



Start of the County Commerce Office Park

# New Castle County Department of Land Use

Licensing Monthly Report: October 2017

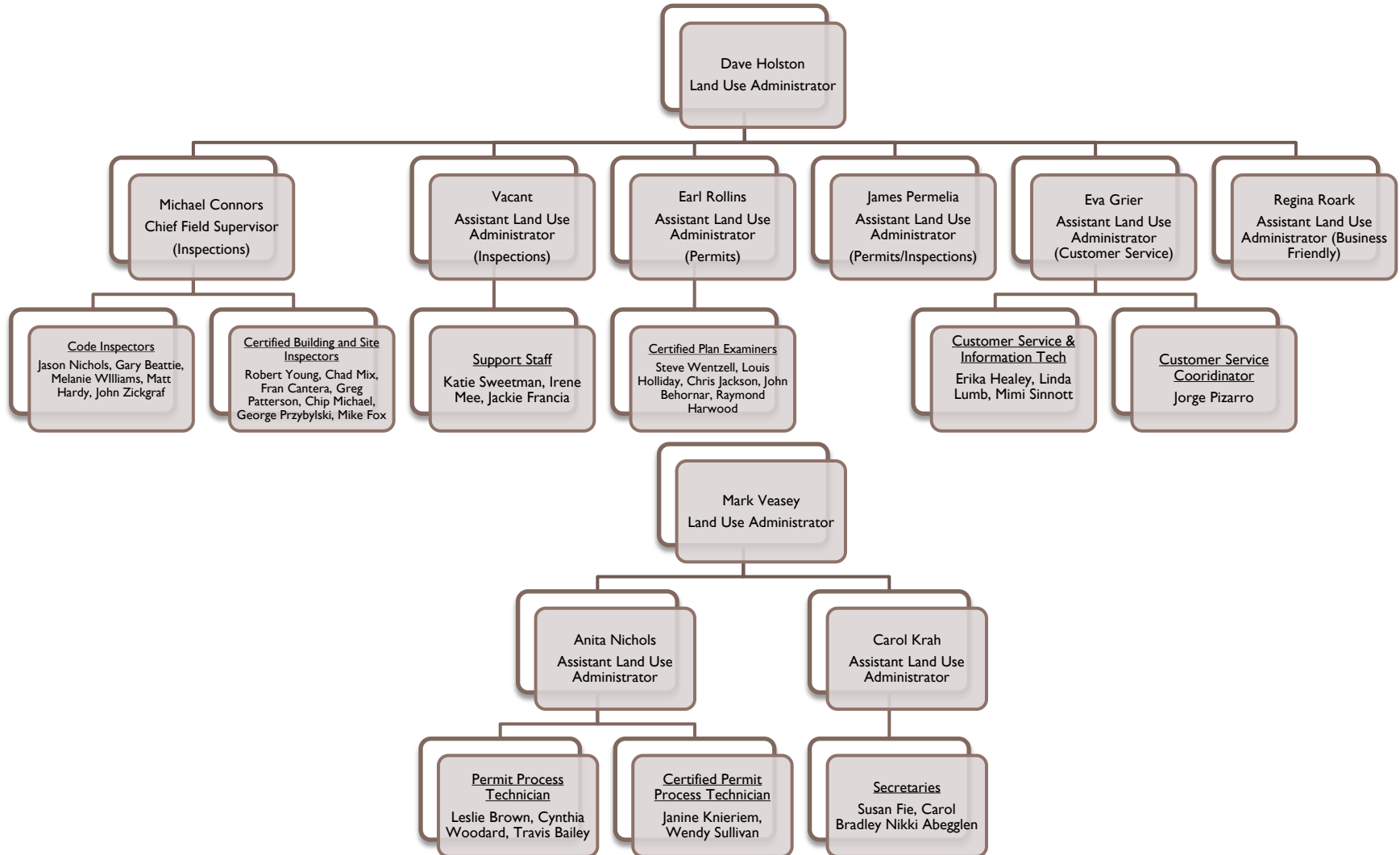
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# Licensing – Staff



# Licensing – Active Project List

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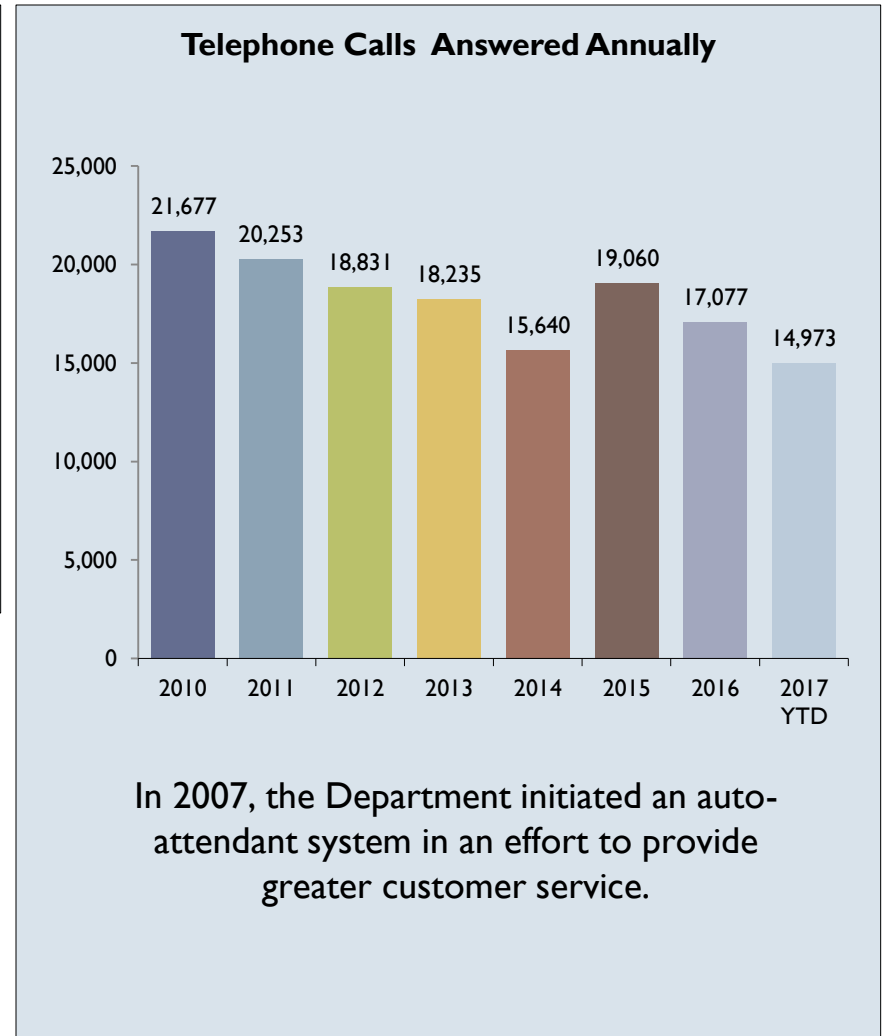
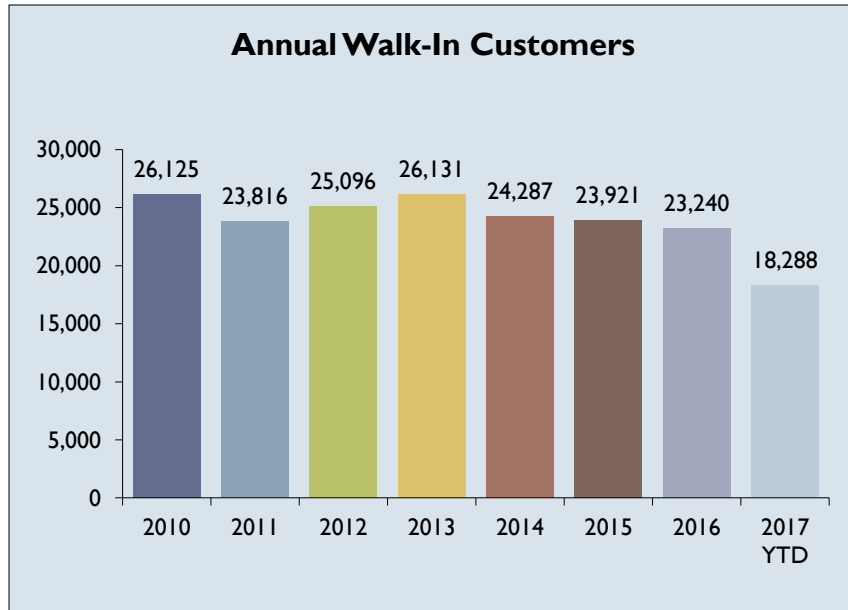
## PERMITS

- ▶ Division is currently implementing “**ePlans**” and “**eApply**” which will permit contractors to start a permit application online and submit their drawings for review electronically. This process will provide applicants with greater flexibility in terms of submitting their applications and having concurrent reviews completed. (Ongoing)
- ▶ In an effort to achieve **IAS accreditation**, the department is offering to facilitate testing to encourage the remaining Permit Processing Technicians to become ICC certified. (ICC Vouchers purchased 3/17 and employees are in the process of scheduling their exams)
- ▶ Create a **daily productivity report** showing individual staff and team work results which can be shared with management and their staff. (Ongoing)

## INSPECTIONS

- ▶ Land Use **Policies and Procedures** are currently being updated as part of the effort to achieve **IAS accreditation** for the Division. (Ongoing)
- ▶ In an effort to provide the highest level of customer service, Inspections is working to add a section to their web page which allows customers to “**Meet My Inspector**”. Customers will be able to see a picture of the inspector assigned to their area, they will also be provided with their contact information in an effort to promote greater visibility. (Working with the GIS group to create the map and IS for a new web page to host the map)
- ▶ Working with **GIS group** on updating our Inspections’ map to include **real-time** employee locator and inspection **routing feature** to enhance our performance. (September 17’)
- ▶ Advancing our **use of technology** by working with IS to recreate the online inspection scheduling system. We are pursuing a new web based system which would allow for additional user interface options and reduce the current error messages which deter/limit our current user group. Presently, approximately 38% of inspections are scheduled through the online system with no change over the past several years. In lieu of scheduling online, users call into the Department to speak with scheduling secretaries. (Currently on IS project list)
- ▶ Work with mapping and IS to explore the use of **fillable forms** through the GIS maps used by Inspections. This will allow the inspections staff to make data entry directly through the map in lieu of using multiple applications at once. Doing this should reduce the time spent on **data entry** in the field as well as streamline the process for the inspectors. (Currently on IS project list)

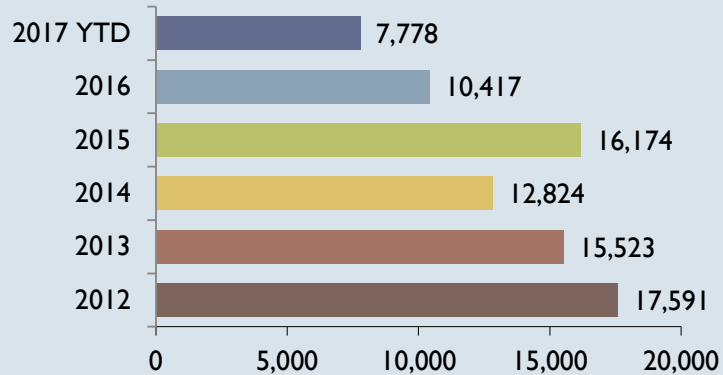
# Licensing – Customer Service



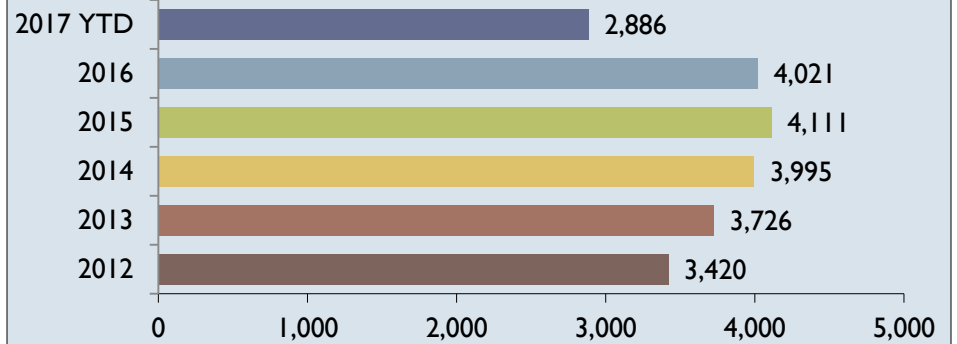
Telephone Calls Answered This Month	1,395
Average Telephone Wait Time (Seconds) This Month	60
Walk-In Customers This Month	1,766
Email Requests For Service This Month	388

# Licensing – Support Services

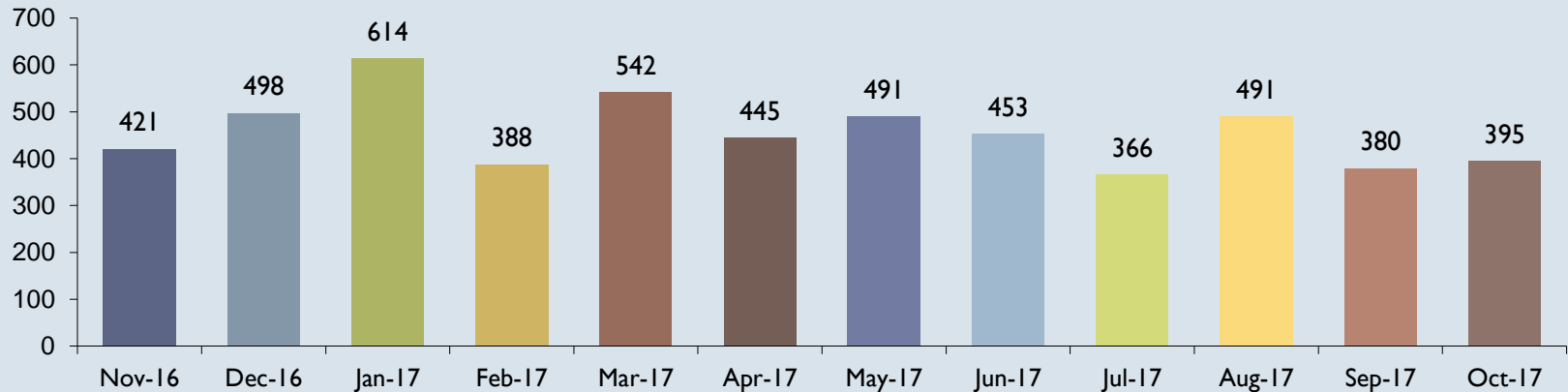
**Phone Calls To Schedule an Inspection (x 5515)**



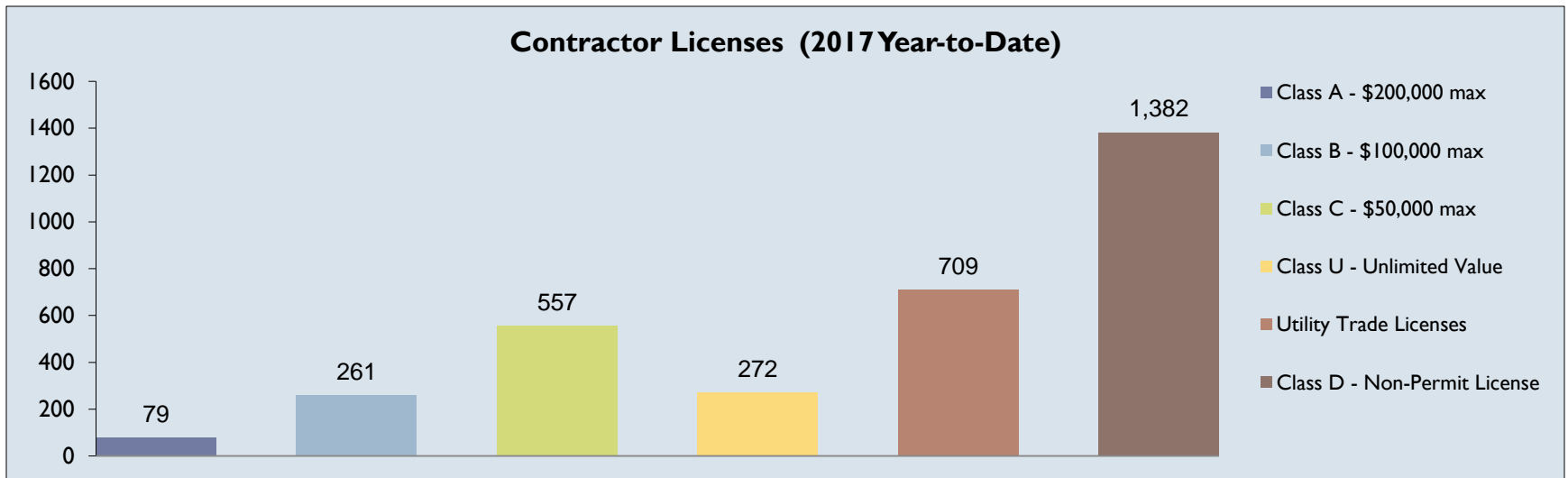
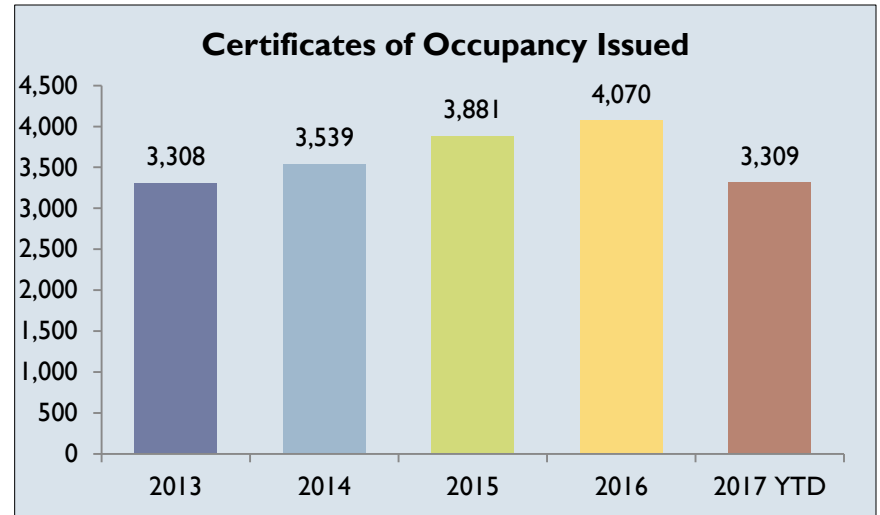
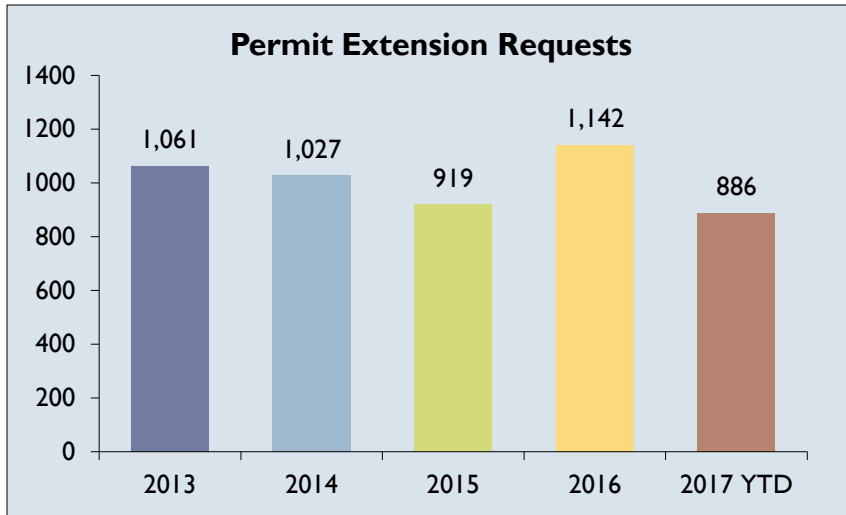
**Walk-In Customers For Support Services**



**Calls to the Licensing Information Line (x 5420)**



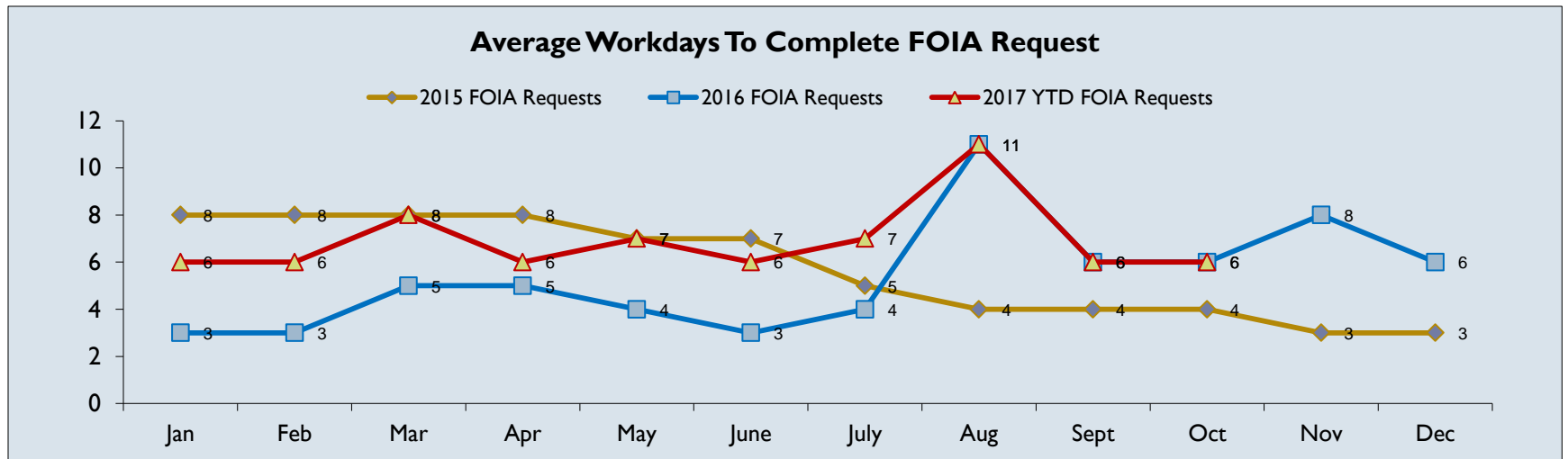
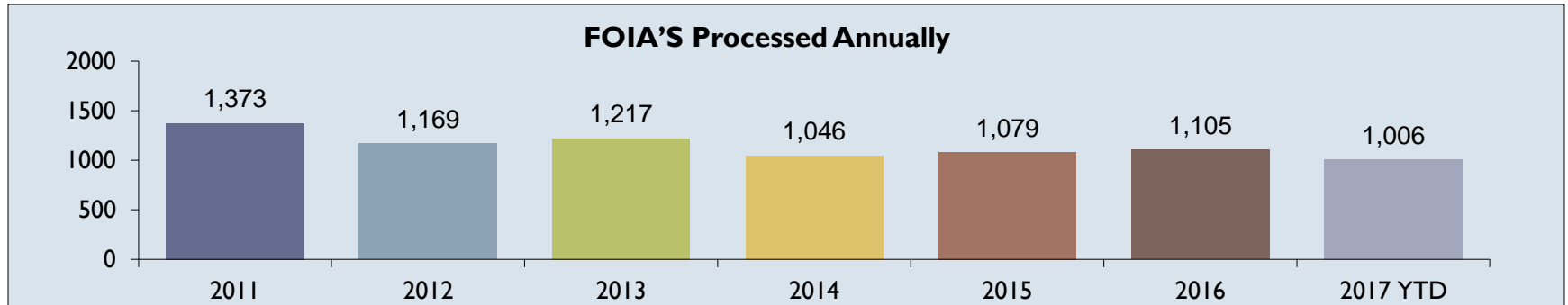
# Licensing – Support Services



# Licensing – Support Services

## REQUESTS FOR INFORMATION - FOIA's

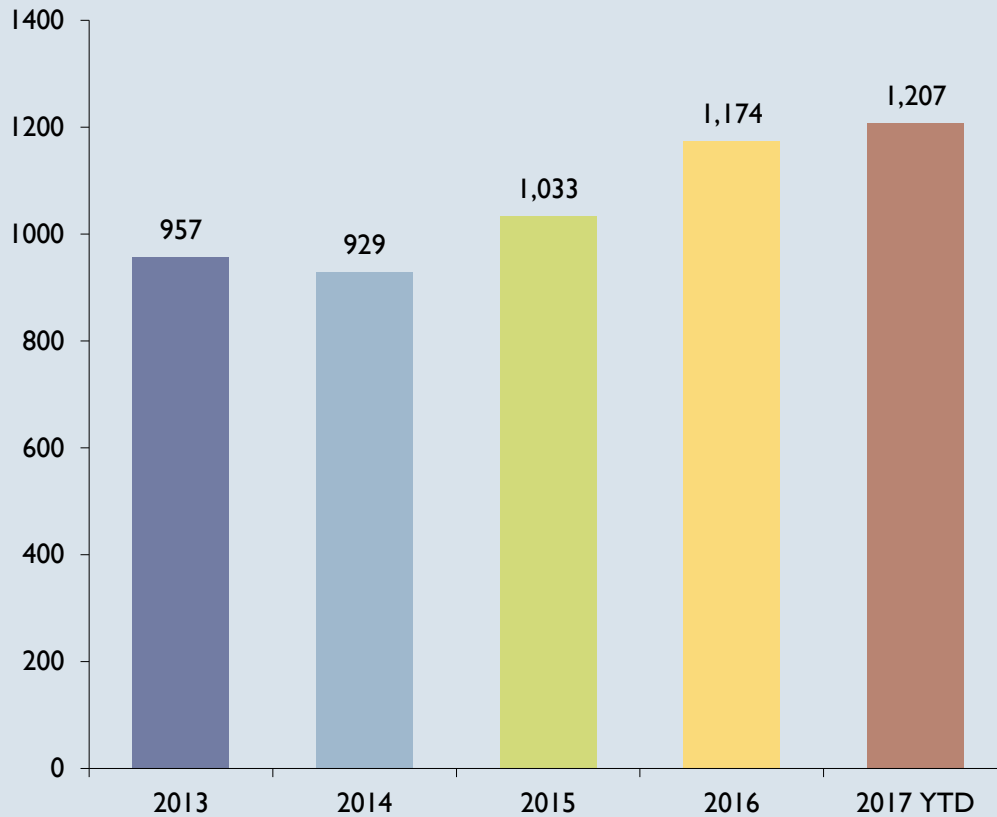
Requests for information from the Department fall under the Freedom of Information Act (FOIA). Support Services processes all requests to view or copy public records pursuant to the Delaware Code.





# Licensing – Support Services

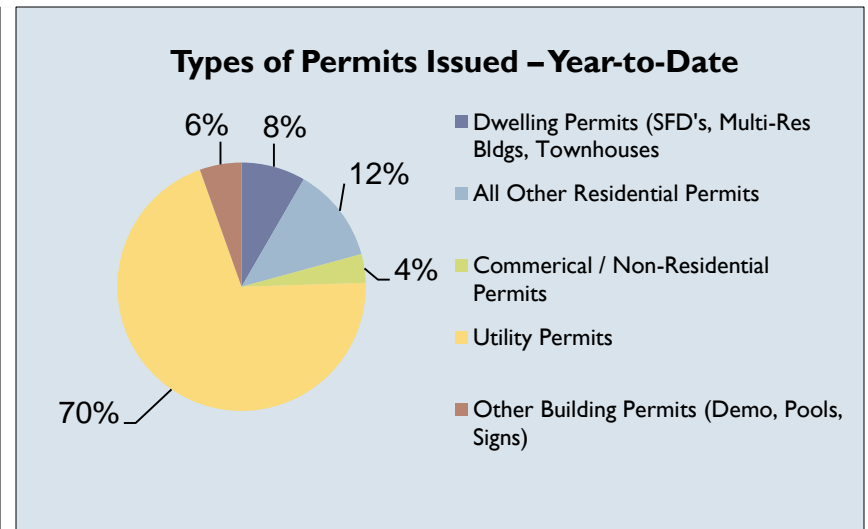
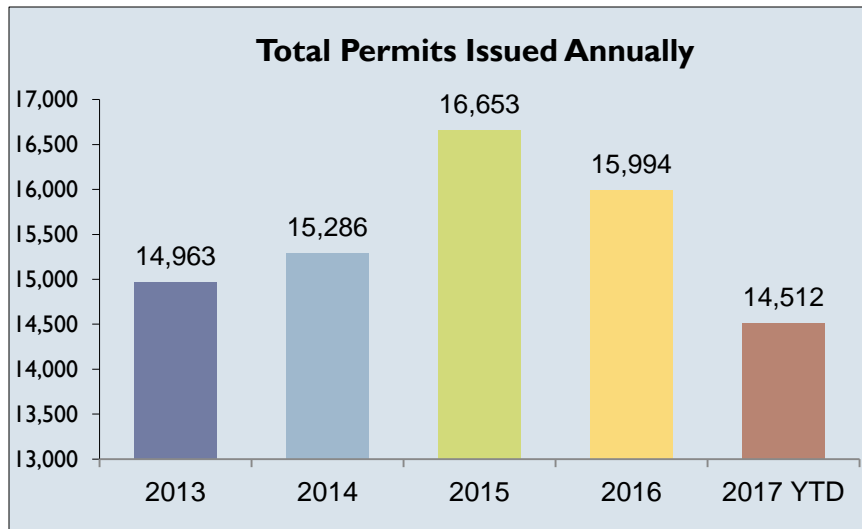
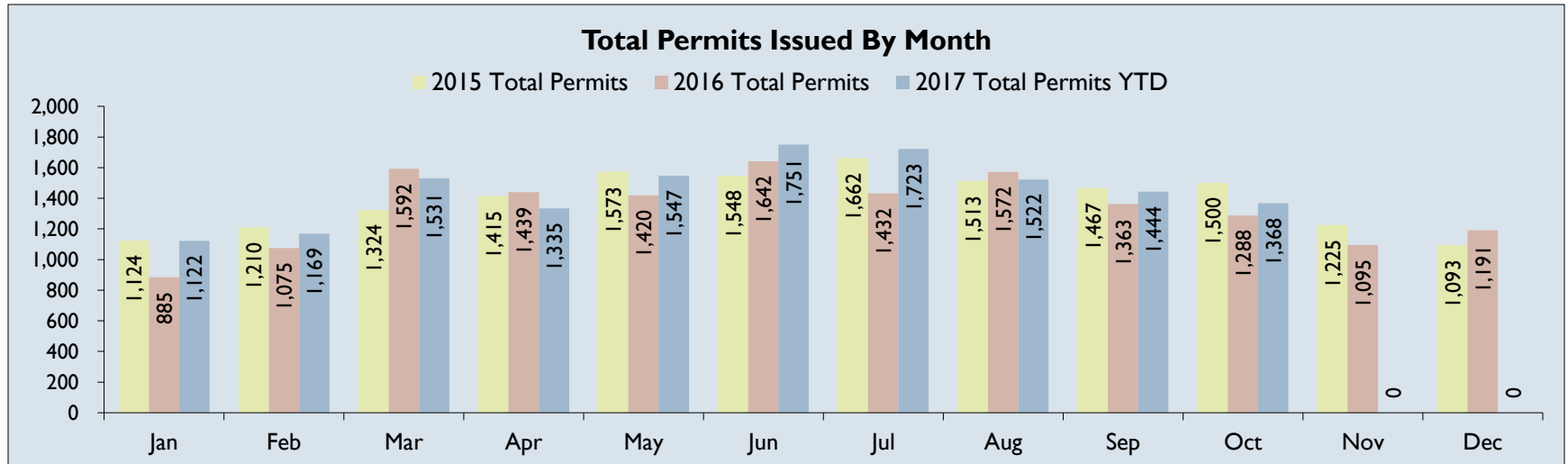
**Elevator Certificates Issued**



## ELEVATOR CERTIFICATES OF COMPLIANCE

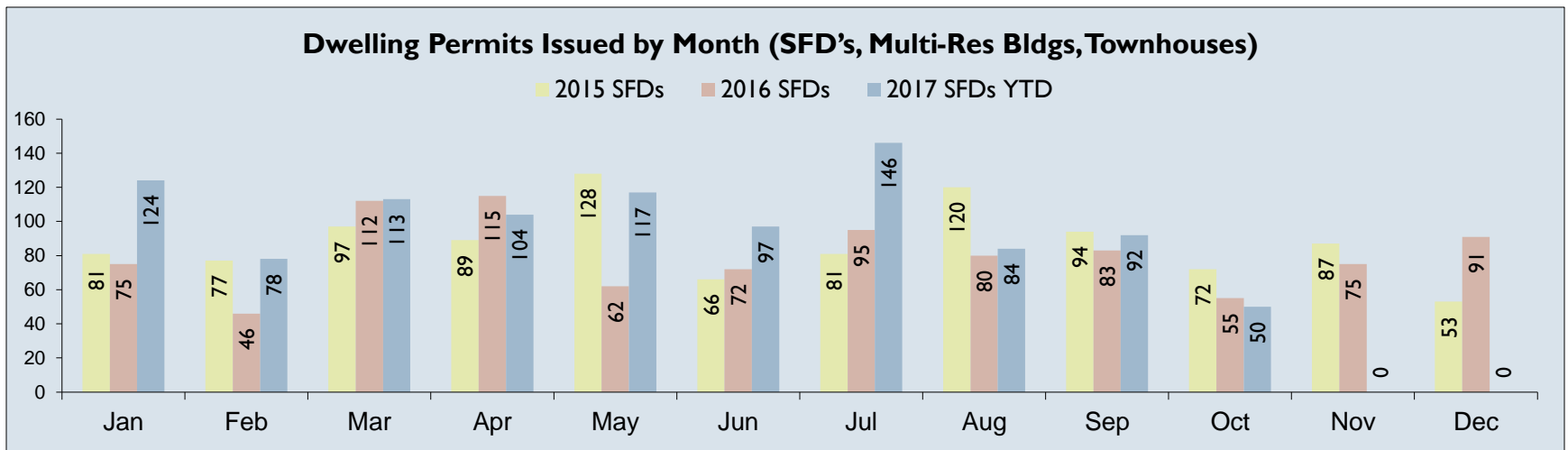
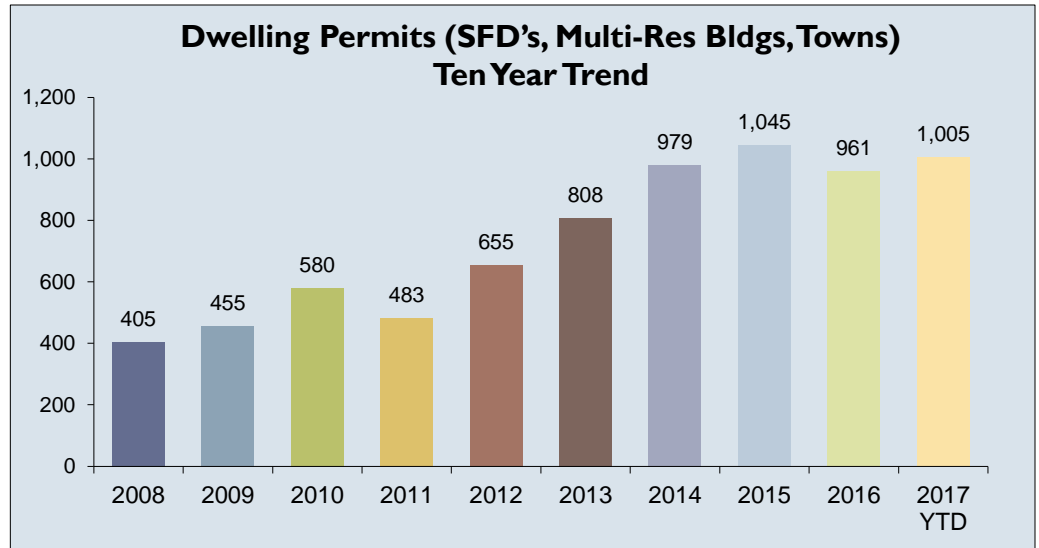
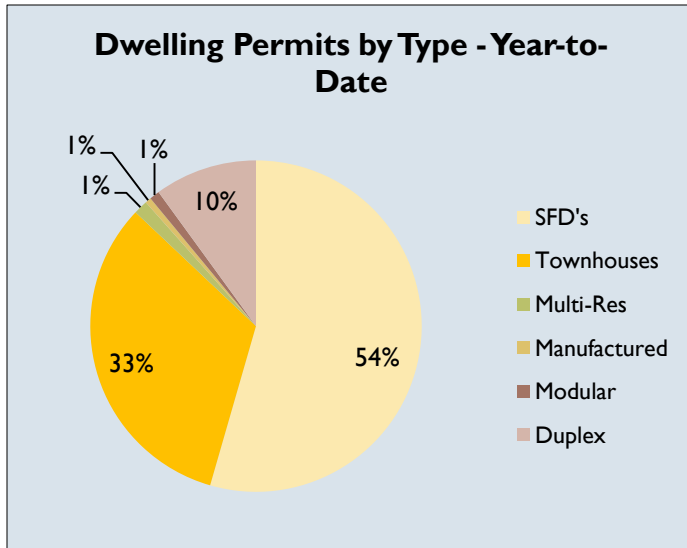
The Department is responsible for certifying that elevators are safe and secure. Our staff inspects the construction of elevator shafts as it relates to permitted work. However, the elevator itself is inspected by third party inspectors on regular basis. Support Services issues certificates of compliance for these elevators on an annual basis after receiving the required inspection report(s). This chart illustrates the volume of work involved.

# Licensing – Permits



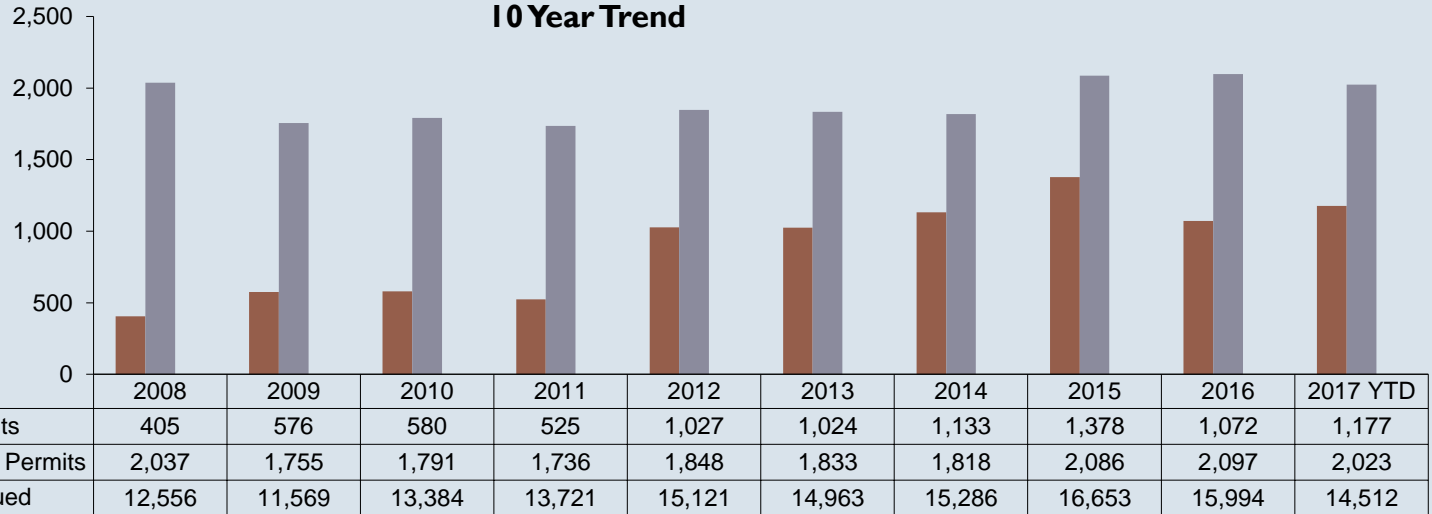
# Licensing – Permits

For more information on growth trends for SFD's, please visit this [heatmap](#).



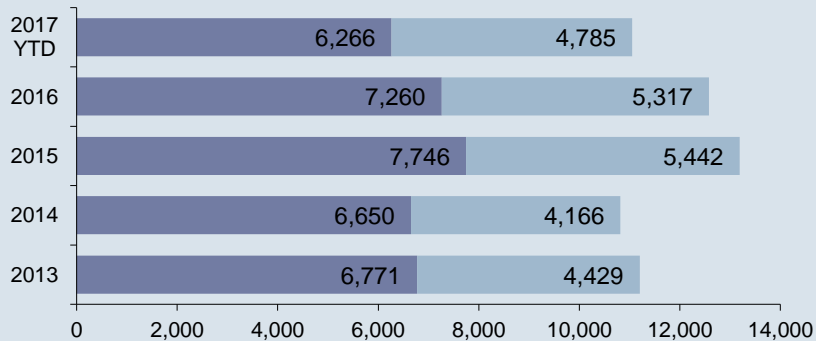
# Licensing – Permits

**New Dwelling Units (Including Multi-Res) -vs- Other Residential Permits  
10 Year Trend**



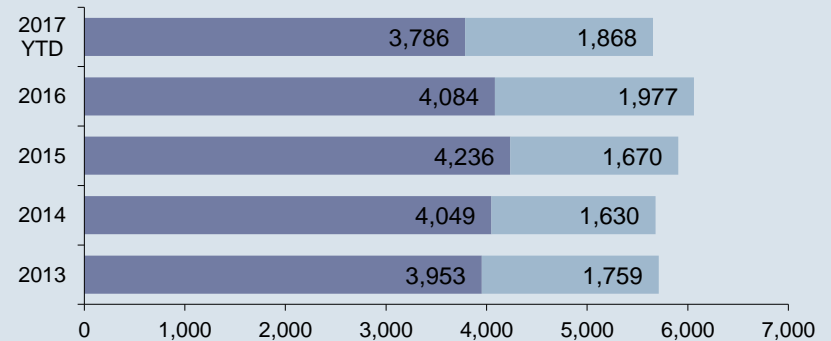
**HVAC Permits**

■ Walk-in ■ Online



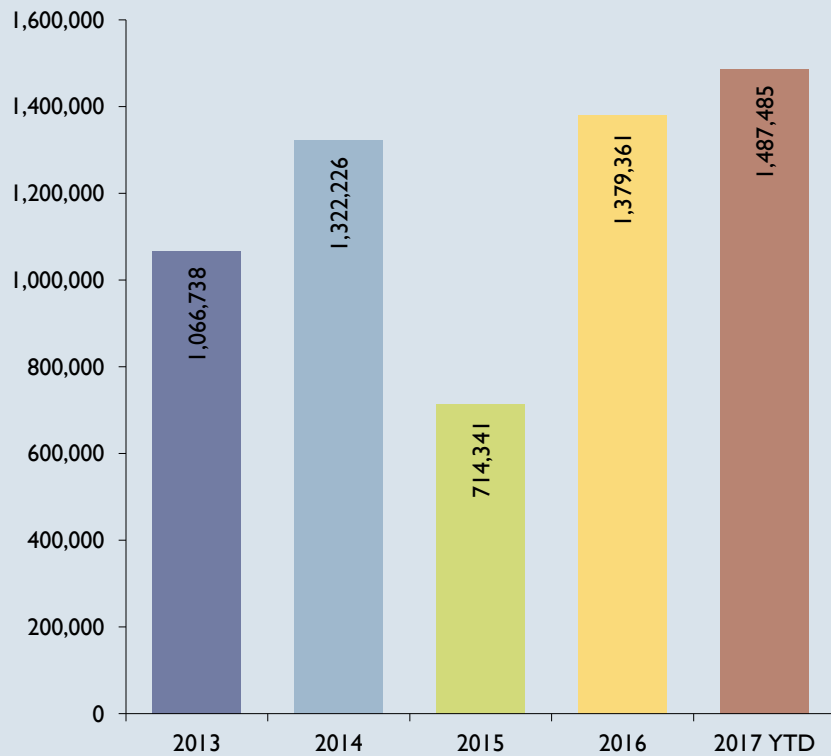
**Plumbing Permits**

■ Walk-in ■ Online

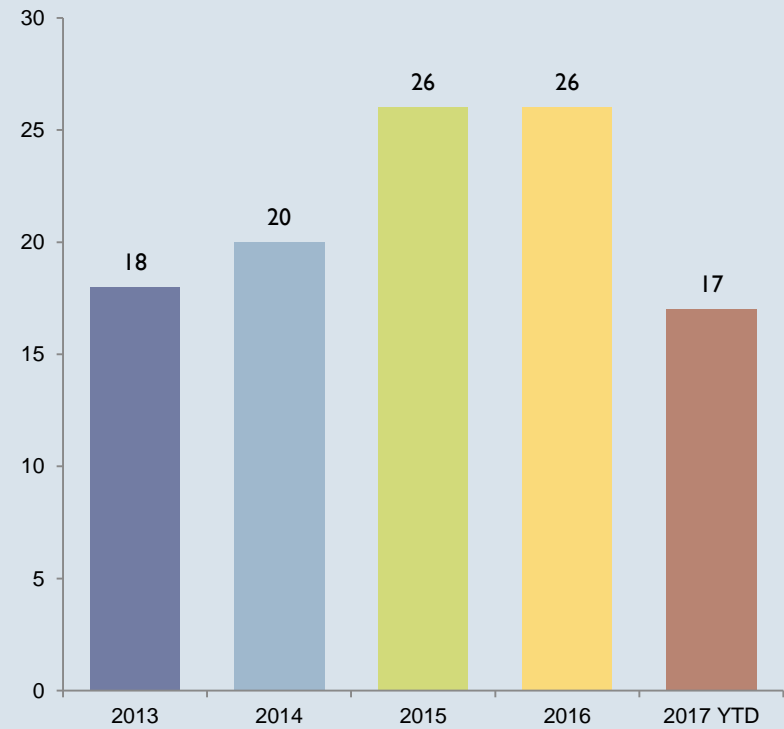


# Licensing – Permits

### Non-Residential Permitted Square Footage

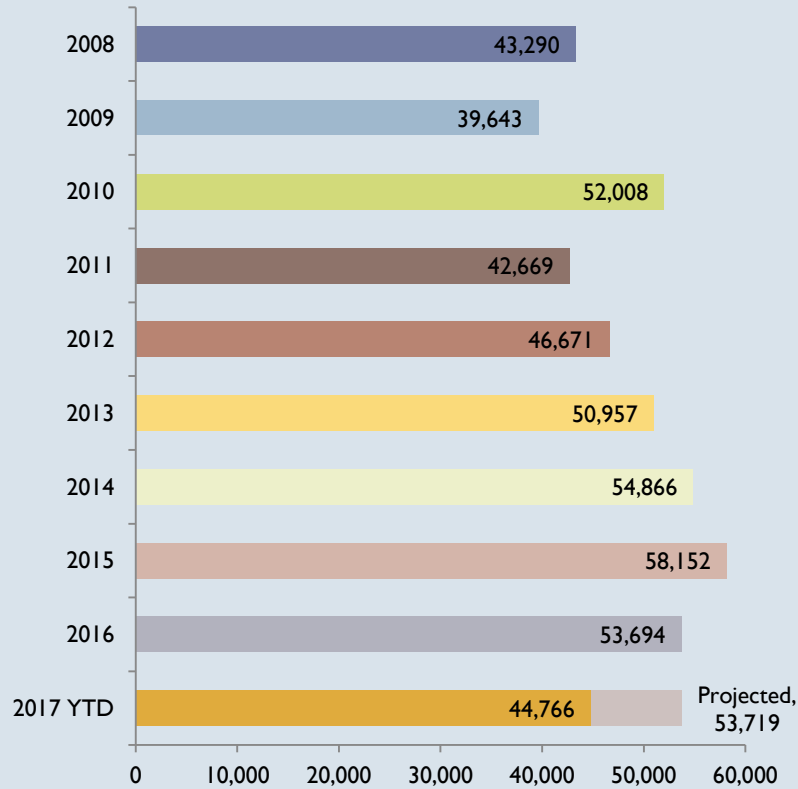


### Total ADU Permits Issued Per Year

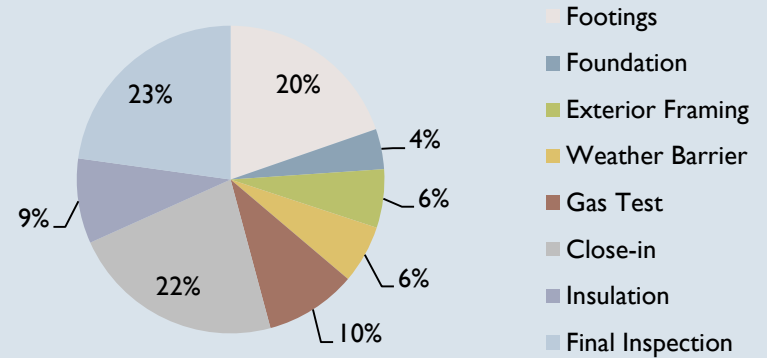


# Licensing – Building Inspections

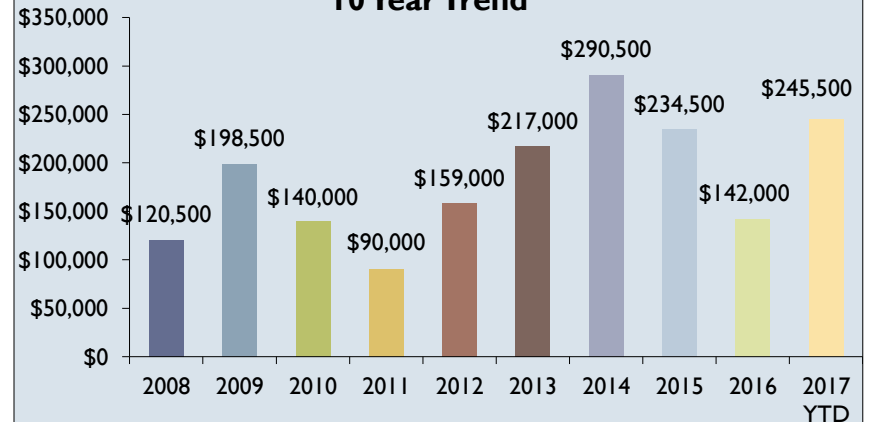
**Total Inspections Performed Per Year  
10 Year Trend**



**Most Common Inspections Performed  
(year-to-date)**

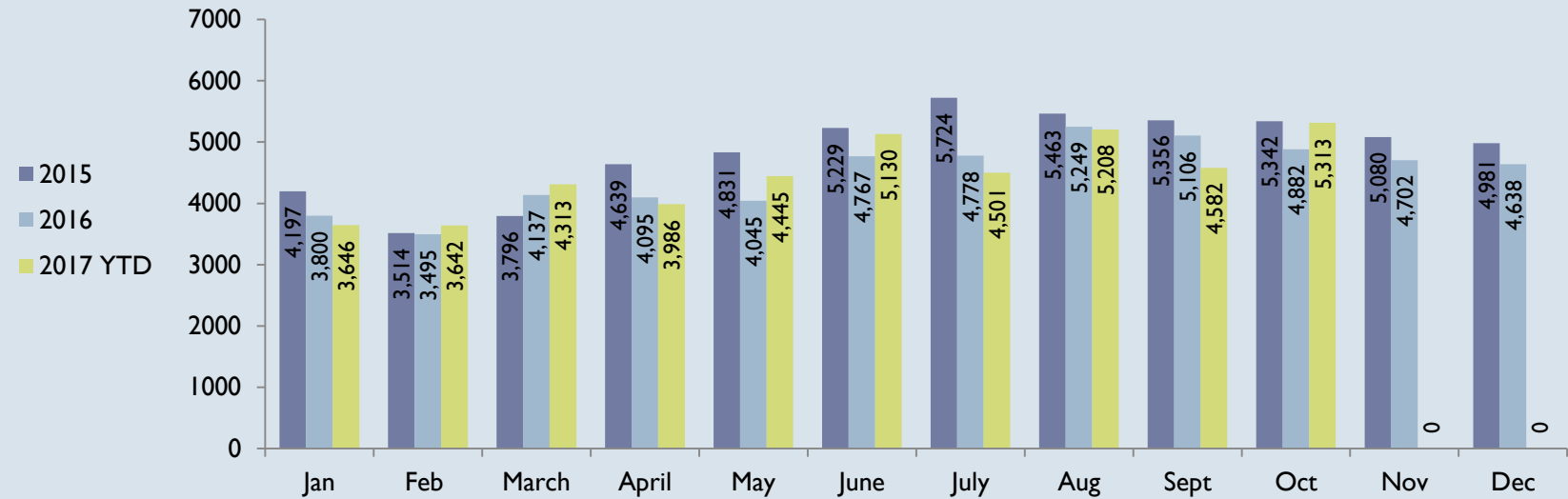


**Temporary Certificate of Occupancy  
10 Year Trend**



# Licensing – Building Inspections

### Inspections Performed Per Month - 3 Year Comparison

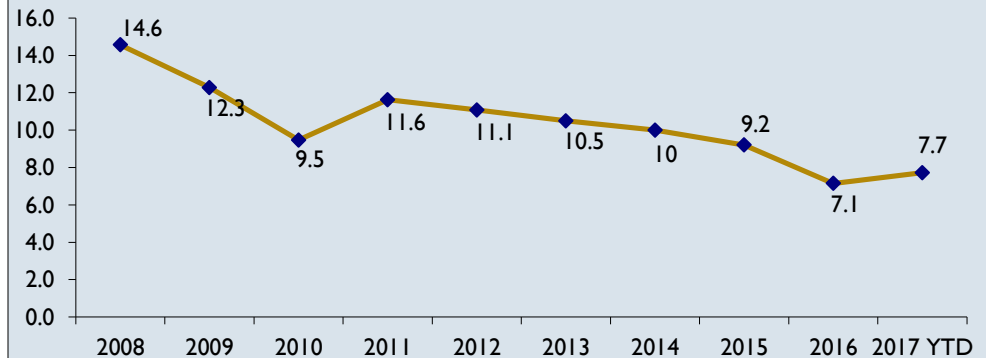


The point system used by the Inspections Section ensures an efficient use of an Inspector's time and allows more inspections to be scheduled than in the past.

#### INSPECTION POINT VALUE SYSTEM

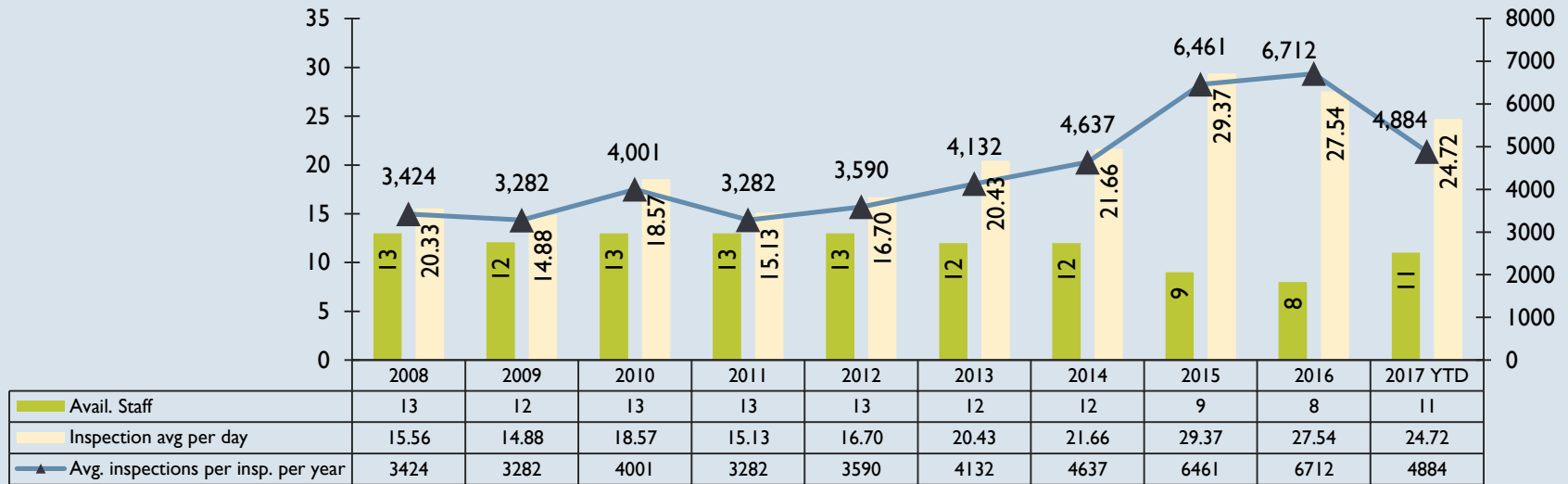
- ▶ P-015 Footing (7 points = 17 minutes)
- ▶ P-020 Foundation (5 points = 12 minutes)
- ▶ P-031 Exterior Framing (6 points = 14 minutes)
- ▶ P-032 Weather Barrier (8 points = 19 minutes)
- ▶ P-039 Gas test (5 points = 12 minutes)
- ▶ P-042 Close-in (11 points = 26 minutes)
- ▶ P-043 Insulation (7 points = 17 minutes)
- ▶ P-044 Lath (8 points = 19 minutes)
- ▶ P-051 Final Grading (4 points = 10 minutes)
- ▶ P-095 Final Inspection (15 points = 36 minutes)

### Percentage of Failed Inspections, 10 Year Trend

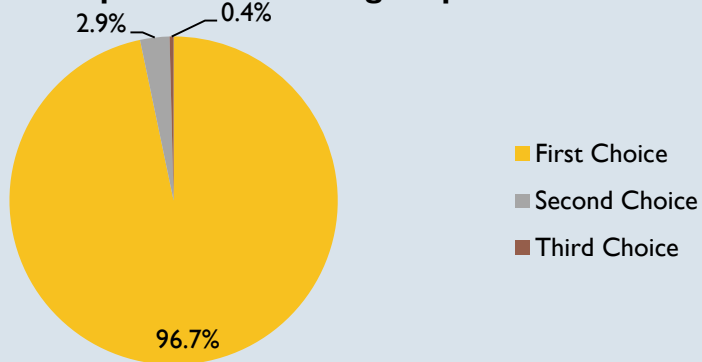


# Licensing – Building Inspections

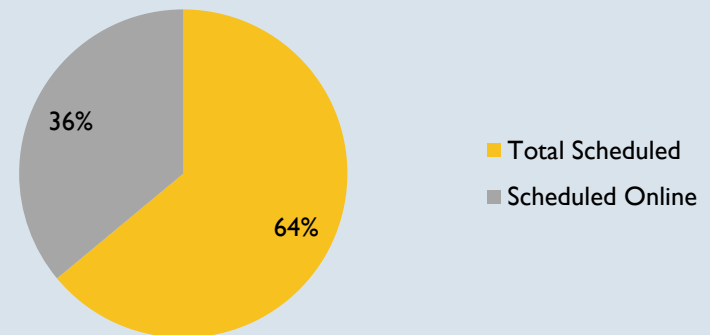
**Average Daily Inspections Performed by Available Inspectors (10 Year Trend)**



**Inspection Scheduling Request**

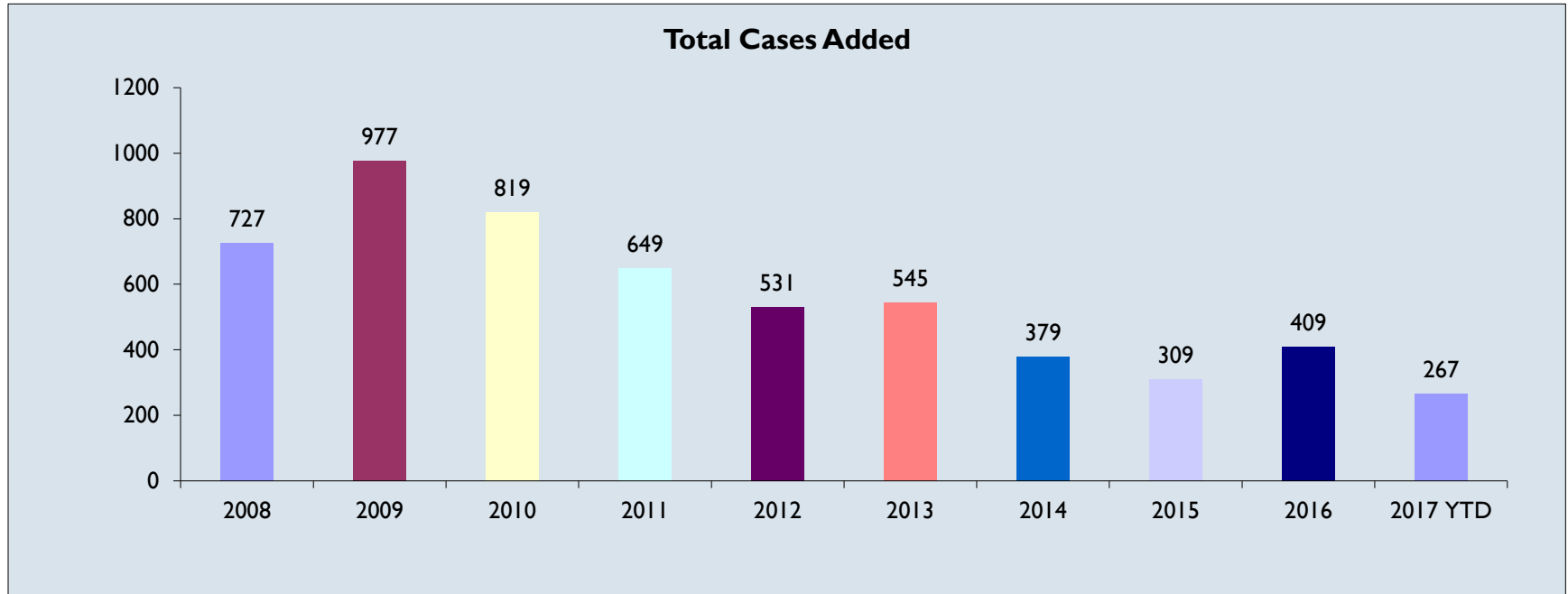


**Inspections Scheduled Online -vs- x5515**





# Licensing – Building Inspections Cases



Cases are created by Building Inspections as a result of complaints submitted through the website or x5555, County Council, the Union, directly from the Building Inspector, or other departments and agencies. In an effort to better track emergency response inspections, those situations also result in cases being created.

The 2009 column includes 480 cases that were created to further tract the enforcement of the Contractor Licensing Ordinance. These cases are associated with sub-divisions and commercial sites where unlicensed contractors are more likely to conduct business.

# Licensing – ICC Certifications

Number of Staff Members with International Code Council Certifications					
	PPT (6)	Plan Examiner (5)	Inspector (12)	Supervisor (9)	Total
Number of employees with an ICC Certificate	2	5	12	8	27
# of State and International Code Council Certifications					
Building Inspector		1	3	2	6
Comm. Bldg.		1	12	4	17
Comm. Mechanical			7	3	10
Comm. Plumbing		1	7	3	11
Comm. Plan Examiner		4		3	7
Comm. Mechanical Plan Review		1			1
Comm. Plumbing Plan Review		1			1
Residential Bldg.		2	12	3	17
Residential Mechanical			1		1
Residential Plan Examiner			2	1	3
Residential Energy Inspector / Plan Examiner		1	5	2	8
Property Maint. & Housing Inspector		1	1	2	4
Permit Technician	2			3	5
Accessibility Inspector / Plan Examiner		5			5
Manufactured Home Inspector			2		2
Certified Construction Reviewer (CCR) by DNREC			7	4	11
<b>Total Certificates</b>	<b>2</b>	<b>18</b>	<b>59</b>	<b>30</b>	<b>109</b>

Plan Examiners and Inspectors are required to maintain certifications through the International Code Council (ICC). In CY2015, 338 training hours were completed by the staff. Additionally, 314 hours were completed in CY2016. In the current year, 169 hours of training has been completed to date.

# Division Accomplishments

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- ▶ Inspection Section continues to address **expired permits** from the building, plumbing and mechanical trades. This is an ongoing effort that has shown great results and continues to be a work in progress. (Ongoing)
- ▶ Expanded the “**Business Friendly**” outreach program through email notification. These notifications are automatically sent when a commercial close-in or final inspection is scheduled and provides the permit holder with the most current information for their project. (June 2016 – Ongoing)
- ▶ Offering **free training** / webinar / online seminars to Department of Land Use employees. So far, we have provided webinars to **71 employees**, 11 in April, 35 in May, and 25 so far during the month of June. (Ongoing)
- ▶ Implemented a new “**Virtual Inspections**” procedure which gives applicants the ability to use either Skype or FaceTime to complete re-inspections as soon as the work has been completed. (July 2016)
- ▶ Created a consolidated **Licensing Monthly Report**. This report combines stats from the various sections and will be shared with staff monthly. (Dec. 2016)
- ▶ The department **gave presentations** to both Bancroft Construction and EDiS which provided a **high level view** of the entire LU process from initiating a land development plan, obtaining a building permit, completing the required inspections, and obtaining the Certificate of Occupancy. The department will be **returning** to EDiS in March to provide more in depth review of both the permits and inspections sections. **Additionally** in March, a presentation is scheduled to be given to Whiting-Turner as well. (All presentations have been given)
- ▶ From time to time, the inspections section will reach out to ICC to obtain their opinion related to specific code sections and the intent behind them. These “**Code Opinions**” are currently being incorporated into a standard format and will be hosted on our web page to educate the building industry and increase our level of transparency. (Completed Feb 2017)
- ▶ In the process of **converting** all paper forms to **fillable forms** to allow our customers to submit frequently used forms electronically and to **decrease** our dependency on paper. (May 2017)