



Corporation Service Company

# New Castle County Department of Land Use

Permits and Inspections Monthly Report: June 2017

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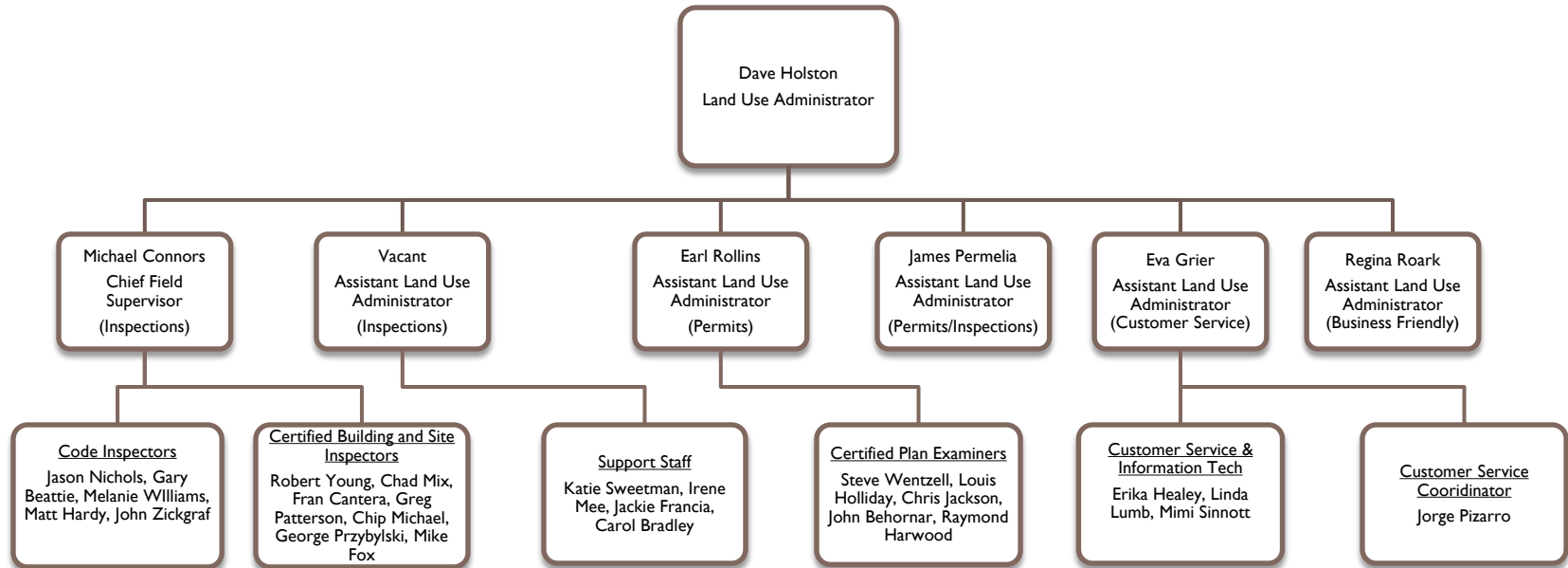
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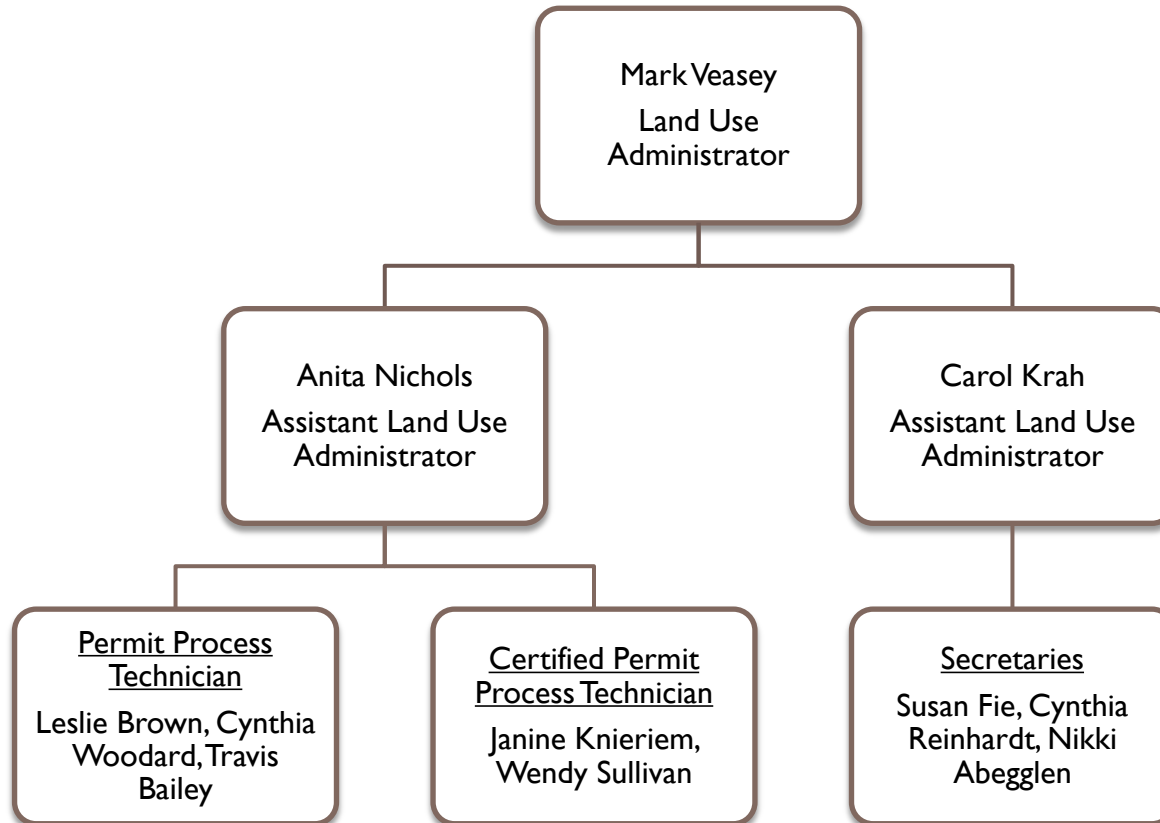
# Licensing – Staff

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# Licensing – Staff

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# Licensing – Active Project List

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## PERMITS

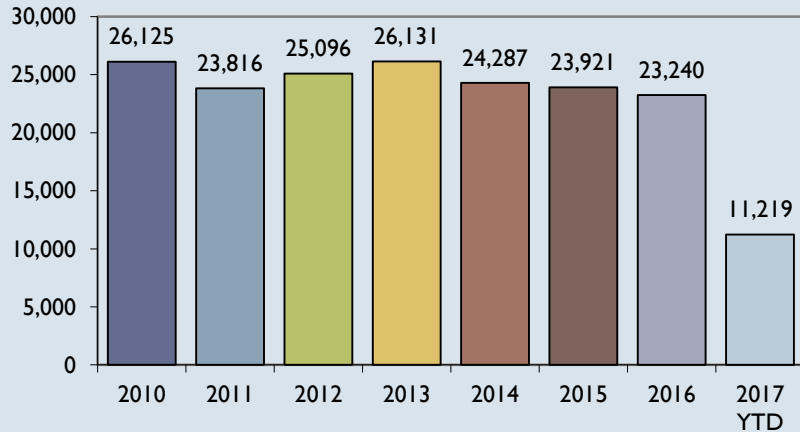
- ▶ Division is currently implementing “**ePlans**” and “**eApply**” which will permit contractors to start a permit application online and submit their drawings for review electronically. This process will provide applicants with greater flexibility in terms of submitting their applications and having 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. (Jan. 2017)

## INSPECTIONS

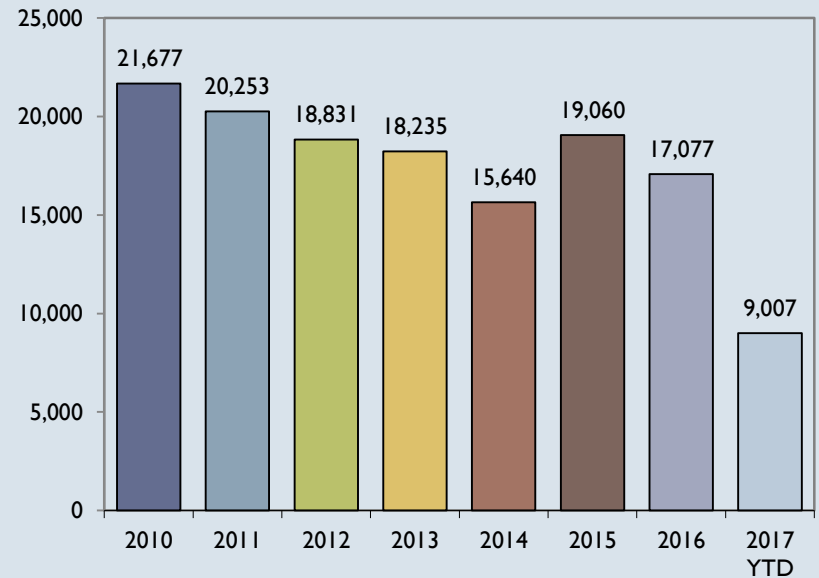
- ▶ Land Use **Policies and Procedures** are currently being updated as part of the effort to achieve **IAS accreditation** for the Division. (Ongoing)
- ▶ In the process of **converting** all paper forms to **fillable forms** to allow our customers to submit frequently used forms electronically and to **decrease** our dependency on paper. (Ongoing)
- ▶ 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)
- ▶ 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. (On hold pending outcome of communications group website improvements)
- ▶ 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)

# Permits – Customer Service

### Annual Walk-In Customers



### Telephone Calls Answered Annually

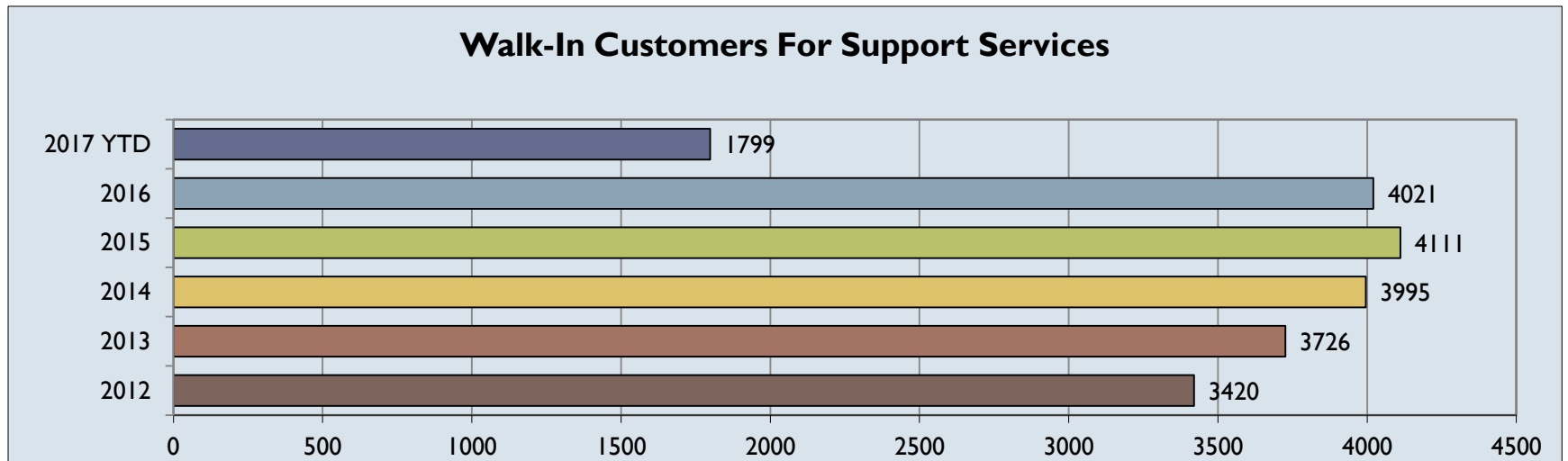
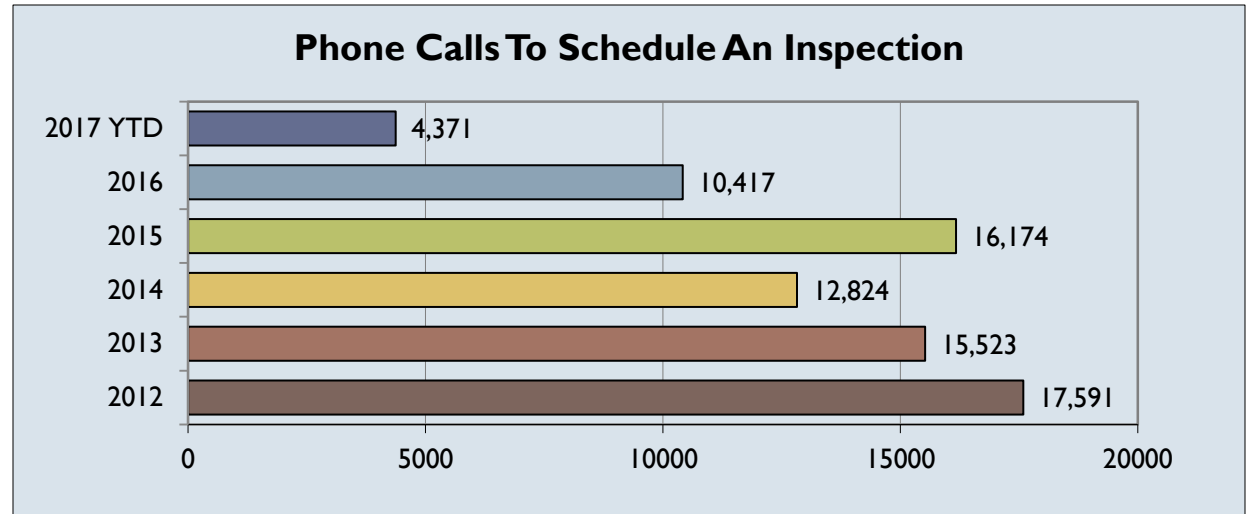


|  |       |
|--|-------|
| Telephone Calls Answered This Month              | 1,673 |
| Average Telephone Wait Time (Seconds) This Month | 60    |
| Walk-In Customers This Month                     | 1,826 |
| Email Requests For Service This Month            | 423   |

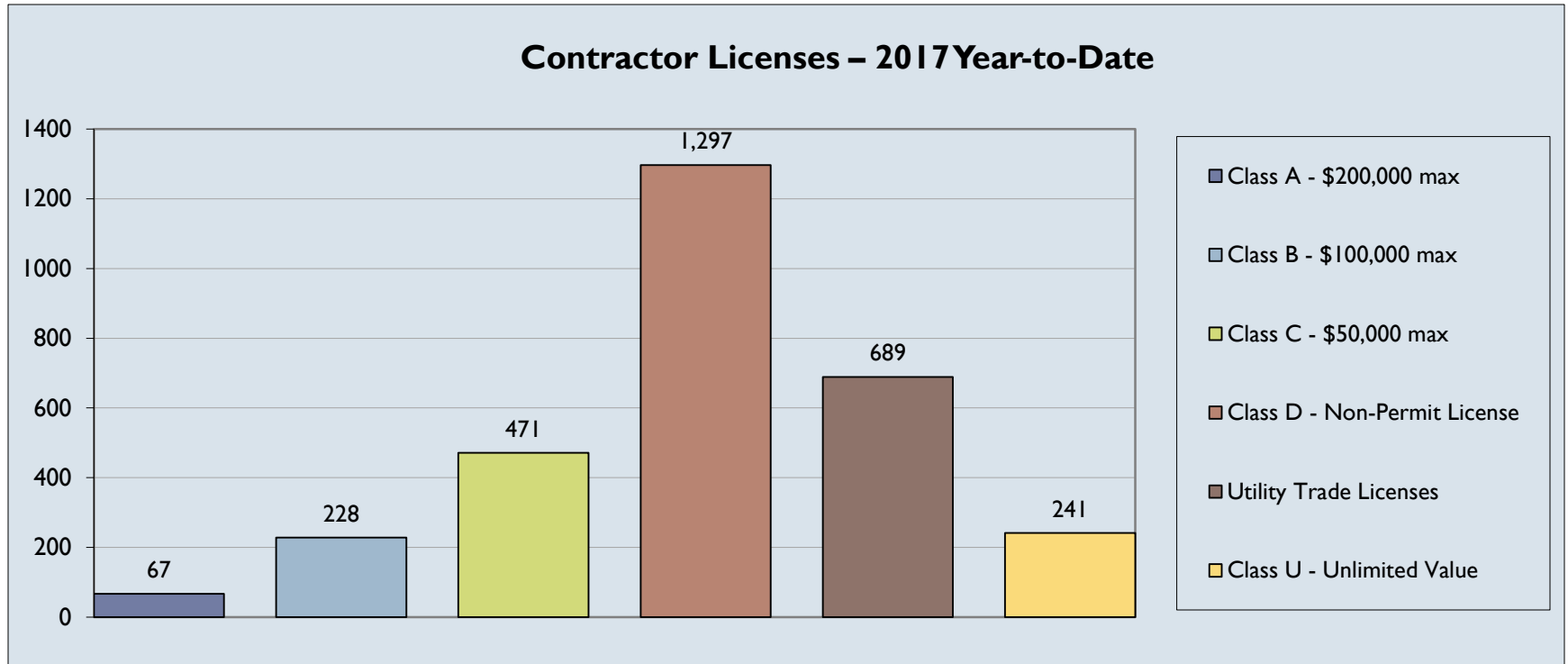
In 2007, the Department initiated an auto-attendant system in an effort to provide greater customer service.

# Permits – Support Services

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.



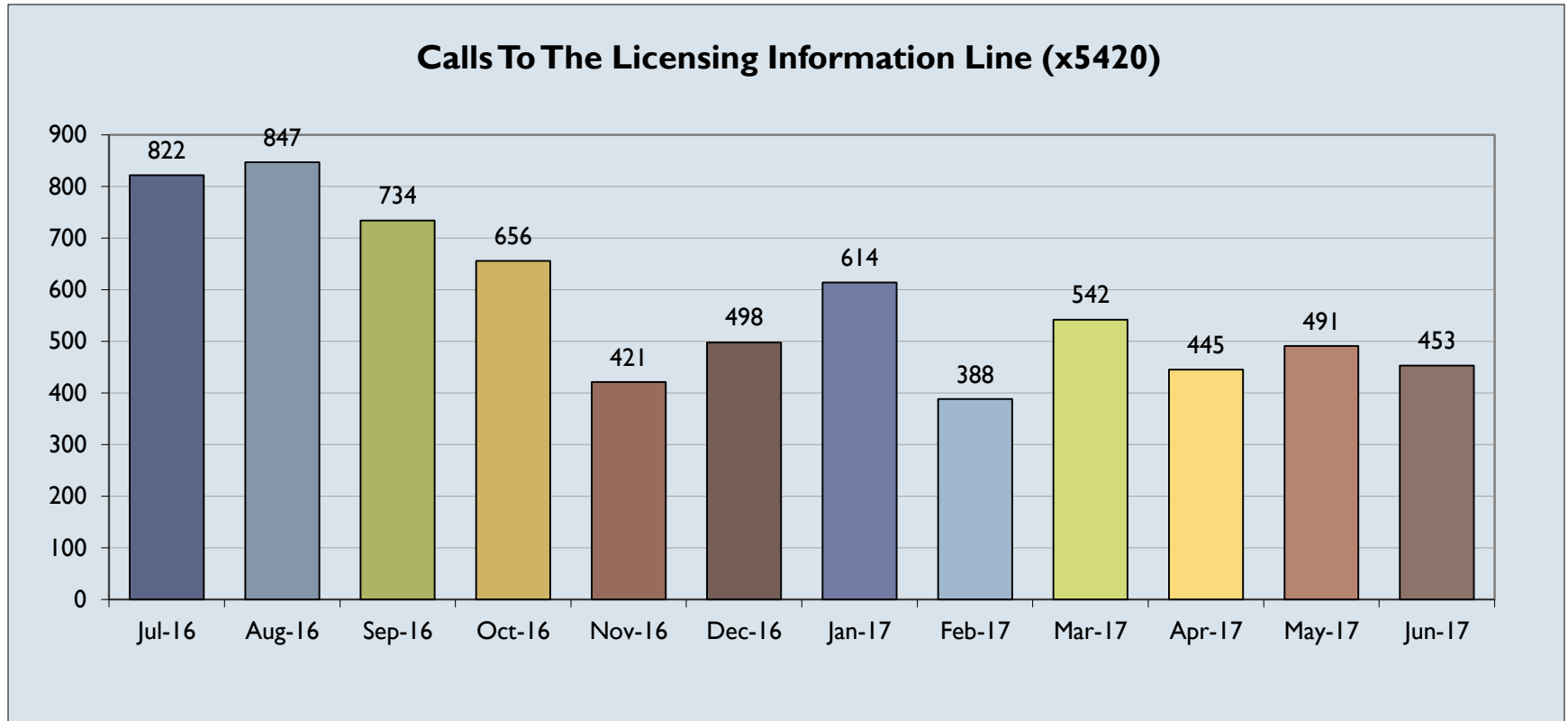
# Permits – Support Services



The above chart depicts contractor licensing activity for the 2017 license period. The contractor class is determined by the maximum valuation of the projects they expect to 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.

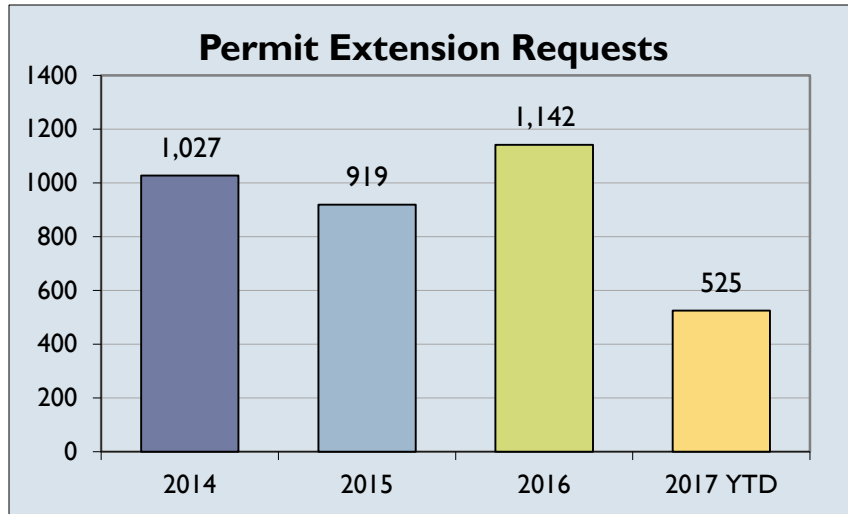


# Permits – Support Services

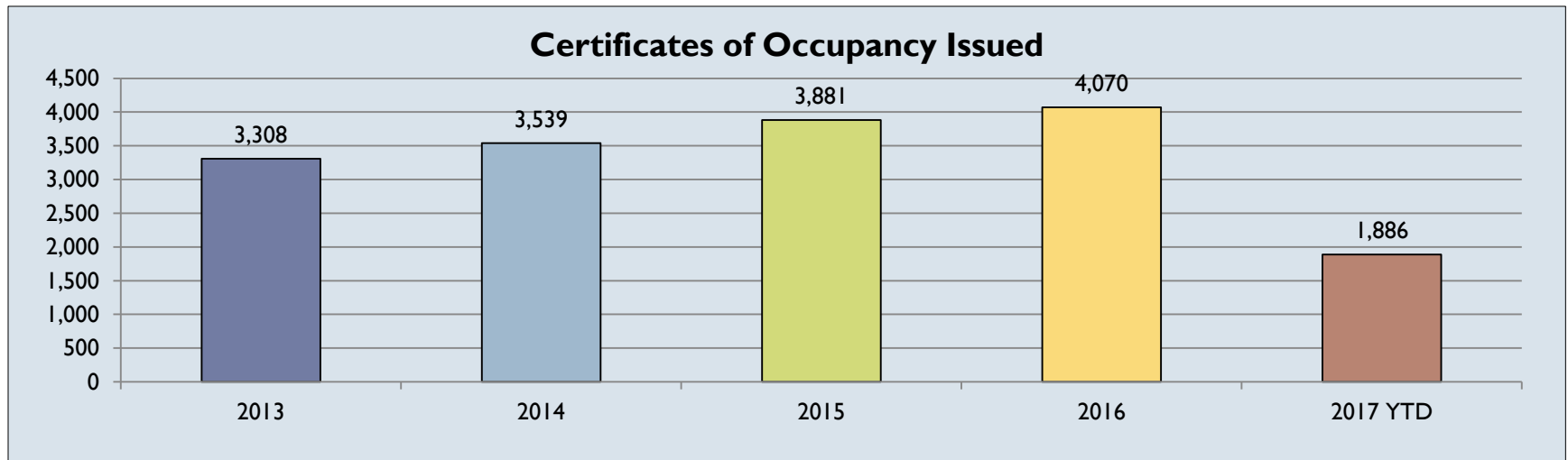


A dedicated telephone line for answering questions about licensing requirements was established in December 2007. The Permit Process Technicians continue to answer over 400 calls per month regarding license requirements and permits inquiries.

# Permits – Support Services



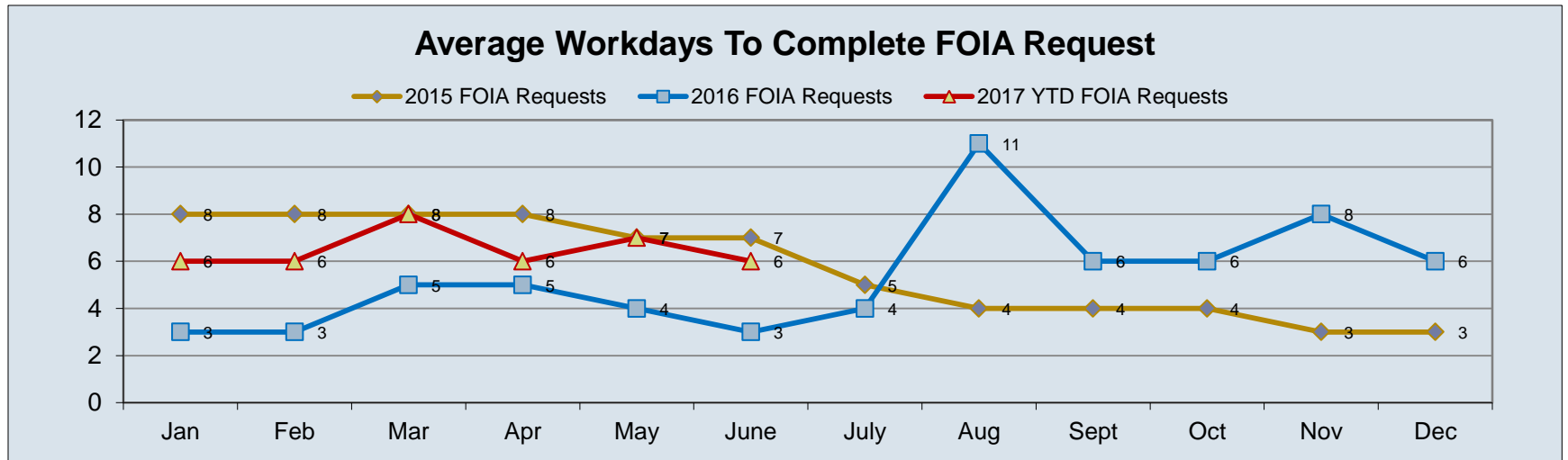
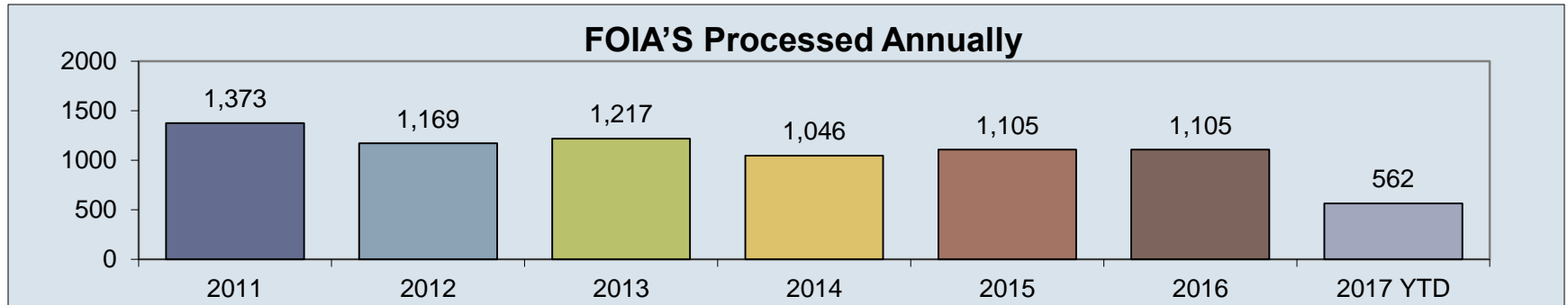
A Certificate of Occupancy is a document certifying that a building structure or use complies with New Castle County Code. Support Services processes these requests and the chart below shows the number of Certificate of Occupancies processed annually.



# Permits – Support Services

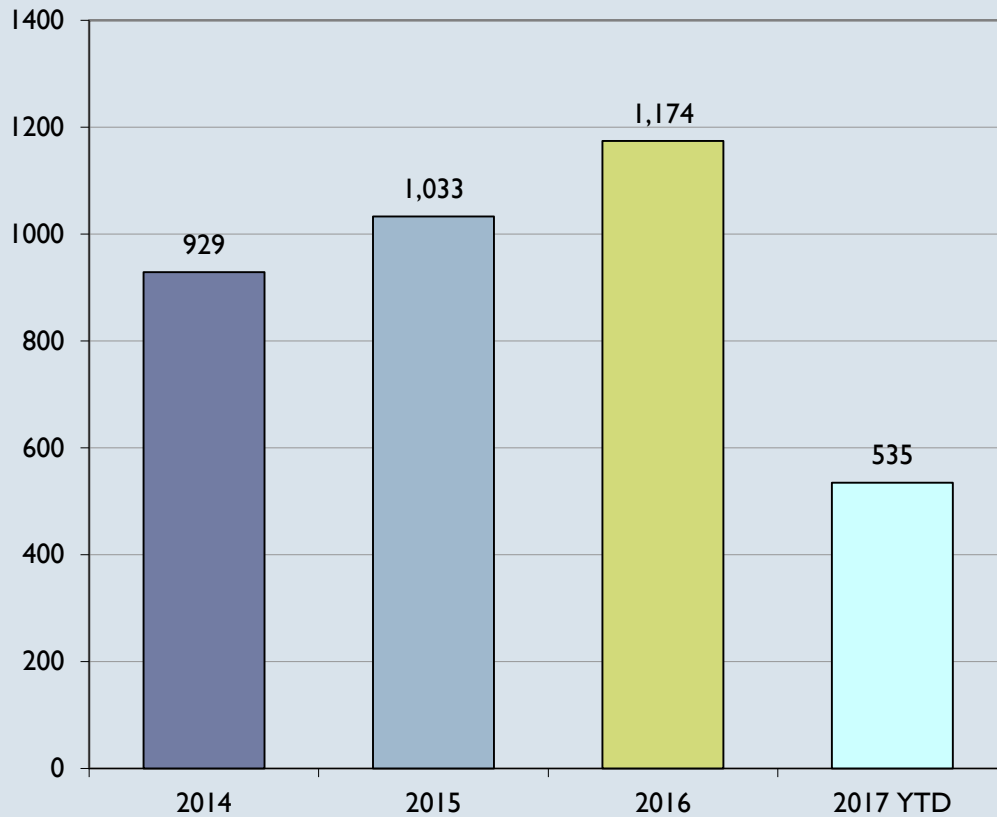
## REQUESTS FOR INFORMATION - FOIA's

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.



# Permits – Support Services

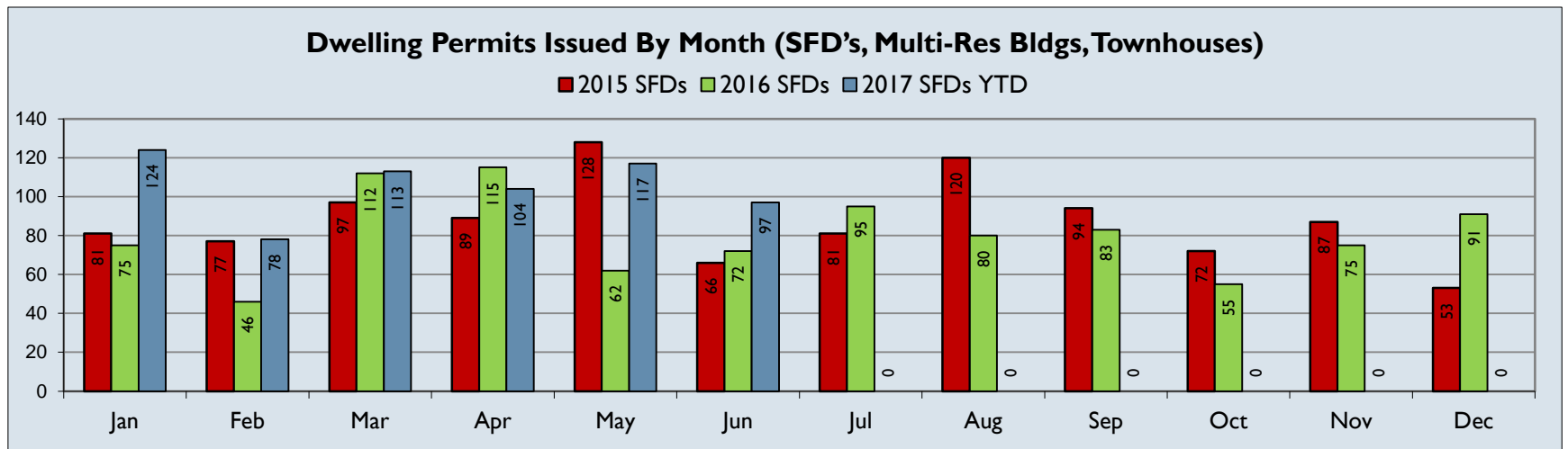
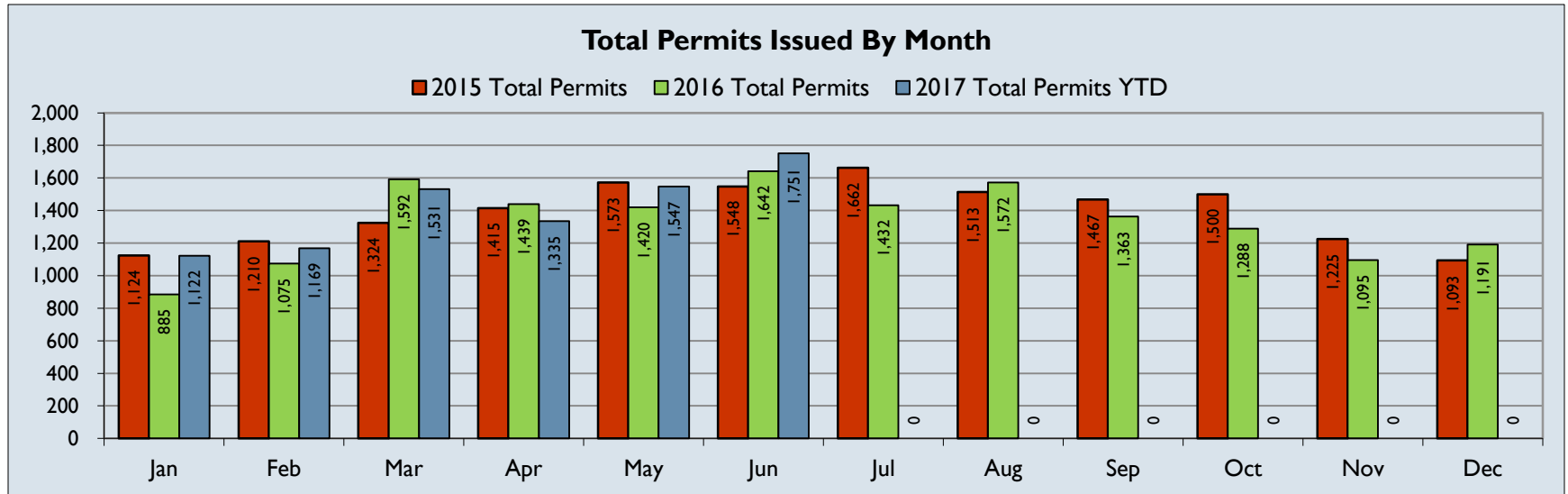
**Elevator Certificates Issued**



## ELEVATOR CERTIFICATES OF COMPLIANCE

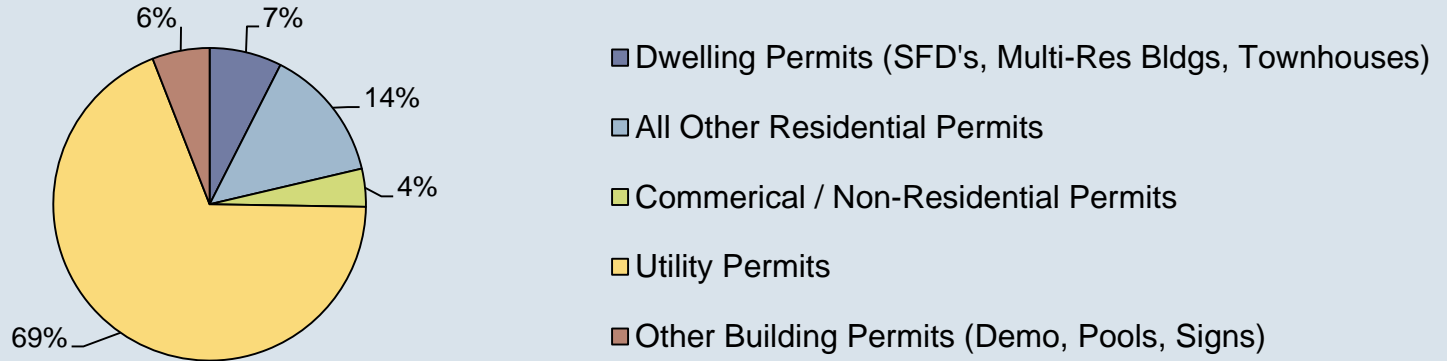
The Department is responsible for certifying that elevators are safe and secure. Our staff inspects the construction of elevator shafts as it relates to permitted work. However, the elevator itself is inspected by third party inspectors on regular basis. Support Services issues certificates of compliance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

# Permits – Plan Review

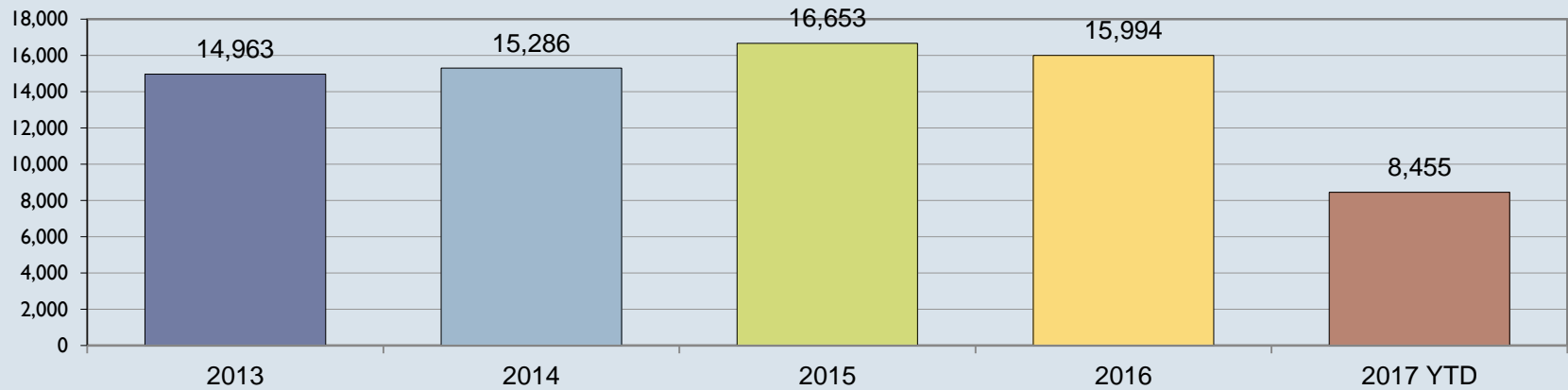


# Permits – Plan Review

### Types Of Permits Issued – Year To Date



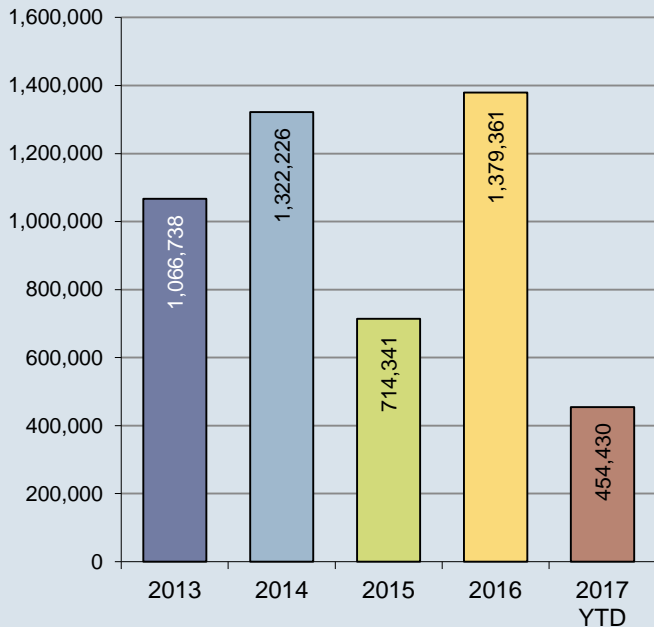
### Total Permits Issued Annually



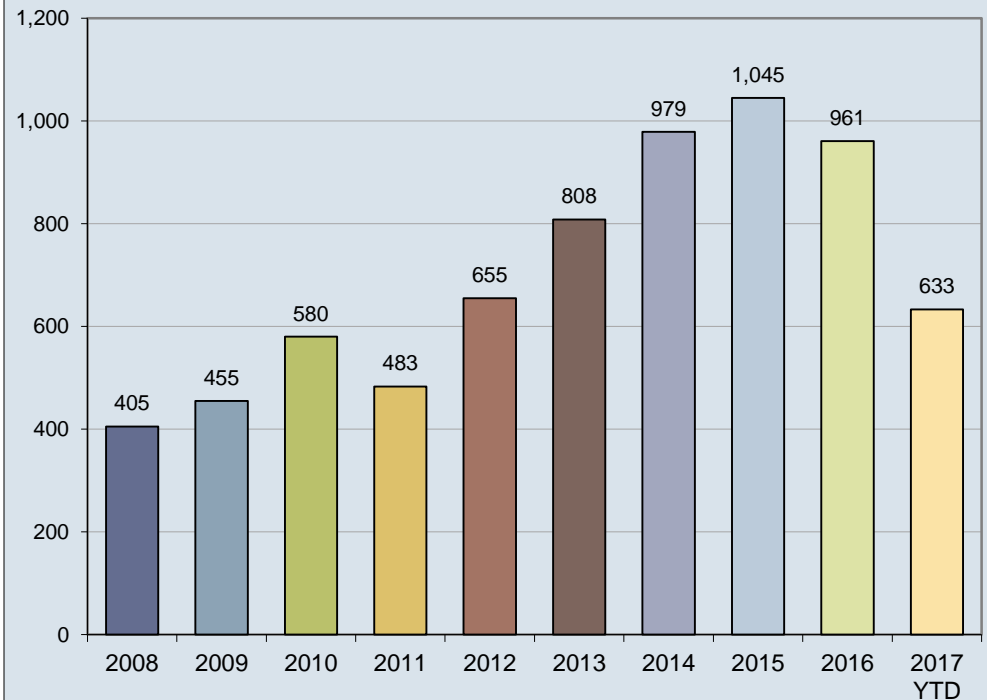
# Permits – Plan Review

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

### Non-Residential Permitted Square Footage



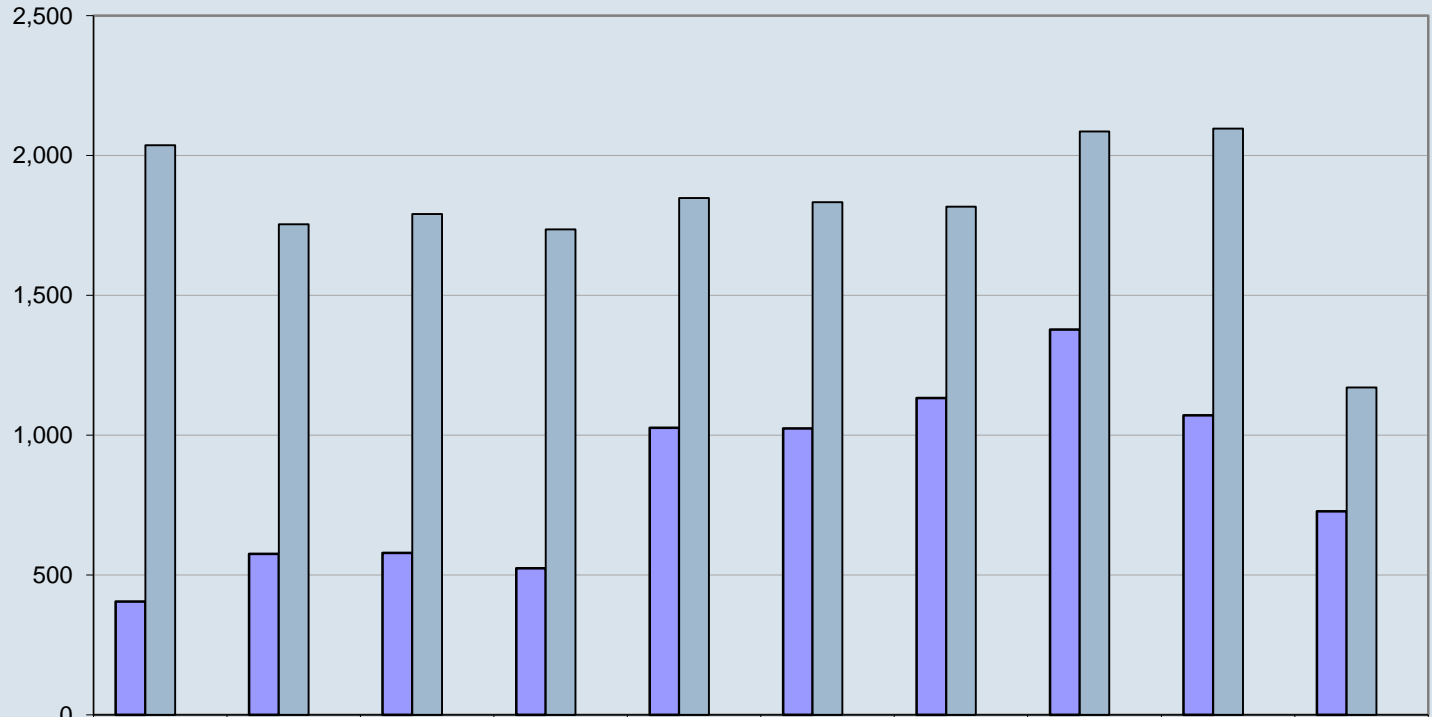
### Dwelling Permits (SFD's, Multi-Res Bldgs, Towns) Ten Year Trend



Most of the non-residential reviews are completed by a third party reviewer (Steinle Construction Engineers). Two notable recent projects reviewed by SCE are Incyte and CSC.

# Permits – Plan Review

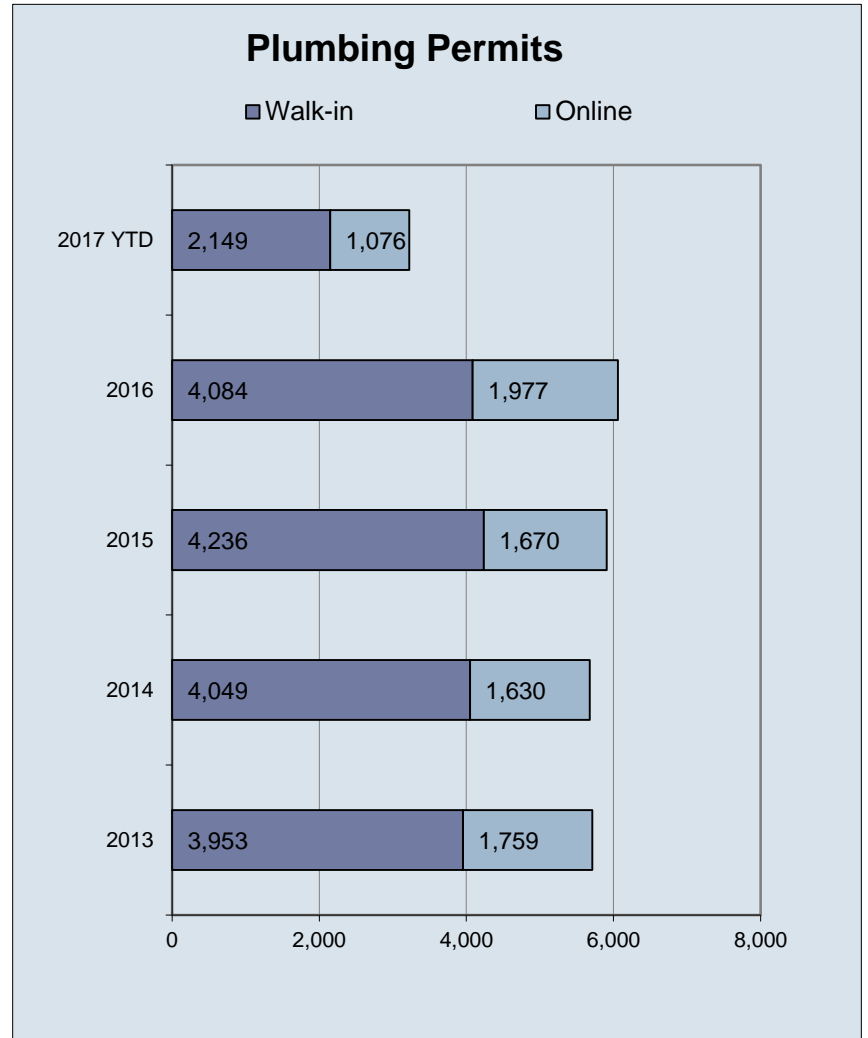
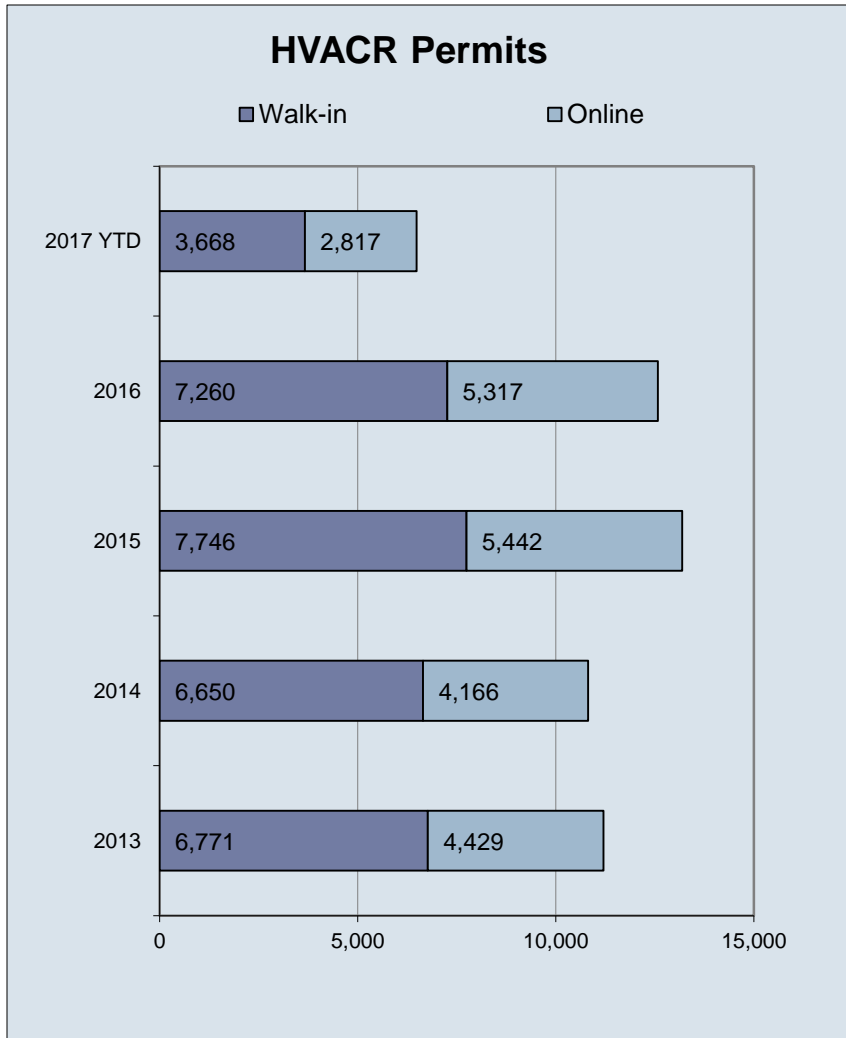
**New Dwelling Units -vs- Other Residential Permits  
10 Year Trend**



|                             | 2008   | 2009   | 2010   | 2011   | 2012   | 2013   | 2014   | 2015   | 2016   | 2017 YTD |
|-----------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------|
| ■ New Dwelling Units        | 405    | 576    | 580    | 525    | 1,027  | 1,024  | 1,133  | 1,378  | 1,072  | 728      |
| ■ Other Residential Permits | 2,037  | 1,755  | 1,791  | 1,736  | 1,848  | 1,833  | 1,818  | 2,086  | 2,097  | 1,171    |
| Total Permits Issued        | 12,556 | 11,569 | 13,384 | 13,721 | 15,121 | 14,963 | 15,286 | 16,653 | 15,994 | 8,455    |



# Permits – Plan Review



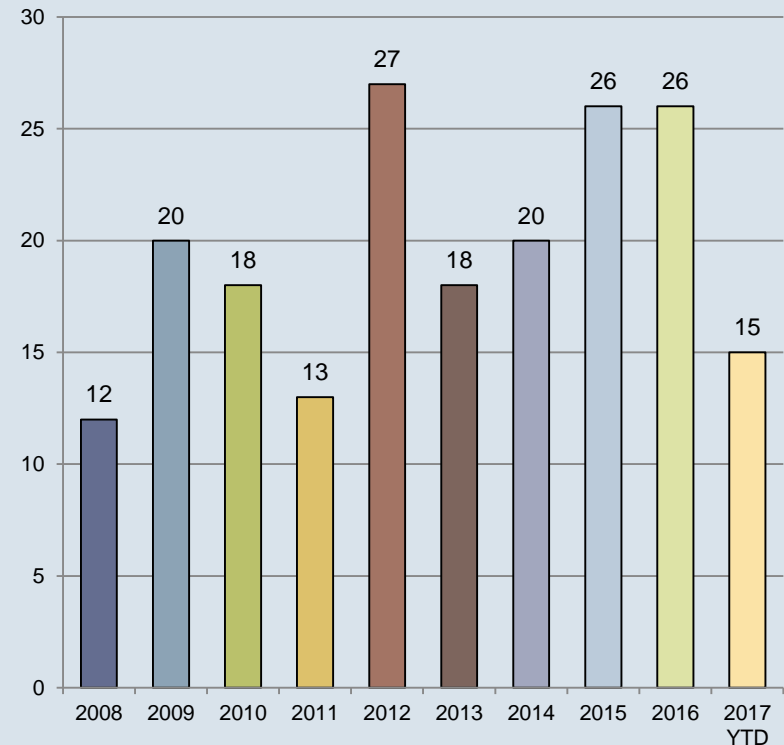
# Permits – Plan Review

## ACCESSORY DWELLING UNITS

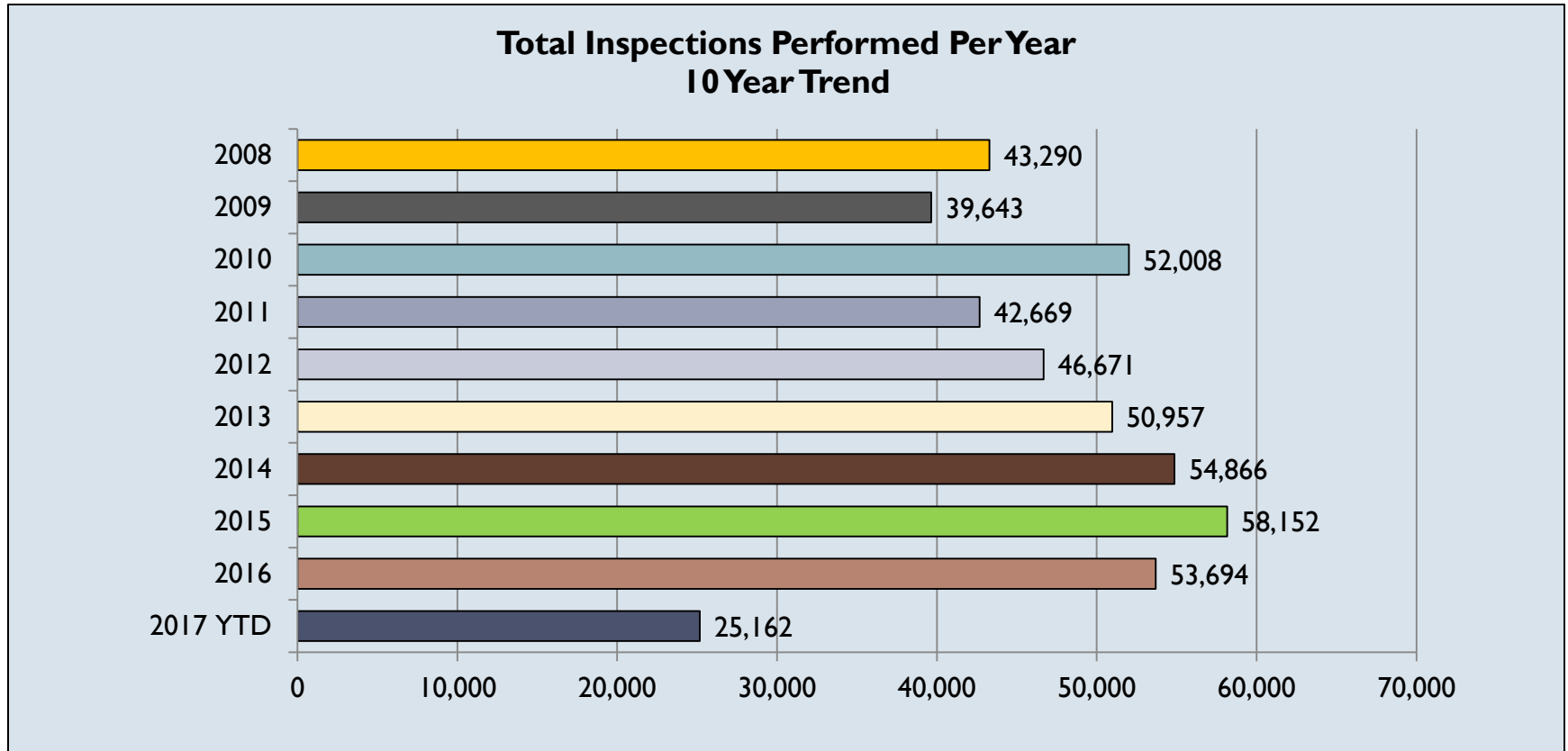
In 2007 Council passed legislation providing property owners the ability to construct accessory dwelling units (ADUs) on parcels zoned for single-family homes. The total number of accessory dwelling units issued in unincorporated NCC shall not exceed 0.4%, or approximately 420 units. To date, 219 ADU permits have been issued.

In April 2017, County Council passed legislation raising the amount of ADU's in New Castle County from 0.2% to 0.4%. Prior to this legislation, no more ADU's were permitted to exist in NCC.

**Total ADU Permits Issued Per Year**



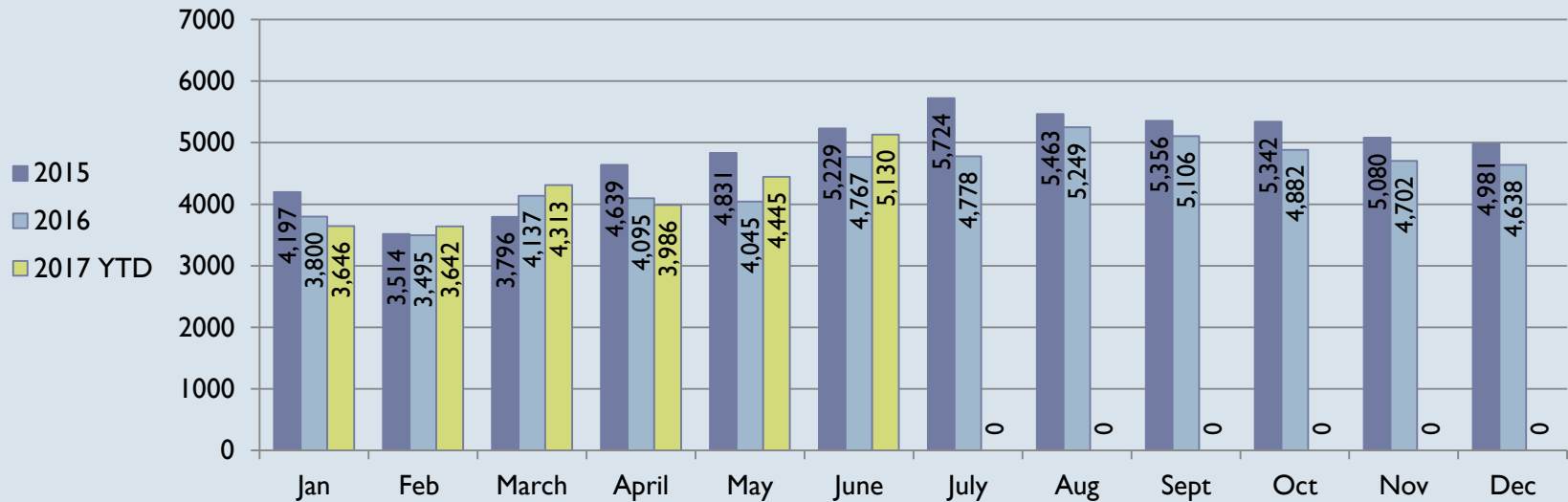
# Inspections – Building Inspectors



This chart represents the total number of building inspections completed in a given calendar year.

# Inspections – Building Inspectors

## Inspections Performed Per Month - 3 Year Comparison

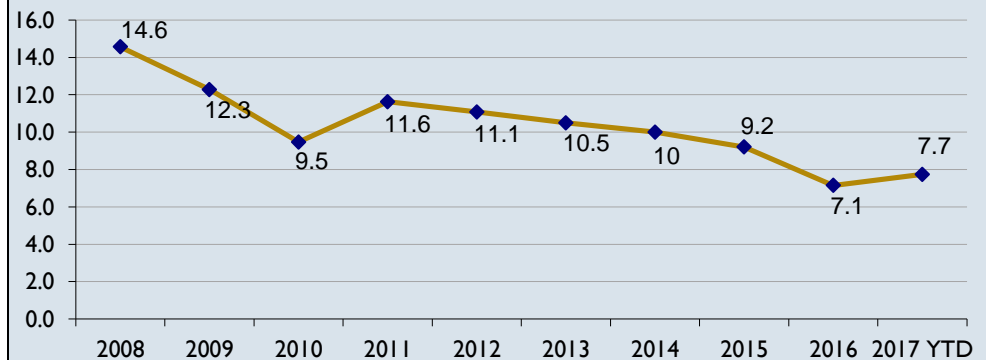


The point system used by the Inspections Section ensures an efficient use of an Inspector's time and allows more inspections to be scheduled than in the past.

### INSPECTION POINT VALUE SYSTEM

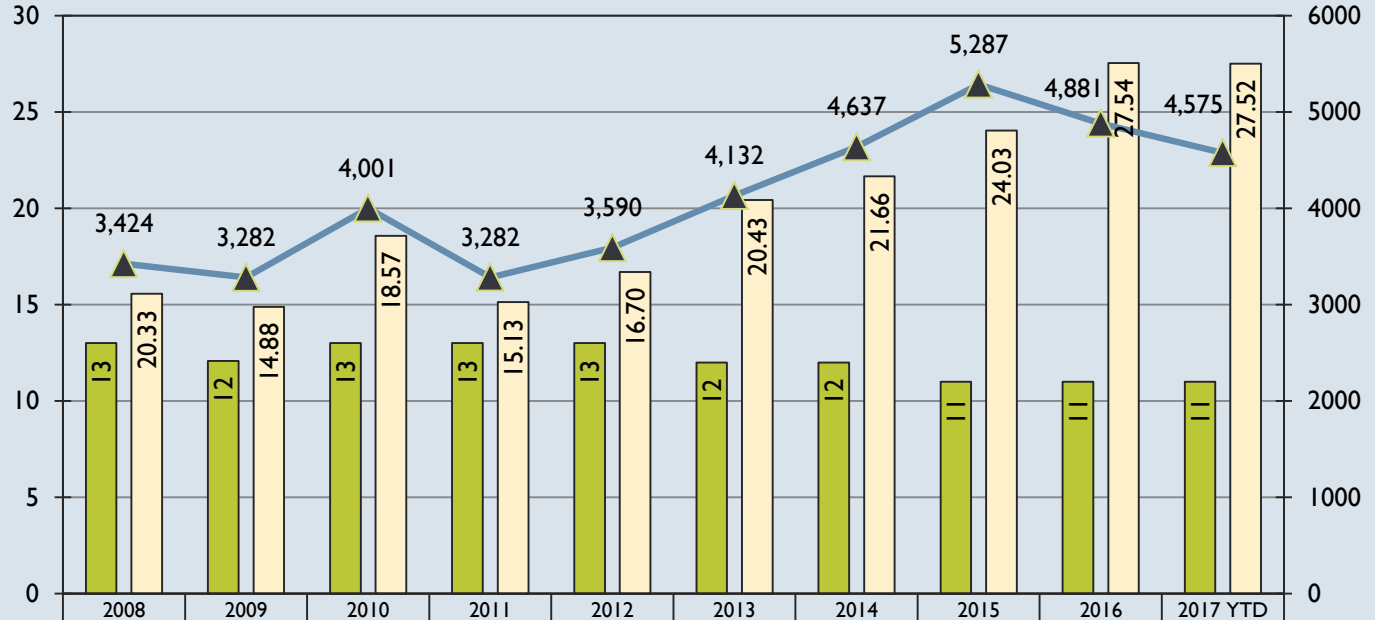
- ▶ P-015 Footing (7 points = 17 minutes)
- ▶ P-020 Foundation (5 points = 12 minutes)
- ▶ P-031 Exterior Framing (6 points = 14 minutes)
- ▶ P-032 Weather Barrier (8 points = 19 minutes)
- ▶ P-039 Gas test (5 points = 12 minutes)
- ▶ P-042 Close-in (11 points = 26 minutes)
- ▶ P-043 Insulation (7 points = 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



# Inspections – Building Inspectors

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

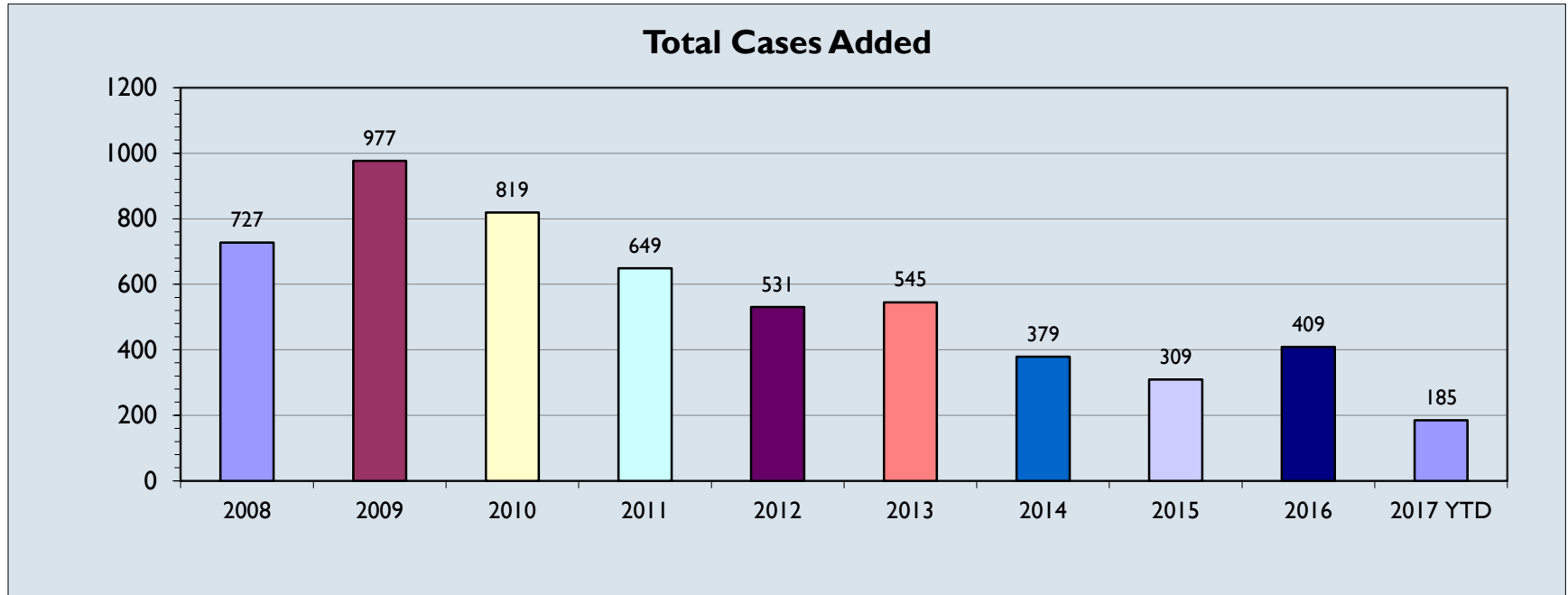


|                                     |       |       |       |       |       |       |       |       |       |       |
|-------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Avail. Staff                        | 13    | 12    | 13    | 13    | 13    | 12    | 12    | 11    | 11    | 11    |
| Inspection avg per day              | 15.56 | 14.88 | 18.57 | 15.13 | 16.70 | 20.43 | 21.66 | 24.03 | 27.54 | 27.52 |
| Avg. inspections per insp. per year | 3424  | 3282  | 4001  | 3282  | 3590  | 4132  | 4637  | 5287  | 4881  | 4575  |

This chart represents the total number of inspections performed annually by available inspectors, along with their daily average.

Currently, the Inspections section has twelve full time inspectors on staff. The available staff is reduced at this time due to work related injuries. Of the twelve inspectors on staff, one is out due to an injury that occurred in October 2015 and another has a reduced workload due to an injury which occurred in December 2014.

# Inspections – Cases

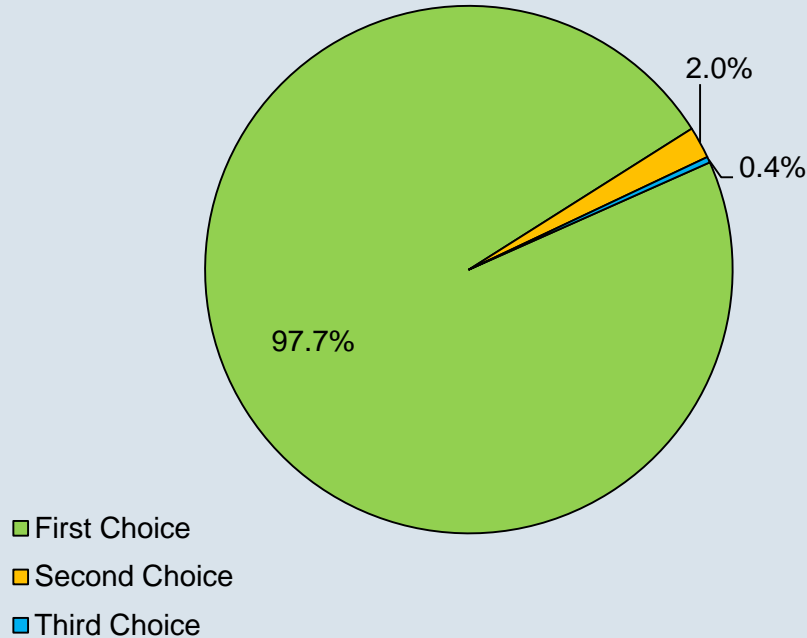


Cases are created by Building Inspections as a result of complaints submitted through the website or x5555, County Council, the Union, directly from the Building Inspector, or other departments and agencies. In an effort to better track emergency response inspections, those situations also result in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

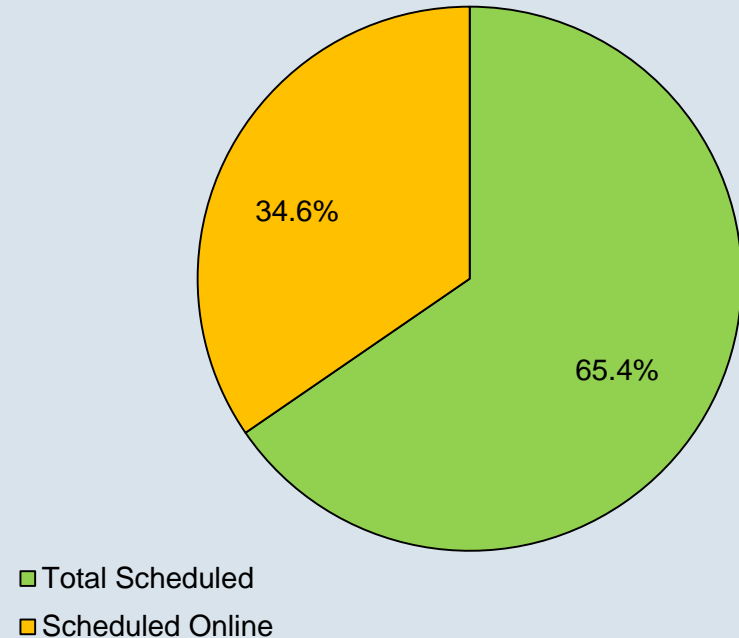
# Inspections – Customer Service

### Inspection Scheduling Request



When a customer calls in requesting an inspection, they are asked when they would like their inspection. As you can see, most of the time their request is accommodated. This statistic does not include inspections which are scheduled using our online system.

### Inspections Scheduled Online -vs- x5515



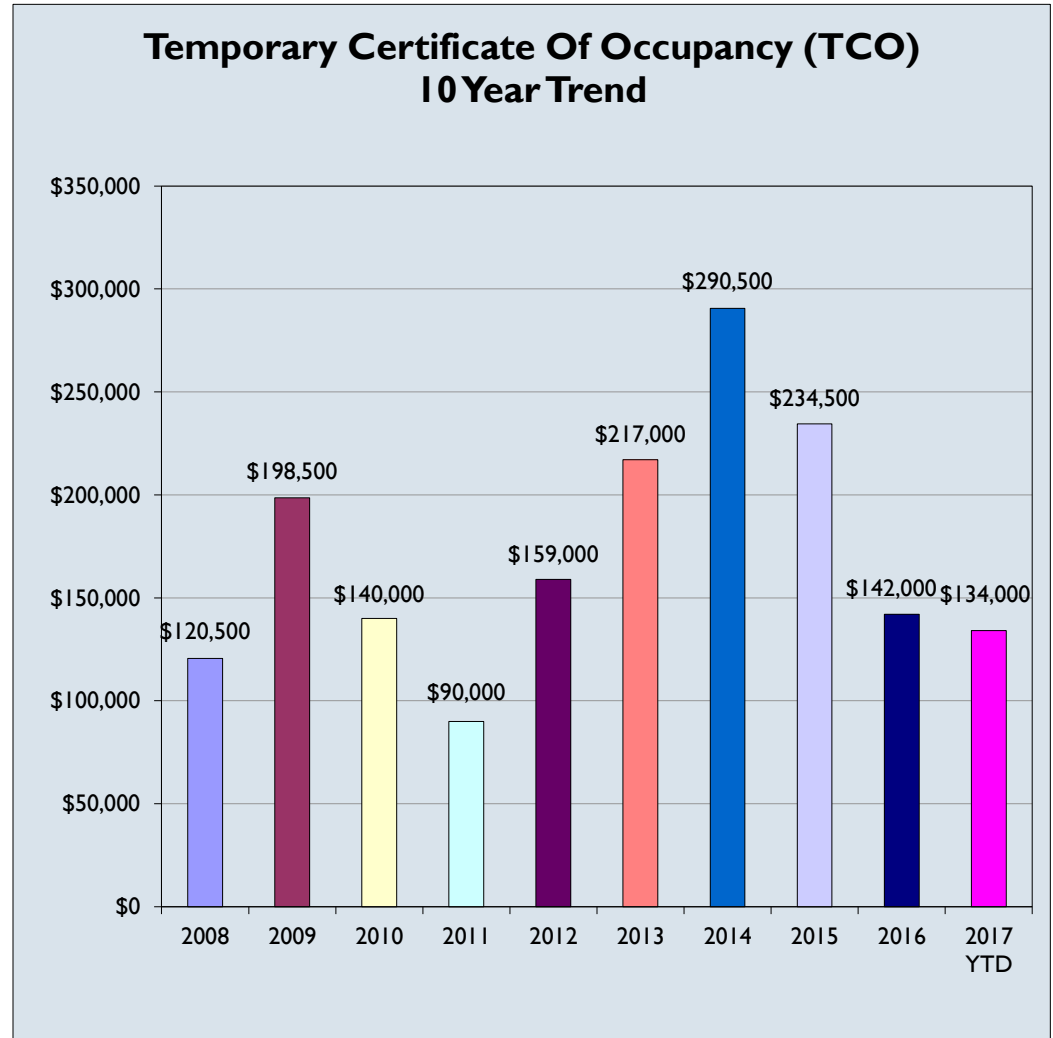
Currently, we offer the ability to schedule online. Normally, the number of inspections scheduled by the web is approximately one third of the total inspections scheduled.

# Inspections - Temporary Certificates of Occupancy



Christiana Care's new visitor parking garage is one of 46 new projects aided by the TCO process in 2017 to date.

From 2000 to present, \$2,741,098 has been collected through the TCO process.





# 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                 | 8              | 4              | 13         |
| 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>55</b>      | <b>30</b>      | <b>105</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, 70 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 states 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 2/17)