Mecklenburg County
January 19, 2016
@ 3:00 p.m.
Agenda

Building-Development Commission

1. BDC Meeting Minutes Approved

2. BDC Member and Industry Association Issues

3. Public Attendee Issues

4. BDC Budget Subcommittee Work……..Jim Bartl

5. Building Valuation Data Work Group Recommendation……Patrick Granson

6. Industry Meeting on Technology Development Priorities……..Jim Bartl

7. Quarterly Update of Inspection Realignment……..David Gieser/CEM's

8. Quarterly Update on Gartner/TF Recommendations……..Directors

9. Quarterly Reports

   a. Commercial Plan Review Report……...Chuck Walker
   b. Code Compliance Report……...Jeff Vernon
   c. Consistency Team Report……..Jeff Vernon
   d. Technical Advisory Board Quarterly Report…….Jeff Vernon

10. Quarterly BDC Bulletin Exercise……Jim Bartl

11. Department Statistics and Initiatives Report……...Jim Bartl

12. Status Report on Various Department Initiatives……Jim Bartl

13. Adjourn

The next **BDC Meeting** is scheduled for **3:00 p.m., February 16th 2016** at our new location.
2145 Suttle Avenue, Charlotte, NC 28208
Hal Marshall Conference Room, 4th Floor

BUILDING DEVELOPMENT COMMISSION
Minutes of December 15, 2015 Meeting

Jonathan Bahr opened the Building-Development Commission (BDC) meeting at 3:03 p.m. on Tuesday, December 15th 2015.

Present: Jonathan Bahr, Chad Askew, Tom Brasse, Melanie Coyne, Hal Hester, Ben Simpson, Michael Stephenson, Wanda Towler, Scott Shelton and Rodney Kiser

Absent: Rob Belisle, Travis Haston and John Taylor

1. MINUTES APPROVED

Melanie Coyne made the motion to approve the minutes from the November 17th Building Development Commission Meeting, seconded by Scott Shelton. Meeting minutes passed unanimously.

2. BDC MEMBER ISSUES & INDUSTRY ASSOCIATION ISSUES

No BDC member or industry association issues.

3. PUBLIC ATTENDEE ISSUES

No public attendee issues.

4. BDC 2015 ATTENDANCE AUTHENTICATION

The 2015 BDC Attendance Report was reviewed and passed to Chairman Bahr for authentication.

5. CUSTOMER SERVICE CENTER DEVELOPMENT STATUS UPDATE

Sophia Hollingsworth, Manager of the Customer Service Center provided a department update beginning with introductions of Liaison staff members, Cheryl Baines and Adreinna Jerald-Johnson; then introduced Navigator staff members, Davida Kinsey, Adrian Pacheco, Ricardo Perez and Lourdes Rojas. These staff members joined MCCE on 10.19.15. Sophia went on to report that staff completed 40 hours of orientation, a two day technology introduction and 96 hours of training in AST, Inspections, RTAC/CTAC, Posse and EPM. She discussed technology updates, Q-Flow, the Answer Book, the Phone Tree, and described the process flow.

6. REVIEW OF FY16 TRAINING STRATEGY

Angie Traylor, Senior Quality and Training Specialist, presented a training strategy which included the role of a training coordinator, benefits of training, vision and mission statements as well as needs assessment for external customers and staff. Presentation included training goals and objectives for the various initiatives and technology we have in place as well as those to come.

7. USE OF CODE INTERPRETATION SEARCH TOOLS

Shannon Clubb, Outreach Coordinator reported that the current Code interpretation search engine tool was developed with extensive input from BDC in several meeting and input from trade contractors. Shannon gave some history saying that the work began in the fall-winter of 2012, focusing on web search of current BEMP interpretations. The BDC indicated they were satisfied with the search tool. We then distributed information to customers accordingly through NotifyMe and trade association presentations. The CA Quarterly Newsletter provides information and links to subscribers.

8. BUILDING VALUATION DATA WORK GROUP RECOMMENDATION

Patrick Granson, Director of Plan Review and Permitting described BVD data recommendations from the work group which included BDC Member volunteers and industry representatives: John Taylor and Michael Stephenson, Darrell Fries, Glen Craig and Harry Sherrill. The subcommittee met four times identifying a set of modifications to the 2013 ICC Building Valuation Data table that made sense to participating BDC representatives, industry representatives and the Department. The final copy will be

distributed to all members prior to our next meeting. Patrick went on to say since this is an administrative change, it doesn't require BOCC action; rather, after we agree on a proposed 7/1/16 trigger date, customers are made aware of and it will be posted on the web for reference. Forecasting any FY17 revenue impact will be part of the Department's work with the BDC budget subcommittee.

9. MULTIFAMILY MEGA TEAM – PROJECT PHASING STRATEGIES

David Gieser, Director of Inspections and Andy Herring, Multifamily Mega Team Manager, discussed the Multifamily Mega Team working on a proposal to develop a typical phasing plan strategy to assist developers and contractors when they are considering phasing of a project. Primary issues the team has observed, involve permitting, time lines for certain aspects of structures, CO's or TCO deliverables meeting the expectations of the developers. We think the end product could be a very helpful guide for new projects, and some existing projects, in aiding the advancement of successful project completion. The Multifamily Mega Team leaders will connect with GCAA leadership to measure interest and plan a meeting with GCAA member representatives.

10. AE SEAL USE IN BIM-IPD

Jim Bartl, Director of Code Enforcement, provided some background on the Departments work around BIM-IPD; creating a high tech-green team in 2010. This morphed into a joint pilot with CHS for use on their projects employing BIM-IPD in 2011. We advanced change through the NC Building Code Council to recognize BIM-IPD projects as meriting a different permitting process; the 1000 slice approach in 2011. This gained approval from the NC Board of Architecture and NC Board of Examiners for Engineers and Surveyors to conduct a pilot with alternate rules for AE seal use in BIM-IPD projects in 2013. CMS realized that many AE's had cold feet about working in BIM-IPD, with respect to AE Board rules. Between December 2013 and July 2014 the Department created the Hybrid Collaborative Delivery Team.

To date, the Department has worked on eight BIM-IPD projects. All original board approved projects were CMC projects and are complete.

- CMC Morrocroft ED; project completed May, 2014.
- CMC Davidson Behavioral Health; project completed April, 2014.
- CMC Core Lab; project completed January, 2015.

Non CMC projects approved by the North Carolina Board of Architecture for pilot are as follows:

- VA Charlotte HealthCare Center; nearing completion.
- Davidson Martin Science Building Addition; structure under roof.
- Westin Charlotte Office Building; construction just started.
- Project Beacon-Sealed Air; construction just started.
- Crescent uptown-Stonewall Station; initial plan reviews.

The NC Board of Architecture issued a position statement on September 14, 2015 approved on 9/11/15. The NC Board of Examiners for Engineers and Land Surveyors issued project guidelines on Thursday, October 22, 2015. Both documents include definitions of BIM & IPD and a five part seal use compliance criteria. The documents only differ in that the NC Board of Architecture always refers to "Architect" and the NC PE Board always refers to "licensee". NC Board of Architecture found BIM-IPD consistent with Board Rules and Laws in NC, consequently offering the position statement as "guidance" to Architects in BIM-IPD. The NC PE Board placed project guidelines in effect until 10/31/2016, with a commitment to review them for possible revisions before that date.

The bottom line is this:

- ❖ AE's use their seal and signature on documents confirming project development.
- ❖ AE's use electronic signatures on other "benchmark" documents.

- AE's may collaborate with other team members in the model.
- AE's may review other team member's work in the model, without accepting responsibility for it.
- AE's may rely on other team members work in the model, in preparing changes in construction, provided the clearly take ownership for the work under the AE's authorship.

11. QUARTERLY UPDATE OF INSPECTIONS REALIGNMENT PROJECT

Deferred to January.

12. QUARTERLY UPDATE ON GARTNER/TF RECOMMENDATIONS FOLLOW-UP

Jim Bartl decided, based on the density of the December meeting to update the board on Gartner/TF recommendation follow up work status in the January meeting. The Department continues to work on this on various fronts including an updated the project tracking chart, adding references to the Gartner Report designations, have put the consistency BDO change to bed, executed the customer service training with Cynthia Olson, hired and promoted the customer liaisons, and continued the CA work in the interpretations newsletter and association advance agendas on consistency meetings. We will send you a revised Gartner/TF Recommendations project tracking chart before the next BDC meeting.

13. DEPARTMENT STATISTICS AND INITIATIVES REPORT

November 2015 Statistics

Permit Revenue

November permit (only) rev - $ 1,744,619, compares to October permit (only) rev - $ 2,322,545
FY15 comparative numbers; November permit (only) rev - $1,314,145; October - $2,009,668
Note (*); the December 1, 2015 BOCC approval of RFBA's changed expense & revenue picture as follows.

- The 20 position betterment adds $1,534,000
- So new Fy16 permit revenue totals; $21,904,284 +$1,534,000 = $23,438,284
- With monthly revenue projection of $1,953,190; so November is $208.58k below projection

YTD permit rev = $10,624,985 is above projection ($9,765,958) by $859,033 or 8.8%.

Construction Value of Permits Issued

- Report temporarily suspended.

Permits Issued

	Oct	Nov	3 Month Trend
Residential	4749	4097	4436/4749/4097
Commercial	2604	1955	2182/2604/1955
Other (Fire/Zone)	396	289	378/396289
Total	7749	6341	6996/7749/6341

- Changes (Oct-Nov); Residential down 14%; commercial down 25%; total down 18%
- Note; November 2015 permit totals are comparable to Nov 2014

Inspection Activity: Inspections Performed

Insp. Req.	Oct	Nov	Insp. Perf.	Oct	Nov	% Change
Bldg.	7559	6308	**Bldg.**	7556	6266	-17%

Elec.	8366	7124	**Elec.**	8044	6611	-18%
Mech.	4582	3895	**Mech.**	4396	3683	-16.2%
Plbg.	3562	2947	**Plbg.**	3308	2620	-20.8%
Total	24,069	20,274	**Total**	23,304	19180	-17.7%

- Changes (Oct-Nov): requests down 15.8%; inspect performed down 17.7% (trades ranging 16-20%)
- Insp performed were 94.6% of insp requested

Inspection Activity: Inspection Response Time (new IRT report)

Insp. Resp. Time	OnTime %		Total % After 24 Hrs. Late		Total % After 48 Hrs. Late		Average Resp. in Days	
	Oct	**Nov**	**Oct**	**Nov**	**Oct**	**Nov**	**Oct**	**Nov**
Bldg	76.39	76.5	92.99	94.8	98.10	99.1	1.32	1.29
Elec.	58.57	52.8	89.73	81.6	98.49	96.3	1.53	1.69
Mech.	67.66	54.3	91.48	83.1	97.96	95.0	1.44	1.82
Plbg.	62.33	59.1	90.46	81.8	98.63	94.7	1.48	1.64
Total	66.39	61.4	91.19	86.0	98.29	96.7	1.44	1.58

- Bldg up a little, Plbg down 3%, Elec down 6%, Mech down 13%
- Per the BDC Performance Goal agreement (7/20/2010), the goal range is **85-90%;** so while numbers are improved, **the IRT report indicates the Nov. average is currently 23.6% below the goal range.**

Inspection Pass Rates for November 2015

OVERALL MONTHLY AV'G @ 79.15% in November, compared to 79.52% in October

Bldg: October – 68.32%
November – 68.8%

Elec: October – 79.37%
November – 78.77%

Mech: October – 84.77%
November – 84.49%

Plbg: October – 91.35%
November – 90.37%

- Building up .5%, Mech down .3%, Elec down .6%, Plbg down 1%
- Overall average up slightly from last month, and still above 75-80% goal range.

On Schedule and CTAC Numbers for November 2015

CTAC:

- 91 first reviews, compared to 161 in October.
- Projects approval rate (pass/fail) – 63%
- CTAC was 36% of OnSch (*) first review volume; (91/91+173 = 264) = 34.5%

*CTAC as a % of OnSch is based on the total of only scheduled and Express projects

On Schedule:

- May, 14: 223 -1st rev'w projects; on time/early–97.63% all trades, 96% B/E/M/P only
- June, 14: 241 -1st rev'w projects; on time/early–94% all trades, 95% B/E/M/P only
- July, 14: 203 -1st rev'w projects; on time/early–90.4% all trades, 96% B/E/M/P only
- August, 14: 248 -1st rev'w projects; on time/early–85.75% all trades, 96% B/E/M/P only
- September, 14: 189 -1st rev'w projects; on time/early–92% all trades, 94.75%B/E/M/P only
- October, 14: 239 -1st rev'w projects; on time/early–95% all trades, 94%B/E/M/P only
- November, 14: 194 -1st rev'w projects; on time/early–95.6% all trades, 95.25% on B/E/M/P only
- December, 14: 203 -1st rev'w projects; on time/early–95.25% all trades, 94.25% on B/E/M/P only
- January, 15: 185 -1st rev'w projects; on time/early–92.88% all trades, 93.5% on B/E/M/P only
- February, 15: 192 -1st rev'w projects; on time/early–
- 94.75% all trades, 96.5% on B/E/M/P only
- March, 15: 210 -1st rev'w projects; on time/early–95.1% all trades, 97.5% on B/E/M/P only
- April, 15: 240 -1st rev'w projects; on time/early–91.5% all trades, 96.75% on B/E/M/P only
- May, 15: 238 -1st rev'w projects; on time/early–95% all trades, 94.75% on B/E/M/P only
- June, 15: 251 -1st rev'w projects; on time/early–94.95% all trades, 95.82% on B/E/M/P only
- July, 15: 218 -1st rev'w projects; on time/early–91.1% all trades, 90.75% on B/E/M/P only
- August, 15: 215 -1st rev'w projects; on time/early–91.5% all trades, 93% on B/E/M/P only
- September, 15: 235 -1st rev'w projects; on time/early–87.12% all trades, 92.5% on B/E/M/P only
- October, 15: 229 -1st rev'w projects; on time/early–91.79% all trades, 91.62% on B/E/M/P only
- November, 15: 220 -1st rev'w projects; on time/early–93% all trades, 92% on B/E/M/P only

Booking Lead Times

- On Schedule Projects: **for reporting chart posted on line**, on November 30, 2015, showed
  - 1-2 hr projects; at 2-4 work days booking lead, except bldg-6 and CMUD-6 work days
  - 3-4 hr projects; at 2 work days lead, except bldg-16, elec-8, Hlth-6, CMUD & CLT Zon'g-12 days
  - 5-8 hr projects; at 2 work days lead, except, bldg-19, elec-8, MP-7, Hlth-6, CMUD-12 and CLT Zon'g -19 work days
- CTAC plan review turnaround time; BEMP at 6 work days, and all others at 1 day.
- Express Rev'w booking lead time; 4 work days for small projects, 13 work days for large projects

Status Report on Various Department Initiatives
Follow Up from BDC November Meeting

Revisiting Monthly Format for the BDC Meeting
Consideration of a new stats reporting format was discussed in the November meeting. Jim Bartl asked if all BDC members want to abandon the detailed review towards the end of the meeting which typically takes about ten minutes +/-. Jim suggested a high level summary on one sheet projected on screen, covering revenue status projection, permit % up/down, inspection % up/down, IRT status up/down and goal, inspection failure rate % up/down, CTAC 1st review counts, OnSchedule 1st review counts & on time/early. It was discussed by members that the monthly statistics aren't that long but maybe the quarterly reports are and members like to see the larger summary.

Position Betterment RFBA Advancement
The BOCC approved the position betterment RFBA on December 1st. HR is currently assigning position

numbers. The Department continues interviewing for inspectors and plan reviewers and will begin to propose hires for those slots as the interview processes identify qualified candidates.

Meeting with Industry Representatives to Confirm Technology Development Priorities
The County Manager and LUESA Director requested we assemble users of Code Enforcement's technical systems (POSSE, EPM, etc.) with City/County staff to review the priority of tech system enhancements. On December 7th, staff presented to 8 industry reps (including BDC members Coyne, Stephenson & Belisle). A 2nd meeting is scheduled for Dec 17 at 1pm, reviewing a tech priorities summary, e-mailed to members 12/11.

Updates on Other Department Initiatives

Construction Valuation Data Report Fix
Jim shared with members that this regards chasing down the construction valuation reporting error, which is likely related to "deferred" permit status. We are in the process of researching POSSE report programming to determine how far back the problem goes. Initially will test to verify if it is limited to Construction Value Permitted. We believe the problem was caused when a permit was deferred, they have also identified fix for the issue. We will continue our work in identifying the report programming revisions required to fix and hire an independent 3rd party to verify that the fix worked and as well as confirm the problem had no impact on previous reports involving fees validated, permit counts or inspection counts. Final audit will be delayed until Winchester upgrade is completed (March-April); thereafter the Department will work with Best Practice Management (BPM) and the agency that the county uses for these types of audits.

Follow Up on Gartner/Task Force Recommendations Discussion

Deferred to January.

Manager/CA Added Comments

- Shannon Clubb reminded members that our next BDC meeting will be held at our new location, 2145 Suttle Avenue, Charlotte, NC 28208.
- Jeff Vernon noted the ISO and in-house Appendix B, as well as upcoming legal training with Joelle Jeffcoat.
- Jeff Griffin introduced Mike Kale, Inspections Supervisor.
- David Gieser quickly updated members on hiring status of the Veterans Employment Program.

10. ADJOURNMENT

The December 15th meeting of the Building Development Commission adjourned at 4:58 p.m.

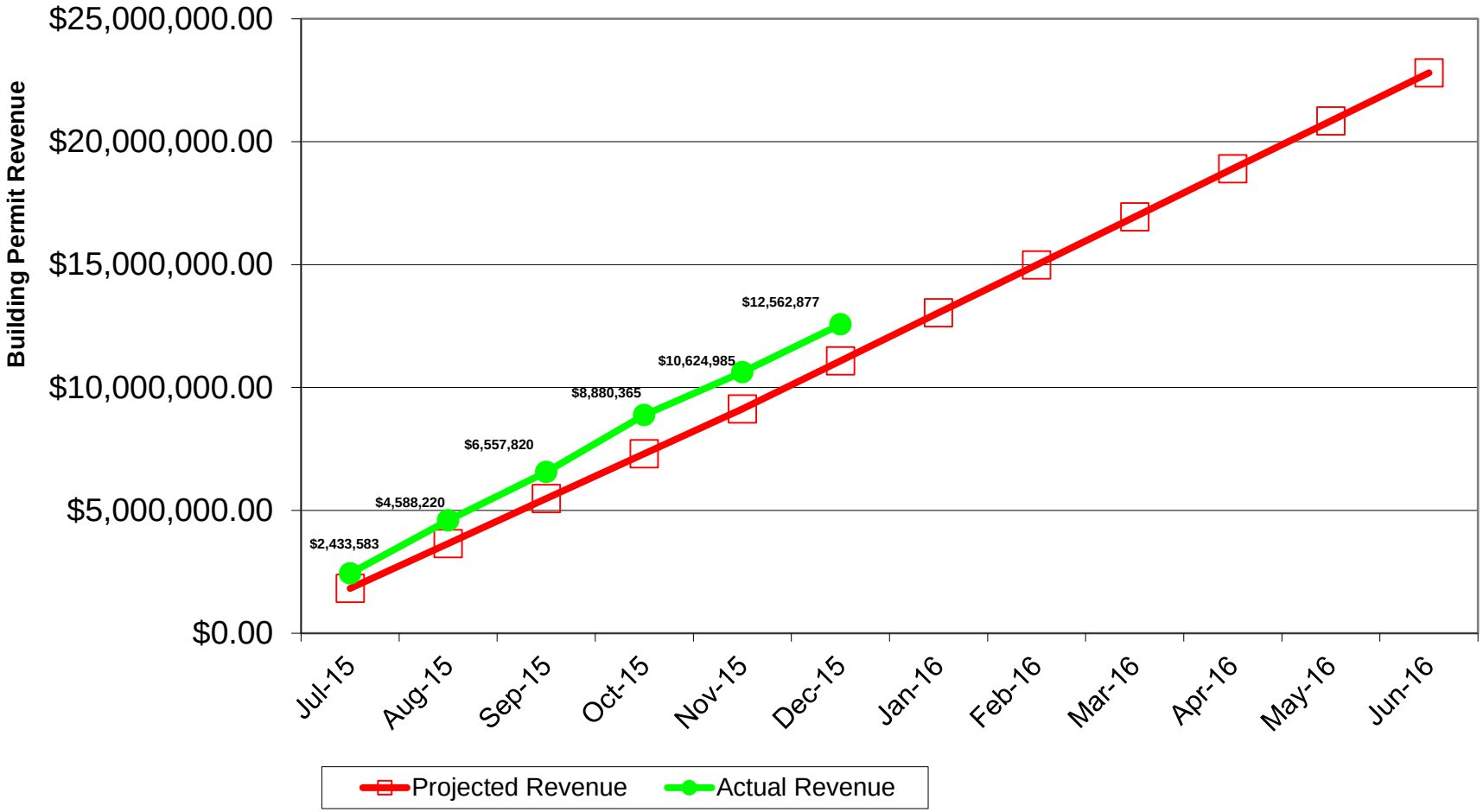
The next meeting of the Building Development Commission is scheduled for Tuesday, January 19th 2016.

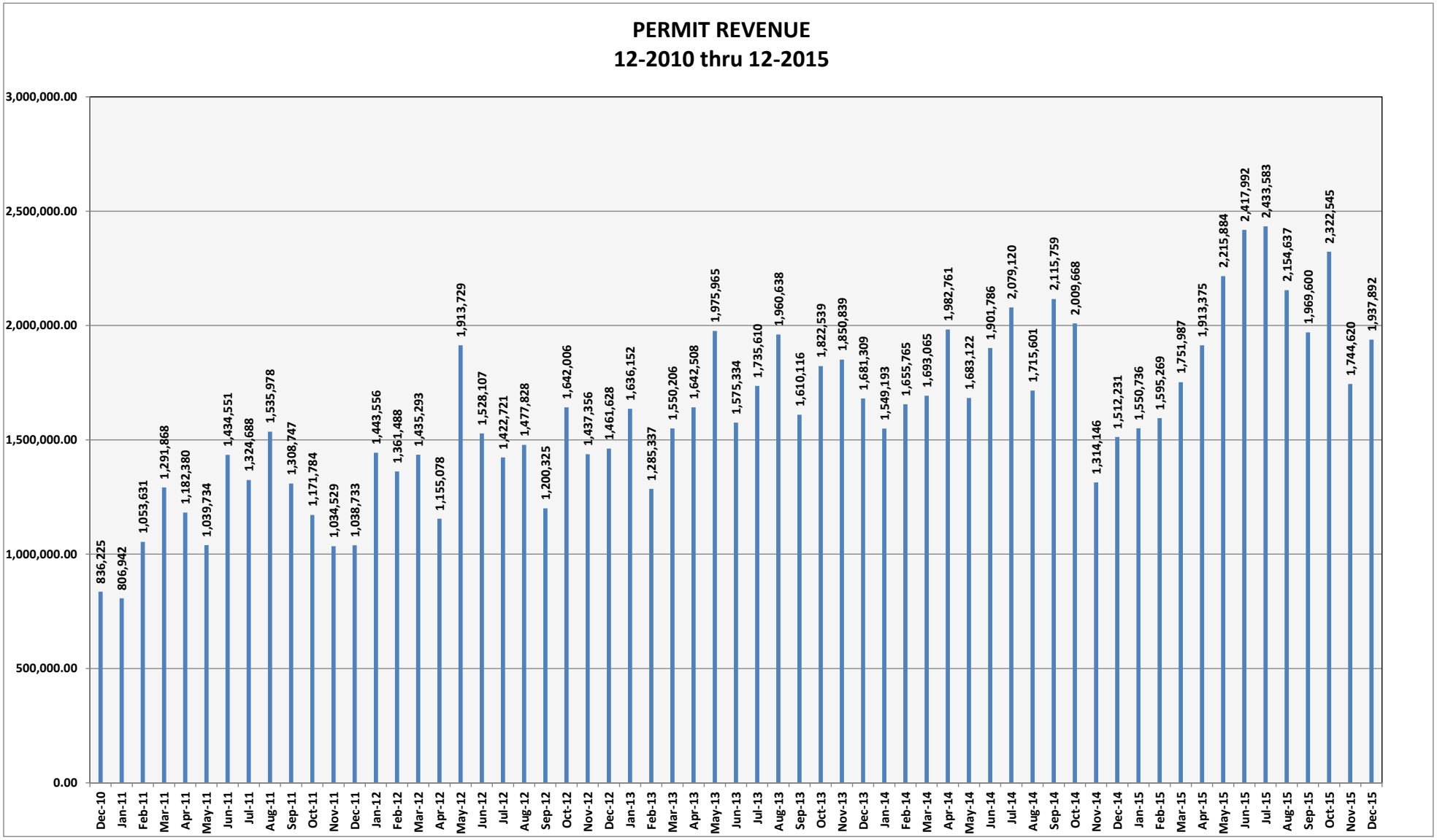
Building Permit Revenue
Fiscal YTD

INCREASE/DECREASE

December 2015 Permit Revenue	=	$1,937,892
FY16 Year-To-Date Permit Revenue	=	$12,562,877

7.2% above Projected YTD Permit Revenue




PERMIT REVENUE
12-2010 thru 12-2015
3,000,000.00
2,500,000.00
2,000,000.00
1,500,000.00
1,000,000.00
500,000.00
0.00
Dec-10 836,225
Jan-11 806,942
Feb-11 1,053,631
Mar-11 1,291,868
Apr-11 1,182,380
May-11 1,039,734
Jun-11 1,434,551
Jul-11 1,324,688
Aug-11 1,535,978
Sep-11 1,308,747
Oct-11 1,171,784
Nov-11 1,034,529
Dec-11 1,038,733
Jan-12 1,443,556
Feb-12 1,361,488
Mar-12 1,435,293
Apr-12 1,155,078
May-12 1,913,729
Jun-12 1,528,107
Jul-12 1,422,721
Aug-12 1,477,828
Sep-12 1,200,325
Oct-12 1,642,006
Nov-12 1,437,356
Dec-12 1,461,628
Jan-13 1,636,152
Feb-13 1,285,337
Mar-13 1,550,206
Apr-13 1,642,508
May-13 1,975,965
Jun-13 1,575,334
Jul-13 1,735,610
Aug-13 1,960,638
Sep-13 1,610,116
Oct-13 1,822,539
Nov-13 1,850,839
Dec-13 1,681,309
Jan-14 1,549,193
Feb-14 1,655,765
Mar-14 1,693,065
Apr-14 1,982,761
May-14 1,683,122
Jun-14 1,901,786
Jul-14 2,079,120
Aug-14 1,715,601
Sep-14 2,115,759
Oct-14 2,009,668
Nov-14 1,314,146
Dec-14 1,512,231
Jan-15 1,550,736
Feb-15 1,595,269
Mar-15 1,751,987
Apr-15 1,913,375
May-15 2,215,884
Jun-15 2,417,992
Jul-15 2,433,583
Aug-15 2,154,637
Sep-15 1,969,600
Oct-15 2,322,545
Nov-15 1,744,620
Dec-15 1,937,892

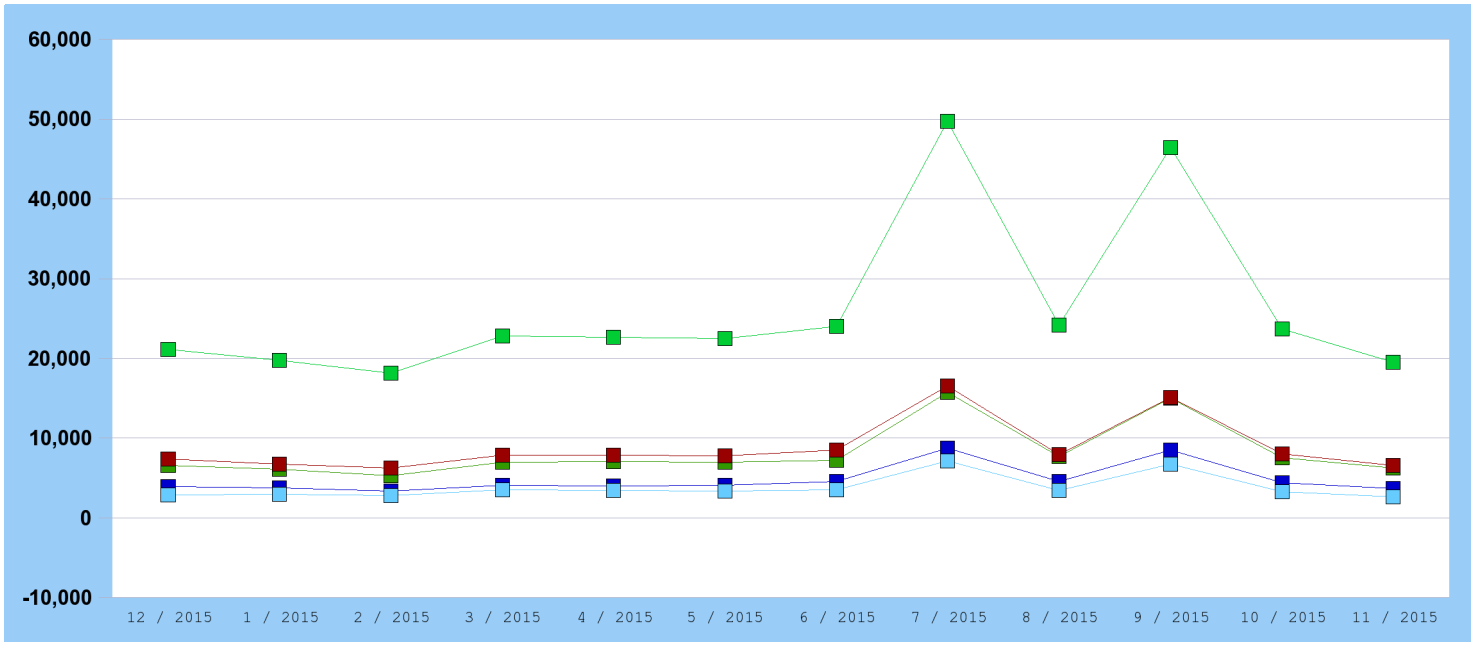
Permits Issued December 2015

INCREASE/DECREASE		
Residential	dn-	8.3%
Commercial	up-	8.4%
Overall	dn-	3.6%

FISCAL YEAR TO DATE PERMIT TOTALS				
Residential December	FY16 =	27,298	FY15 =	26,555
Commercial December	FY16 =	14,231	FY15 =	17,141
Total	FY16 =	43,549	FY15 =	46,527

Inspections Performed December 2015

Increase/Decrease	**7.39%**



IRT Report December 2015

Description	Average Overall Response Time in Days	Average Overall Response Time in Days	% On Time	% On Time	% Within One Day Late	% Within One Day Late	% Within Two Days Late	% Within Two Days Late
Monthname	Nov	Dec	Nov	Dec	Nov	Dec	Nov	Dec
Value	1.58	1.5	61.35	64.24	86.01	88.14	96.68	97.42

IRT Report December 2015

Building

Description	Average Overall Response Time in Days	Average Overall Response Time in Days	% On Time	% On Time	% Within One Day Late	% Within One Day Late	% Within Two Days Late	% Within Two Days Late
Monthname	Nov	Dec	Nov	Dec	Nov	Dec	Nov	Dec
Value	1.29	1.29	76.46	77.78	94.8	94.28	99.1	98.4

Electrical

Description	Average Overall Response Time in Days	Average Overall Response Time in Days	% On Time	% On Time	% Within One Day Late	% Within One Day Late	% Within Two Days Late	% Within Two Days Late
Monthname	Nov	Dec	Nov	Dec	Nov	Dec	Nov	Dec
Value	1.69	1.6	52.83	55.13	81.6	86.91	96.28	98.05

IRT Report December 2015

Mechanical

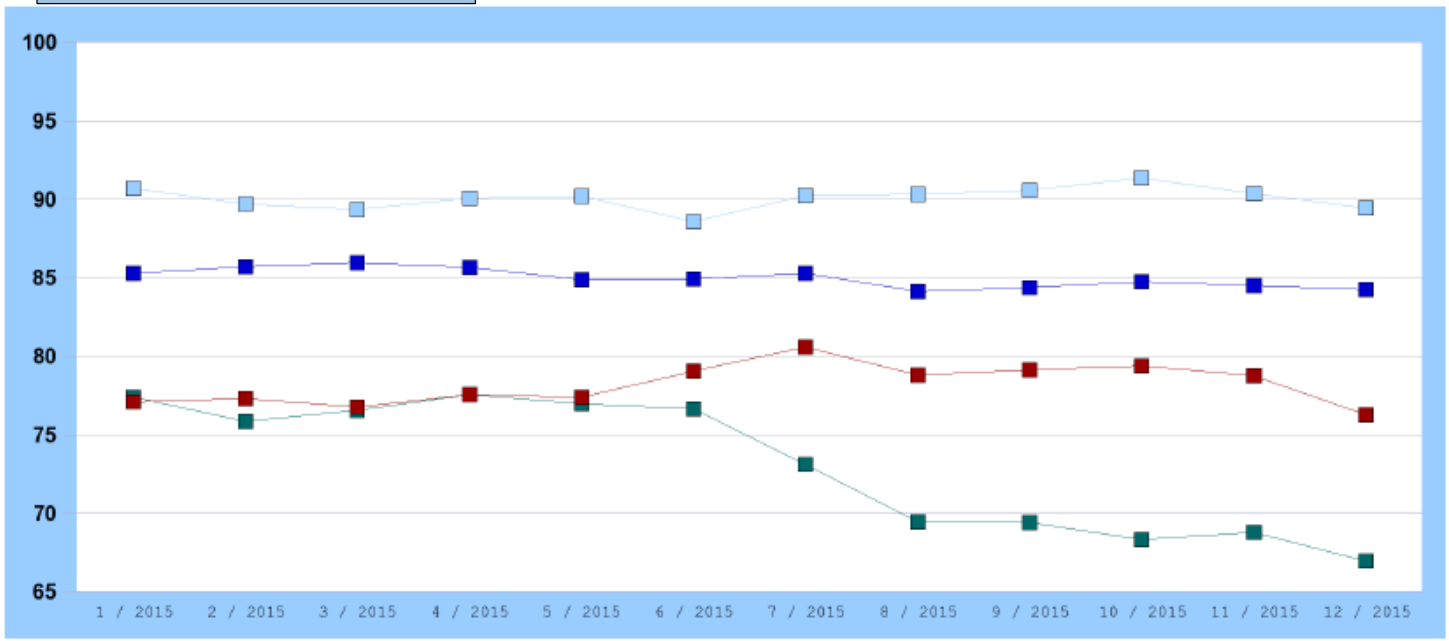
Description	Average Overall Response Time in Days	Average Overall Response Time in Days	% On Time	% On Time	% Within One Day Late	% Within One Day Late	% Within Two Days Late	% Within Two Days Late
Monthname	Nov	Dec	Nov	Dec	Nov	Dec	Nov	Dec
Value	1.82	1.6	54.32	61.13	83.07	84.39	95.03	95.68

Plumbing

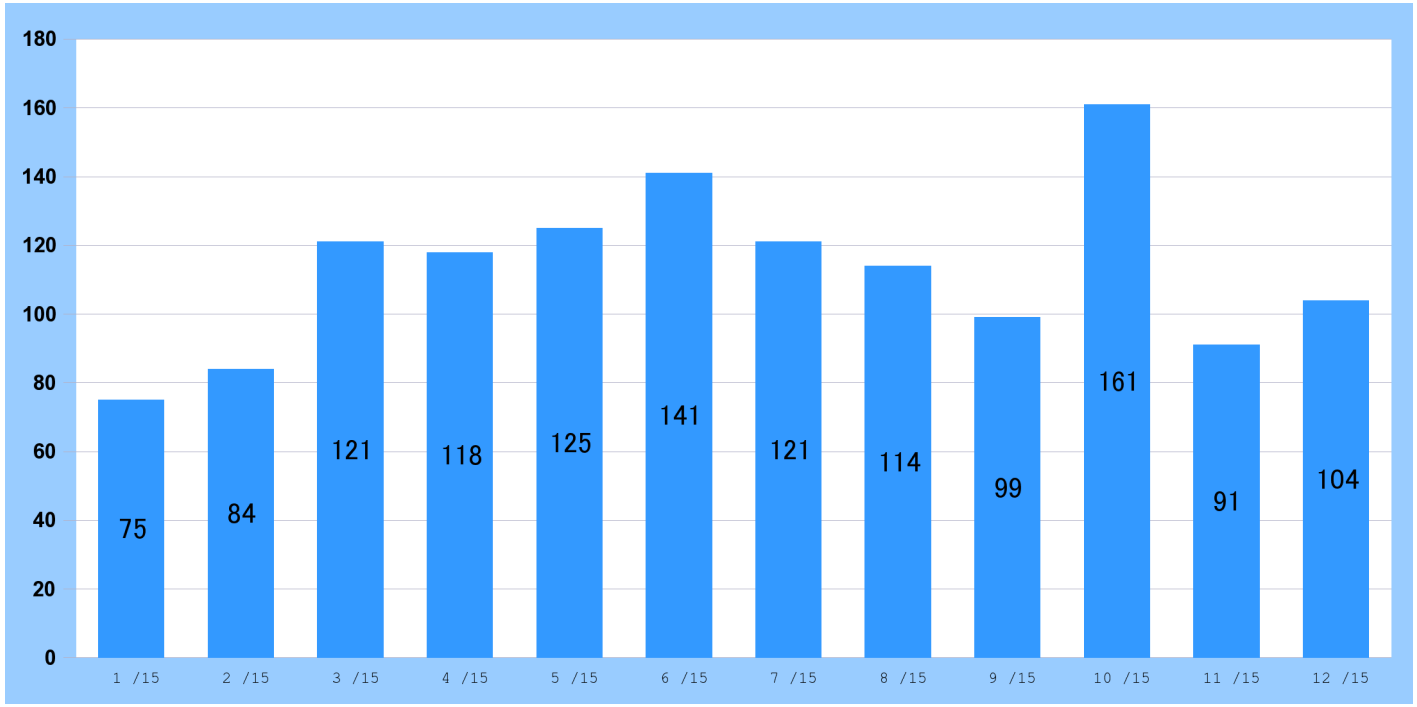
Description	Average Overall Response Time in Days	Average Overall Response Time in Days	% On Time	% On Time	% Within One Day Late	% Within One Day Late	% Within Two Days Late	% Within Two Days Late
Monthname	Nov	Dec	Nov	Dec	Nov	Dec	Nov	Dec
Value	1.64	1.56	59.05	63.12	81.82	83.83	94.68	96.21

Inspection Pass Rate Report December 2015

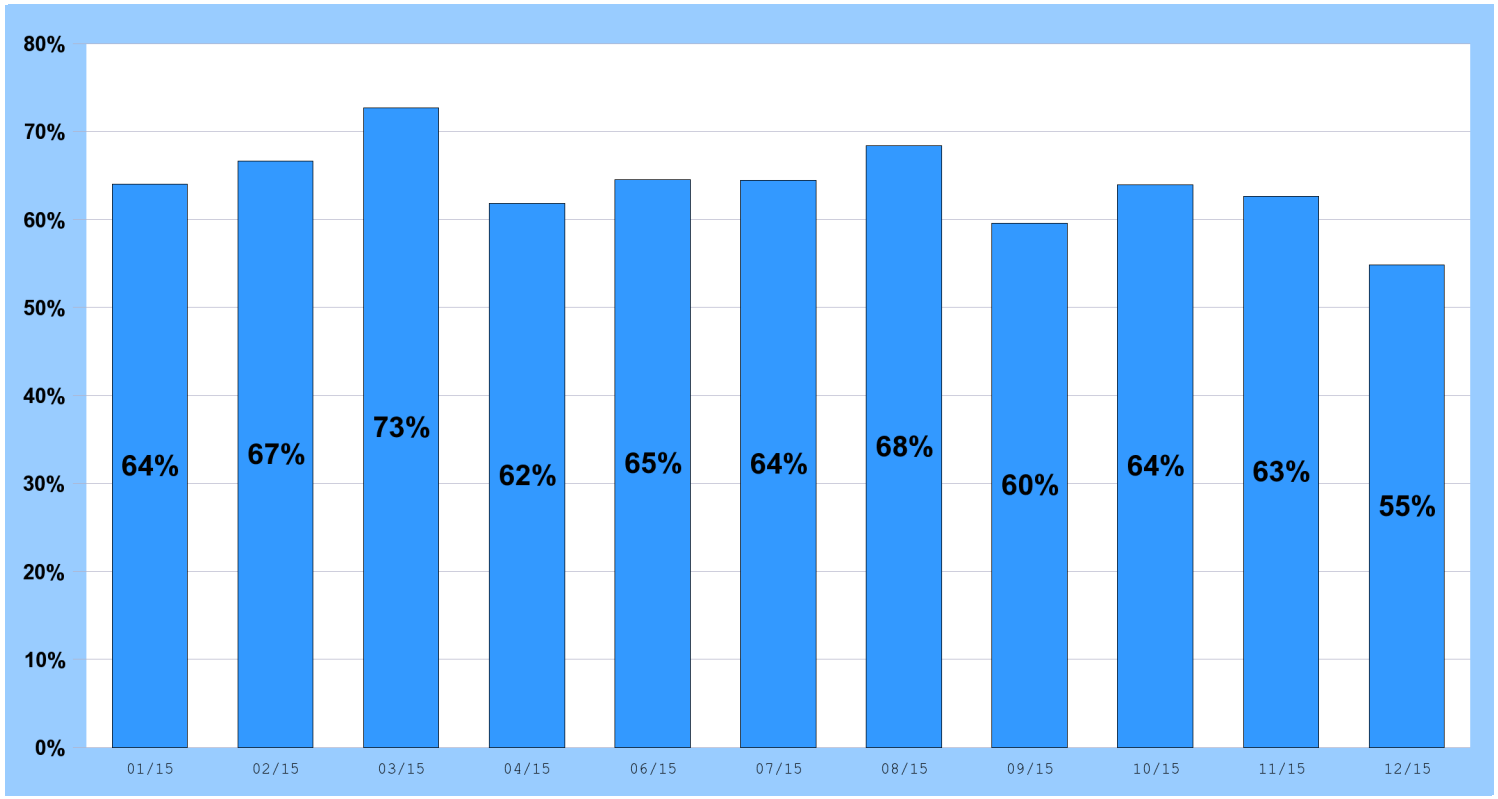
Building	66.97%
Electrical	76.27%
Plumbing	89.47%
Mechanical	84.25%
Overall:	77.88%



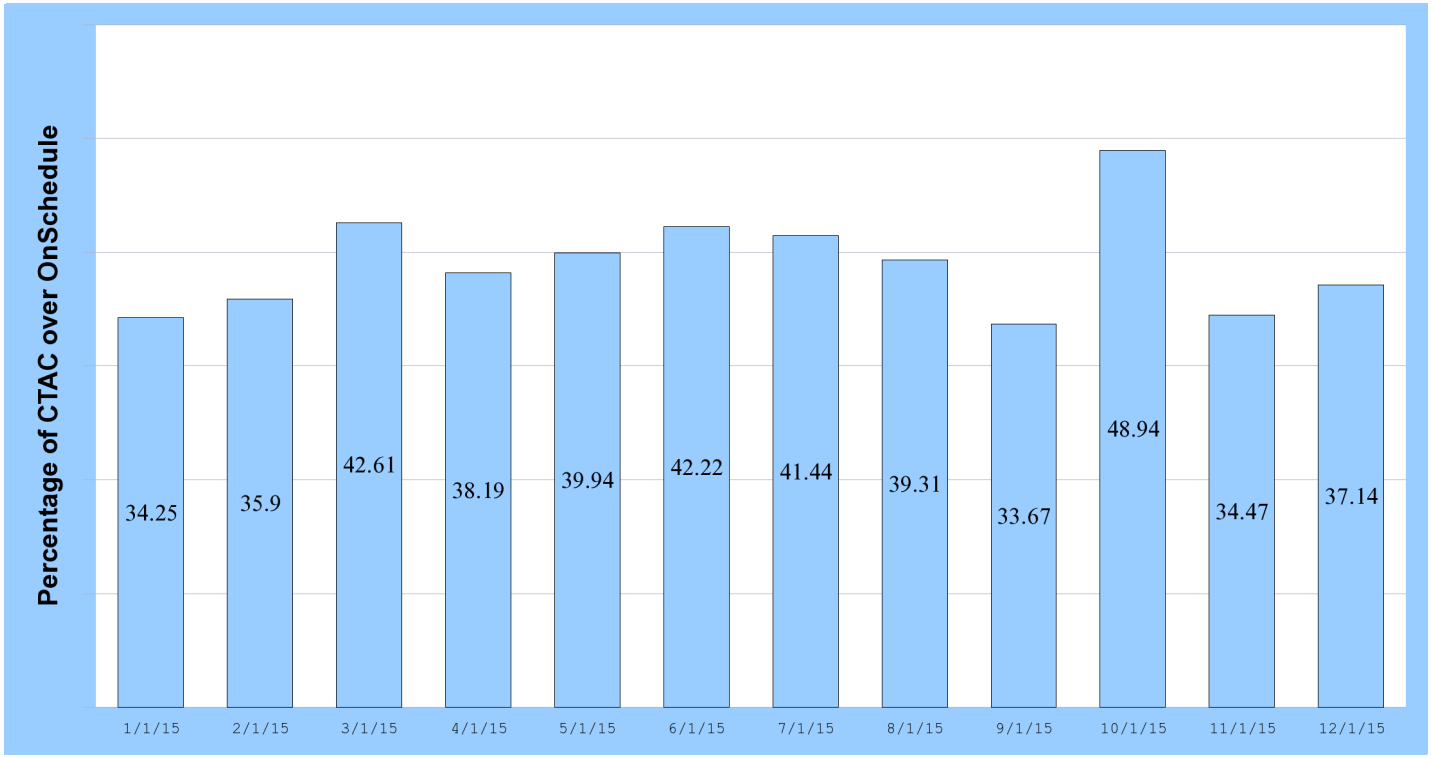
CTAC Total # of Projects Reviewed December 2015



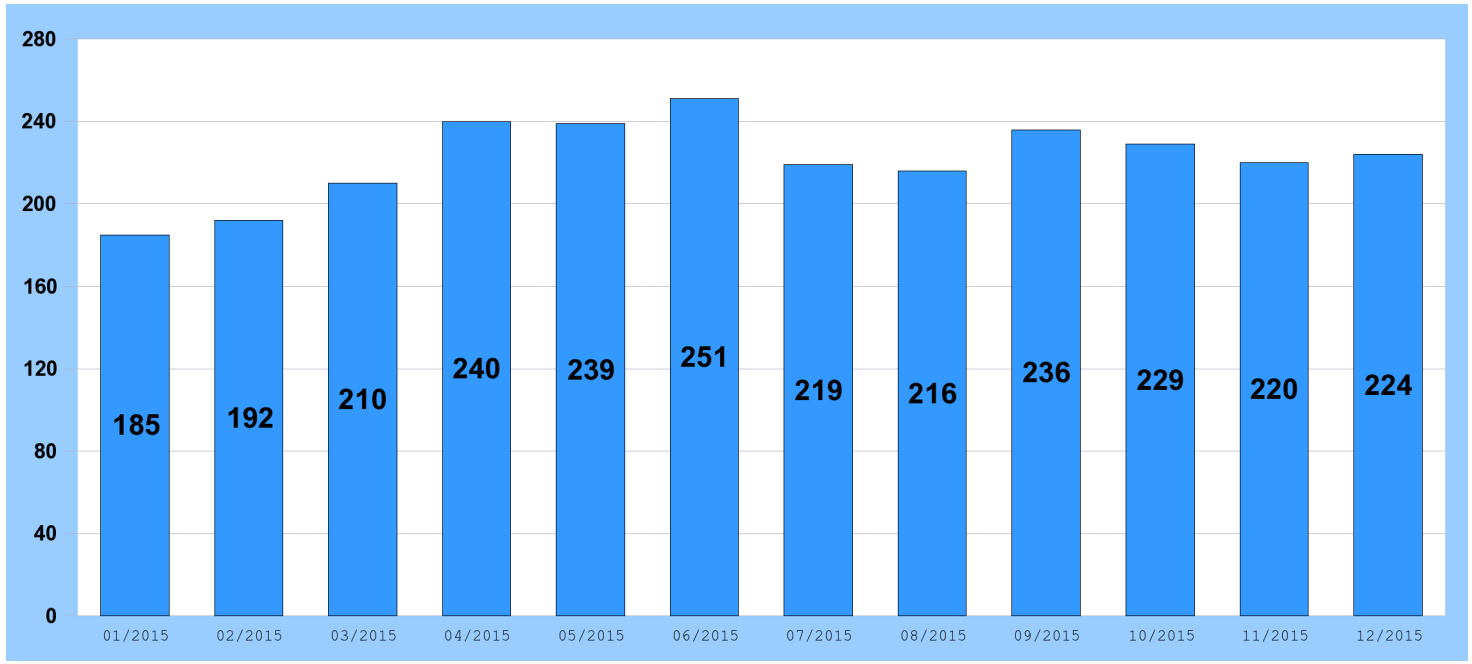
CTAC Approval Rate December 2015



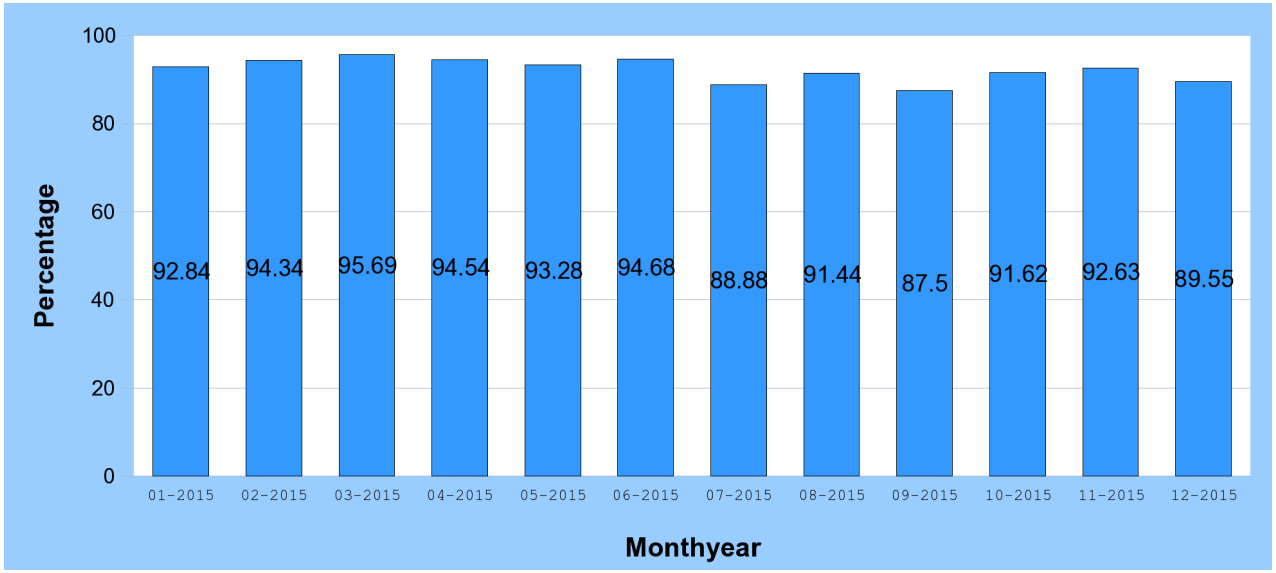
Percentage of CTAC of OnSchedule and Express Dec 2015



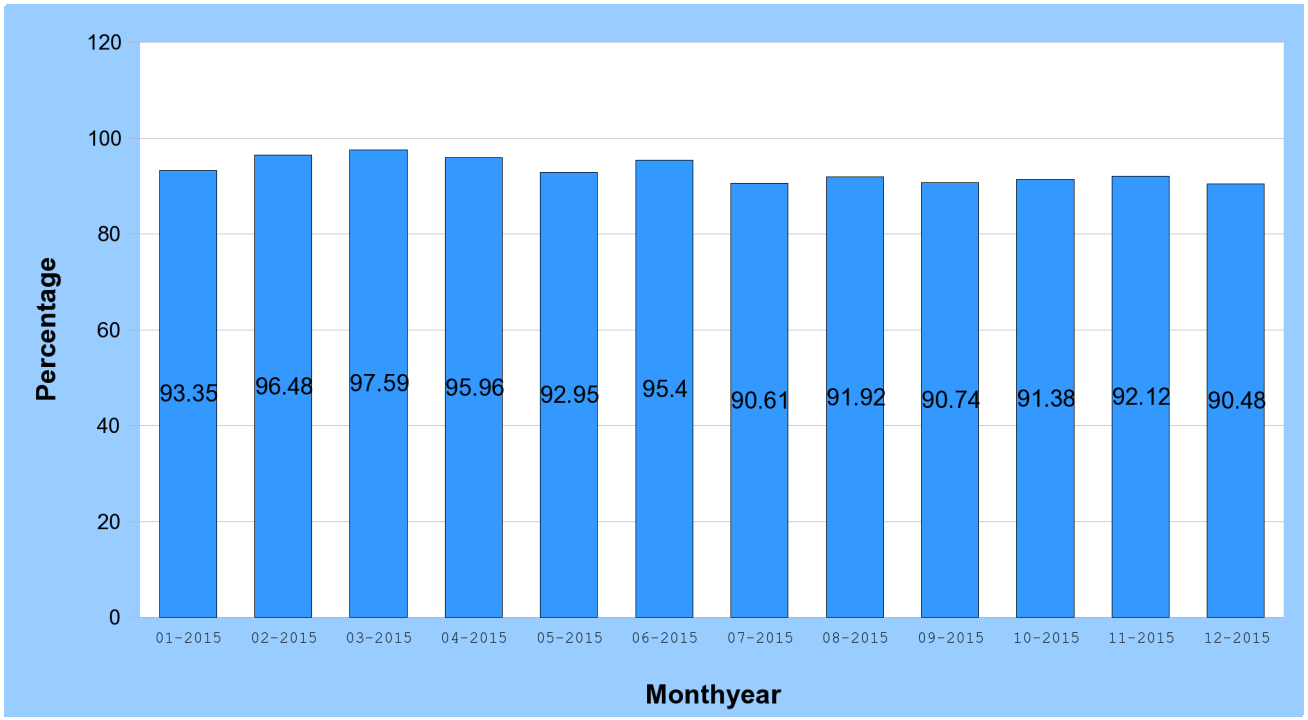
OnSchedule 1st Reviews December 2015



On Time/Early All Trades December 2015



On Time/Early BEMP December 2015

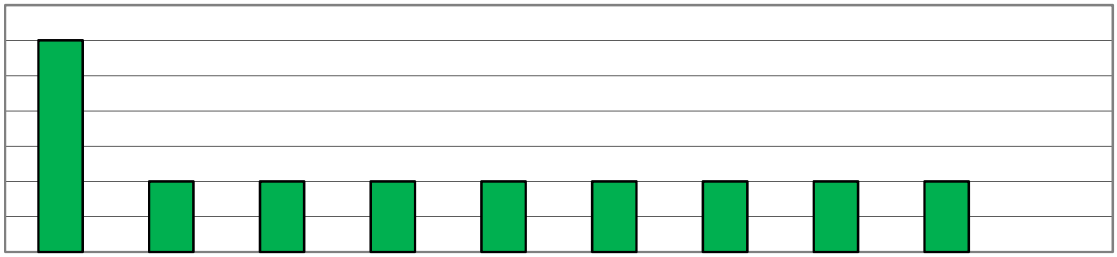


January 4, 2016

Plan Review Lead Times for OnSchedule Review

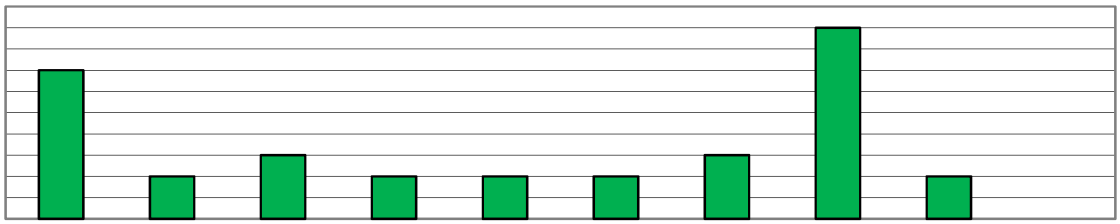
1/4/16	Building	Electrical	Mech / Plumbing	County Fire	County Zoning	Backflow - CMUD	Health	City Zoning	City Fire
Working Days	6	2	2	2	2	2	2	2	2

1-2 hour Reviews



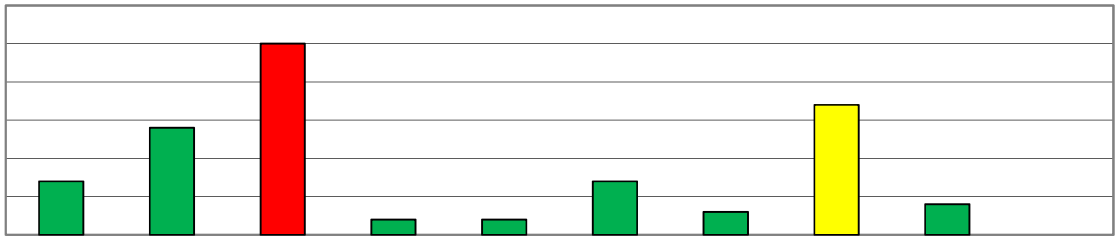
1/4/16	Building	Electrical	Mech / Plumbing	County Fire	County Zoning	Backflow - CMUD	Health	City Zoning	City Fire
Working Days	7	2	3	2	2	2	3	9	2

3-4 hour Reviews



1/4/16	Building	Electrical	Mech / Plumbing	County Fire	County Zoning	Backflow - CMUD	Health	City Zoning	City Fire
Working Days	7	14	25	2	2	7	3	17	4

5-8 Hour Reviews



Green: Booking Lead Times within 2 weeks	(10 - 14 work days = The Goal)
Yellow: Booking Lead Times within 3-4 weeks	(15 - 20 work days)
Red: Booking Lead Times exceeds 4 weeks	(21 work days or greater)

All booking lead times indicated are a snapshot in time on the date specified.
The actual booking lead time may vary on the day you submit the OnSchedule Application.

January 4, 2016

Express Review

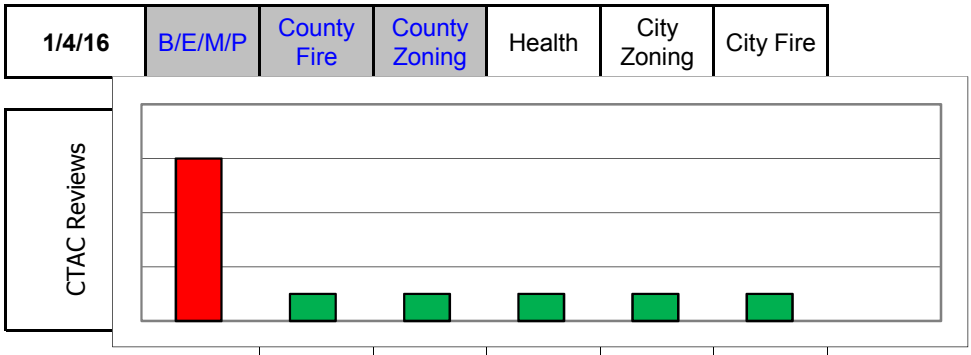
Appointments are available for:

Small projects in 4 working days

Large projects in 14 working days

Appointments are typically determined by the furthest lead time. For Example: If M/P is 11 days, the project's appointment will be set at approximately 11 days.

Plan Review Lead Times for CTAC Review



1/4/16	B/E/M/P	County Fire	County Zoning	Health	City Zoning	City Fire
Working Days	6	1	1	1	1	1

Green: Review Turnaround Times are within CTAC goal of 5 days or less
Red: Review Turnaround Times exceed CTAC goal of 5 days or less