

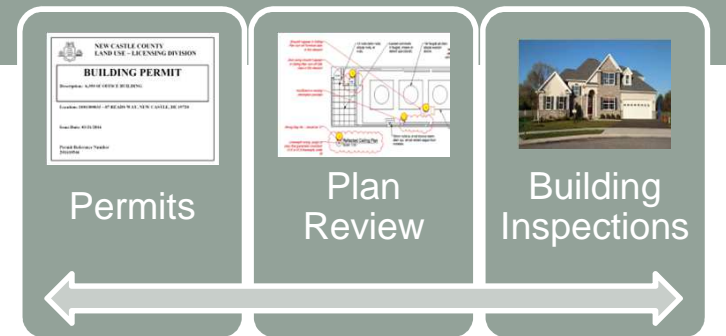


# DEPARTMENT OF LAND USE LICENSING DIVISION

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COUNTY COUNCIL  
PRESENTATION  
APRIL 2016

# Licensing Division



## ❖ Function

The Licensing Division consists of three sections: Permits, Plan Review, and Building Inspections. Each section is involved in the processing, review, approval and inspection for construction projects.

## ❖ Staff

- Managers – Land Use Administrators (2)
- Supervisors – Assistant Land Use Administrators (3) & Chief Field Supervisor (1)
- Permit Processing Technicians (5)
- Certified Plan Examiners (5)
- Certified Building & Site Inspectors (9)
- Support Staff (8)

## ❖ Building Permits

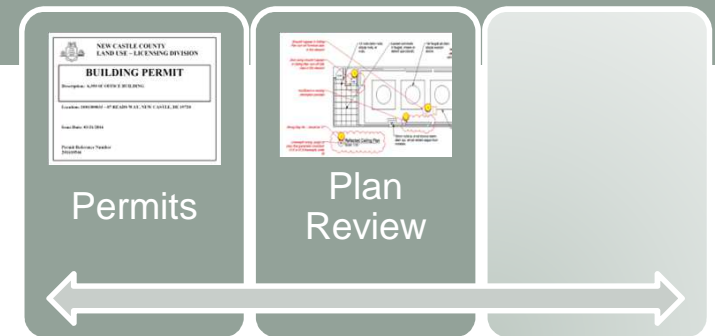
- For non-residential and residential uses

For CY 2015:

- ✓ 16,572 permits issued
- ✓ 1374 dwelling units
- ✓ 714,314 commercial GFA

## ❖ Other Processes

- Use permits defined by the UDC
  - ✓ 227
- Contractor Licenses
  - ✓ 3,478
- Elevator Certifications
- Certificates of Awareness
- Noise Waivers



❖ Customer Service Focus

- EZ Contractor Guide
- Individualized application forms

❖ Employee Development

- ICC Permit Technician Certification



- FY2017 Budget - Proposed Certified Permit Process Technician Position





- ❖ Building Inspections

- ❖ Complete inspections associated with permitted work
- ❖ In CY 2015, 58,152 building-related inspections were completed

- ❖ Cases/complaints

- ❖ Section is responsible for follow-up regarding construction related complaints
- ❖ Includes communitywide concerns along with those from individual homeowners
- ❖ In CY 2015, 329 cases were handled of which 207 were initiated by a constituent

## ❖ Emergency Response

- 24-hour response to emergency conditions
- Work with Police, Fire, Emergency Management, and Utility Companies
  - ✓ In CY 2015, 121 damage assessments completed
  - ✓ Notable Sites:
    - Evergreen Apartments
    - Stonebridge



# Customer Service Focused

## ❖ ePlans

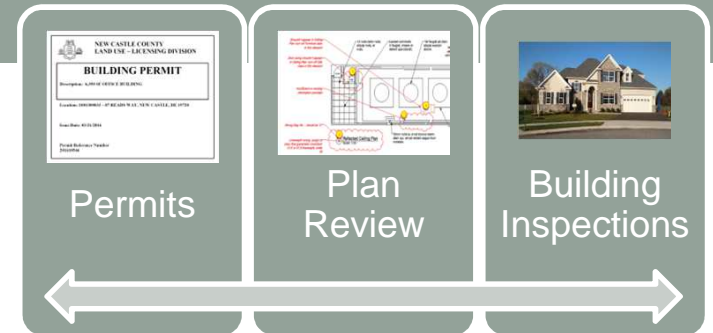


Offers flexibility to citizens, Design Professionals, Developers and Contractors who collaborate with NCC on Building Construction and Land Development Plans and documents.

- Soft Launch

## ❖ Expand Online Services

- Electronic Form Submission
- Enhance Online Inspections Scheduling



## Customer Service Focused

### ❖ Meet My Inspector

- Online profile and bio for Inspectors
- Email Notification for daily inspections

### ❖ Business Friendly

- Residential Projects - Courtesy inspections for homeowners
- Commercial Projects
  - ✓ Email notification from the Code Official
  - ✓ Site visits by various Divisions to discuss the project prior to completion
  - ✓ Daily inspections for time sensitive projects

