



5100 SF Convenience Store with Gas Pumps for Royal Farms in Wellington Commons

PERMITS SECTION MONTHLY REPORT

March 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

TELEPHONE CALLS ANSWERED THIS MONTH

Mar-14

1,305

AVERAGE TELEPHONE WAIT TIME (SECONDS) THIS MONTH

120.0

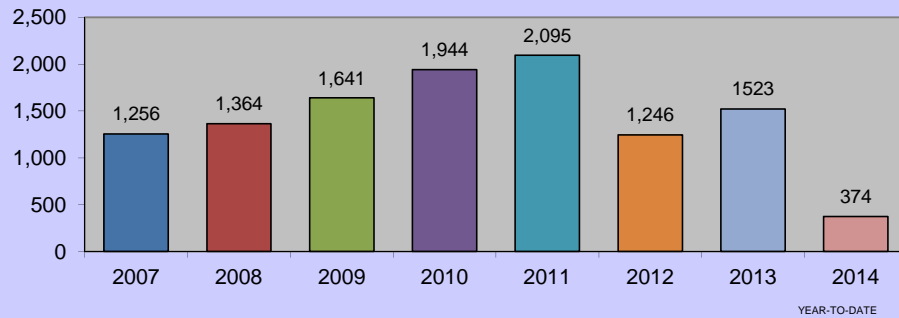
WALK IN CUSTOMERS THIS MONTH

2,161

EMAIL REQUESTS FOR SERVICE THIS MONTH

158

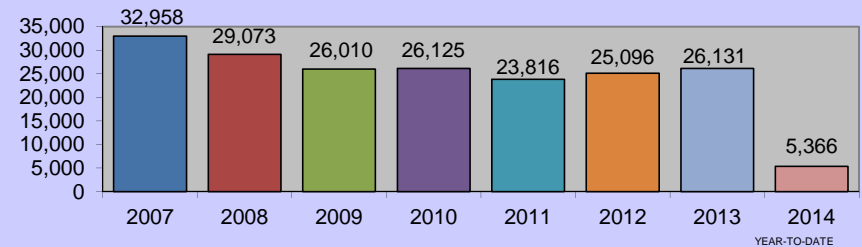
E-MAIL QUESTIONS RECEIVED ANNUALLY



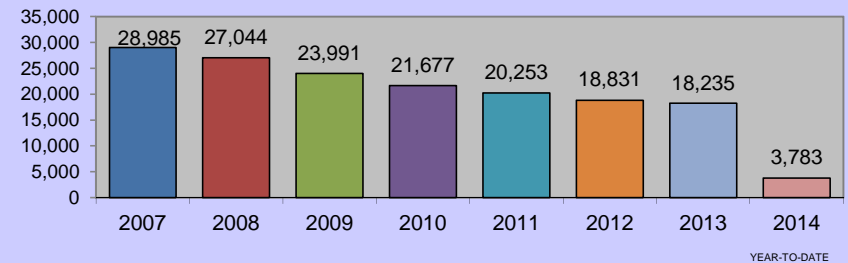
CUSTOMER SERVICE PROJECTS IN PROGRESS:

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

ANNUAL WALK-IN CUSTOMERS



TELEPHONE CALLS ANSWERED ANNUALLY



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

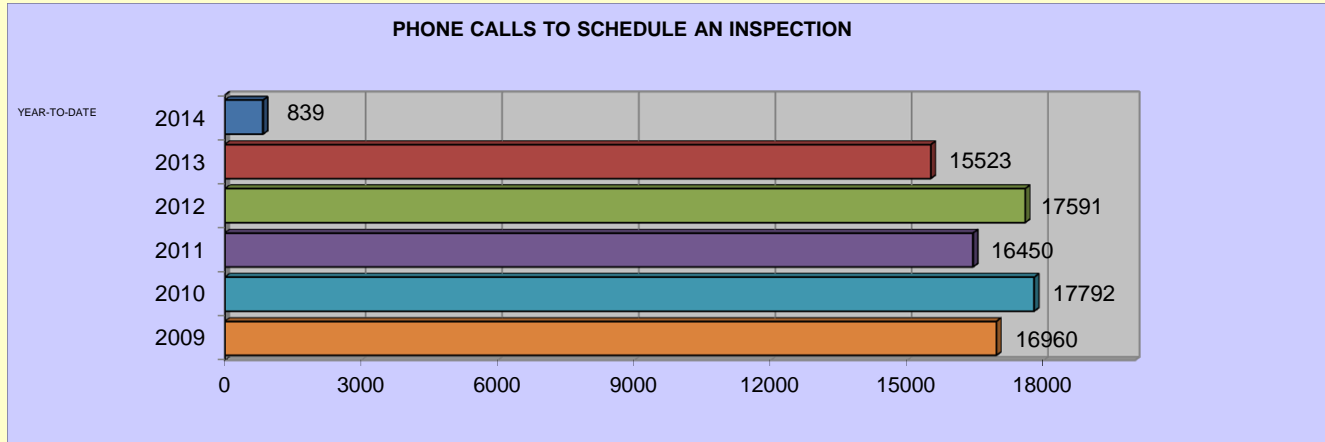
CUSTOMER SERVICE

Permits - Support Services

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

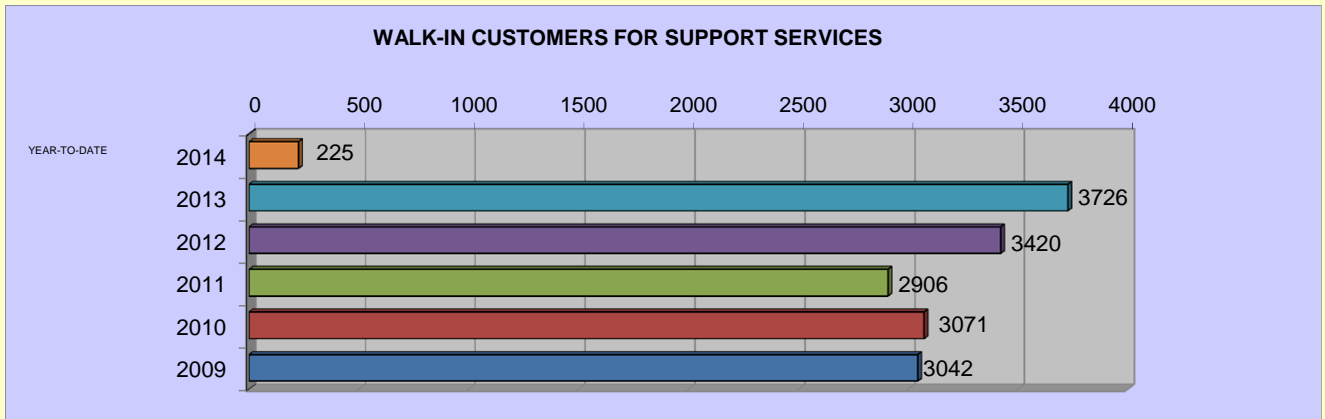
Land Use Administrator - Day
Support Services
Assistant Land Use Administrator - Tiberi
Assistant Land Use Administrator - Davis
Customer Service & Information Technician - vacant
Permit Processing Technician - Brown
Permit Processing Technician - Krah
Permit Processing Technician - Nichols
Permit Processing 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

	Dec-13	Jan-14	Feb-14	Mar-14
PHONE CALLS TO SCHEDULE INSPECTION	997	839	686	887
CERTIFICATES OF OCCUPANCY ISSUED	285	205	167	191
FOIA REQUESTS FULFILLED	81	80	71	89
UTILITY PERMIT MAILINGS	394	307	238	433



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.



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

SUPPORT SERVICES

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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 - Kraha

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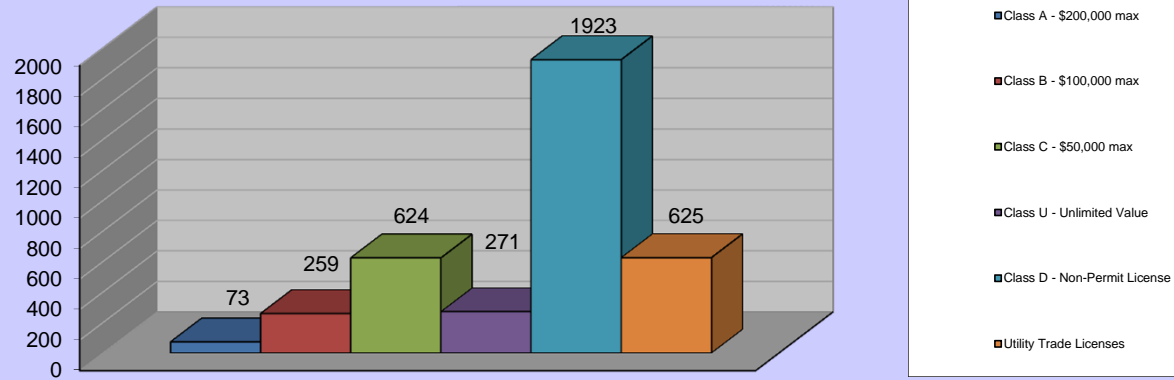
Secretary - Hines

Secretary - vacant



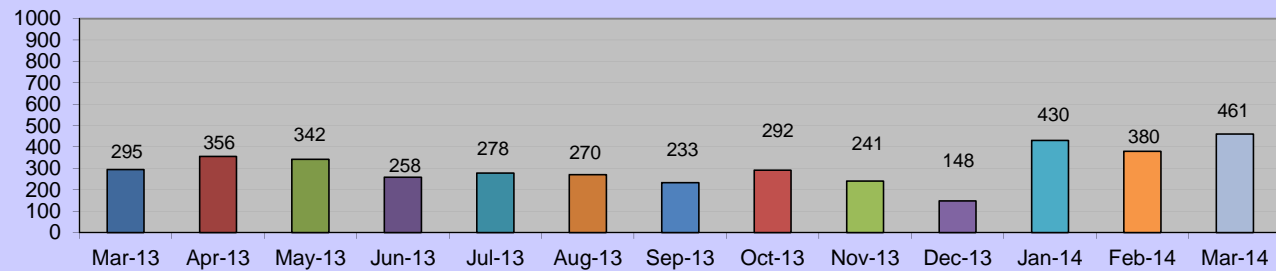
PPT Carol Kraha provides information to a customer regarding their recently submitted model plans.

CONTRACTOR LICENSES - 2014 TOTALS



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.

CALLS TO LICENSING INFORMATION LINE (X5420)



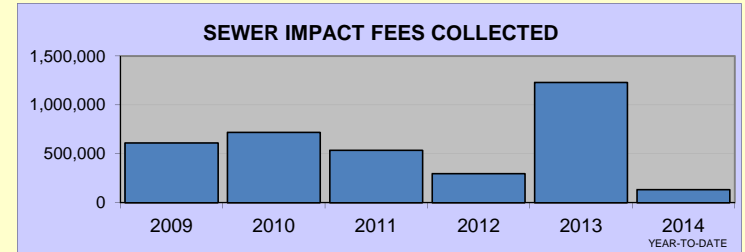
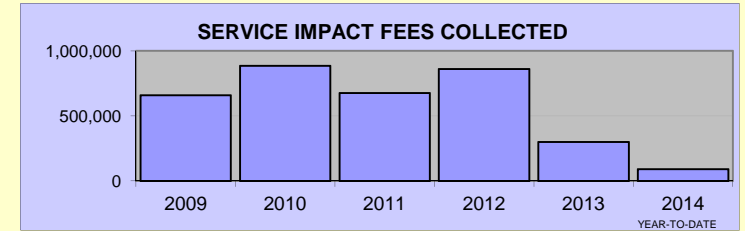
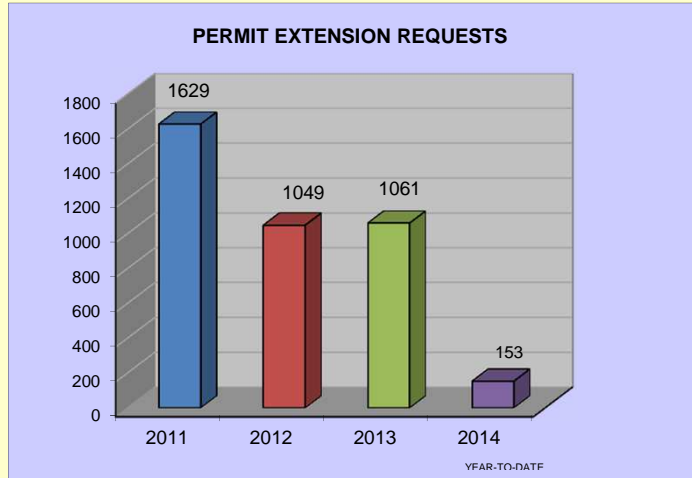
A dedicated telephone line for answering questions about licensing requirements was established in December 2007. The Permit Process Technicians continue to answer approximately 300 calls per month regarding license requirements and questions regarding permits.

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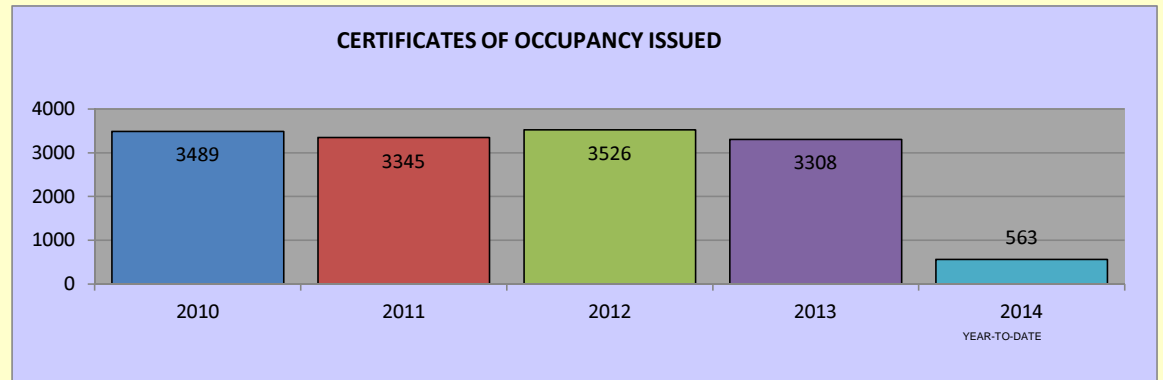
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Support Services processes over 1,000 permit extensions per year. This group also collects millions of dollars in service and sewer impact fees each year. Impact fees, levied against residential and commercial development, fund capital improvements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

OPEN SPACE FEES COLLECTED

	2012	2013	2014
Projects inspected	8	9	5
# 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	\$250
Stormwater Fees Collected	\$50,300	\$605,953	\$40,000
Total Fees Collected	\$53,050	\$607,203	\$40,250



A Certificate of Occupancy is a document certifying 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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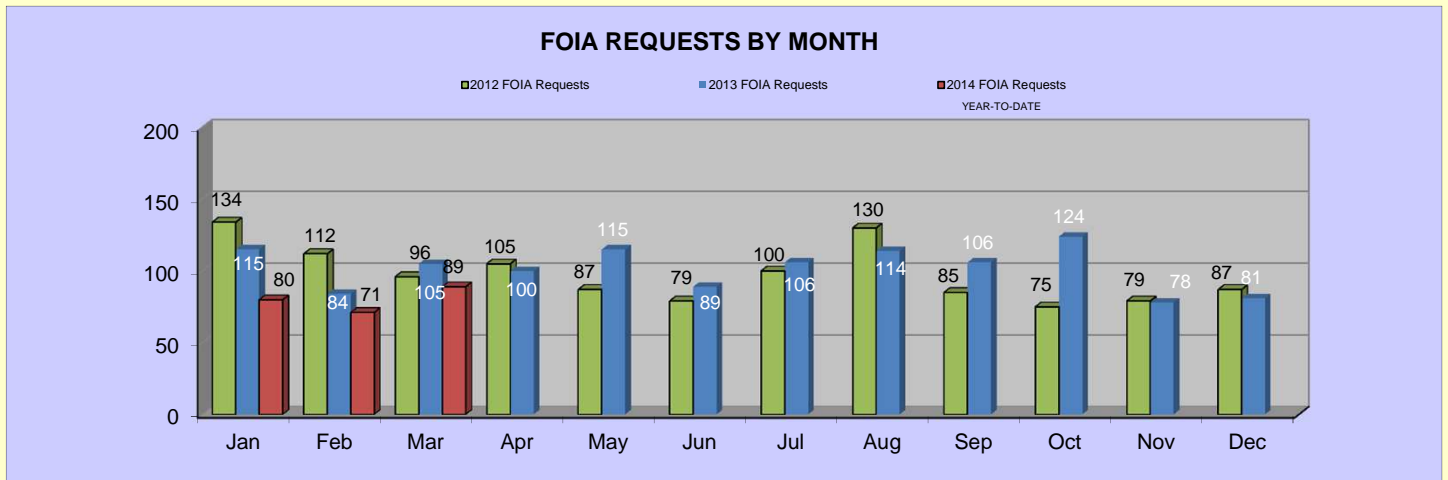
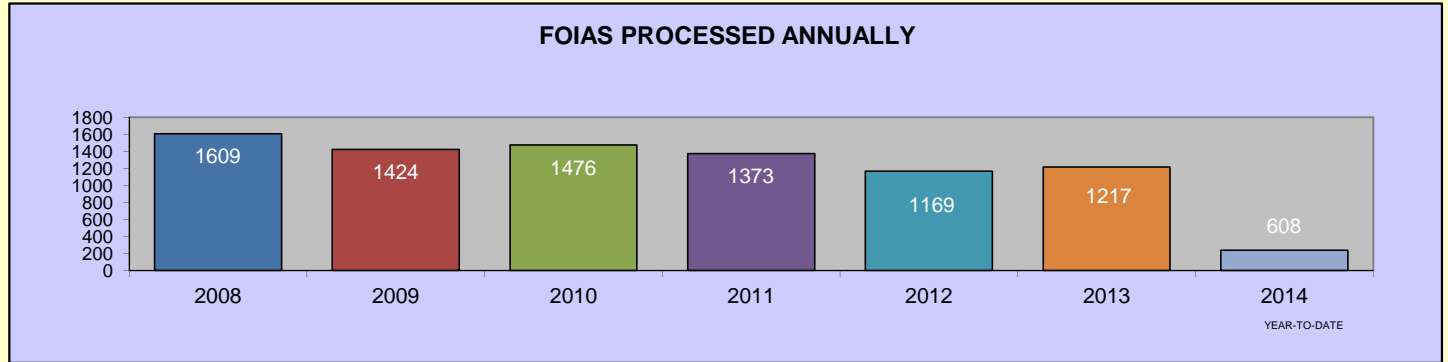
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REQUESTS FOR INFORMATION - FOIA's

Requests for information with the Department fall under the Freedom 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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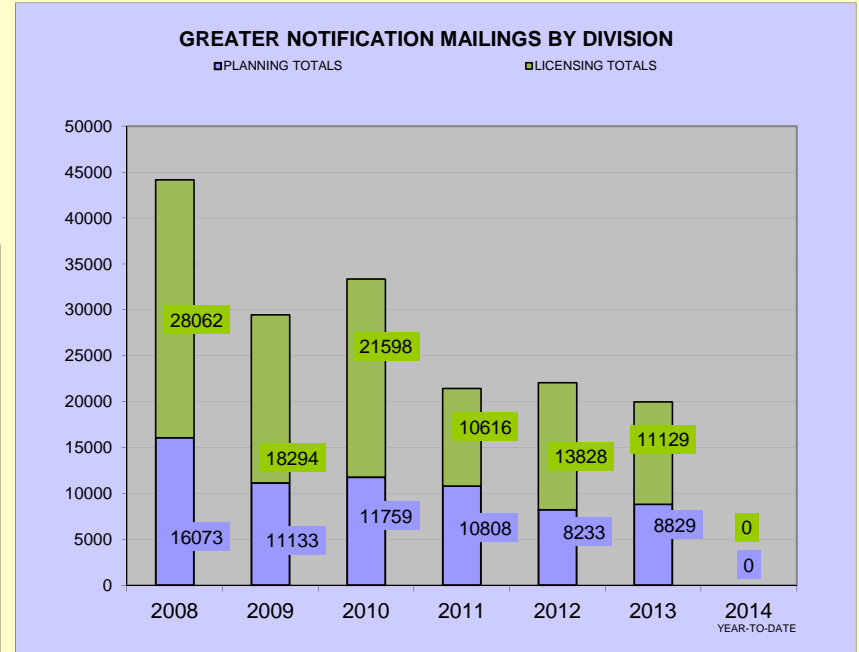
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ELEVATOR CERTIFICATES OF COMPLIANCE

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

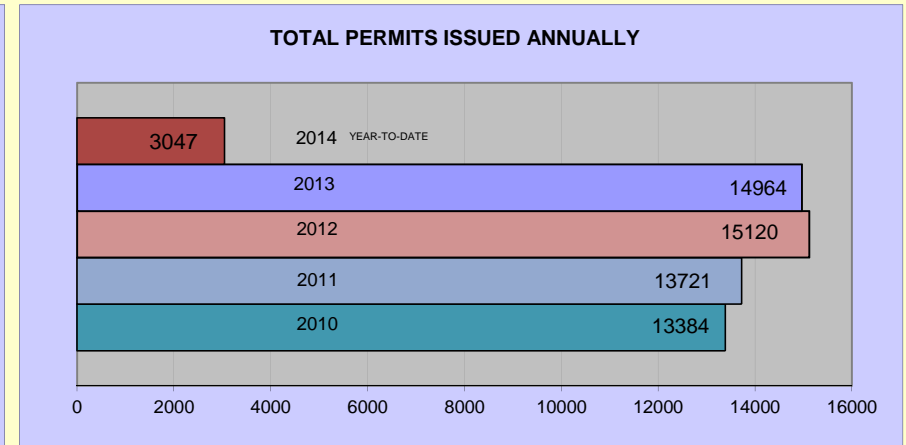
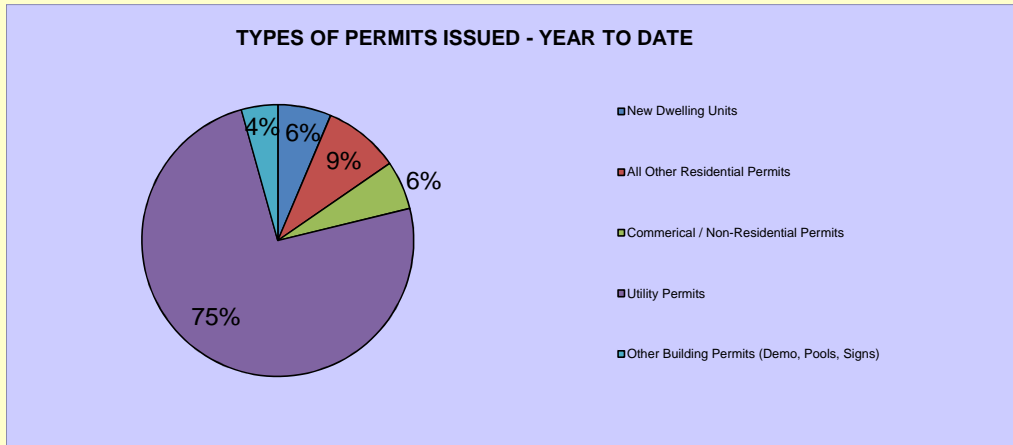
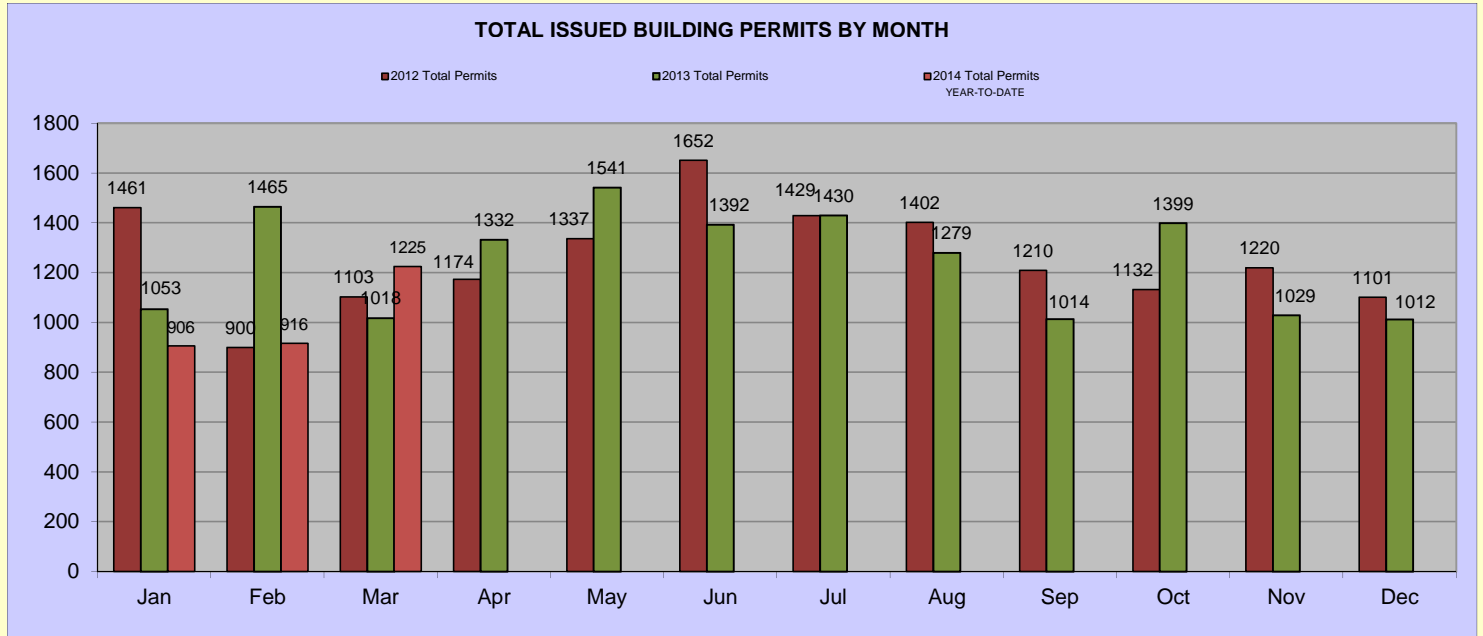
Certified Plan Examiner - Rollins

Certified Plan Examiner - Wentzell

Certified Plan Examiner - Holladay

Certified Plan Examiner - vacant

Certified Plumbing & Mech. Plan Examiner - Behornar



PLAN REVIEW

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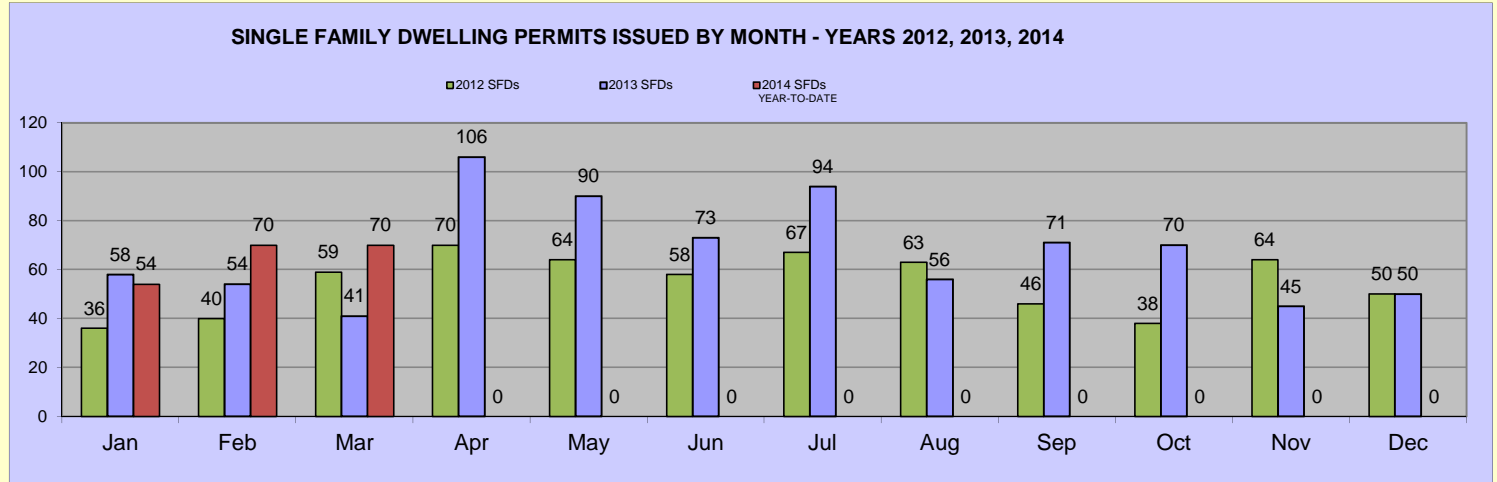
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Certified Plan Examiner - Wentzell

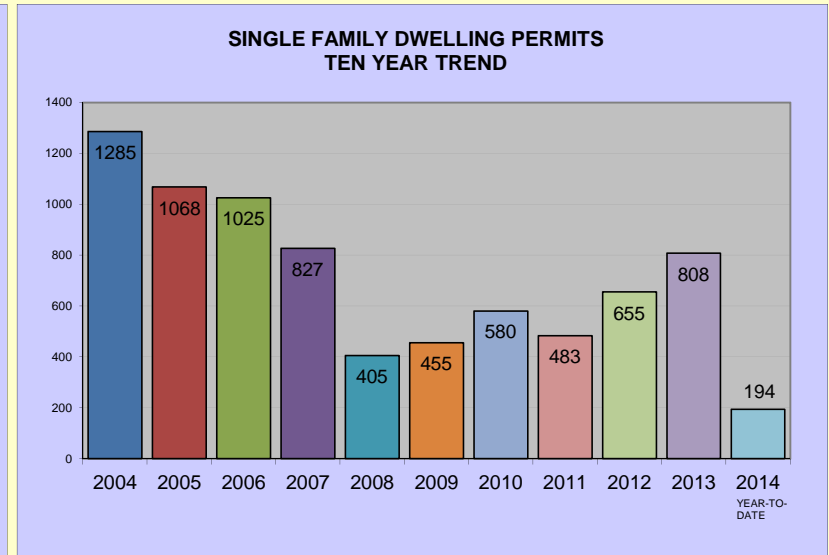
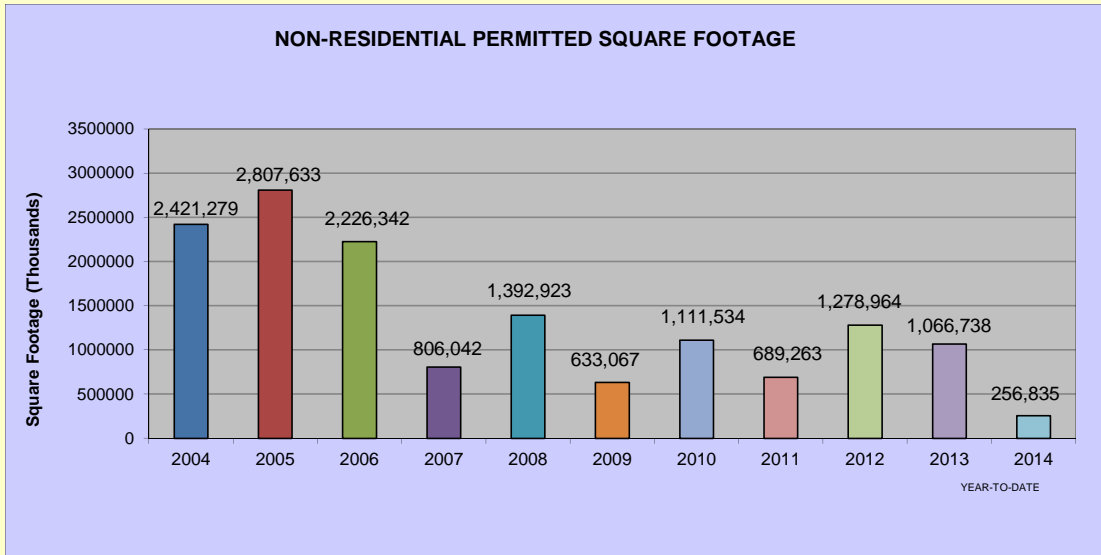
Certified Plan Examiner - Holladay

Certified Plan Examiner - vacant

Certified Plumbing & Mech. Plan Examiner - Behonar



These charts illustrate trends regarding the issuance of permits. New commercial square footage is 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

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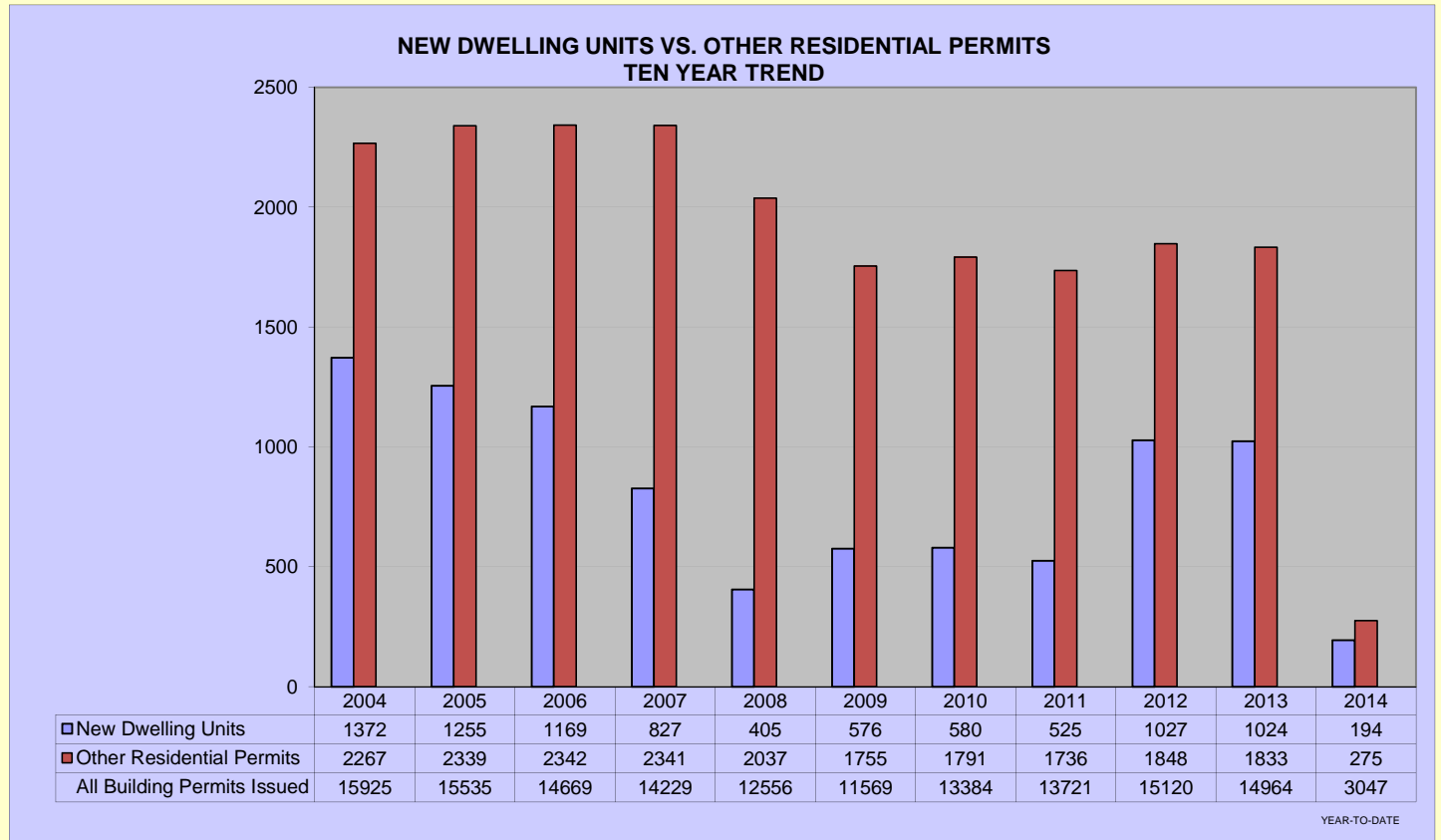
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Certified Plan Examiner - vacant

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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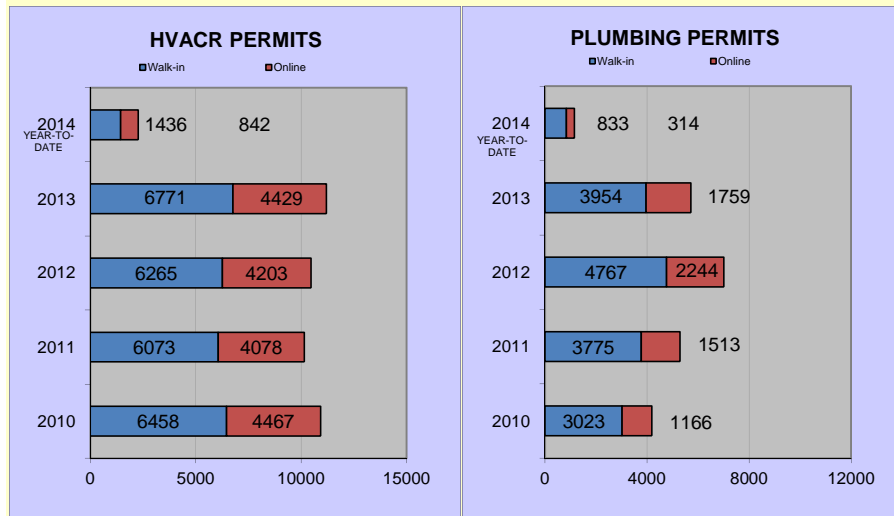
Certified Plumbing & Mech. Plan Examiner - Behonar

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.

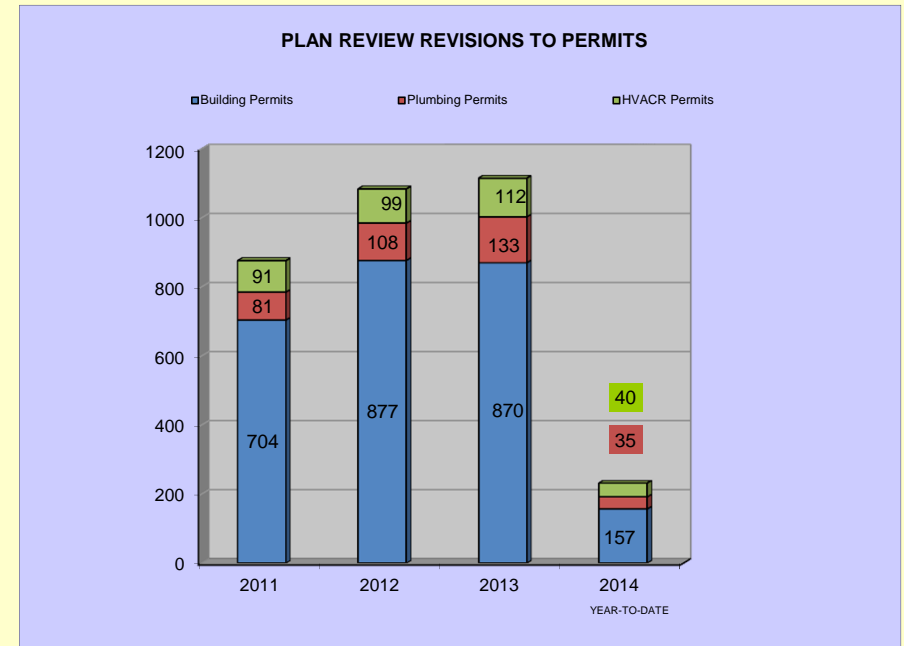
ONLINE UTILITY PERMITS

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



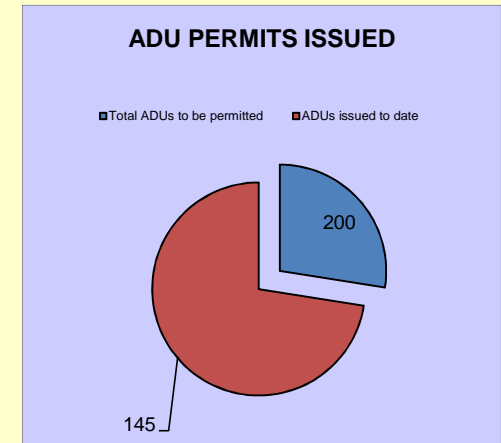
PLAN REVIEW PROJECTS IN PROGRESS:

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



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