



Concord Plaza Office Building

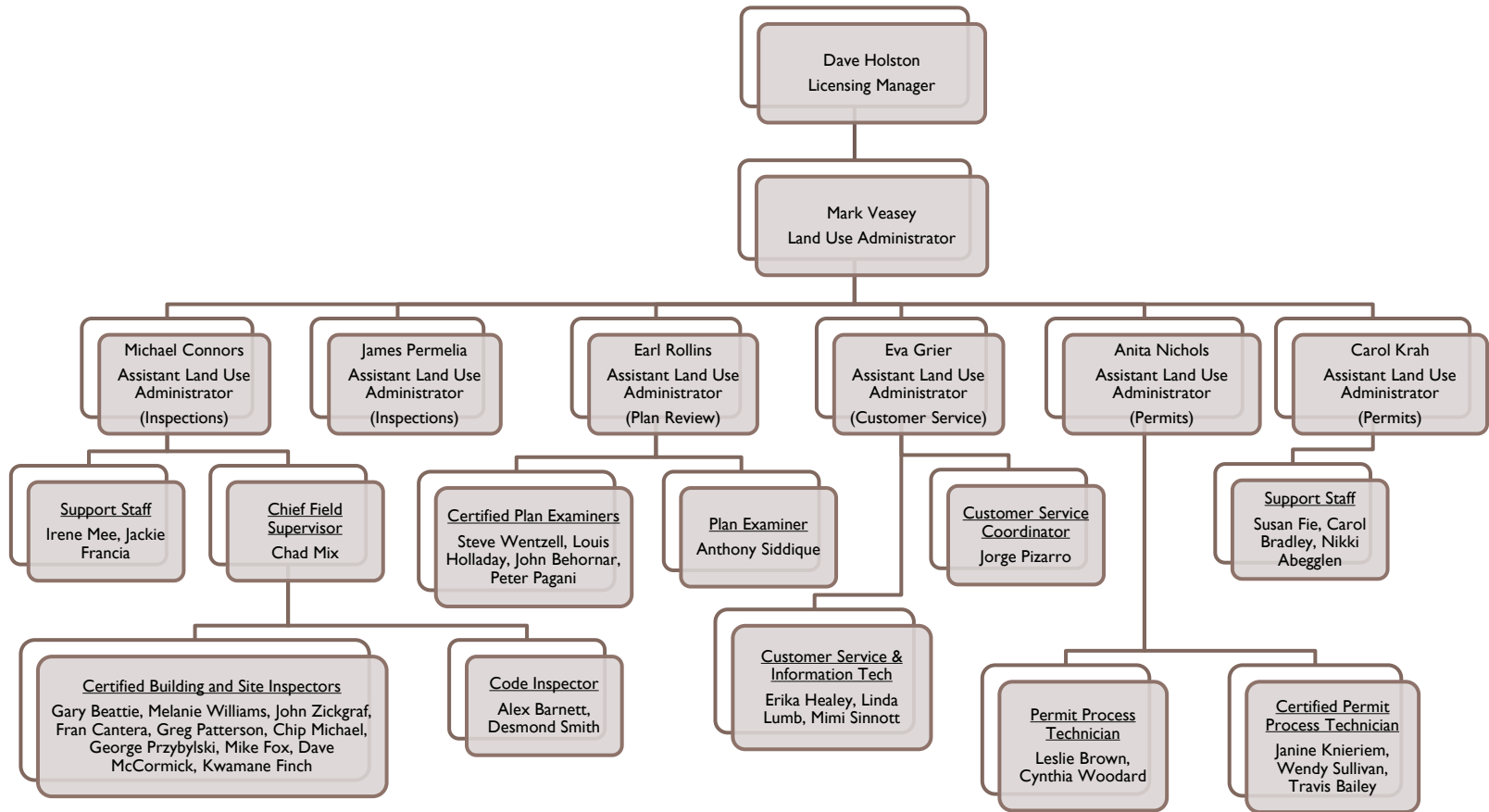
New Castle County Department of Land Use

Licensing Monthly Report: Feb/March 2021

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Licensing – Staff



Licensing – Project List

Active

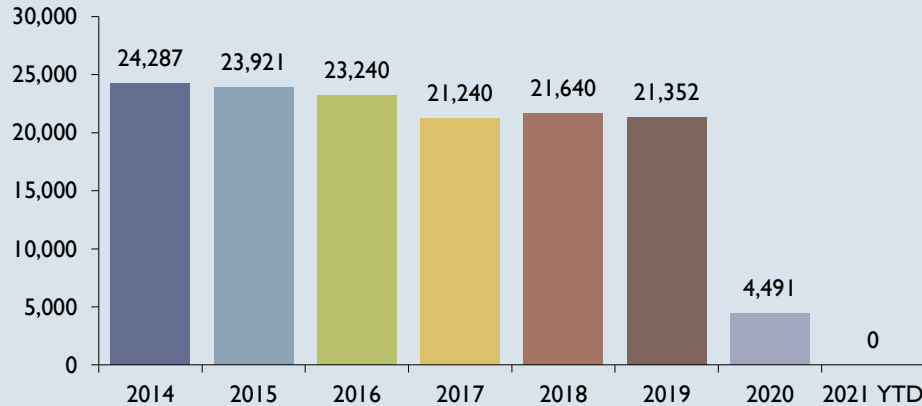
- ▶ **IAS Accreditation** is currently being pursued by the department which is a process by which an accredited third party reviews the building department to ensure we are performing at the highest level related to ethics, performance and customer service.
 - ▶ Currently, the Division has begun the 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. Hodgson Vo-Tech (2018-2019 school year) participated in the HSTTP last school year and we have hopes of adding additional schools this coming year.
 - ▶ **Upon completion** of the curriculum, a test was given to assess the students' knowledge of the International Residential Code. The 15 students who took the exam **passed** with a score of 80% or better.
- ▶ 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**, a new kitchenette, and a nursing room.
- ▶ 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.
- ▶ In advance of **opening** the Government Center to the public, Licensing is working with a company called **QLess** to implement their scheduling software. Doing so will allow customers to **make appointments** to meet with Land Use staff which should reduce the number of people gathering in the lobby.

Coming Soon.....

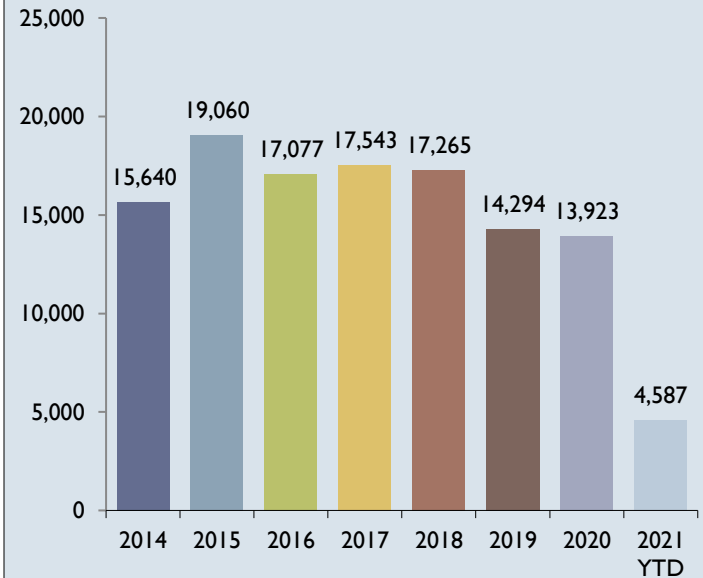
- ▶ Initiate a process for applicants of commercial buildings and large-scale fit-outs to provide a **Fire Plan Layout** which can be shared with local emergency response agencies. This information would be beneficial to first responders to better understand the layout of a structure in route to an **emergency**.
- ▶ 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 2,031

Average Telephone Wait Time This Month (trending ↑) 1:25

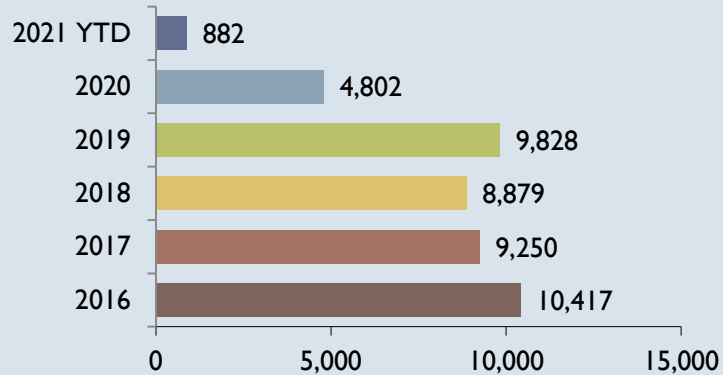
Walk-In Customers This Month (trending ↓ with the closure) 0

The office remains closed due to the COVID-19 pandemic

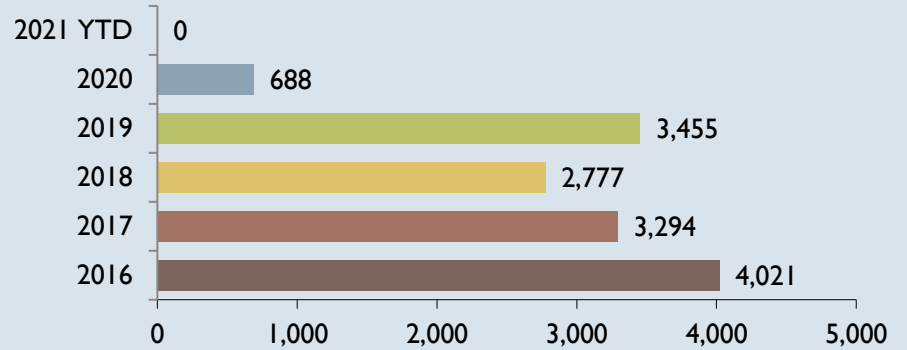
In 2019, New Castle County upgraded the phone system in an effort to provide greater customer service. This system includes auto-attendant functionality, greater flexibility for staff, and more reporting tools.

Licensing – Support Services

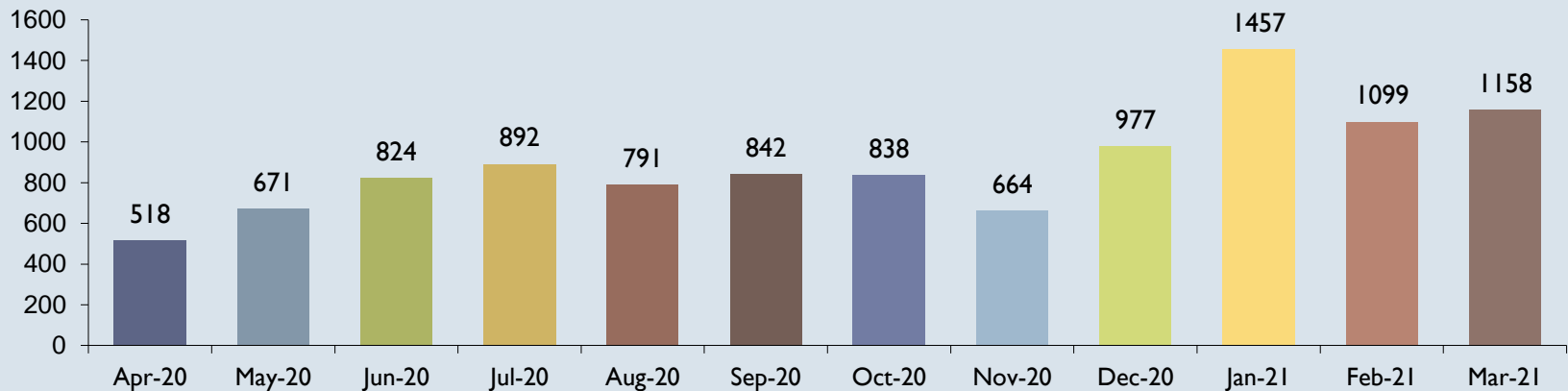
Phone Calls To Schedule an Inspection
Trending down with online scheduling



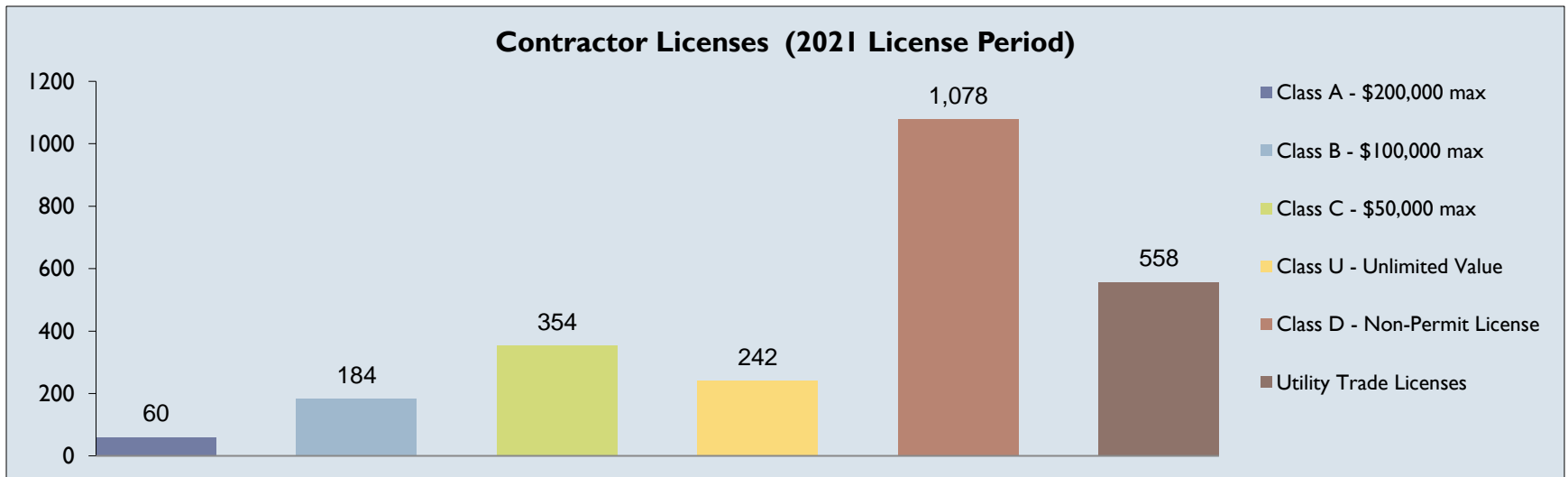
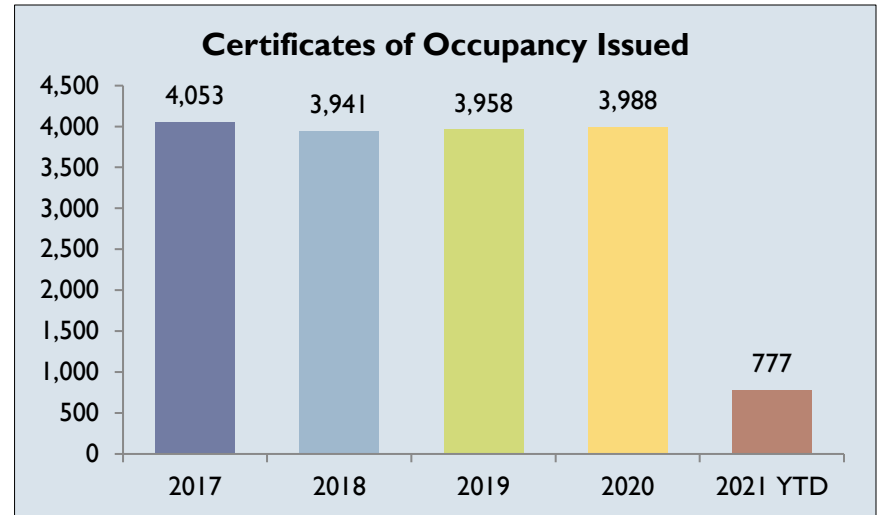
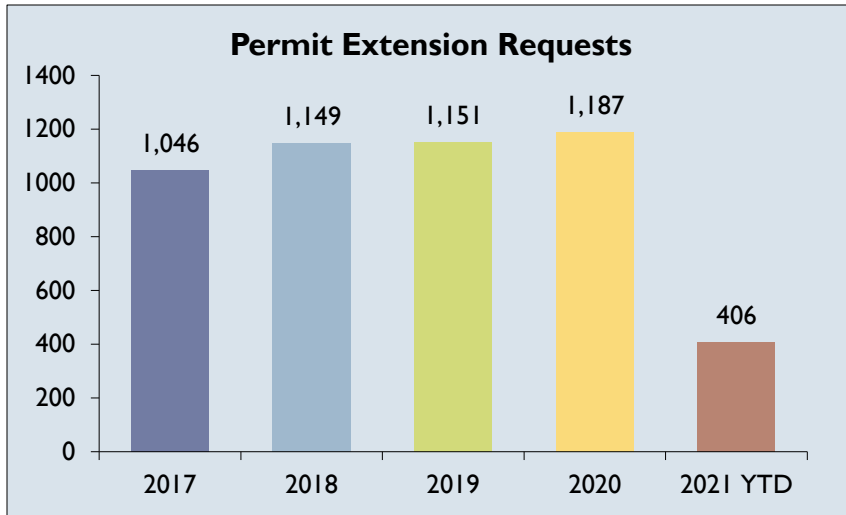
Walk-In Customers For Support Services
Office remains closed due to COVID-19



Calls to the Licensing Information Line (x 5420)



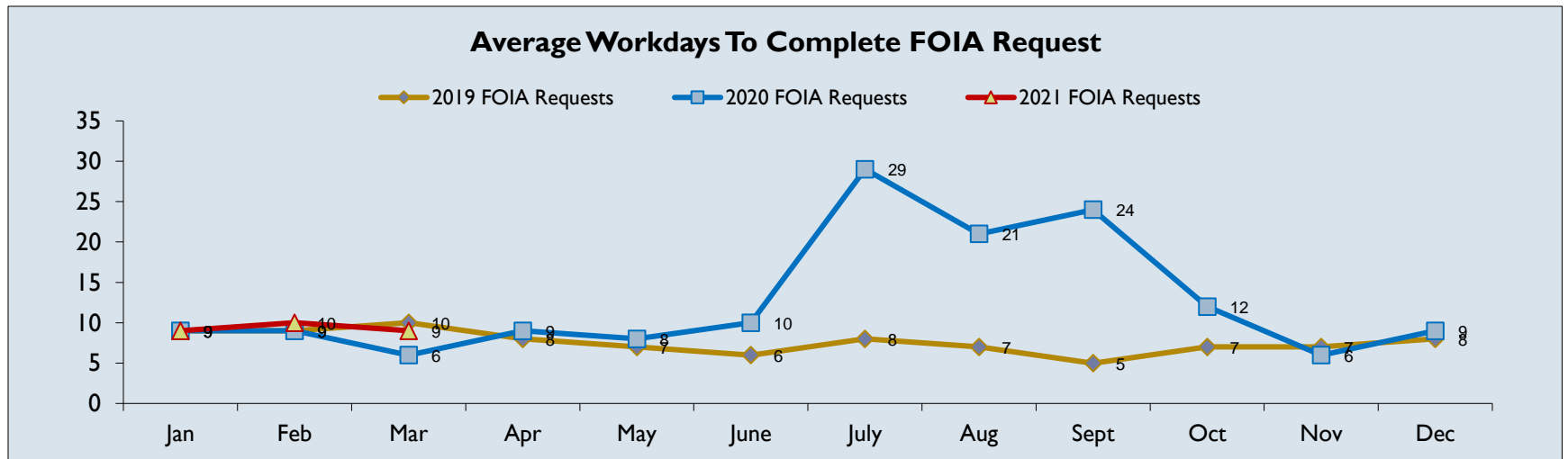
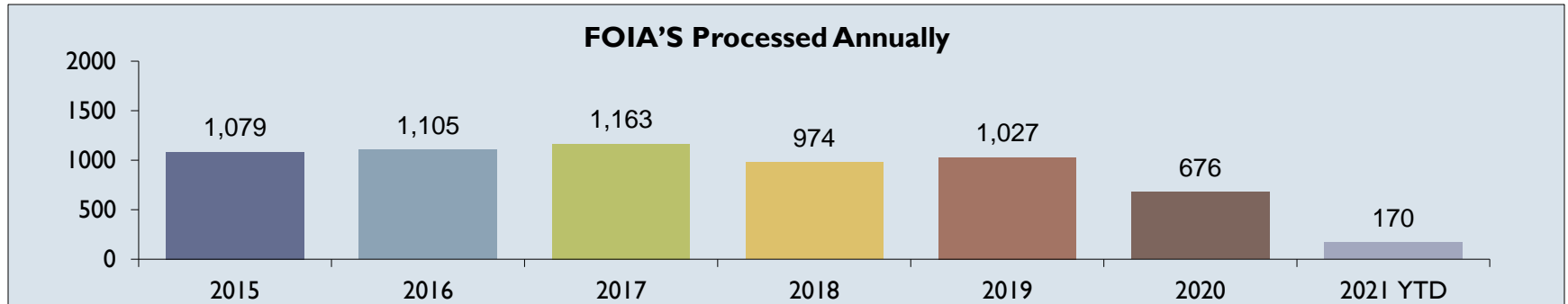
Licensing – Support Services



Licensing – Support Services

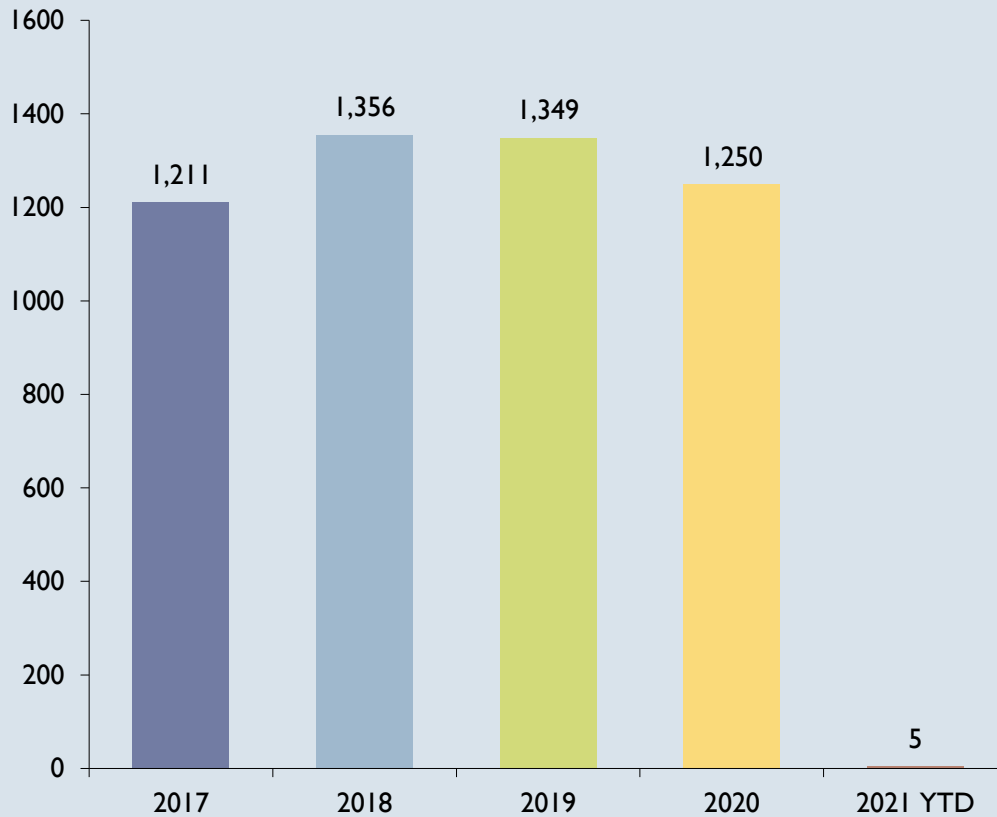
REQUESTS FOR INFORMATION - FOIA's

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

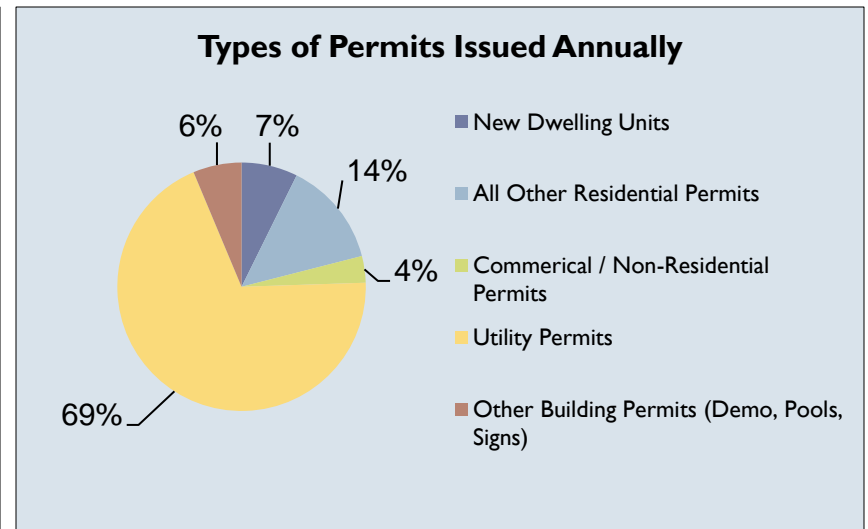
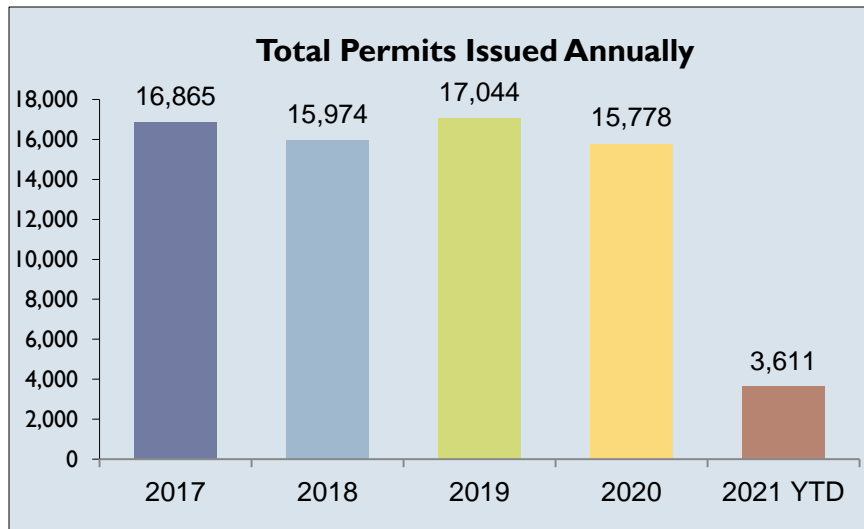
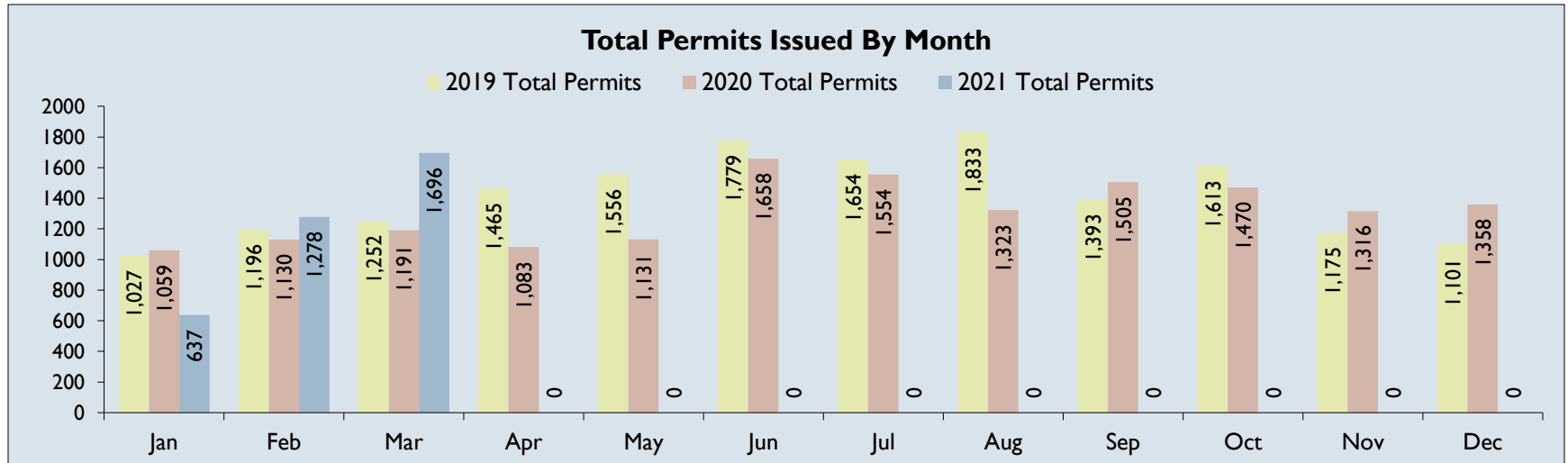
Elevator Certificates Issued



ELEVATOR CERTIFICATES OF COMPLIANCE

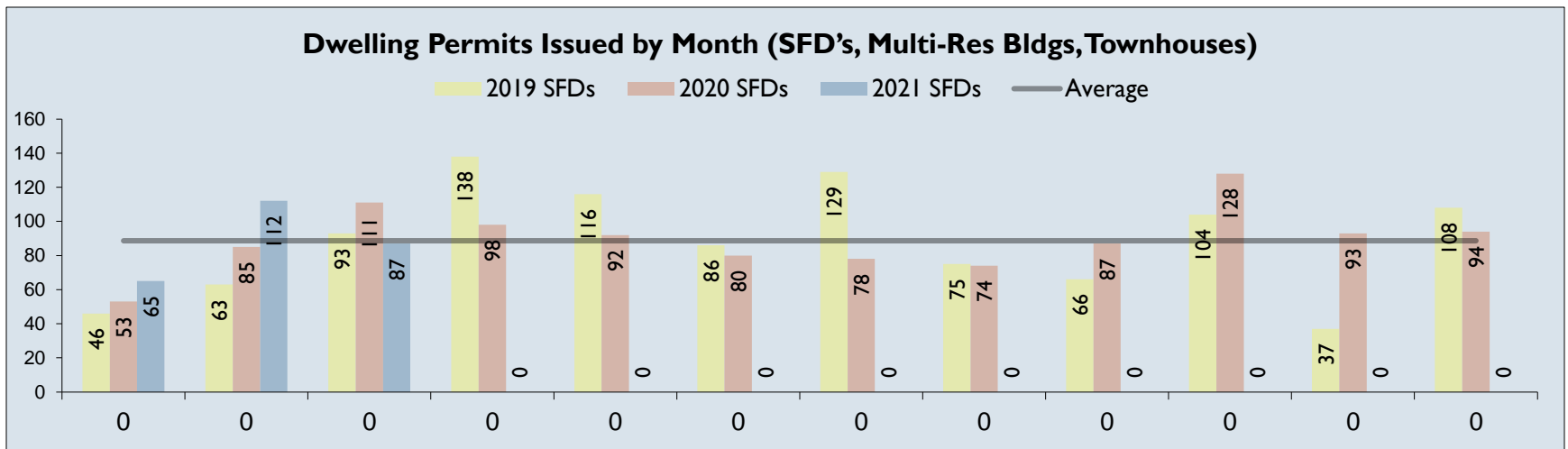
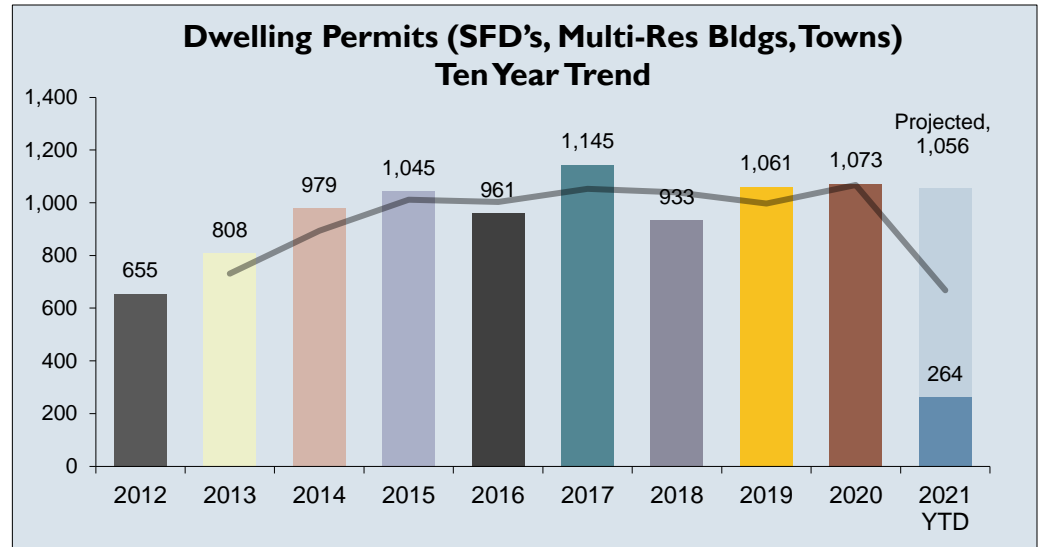
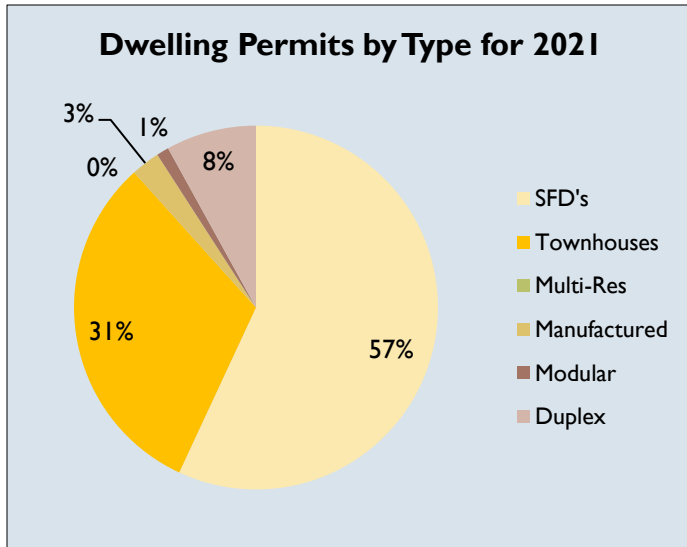
The Department is responsible for certifying that elevators are safe and secure. Our staff inspects the construction of elevator shafts as it relates to permitted work. However, the elevator itself is inspected by third party inspectors on regular basis. Support Services issues certificates of compliance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

Licensing – Permits



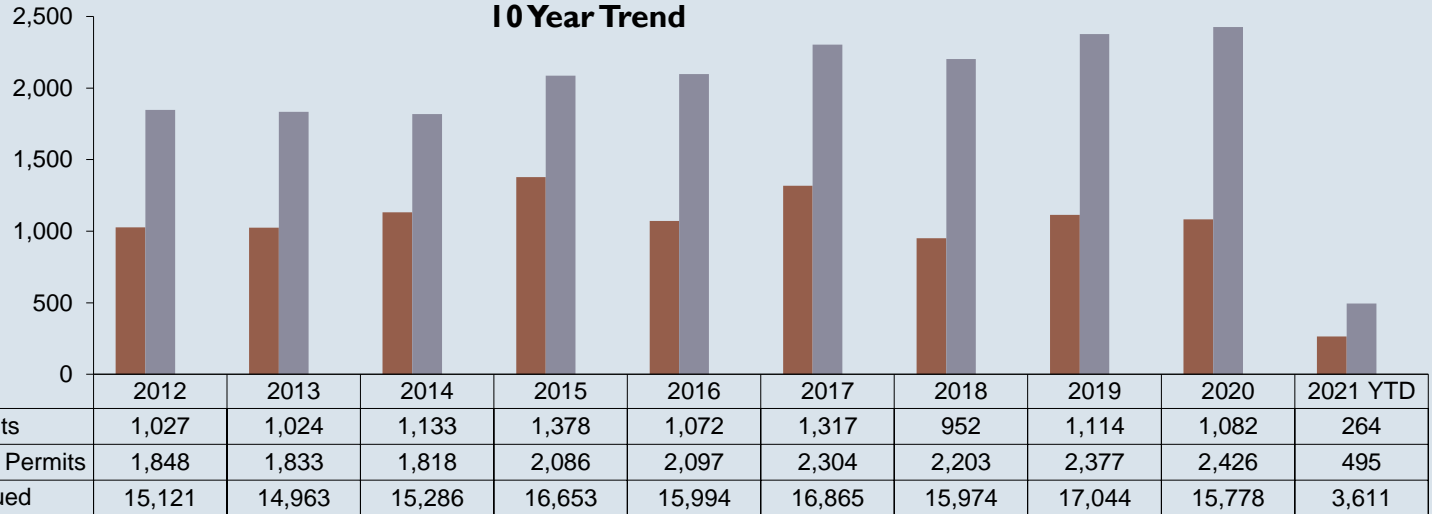
Licensing – Permits

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



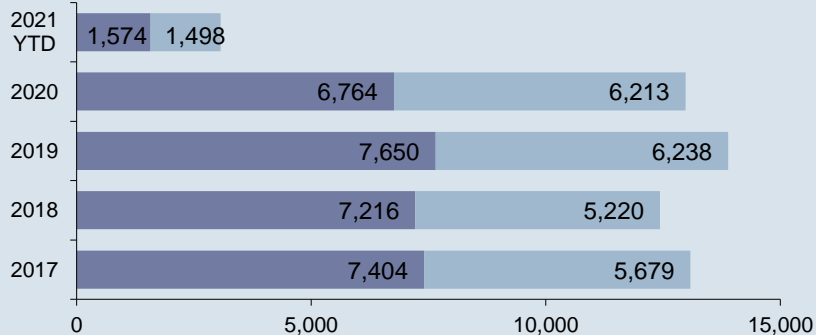
Licensing – Permits

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



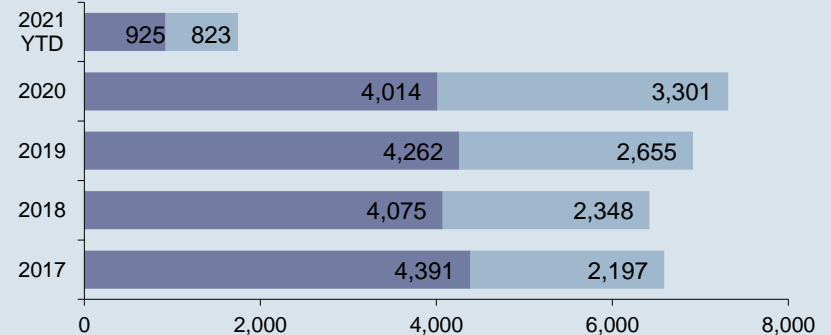
HVAC Permits

■ Walk-in ■ Online



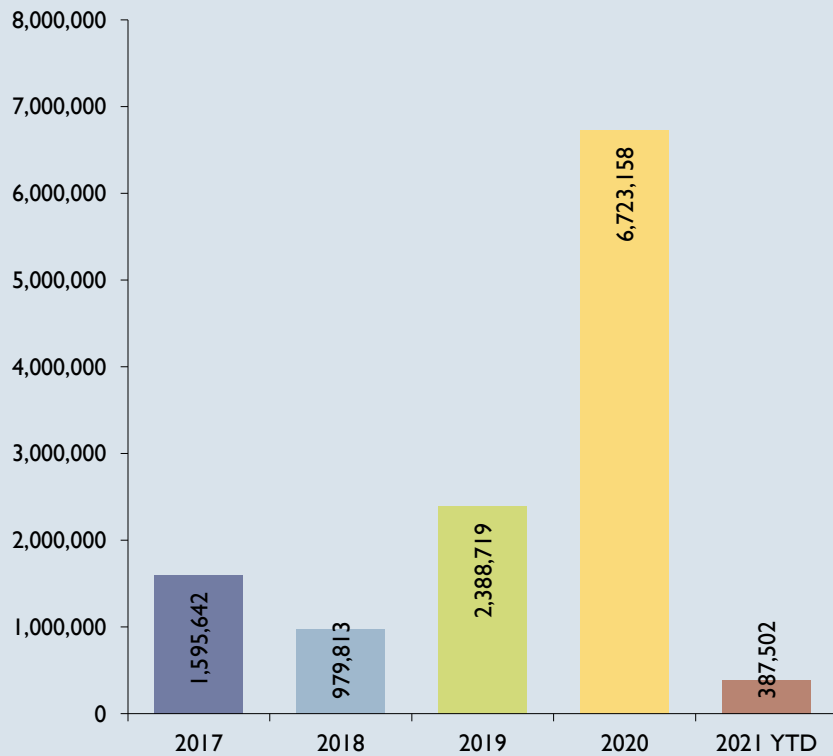
Plumbing Permits

■ Walk-in ■ Online

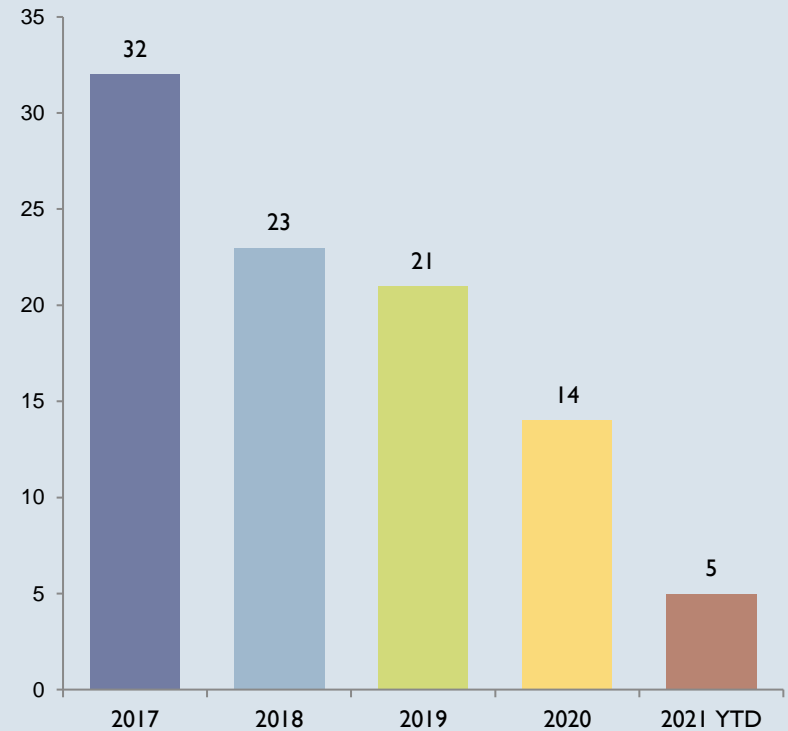


Licensing – Permits

Non-Residential Permitted Square Footage

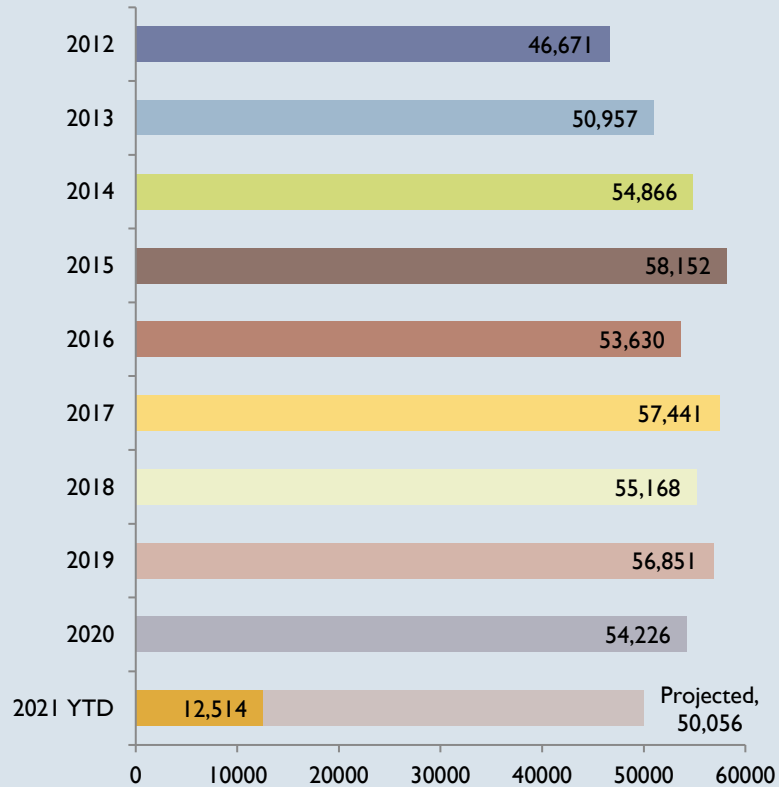


Total ADU Permits Issued Per Year

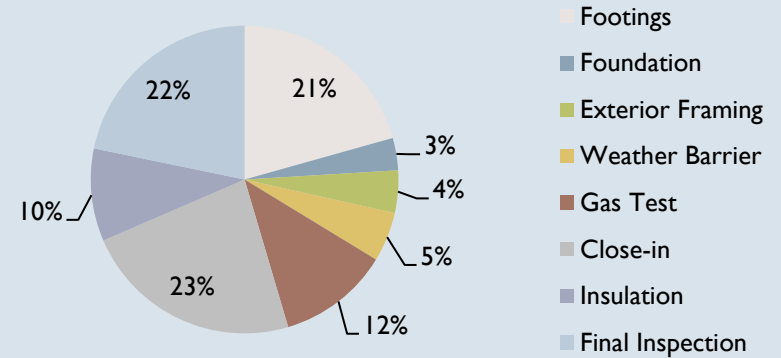


Licensing – Building Inspections

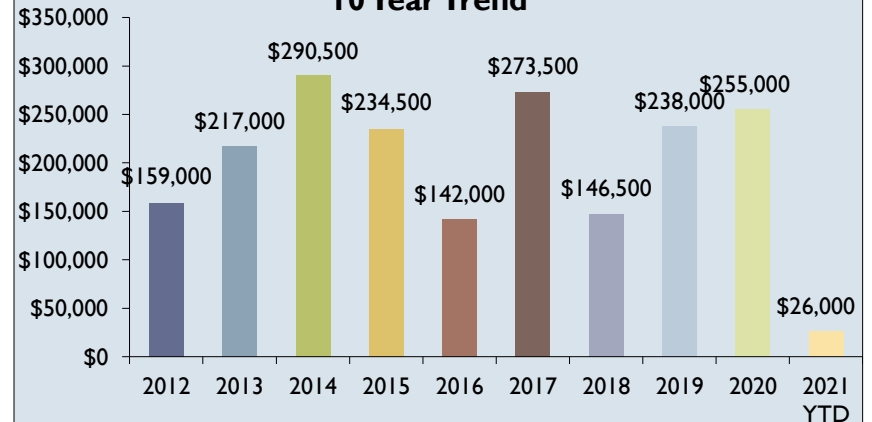
**Total Inspections Performed Per Year
10 Year Trend**



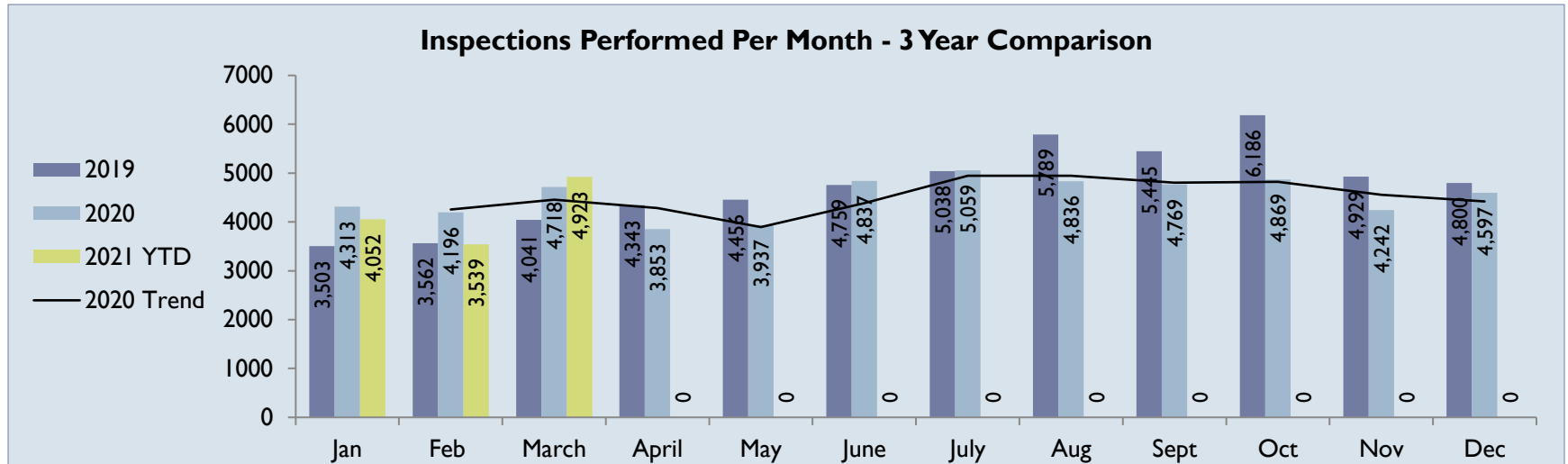
**Most Common Inspections Performed in
2021**



**Temporary Certificate of Occupancy
10 Year Trend**



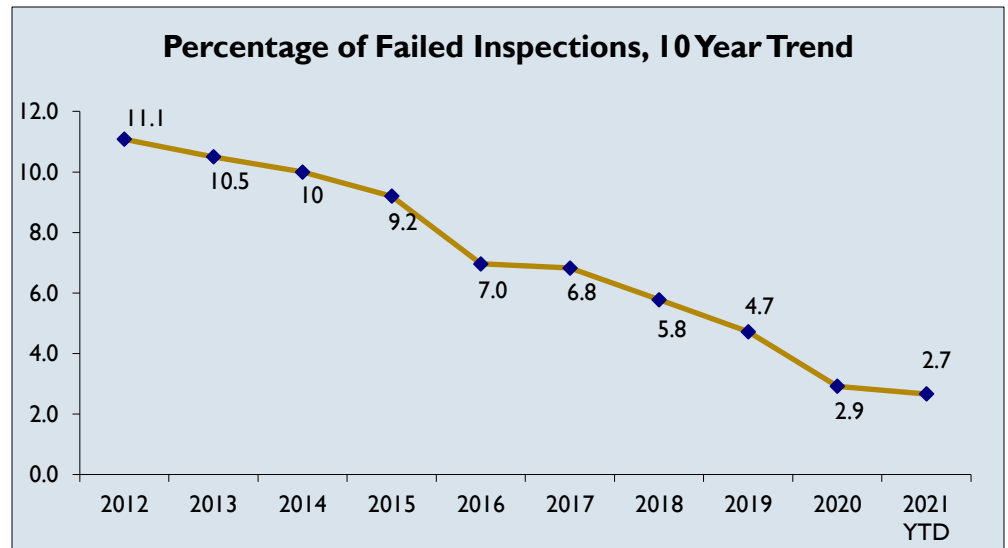
Licensing – Building Inspections



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.

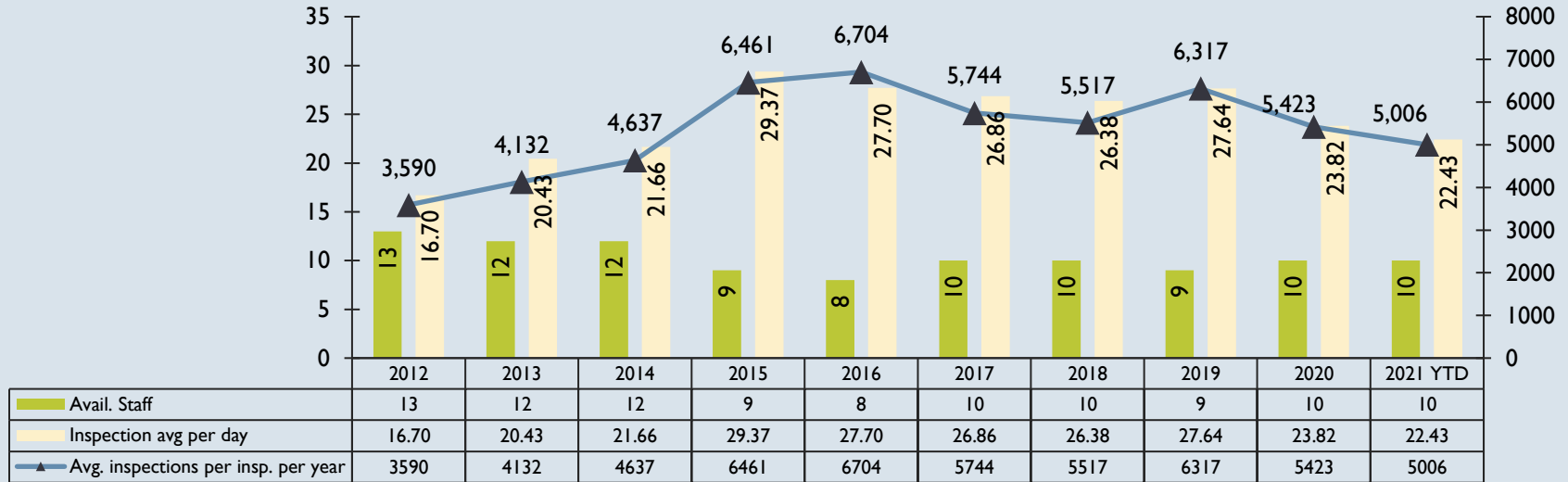
INSPECTION POINT VALUE SYSTEM

- ▶ 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)

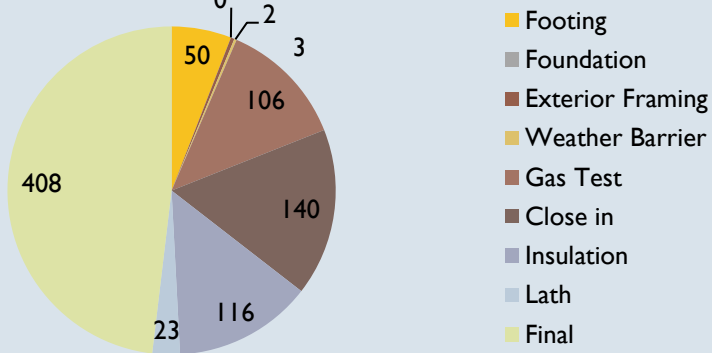


Licensing – Building Inspections

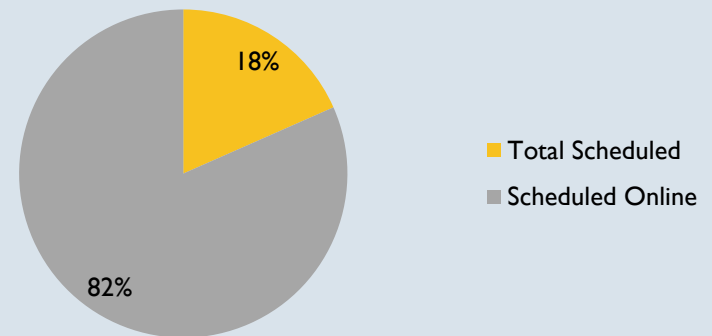
Average Daily Inspections Performed by Available Inspectors (10 Year Trend)



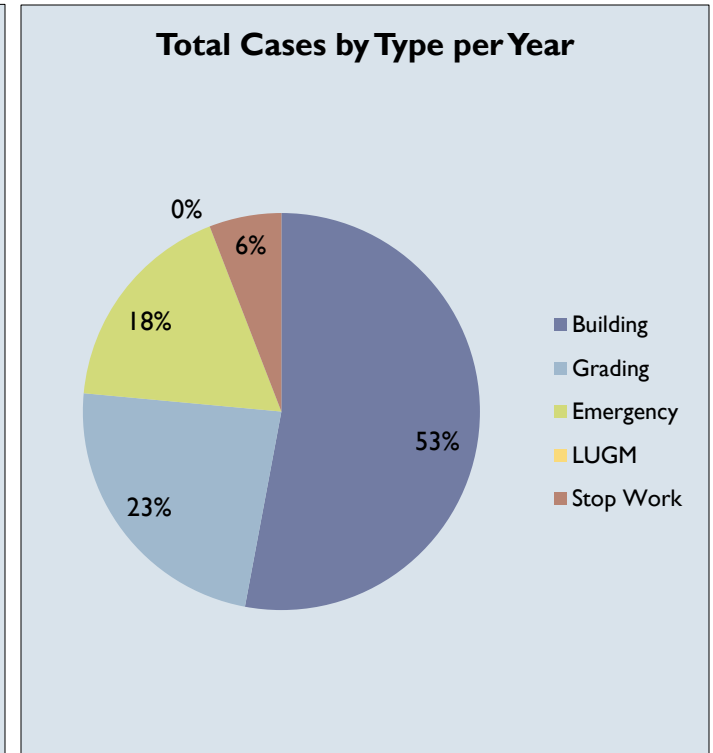
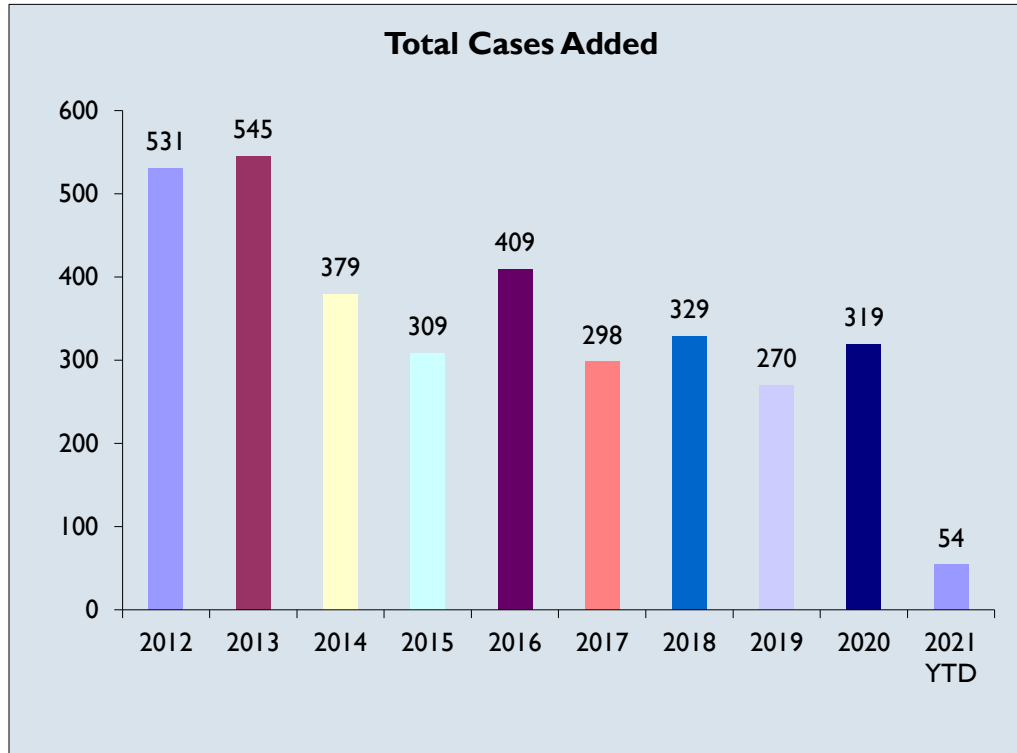
Virtual Inspections Performed in 2021



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 by calling 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 related complaints), 36% have been closed after no violation was found to exist.

Licensing – ICC Certifications

Number of Staff Members with State and International Code Council Certifications					
	PPT (5)	Plan Examiner (4)	Inspector (12)	Supervisor (10)	Total
Number of employees with an ICC Certificate	3	4	12	9	28
# of State and International Code Council Certifications					
Building Inspector		1	12	5	18
Commercial Building Inspector		1	12	5	18
Commercial Mechanical Inspector		1	9	4	14
Commercial Plumbing Inspector		1	10	4	15
Building Plans Examiner		3		4	7
Mechanical Plans Examiner		1			1
Plumbing Plans Examiner		1			1
Residential Building Inspector		2	12	4	18
Mechanical Inspector			1		1
Residential Mechanical Inspector			1		1
Residential Plan Examiner			1	2	3
Residential Energy Inspector / Plan Examiner		1	3	3	7
Property Maintenance & Housing Inspector				4	4
Permit Technician	3			4	7
Accessibility Inspector / Plan Examiner		2	2	2	6
Manufactured Home Inspector			3		3
Certified Construction Reviewer (CCR) by DNREC			10	4	14
Total Certificates	3	14	76	45	138

Plan Examiners and Inspectors are required to maintain certifications through the International Code Council (ICC).

Division Accomplishments

- ▶ 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 2018**. 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.
- ▶ Updated the [Online Inspection Scheduling](#) system through the implementation of Selectron’s web scheduling software. We worked with the developer on business rules and visual design of web page. (October 2019)
- ▶ Worked on events/partnerships associated with **Building Safety Month 2019**. 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.
- ▶ Worked with **Selectron Technologies** to implement their **Atlas Mobile Inspections** solution for the Building Inspections field staff. The mobile app combined multiple workflows into one central location to **increase efficiency**.