

6200 SF ShopRite in Four Seasons Plaza

# PERMITS SECTION MONTHLY REPORT

September 2013

#### Permits - Customer Service

Customer Service responds to telephone calls, e-mails, and walk-in customers with questions regarding Land Use policies, procedures and all Land Use related activity within New Castle County.

Land Use Administrator - Day

#### Customer Service

Assistant Land Use Administrator - Roark

Customer Service & Information Coordinator - Grier

Customer Service & Information Coordinator - Pizarro

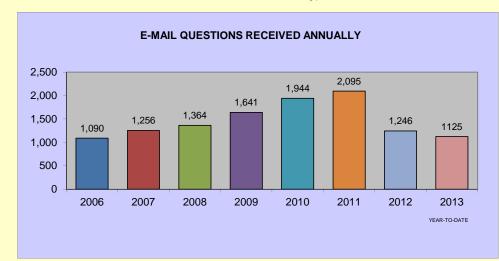
Customer Service & Information Technician - Vacant

Customer Service & Information Technician - Lumb

Customer Service & Information Technician - Vacant

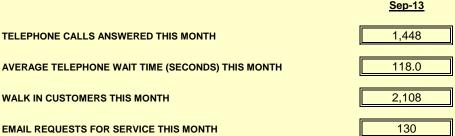


Customer Service & Information Tech., Linda Lumb, assists a walk-in customer with a building permit submission



### **CUSTOMER SERVICE PROJECTS IN PROGRESS:**

- 1. Monthly staff meetings continuing with training and discussion of prescreening processes.
- 2. Auditing of prescreened permit applications to resume in October.
- 3. Processing of Walk-In FOIA requests.
- 4. Resuming Quarterly Division Manager meetings October 2013
- 5. Offering free training/webinar/online seminars to Department of Land Use employees.







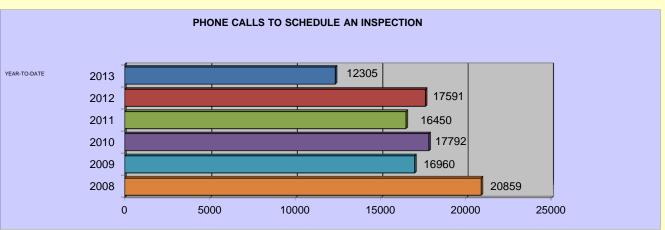
### **CUSTOMER SERVICE**

Support Services handles administrative tasks such as scheduling inspections, licensing contractors, processing permits and fulfilling FOIA requests.

Land Use Administrator - Day
Support Services
Assistant Land Use Administrator - Tiberi
Assistant Land Use Administrator - Davis
Customer Service & Information Technician - vacant
Permit Processing Technician - Brown
Permit Processing Technician - Krah
Permit Processing Technician - Nichols
Permit Processing Technician - Sullivan
Permit Processing Technician - Speakman
Permit Processing Technician - Woodard
Permit Processing Technician - Ginn
Permit Processing Technician - vacant
Secretary - Wilkinson
Secretary - Knieriem
Secretary - Cummings
Secretary - Fie
Secretary - Hines
Secretary - vacant

Secretary Susan Fie assists a telephone customer with scheduling an inspection.

	<u>Jun-13</u>	<u>Jul-13</u>	<u>Aug-13</u>	<u>Sep-13</u>
PHONE CALLS TO SCHEDULE INSPECTION	1160	1376	1365	1399
CERTIFICATES OF OCCUPANCY ISSUED	267	269	306	327
FOIA REQUESTS FULFILLED	89	106	114	106
UTILITY PERMIT MAILINGS	463	375	441	310



The Department limited customer access to the inspection telephones in 2008 with availability from 8 a.m. to 11 a.m. and 2 p.m. to 4 p.m. The change allowed secretaries to complete other duties and also encouraged customers to schedule inspections online. This telephone line was further restricted in June 2013 to 8 a.m. to 11 a.m. to further promote online scheduling.

Support Services assists over 3,000 walk-in customers each year.



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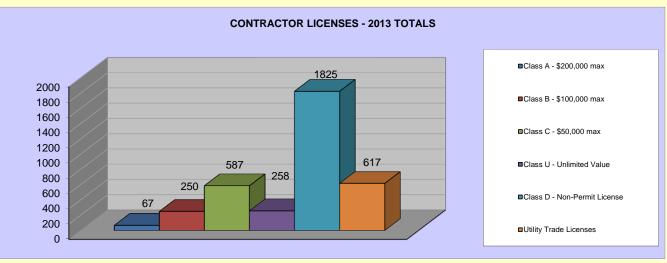
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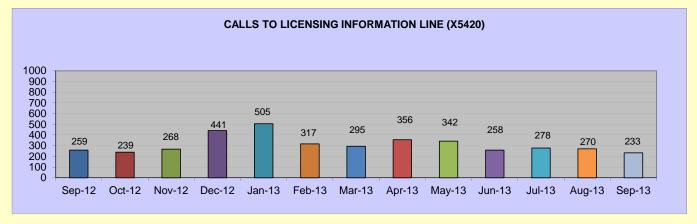
Secretary - vacant



PPT Carol Krah provides information to a customer regarding their recently submitted model plans.



The above chart depicts contractor licensing activity for the 2013 license period. The contractor class is determined by the maximum valuation of the projects they expect to be complete. NCC Code requires all contractors performing work in the construction industry to be licensed. Contractors performing work in the construction industry that does not require a building permit are licensed as a non-permit endorsed contractor, also known as a class D license.



A dedicated telephone line for answering questions about licensing requirements was established in December 2007. The Permit Process Technicians continue to answer approximately 300 calls per month regarding license requirements and questions regarding permits.

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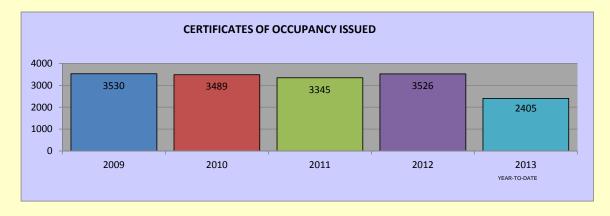


Support Services processes over 1,000 permit extenions per year. This group also collects millions of dollars in service and sewer impact fees each year. Impact fees, levied against residential and commercial development, fund capital improvements necessary to accommodate new development.

### **OPEN SPACE FEES COLLECTED**

Secretary - vacant

	2011	2012	2013
Projects inspected	6	8	7
# of Inspections passed	3	2	3
# of Inspections failed	1	4	3
# of Inspections cancelled	1	0	0
Reinspect Fees Collected	\$750	\$2,750	\$1,250
Stormwater Fees Collected	\$363,831	\$50,300	\$591,453
Total Fees Collected	\$364,581	\$53,050	\$592,703



A Certificate of Occupancy is a document certifiying that a building structure or use complies with New Castle County Code. Support Services processes these requests and the chart above shows the number of Certificate of Occupancy processed annually.

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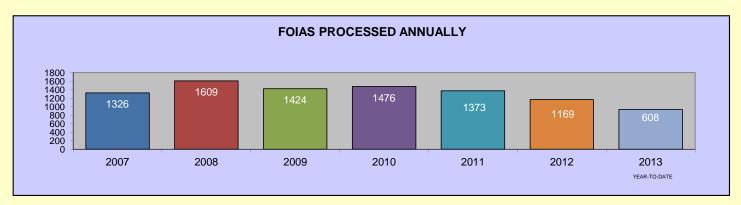
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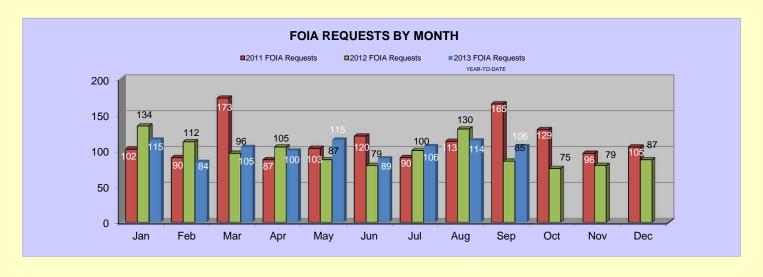
Secretary - Hines Secretary - vacant

Secretary - Cummings

### **REQUESTS FOR INFORMATION - FOIA's**

Requests for information with the Department fall under the Freedon of Information Act or FOIA. Support Services processes all requests to inspect or copy public records pursuant to Delaware Code. FOIA's are usually fulfilled within 3 days of the request.





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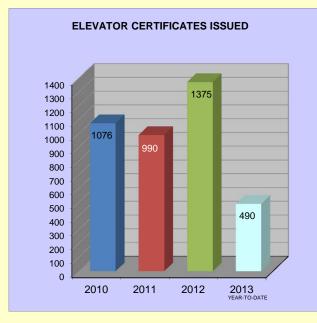
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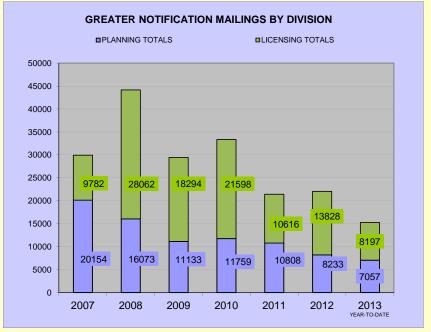
Secretary - Hines

Secretary - vacant

#### **ELEVATOR CERTIFICATES OF COMPLIANCE**

The Department is responsible for certifying that elevators are safe and secure. Our staff inspects the construction of elevator shafts in new buildings. Support Services issues certificates of compliance confirming that inspections performed by third party inspectors on existing elevators have been conducted. The chart below illustrates the volume of work involved.





#### **GREATER NOTIFICATION**

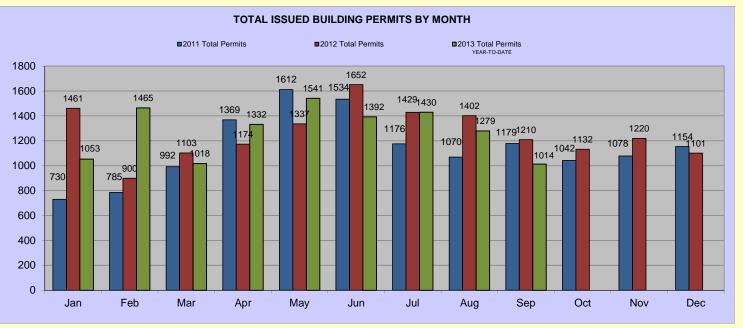
When a developer submits a land development plan, the Department is required to mail notice to property owners in surrounding areas. This information is also published in local newspapers. The chart above shows the number of notifications processed by Division, including Planning Division's Greater Notification and the mailings and notices processed from other Land Use Divisions.

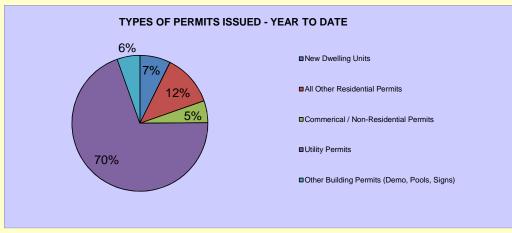
### SUPPORT SERVICES PROJECTS IN PROCESS:

- 1. Providing full-time coverage for clerical staff to the RTSC Hearing Officer
- 2. Scanning of SFD rolled plans and utility permits
- 3. Providing permit pre-screen coverage as needed

Plan Examiners review building, mechanical and plumbing plans to ensure code compliance, issue permits, make recommendations to the Building Official on code modifications, meet with the public to resolve problems with construction plans, and assist with Code Enforcement on unpermitted work.

Land Use Administrator - Day
Plan Review
Assistant Land Use Administrator - Permelia
Certified Plan Examiner - Rollins
Certified Plan Examiner - Wentzell
Certified Plan Examiner - Holladay
Certified Plan Examiner - vacant
Certified Plumbing & Mech. Plan Examiner - Behornar





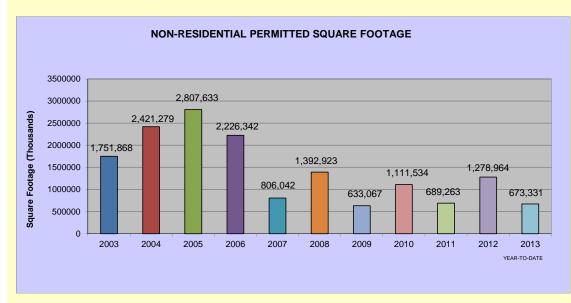


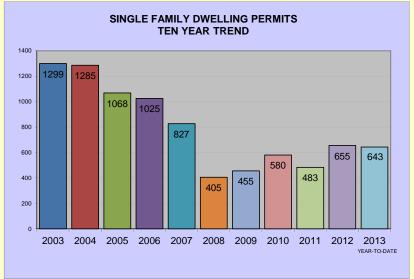
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Certified Plumbing & Mech. Plan Examiner - Behornar



These charts illustrate trends regarding the issuance of permits. New commercial square footage in defined in a ten-year trend. Single-family dwelling (SFD) permits are defined monthly and annually. New home construction is often a leading indicator of a region's economic vitality.





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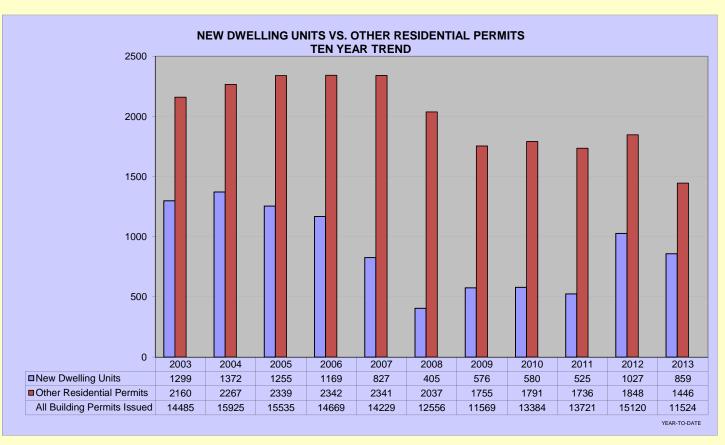
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Certified Plumbing & Mech. Plan Examiner - Behornar



Plan Examiner, Earl Rollins provides personalized service to customers while reviewing their plans.



New Dwelling Units include permits for single family dwellings, town houses, and multi-residential buildings, including both apartments and condominiums.

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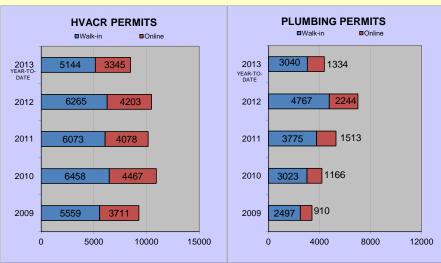
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#### PLAN REVISIONS

Customers often decide to build their project differently than they initially explained it to a Plan Examiner. When this happens, it is necessary for the applicant to come back into the Department to revise their permit.

### **ONLINE UTILITY PERMITS**

Contractors currently have the ability to obtain utility permits online. The charts below show how often this service is currently being utilized.





PLAN REVIEW REVISIONS TO PERMITS

■Plumbing Permits

■Building Permits

1200

1000

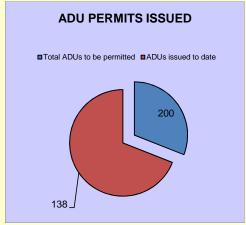
- 1. Continue to educate plan reviewers of latest codes/trends in the construction industry.
- 2. Increase percentage of plan review audits.

**PLAN REVIEW PROJECTS IN PROGRESS:** 

3. Adobe/electronic plan review training

### **ACCESSORY DWELLING UNITS**

In 2007 Council passed legislation providing property owners the ability to construct accessory dwelling units (ADUs) on parcels zoned for single-family homes. The total number of accessory dwelling units issued in unincorporated NCC shall not exceed 0.2%, or approximately 200 units.



■HVACR Permits