



*Mecklenburg County  
November 18, 2014  
@ 3:00 p.m.  
Agenda*

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## Building-Development Commission

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1. Minutes Approved
2. BDC Member Issues
3. Public Attendee Issues
4. CSC Detail Design Update.....E. Gujarlapudi/S. Clubb/M. Sellers/S. Broome-Edwards
5. BDC Paperless Strategy Review.....S. Clubb/J. Weathers
6. Department Statistics and Initiatives Report.....G. Morton/P. Granson
  - Statistics Report
  - Status Report on Various Department Initiatives
  - Other
  - Manager/CA Added Comments
7. Adjournment

The next **BDC Meeting** is scheduled for **3:00 p.m., December 16th, 2014.**

**Please mark your calendars.**

# BUILDING DEVELOPMENT COMMISSION

## Minutes of October 21, 2014 Meeting

Travis Haston opened the Building-Development Commission (BDC) meeting at 3:09 p.m. on Tuesday, October 21, 2014.

**Present:** Jonathan Bahr, Travis Haston, Ed Horne, Chad Askew, Rob Belisle, Tom Brasse, Melanie Coyne, Hal Hester, John Taylor and Bernice Cutler

**Absent:** Zeke Acosta, Kevin Silva and Ben Simpson

### 1. MINUTES APPROVED

*Bernice Cutler made the motion to approve the BDC Meeting Minutes from the September 16th, meeting; seconded by Melanie Coyne. The motion passed unanimously.*

### 2. BDC MEMBER ISSUES

Melanie Coyne asked for an update on the Meck web site changes. Shannon Clubb answered w/ current status to date.

Ed Horne announced his replacement to be moving into place next month or December at the latest.

### 3. PUBLIC ATTENDEE ISSUES

There were no public attendee issues.

### 4. CUSTOMER SERVICE CENTER RFBA PROPOSAL

Jim Bartl, reminded members that the RFBA was sent to all by Drop Box on Friday, October 17<sup>th</sup>. He reviewed the RFBA specifics requesting a formal vote by the BDC after discussion.

RFBA PROPOSAL BASICS	THE NUMBERS
<ul style="list-style-type: none"><li>Adding 4 new positions – Concierge<ul style="list-style-type: none"><li>2 -Front Lobby Support 1-Telephone Support 1 Website Support</li></ul></li><li>Technology<ul style="list-style-type: none"><li>Software – new and updating existing software</li><li>Hardware – update existing programs</li><li>Training -</li></ul></li><li>Technology and Process Consultant</li><li>Construction<ul style="list-style-type: none"><li>Hard construction as described in HMC renovations</li></ul></li></ul>	<ul style="list-style-type: none"><li>Four FTE Concierge positions<ul style="list-style-type: none"><li>FY 15 13 pay periods \$190,000</li><li>FY 16 26 pay periods \$330,000</li></ul></li><li>Technology(1) \$405,000</li><li>Tech and Process Consultant \$ 70,000</li><li>Hard Construction (2) \$ 175,000</li><li>Approx. Total \$ 840,000</li></ul> <ul style="list-style-type: none"><li>Positions – funded by FY15 permit revenue Tech and Construction – funded by transfer from special fund<ul style="list-style-type: none"><li>Note (1) Tech Cost – Software \$270k –Hardware \$ 60k – Training - \$75k</li><li>Note (2) Hard Construction - relocation of counters</li></ul></li></ul>

Jim described technology continuing costs saying that it lists the 11 purchase areas, with estimated licensing and maintenance cost. We estimate FY16 continuing expense of \$13.3k, or about 3% of the overall \$470K technology cost. This should be viewed in comparison to the Department’s FY15 technology maintenance budget of \$708.5k, so it will drive that up less than 2%. Jim then requested a formal vote from the BDC in support of the RFBA.

**CSC Technology Description and Cost Summary**  
 Product Summary

Vendor	Application		New or Upgrade	Cost	FY16 - CSC Estimated License & Maintenance
Computronix	(Pathfinder)	Interactive online query tool to lead customer to the correct workflows in our permitting and inspections systems to complete their projects	New	\$60,000.00	\$810.00
	Posse 6.3 & 7.1	Upgrade POSSE 6.3 to POSSE 7.1.3 for Mecklenburg County as part of the first of two phases related to implementing POSSE Winchester Posse Winchester Cloud-hosted application Easier customer interaction Increased functionality of Posse Outrider	Upgrade	\$20,000.00	\$2,858.65
Selectron	(IVR, ODI, Comm. Select)	Community Select is unique because of its simplicity. No programming knowledge or scripting is necessary for the creation of a menu tree. Staff members can construct and configure an entire menu structure by simply dragging and dropping menu items. Agencies benefit from the system's ease of configuration and citizens benefit from having information at their fingertips. The system can transfer callers out to other locations within an agency's phone system, or to a live representative. These options will allow the CSC to implement the level of customization that is necessary for their unique business requirements.	Upgrade	\$50,000.00	\$1,231.20
Cisco	(V8.6 (current) - V10)	Updates to agen skill and competency based routing, to support customers based on best practices: based on longest available or linear, most handled contacts, shortest average handle time, circular agent selection algorithms. Routing calls across multiple ACD sites to maximize ROI. Conditional routing with comprehensive contact management to improve customer	upgrade	\$95,000.00	\$3,078.00
ACF Technologies	Q Flow Changes	Upgrade and modification to the existing queuing solution to add workflow processes that would integrate the CSC into the que's.	upgrade	\$20,000.00	\$324.00
Web Design	MeckCty - Meck Permit	Mecklenburg County's web site, including the MeckPermit.com sub site, will undergo a complete overhaul this year, to include new features and functionality designed to improve customer satisfaction and ease of use.	upgrade	\$1,200.00	\$38.88
Avolve	Project Docx	Process improvements to Electronic Plan Review processes and workflows.	New	\$20,000.00	\$810.00
Other	EPM	Maintaining existing Electronic Plan Review modules and workflows during transition to revised processes.	upgrade	\$2,500.00	\$97.20
Other	Flydoc	Digital Faxing software	upgrade	\$800.00	\$25.92
Hardware	Tablet, phones, etc.	Hardware; Windows based tablet, smart phone with bluetooth headsets for agents.	new	\$60,000.00	\$486.00
Bomgar	Software Installation Training	Bomgar's remote support solution enables you to remotely access and fix nearly any device, running any platform, located anywhere in the world.	new	\$75,000.00	\$1,458.00
Design Consultant	Design	Implementation and Best Practice guidance from leading edge firms to design effective workflows, and performance optimization strategies.	new	\$65,000.00	\$2,106.00
<b>TOTAL</b>				<b>\$468,500.00</b>	
Total Estimated Maintenance - portion of overall CE Tech Systems Maintenance					\$ 13,323.85

**TB:** In a letter from Ebenezer the cost of positions were shown as \$190K when the actual cost is \$330K.

**JNB:** The \$190K identifies the CSC cost for the remainder of this year and continuing cost is \$330K.

**TH:** Is everything outside salaries going to be covered by the special reserve fund?

**JNB:** Yes.

*Ed Horne made the motion to approve the Customer Service Center RFBA proposal, seconded by Melanie Coyne which passed unanimously.*

**RB:** Is the selection based on qualifications or are you forced to use low bid vendor selection?

**AH:** Combination; not necessarily low bidder; it would be how they fit in with the current programs we have in technology.

**RB:** Would it be an IRQ on the street or a vendor you already have; what is the criteria?

**AH:** Both, depends on the threshold of the dollar amount. A lot work goes into this by obtaining quotes to identify exactly what is needed and will distribute IRQ based on the dollar amount.

## 5. RDS CUSTOM PLAN DRAWING CONVERSION

Patrick Granson summarized our paperless process and proposed a slight tweak to RDS, and asked for input from BDC members. Patrick shared that the overall process is 98% paperless, including RDS, both master plan and custom. Since March, 2013, we haven't reviewed paper; we convert it to electronic format and review on computer monitors. Customers have the option of converting drawings themselves, or we'll do so thru an outside scanning source (Duncan Parnell, etc.) and add the cost to their permit. We

assumed most people would handle the conversion themselves, but that's not the case, especially in RDS custom plan submissions. Currently RDS is managing 213 custom paper projects per month (avg.), not including the paper applications for Zoning. Sending plans to an outside sources (Duncan Parnell) adds to review lead time; it takes about 3 to 5 days to send off, scan, return and get back into the process. While we charge them for staff time; managing this as well as scanning cost, still takes resources away from other administrative support work. What we would like to propose is switching to in-house scanning. The customer can still convert files on their own if they wish, but if they ask us to convert; it will save 3-5 days in the system. In any case, they'll pay an added cost, the same as now. The only loser on this would be the outside scanning source. We can't think of a reason why we wouldn't do this. Any questions, thoughts, comments, criticisms on the idea.

**JB:** Do you continue to get requests for the paper process?

**PG:** Yes; we can and charge a fee.

**JB:** Who scans now?

**PG:** Duncan – Parnell

**CA:** What's the background and why do we let folks bring in paper?

**JNB:** March 2013 we said no more paper and offered Duncan – Parnell as a solution.

**CA:** From a customer service stand-point; you don't want to say you can't bring in paper. Don't we have to allow for paper?

**TB:** Are we talking about the same folks we just spent \$1MM on? Could be an opportunity to lease a machine and bill for it vs. a Duncan-Parnell drop off/pick up.

**JNB:** We do our work electronically regardless of how the customer brings in the project.

**JT:** What's the charge?

**PG:** \$1.00 per sheet.

**JNB:** We tell the customer it's better to bring it in electronically.

**JB:** Do customers realize that dropping off paper plans will slow the process?

**CA:** What internal delays does it cause? Does it mess with your schedule? It's not that hard for customers to take it to Duncan-Parnell or is it better to utilize the internal scan. Will delay customers but is it causing delays for staff if we require internal scan? Could be more time spent servicing issues internally and not sure if a back corner scanner is the most efficient use of staff time.

**JB:** Do customers now know to bring paper plans to you for scanning?

Jim suggested the Department come back to the BDC with a proposal (without getting into equipment) on how to do this without 'wasting department resources'.

## 6. RECALIBRATING IRT GOALS

Jim Bartl shared that recalibrating the IRT goals is something that the Directors have been discussing for a while now. The basic issue is a growing trend of some customers expecting and needing more time to understand what they have to do to pass an inspection. Service expectation sometimes comes directly from the customer; sometimes through upper County management after the customer has made contact there. Some inspections (not a small %) are taking far longer than what we consider "the norm". We estimate this to impact at least 25-30% of our overall inspection workload. We found it important to get this issue in front of you and felt it appropriate to briefly reviewed some project examples and close by suggesting a performance agreement goal change.

**Project Case Study-Extended Services Expectations**



- Over 90% of the request are not ready.
- Approximately 80-90 hours (collectively among all trades) in wasted time every week or the equivalent of just over 2 inspector positions.



**Extended Service Expectations Ex. #2**



- Multiple times previous defects not corrected
- 109 inspections – 51 over expectations
- Occupied prior to Certificate of Occupancy

Gene Morton described the more and more challenging projects we see on a daily basis. Jeff Griffin and Gary Mullis shared the above examples. Other examples were emailed to BDC members on Wednesday, October 22<sup>nd</sup>. Once the challenges were described in the above referenced examples Jim went on to say that we know this is more than a one-time occurrence on a few projects and thought the BDC should be aware of this and may wish to comment on the “above the norm” use of resources. They went on to describe that if “above the norm” use of resources is valid in the current construction environment, then recalibrating the IRT goal to reflect it both makes sense, and is required. The current 85-90% is unrealistic suggesting a recalibration of the 75% goal. This could be an option to consider as a staffing issue in the upcoming FY16 Budget proposal. Recognizing that we are 3 ½ months into FY15 and are well short of filling 13 added positions.

**EH:** What can the Department do about requirements on level of construction obtained before requesting an inspection?

**CA:** The GC calls in the inspection due to Owner pressing to push for inspection regardless of whether it is ready or not. Is there a maximum number of inspections and do we charge for an excessive number of inspections? What incentive have we put in place to discourage this?

**JNB:** The Pass Rate Incentive Program; no charge for added inspection. When we designed this program; we didn't anticipate turning down the project and finding ways to get the project passed.

**TB:** From an Owner's perspective, we have no way to see if the inspection failed. There is no way for the owner to see these failures.

**TH:** You can see it.

**TB:** I know and I can see it now; but I'd bet 95% of Owners do not see it. You have the capacity to see a lot of things but you probably don't go digging for them; and the ownership may not. You've got ownership representation information on the permit application. Maybe you should start sending the Owners a summary of their monthly failure percentages and the background on projects that fail.

**TH:** The ownership is one of the reasons for failures as they push the GC's to call in inspections even though they are not ready to be called in. The Department is being paid for failures when the permit closes out through the adjustable failure rate. What's the purpose when you call in an inspection that's not ready; you aren't doing anything but causing the Department repeat trips. How do they get you to stay on site and work to pass it?

**EH:** To me; it's not so much about failed inspections but the pure number of inspections. Is there anything the Department can do to require a reasonable amount of work done between inspections?

**JNB:** This is one of the items the AE/GC/Builder Task Force will work on. We need something to work with as a basis. One; we need detailed help from those that do it right then sketch out what it means. Two; it's unreasonable to have the percentage goal when we have this to deal with. It's not as simple as adding a fee. We are the last line of defense in keeping things safe; to catch things keeping people safe and this is a terrible position to be in. Our staff is the last line and that's a load to put on us in support of life safety.

**EH:** It's not fair to those that do it right (inspection response times are slowed by other people). There should be something in place once you are over the allotted number of inspections where you charge a decent penalty to keep it fair.

**BC:** I can safely say the 20 or 25% of folks involved are not those following Best Practice. The first problem I see that must be addressed is the way these things are slipping through holes. You know this is an issue, you know this is a problem, you know they are getting partial inspections and you have identified they are coming out with better pass rates because of how the system works. You must first try to plug these holes so these projects that are a drain on the system are falling into penalties we have set in place. How to do that; I am unsure but the first piece to start with is to figure out how to not let them skate. I understand what you are doing; but it can't be at the detriment of failure rates.

**CA:** There was a comment made in the presentation that some of these come down from the County Manager's Office. Are we getting requests from County government to push certain projects and is this impacting customer service?

**JNB:** It is not uncommon for people to dump this into the political spectrum and assume it will work to their advantage.

**JB:** The County Manager's Office does not seem to understand construction or the economics of it and this is not easy to learn.

**TH:** Every permit issued is based on the number of inspections.

**JNB:** There are two ways for the BDC to help; One would be to help us develop details of Best Practice to include disincentive packages for the skaters (we need volunteers); and Two, make a strong statement on owner's team (Owner/AE/GC) to deliver Code Compliant documents; or consider lowering the IRT goal.

**JT:** I don't think lowering the IRT is a good idea. What is the commonality in large defect lists?

**MC:** How does the Department have leverage on occupancy without the CO?

**BC:** How do you balance time limits on some projects but have unlimited inspection time on others?

Jonathan Bahr asked that the County Manager, Dena Diorio and County Commissioner, Trevor Fuller be invited to attend the next BDC meeting, as well as, the next AE/GC Task Force meeting in an effort to become more familiar with the Department and developing work. Jim Bartl will include Leslie Johnson and Ebenezer in the invite.

Jonathan Bahr asked to meet with BDC members directly after today's meeting without staff presence.

## **7. QUARTERLY REPORTS**

### **Technical Advisory Board Quarterly Report**

Lon McSwain reported the following on behalf of the TAB:

- On TAB held one meeting on Sept 22 to discuss Cross Laminated Timber, a product that will likely impact both code development and construction (perhaps even high rise) in the near future.
- The TAB requested an industry presentation to collect further CLT information and gain answers to specific questions.

### **Commercial Plan Review Report**

Chuck Walker reported the following on behalf of Commercial Plan Review:

Part I: 74% of projects pass on 1<sup>st</sup> rev'w; 81% passed on 2<sup>nd</sup> rev'w (1<sup>st</sup> review up 5% from last quarter)

○ pass rates on 1<sup>st</sup> review by trade:

Bldg-84% (was same); Elec. 89% (was 83%); Mech. 81% (was 83%); Plbg. 81% (was 82%);

Part II: most common defects: examples

- Bldg: Appendix B, exit related (3), energy summary, hardware, UL assembly
- Elec: general, services/feeders, branch circuits, grounding & bonding, ref'g eqpt, transformers, class 1 locations
- Mech: exhaust, duct systems, fresh air req't, eqpt location, gas pipe size & inst'l, gas eqpt installation
- Plbg: plbg syst inst'l, drainage piping, venting, water distr piping & mat'ls, traps, minimum facilities

Part III: 1<sup>st</sup> use of "approved as noted" (AAN) at 35% by all trades on average (last quarter was 32%)

- biggest users; CFD (89%) and MCFM (70%)
- critical path users; Bldg. (32%, up from 24%), Elec. (14%, same as last qtr.), Mech. (15%, up from 12%), Plbg. (12%, down from 17%)
- Bldg. up 8%, M/P up 3%, Plbg. down 5%, and Elec. same.

## Code Compliance Report

Joe Weathers delivered the following Code Compliance report:

- Note; still using format allowing you to compare how topics & their standings change, by quarter.
- “Not ready”: Bldg. 7.31% (was 4.88%), Elec. 8.54% (was 7.51%), Mech. 5.6% (was 6.26%), Plbg. 9.45% (was 9.41%)
- Rough/finish % split varies, some up, some down
  - Bldg.; rough @ 39.52% (down 1.5% from 41%), finish @ 19.63% (up 1/2% from 19.17%)
  - Elec.; rough @ 19.89% (down 3.4% from 23.17%), finish @ 53.52% (up >1% from 53.14%)
  - Mech.; rough @ 30.62% (down <1% from 31.31%), finish @ 58% (up <1% from 57.28%)
  - Plbg.; rough @ 30.23% (down <1%+ from 30.32%), finish @ 40.57% (up >7%+ from 33.30%)
- “Top 15” repeating topics; Building at 87%, Electrical at 87%, Mech. at 80% and Plbg. at 87%

## Consistency Team Report

Tommy Rowland reported the following on behalf of the Consistency Team:

The drop box link provided to BDC members on Monday included the following summary with detailed backup for each meeting

- Building: held three sets of meetings this quarter.
  - Bldg.-Residential: addressed a total of 29 questions. Contractor attendance averaged 10 at each meeting.
  - Bldg.-Commercial: addressed a total of 29 questions. There were no contractor or AE attendees at any of these meetings.
- Electrical: held three consistency meetings. In total, the July & August meetings addressed 20 topics. The September meeting addressed 16 Q&A topics with 19 contractors attending.
- Mechanical/Fuel Gas: there were three Mechanical/ Fuel Gas meetings, addressing 13 Mechanical questions. Between 3-4 contractors attended each meeting (July-4, Aug-3, Sept-4).
- Plumbing: there were three Plumbing meetings, addressing 14 questions. Contractors attendance varied from 0 to 2 (July-2, Aug-2, Sept-0).

**JB:** Asked for a way to connect Consistency with Pass/Fail Rates.

**BC:** Asked for the agenda to be published in advanced.

**JT:** Asked for the agenda to be emailed to all BDC Members.

## DOI Written Interpretation Discussion

Discussion ensued regarding State (DOI) written interpretations not being distributed statewide, nor are they required to post written interpretations. It was suggested we proceed in a change to broaden requirements so that all written interpretations are posted.

*Bernice Cutler made the motion to proceed in requesting change that all State (DOI) written interpretations shall be posted seconded by Chad Askew. The motion passed unanimously.*

## 8. BDC QUARTERLY BULLETIN EXERCISE

### Previous bulletin topics:

<b>October, 2012</b> Democratic National Convention success	<b>January, 2013</b> IOS Commercial score of 1 BOCC approves 21 positions	<b>April, 2013</b> Change of BDC leadership Lien agent legislative change	<b>July, 2013</b> Ft14 Code Enforcement budget proposal
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RDS Master Plan change  Cost Recovery Work Group changes approved by BOCC  CSS Customer survey focus group follow up work	Racking permit process discussions  Revisions to inspections auto notification	Status of 12/4/2012 betterment  Trends considered in Fy14 budget development CTAC-EPS installation takes Dept to 98% paperless	Economic data trends and betterment proposal  POSSE upgrade announcement Fy14 budget technology enhancements
<b>October, 2013</b>	<b>January, 2014</b>	<b>April, 2014</b>	<b>July, 2014</b>
New BDC members  Code interp search engine goes live  Owner-developer webpage  "Starting a small business" webpage  BIM-IPD and future Department challenges	Role of the BDC  2014 CSS survey distribution  HCD Team concept  CSC design project  BDC discussion of BCC 6 year code cycle proposal	CA web search engine available  Customer Service Center design project work  BDC Select Comm to meet with industry  IRT Subcommittee recommendation to add inspector positions	Customer Service Center Project status  Phased Occupancy Best Practice Summary  Select Committee status and following Task Force work  Overview of the Department's work
<b>October, 2014</b>			
BDC Select Committee MF Inspection Options AE-GC-Builder Task Force FY14 AE Feedback Tools			

## 9. DEPARTMENT STATISTICS AND INITIATIVES REPORT SEPTEMBER STATISTICS

### Permit Revenue

- September permit (only) rev - \$2,115,759, compares to August permit revenue of \$1,715,601,
- FY15 budget projected monthly permit rev;  $\$20,593,309/12 = \$1,716,109 \times 3 = \$5,148,327$
- So September permit revenue is \$399.6k above monthly projection
- YTD permit rev = \$5,910,479, is above projection (\$5,148,327) by \$762.15k or 14.8%.

### Construction Value of Permits Issued

- September total - \$566,938,965, compares to August total - \$362,638,011
- YTD at 9/20/14 of \$1,467,421,713; 60% above Fy13 constr value permit'd at 9/20/13 of \$918M
  - YTD SF Residential; \$515.6M, compared to \$271.984M YTD at 9/30/13, so up 89%
  - YTD Commercial; \$951.8M, compared to \$646M YTD at 9/30/13, so up 47%

### Permits Issued:

	August	Sept	3 Month Trend
<b>Residential</b>	4171	4490	5242/5379/4171/4490
<b>Commercial</b>	2758	2855	2959/3219/2758/2855
<b>Other (Fire/Zone)</b>	492	434	566/511/492/434
<b>Total</b>	7421	7779	8767/9109/7421/7779

- Changes (August-Sept); Residential up 7.7%; commercial up 3.5%; total up 4.8%



### Inspection Activity: Inspections Performed

Insp. Req.	August	Sept	Insp. Perf.	August	Sept	% Change
<b>Bldg.</b>	7124	6828	<b>Bldg.</b>	6913	6714	-2.88%
<b>Elec.</b>	8158	8148	<b>Elec.</b>	7976	8100	+1.55%
<b>Mech.</b>	4143	4268	<b>Mech.</b>	4139	4179	+0.96%
<b>Plbg.</b>	3391	3400	<b>Plbg.</b>	3309	3357	+1.45%
<b>Total</b>	22,816	22,644	<b>Total</b>	22,337	22,350	same

- Changes (August-Sept); Bldg down <3%, Elec-Mech-Plbg all up 1-1.5%
- Inspections performed were 98.7% 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	
	Aug	Sept	Aug	Sept	Aug	Sept	Aug	Sept
Bldg.	80.1	75.8	95.7	94.0	98.9	98.9	1.24	1.35
Elec.	50.3	49.0	80.2	83.6	95.5	97.8	1.73	1.69
Mech.	73.8	62.7	96.1	94.0	99.2	99.3	1.31	1.44
Plbg.	83.5	81.2	99.0	98.3	99.9	99.8	1.17	1.20
Total	68.8	64.4	90.8	90.9	97.9	98.7	1.42	1.47

- Per the BDC Performance Goal agreement (7/20/2010), the goal range is **85-90%**, so the new IRT report indicates the August average is currently **20.6% below the goal range**.

### Inspection Pass Rates for September, 2014

OVERALL MONTHLY AV'G @ 81.01% in September, compared to 81.68% in August

**Bldg:** August – 77.54%  
 September – 76.3%

**Elec:** August – 77.75%  
 September – 78.09%

**Mech:** August – 85.95%  
 September – 83.86%

**Plbg:** August – 90.21%  
 September – 90.08%

- Mech. down 2%, Bldg. down 1.2%, Plbg. down slightly, Elec. up 0.35%
- Overall average down 0.7% from last month, and above 75-80% goal range

### OnSchedule and CTAC Numbers for September, 2014

#### CTAC:

- 118 first reviews, compared to 118 in August.
  - Projects approval rate (pass/fail) – 75%
  - CTAC was 45% of OnSch (\*) first review volume (118/118+144 = 262) = 45%
- \*CTAC as a % of OnSch is based on the total of only scheduled and Express projects

#### On Schedule:

- 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
- August, 14: 248 -1st rev'w projects; on time/early–85.75% all trades, 96% B/E/M/P only
- September, 14: 189 -1st rev'w projects; on time/early–92% all trades, 94.75% B/E/M/P only

#### Booking Lead Times

- On Schedule Projects: **for reporting chart posted on line**, on September 29, 2014, showed
  - 1-2 hr projects; at 2 work days booking lead, except electrical at 4 work days
  - 3-4 hr projects; at 2 work days booking lead, except bldg – 6 and elec at 4 work days
  - 5-8 hr projects; at 3 days, except bldg – 6 and elec at 9 work days
- CTAC plan review turnaround time; BEMP at 8 work days, and all others at 1 day.
  - Note; at 10/20/2014, CTAC BEMP turnaround time was down to 5 work days.
- Express Rev'w booking lead time was; 5 work days for small projects, 5 work days for large projects

## **Status Report on Various Department Initiatives**

### **BDC September Meeting**

#### **Work on launching AE-GC-Builder Task Force**

- The Task Force has two meetings complete, September 25 (18 industry members attending) and October 9 (14 industry members attending).
- In the initial meeting, the TF agreed to an overall strategy of;
  - Assign five topics for direct TF discussion/recommendation, including;
    - a) #2; best practice summary; for industry & dept
    - b) #10; audit project input requirements in POSSE & EPS
    - c) #14; consistency, field to office
    - d) #17; contractors with high pass rate getting a reward
    - e) #18; allocation of inspection trip time limits among varying project sizes.
  - Ten other topics will be developed by Department work groups and reported into the TF meetings. TF members will be invited to participate in those discussions as interested.
    - a) At least one TF members has volunteered to participate in each of the ten topics.
    - b) Note; we only have 1 volunteer on the “best practice” topic. Does the BDC wish to add other participants in working on the details of this?
- The TF discussed Consistency (Sept 25) and initially Best Practice (October 9).
- The TF received the draft Dept Position paper on AE seals on September 25 (see item 9.2.1.6).
- The next meeting is on October 23, wherein the TF will discuss input requirements for POSSE & EPS.

#### **Electrical Plan Review Scope**

- Patrick, Joe and JNB met with Keith Pehl, Sandy Blackwelder, Ed Horne and Lee Teeter on Oct 9.
- Electrical PE's and contractors are submitting their thoughts on use of plan review resources on various project use and scale types.

**Public info on MF Electric Service interpretation**

- As discussed in the BDC follow up memo, additional customer notification steps include;
  - Second round blast sent out through Notify Me.
  - PENC and AIA notified again
  - Announced at the September Contractors meeting.
  - Announced to staff and contractors in September Consistency meeting and emailed to staff.

**Manager/CA added comments**

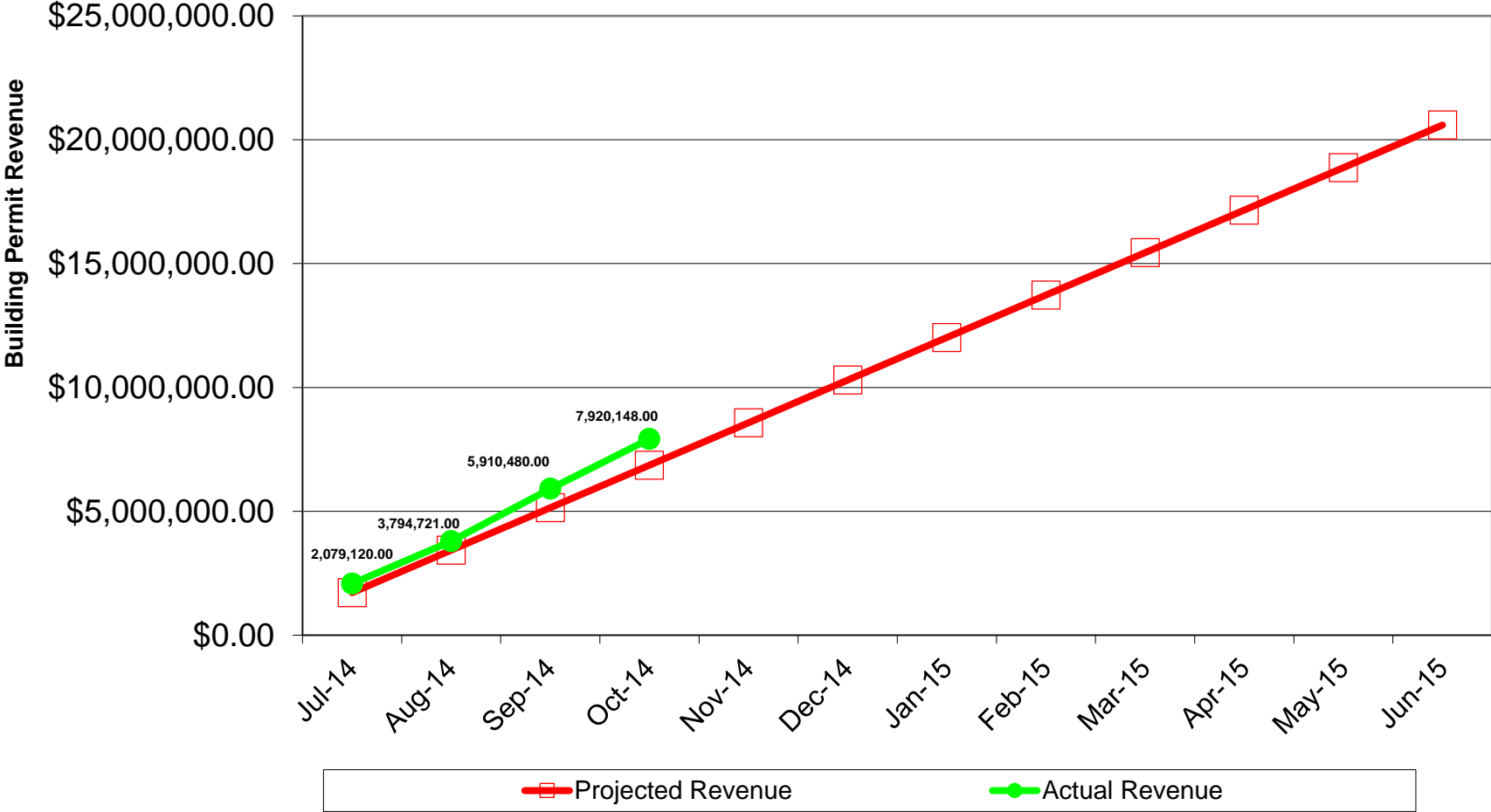
No Manager or CA added comments.

**10. ADJOURNMENT**

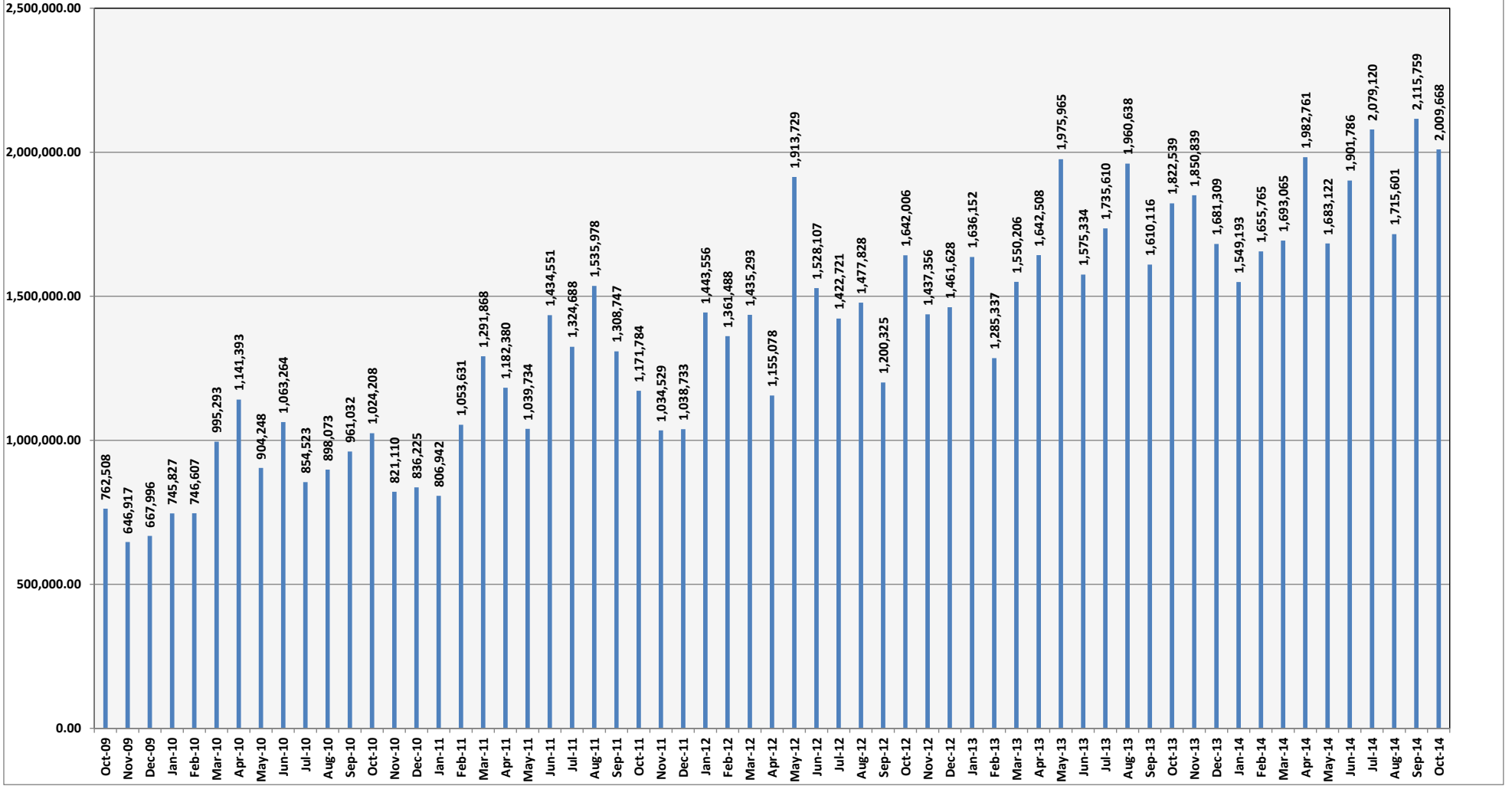
The October 21<sup>st</sup> meeting of the Building Development Commission adjourned at 5:17 p.m. Next meeting of the Building Development Commission is scheduled for, Tuesday, November 18, 2014.

# Building Permit Revenue Fiscal YTD

**INCREASE/DECREASE**  
 October 2014 Permit Revenue = \$2,009,668  
 FY15 Year-To-Date Permit Revenue = \$7,920,148  
 15.38% **above** Projected YTD Permit Revenue

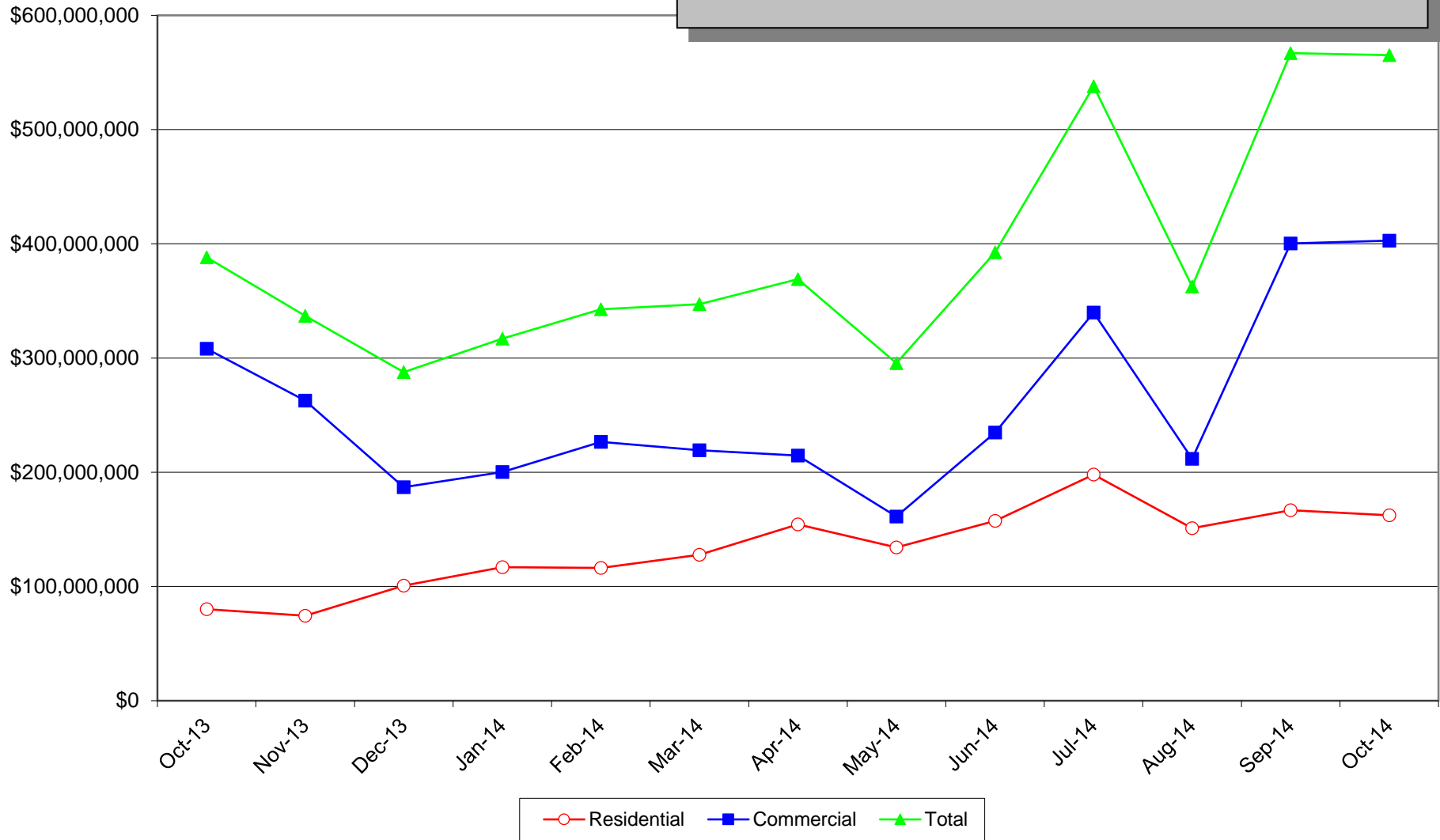


## PERMIT REVENUE 10-2009 thru 10-2014



# Construction Valuation

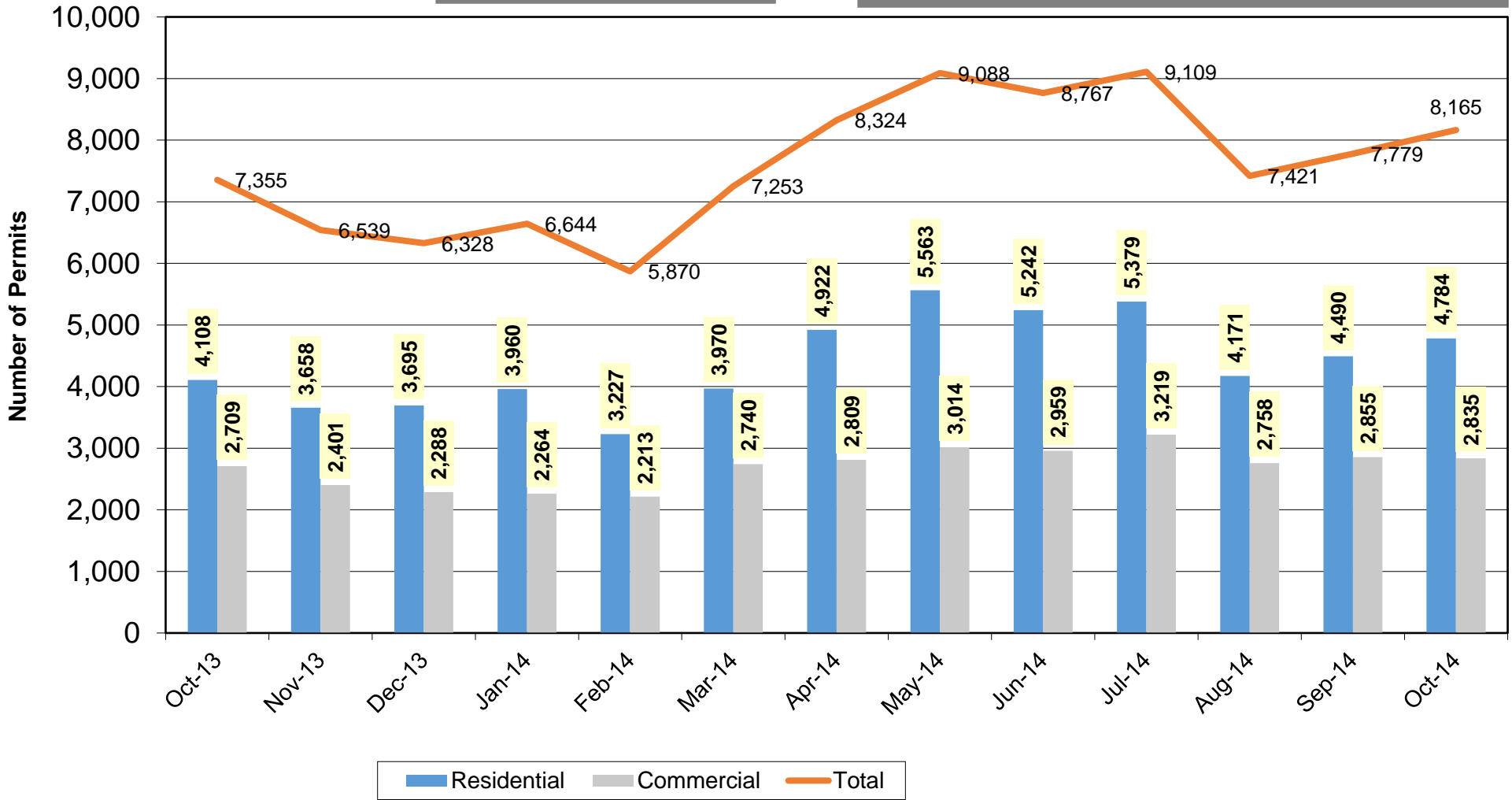
**INCREASE/DECREASE**  
**October 2014 Total = \$565,150,504**  
 FY15 YTD Total = \$2,032,572,217  
 FY14 YTD Total = \$1,306,160,498  
 FY15 up 35.74% from this time FY14



# Permits Issued

**INCREASE/DECREASE**  
 Residential up - 6.5%  
 Commercial sm - 0.01%  
 Overall up - 4.9%

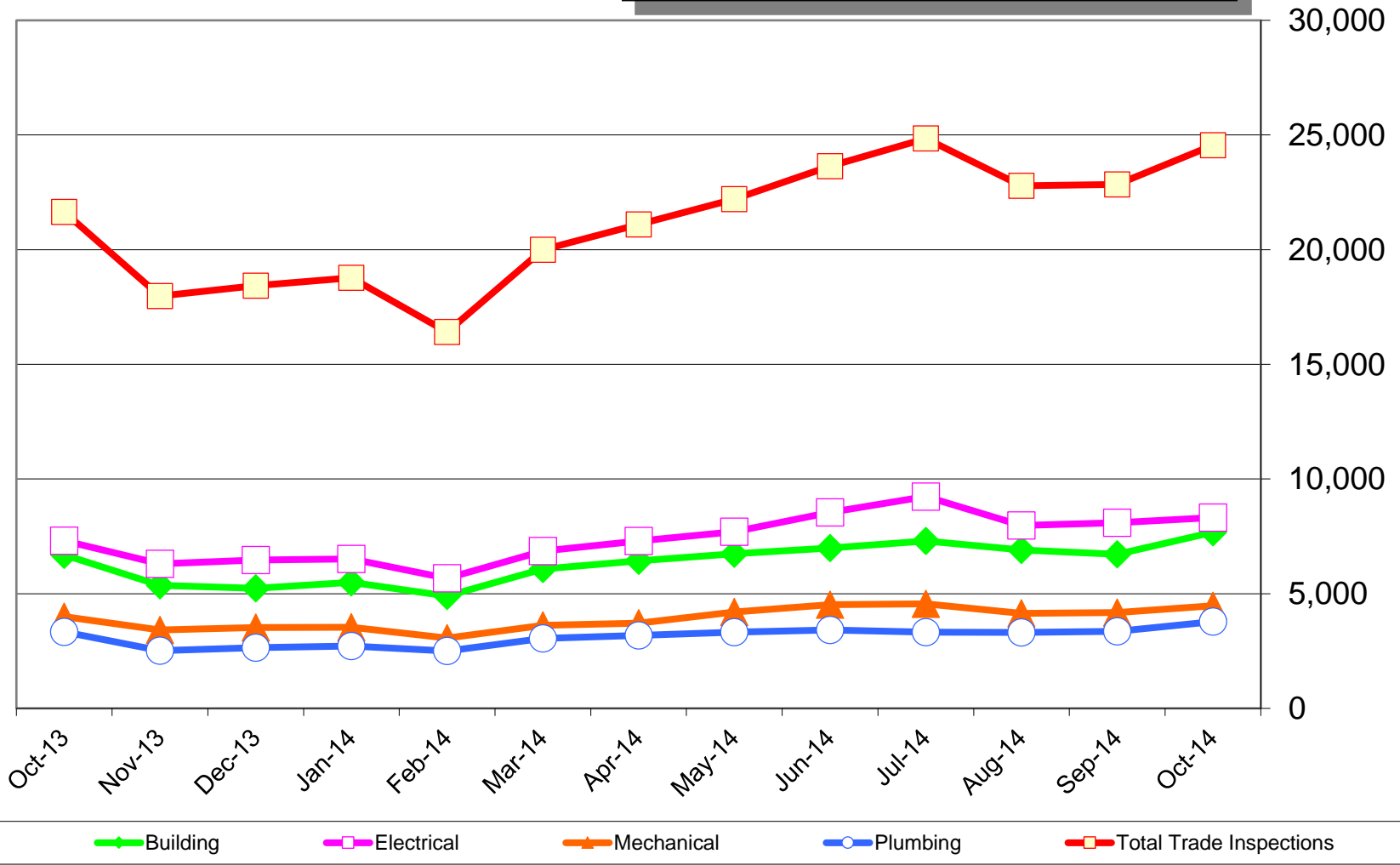
**FISCAL YEAR TO DATE PERMIT TOTALS**  
 Residential October FY15 = 18,824 FY14 = 17,088  
 Commercial October FY15 = 11,667 FY14 = 10,280  
 Total FY15 = 32,474 FY14 = 29,347





# Inspections Performed

**INCREASE/DECREASE**  
October 2014 Inspections Performed up 8.5%



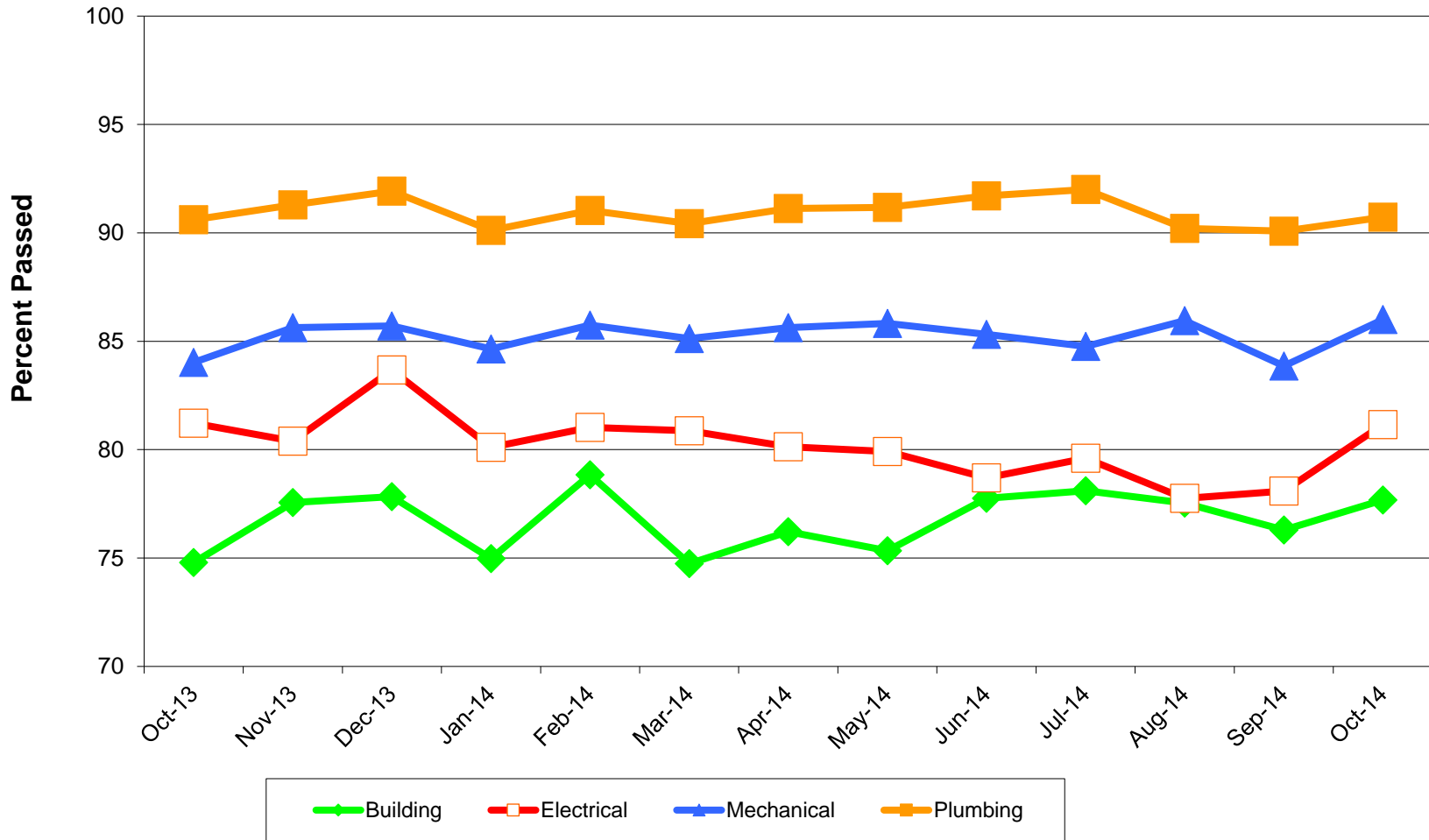
## IRT REPORT OCTOBER 2014

### Inspection Activity: Inspection Response Time (IRT Report)

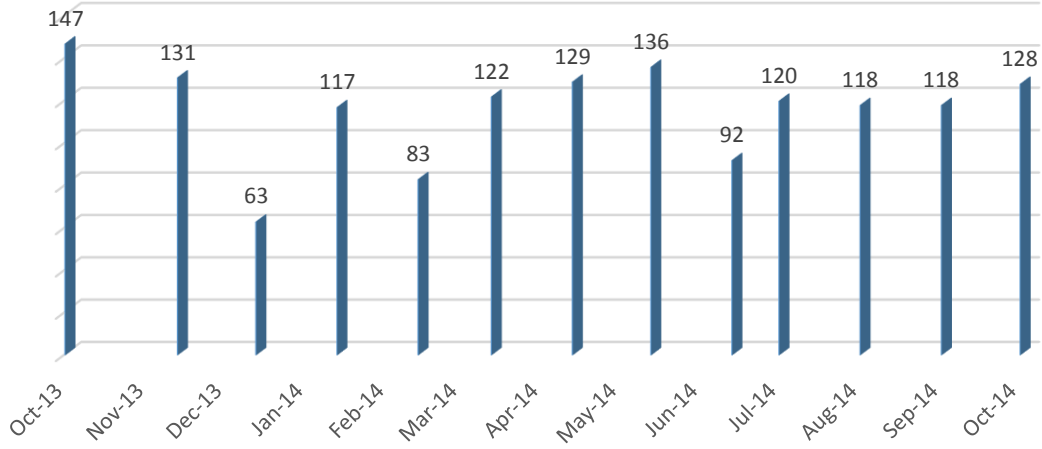
Insp. Resp. Time	OnTime %		Total % After 24 Hrs. Late		Total % After 48 Hrs. Late		Average Resp. in Days	
	Sept	Oct	Sept	Oct	Sept	Oct	Sept	Oct
Bldg.	75.8	76.3	94.0	92.4	98.9	98.3	1.35	1.34
Elec.	49.0	58.3	83.6	91.7	97.8	99.0	1.69	1.51
Mech.	62.7	64.4	94.0	91.5	99.3	98.9	1.44	1.45
Plbg.	81.2	82.3	98.3	98.9	99.8	100	1.20	1.19
Total	64.4	68.9	90.9	93.0	98.7	98.9	1.47	1.39

# Inspection Pass Rates

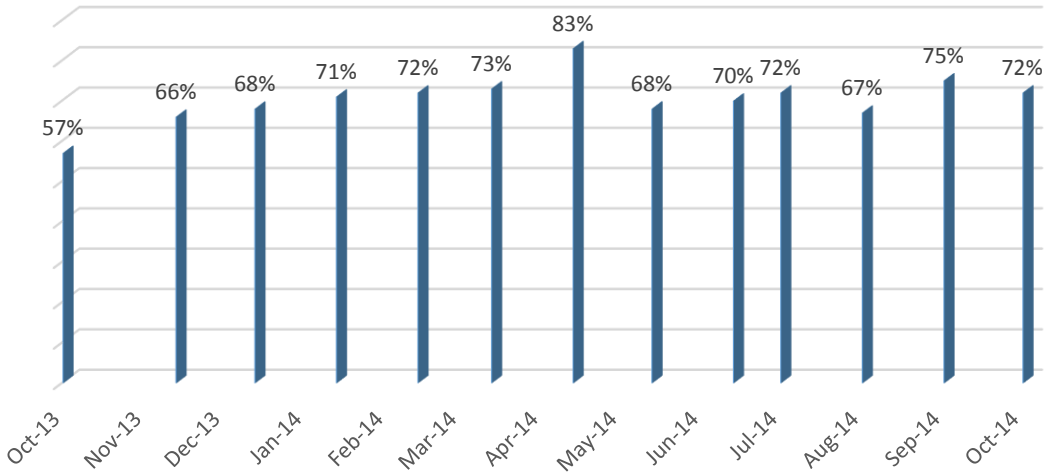
October 2014 Pass Rates	
Building	77.68%
Electrical	81.15%
Mechanical	86.00%
Plumbing	90.72%
<b>OVERALL:</b>	<b>82.96%</b>



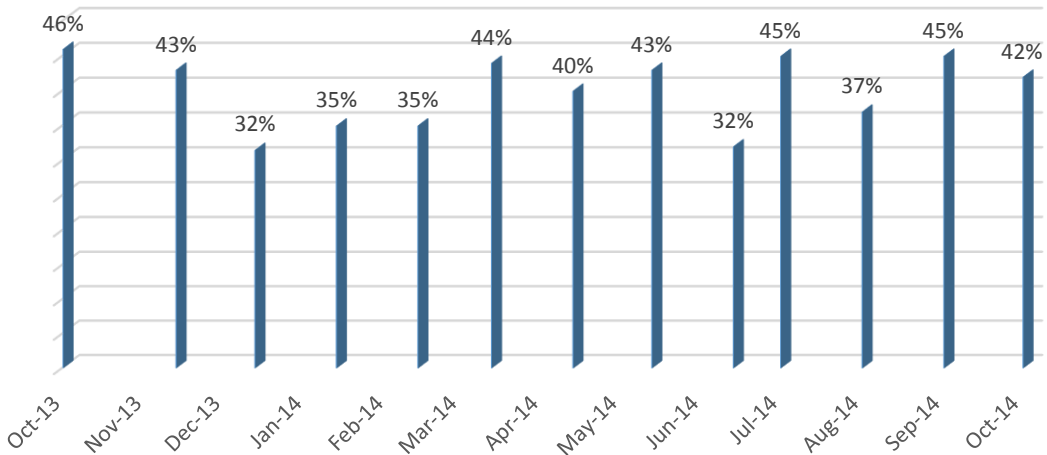
### October CTAC First Reviews



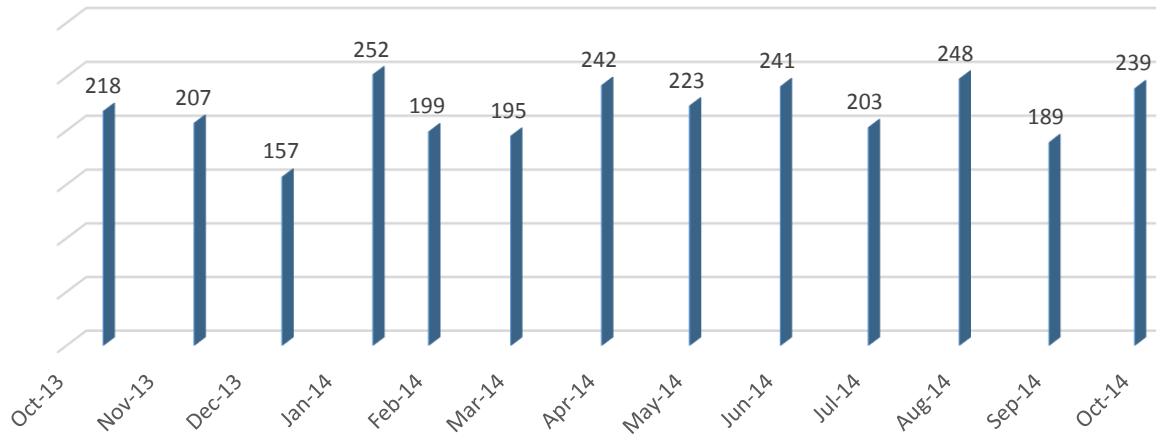
### CTAC Approval Rate



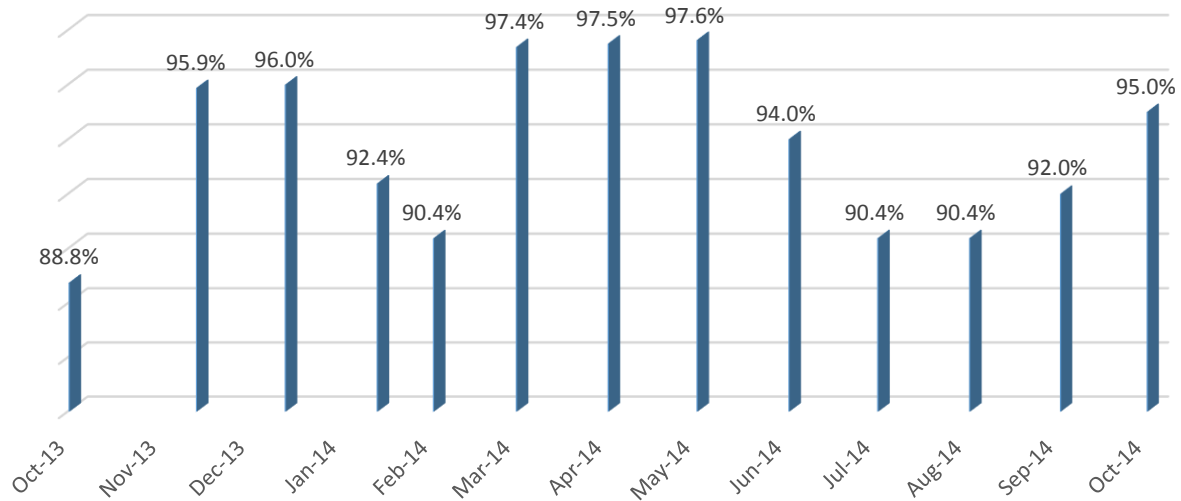
### CTAC % of On-Sch. & Express



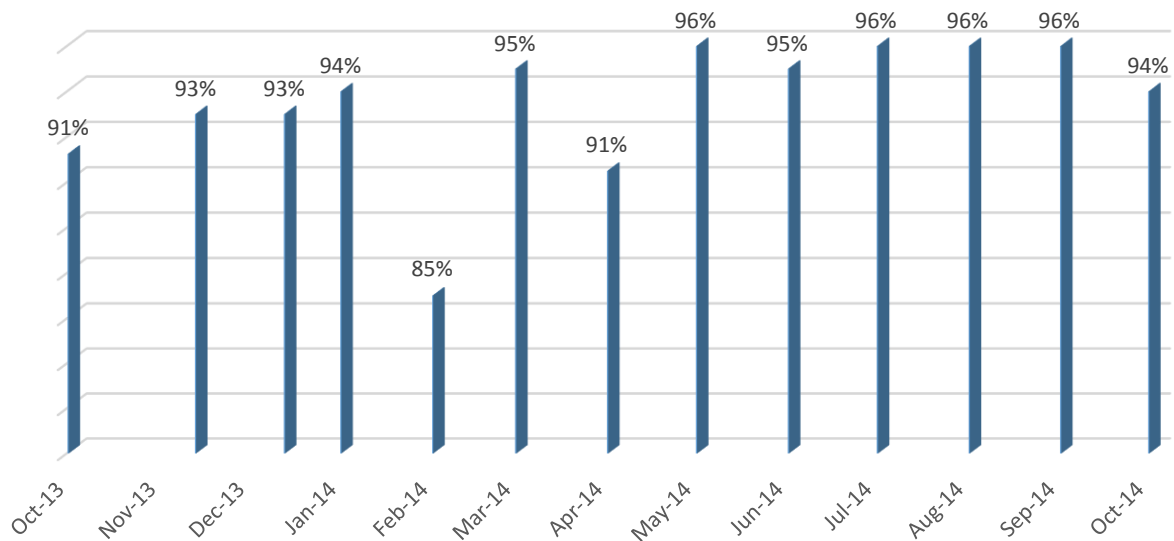
### OnSchedule 1st Reviews



### OnTime/Early All Trades



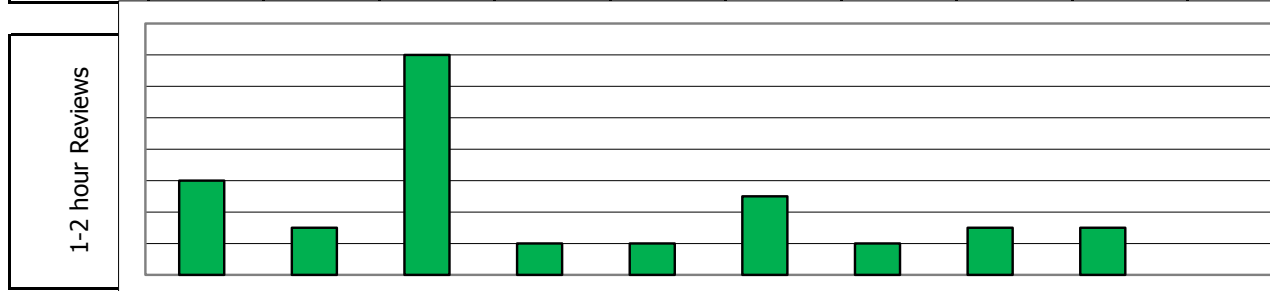
### OnTime/Early BEMP



**November 3, 2014**

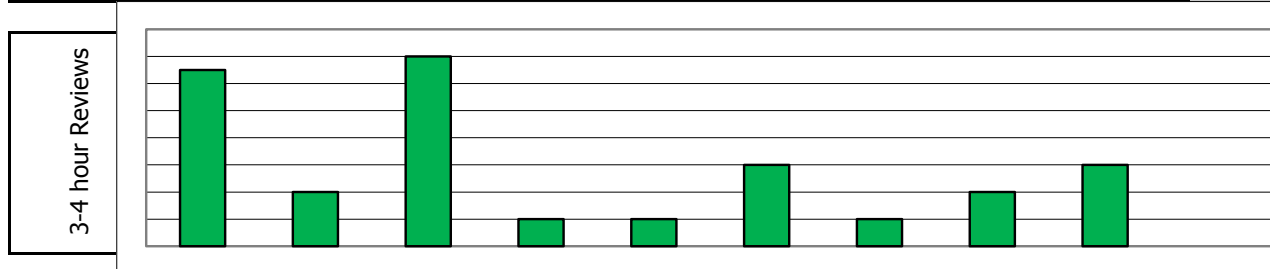
**Plan Review Lead Times for OnSchedule Review**

11/3/14	Building	Electrical	Mech / Plumbing	County Fire	County Zoning	Backflow - CMUD	Health	City Zoning	City Fire
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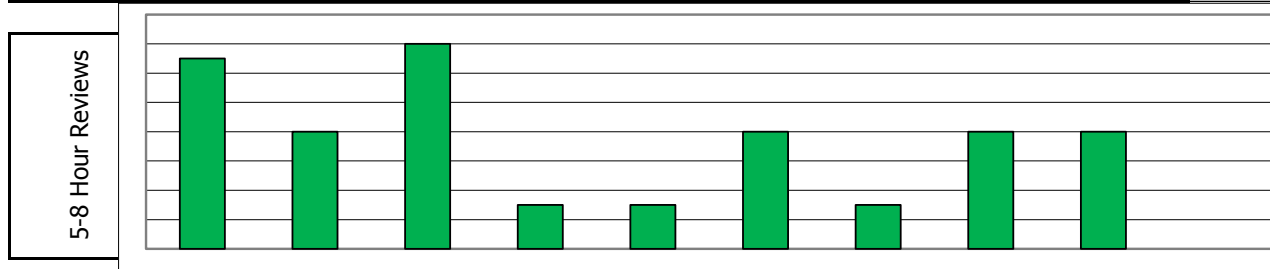
Working Days	6	3	14	2	2	5	2	3	3
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11/3/14	Building	Electrical	Mech / Plumbing	County Fire	County Zoning	Backflow - CMUD	Health	City Zoning	City Fire
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Working Days	13	4	14	2	2	6	2	4	6
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11/3/14	Building	Electrical	Mech / Plumbing	County Fire	County Zoning	Backflow - CMUD	Health	City Zoning	City Fire
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Working Days	13	8	14	3	3	8	3	8	8
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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.

November 3, 2014

## Express Review

Appointments are available for:

Small projects in 5 working days

Large projects in 5 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

