

Richmond Works

Department of Community Development
Bureau of Permitting and Inspections
February 21, 2008



Bureau of Permits & Inspections Presentation Agenda

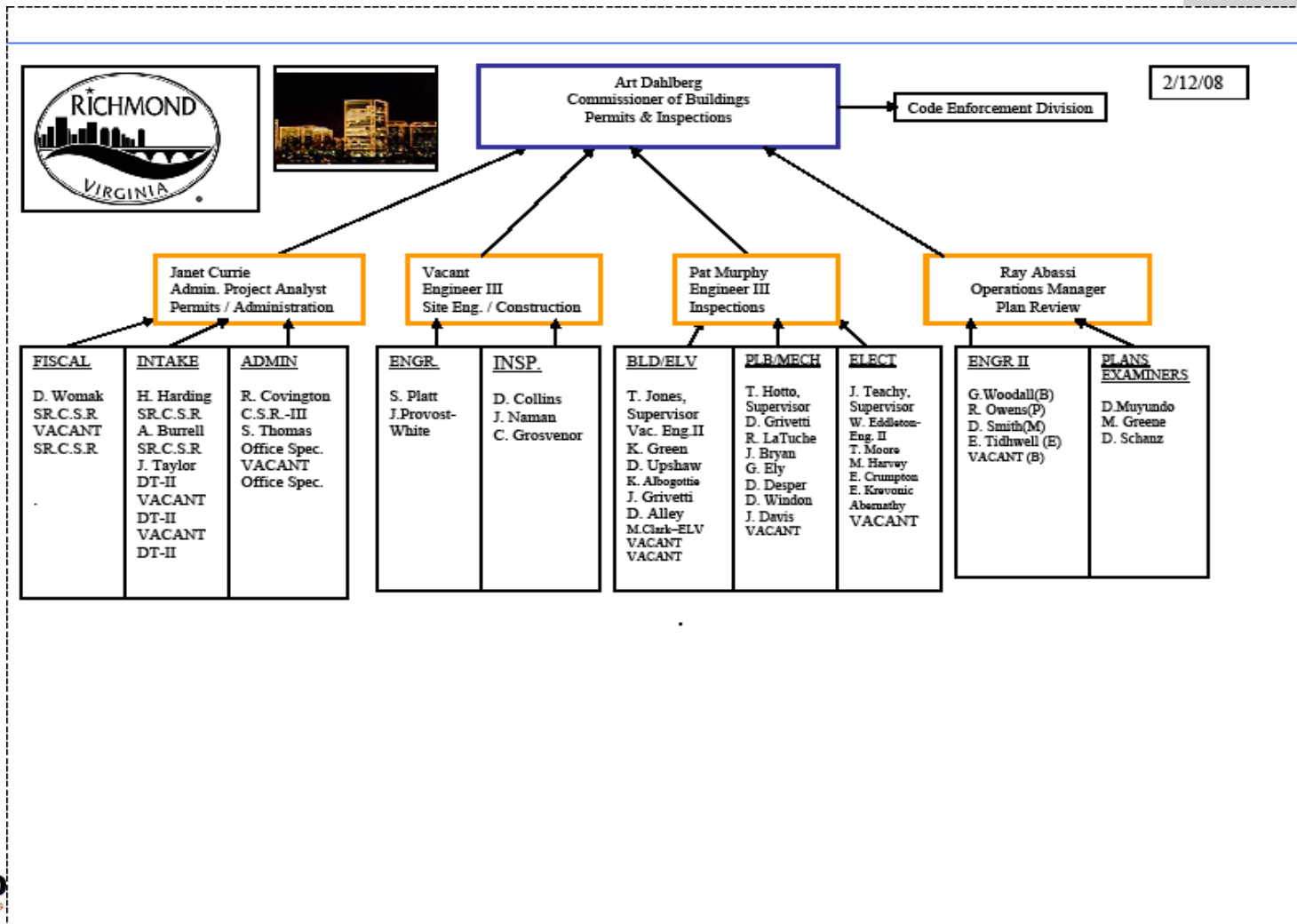
1. Departmental Overview (initial meeting only)
2. Organizational Chart (initial meeting only)
3. Challenges and Impediments to Success of Permitting Bureau
4. Potential Solutions to Challenges and Impediments
5. Measures Directly Related to Mayor's Priorities
6. Measures Critical to Departmental Success
7. Status of Special Initiatives and Projects

Bureau of Permits & Inspections

Permitting Program Overview

- Enforces Statewide Building Code
 - Requires coordination with Health, Zoning, Land Use, Historic Preservation, Public Works, Public Utilities and Fire Marshal
 - Done through permitting, plan review and inspection processes
- Enforces Certain City Ordinances
 - Chesapeake Bay Provisions
 - Erosion and Sediment Control
 - Floodplain

Bureau of Permits & Inspections Organizational Chart



Bureau of Permits & Inspections Challenges and Impediments

- ◆ Need to improve communication with development community
- ◆ Need to improve inspection and plan review time frames
- ◆ Current permit tracking system limited in scope and lacks management tools
 - 30 necessary improvements defined in ISR process
 - 3 years of estimated work by DIT to enhance system with limited return

Bureau of Permits & Inspections Challenges and Impediments

- ◆ Coordination challenges between departments
- ◆ Space limitations
- ◆ Lack of parking for customers
- ◆ Vehicle availability
- ◆ Lack of administrative support

Bureau of Permits & Inspections Challenges and Impediments - Potential Solutions

Actions Taken and/or in Progress

- ◆ Inspectors equipped with laptops and cell phones
- ◆ Permit counter function being reorganized
- ◆ Developing enhanced walk thru plan review
- ◆ Third party plan review contract in place
- ◆ Added six inspector positions
- ◆ Cross training of inspectors & career ladder

Bureau of Permits & Inspections Challenges and Impediments - Potential Solutions

Future Actions

- ◆ Develop email process to communicate change in policy/procedure to developers and contractors
- ◆ Research and select off the shelf software package for the land development/permitting/code enforcement process
 - Implement diversion of 10% of permit fees to fund dedicated to technology needs of the permitting/enforcement function

Bureau of Permits & Inspections Challenges and Impediments - Potential Solutions

Future Actions

Develop a true one stop shop permit/enforcement process

- Relocate to a facility away from City Hall
- Plan storage adjacent to plan review/permitting area
- Adequate customer space for intake, waiting areas & revision
- Adequate parking for customers

Bureau of Permits & Inspections Challenges and Impediments- Potential Solutions

Future Actions

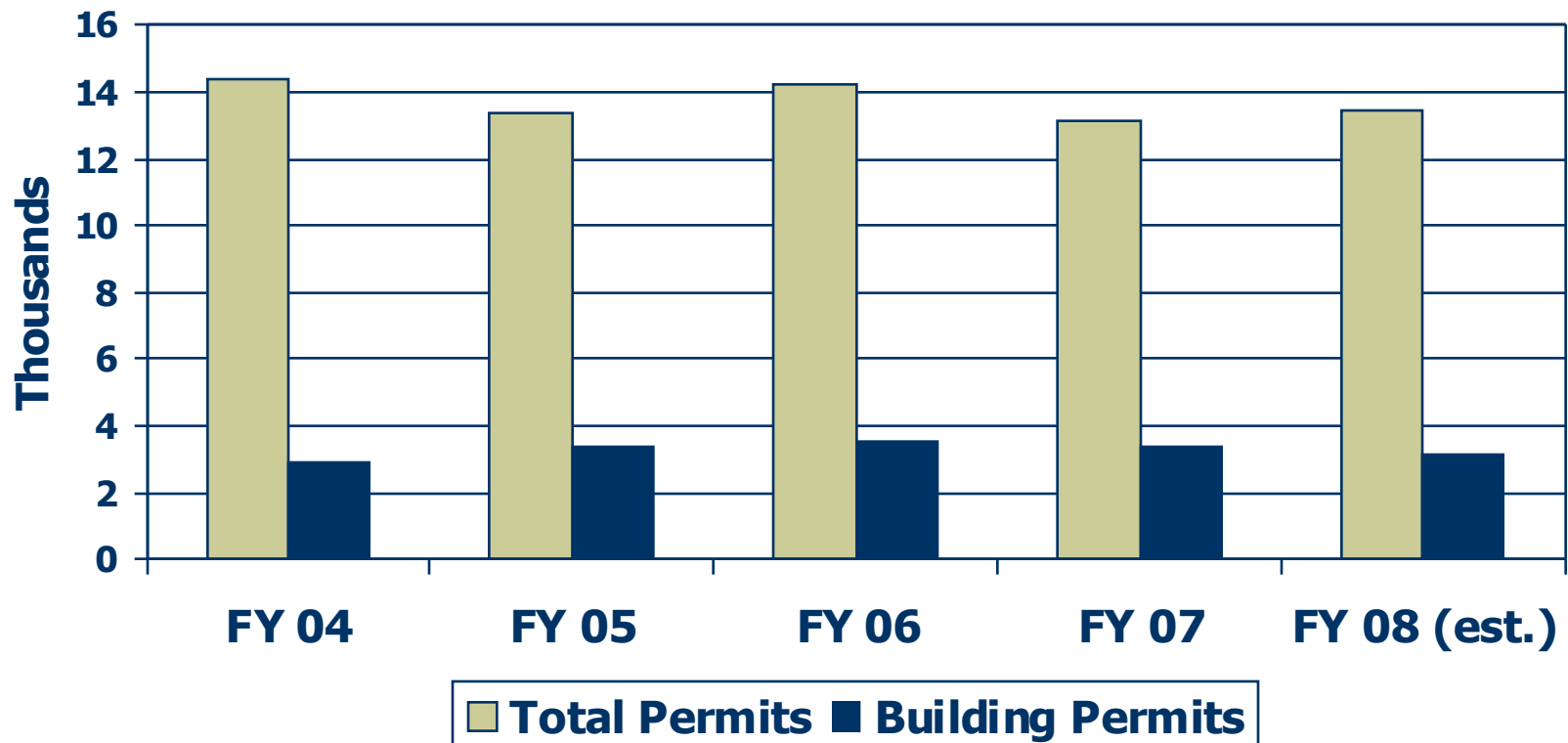
- ◆ Ongoing training to enhance skills of plan reviewers and inspectors -supports career ladder
- ◆ Provide vehicles for all inspectors
- ◆ Enhance website with process steps, submission requirements and policy library
- ◆ Consider adding a position to enhance data collection/analysis and process analysis/design

Bureau of Permits & Inspections Workload Indicators

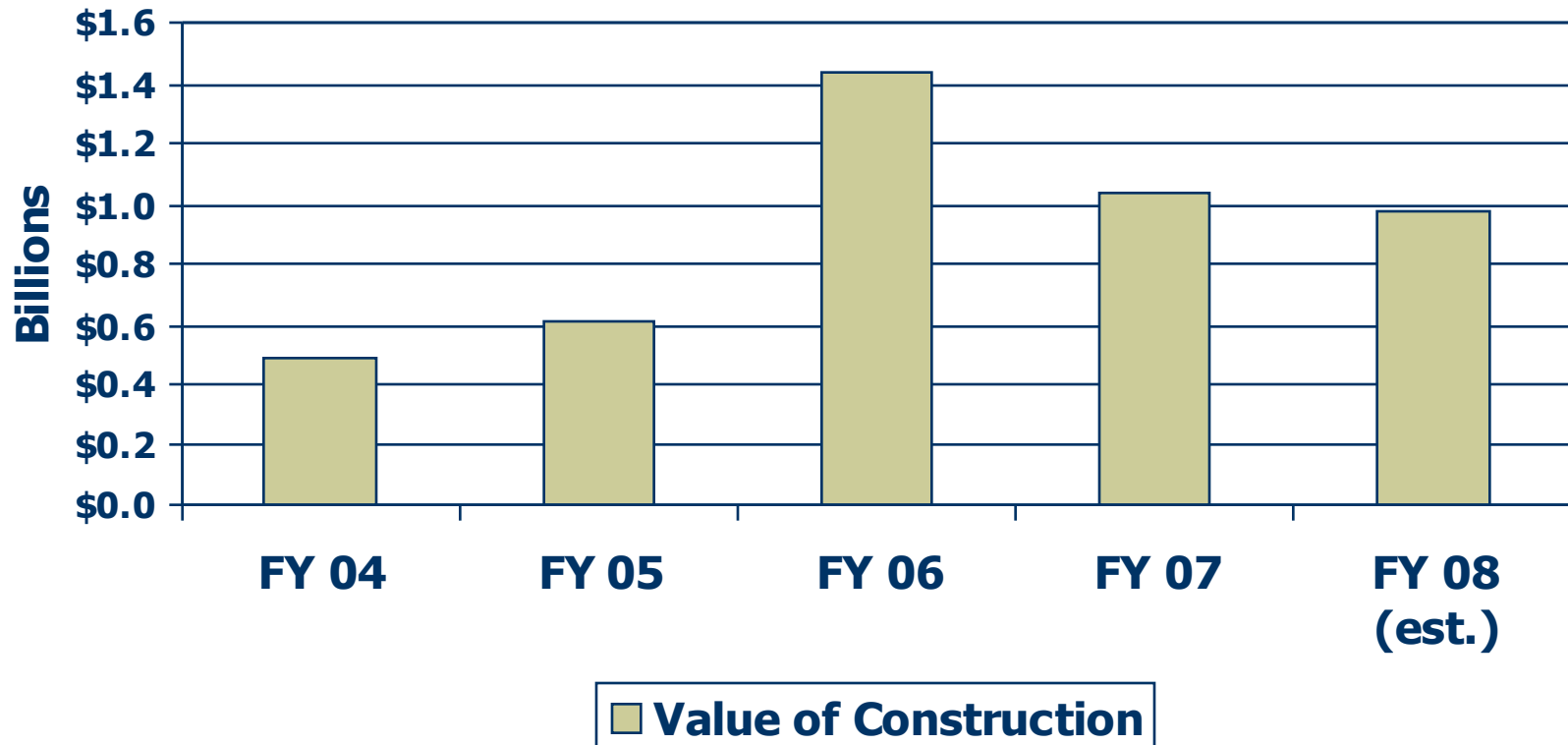
Year	# of Permits	# of Building Permits	Value of Construction	Fees Collected	# of Inspections
Fy 04	14394	2894	487,835,993	4,070,733	40,158
Fy 05	13412	3340	609,663,927	4,323,809	48,301
Fy 06	14244	3546	1,437,564,949	6,079,110	53,486
Fy 07	13130	3386	1,041,281,074	4,898,252	51,597
Fy 08(est)	13460	3146	978,605,607	4,578,973	65,426

Bureau of Permits & Inspections

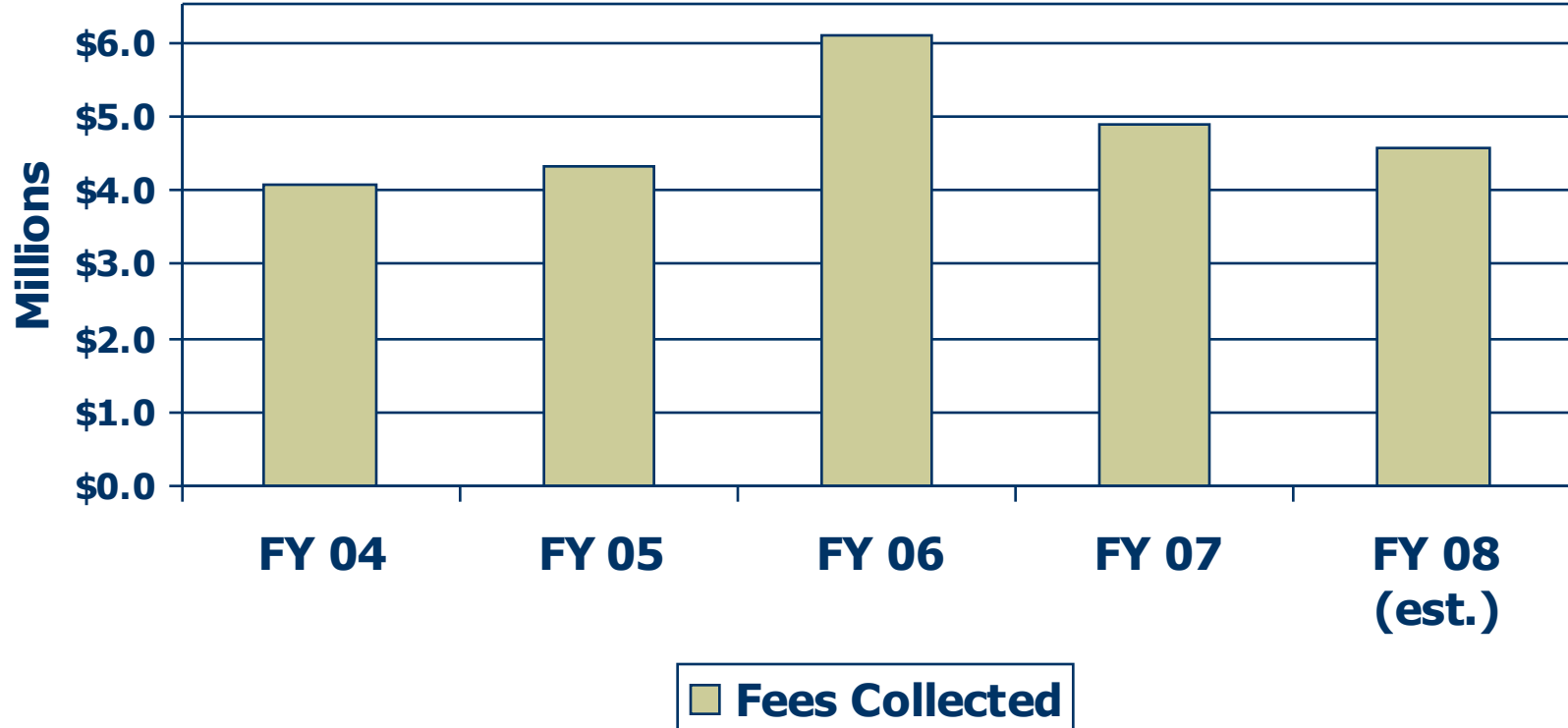
Number of Permits & Building Permits Issued FY 04 – FY 08



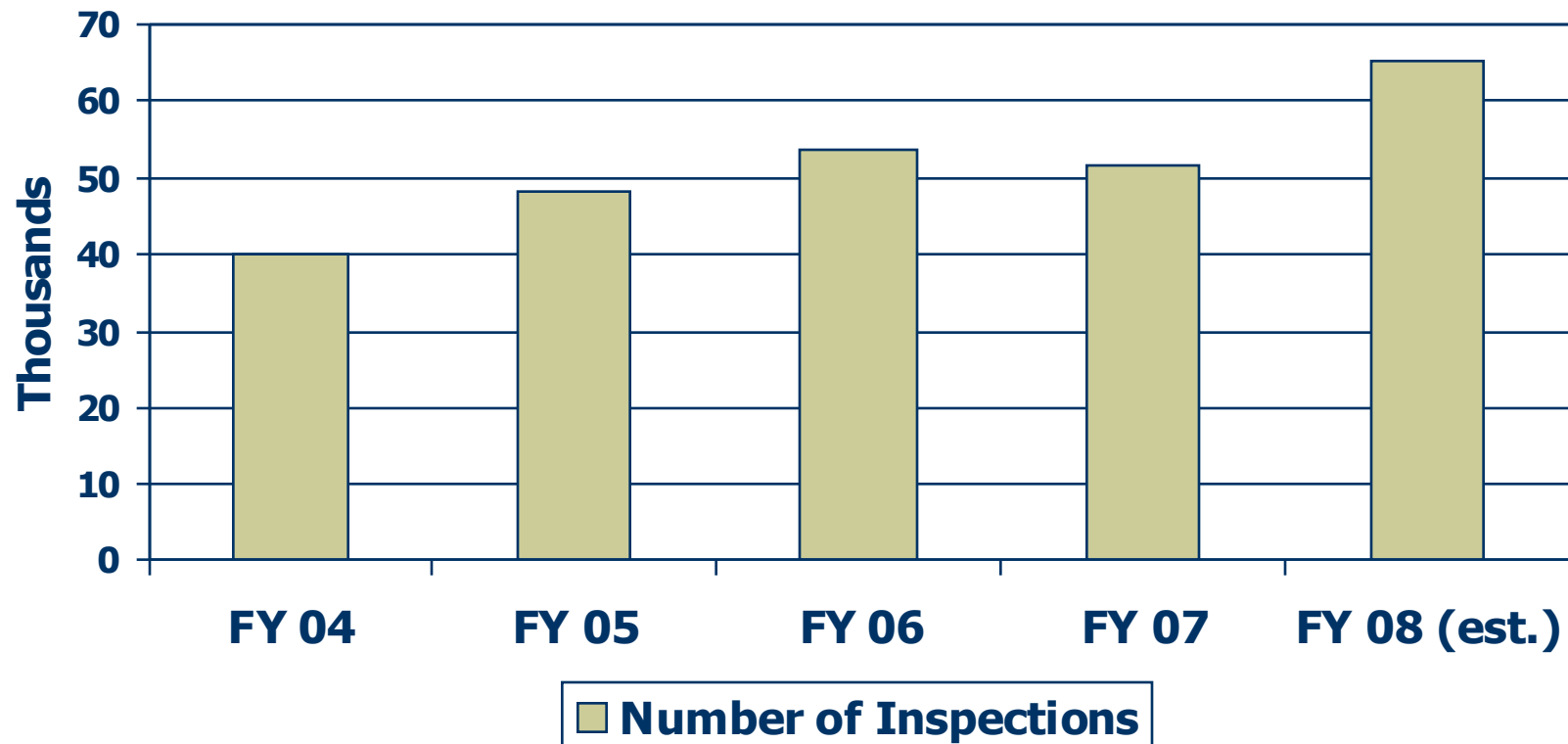
Bureau of Permits & Inspections Value of Construction FY 04 – FY 08



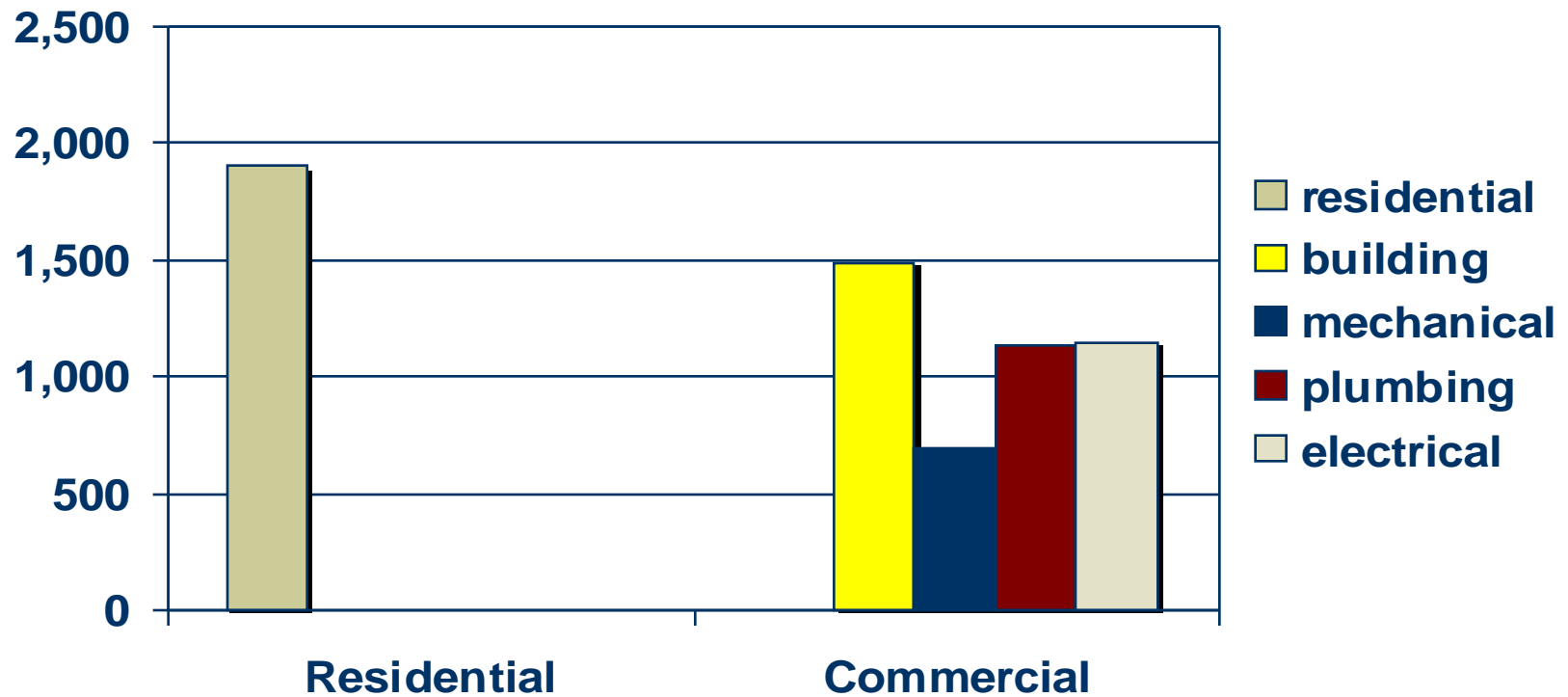
Bureau of Permits & Inspections Fees Collected FY 04 – FY 08



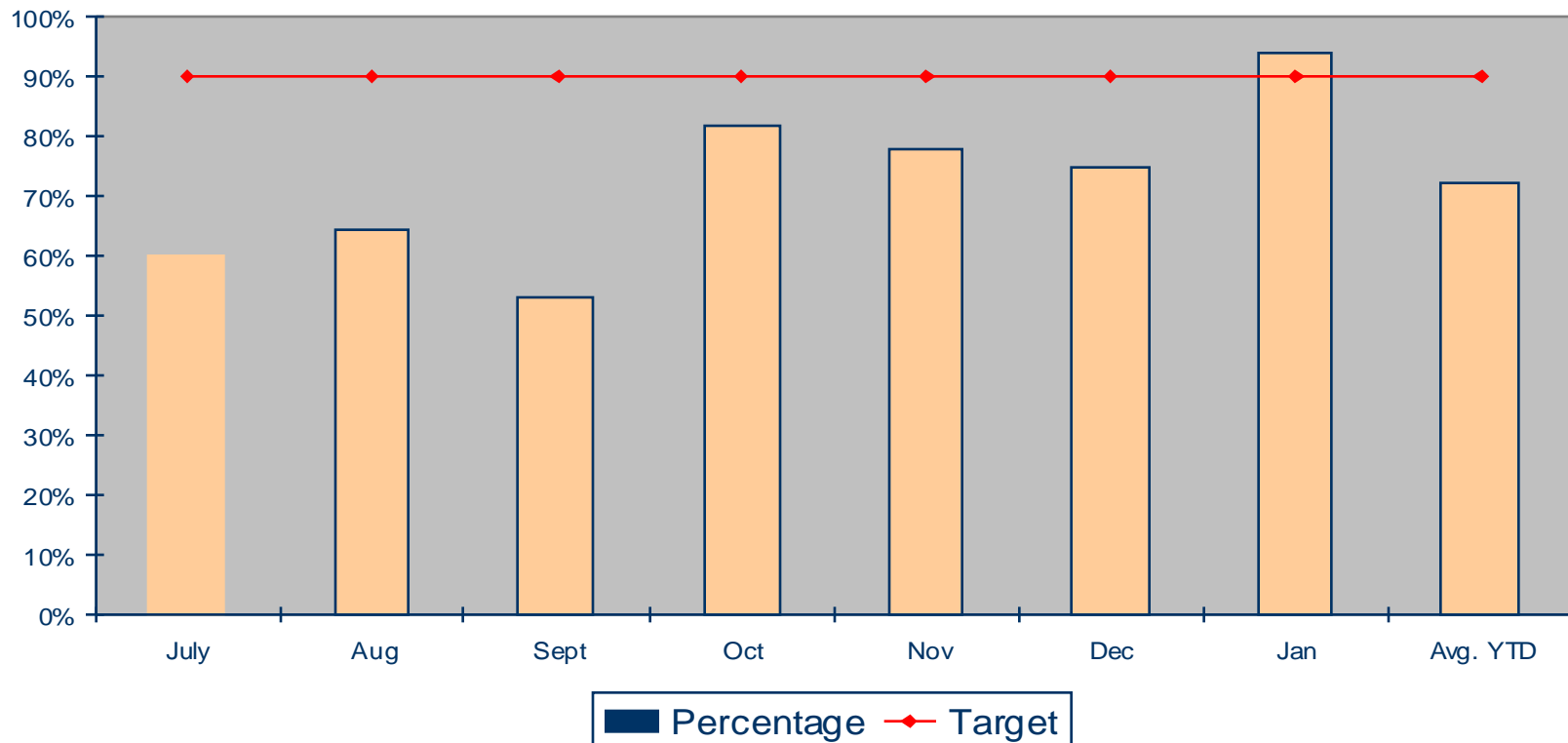
Bureau of Permits & Inspections Number of Inspections Conducted FY 04 – FY 08



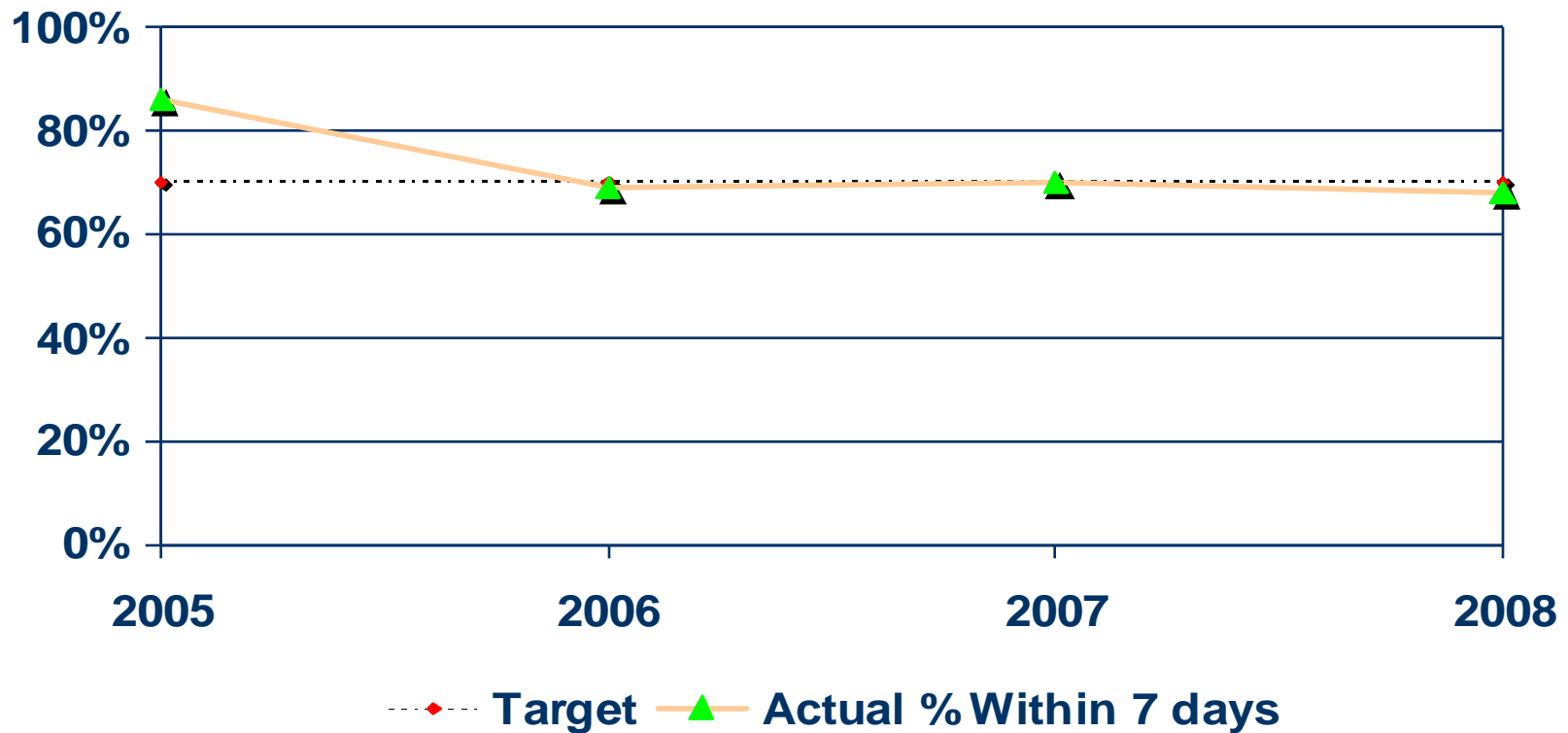
Bureau of Permits & Inspections Residential & Commercial Plan Reviews FY 07



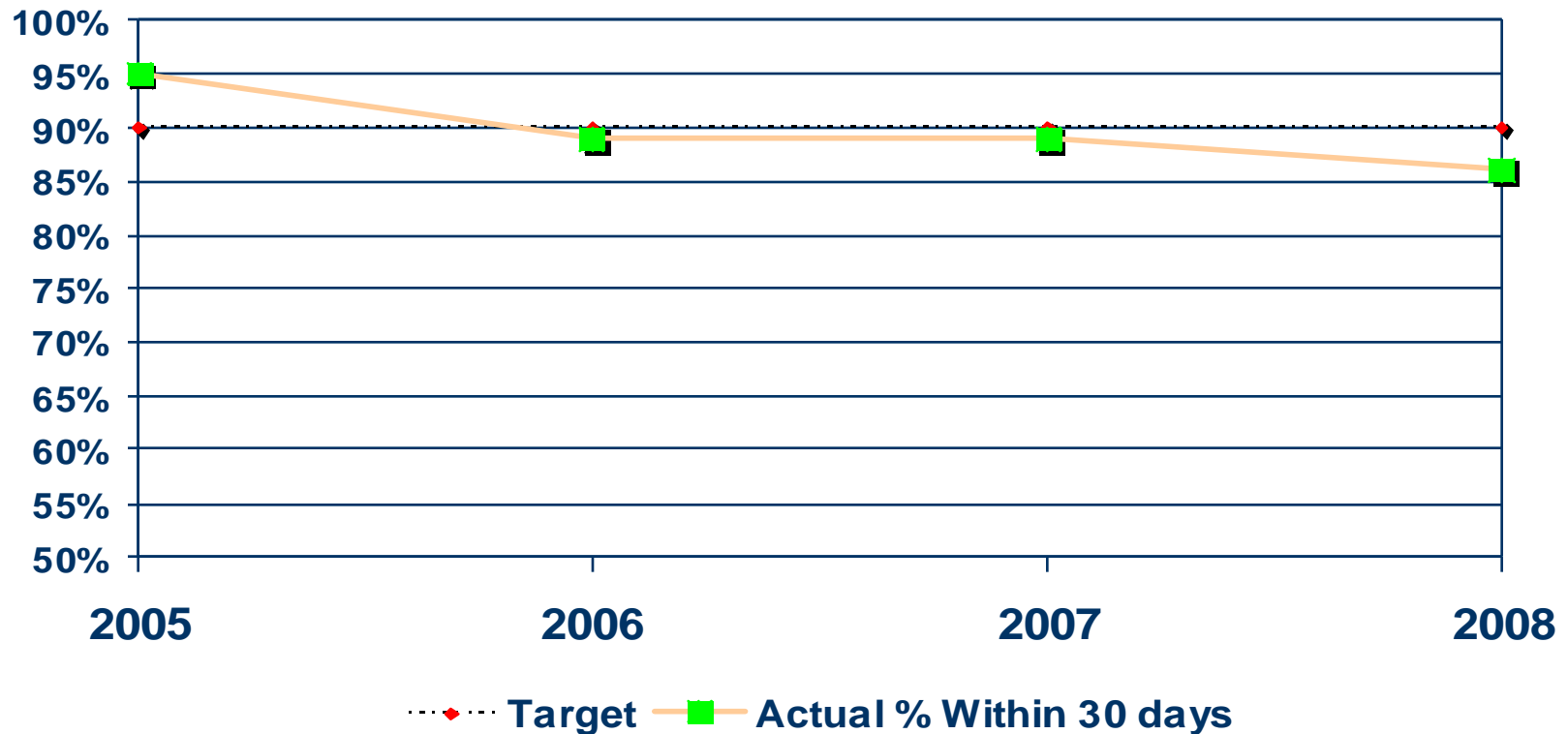
Bureau of Permits & Inspections Percent of Inspections Performed on Date Requested – FY 08



Bureau of Permits & Inspections Percent of Permits Issued Within Seven Days



Bureau of Permits & Inspections Percent of Permits Issued Within 30 Days



Bureau of Permits & Inspections Measures & Results Related to Mayors Priorities

Measure: Timeframes in which permits are issued and inspections performed.

Relationship to Mayor's Priorities: Enhancing economic development in the City.

Current Target & Results: Permits – 90 % are to be issued in 30 days. Currently 86 % are issued in 30 days. Inspections – 90% of all inspections are to be done on the day it is requested to be performed. Over the past 8 months it has averaged 72%.

Bureau of Permits & Inspections Measures and Results Related to Mayors Priorities

Issue(s) identified by Analysis:

- ◆ Reliability of system highly influenced by loss of a single staff member in a number of critical areas
- ◆ Inspection staffing levels far exceeded by demands.
- ◆ Staffing issue aggravated by 4 building, 2 electrical and 2 plumbing inspector vacancies in past year.
- ◆ In response, plans examiners pulled to perform inspections, causing backup in plan issuance.

Bureau of Permits and Inspections Measures and Results Related to Mayors Priorities

Action planned or taken:

- ◆ Six inspector positions added
- ◆ Shifting two plans examiner positions from counter duty to enhance plan review times
- ◆ Five permit technician positions were created/reclassified to improve permit intake functions.

Bureau of Permits & Inspections Measures and Results Critical to Department Mission

Measure: Implementing corrective action plan for erosion and sediment control and Chesapeake Bay programs.

Why it is Critical to Departmental Mission: Failure to comply with plan will result in a non-compliant status for the program.

Current targets and results: Plan for erosion and sediment control must be implemented by May 13, 2008 and Chesapeake Bay by end of 2008.

Bureau of Permits & Inspections Measures and Results Critical to Department Mission

Actions planned or taken:

- ◆ Correct ordinance deficiencies.
- ◆ Revised inspection documentation.
- ◆ Enhanced site visitation schedule.
- ◆ Plan submission checklist developed.
- ◆ Enforcement action process now includes Notice to Comply and Stop Work Orders.

Bureau of Permits & Inspections Status of Special Ongoing Initiatives and Projects

- ◆ Tough books have been delivered for all inspectors.
- ◆ Work stations for all new positions have been created
 - Plan storage relocated off the floor creating significant challenges
 - No improvements for customer counter possible

Bureau of Permits and Inspections Status of Special Ongoing Initiatives and Projects

- ◆ Addressing of issues stated in Mayor's Task Force on Community Infrastructure – Permitting and Inspections Subcommittee
 - Current target is to implement all recommendations directly or in the alternative within the next 24 months. Actions planned or taken are:

Bureau of Permits & Inspections

Status of Special Ongoing Initiatives and Projects

- Shifted two plans examiner positions from counter duty to plan review
- Realigned organization to enhance responsiveness
- Created/reclassified 5 positions to handle permit intake functions
- Cross training five administrative positions in the cashier/data input function

Bureau of Permits and Inspections Status of Special Ongoing Initiatives and Projects

- Creating minimum submission requirements and process flow chart to be posted on website
- Modify elevator program so all inspections performed under third party contract
- Created third party contract for plan review overflow
- Permit forms, permit and inspection results available on website

Bureau of Permits and Inspections Status of Special Ongoing Initiatives and Projects

- Creating system requirements for integrated land development software
- Major/problem projects checked weekly to highlight potential problems
- Set up external steering committee to vet out policy/system changes

Bureau of Permits & Inspections Financial Impact Summary

- ◆ Cost for 6 new inspectors, 5 new and/or reclassified permit technicians, 1 GIS Analyst, and third party plan review covered through a 15.5 % increase in permit fees.
- ◆ For FY08 a mid year budget adjustment of \$400,000 was made.
- ◆ In addition to the personnel costs, this covered equipment as well as 6 new vehicles