

INSPECTION BY APPOINTMENT PUBLIC AWARENESS
AUGUST 17, 2006
CHARLOTTE MECKLENBURG GOVERNMENT CENTER, ROOM 267
CHARLOTTE, NC 28202

- A.* Will the County provide enough inspectors to support the Inspection by Appointment program's use in larger projects? Will the 'regular' inspection process be forfeited to support the Inspection by Appointment program?**

This program was not developed to replace the 'regular' inspection process; it was, however, developed to 'guarantee' the customer an inspection at the specific date and time requested.

- B.* Does the County maintain any statistics on how many inspections are not completed due to the length of time it takes to complete specific inspections?**

No. At this time there are not any established criteria monitored by the Department.

- C.* The Inspection by Appointment program only allows requests to be made via the internet. Is a process in place that will allow us to make requests over the phone?**

No. Telephone conversations cannot be authenticated. Therefore, phone contacts could potentially invite unauthorized users to schedule inspections without your consent.

- D.* Are inspection requests for IBA inspectors who hold dual trade certifications charged double?**

No. You are only billed for the number of time blocks scheduled, regardless of which IBA Inspector performs the inspection.

- E.* What incremental value does the Inspection by Appointment program add?**

Mecklenburg County Code Enforcement manages approximately 25,000 to 30,000 inspection requests per month or roughly 1300 per day. Many construction projects will benefit from the ability to schedule inspections during regular business hours on a specific date or time of day.

Are we being forced to pay for this "premium service" in order to receive an inspection that we should already receive during the "regular" inspection process?

No. This program is not meant to undermine and/or replace the regular inspections process, but allows for 'options' should construction time constraints become critical.

Do you see everyone paying the premium and not utilizing the regular inspection process?

This program may not be for everyone, but it is open to those that hold active accounts with Mecklenburg County.

- F.* Will we be allowed to request a single IBA inspection without any additional charges?**

The Inspection by Appointment program is a 100% fee-funded premium service; therefore, charges are incurred at the time the inspection request is made. No credits are given for unused portions of any scheduled or requested blocks of time.

G.* Could a block of time be reserved for multiple inspections?

The system will allow for more than one permit number to be added to the IBA request; however, the appropriate amount of time must be reserved in order to perform these additional inspections. If the reserved time block is not sufficient to complete the inspection, the contractor may request the IBA Inspector to add an additional block of time to extend the inspection. This is subject to availability.

H.* What if the IBA Inspector comes out and discovers that the requested inspection is not within his expertise?

This is where continuity critical designation comes into play. If the inspection is deemed continuity critical, the Field Inspector will perform the IBA inspection.

I.* Only contractors with active accounts can call in inspections. What about sub-contractors? Can we have separate accounts?

You will need to set this up with the Contractor if you are scheduling IBA inspections under his account.

J.* A qualified representative of the contractor must be "onsite." Is "onsite" flexible if the approved plans are available?

We require this because, should problems occur during the inspection and corrections be mandated, the representative is available to discuss these corrections. Consequently, everyone can work to resolve the issues and, if time allows, have them re-inspected immediately.

K.* Can mobile highway be used to schedule an IBA?

Initially, they can only be scheduled online. We will look at working it into other programming.

*** The questions above were modified from their original format for clarity purposes; the original question is listed below.**

A. Are there enough inspectors to support program's use in larger projects? Will the "regular" inspections be sacrificed to support this program?

B. Are there statistics on how many inspectors are not finished because of the length of time it takes for one inspection, namely, electrical?

C. The burden is on the computers – Are there any "phone friendly" processes?

D. Are combination Trade Inspector services "charged double"?

E. What is the incremental value add? There are lots of procedures involved in this new program, why can we not just go online with the regular process? Are we being forced to pay for this "premium service" in order to receive something that we should already receive in the regular process? The permit fees that we currently pay should cover such a service. Will everyone use this program instead of the "regular" process. Do you see everyone paying the premium and not utilizing the regular system?

F. What about allowing only one IBA permit pulled without additional charges?

G. Could a block of time be reserved for multiple inspections for instances with Live-Work?

H. What if the IBA Inspector comes out and discovers what needs to be inspected is not within his expertise?

I. Only contractors with active accounts can call in inspections? What about subcontractors? Can we have separate accounts?

- J. Qualified representative of contractors must be onsite? Is that “onsite” flexible if the plans are onsite?**
- K. Could mobile highway be used?**