

BUILDING-DEVELOPMENT COMMISSION
Minutes of November 18, 2008 Meeting

Jon Morris opened the Building-Development Commission (BDC) meeting at **3:10 p.m. on Tuesday, November 18, 2008** in Charlotte Conference Room located in the Hal Marshall Service Center, 700 North Tryon Street, Charlotte, North Carolina.

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

Absent: Not Applicable

Guest: Michelle Witt (County Public Service and Information), Mark Baldwin (Home Builders' Association – Charlotte), Rob Kinniburgh (Charlotte Fire Department), Jon Leonard (Charlotte Fire Department), Tom Ferguson (City of Charlotte – Engineering and Land Development), Nan Peterson (City of Charlotte Engineering and Land Development) and David Weekly (City of Charlotte Engineering and Land Development)

1. APPROVAL OF THE MINUTES

The motion by Elliot Mann (seconded by Ed Horne) to approve the October 2008 meeting minutes passed unanimously.

2. BDC MEMBER ISSUES AND COMMENTS

Ed Horne thanked Electrical Chief, Joe Weathers and his staff for providing a presentation on the recent code updates to the recent Electrical Contractor's Association.

Charley Watts suggested that the lead time chart be placed in a more prominent location along with restoring the "Code Enforcement search only" box to www.meckpermit.com. Mr. Bartl agreed to have research done on the two issues.

David Shultz provided information on LEED and Ashray – Standard 189 – whose intent is to make a determination on assigning LEED certification to ventilation systems approved by the Code.

No additional comments were offered.

3. PUBLIC ATTENDEE ISSUES AND COMMENTS

No comments were offered.

4. ABANDONED PLANS POLICY

Mr. Bartl reminded the members that the Request for Board Action (RFBA) was delivered to them last Thursday for review. The RFBA which is scheduled for Board of County Commissioners' (BOCC) consideration on tonight (November 18, 2008) will allow the Department to collect fees for plans submitted as outlined in the new *Abandoned Plans Policy*. The change was first introduced in July 2008 and a presentation was made including data which outlined lost revenue associated with reviewing plans that are not submitted for permitting. The Policy only addresses projects submitted for review through Onschedule; Commercial Technical Assistance (CTAC) and Mega Projects are exempt due to each having their own stream with specific payment criteria. Mr. Bartl provided the answers to the following questions received during brown bag sessions with the industry:

How will projects already in the system be handled? *The 120 day clock starts on January 1, 2009.*

How will permit fees be calculated on Revisions to Approved Plans (RTAPs)? *The Policy design makes this a non-issue as it will not impact fees for the customer.*

The city representatives concurred that the practice of paying fees upfront is consistent with their operations.

The motion by Charley Watts (seconded by Harry Sherrill) to endorse the Abandoned Plans Policy passed unanimously.

5. PUBLIC SERVICE AND INFORMATION (PS&I) STRATEGY

Michelle Witt and Gail Young were present to address the departmental perceptions which are apparent in the Department’s most recent Customer Satisfaction Survey. Ms. Young stated that it is important that a determination be made on what constitutes good service and what is “reasonable” to expect considering the nature of our business. PS&I is working on a campaign to improve the Department’s public perception by highlighting notable news worthy events and by generating publications from items submitted by Code Enforcement employees and BDC members. Jon Morris suggested including a “lessons learned” section in the publication, outlining the culture of continuous improvement and including the top ten (10) reasons plans are rejected. Currently, the periodical will be distributed in the lobby at the HMC and electronically.

Gail Young stated that LUESA support was developing a “touchdown” plan for Code Enforcement. This plan will use interaction points to build customer relationships and institute reasonable expectations for Code Enforcement services in Mecklenburg County. She stated that the plan would be delivered during the first Quarter of 2009.

6. CFD REPORTS

Chief Kinniburgh stated that the chart described the Charlotte Fire Department’s field inspections activity. Jon Leonard stated that 437 inspections represented an average amount of construction inspections on a monthly basis. Geri Walton stated that this report will be presented until the Department is able to integrate City Fire Operations by developing a fire permit so that tracking CFD’s inspection activities will be automated along with the monthly BEMP. Mr. Bartl added that the Department expects to develop the fire permit during the second week of December 2008.

7. DEPARTMENT REPORT

Jim Bartl noted that the Department was 1.2 million dollars behind in revenue after our four strongest months (historically). He stated that Commercial levels remain consistent; however, new single family construction permits have reached historic lows. Elliot Mann suggested that the *Permit Issued* chart be updated by adding a second box showing annual numbers. The BDC members agreed with Mr. Bartl’s recommendation to no longer report on the North Carolina Rehab Code (NCRC) Team’s lead time because it has been successfully integrated into the OnSchedule system. The following statistical information was presented:

A. STATISTICAL REPORTS

A-1. Permit Revenue

October Total - \$1,138,996; FY09 YTD is \$5,719,244
 FY09 Projected in October - \$6,912,460; below projection by \$1,193,215 or 17.26%

A-2. Construction Value of Permits Issued

October Total - \$255,702,502; FY09 YTD is \$1,329,579,188
 FY08 Total at October – \$1,723,381,520; so FY09 total is down \$399.8M or 22.85% from FY08

A-3. Permits Issued

	Sep 08	Oct 08	3 Month Trend
Residential	3257	3648	4077/3406/3257/3648
Commercial	2267	2862	2413/4095/2267/2862
Other (Fire/Zone)	557	497	520/503/557/497
Total	6081	7007	7010/8004/6081/7007

- For September; residential up 12%; commercial up 26.2%; total up 15.2%
- At the end of 4 months:
 - Single Family New Construction permits down 52% (1772 in Oct, 07 vs. 857 in Oct 08)

A. STATISTICAL REPORTS

A-4. Inspection Activity

Inspections Performed

Insp. Req.	Sept	Oct	Insp. Perf.	Sept	Oct	% Change
Bldg.	7611	7315	Bldg.	7534	7248	-3.8%
Elec.	7287	7618	Elec.	7307	7582	+3.7%
Mech.	4616	4650	Mech.	4593	4650	+1.2%
Plbg.	3781	3794	Plbg.	3760	3792	+0.9%
Total	23,295	23,377	Total	23,194	23,272	+0.4%

- Note 1: - Inspections Requested – up<1%
- Inspections Performed – up <1% 6.4%; insp performed were 99.5% of requests
- Bldg as down slightly, while MEP were all up slightly

Response Times

Insp. Resp. Time	OnTime %		Total % After 24 Hrs. Late		Total % After 48 Hrs. Late		Average Resp. in Days	
	Sept	Oct	Sept	Oct	Sept	Oct	Sept	Oct
Bldg.	98.9	98.5	99.1	99.0	99.6	99.7	1.03	1.04
Elec.	94.9	96.4	95.4	96.7	98.6	99.6	1.11	1.07
Mech.	99.3	99.6	99.4	99.7	99.8	99.9	1.02	1.01
Plbg.	99.7	99.8	99.7	99.8	99.9	100	1.01	1.001
Total	97.8	98.2	98.1	98.5	99.4	99.8	1.05	1.04

- Performance improved slightly in all trades, compared to September
- All trades above 96% for 1st day, which is a historic high

A-5. Inspection Failure Rates:

OVERALL MONTHLY AV'G @ 83.81%, improved from 83.81% in September

Bldg: September – 79.52
October – 81.02%

Elec: September– 82.02%
October– 82.94%

Mech: September– 85.45%
October– 85.83%

Plbg: September – 90.82%
October – 90.74%

- Note all trades except plumbing with pass rates are at historic highs; plumbing same as September.

A. STATISTICAL REPORTS

A-6. ONSCHEDULE & CTAC NUMBERS

OnSchedule:

- October 07: 146 1st review projects; on time/early – 92.7% all trades, 91.6% B/E/M/P only
- November 07: 174 1st review projects; on time/early – 89.1% all trades, 87.8% B/E/M/P only
- December 07: 140 1st review projects; on time/early – 92.4% all trades, 93% B/E/M/P only
- January 08: 148 1st review projects; on time/early – 94.7% all trades, 94.9% B/E/M/P only
- February 08: 176 1st review projects; on time/early – 89.6% all trades, 89.2% B/E/M/P only
- March 08: 176 1st review projects; on time/early – 91.4% all trades, 89.9% B/E/M/P only
- April 08: 167 1st review projects; on time/early – 92.9 % all trades, 91.3% B/E/M/P only
- May 08: 169 1st review projects; on time/early – 96.3 % all trades, 96.1% B/E/M/P only
- June 08: 184 1st review projects; on time/early – 92.2 % all trades, 91.5% B/E/M/P only
- July 08: 158 1st review projects; on time/early – 91.8 % all trades, 91.8% B/E/M/P only
- August 08: 165 1st review projects; on time/early – 92.4 % all trades, 93.4% B/E/M/P only
- September 08: 174 1st review projects; on time/early – 89.6 % all trades, 90% B/E/M/P only
- October 08: 173 1st review projects; on time/early – 95.2% all trades, 95.6% B/E/M/P only

Booking Lead Times

- OnSchedule Projects: **for reporting chart posted on line**, on October 27, showed:
 - 1-2 hour projects; at 1 work day booking lead time, across the board
 - 3-4 hour projects; at 1-3 work days booking lead time, across the board
 - 5-8 hour projects; at 4-6 work days booking lead time, with some trades as low as 2 work days
- CTAC-BEMPFp running 2 work days on plan review turn around time, across the board
- Express Review – booking lead time was; 6 work days for small projects, 11 work days for large projects
- NC Rehab Prelim Review – booking lead time was 1 work day

B. UPDATE ON DEPARTMENT INITIATIVES

B-1. Update on Project Permit Master Plan Details (PPMP): There are 18 official projects in the program and three new projects in the preliminary stages. Staff recently completed a draft of the checklist brochure for contractors and design teams working on mega-projects and is ready to distribute to all participating agencies for their feedback and comments. Our intent is to distribute the checklist to the design team at the preliminary meetings to remind them of agency typical requirements and to give contact information for each agency.

Expired Permits: Documents and Inspections staff continues to issue expired permits courtesy letters each week and handle related customer service calls. The program is one year old. The percent of expired permits in our database after program implementation is now 4%, compared to the percent of expired permits before program implementation of 15%. Our current focus is on data collection to measure program results.

Expungement of Records Project: Testing of the file deletion process in our training database was successful with good results, so in the coming weeks we will expand out testing strategy to other permit types. We are now in the process of deleting documents in the production database in small batches. 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.

Mr. Bartl agreed to research Charley Watts' suggestion to provide copies of plans for the customers as a "charged" premium service after Electronic Plans Submittal was in place and operational.

B-2. Commercial Plan Review Strategy

Mr. Bartl provided an overview of the status of the 2008 Strategy. He noted that the change in the complexity of commercial projects and that the separation of mega has assisted with streamlining lead times along with *Interactive Review* and expanded *Approved as Noted*. Patrick Granson announced that the Department has received positive feedback on Interactive Review, the Mega Project stream was proceeding as intended and Chuck Walker accepted the position of lead plans examiner.

B-3. CPM Comments

Annette Albright reported that Environmental Health and Air Quality are actively using the automated tracking system. With all groups participating, customers are able to receive timely information on where and why permits are being held up in the system.

Joe Weathers announced that Gary Mullis accepted the position of assistant electrical chief administrator.

Eddie Prince announced that the ICC Webinar will be held on December 16, 2008 prior to the BDC meeting and that a reminder will be sent to the BDC members. He thanked the trade chiefs and their staff for their work on the pass rates. He also provided an update on the Residential Sales Trailers committee.

No additional comments were offered.

8. ADJOURNMENT

The November 18, 2008 Building Development Commission meeting adjourned at 4:50 p.m.

NOTE: The next BDC Meeting is scheduled for **4:00 p.m. on Tuesday, December 16, 2008.**