



Lorewood Grove Elementary School

# New Castle County Department of Land Use

Licensing Monthly Report: July 2019

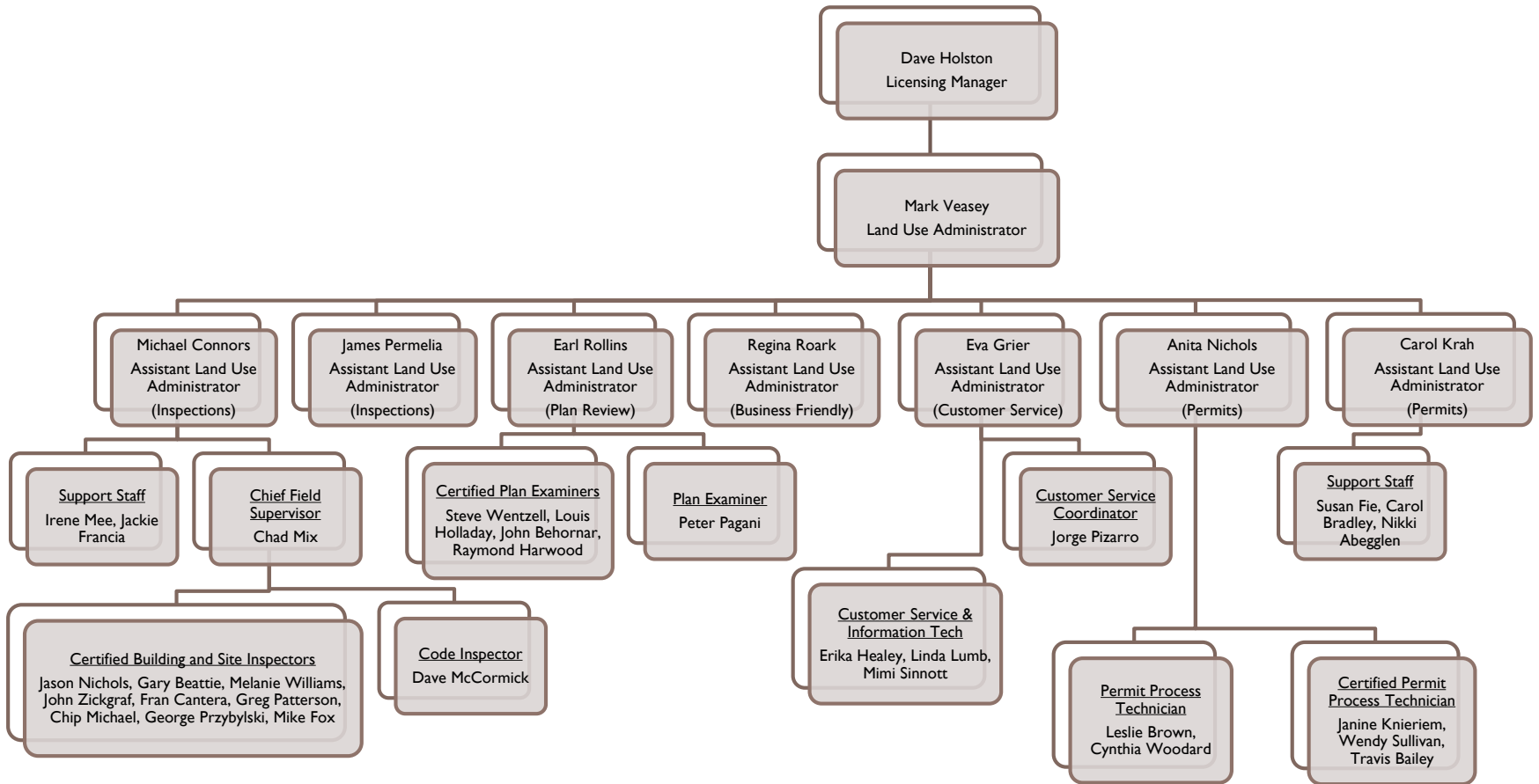
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# Licensing – Staff



# Licensing – Active Project List

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## Active

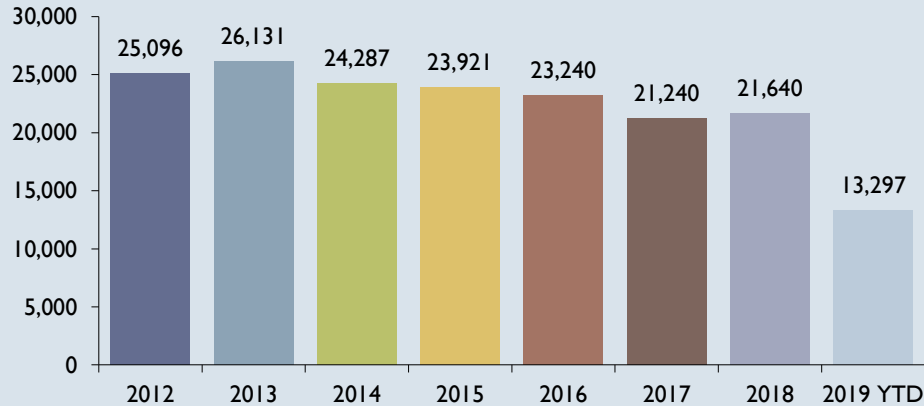
- ▶ Updating **Online Inspection Scheduling** system through the implementation of Selectron’s web scheduling software. Working with developer on business rules and visual design of web page.
- ▶ **IAS Accreditation** is currently being pursued by the department which is a process by which an accredited third party reviews the building department to ensure we are performing at the highest level related to ethics, performance and customer service.
  - ▶ Currently, the Division has begun the process of **creating** service goals which measures our performance related to timeliness, quality and professionalism.
- ▶ **ICC’s High School Technical Training Program (HSTTP)** is an ongoing effort which helps students on a career path in the construction industry to gain code knowledge which can be used in the building environment. This training provides students the ability to gain valuable ICC certifications while also opening their eyes to additional career paths. Currently, Hodgson Vo-Tech (2018-2019 school year) is participating in the HSTTP with hopes of adding additional schools this coming year.
  - ▶ **Upon completion** of this years’ curriculum, a test was given to assess the students’ knowledge of the International Residential Code. This year, of the 15 students who took the exam, all 15 **passed** with a score of 80% or better.
- ▶ Working on events/partnerships associated with **Building Safety Month**. Currently, the division is speaking with Home Depot and YMCA of Delaware to see what options exist to educate the public about building and swimming pool safety.
- ▶ An effort to **reconfigure Land Use** is ongoing to bring the entire department into a single area and create a more protective separation between staff and the general public. This vision would also look to create **designated conference rooms** and a new kitchenette.
- ▶ Working with IS to create an **online payment system** for licensed contractors. The creation of this feature will allow the division to move one-step closer to allowing license renewals to occur via email and reduce the number of visitors to the department. Avolve Technologies has also inquired about making this process fully automatic by allowing applicants to update database records.

## Coming Soon.....

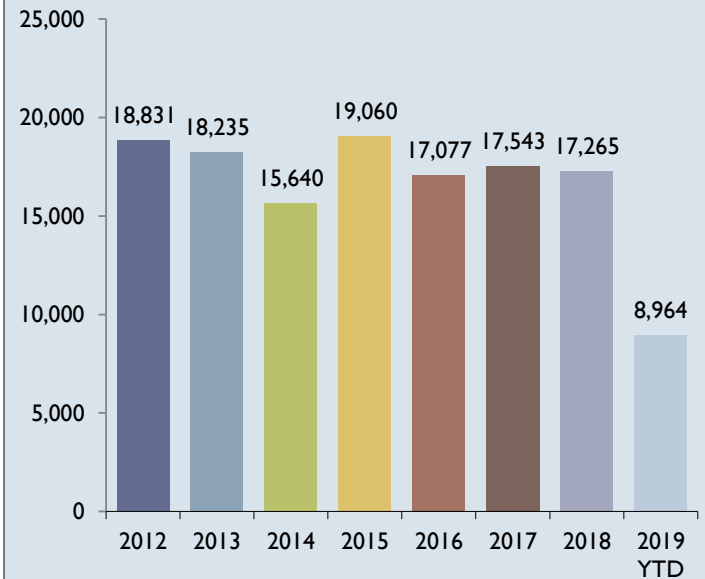
- ▶ Initiate a process for applicants of commercial buildings and large-scale fit-outs to provide a **Fire Plan Layout** which can be shared with local emergency response agencies. This information would be beneficial to first responders to better understand the layout of a structure in route to an emergency.
- ▶ Create **ePlans info sheet** which can be included after an ePlans submission is completed. This info sheet would look to replace the valuable information staff currently share with applicants, specifically homeowners, once their permit is issued.

# Licensing – Customer Service

**Annual Walk-In Customers**



**Telephone Calls Answered Annually**

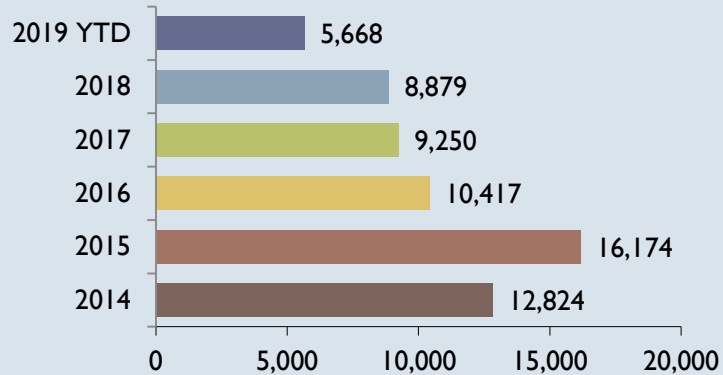


Telephone Calls Answered This Month	1,205
Average Telephone Wait Time This Month (trending ↑)	1:30
Walk-In Customers This Month (trending ↑)	1,699
Email Requests For Service This Month	289

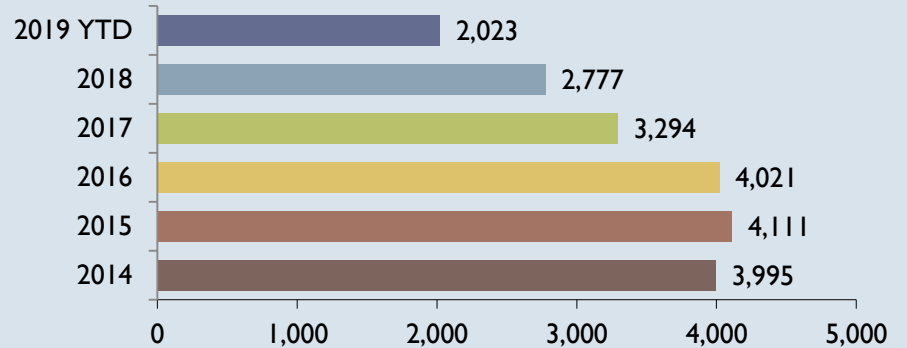
In 2007, the Department initiated an auto-attendant system in an effort to provide greater customer service.

# Licensing – Support Services

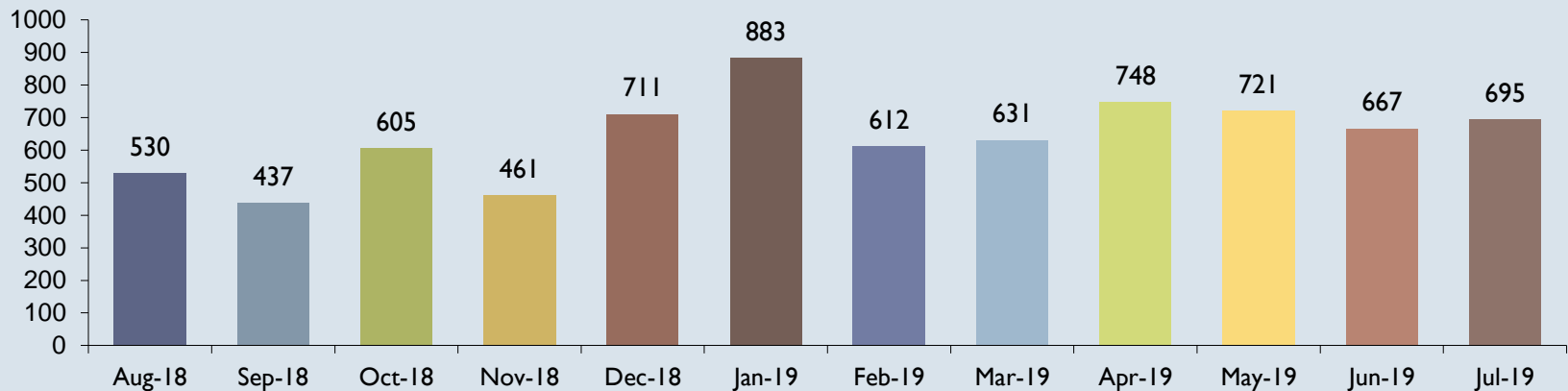
**Phone Calls To Schedule an Inspection (x 5515)**



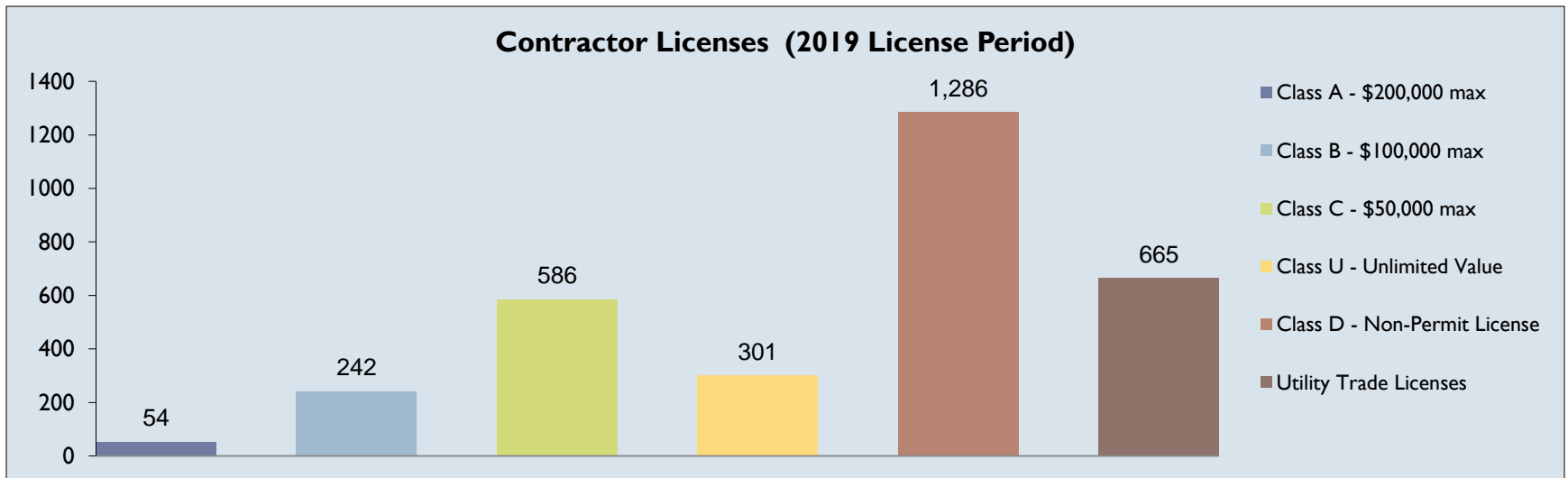
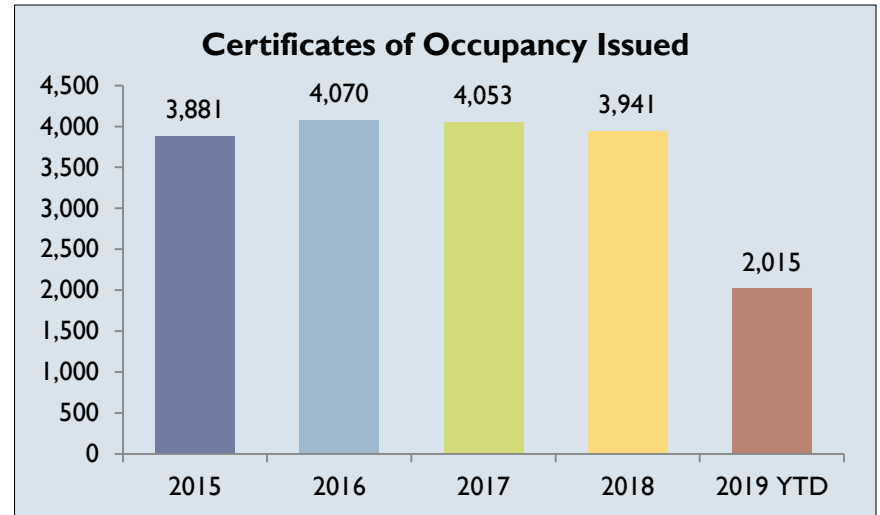
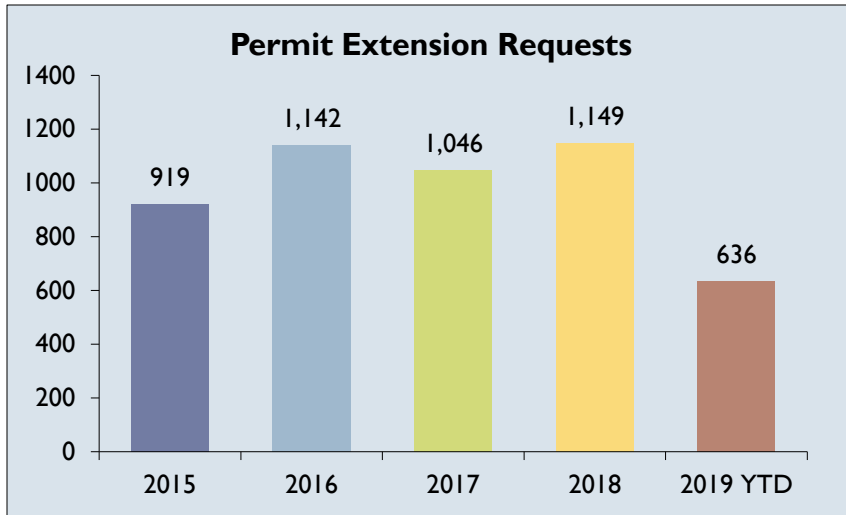
**Walk-In Customers For Support Services**



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



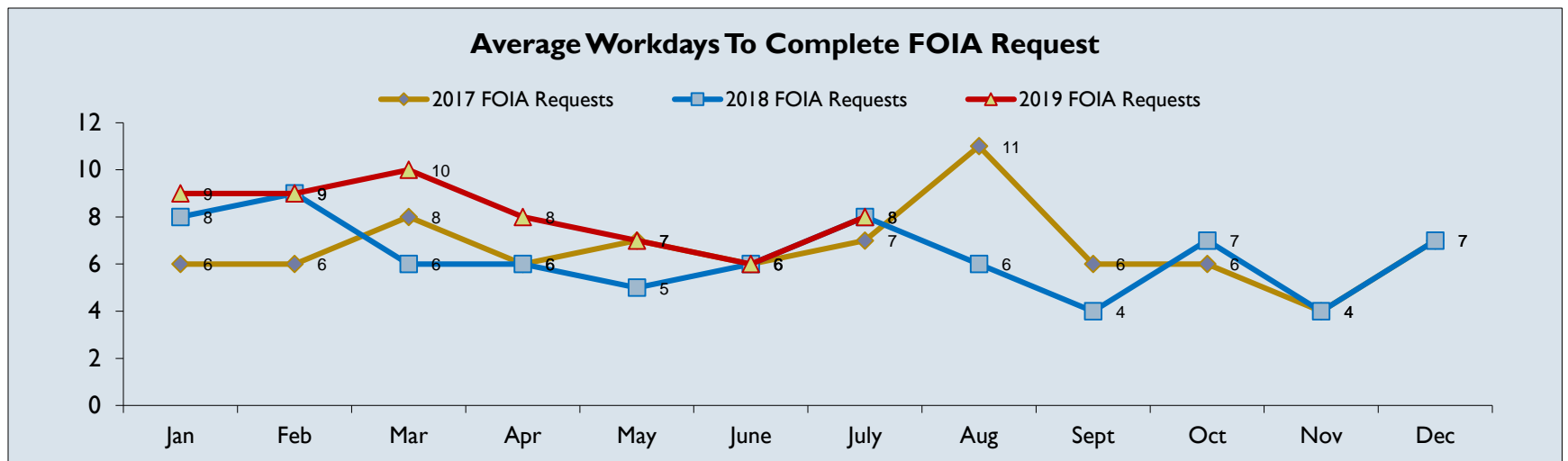
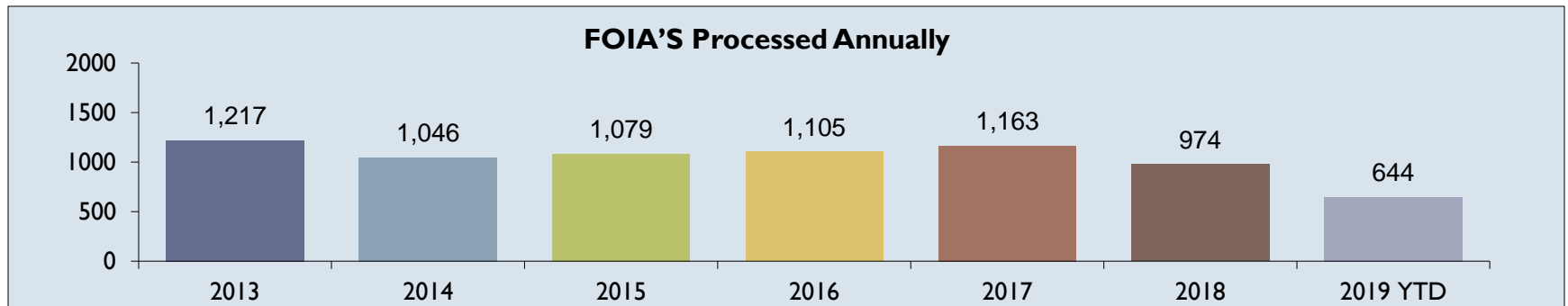
# Licensing – Support Services



# Licensing – Support Services

## REQUESTS FOR INFORMATION - FOIA's

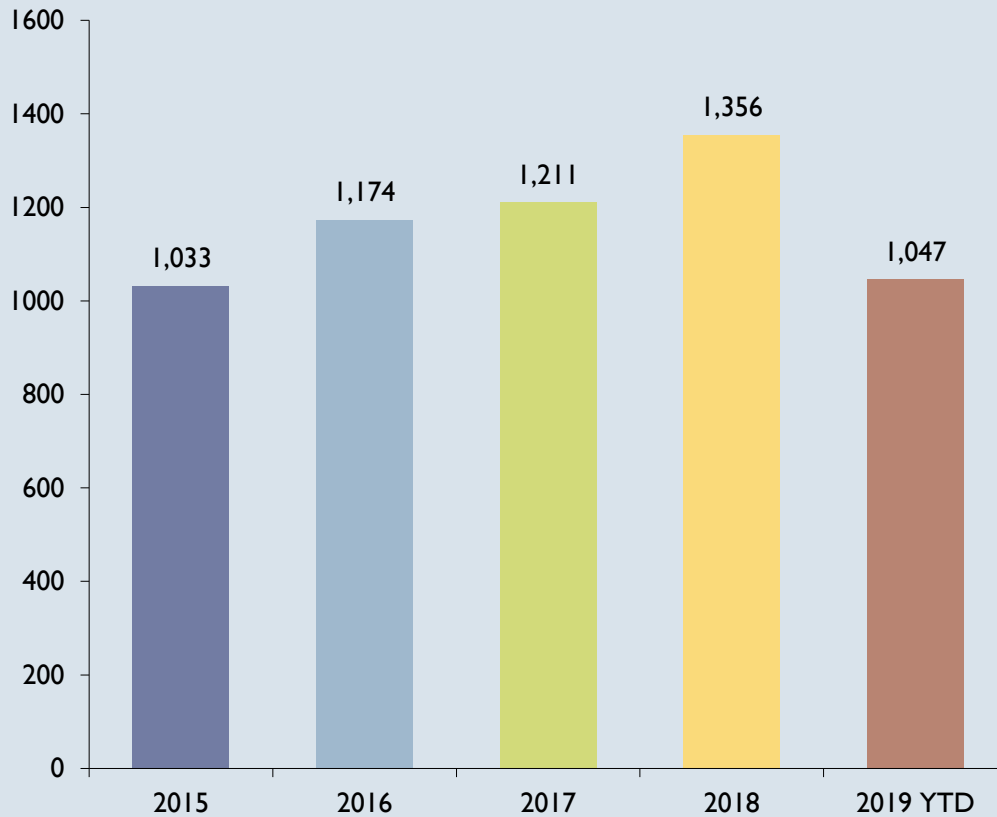
Requests for information from the Department fall under the Freedom of Information Act (FOIA). Support Services processes all requests to view or copy public records pursuant to the Delaware Code.





# Licensing – Support Services

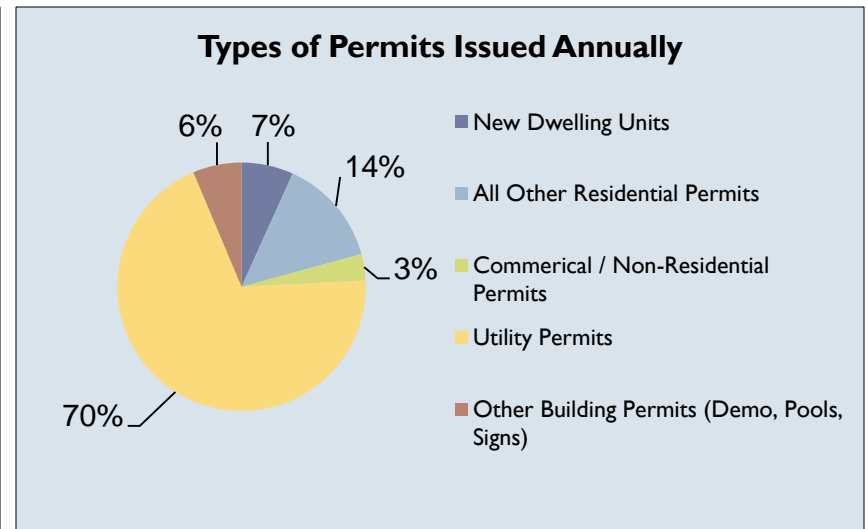
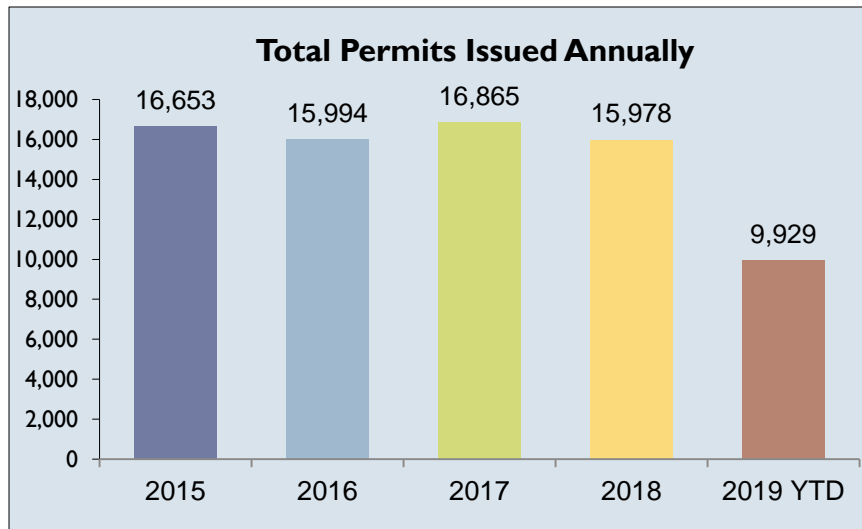
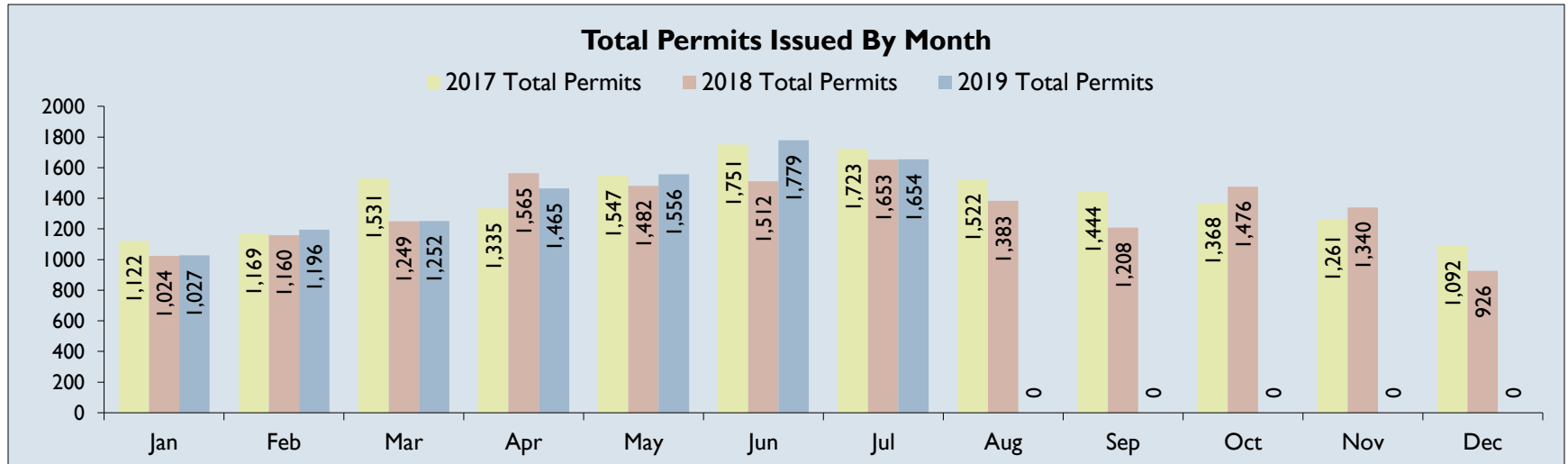
**Elevator Certificates Issued**



## ELEVATOR CERTIFICATES OF COMPLIANCE

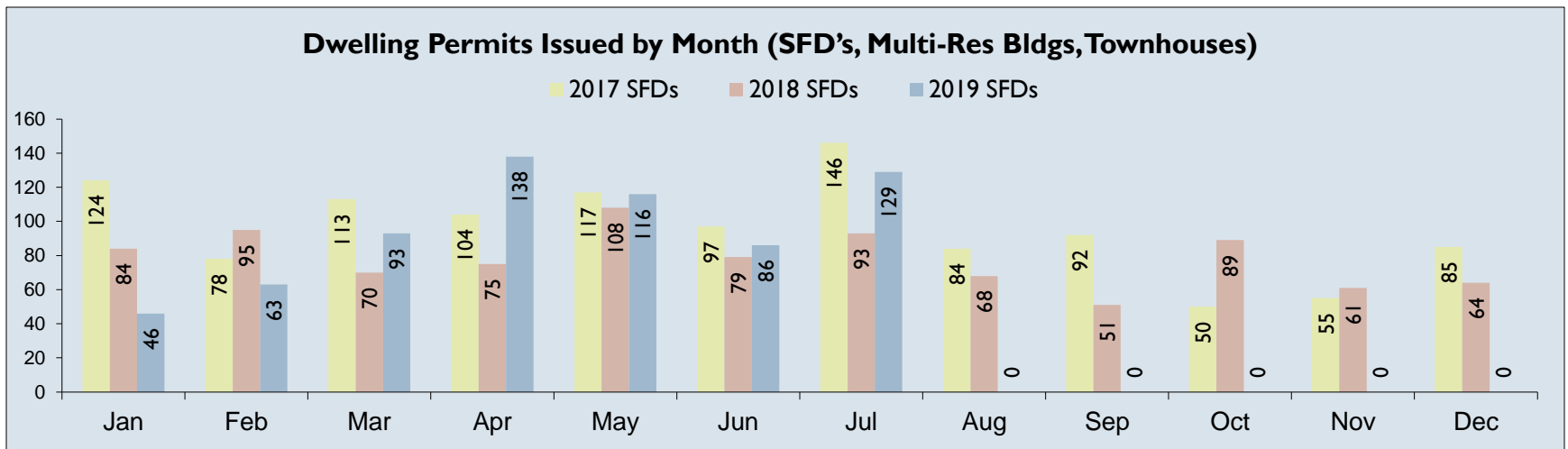
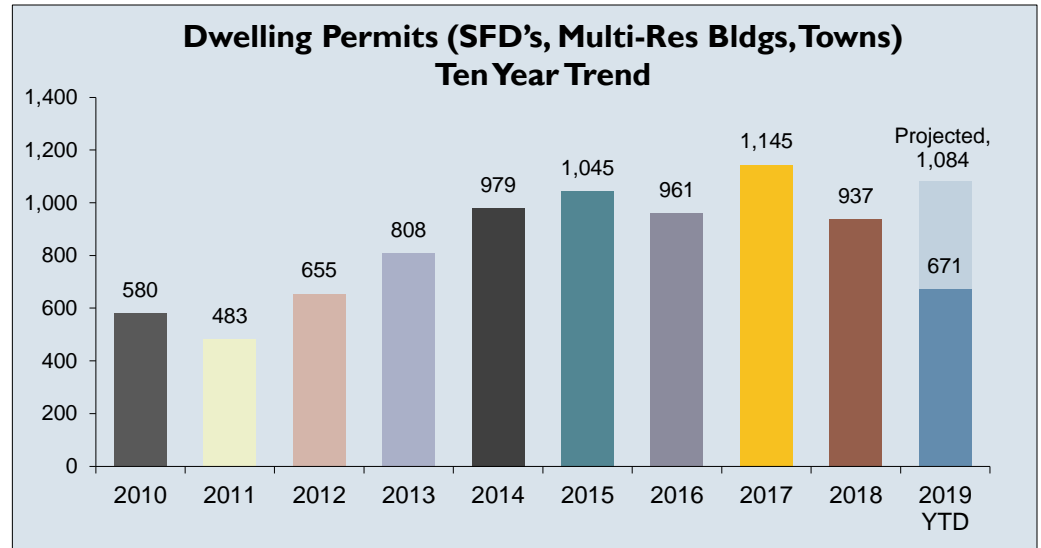
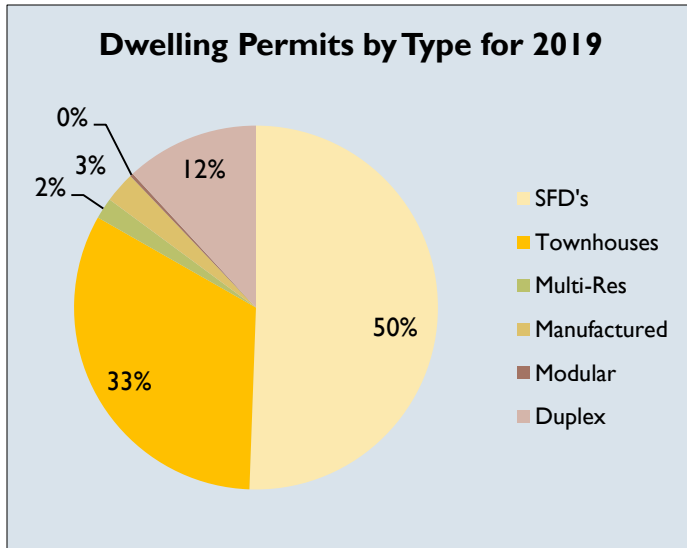
The Department is responsible for certifying that elevators are safe and secure. Our staff inspects the construction of elevator shafts as it relates to permitted work. However, the elevator itself is inspected by third party inspectors on regular basis. Support Services issues certificates of compliance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

# Licensing – Permits



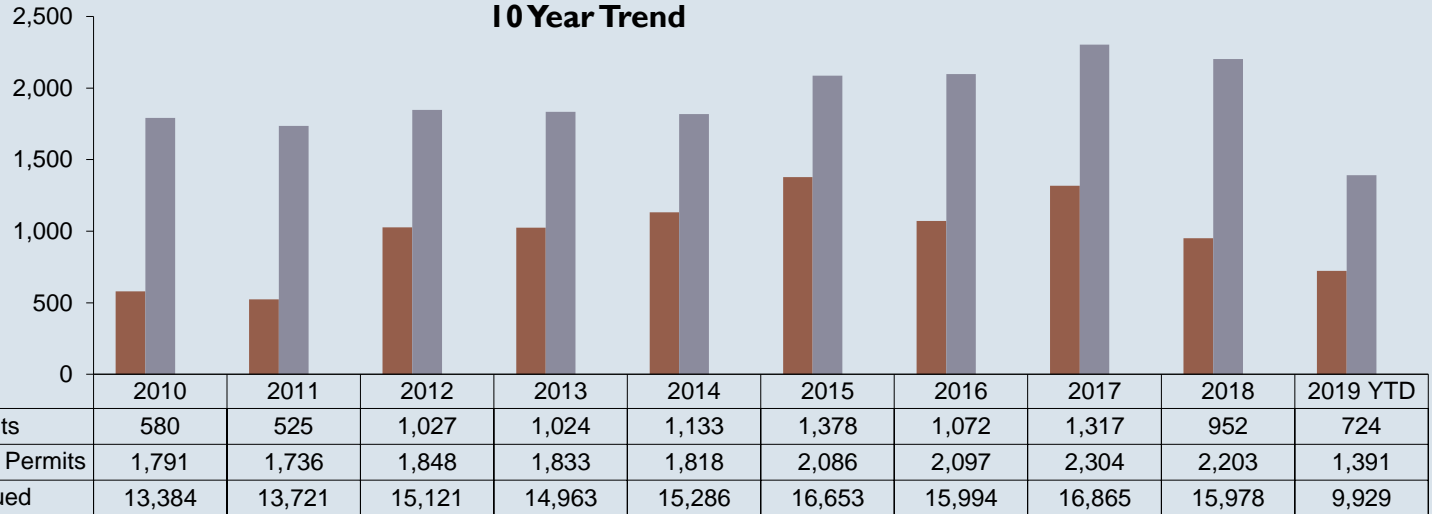
# Licensing – Permits

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



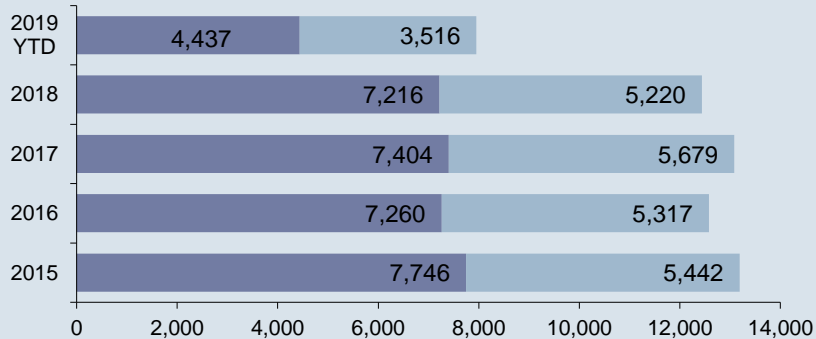
# Licensing – Permits

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



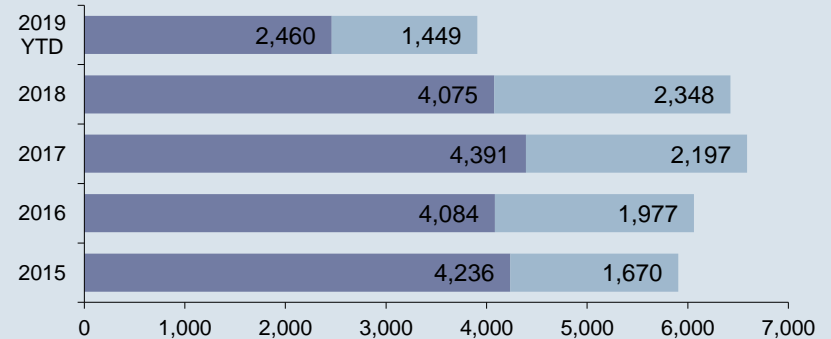
**HVAC Permits**

■ Walk-in ■ Online



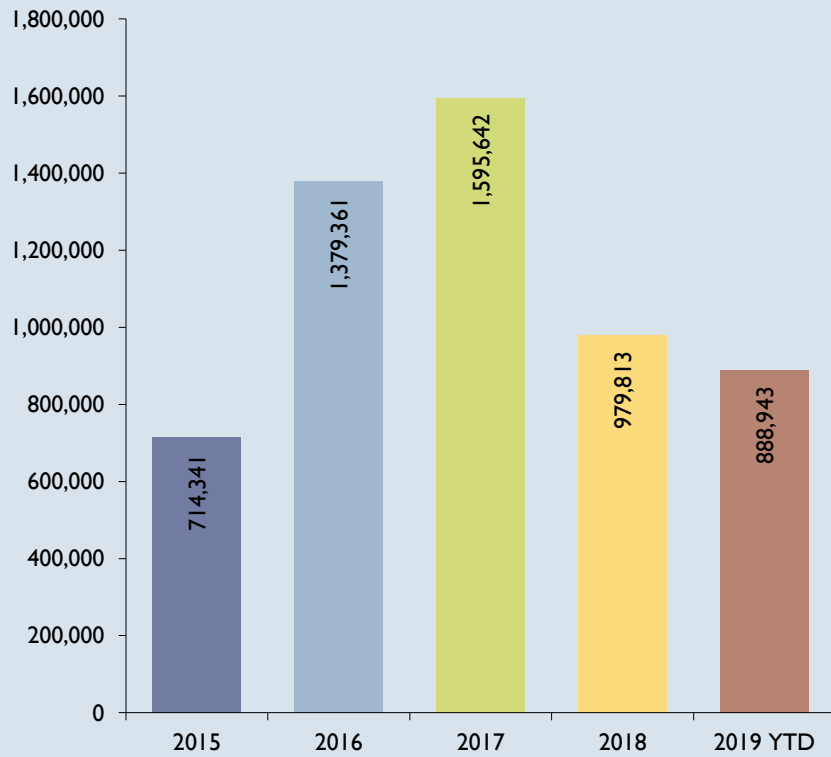
**Plumbing Permits**

■ Walk-in ■ Online

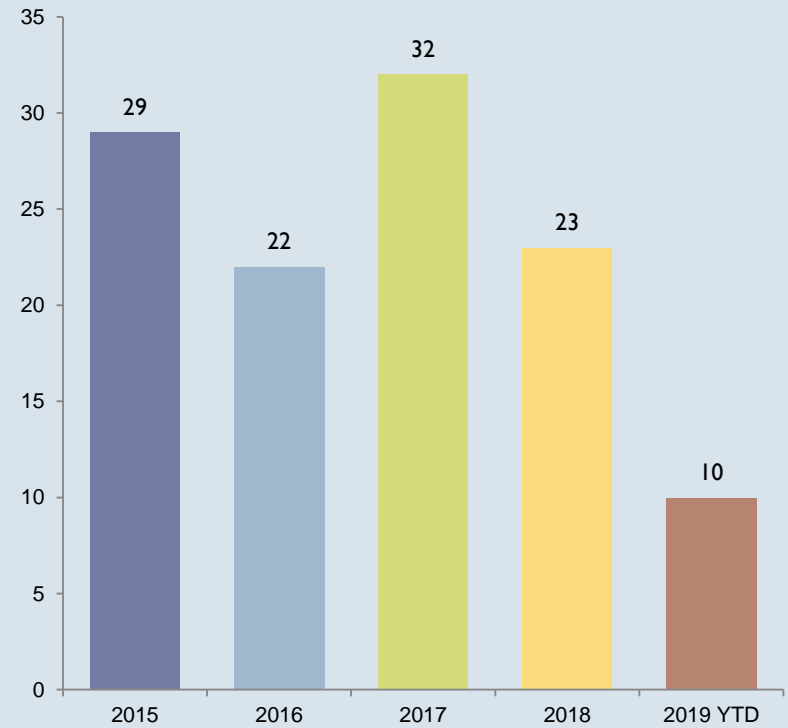


# Licensing – Permits

### Non-Residential Permitted Square Footage

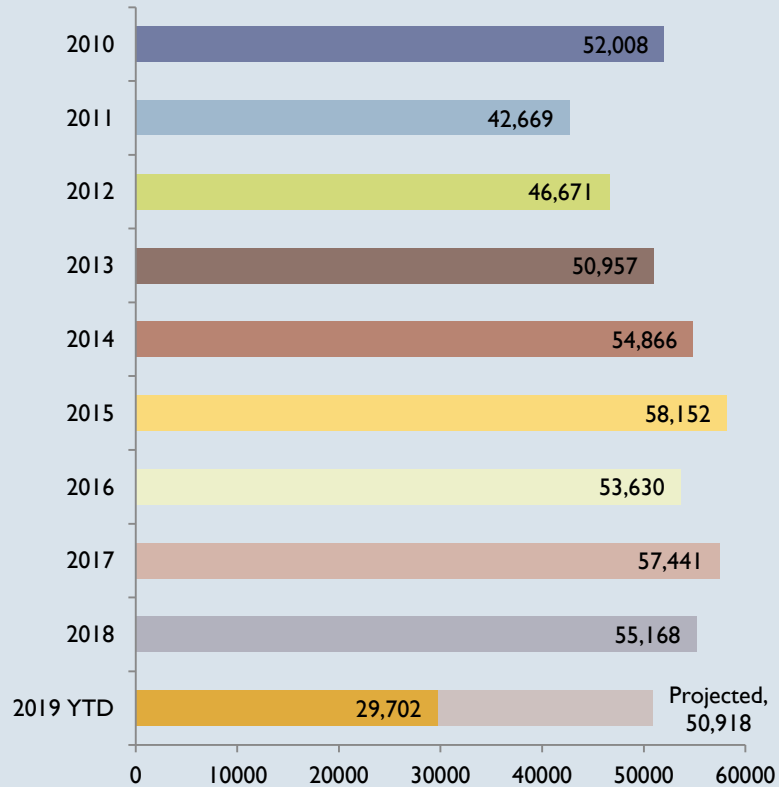


### Total ADU Permits Issued Per Year

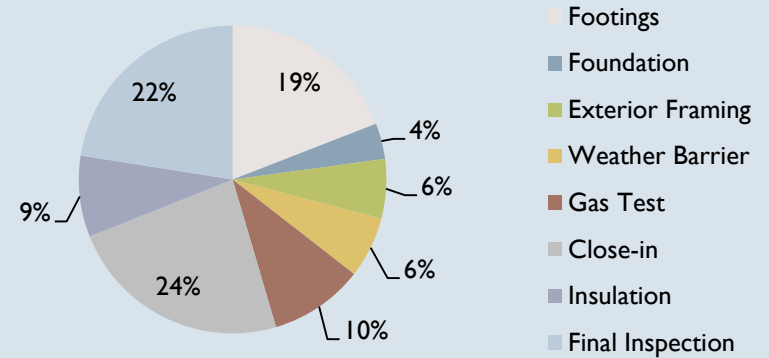


# Licensing – Building Inspections

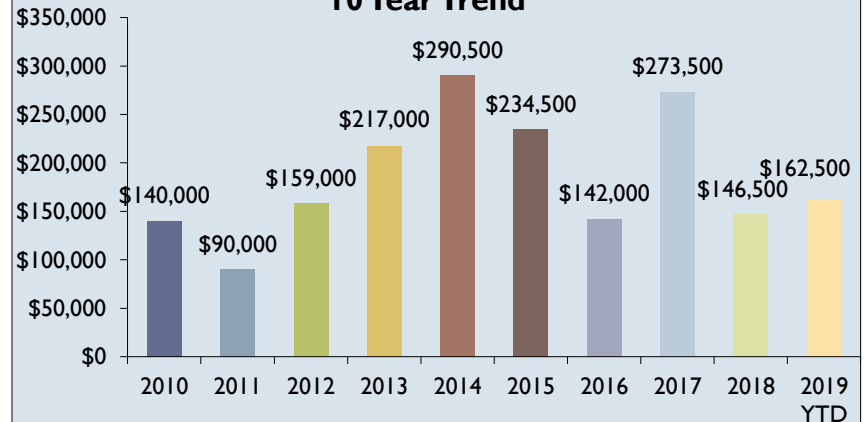
**Total Inspections Performed Per Year  
10 Year Trend**



**Most Common Inspections Performed in  
2019**

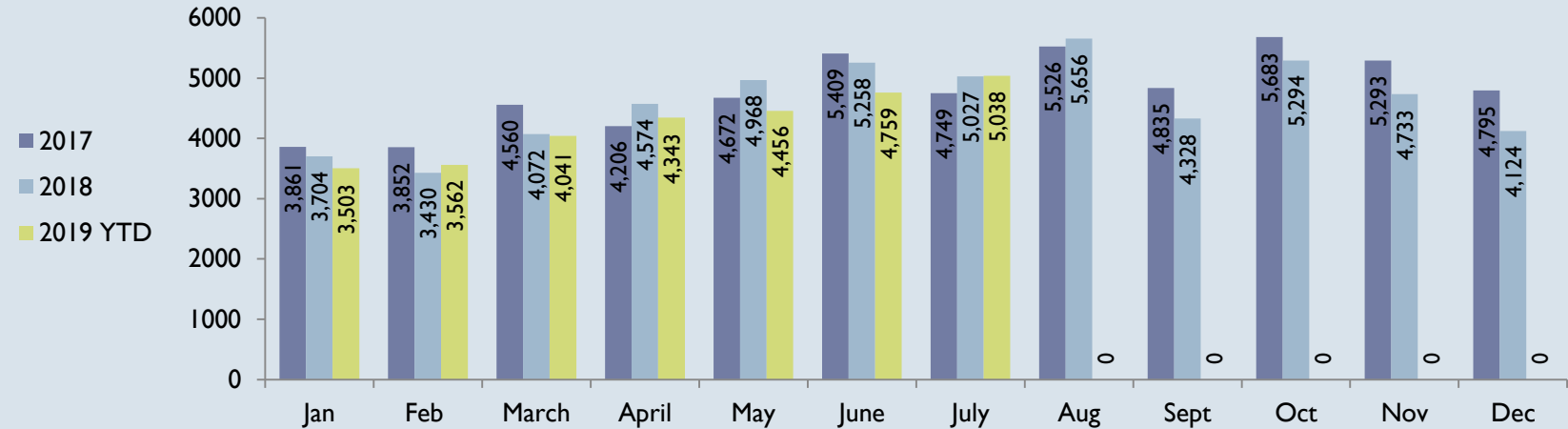


**Temporary Certificate of Occupancy  
10 Year Trend**



# Licensing – Building Inspections

**Inspections Performed Per Month - 3 Year Comparison**

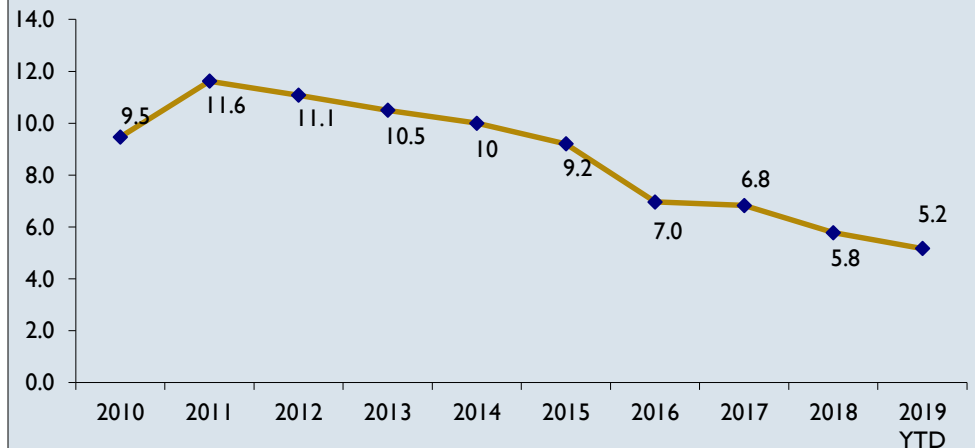


The point system used by the Inspections Section ensures an efficient use of an Inspector's time and allows more inspections to be scheduled than in the past.

**INSPECTION POINT VALUE SYSTEM**

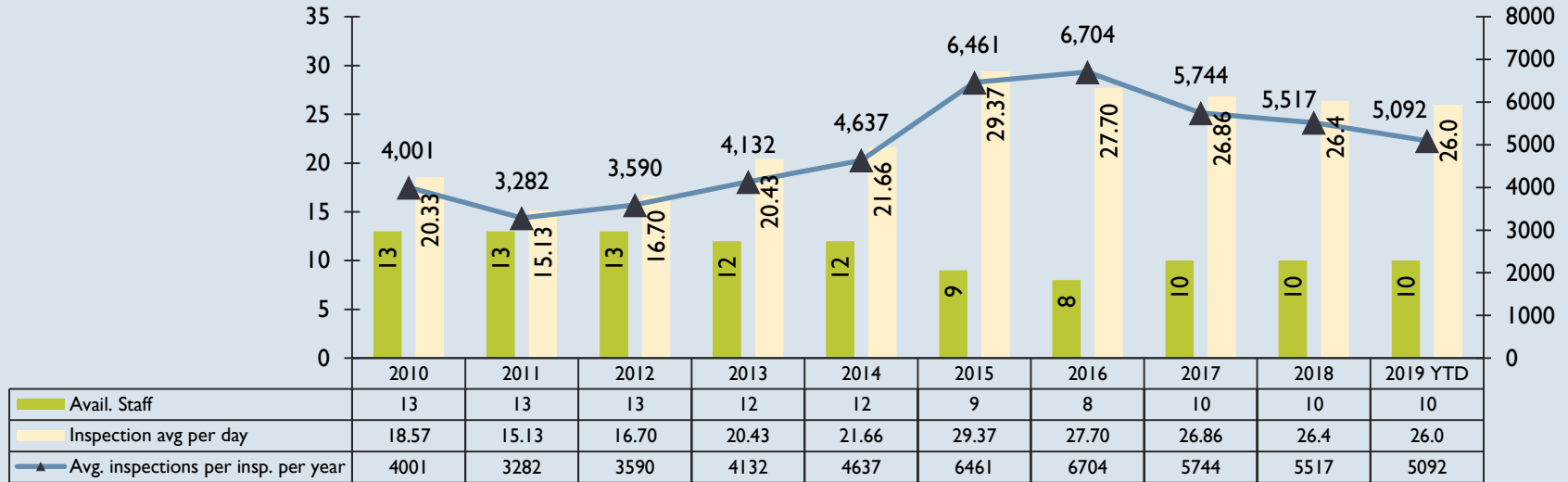
- ▶ P-015 Footing (7 points = 17 minutes)
- ▶ P-020 Foundation (5 points = 12 minutes)
- ▶ P-031 Exterior Framing (6 points = 14 minutes)
- ▶ P-032 Weather Barrier (8 points = 19 minutes)
- ▶ P-039 Gas test (5 points = 12 minutes)
- ▶ P-042 Close-in (11 points = 26 minutes)
- ▶ P-042 Close-in SFD (16 points = 38 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 (11 points = 26 minutes)
- ▶ P-095 Final Inspection SFD (16 points = 38 minutes)

**Percentage of Failed Inspections, 10 Year Trend**

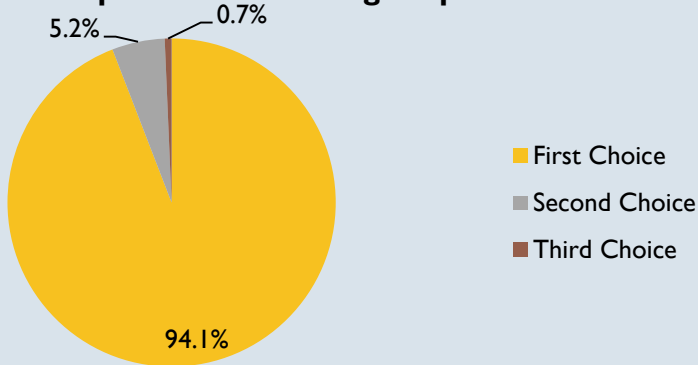


# Licensing – Building Inspections

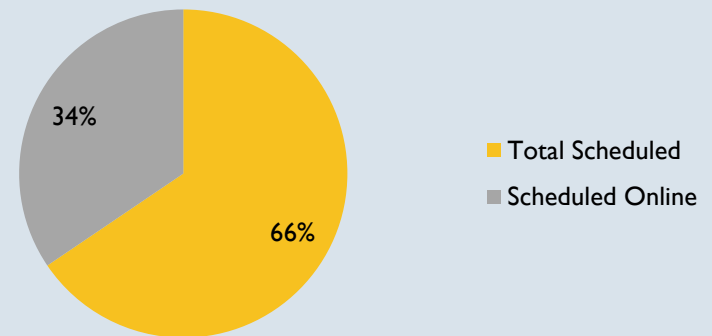
**Average Daily Inspections Performed by Available Inspectors (10 Year Trend)**



**Inspection Scheduling Request**

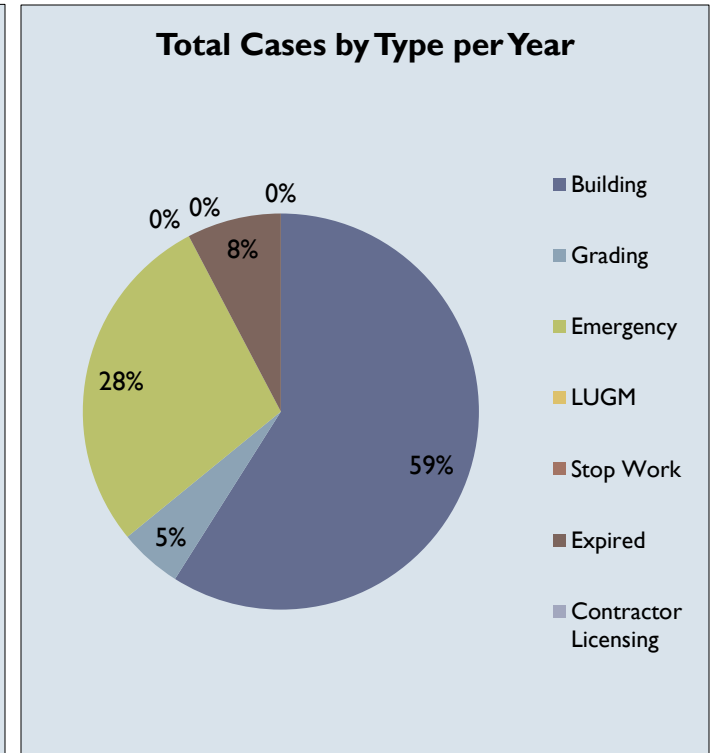
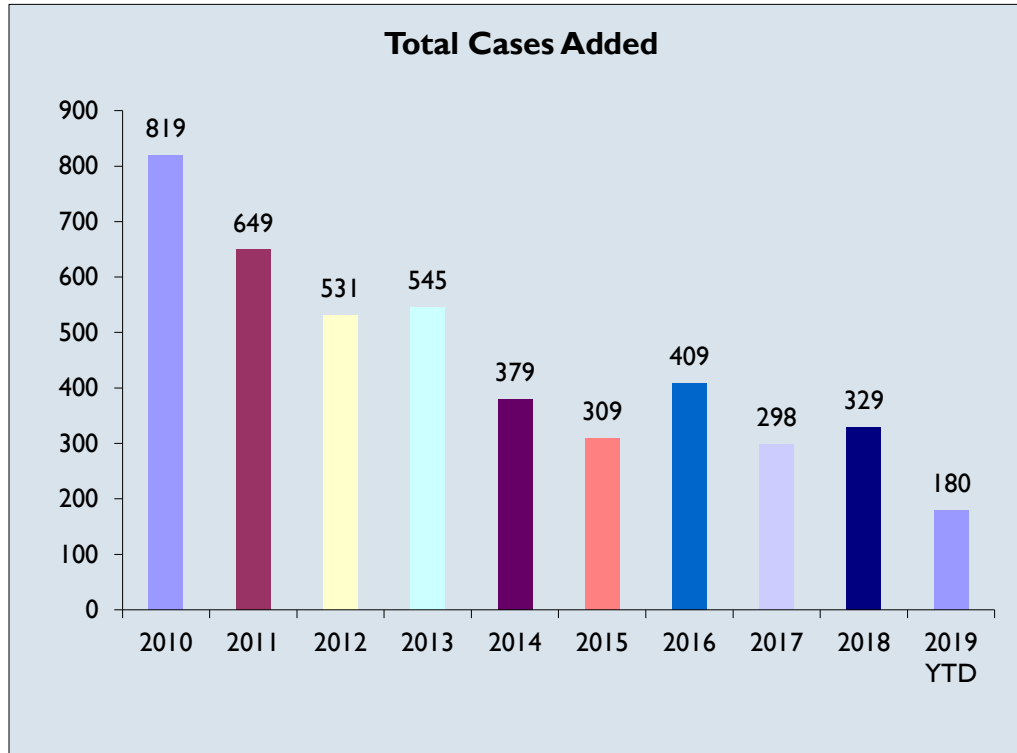


**Inspections Scheduled Online -vs- x5515**





# 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.

**Of all cases initiated by the public this year (either building or grading complaints), 24% have been closed after no violation was found to exist.**

# Licensing – ICC Certifications

	PPT (5)	Plan Examiner (4)	Inspector (10)	Supervisor (10)	Total
Number of employees with an ICC Certificate	3	4	9	8	24
# of State and International Code Council Certifications					
Building Inspector		2	9	5	16
Comm. Bldg.		1	9	5	15
Comm. Mechanical			9	4	13
Comm. Plumbing		1	9	4	14
Comm. Plan Examiner		3		4	7
Comm. Mechanical Plan Review		1			1
Comm. Plumbing Plan Review		1			1
Residential Bldg.		2	9	4	15
Residential Mechanical			1		1
Residential Mechanical Inspector			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	3			4	7
Accessibility Inspector / Plan Examiner		3	2	2	7
Manufactured Home Inspector			3		3
Certified Construction Reviewer (CCR) by DNREC			9	4	13
<b>Total Certificates</b>	<b>3</b>	<b>16</b>	<b>66</b>	<b>45</b>	<b>129</b>

Plan Examiners and Inspectors are required to maintain certifications through the International Code Council (ICC). In CY2017, 181 training hours were completed by the staff. Additionally, 502 hours were completed in CY2018. In CY2019, 30 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)
- ▶ Worked with our **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’)
- ▶ The department **adopted** the 2018 Code International Codes which helps **maintain** ISO Rating 3 and assists us with our **upcoming** IAS review.
- ▶ 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.
- ▶ 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**.