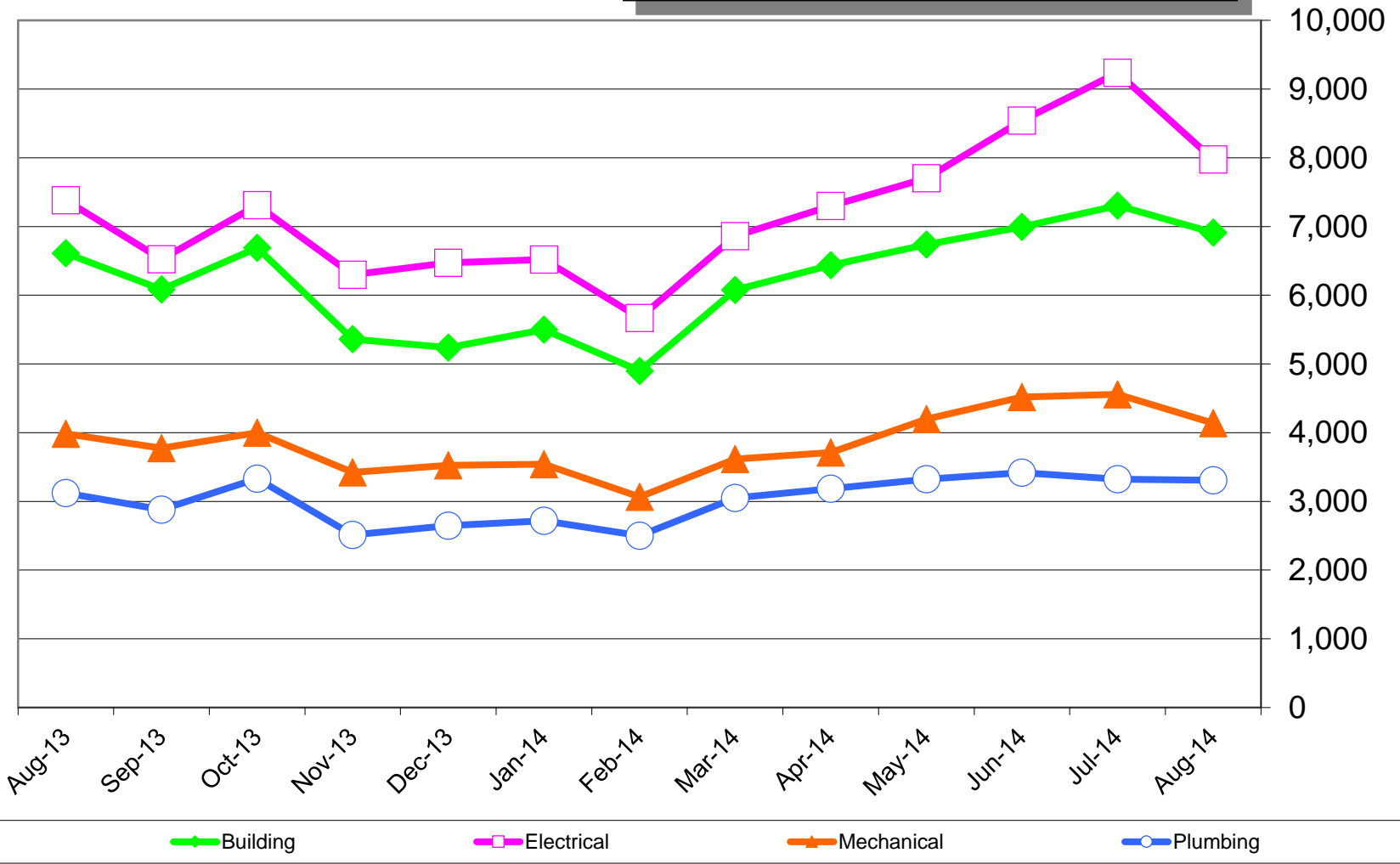
INCREASE/DECREASE
 Residential dn - 22.5%
 Commercial dn - 14.4%
 Overall dn - 18.53%

FISCAL YEAR TO DATE PERMIT TOTALS
 Residential August FY15 = 9,550 FY14 = 9,260
 Commercial August FY15 = 5,977 FY14 = 5,278
 Total FY15 = 16,560 FY14 = 15,555



Inspections Performed

INCREASE/DECREASE
August 2014 Inspections Performed dn 8.55%



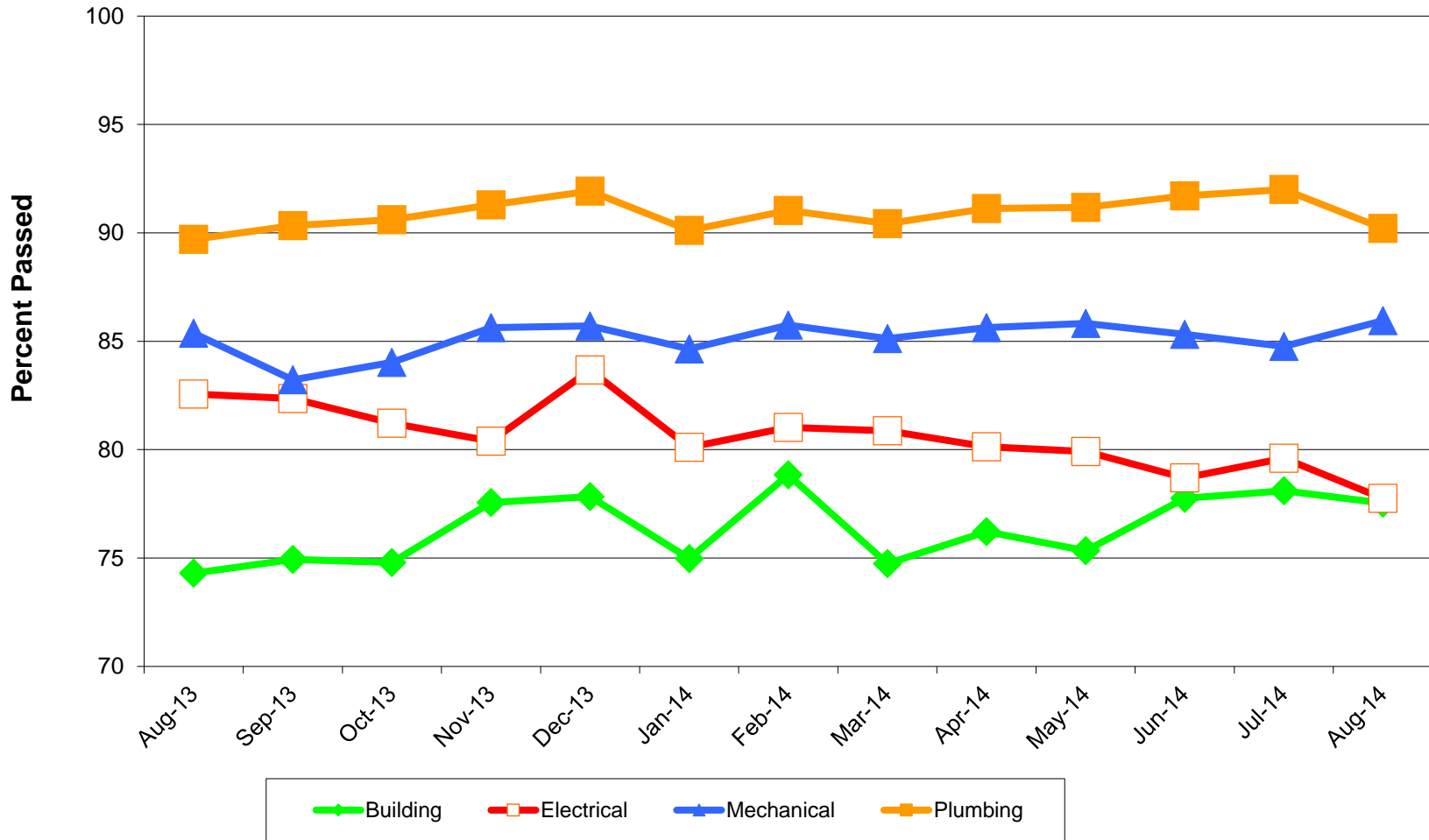
IRT REPORT AUGUST 2014

Inspection Activity: Inspection Response Time (IRT Report)

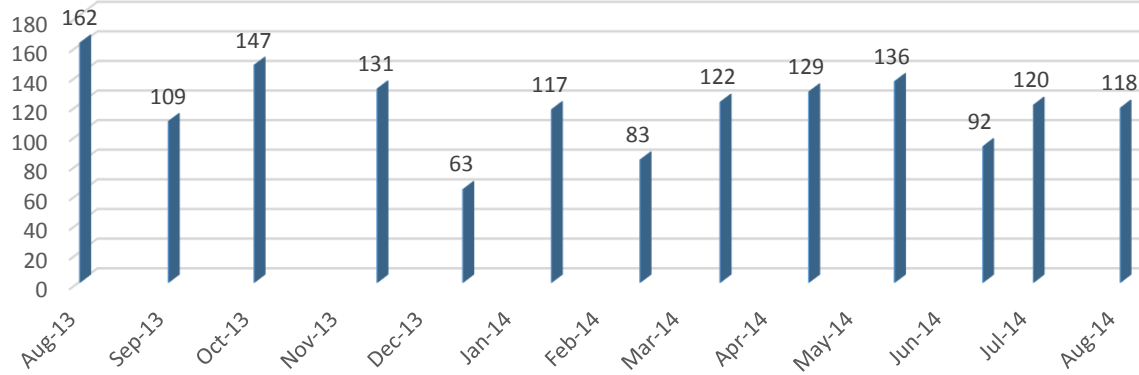
Insp. Resp. Time	OnTime %		Total % After 24 Hrs. Late		Total % After 48 Hrs. Late		Average Resp. in Days	
	July	Aug	July	Aug	July	Aug	July	Aug
Bldg.	81.1%	80.1%	96.8%	95.7%	99.4%	98.9%	1.21	1.24
Elec.	57.2%	50.3%	92.0%	80.2%	98.7%	95.5%	1.54	1.73
Mech.	72.5%	73.8%	96.8%	96.1%	99.7%	99.2%	1.30	1.31
Plbg.	84.5%	83.5%	98.6%	99.0%	99.7%	99.9%	1.17	1.17
Total	71.0%	68.8%	95.2%	90.8%	99.3%	97.9%	1.35	1.42

Inspection Pass Rates

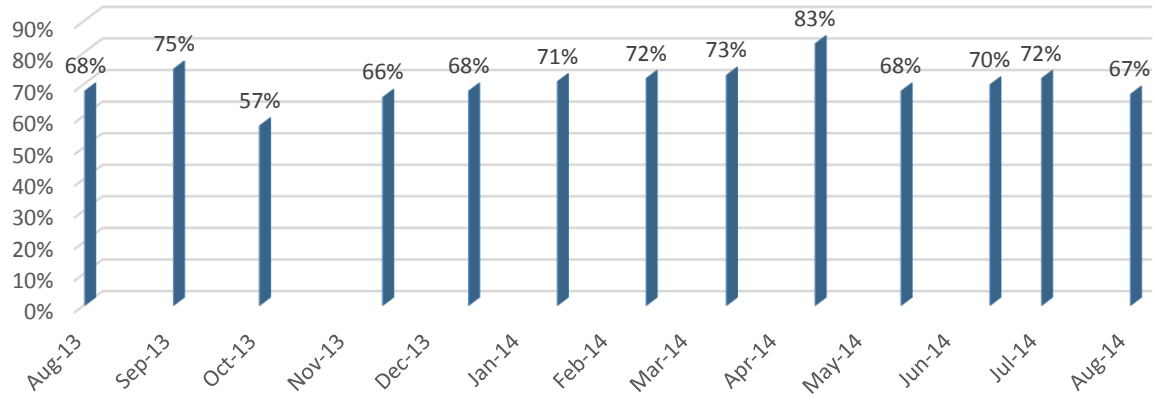
August 2014 Pass Rates	
Building	77.54%
Electrical	77.75%
Mechanical	85.95%
Plumbing	90.21%
OVERALL:	81.68%



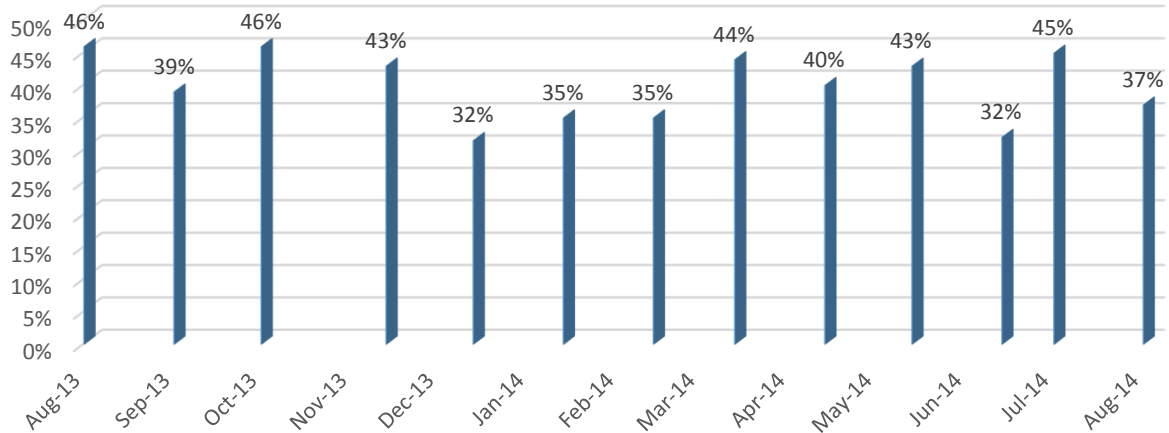
August 2014 CTAC First Reviews



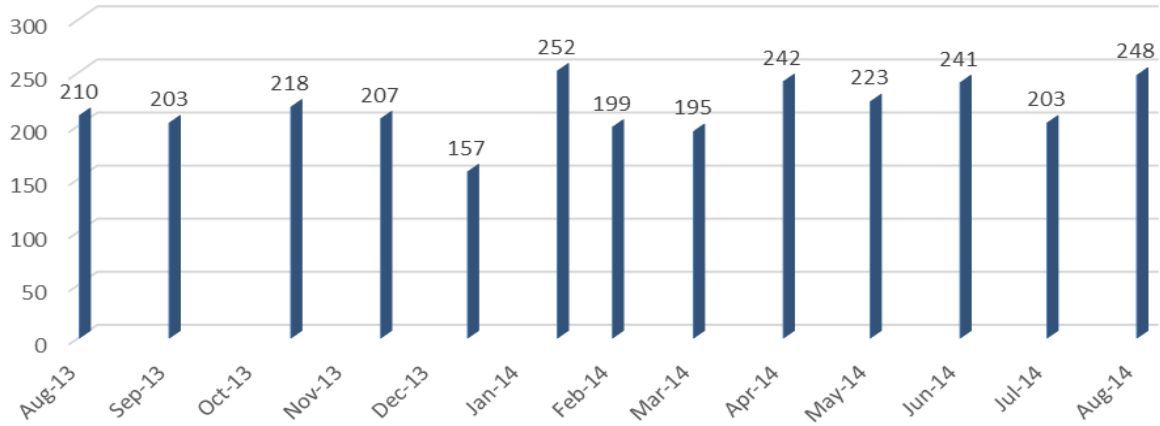
August 2014 CTAC Approval Rate



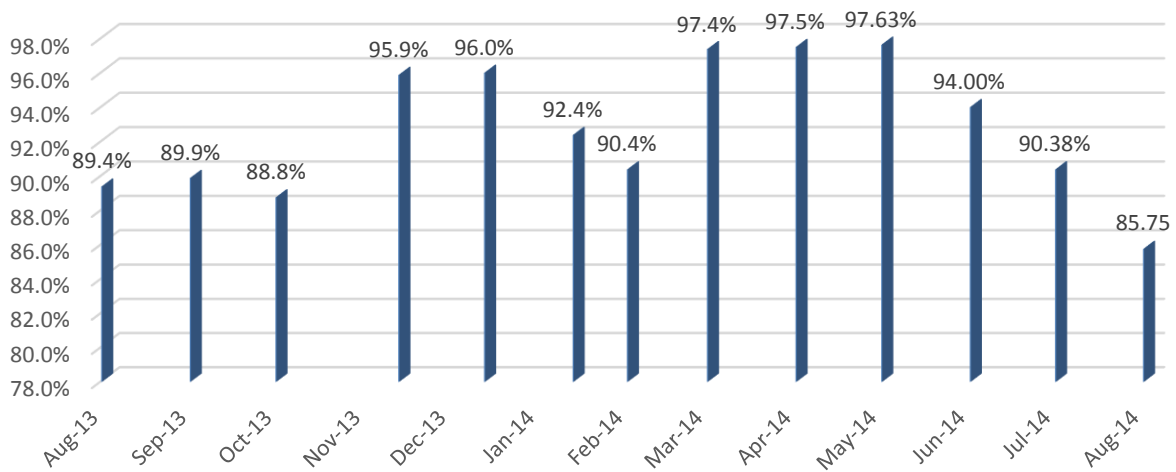
August 2014 CTAC % of On-Sch. & Express



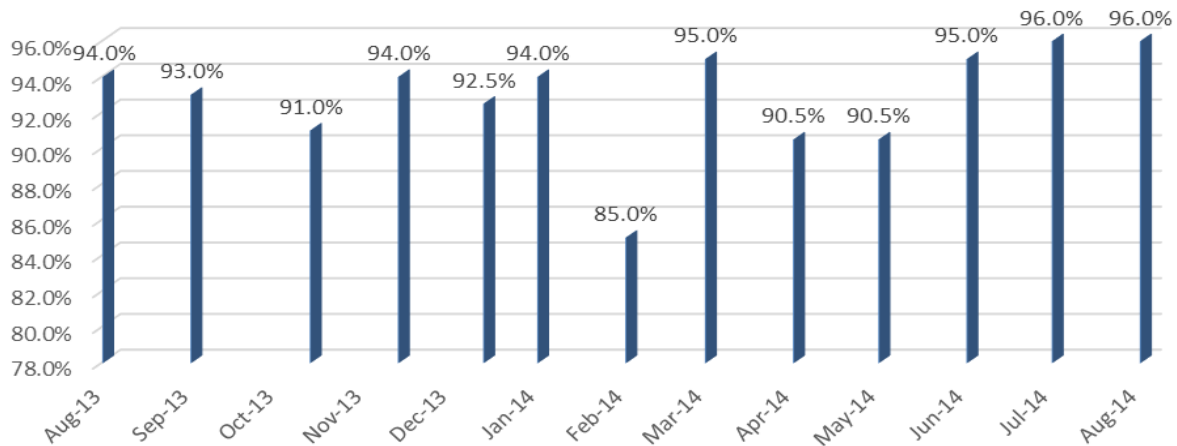
August 2014 OnSchedule 1st Reviews



August 2014 OnTime/Early All Trades



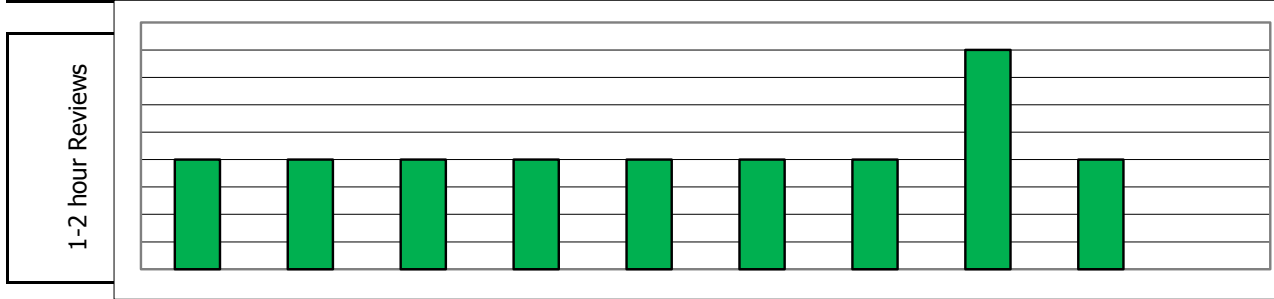
August 2014 OnTime/Early BEMP



September 1, 2014

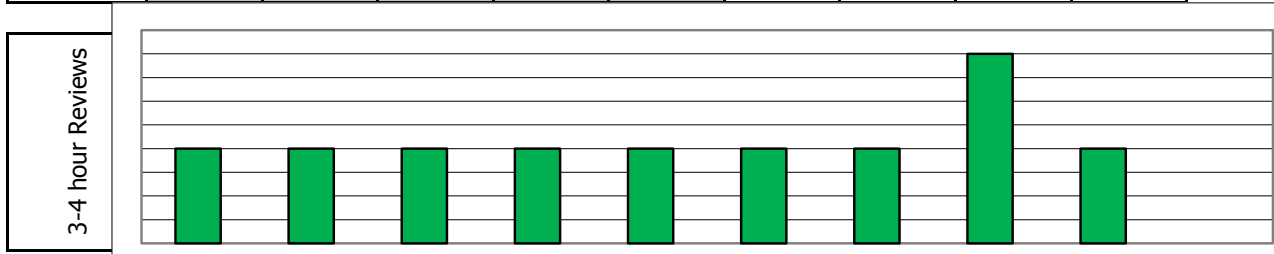
Plan Review Lead Times for OnSchedule Review

9/1/14	Building	Electrical	Mech / Plumbing	County Fire	County Zoning	Backflow - CMUD	Health	City Zoning	City Fire
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Working Days	2	2	2	2	2	2	2	4	2	
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9/1/14	Building	Electrical	Mech / Plumbing	County Fire	County Zoning	Backflow - CMUD	Health	City Zoning	City Fire
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Working Days	2	2	2	2	2	2	2	4	2	
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9/1/14	Building	Electrical	Mech / Plumbing	County Fire	County Zoning	Backflow - CMUD	Health	City Zoning	City Fire
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Working Days	4	3	12	3	3	3	3	13	4	
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Green: Booking Lead Times within 2 weeks (10 - 14 work days = The Goal)
 Yellow: Booking Lead Times within 3-4 weeks (15 - 20 work days)
 Red: Booking Lead Times exceeds 4 weeks (21 work days or greater)

All booking lead times indicated are a snapshot in time on the date specified.
 The actual booking lead time may vary on the day you submit the OnSchedule Application.

September 1, 2014

Express Review

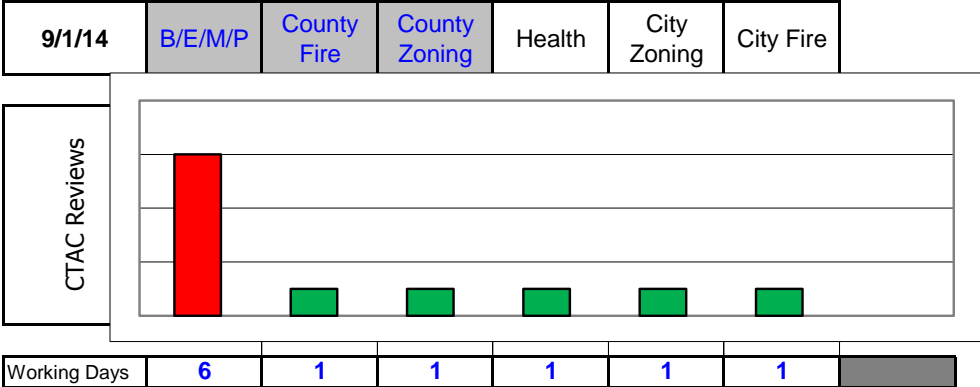
Appointments are available for:

Small projects in 5 working days

Large projects in 6 working days

Appointments are typically determined by the furthest lead time.
 For Example: If M/P is 11 days, the project's appointment will be set at approximately 11 days.

Plan Review Lead Times for CTAC Review



Green: Review Turnaround Times are within CTAC goal of 5 days or less
 Red: Review Turnaround Times exceed CTAC goal of 5 days or less