

**BUILDING DEVELOPMENT COMMISSION**  
**Minutes of September 20, 2011 Meeting**

Elliot Mann opened the Building-Development Commission (BDC) meeting at **3:05 p.m. on Tuesday, September 20th, 2011.**

**Present:** Jon Morris, Travis Haston, Elliot Mann, Bernice Cutler, Harry Sherrill, Hal Hester, Timothy West  
Kevin Silva, Ed Horne and Rob Belisle

**Absent:** Jonathan Wood and Zeke Acosta

## **1. APPROVAL OF THE MINUTES**

*The motion by Elliot Mann seconded by Bernice Cutler to approve the August 16th, 2011 meeting minutes passed unanimously.*

## **2. BDC MEMBER ISSUES AND COMMENTS**

Bernice Cutler thanked Jim, Gene and Patrick as well as some of their folks. They convened a meeting together with the Greater Charlotte Apartment Association and talked about some issues the building apartments have been having getting permits through to include how long it takes. At the end of the day we came up with some good solutions. A lot of the problems are not related to this department, they are more related to the City and we came up with some good solutions.

## **3. PUBLIC ATTENDEE ISSUES AND COMMENTS**

Mark Baldwin thanked the Codes department they have begun working with CPCC to offer 2012 Code classes and hopefully within the next 4 – 6 weeks we will know more as to when and where. Thrilled to see the Codes department works so well with CPCC to get something going.

Joe Padilla extended an invitation for Friday, September 23, 2011. House Speaker Tom Tillis will speak about issues involving the State House relative to Real Estate and Permitting. The presentation begins at 12:00 p.m. and lunch will be served.

## **4. INSPECTIONS FOLLOW UP ON CONTRACTOR PASS RATE**

Gary Mullis stated that an advance memo was sent to the BDC members prior to today's meeting. Gary went on to summarize the contents of said memo reiterating that in this jobless recovery contractor management teams are spread very thin over large areas. The recession has pushed some contractors out of their areas of expertise. Our department has a smaller staff and a heavier workload and we are doing more with less. We no longer have the luxury of running territory twice in one day awaiting corrections. As construction has slowed and workloads increased we are seeing more contractors working outside of their qualifications.

**JM:** In taking a hard line approach, if I weren't sitting in this room and know the great job that you guys do, and I say that very sincerely, you might say well we just have to live with what we're dealing with right now which is not an acceptable thing for us to which my reply to myself sitting in the seat I am sitting in, is no you don't because you've got premium services like Inspections by Appointment, Express Review things like that and yes they cost more but they are available to you. I would hope that the fact that we are filling two positions will help especially on the inspections side. We've got three more positions that we could fill and maybe we can talk about that more today if the numbers warrant.

**GM:** That's a caution we had as the Management Team is recognizing what the need versus what the capability of the budget is to reduce and where we can align for business for teaching purposes where our response will be most effective which is why we went to the Management Team to start with as we discussed last time, covering all four and we should have our last MT Pilot. Any training would then happen so probably in a month we could begin to see some results from having two people that are effective in the field across the board. Both are talented guys and we expect a lot from them as we do all our staff and most of the time it is exactly what we get.

**JM:** Are they former people that you have hired back?

**GM:** They are both former employees that were a part of our first RIF but are very talented. We expect this to provide an impact. We have to recognize what we did when we cut our staff is we did more with less for awhile,

there comes a point where you have to do less with less and we have alternatives if your business need has to have this service there is an alternative method available.

**JB:** This is not about our response time. The data we are giving you today is still very good and above the goal we have already set. This is about the pass rate. When we talk about department goals with the BDC in 2009 and 2010 and what would happen with the RIFs, one of the things we pointed out is that the measure that might get hit the hardest would be the failure rate and that in fact is what we are starting to see. The point that Jon made that it's not so much that it's business as usual, it's that through the RIF we've staffed to perform at a certain level and the industry is performing at a certain level and then we provide premium services if that doesn't work. Do we budget to provide service at the 98% level, no. That's not what we've ever wanted to do. We created special streams for those people that when this doesn't work for them we have special tools.

**BC:** The other thing to bear in mind is the point that Gary made with contractors and maybe others, that are wading into areas they are not used to working in, I think that's a dip we'll see come back up because I think that will go away as business improves and/or they'll improve because they will learn what they should be doing in the industry they are working in. That's the temporary; a result of where we are that I see as a diminishing problem.

**JM:** That could sound a lot like an excuse, where as if you say we are where we are and we're not going to make any excuses about it, we've got less people to do more I think your business feels the same but you have these premium services you can go to. I think even if you grumble you can still get your job done. Because if you just say too bad we're trying to do more with less but we can't, if you give me an option, maybe I might have to pay more but I can get my customer in on time because if I don't get my customer in on time then maybe they don't close on a house and maybe they sue me if I can't meet my lease so having an option even if its pay more is really important. The fact that we beefed up IBA and have had IBA for a long time is really important.

**JB:** We try and make customers aware of the premium services that are expedited inspections, expedited review we try to be sure customers are aware of those so they can take advantage of the services if they want. There's a fine line sometimes where they feel like you are trying to push them so we can make extra money and it's not the case. We try to be diplomatic about it and wait to hear when they are receptive to it and suggest it. It is not the first thing we push out there and there's a historic reason why we don't because we don't want the expectation that we are trying to make money by pushing premium services. That's a position we have taken ever since we introduced premium services.

**EM:** Over the last year, one of your major declines is Building and seems significantly higher than all the rest and looking at inspections performed it's the second highest number of inspections and it's below the average. If we could impact that area it would help.

**JM:** That's where you are seeing a lot of different styles of work.

**TH:** You do have contractors out there that are meandering in a different avenue that they don't really know.

**RB:** How hard would it be for you to take your statistics for a contractor who fails once vs. a contractor with multiple failures, if you move your repeat offenders, what is your true number?

**GM:** We do have that information within our reporting now. Maybe it is a possibility to put together a task force to re-think how we measure this.

**JM:** Again, just on standing communication the way Elliot said what if you look at the numbers you drop 5-6 points on the Building side and that speaks to Bernice's point. And reference the BDC talking about contractors doing things outside their areas of expertise. There is a learning/education curve.

**GM:** As Jim said the premium services are out there and we don't push them because we don't want to be perceived as trying to get more money.

**JB:** We try to be sure customers are aware of these services but it's not the first thing that comes out of our mouth is the point.

**EH:** In the 3 or 4 times we have used IBA and I've told people this is available, their response is 'that's all; you mean I can get this for a couple hundred buck and some change?' It's a great resource.

**GM:** The premium cannot affect the failure rate on that same accord because you are there for a given period of time. So if I show up and you've got 2 or 3 things that you can do in that time period, it increases the likelihood that it will pass under a premium program.

## **5. SEPTEMBER 2012 DNC IMPACT ON SERVICE**

Jim Bartl discussed the 2012 Democratic Convention we have been planning for awhile working with the City of Charlotte Nan Peterson and also Charlotte Fire Department. Gene gave a brief overview on the way we see the situation now and will periodically update you every 4-5 months to let you know what we see.

Gene Morton stated that we actually began meeting with City Fire and some other City staff within the last 4-5 months on a regular basis trying to learn more and more about what to expect when the DNC comes to our town. There are still a lot of unknowns but we do know it is going to impact us in the area of inspections. Time Warner Arena will be taken down quickly which will require a lot of our participation in inspections during the rebuilding to what they need for the convention itself then immediately following that when DNC leaves town, we'll have to turn that back into an arena used for normal events. It will also include other projects; we've already performed plan reviews and permit issuance on some other City projects. The Police Department has an area of their building that they're up fitting to serve as the security center for DNC purposes. That review took place very quickly and they were pleased with the way we turned it around. There will be some hotel construction completion dates tied to the arena such as the Blake Hotel. There will be others renovating their buildings trying to dress them up for the convention time. There are actually four areas we are studying and researching. We've got a lot to learn and are still trying to collect information from some other jurisdictions that have been through this but the four that are providing service we're proposing to offset the demands by suspending vacation for our staff during this period of August and September. We plan to use 3<sup>rd</sup> party and retirees to supplement our inspection staff. We'll have some additional charging processes for some of the inspection activity. We know access to some of the work areas downtown around the arena will be a challenge. Time Warner Arena will be the only super secure area. A lot of the surrounding areas downtown will limit vehicle access to and from the downtown area. In the past they have bused people into the areas that are surrounding the arena. There will be lots of restrictions on how we get in and out of the work zones and the work that's going on in some of the buildings around the arena. Digesting the schedule is the 3<sup>rd</sup> area. The command center and the police department processed very quickly. The arena will hit the office here around February when we will start doing our reviews. Construction should start around July of 2012. We will have 3 weeks to convert the arena back after September 7<sup>th</sup>. Some of the atypical service will probably create a need for us to handle or create different types of service delivery. We are looking at possibly re-using the process we used at the Northlake Mall where we actually set up a satellite office that housed all of the activities contained so that we can process some of the service demands or the permitting that will be needed and some spin off projects. We are anticipating a lot of projects surrounding the arena as well as other parts of the city that will be preparing for the out of town visitors. There will be some airport work so we hope to use some 3<sup>rd</sup> party contractor inspections in that area. This will impact our permitting and inspection service. We can provide service to the Time Warner construction project at a normal rate of 1-2 hours per day. They are going to have to have a lot more than that so we'll have to use some of the special services that we have available. Besides the arena we think the convention related projects will be in the system by April 15<sup>th</sup>. We can meet their schedules through our normal service. After that the DNC related projects will be encouraged to use some of the special services/teams modeled after the Northlake Mall project. We are having trouble estimating the service demands just before and during the convention. We've been in contact with some of the other cities and there is not a lot of information as to how it will affect us here.

**JM:** Is the City making any plans or special preparations?

**NP:** We meet monthly with the official DNC Permitting Committee which consists of both City and County staff.

**JB:** They are actually on point on the entire project, we're just plugging into a much larger group. CFD and Code Enforcement put together a small sub group that focuses on the building code enforcement issues and how we are going to manage the workload.

**BC:** Would it be helpful to push out to the customer base saying if you are anticipating or planning a project just to give you guys an early heads up is there a way for them to notify you even if they aren't ready? You're expecting when the arena is going to come in but surely there are other private enterprises that could tell you they

are planning to bring one in a project in January or in May. Would this help you get your arms around the workload?

**GM:** There's a list of events being planned for different locations such as checking security.

**BC:** I'm thinking if you push a question out to the building department's customer base saying if you are an architect, developer or owner and are anticipating work in this time frame due to the DNC, let us know in advance or be aware that we could have slowdowns and try to get in early.

**JM:** We anticipate an uptick in permits from March until July, that way, even if we don't have something we'll know or our construction manager will know and when the leasing guys come to them in January and say they've got a deal that's going to pull a permit in April our construction manager can tell our leasing guy and engage expectations and then from the Rodgers and larger builders out there they may say, yes we've got 7 or 8 jobs. But it's a great communication awareness tool I think.

**JB:** I think what we are uncertain of is exactly what the impact is. When we first started on this project there was a lot of prediction that it would be chaos in the last 4 or 5 months. CFD did more of the research with the other jurisdictions St. Paul, Denver, Boston and as we dug into that, the first indication was that was less the case. We're having a hard time putting our finger on exactly what's going to happen except that we think that the projects that all happen before April 15<sup>th</sup>. We grabbed that date out of the air; we think we can handle that pretty much in our normal process. The unknown part is what happens between April 15<sup>th</sup> and September 4<sup>th</sup>; that's the unknown we are trying to get our arms around. As soon as we get our arms around that and then I think we'll be able to sketch out to customers what might happen, that's a very good idea and I think we'd be interested in doing it. But right now it's still soft.

**GM:** We do plan to put some information on our web site alerting customers that we may have some service glitches during that period of time and it may be a good idea to ask them to bring to our attention any projects they know about or hear about. City Fire and County Fire are planning to get the word out during their routine inspections that if they have plans in this small assembly to let us know.

**JM:** Yes, just to tell people that there's a joint City/County task force working on it and email this group.

**EM:** There are some businesses that are targeting open dates right before then that may not be as obvious to us. It's important to them to make sure they are open at that point, time will be critical for them and to know they are on the same trajectory.

**JB:** The 2 big ones we know that's an issue are the Sky Condos and the Blake Hotel. Those are on our radar screen and they have been for a while.

**EM:** We know of those but there's probably a ton that we don't know of that would be good to get on the radar.

**BC:** There's probably going to be a truckload of little retail/restaurant types that will be coming in.

## **6. OUTCOME OF CHARLOTTE APARTMENT ASSOC. MEETING**

Jim Bartl made the BDC aware this came up a month ago. Bernice was the BDC representative in the meeting. There were 11 industry members present. The City was represented by David, Nan and 2 others. We had 6 people in the room. The discussion was about the overall permitting process and the time required to navigate the permitting process. It started out comparing some plan review times in Raleigh to those in Mecklenburg but very quickly turned into a recognition that it's an apple and orange thing because Raleigh does consecutive reviews where all the local ordinance stuff goes first and you run both streams which makes it difficult. We spent a lot of time debating the length of time to get a permit from the start of the site/horizontal construction work to when we issue a permit overall. Very frankly around the room there were different perspectives on how long it took. In the end we agreed it was less of an issue of the actual trades review than it was a mix of permit issuance time, A/E turnaround time and the ability to get back in review as well as the site review times. We identified some things we can do. First is to write a memo to the industry documenting some further research that they asked us to do on Raleigh's process and turnaround times. The memo went out yesterday to Ken Symanski with a copy to Bernice. I'm sure he'll distribute to his membership that attended. Then we said that we would make express review available for the 2<sup>nd</sup> cycle apartment project reviews and we would also study how the addressing processes works, how cash bonds are handled and the time required to actually write the permit once everything

is in order. Writing permits on 350 units can become a real challenge. We also offered to meet with the apartment association membership to talk about all the expedited review processes that were out there because we pointed out in the meeting that they don't just have express review available to them, they also have 3<sup>rd</sup> party plan review; which is the tool that we used so effectively at Northlake Mall. The Northlake Mall would have never opened on time if we hadn't used that tool at over 130 up fits and we pointed that out. We also pointed out that there's a professional certification program out there that doesn't cost a dime. The meeting was very constructive and we are anxious to follow up with the apartment association.

**PG:** There was some good topics/streamline tools brought up that is available. We definitely encouraged them to use these tools the next time they want to expedite their project.

**TH:** Who were the 3rd party reviewers that you used for Northlake Mall?

**JB:** It was a special team that we put together. The way it had to work is the way it's written into the general statutes and the way that we handle it in Meck County, the owner contracts with us and we turn around and contract with the vendor who provides the service. So we signed two contracts; one with the owner and one with the vendor. Typically the vendor and the department will agree on who the code officials are and the contractor will agree that those code officials work for them. There were a list of code officials and then once we executed the agreement basically they worked directly with the owner's architects. There were 130 different architects and we gave them the names, they would talk to them and they would trade plans back and forth. The plans would come through the office for the permit application so that we could handle the paperwork but we turned around and handed it to those people that pick them up and do the review. I don't know what deal Simon Properties had with all the owners of the up fits but we gave the bill to Simon and they paid it. It worked great. Reviews were supposed to start on April 1<sup>st</sup> and they were very late getting their first projects in. It started between April 15<sup>th</sup> and the end of April. They wanted all their up fits done in August. Between the end of April and the end of June we did 130 up fit reviews all on the special team and it worked like a charm. It is one of the big service successes we've had here which has gone pretty much unnoticed.

## **7. IMPACT OF SESSION LAW 2011-398 (HB781)**

Lon McSwain reported that in the August meeting of the BCC the change included 22 pages of text that we are still trying to evaluate the impact it will have on us locally as well as the code change process. As of today this law makes some of the provisions of SL 2011-13 permanent. Also on any proposed rule change that has a financial impact of \$500k or more, the financial plans must be reviewed as part of the public hearing. It will probably take an additional 6-9 months.

**BC:** Who has the authority to say that this may cost more than \$500k?

**LM:** The State of North Carolina

**EM:** The code changes going into effect starting next year; that train has already left the station, right?

**LM:** Anything passed prior to October 1<sup>st</sup> by the BCC.

**JB:** \$500K is spread across all 220+ authorities. If you look at in terms of 100 counties it's like \$5K per county per year, which is nothing.

**BC:** Did we determine who is doing the financial studies?

**LM:** Yes the State Financial office.

**JB:** We don't where they are going to hand the bill for the analysis, right? Are they going to absorb the cost or they are going to hand the bill to somebody for the cost of the analysis.

**JM:** Do we think it's a good thing or a bad thing?

**JB:** It wasn't our idea.

**JM:** Tom Tillis is behind this. If you want complain the speaker of the house is going to be there because his goal to me sounds awesome because we've got so many regulations on the books that have been there forever and are nonsensical. We never take anything off the books, so let's take some stuff off the books and let's just stop for awhile and quit making it so hard for me as a business person to do business, but if there is unintended consequences to that go talk to him about it on Friday.

**JB:** They were aware of this, they were very aware of the unintended consequences. We can have a side bar conversation on this after this meeting and probably should before you walk into the meeting because there are some other items that may come up that you need to know.

**8. DEPARTMENT STATISTICS AND INITIATIVES REPORT**

**JM:** At what point are we comfortable hiring more people? Or considering having the conversation to hire more people?

**JB:** After we see how September and October come in; if we have four strong months. Although frankly, you read the business section each morning and there is so much gloom and doom and we look at our numbers and it doesn't match what you read in the paper. You've got seven very strong months and the months get stronger and stronger. There have been some good projects like Siemens but it's not just one project.

**EM:** It's kind of hard to look at this and follow the trend line. Is it possible to look at a graph that shows a greater period of time relative to revenue?

**JB:** Do you want to see it over 2 or 3 years?

**EM:** So we can see what's building.

**JB:** We'll ask Ruth or Anne or both to (for the next 6 months, every month) cause then when you get past January you are going to see it in the budget meetings anyway. Let's say every month. They want to see a 3 year scan of revenue in a graphic form. We will need to provide the BDC a supplement permit revenue chart with a 3 year history, charted, similar to the one used in the budget process.

**HS:** Looking at the occupancy shell core inspector pass rate 60% of those inspections failed. What was the failure?

**JB:** We have to ask CFD about this. We are certainly happy to find out and pass it along to you. They pull this out of their system so we don't have the data at our fingertips. If you need to know we'll find it out.

**HS:** Was curious if there is something that we need to get some information about because that's a high percentage.

**8.1. Statistics Report**

**8.1.1. Permit Revenue**

- August permit (only) revenue- \$1,535,978
- FY12 budget projected monthly permit revenue; \$11,738,711/12 = \$978,226 x 2 = \$1,956,452
- At Aug. 31, YTD permit rev of \$2,860,665 is above permit fee revenue projection by \$904.2k or 46%+

**8.1.2. Construction Value of Permits Issued**

- August total - \$265,540,001, with YTD total of \$489,434,478
- FY11 Total at August 31 – \$221,511,306
- So FY12 ahead of FY11 by \$267.9M

**8.1.3. Permits Issued:**

	<b>July</b>	<b>August</b>	<b>3 Month Trend</b>
<b>Residential</b>	3222	3762	3876/4251/3222/3762
<b>Commercial</b>	2134	2668	2168/2139/2134/2668
<b>Other (Fire/Zone)</b>	365	20	463/384/365/420
<b>Total</b>	5721	6850	6507/6774/5721/6850

- Residential up 16.7%; commercial up 25%; total up 19.7%
- SF detached new construction permits YTD at 440, vs. 341 at August 31, 2011.



- CFD overall inspection pass rate of 82.42% for August, or up 3%+ from 79.38% in July

### 8.1.6. OnSchedule and CTAC Numbers for August, 2011

#### CTAC:

- 131 first reviews
  - Projects approval rate (pass/fail) – 67%
  - CTAC was 45% of OnSch (\*) first review volume (131/131+161 = 292) = 44.86%
- \*CTAC as a % of OnSch is based on the total of only scheduled and Express projects

#### OnSchedule:

- June, 10: 153 - 1st rev'w projects; on time/early – 89.71% all trades, 91.59% B/E/M/P only
- July, 10: 140\* - 1st rev'w projects; on time/early – 87% all trades, 90% B/E/M/P only
- August, 10: 159\* - 1st rev'w projects; on time/early – 87% all trades, 90% B/E/M/P only
- September, 10: 148\* - 1st rev'w projects; on time/early – 85% all trades, 83% B/E/M/P only
- October, 10: 158- 1st rev'w projects; on time/early – 92% all trades, 90% B/E/M/P only
- November, 10: 154- 1st rev'w projects; on time/early – 94% all trades, 94.25% B/E/M/P only
- December, 10: 149- 1st rev'w projects; on time/early – 74.5% all trades, 80% B/E/M/P only (1)
- January, 11: 137- 1st rev'w projects; on time/early – 82.65% all trades, 83.5% B/E/M/P only
- February, 11: 136- 1st rev'w projects; on time/early – 86.6% all trades, 88% B/E/M/P only
- March, 11: 185 (\*)- 1st rev'w projects; on time/early – 85.75% all trades, 84.5% B/E/M/P only
- April, 11: 147- 1st rev'w projects; on time/early – 78.37% all trades, 84.8% B/E/M/P only
- May, 11: 196- 1st rev'w projects; on time/early – 98.5% all trades, 85.5% B/E/M/P only
- June, 11: 251(\*\*)- 1st rev'w projects; on time/early – 95.5% all trades, 94.2% B/E/M/P only
- July, 11: 175- 1st rev'w projects; on time/early – 92.25% all trades, 93.75% B/E/M/P only
- August July, 11: 238- 1st rev'w projects; on time/early – 95% all trades, 94.75% B/E/M/P only

\*Indicates numbers restated from previous month to correct error in transferring #'s from report

\*\* note that pool reviews this month were very high, at 64-1<sup>st</sup> reviews

#### Booking Lead Times

- OnSchedule Projects: **for reporting chart posted on line**, on August 1 showed
  - 1-2 hour projects; at 2-3 work day booking lead time, except M/P at 9 work days
  - 3-4 hour projects; at 2-3 work day lead time, except M/P-9, and MCFM-5 days
  - 5-8 hour projects; at 3-5 days lead time, except M/p-12, and CMUD-10 days
- CTAC plan review turnaround time; 3 work days lead time, except bldg a 5 days & CFD at 1 day
- Express Review – booking lead time was; 7 work days for small projects, and 7 work days for large

## 9. STATUS REPORT ON VARIOUS DEPARTMENT INITIATIVES

### 9.2.1. July Meeting Follow Up

#### 9.2.1.2. HB 648 Follow Up

Jim Bartl reported that HB648 requires the local authority to collect evidence of a contractor's proof of workman's compensation insurance before we issue the permit. We met on September 13<sup>th</sup> and blue-skied how we can do that inside the general statute requirements but still have a paperless process. I am sure when they did this they envisioned each contractor handing us a piece of paper over the counter which is not the way we do business. We have a meeting scheduled with Marvin tomorrow morning where we will go over our ideas.

**EM:** But this is really for the General Contractors it's not for the individual trades, correct?

**JB:** It is just the general contractor. And we are trying to come up with a way to transfer it and verify it electronically without tying up a lot of staff time. Ideally w/out tying up any staff time to have it on record and its there.



**JM:** Can they just check a box where it says I don't have insurance that's required or I hereby swear that I do have the proper workman's comp. ins., where it is more an affidavit?

**JB:** It was one of the options that we posed to Marvin and he confirmed through email that no, that will not serve as proof in his opinion. We took your idea and flushed it out and ran with it and also had a plan B that's more complicated on the owner's side.

#### **9.2.1.4. Brief Update on Continuing Initiatives**

- Success story case study development

Jim shared with the group that we are continuing work developing examples for the office and for the field which we will bring to members at a future BDC meeting.

- CRWG Progress

The Cost Recovery Work Group held its first meeting on September 13, 2011. There were 12 representatives that attended to include your 4 BDC representatives. They added 6 items to the previous list of areas of investigation. The department added 8 more items that were smaller in scale. Now we are in the process of identifying who is interested in which topics so that we can organize the topics so that if someone doesn't want to be in a meeting they don't have to be. We'll cluster the topics/meetings accordingly. We are then giving ourselves a month to finalize the research and then will resume bi-weekly meetings.

- Electronic Permitting Homepage

Jim shared that we had a meeting on the Electronic Permitting Homepage with industry representatives last week and while it did study an electronic homepage prototype that we had developed and they gave us their thoughts on that. They wanted a synopsis of each tool in front of the links and a novice could determine what the function was before they clicked on it. We actually spent more time talking about the MeckPermit front page and the front page of the Contractor button, the A/E button and the Homeowner button and they actually felt that the homeowner front page design worked best for the 3. The challenge to us was to adapt the one approach to the other 2 and improve the way that when you come into the front page if you're a contractor, architect or engineer that it's easy to see what the large areas are and see the detail underneath and you can go to where you need to be fairly quickly without having to plow through a long list of things. They also felt strongly that the A/E Homepage needs to have a snapshot of the process w/ a graphic of the process on it so that they can understand the flow. We have so many different streams of service. They can see all the streams and if they want to click on those or mouse over and see what it is exactly that we're talking about that they can do that. So there's a lot of information that we received and we will continue working on that and take it back to them when we think we've got something that merits their further input and once we agree with them we'll then bring it back to you in a future meeting.

- Bar Code Technology

We discussed this with you back in June. We are working on fleshing out the details and the scale of the cost and we hope to bring something back to you in the October or November meeting.

#### **9.2.2. EV Car Qualified List of Engineers and Contractors**

Gary Mullis discussed the status remains the same as last month. The department continues to work with Mr. Horne and CAAEC to solicit interest in the program certifying Electrical engineers and contractors as proficient in EV supply multiple commercial installations.

#### **9.3. Manager/CA Added Comments**

Gary Mullis shared that we received a new update on the Inspection Manual that we developed. They are now in print and on the web site which includes all names and numbers

## **10. Adjournment**

The September 20, 2011 Building Development Commission meeting adjourned at 4:07 p.m.

**Note:** The next BDC Meeting is scheduled for 3:00 p.m., Tuesday, October 18<sup>th</sup>, 2011.