



“Avenue North” Rendering

# New Castle County Department of Land Use

Licensing Monthly Report: November 2018

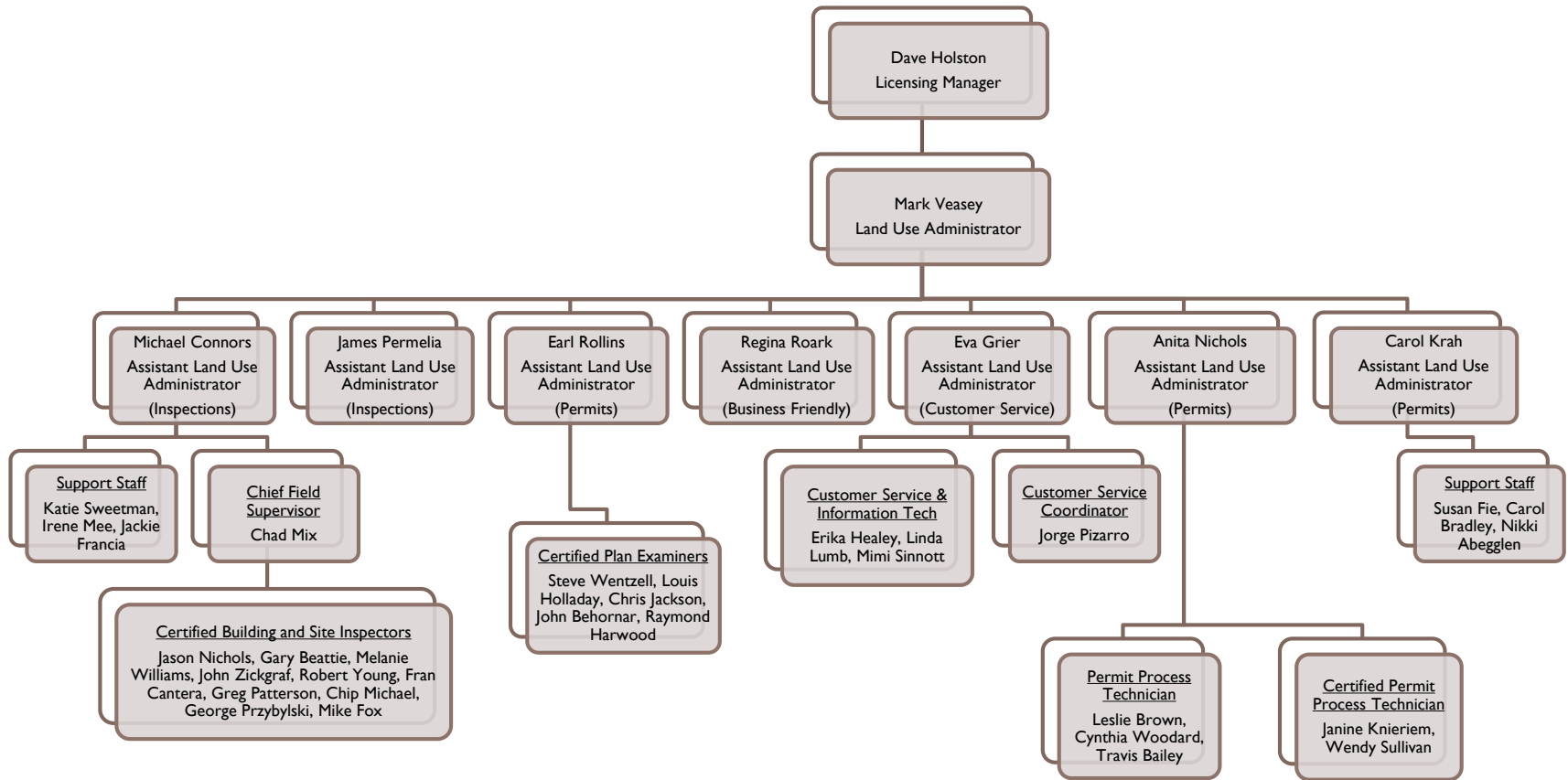
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# Licensing – Staff



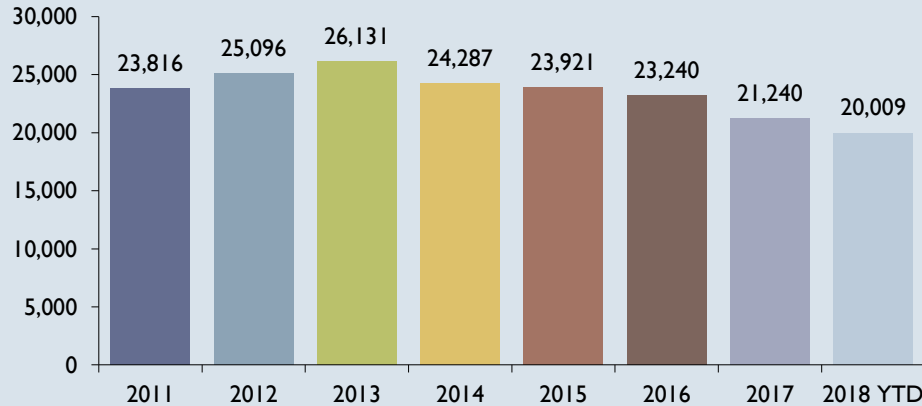
# Licensing – Active Project List

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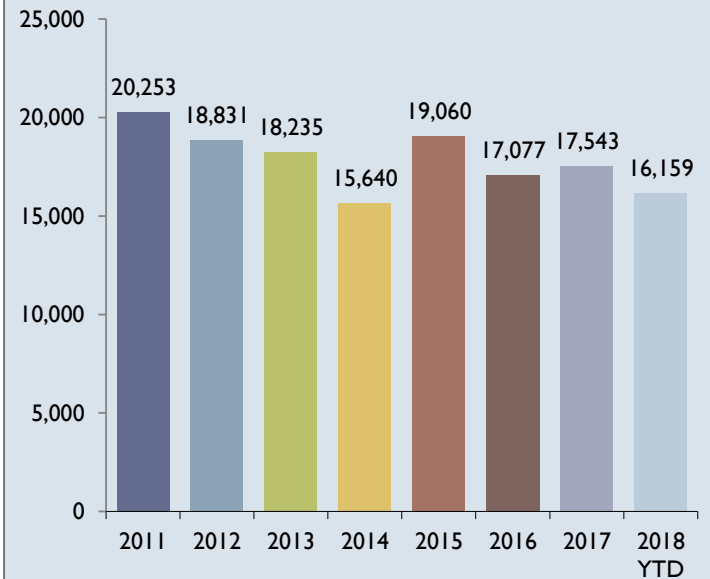
- ▶ **IAS Accreditation** is currently being pursued by the department which is a **process** by which an accredited third party reviews the building department to ensure we are **performing** at the highest level related to ethics, performance and customer service.
  - ▶ Currently, Plan Review and Building Inspections has **begun the process** of creating service goals which measures our **performance** related to timeliness, quality and professionalism.
- ▶ The department is **fully engaged** in the 2018 Code Adoption process to update to the most-recently published codes which helps **maintain** ISO Rating 3 and assists us with our IAS review.
- ▶ Land Use is working **to implement** ICC's High School Technical Training Program. This program **helps students** on a career path in the construction industry to gain code knowledge which can be used in the building environment. This training will also open additional career paths for the department. Currently, six staff members attended a Vo-Tech school
- ▶ The Department is currently working to **implement** legislation passed to allow Inspections the ability to apply fees/fines to tax bills, otherwise known as the “**Super Lien**” bill.
- ▶ Create **info sheet** which can be included with ePlans records to assist applicants, specifically homeowners, once their permit is issued. Currently, permits issued in-house receive **one-on-one** service from plan review staff to review inspections, project specific information, and reviews by third-parties.
- ▶ An effort to **relocate** Building Inspections to bring the entire department into a single area and **better utilize** our existing square footage is underway.
- ▶ Create **automated** process to allow for contractor licenses to be **completed electronically** and/or update records in Hansen.
- ▶ Update policy to **eliminate** the requirement to hold a hearing within 10-days of the posting for conditions where the property owner **isn't disputing** the unsafe condition
- ▶ 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)
- ▶ Currently in process of issuing **Violation Notices** for expired **elevator certificates**

# Licensing – Customer Service

**Annual Walk-In Customers**



**Telephone Calls Answered Annually**

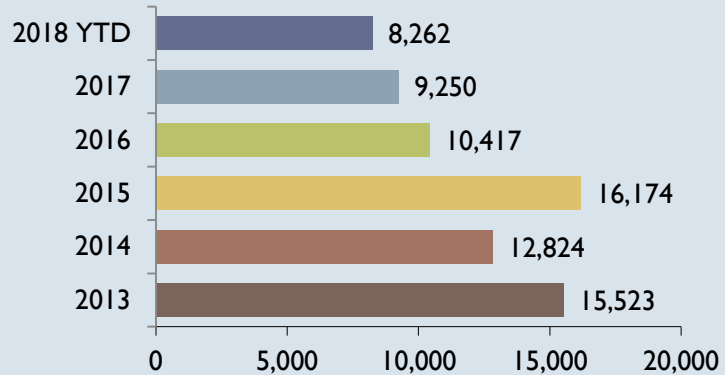


Telephone Calls Answered This Month	1,197
Average Telephone Wait Time (Seconds) This Month	120
Walk-In Customers This Month (trending down since October)	1,309
Email Requests For Service This Month	243

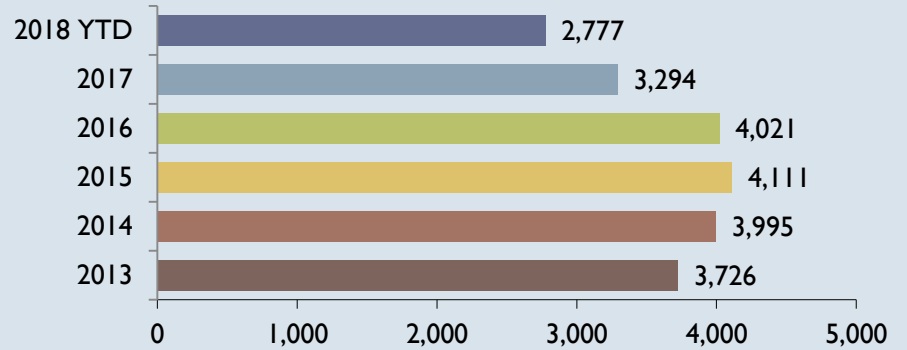
In 2007, the Department initiated an auto-attendant system in an effort to provide greater customer service.

# Licensing – Support Services

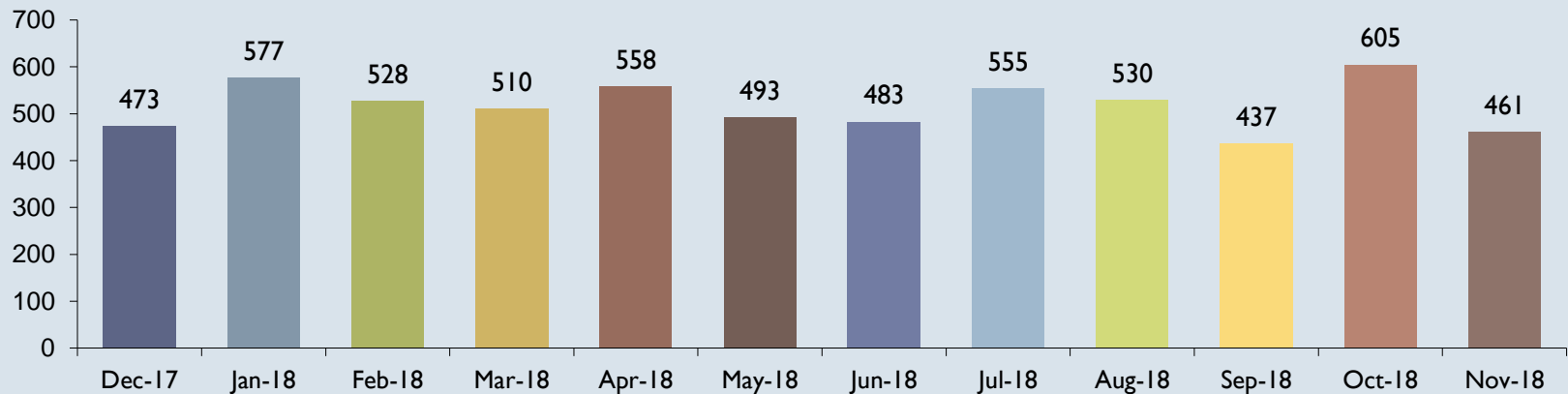
**Phone Calls To Schedule an Inspection (x 5515)**



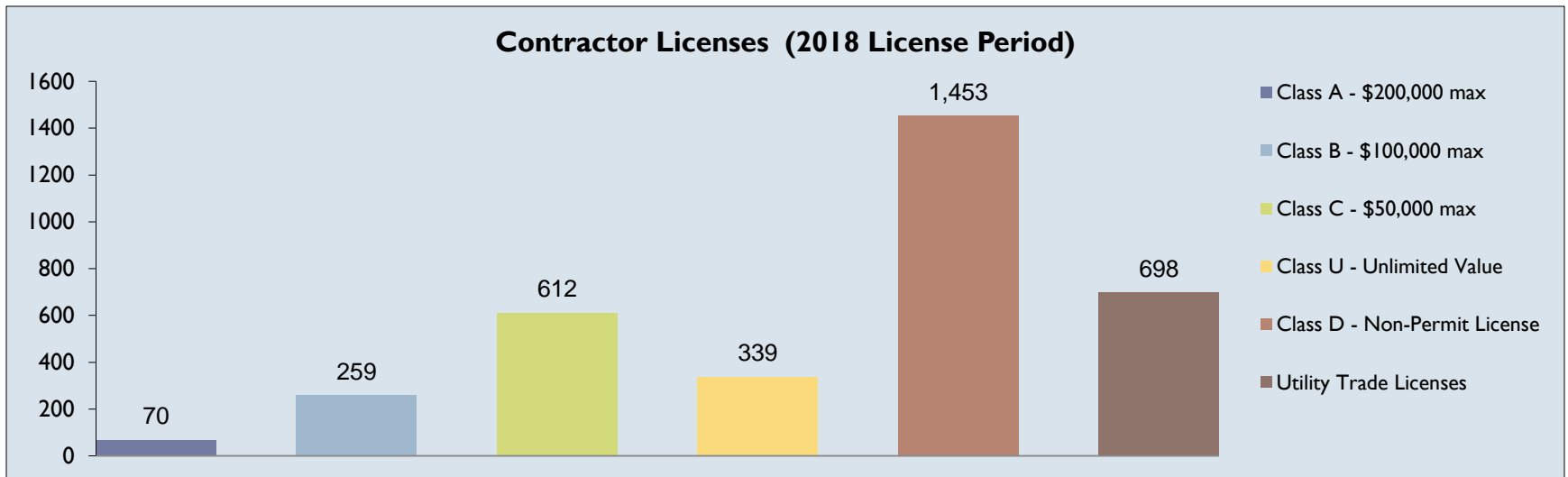
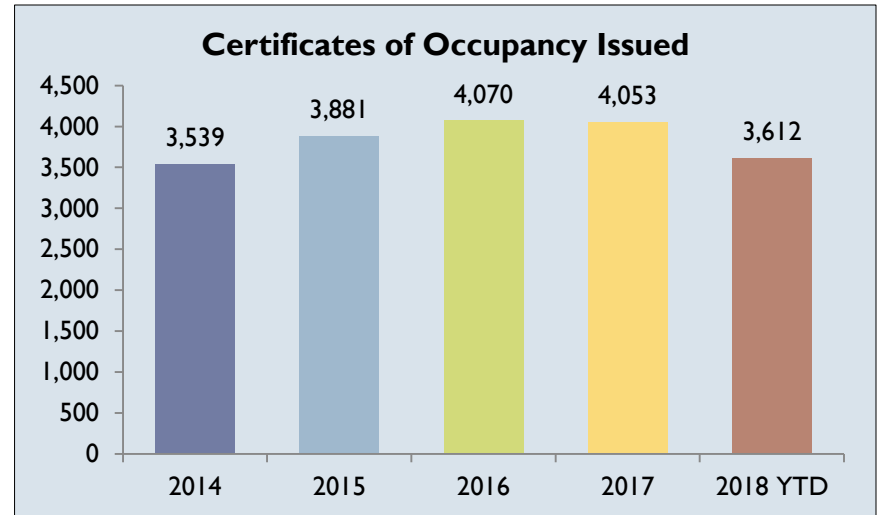
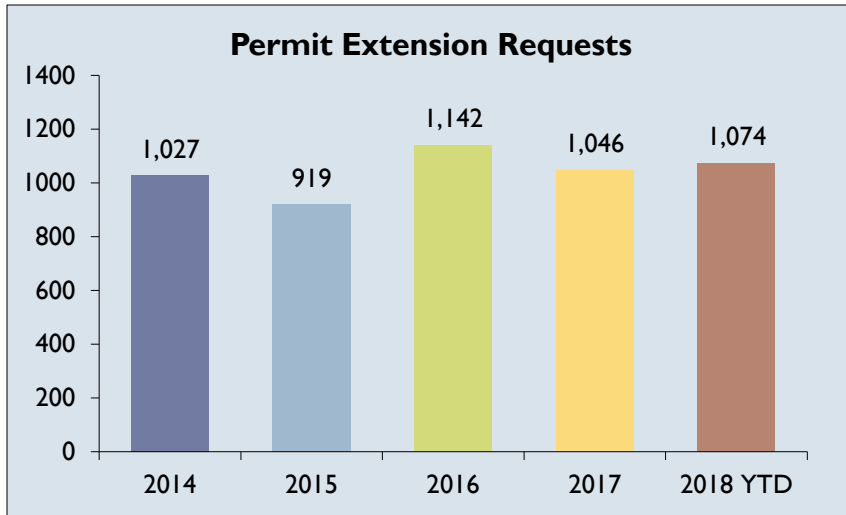
**Walk-In Customers For Support Services**



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



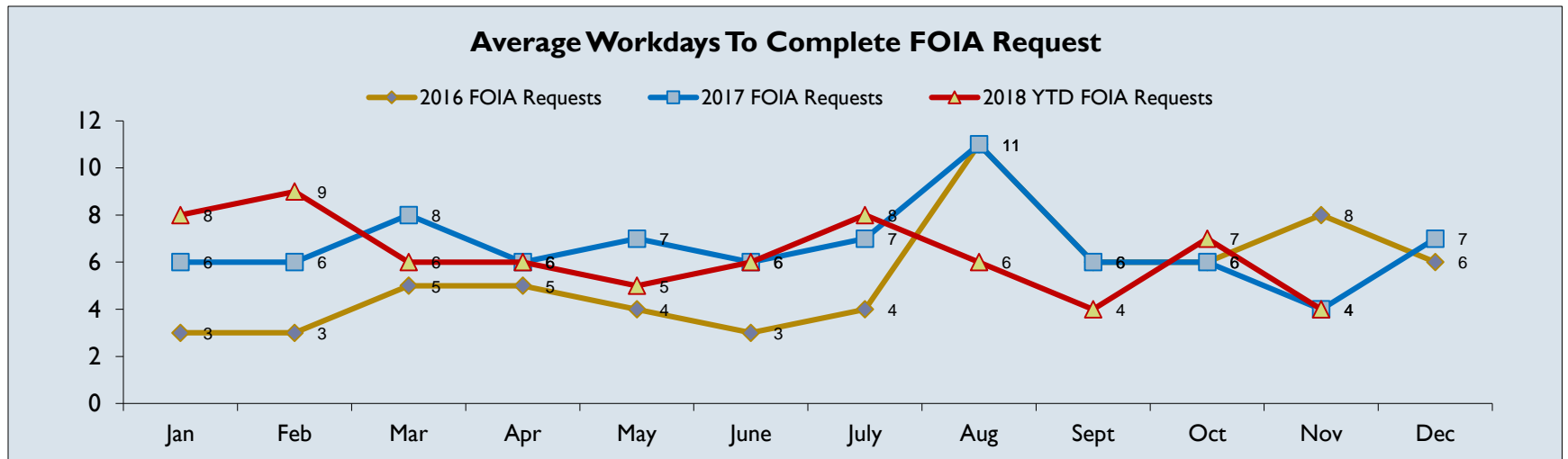
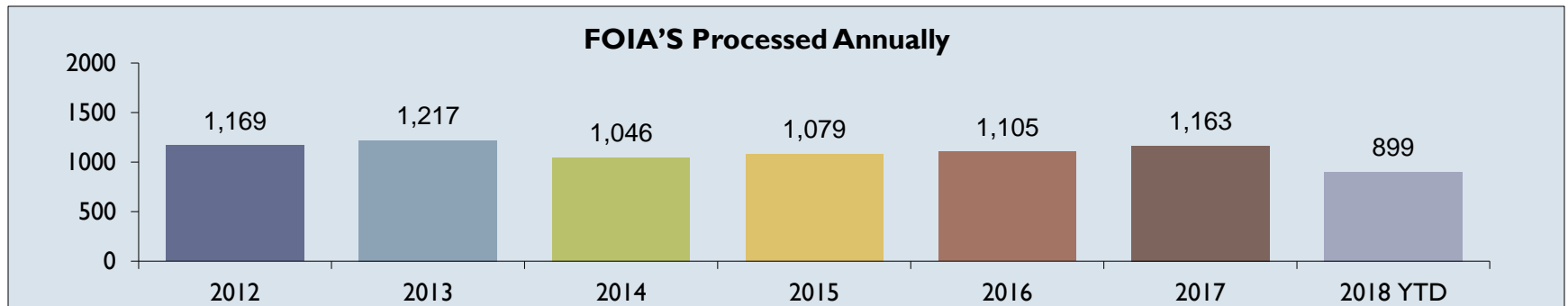
# Licensing – Support Services



# Licensing – Support Services

## REQUESTS FOR INFORMATION - FOIA's

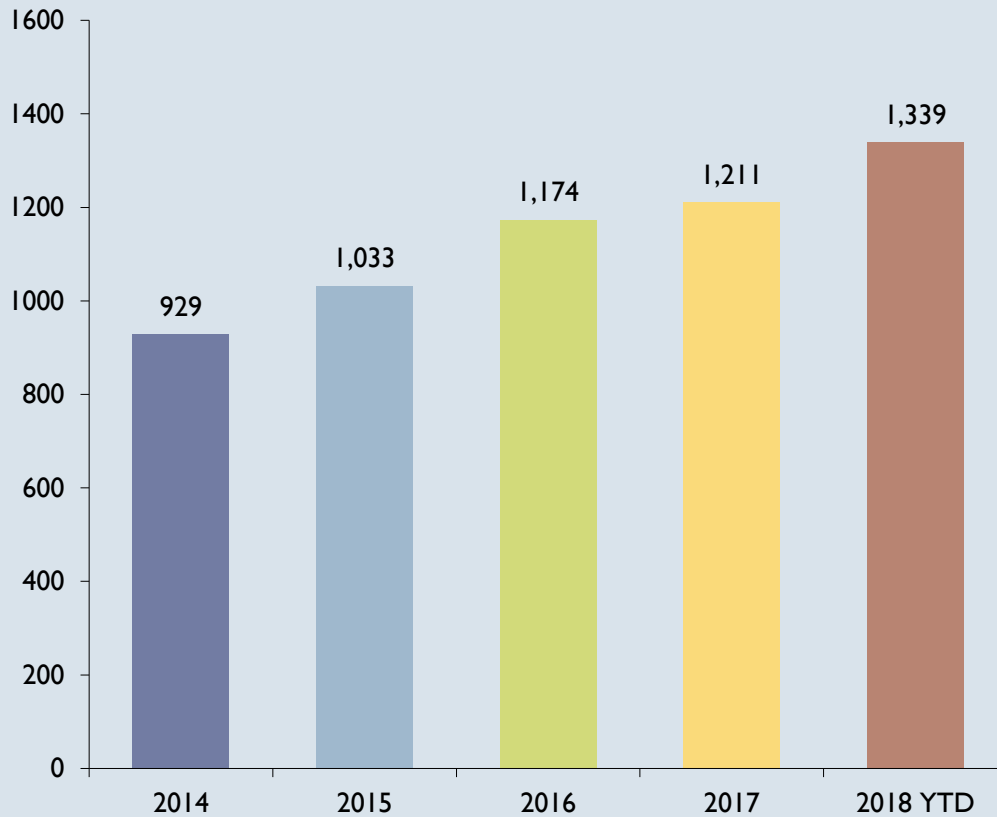
Requests for information from the Department fall under the Freedom of Information Act (FOIA). Support Services processes all requests to view or copy public records pursuant to the Delaware Code.





# Licensing – Support Services

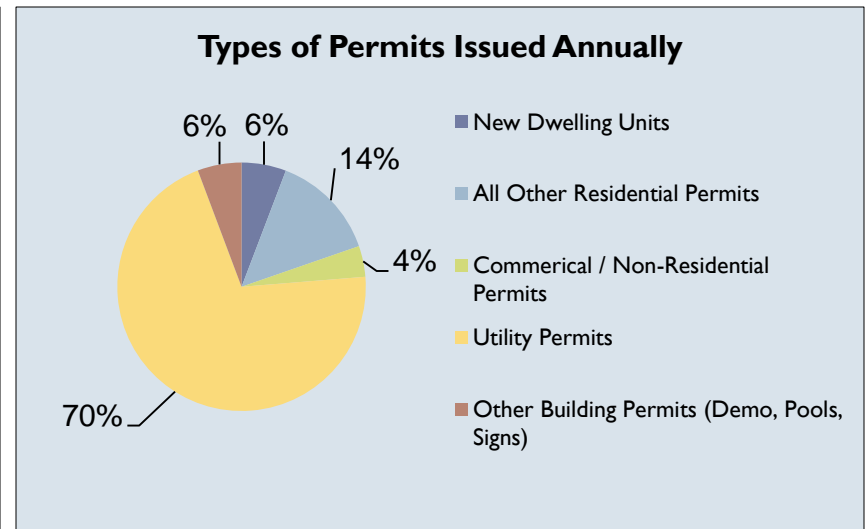
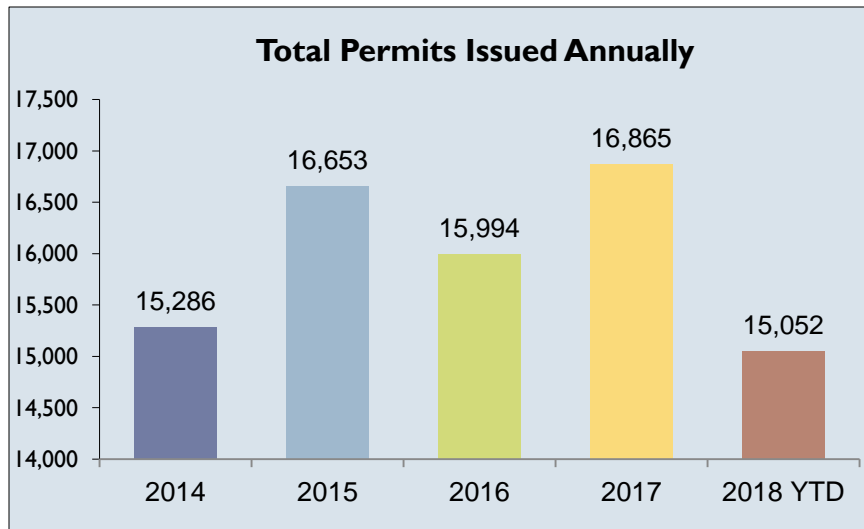
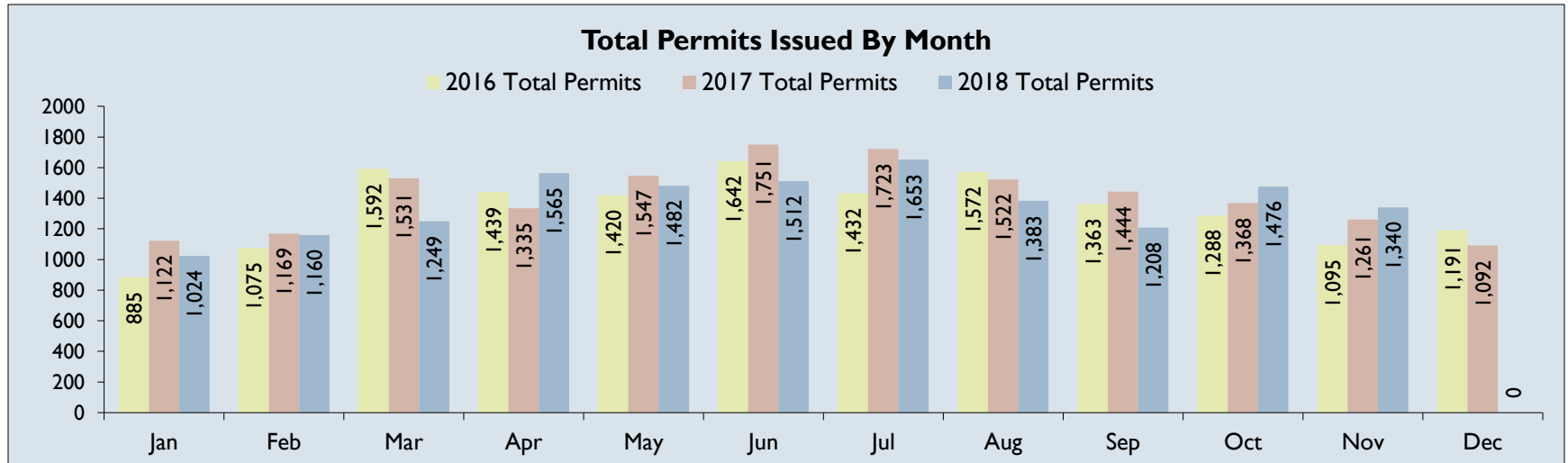
**Elevator Certificates Issued**



## 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.

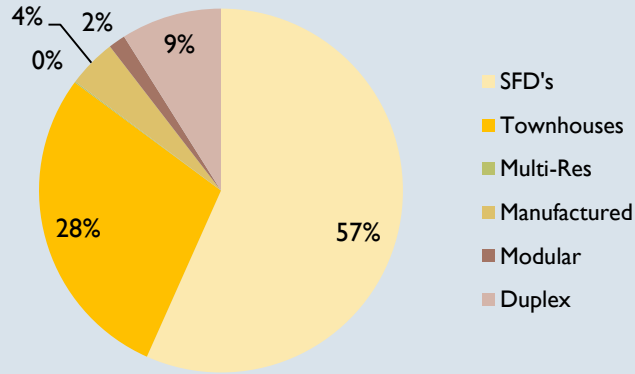
# Licensing – Permits



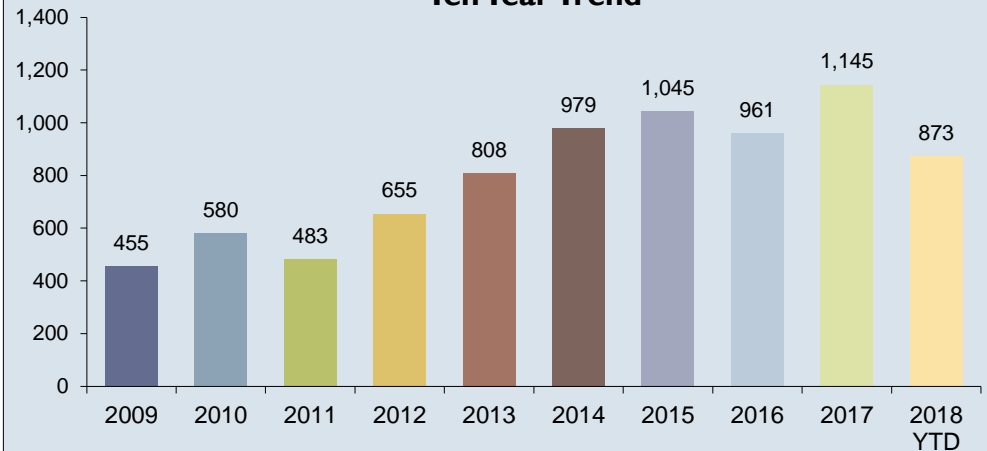
# Licensing – Permits

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

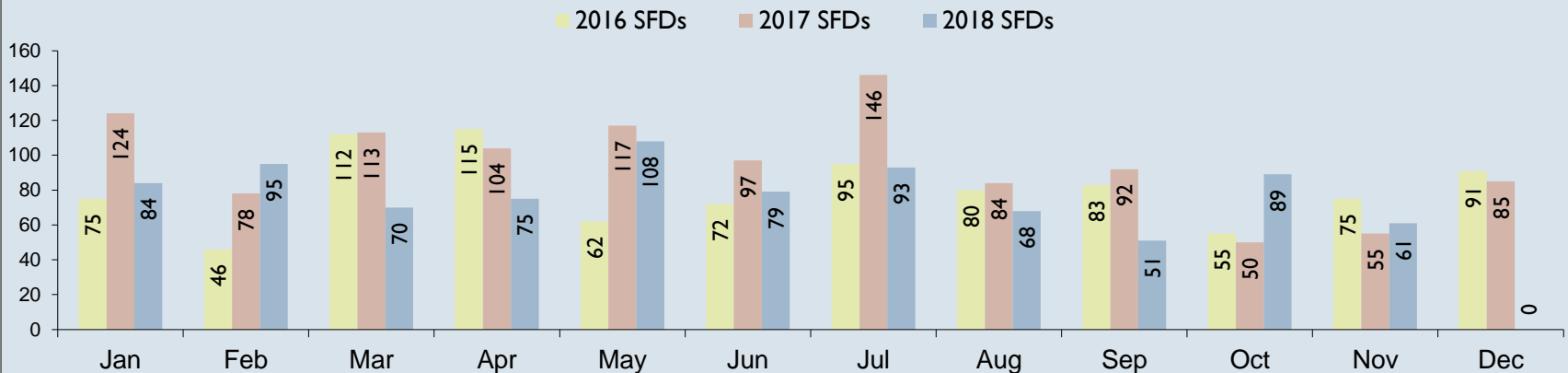
### Dwelling Permits by Type for 2018



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

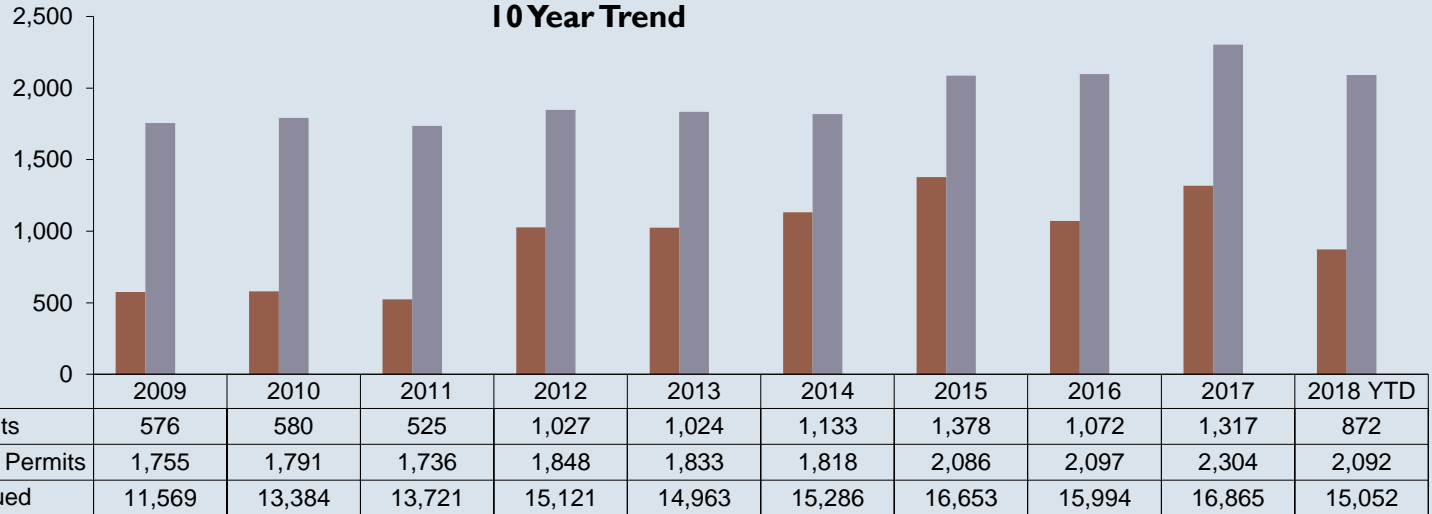


### Dwelling Permits Issued by Month (SFD's, Multi-Res Bldgs, Townhouses)



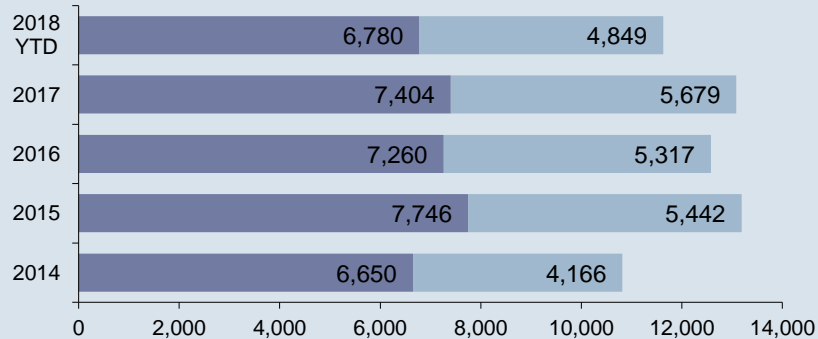
# Licensing – Permits

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



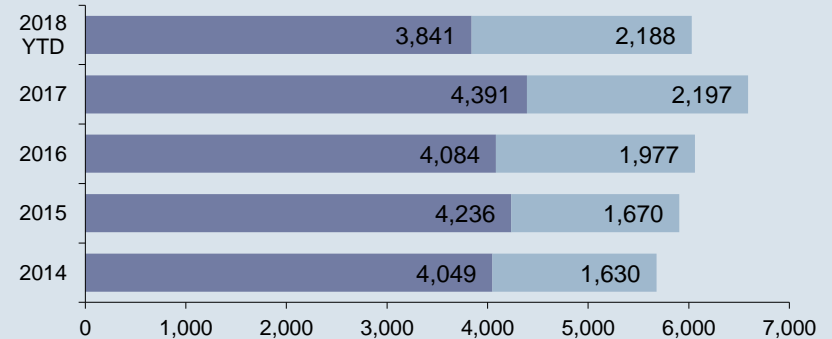
**HVAC Permits**

■ Walk-in ■ Online



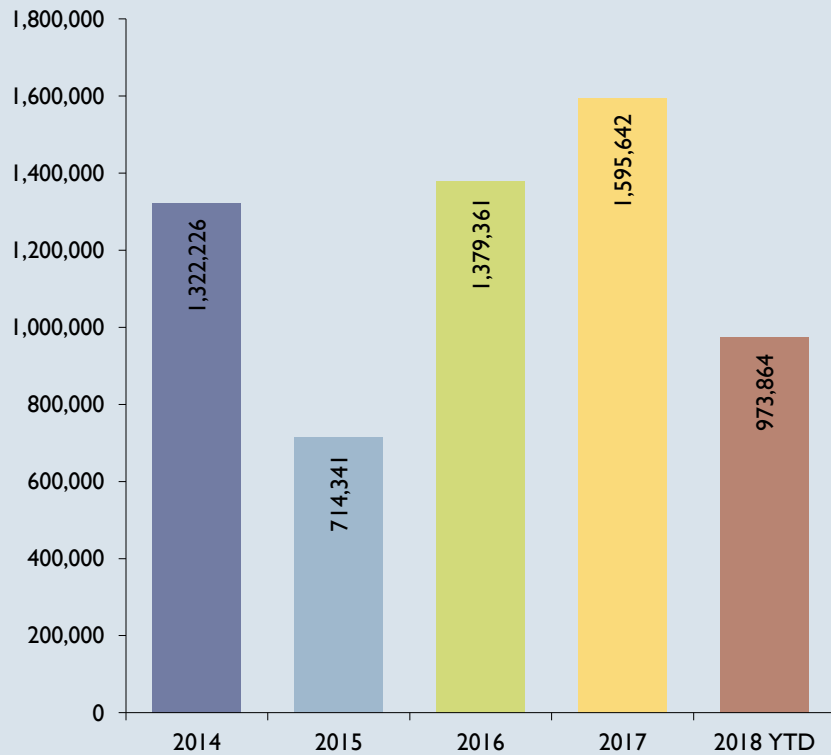
**Plumbing Permits**

■ Walk-in ■ Online

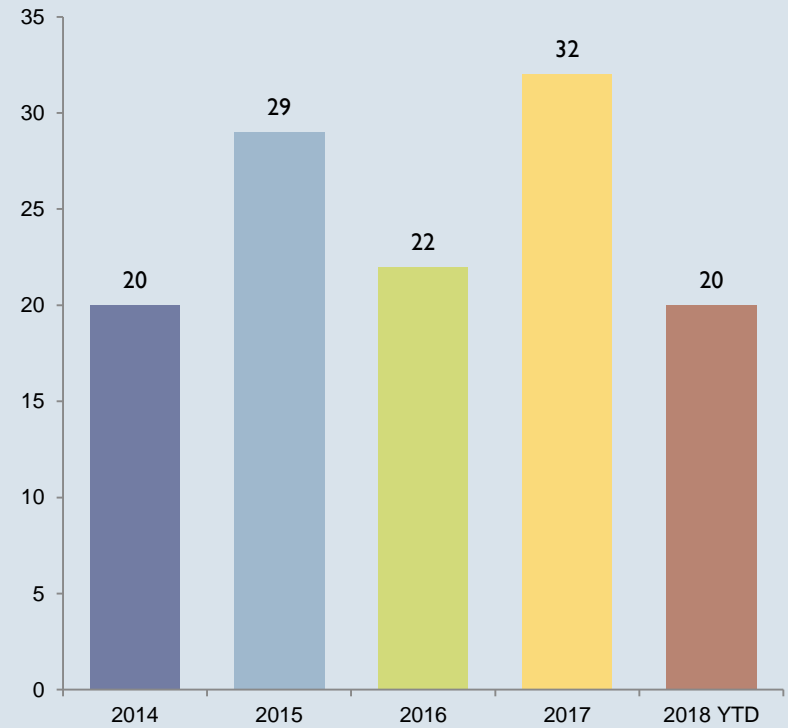


# Licensing – Permits

### Non-Residential Permitted Square Footage

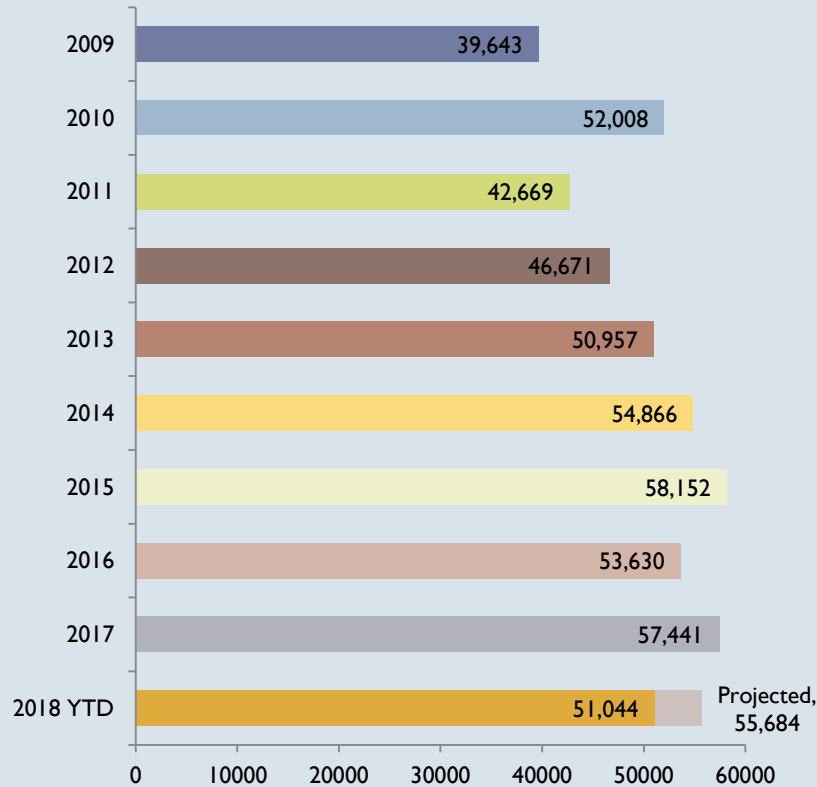


### Total ADU Permits Issued Per Year

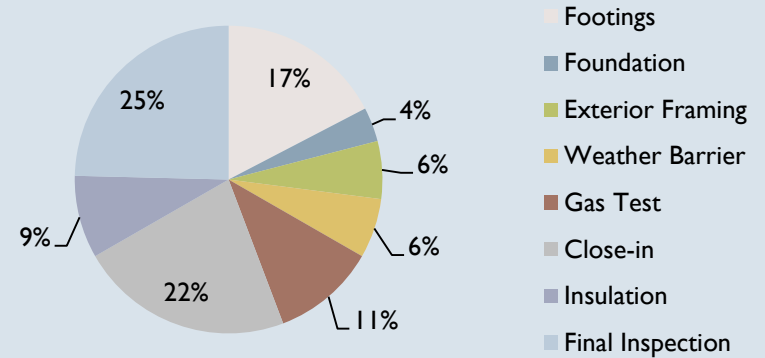


# Licensing – Building Inspections

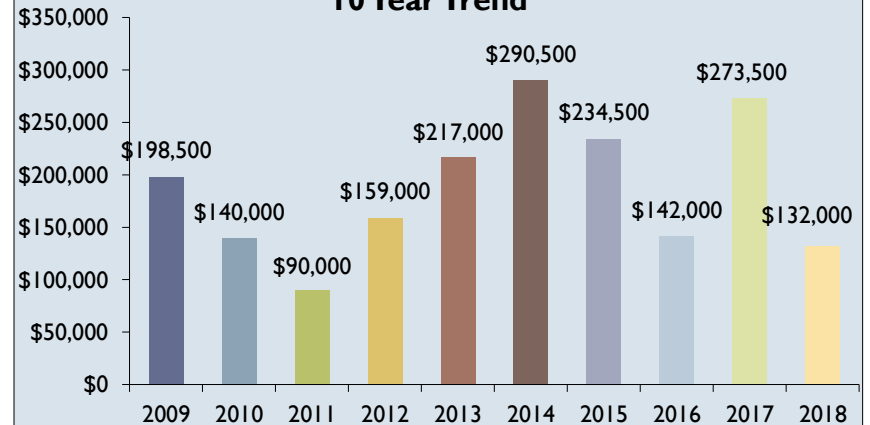
**Total Inspections Performed Per Year  
10 Year Trend**



**Most Common Inspections Performed in  
2018**

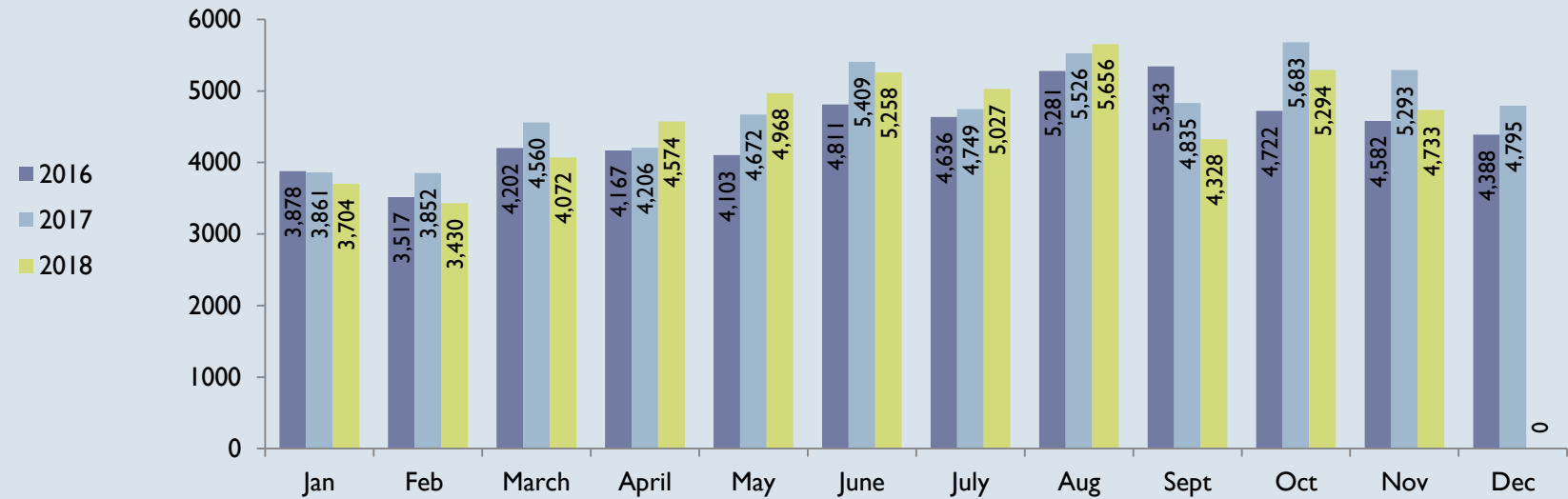


**Temporary Certificate of Occupancy  
10 Year Trend**



# Licensing – Building Inspections

### Inspections Performed Per Month - 3 Year Comparison

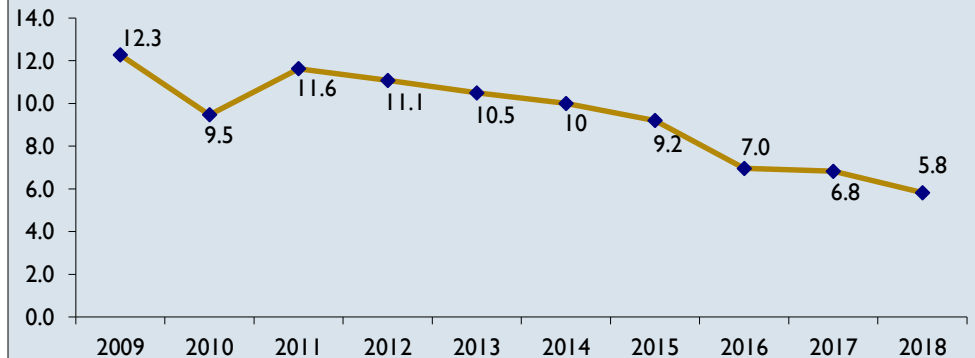


The point system used by the Inspections Section ensures an efficient use of an Inspector's time and allows more inspections to be scheduled than in the past.

#### INSPECTION POINT VALUE SYSTEM

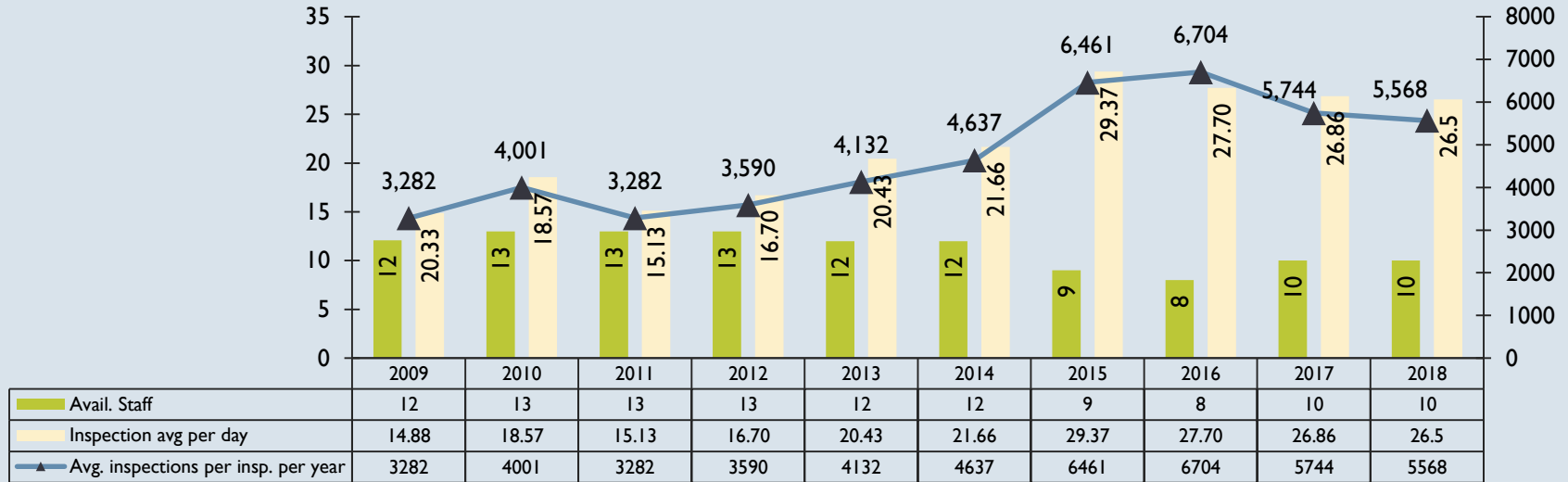
- ▶ P-015 Footing (7 points = 17 minutes)
- ▶ P-020 Foundation (5 points = 12 minutes)
- ▶ P-031 Exterior Framing (6 points = 14 minutes)
- ▶ P-032 Weather Barrier (8 points = 19 minutes)
- ▶ P-039 Gas test (5 points = 12 minutes)
- ▶ P-042 Close-in (11 points = 26 minutes)
- ▶ P-043 Insulation (7 points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

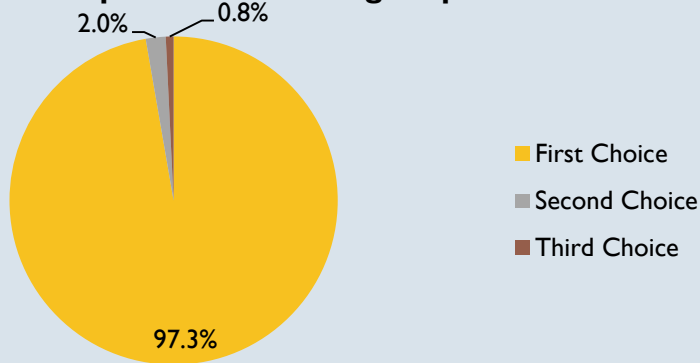


# Licensing – Building Inspections

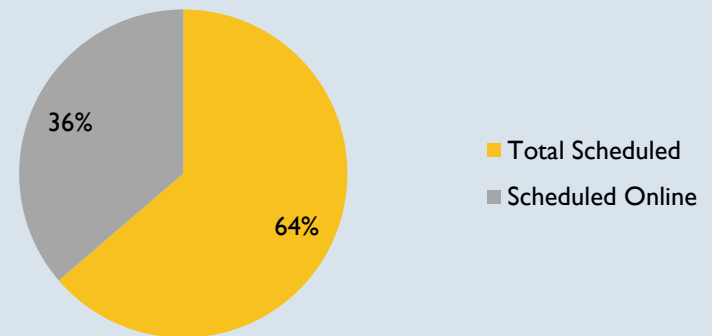
**Average Daily Inspections Performed by Available Inspectors (10 Year Trend)**



**Inspection Scheduling Request**

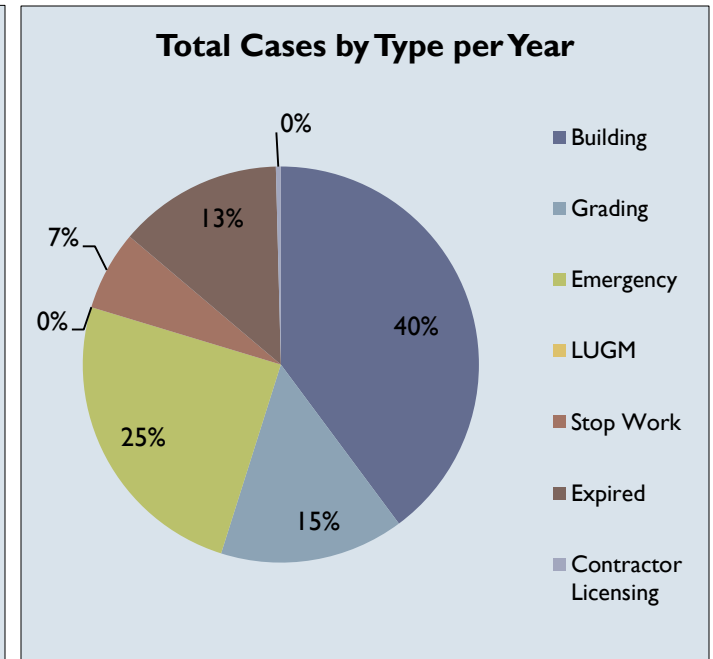
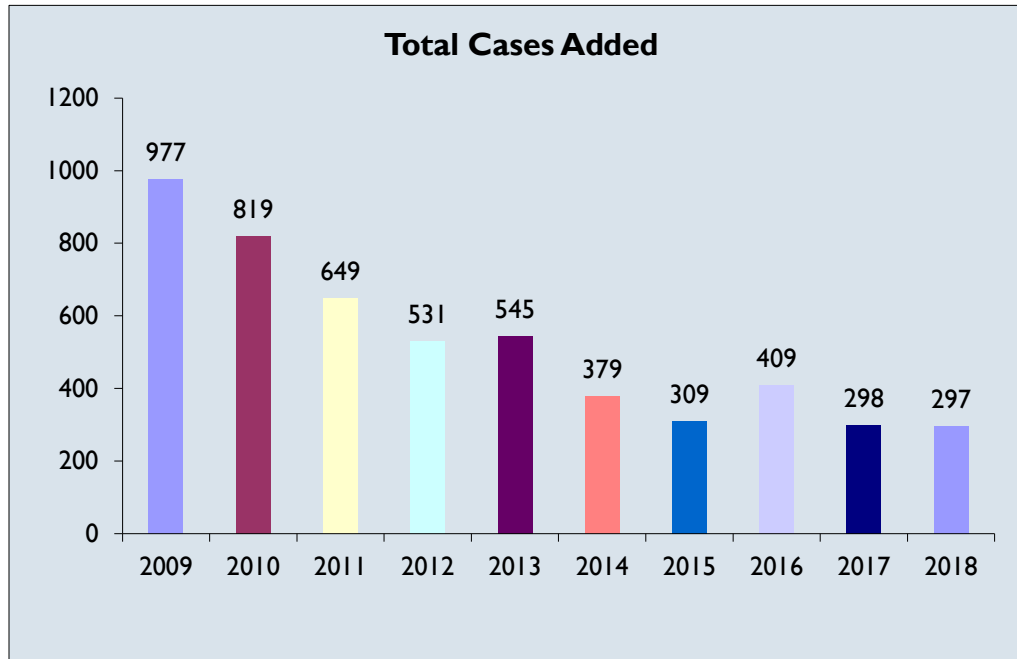


**Inspections Scheduled Online -vs- x5515**





# 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 track 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.

**Of all cases initiated by the public this year (either building or grading complaints), 27% have been closed after no violation was found to exist.**

# Licensing – ICC Certifications

Number of Staff Members with International Code Council Certifications					
	PPT (5)	Plan Examiner (5)	Inspector (11)	Supervisor (10)	Total
Number of employees with an ICC Certificate	2	5	11	8	26
# of State and International Code Council Certifications					
Building Inspector		3	11	5	19
Comm. Bldg.		2	11	5	18
Comm. Mechanical		1	9	4	14
Comm. Plumbing		2	10	4	16
Comm. Plan Examiner		4		4	8
Comm. Mechanical Plan Review		1			1
Comm. Plumbing Plan Review		1			1
Residential Bldg.		3	11	4	18
Residential Mechanical			1		1
Residential Plan Examiner			1	2	3
Residential Energy Inspector / Plan Examiner		1	4	3	8
Property Maint. & Housing Inspector		1		4	5
Permit Technician	2			4	6
Accessibility Inspector / Plan Examiner		5		2	7
Manufactured Home Inspector			2		2
Certified Construction Reviewer (CCR) by DNREC			11	4	15
<b>Total Certificates</b>	<b>2</b>	<b>24</b>	<b>71</b>	<b>45</b>	<b>142</b>

Plan Examiners and Inspectors are required to maintain certifications through the International Code Council (ICC). In CY2016, 314 training hours were completed by the staff. Additionally, 181 hours were completed in CY2017. In the current year, 502 hours of training have been completed to date.

# Division Accomplishments

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- ▶ Added a **feature** to the Permits section of the New Castle County web page which shows **growth trends** of single family homes in the County. This [heatmap](#) is helpful for real estate agents, businesses, and anyone interested in growth trends. (November 2017)
- ▶ 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. A [webpage](#) and information flyer were also created to further promote the program. (November 2017)
- ▶ 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’)
- ▶ 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. (October 2017)
- ▶ The **FOIA process** has been **revamped** and the **application modified** to provide greater convenience to the applicant. (April 18’)
- ▶ The process of obtaining **Certificates of Occupancy** and **Elevator Certificates** was automated. They are no longer mailed out, but rather are **viewable online** and automatically placed in Application Extender. (April 18’)
- ▶ Staff from Licensing **worked together** to recognize **Building Safety Month**. This effort included holding training **seminars** on the use of **Land Use technology**, disaster preparedness, and energy conservation, to name a few. (May 18’)
- ▶ Implemented the use of a **mobile app** called “**Safety Net**”. There may be times where field staff find themselves in **difficult** or **dangerous situations** and need instant contact with the office. This app **allows them** to simply press the icon on their phone and send a message, **with their location**, to the office asking for help. (February 18’)
- ▶ Create a **notification** process at time of permit issuance so homeowners are made **aware** a permit was issued on their parcel. (July 18’)