New SFD in the subdivision of Carpenters Reserve

PERMITS SECTION MONTHLY REPORT

2014

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

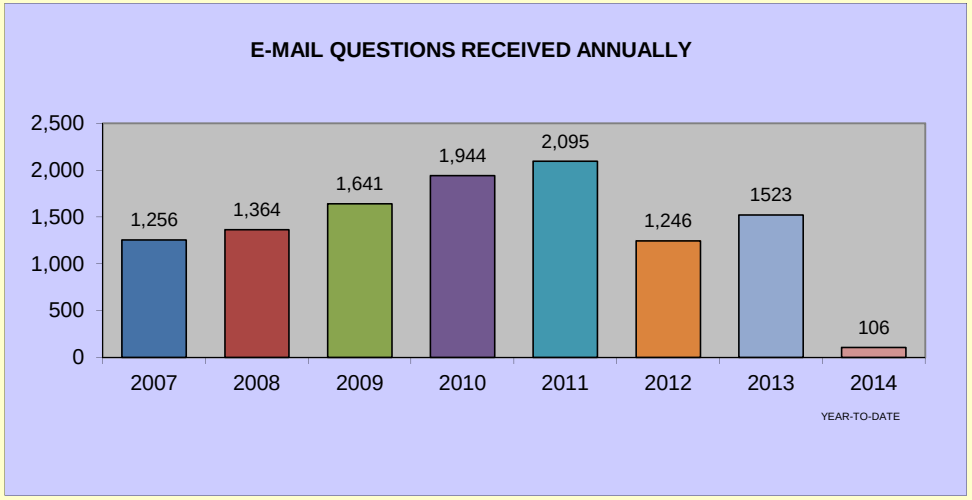
Customer Service & Information Technician - Vacant

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

	Jan-14
TELEPHONE CALLS ANSWERED THIS MONTH	1,404
AVERAGE TELEPHONE WAIT TIME (SECONDS) THIS MONTH	80.0
WALK IN CUSTOMERS THIS MONTH	1,613
EMAIL REQUESTS FOR SERVICE THIS MONTH	106



In 2007, the Department initiated an auto-attendant system to provide greater customer service. The chart above demonstrates the success of this project.

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.

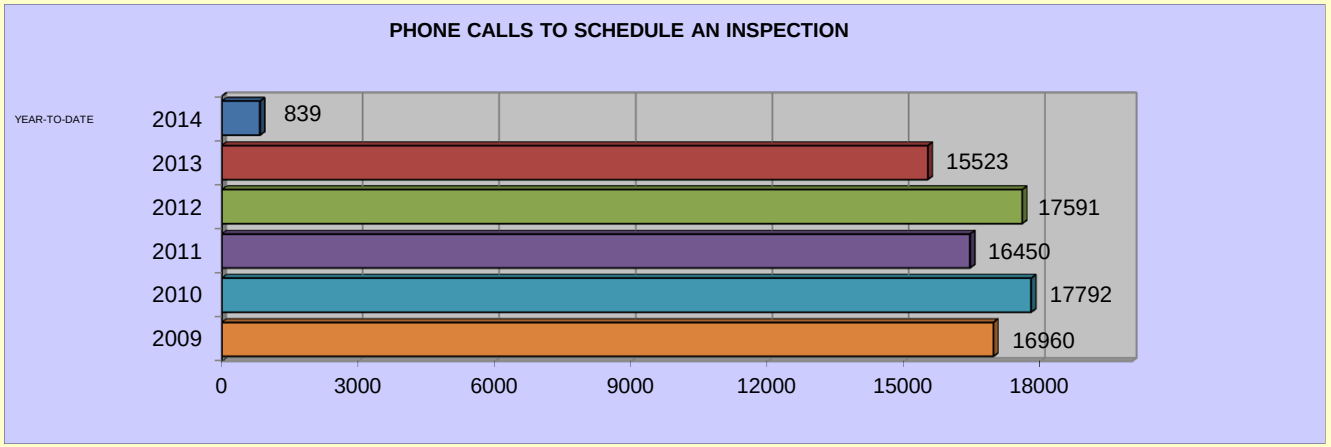
CUSTOMER SERVICE

Permits - Support Services

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

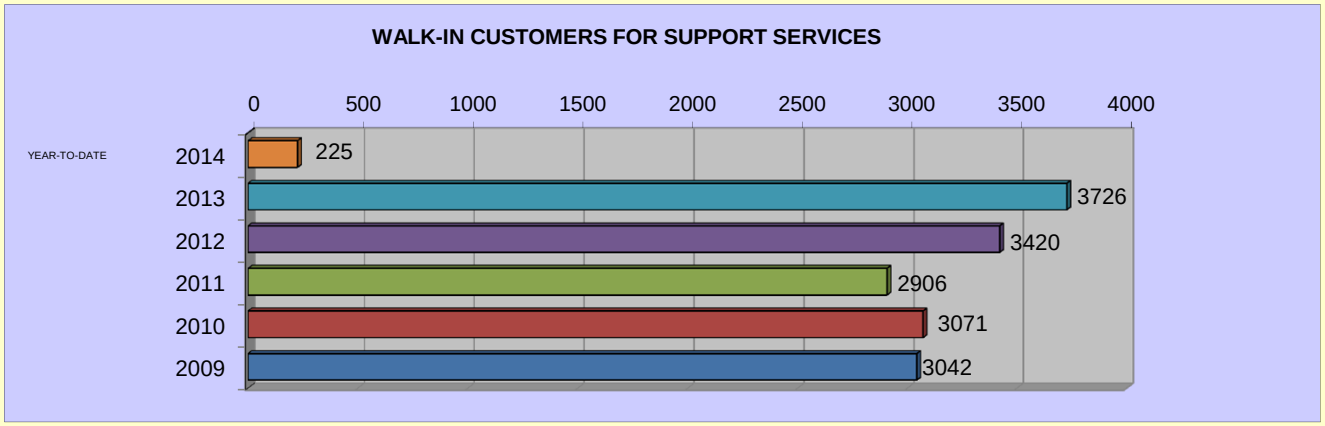
	Oct-13	Nov-13	Dec-13	Jan-14
PHONE CALLS TO SCHEDULE INSPECTION	1239	982	997	839
CERTIFICATES OF OCCUPANCY ISSUED	333	285	285	205
FOIA REQUESTS FULFILLED	124	78	81	80
UTILITY PERMIT MAILINGS	398	312	394	307



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

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.

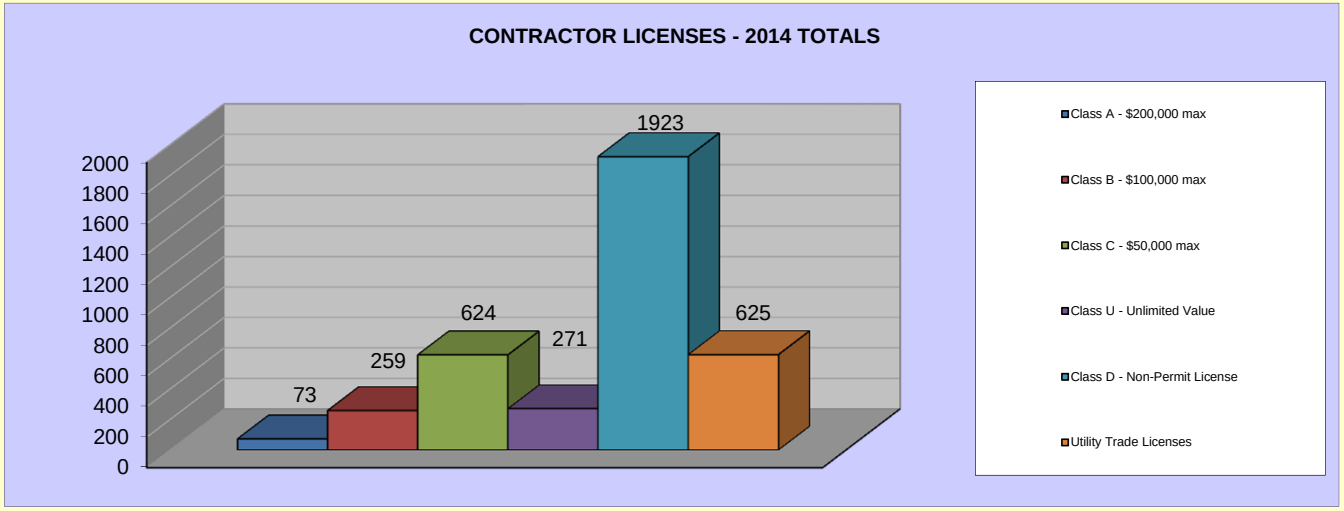
Support Services assists over 3,000 walk-in customers each year.



Permits - Support Services

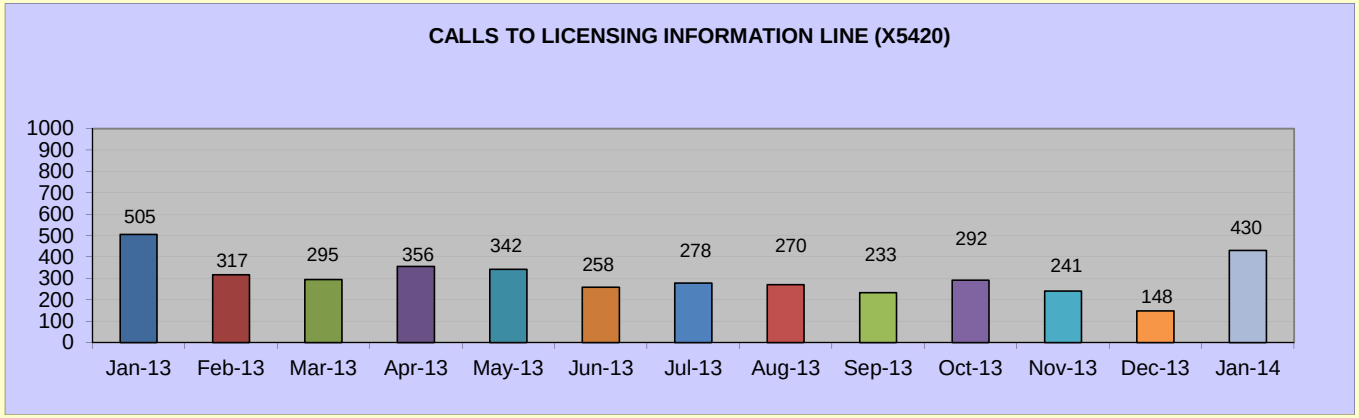
Support Services handles administrative tasks such as scheduling inspections, licensing contractors, processing permits and fulfilling FOIA requests.

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



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.

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

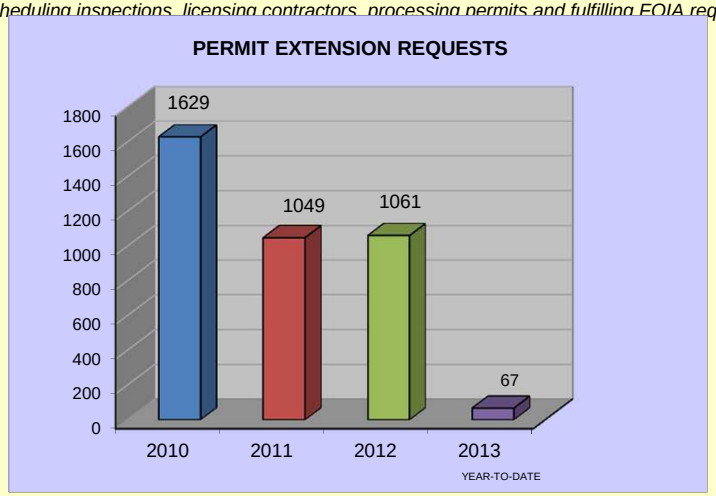


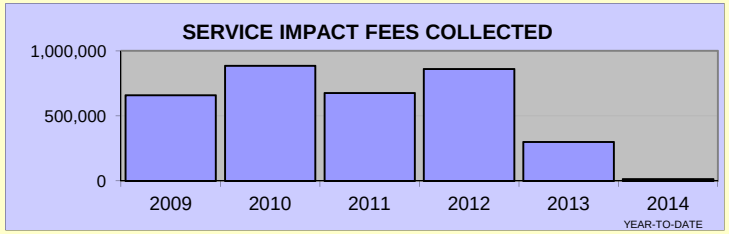
A dedicated telephone line for answering questions about licensing requirements was established in December 2007. The Permit Process Technicians continue to answer approximately 300 calls per month regarding license requirements and questions regarding permits.

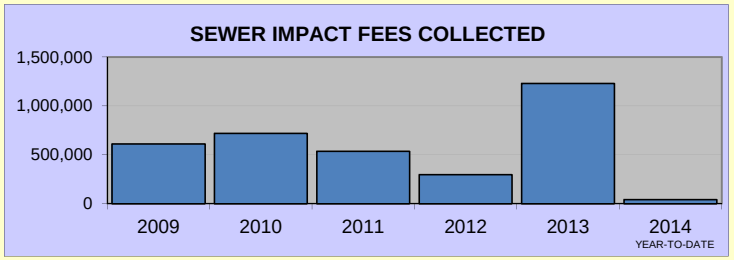
Permits - Support Services

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



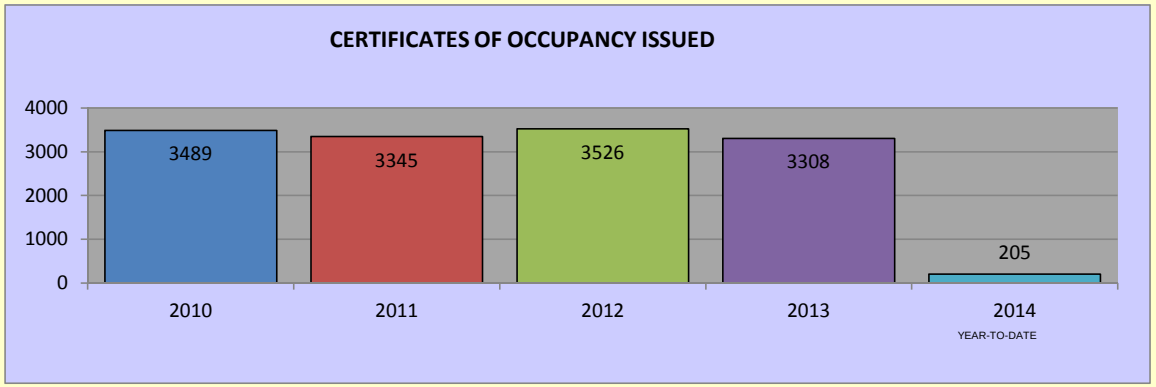




Support Services processes over 1,000 permit extenions per year. This group also collects millions of dollars in service and sewer impact fees each year. Impact fees, levied against residential and commercial development, fund capital improvements necessary to accommodate new development.

OPEN SPACE FEES COLLECTED

	2012	2013	2014
Projects inspected	8	9	2
# of Inspections passed	2	3	0
# of Inspections failed	4	3	**0**
# of Inspections cancelled	0	0	0
Reinspect Fees Collected	$2,750	$1,250	$0
Stormwater Fees Collected	$50,300	$605,953	$40,000
Total Fees Collected	**$53,050**	**$607,203**	**$40,000**



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.

SUPPORT SERVICES

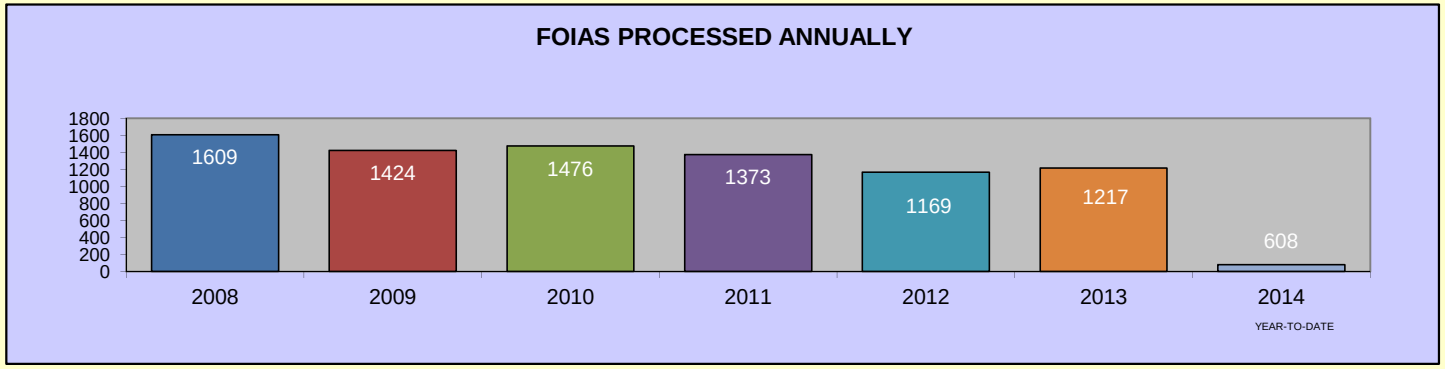
Permits - Support Services

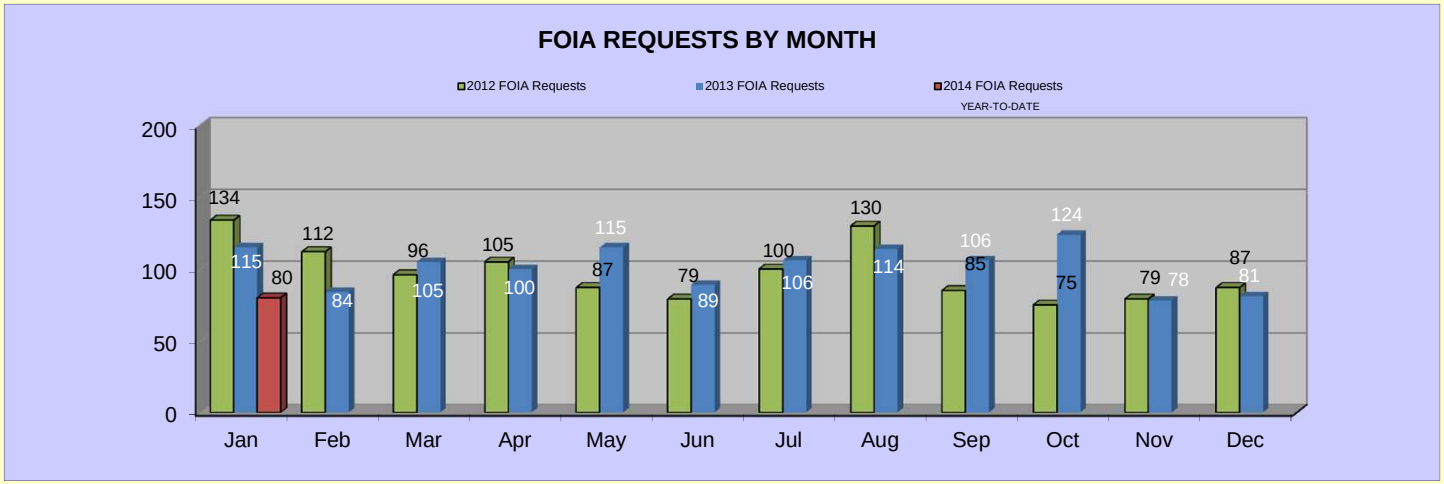
Support Services handles administrative tasks such as scheduling inspections, licensing contractors, processing permits and fulfilling FOIA requests.

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

REQUESTS FOR INFORMATION - FOIA's

Requests for information with the Department fall under the Freedon of Informaion 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.





SUPPORT SERVICES

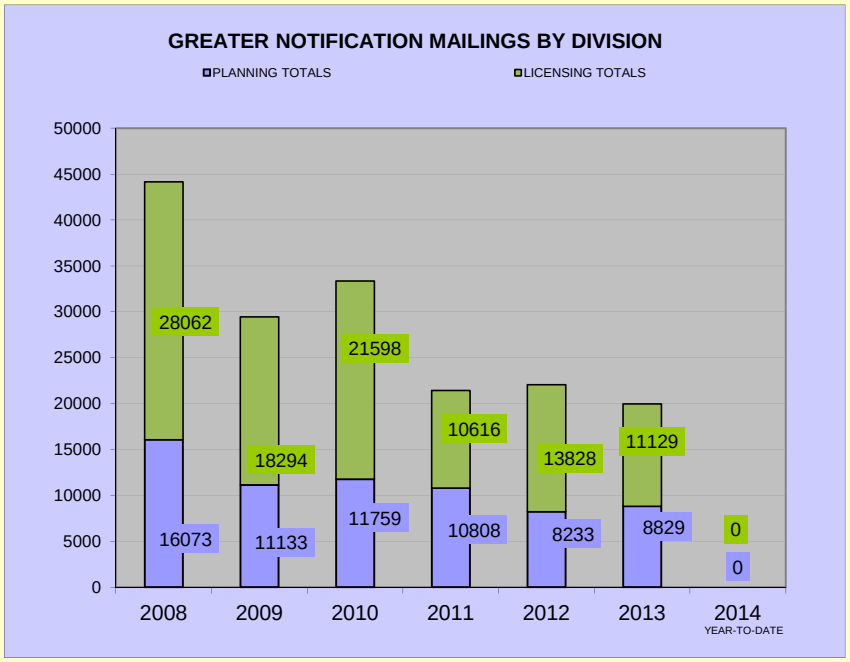
Permits - Support Services

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

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.

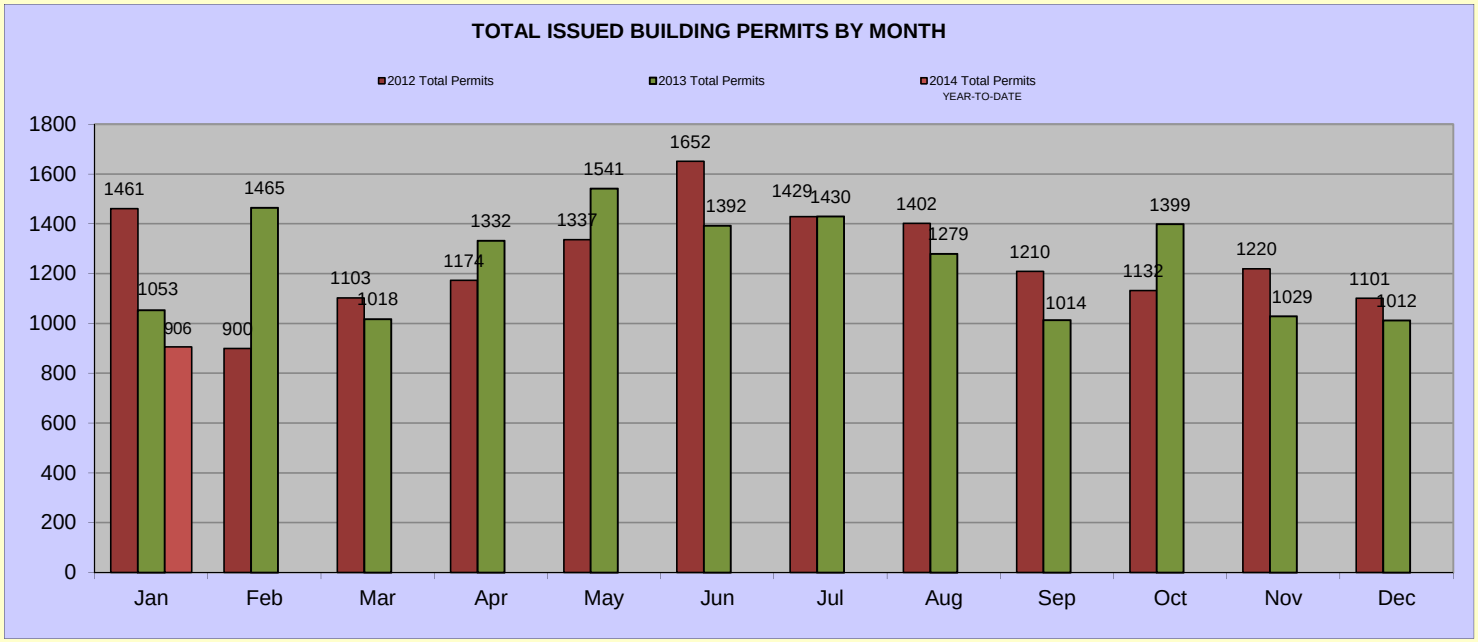
SUPPORT SERVICES PROJECTS IN PROCESS:

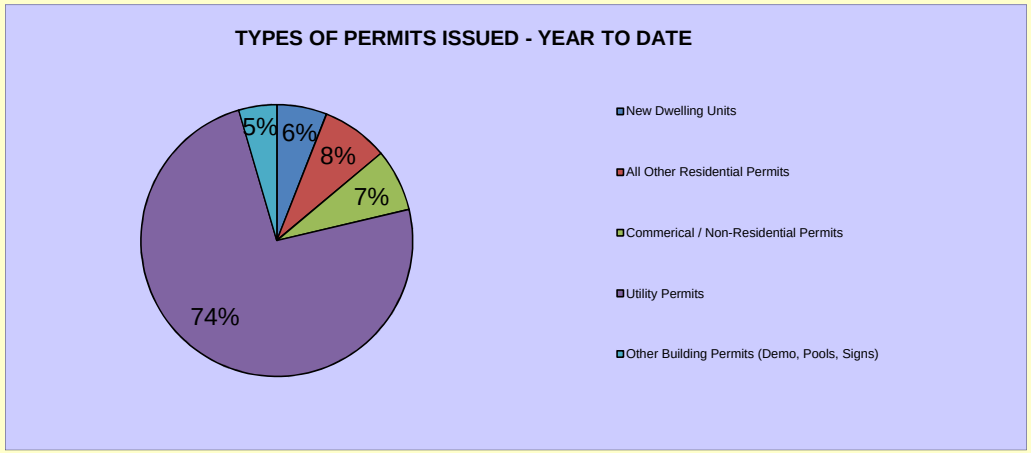
1. Providing full-time coverage for clerical staff to the RTSC Hearing Officer
2. Scanning of SFD rolled plans and utility permits
3. Providing permit pre-screen coverage as needed

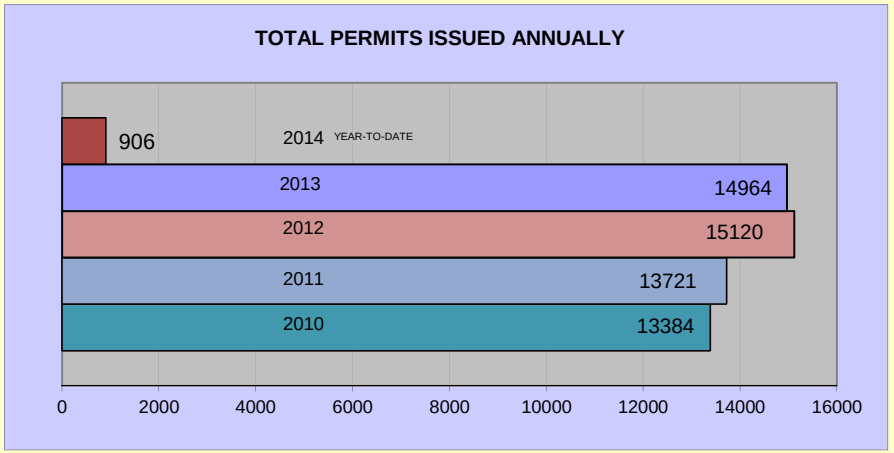
Permits - Plan Review

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





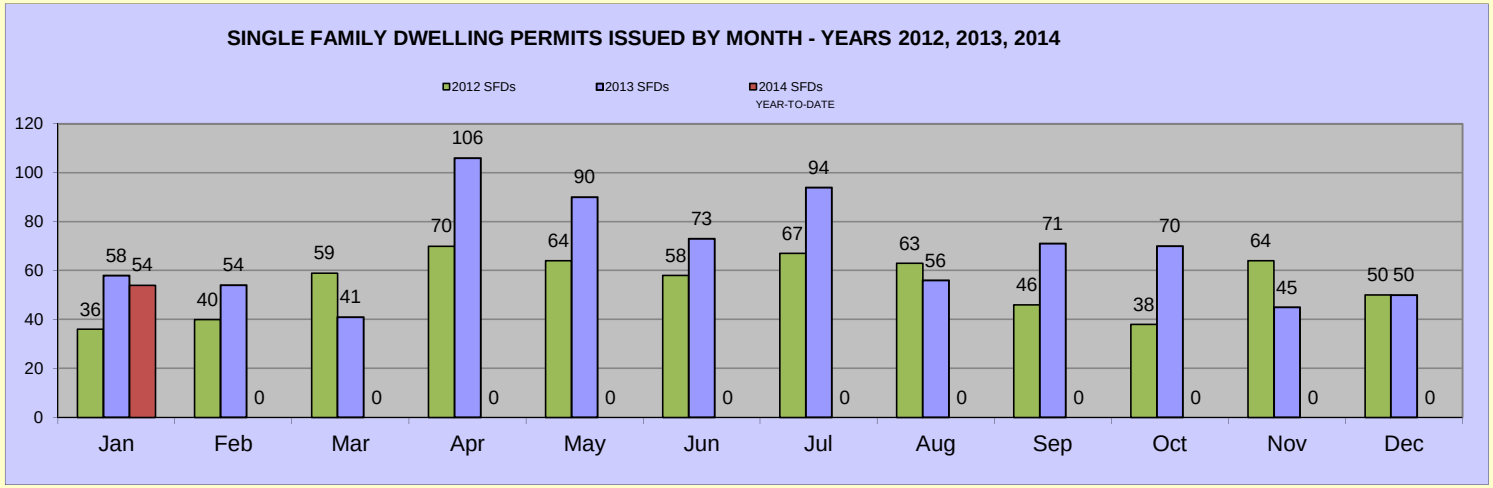


PLAN REVIEW

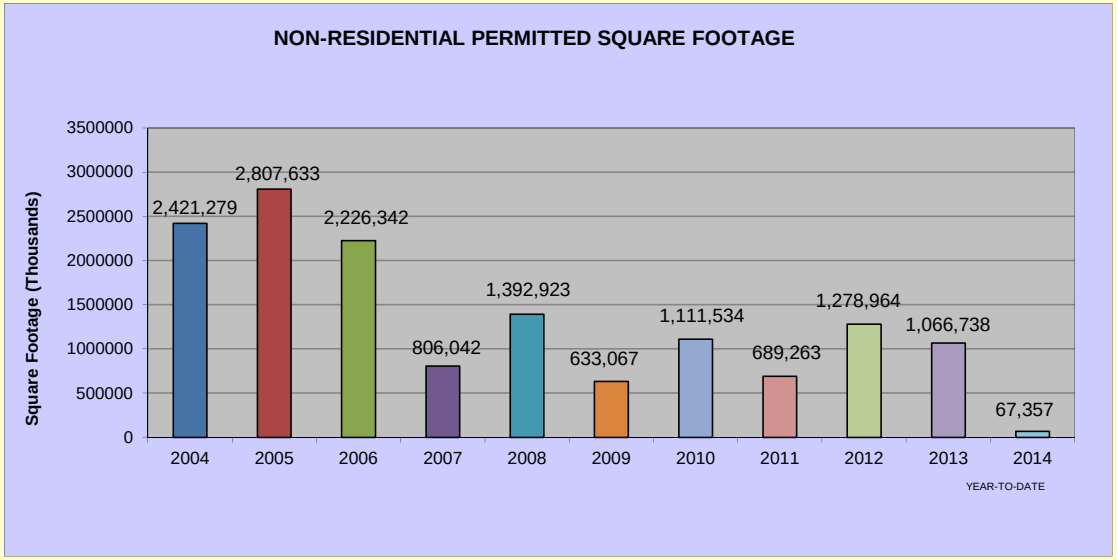
Permits - Plan Review

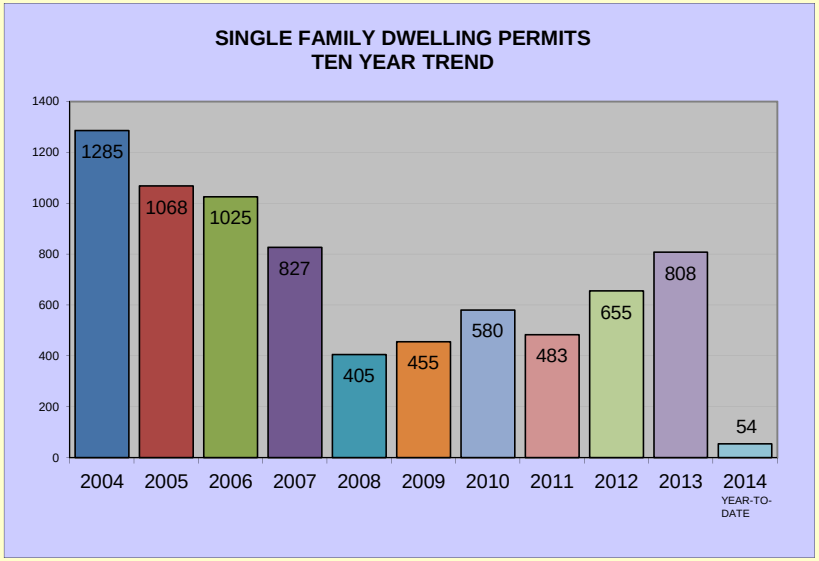
Plan Examiners review building, mechanical and plumbing plans to ensure code compliance, issue permits, make recommendations to the Building Official on code modifications, meet with the public to resolve problems with construction plans, and assist with Code Enforcement on unpermitted work.

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



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.





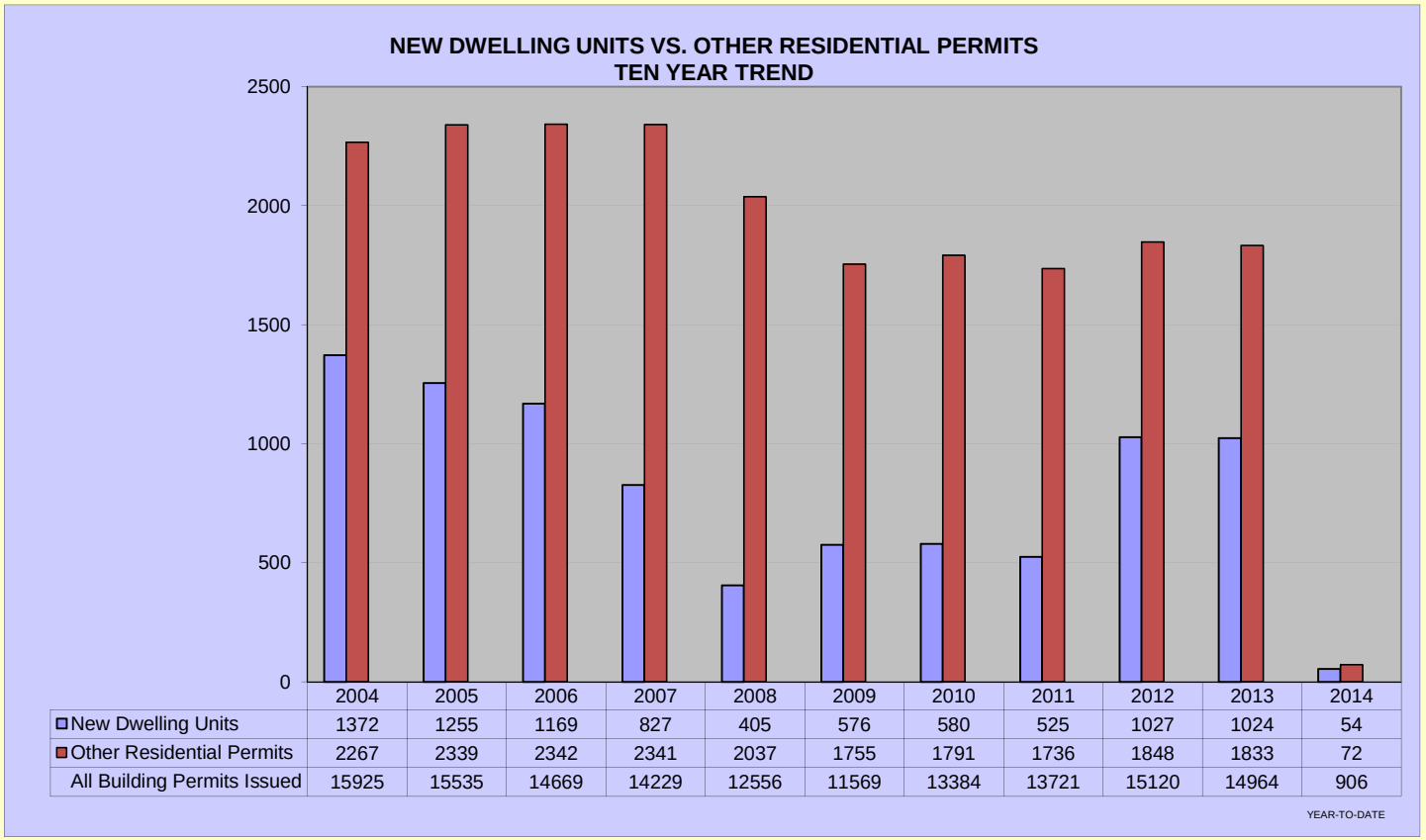
PLAN REVIEW

Permits - Plan Review

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

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



	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
New Dwelling Units	1372	1255	1169	827	405	576	580	525	1027	1024	54
Other Residential Permits	2267	2339	2342	2341	2037	1755	1791	1736	1848	1833	72
All Building Permits Issued	15925	15535	14669	14229	12556	11569	13384	13721	15120	14964	906

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

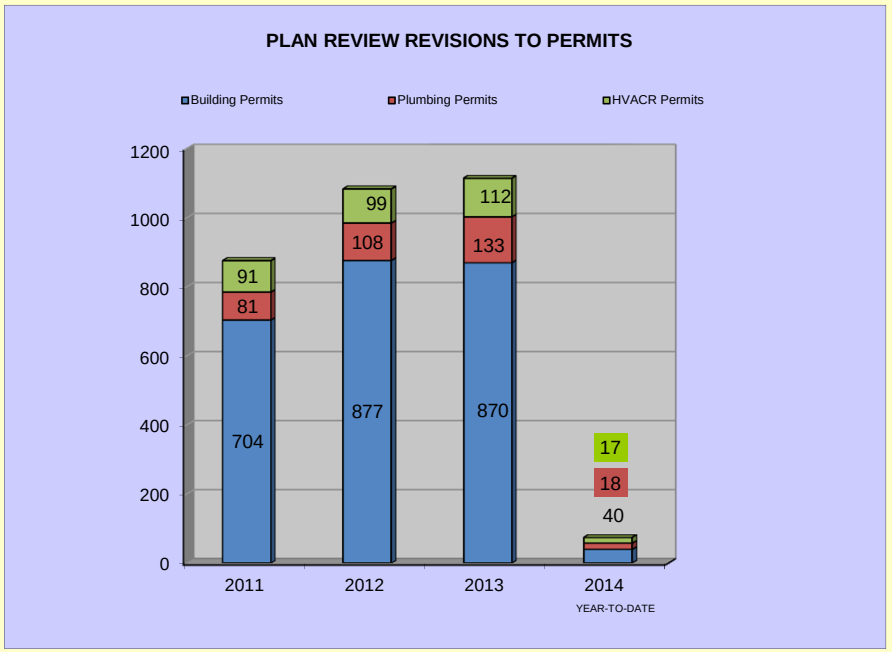
PLAN REVIEW

Permits - Plan Review

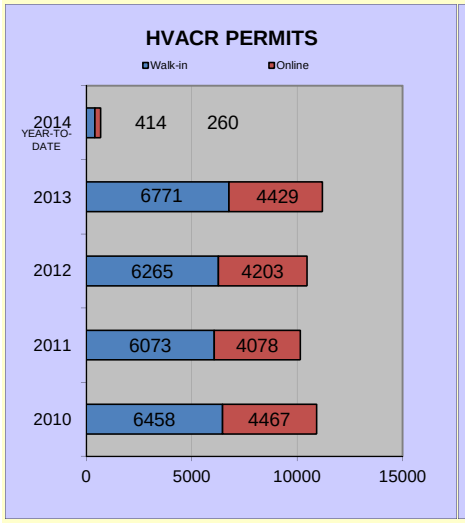
Plan Examiners review building, mechanical and plumbing plans to ensure code compliance, issue permits, make recommendations to the Building Official on code modifications, meet with the public to resolve problems with construction plans, and assist with Code Enforcement on unpermitted work.

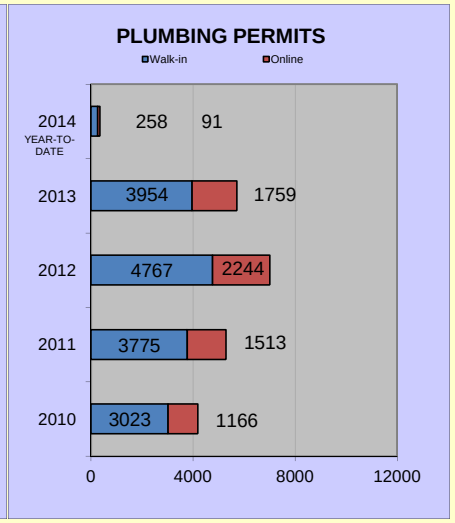
Land Use Administrator - Day
Plan Review
Assistant Land Use Administrator - Permelia
Certified Plan Examiner - Rollins
Certified Plan Examiner - Wentzell
Certified Plan Examiner - Holladay
Certified Plan Examiner - vacant
Certified Plumbing & Mech. Plan Examiner - Behornar

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.

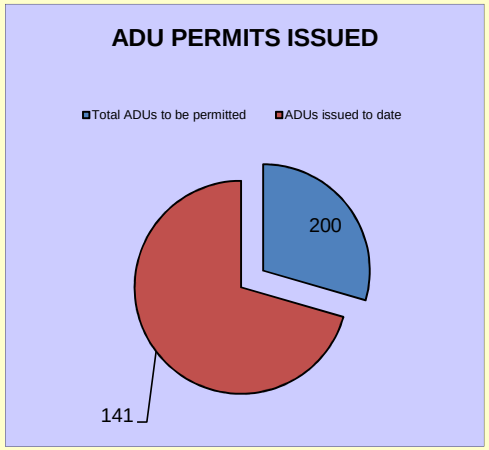


ONLINE UTILITY PERMITS
Contractors currently have the ability to obtain utility permits online. The charts below show how often this service is currently being utilized.





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.



PLAN REVIEW PROJECTS IN PROGRESS:
1. Continue to educate plan reviewers of latest codes/trends in the construction industry.
2. Increase percentage of plan review audits.
3. Adobe/electronic plan review training