

Building Services Division

Performance Measures

John Travers, Building Official
Building Services Division



Department of Sustainable Development

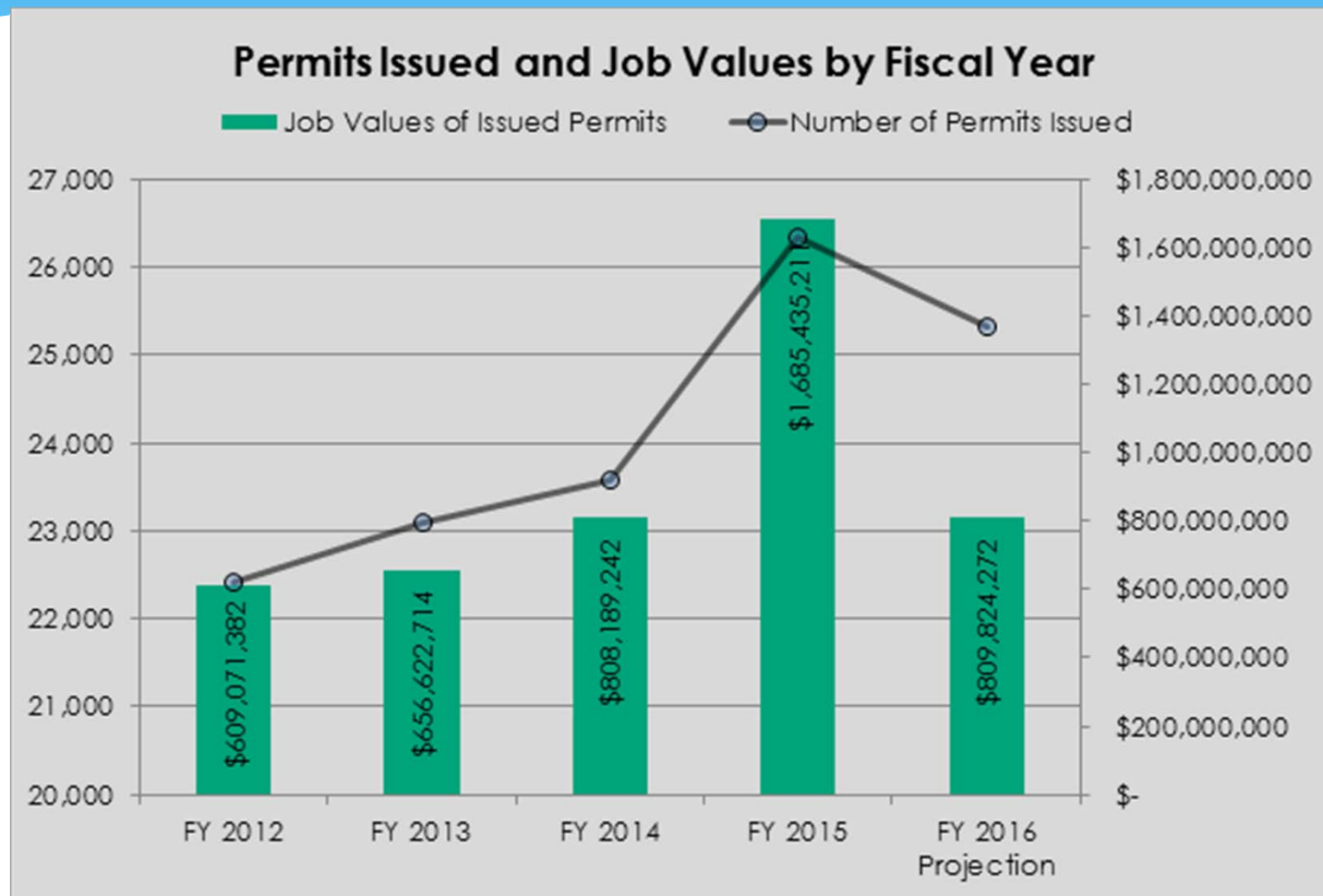
New Permits

1st – 3rd Quarter Comparisons - FY 2015 vs FY 2016

- * FY 2015 - # of new permits issued: 19,501
- * FY 2016 - # of new permits issued: 18,835
- * **3.4% decrease**
- * 2015 Job valuation (3 Qrtrs): \$632,777,454
- * 2016 Job valuation (3 Qrtrs): \$674,842,445
- * **6.2% increase**
- * **Development within the City remains steady**
- * Data compiled from Community +, Land Management Software, July 1, 2016

Additional Stats for BSD

Job Value and # of Permit Apps – 5 Year Comparison



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Current BSD Staffing

February, 2016

Filled FTEs (60)

70%

Vacant Approved Contract Temps

18%

7%

5%



June, 2016

Filled FTEs (80)

86%

Vacant Approved Contract Temps

3%

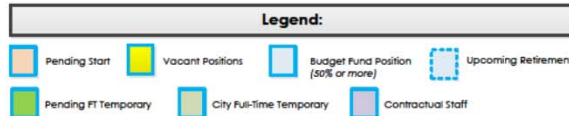
6%

5%

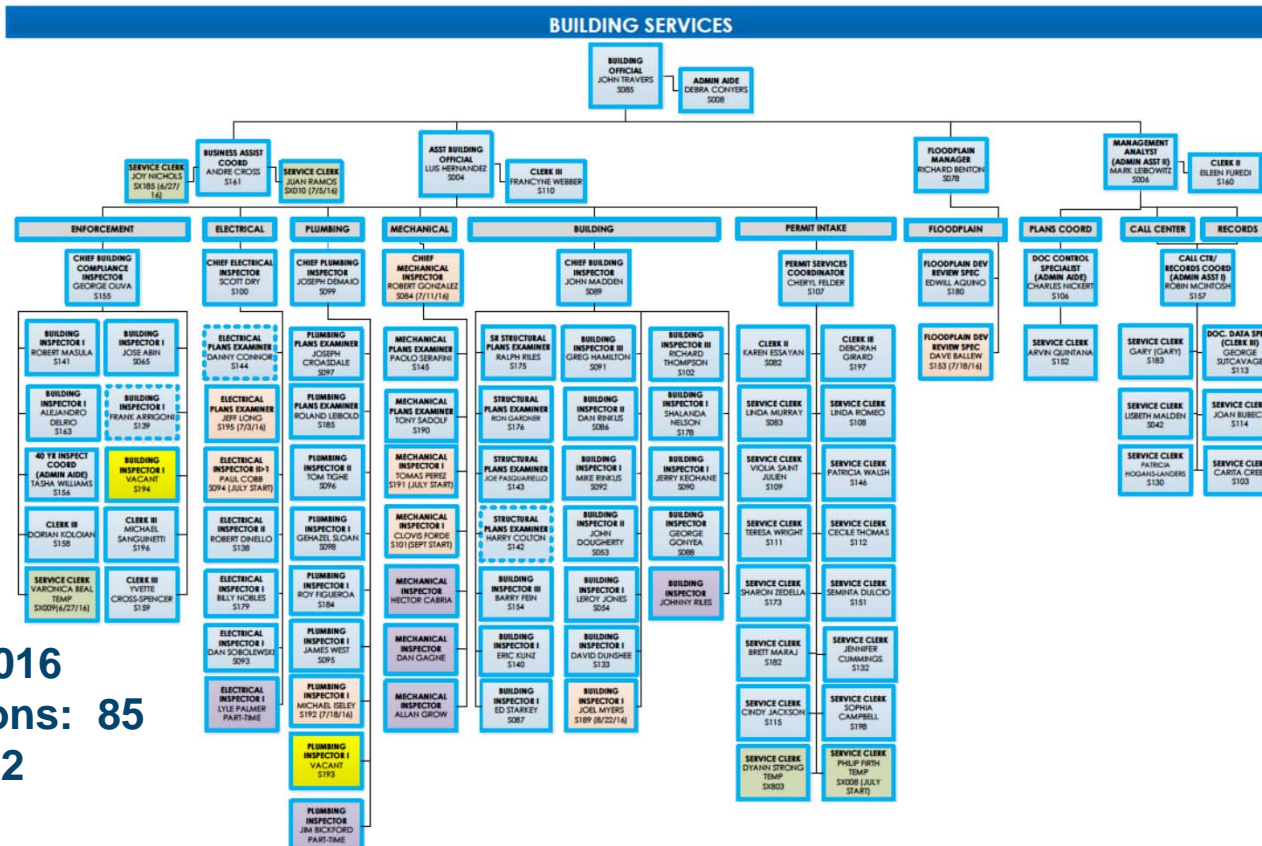


Current Vacant Approved positions: 2, 1 structural and 1 plumbing inspector

Current BSD Staffing



BUILDING SERVICES FUNDED ORGANIZATIONAL CHART



June 23rd, 2016
 Total Positions: 85
 Vacancies: 2

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Average Days to Issue a Permit

3rd Quarter of FY 2015 vs FY 2016

- * FY 2015: Residential: 30 Commercial: 38
- * FY 2016: Residential: 38 Commercial: 41
- * New hires and promoted FTEs to new positions are going through efficiency and training efforts to become proficient

Total/Daily Plan Reviews 2016 - 3rd Quarter (all disciplines)

- * April Total: 7559 = 359/day (21 working days)**
- * May Total: 8056 = 383/day (21 working days)**
- * June Total: 7650 = 347/day (22 working days)**
- * We have added more technical plan reviewers, so the daily reviews will start to increase, as these examiners become more proficient and complete their OJT**
- * Focus on Re-Checks has been implemented and results will be reportable by the end of the 4th quarter.**

*** Data compiled from Community +, Land Management Software, July 1, 2016**

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Total/Daily Inspections 2016 - 3rd Quarter (all disciplines)

- * April Total: 8458 = 402/day (21 working days)**
 - * May Total: 7999 = 380/day (21 working days)**
 - * June Total: 8633 = 392/day (22 working days)**
 - * We have added more technical inspectors, so the daily inspections will start to increase, as they become more proficient and complete their OJT**
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- * Data compiled from Community +, Land Management Software, July 1, 2016**

Process Improvements

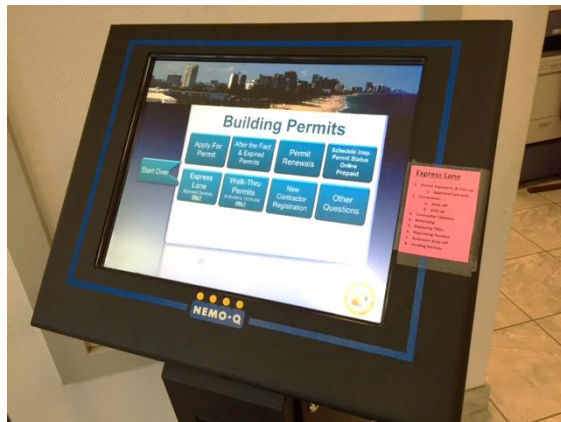
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Operating Improvements Already Implemented

- * **NEMO-Q Improvements – eliminating the double ticket issue**
- * **Express Lane Refinement**
- * **R.F.ID – Plan searches greatly reduced**
- * **Changed BSD hours of operation for walk-ins. Seasoned veterans knew that they could arrive at 10:25 AM and qualify for walk-in service. This meant that service clerks were still processing walk-ins through the lunch schedules of the plans examiners, causing delays. NEMO-Q cut-off time is now 09:30 AM. This allows us to complete our walk-ins by lunch break. The only change to the public is their arrival time at DSD.**

Kiosk Improvements

NEMO-Q



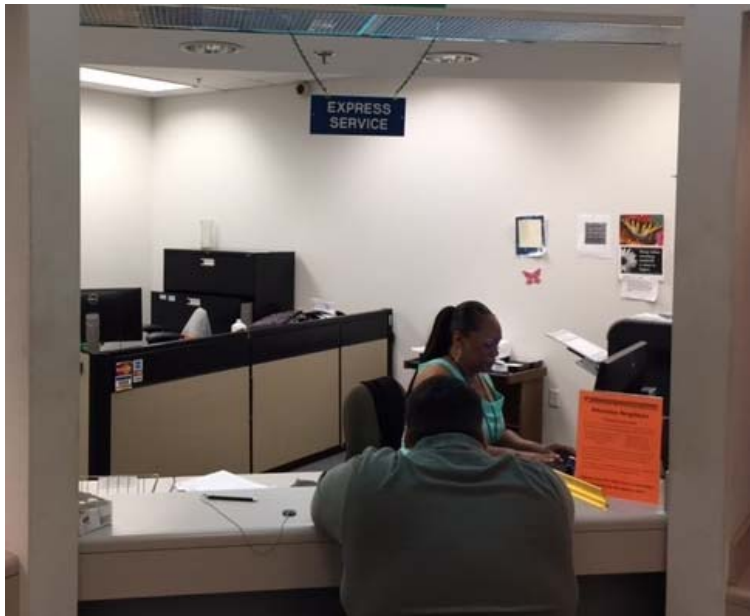
- * Further clarification has been added to refine the initial permit intake process



- * The handicap accessible electronic kiosk is now being used as a 2nd means of receiving a serving number

Permit Express Lane

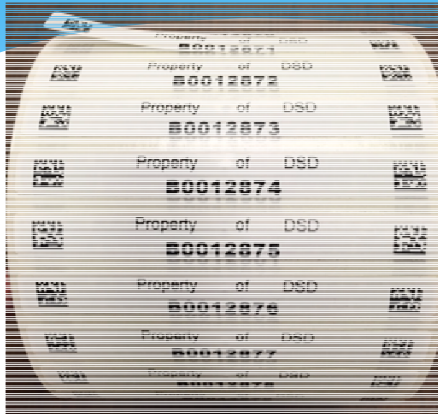
For Quick Transactions



- * Corrections drop off/pick up
- * Revision submittal
- * Permit payment/pick up
- * Print/Reprinting permits
- * Replacing TBD subs
- * Contractor license updates
- * Notarizations

R.F.I.D.

Radio Frequency Identification



- * Has drastically decreased the time it takes to locate a permit
- * New Quality Assurance process incorporated into tagging

New Fleet of Hybrids

Toyota Prius (20)



- * Gas consumption this FY is 16% less than last year, including additional loaned vehicles for new inspectors (data from Fleet).
- * I will need additional vehicles as we complete the training of our new inspectors. Loaned vehicles are being re-purposed to other departments.

DSD Exit Survey

- * We are still conducting an online exit survey for neighbors that use our services. This allows us to respond to issues directly related to our service performance.**

Process Improvements

Building Services Division On Our Horizon

- * **Future Digital Plan Review – The 1st touch screen active monitor has arrived. IT will set it up for plan examiners to receive training. Remainder of the screens are in the process of ordering. We are working on a new Land Management Program. These improvements will continue to increase our efficiency in plan review.**



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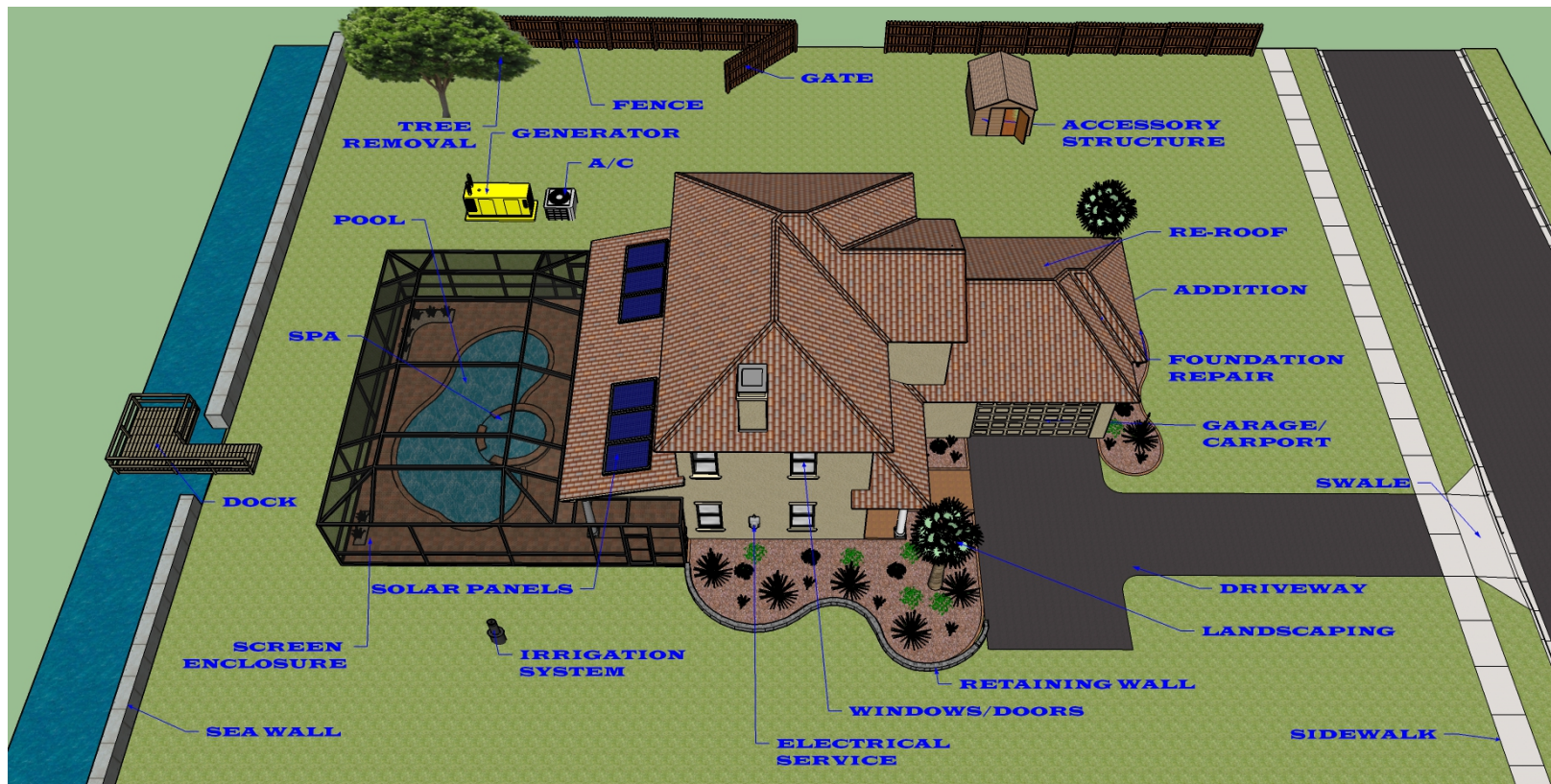
Process Improvements

Building Services Division On Our Horizon

- * City Website Permit Information – House Bill 535 now mandates that all permit issuing agencies have online services in operation by July 1, 2017. We already have the majority of our permit apps available online and are moving toward total online processing with credit card (PCI) compliance requirements.**

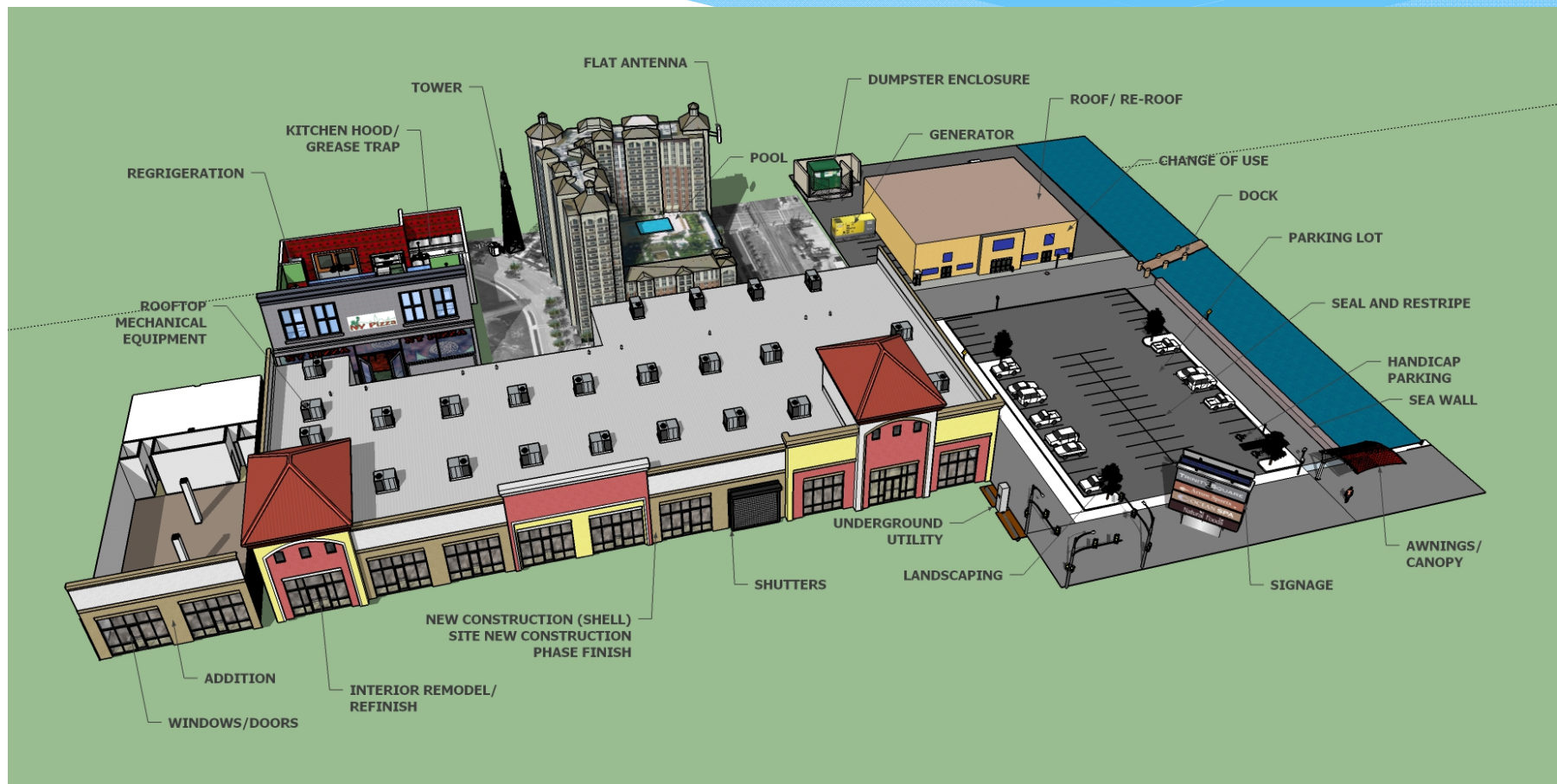
Interactive Website - Residential Diagram

Selecting a component will pull up a checklist of all needed submittals for a permit



Interactive Website - Commercial Diagram

Selecting a component will pull up a checklist of all needed submittals for a permit



Future Lobby and Employee Area Improvements

- * FY 2017 has funding for a study to remodel the Lobby area of DSD to make better use of underutilized floor space and provide a dedicated cashier area
- * Future movement of HCD Division to another location will provide us with the additional work space cubicles needed for the new FTEs shown in an earlier slide

Building Services Division

Performance Measures

Thank you for your time



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