

Building Safety

Deep Dive Presentation

February 22, 2018

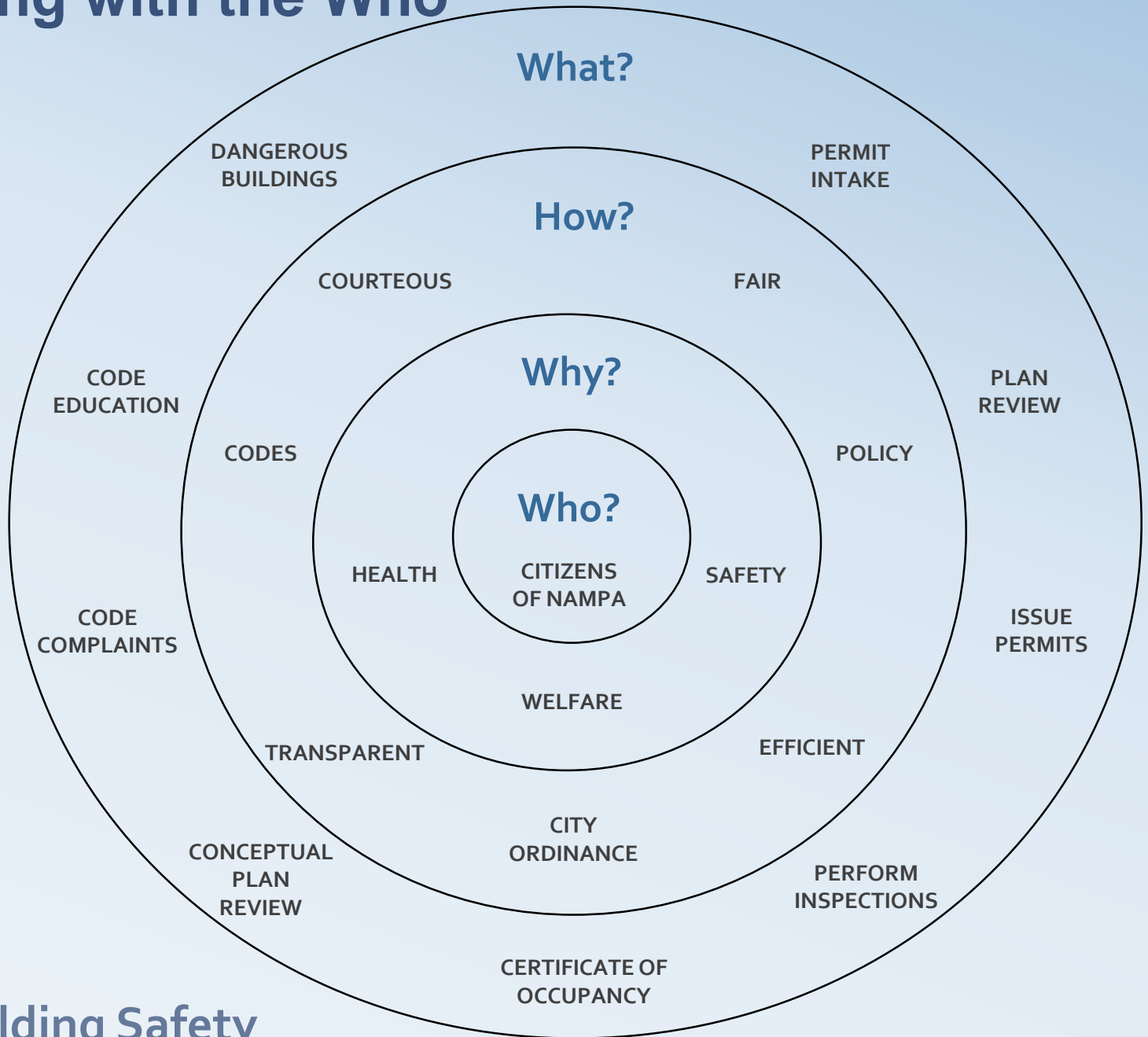


Vision and Mission

- Our **VISION** is to facilitate economic development and promote a high quality of life for the citizens of Nampa by ensuring that buildings and homes are safe and energy efficient.
- Our **MISSION** is to safeguard the public and to promote the health, safety, and welfare of the City of Nampa through the enforcement of Idaho State Building Codes. We provide impartial and individualized customer service for all of our clients and strive to enforce code provisions in a fair and courteous manner.
- Our Vision and Mission **NESTS** with the City's through: Open and transparent service to the public. We foster economic development through efficiency, code education, and exceptional customer service.

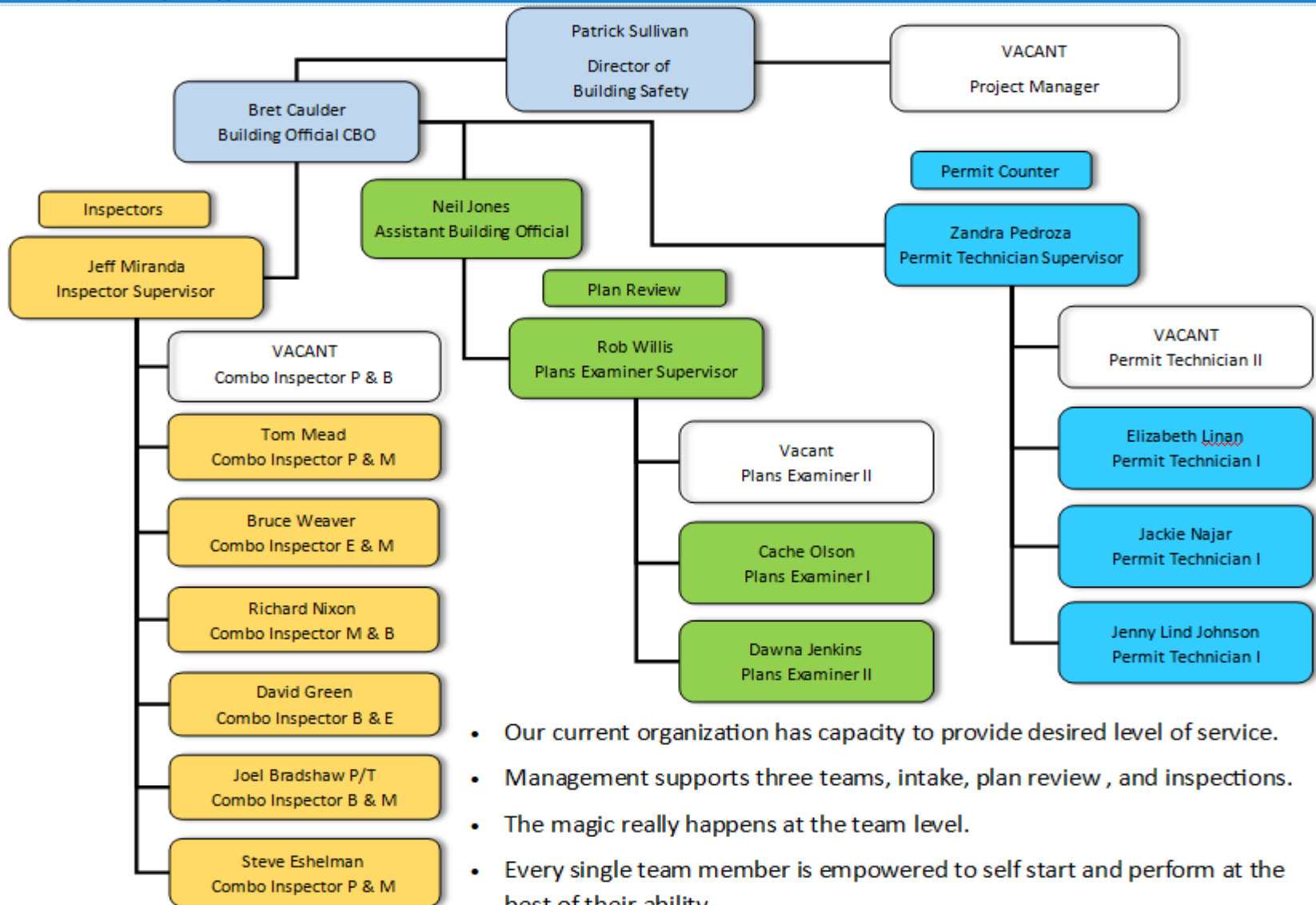
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Starting with the Who



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Building Safety Organization Chart



- Our current organization has capacity to provide desired level of service.
- Management supports three teams, intake, plan review , and inspections.
- The magic really happens at the team level.
- Every single team member is empowered to self start and perform at the best of their ability.

Organization and Personnel Overview

- Leadership's focus is to provide training, policy, and resources to our three organizational teams of permit techs, plans reviewers, and inspectors.
- The team leaders and employees are empowered to perform to the best of their abilities and to problem solve in the field.
- We are excited to add a project manager position to manage emergent needs and special projects.
- Succession planning involves training and mentoring employees for management and leadership roles within the next 5 to 10 years.
- One employee is scheduled to retire within four years.

Current Operations

- Three Month Outlook:
 - February – April: Recruitment for vacant positions.
 - February 12 -29: Testing for EnerGov's eReview, Citizen Self Service (CSS) web portal.
 - February 19-29: Revise webpage to accommodate new web portal and plan review software.
 - March 6: Migrate existing and new permit software to Tyler's Cloud Based Server.
 - March 12-16: Develop instructional videos for CSS and eReview.
 - April to June 2018: Best practices review of EnerGov permitting program.

FY18 Budget Recap

Description	Ending Bal	Budget	Variance	%
Permits Fees	\$ 1,139,288	\$ 2,589,781	\$ 1,450,493	56%
Interest Revenue	\$ 18,774	\$ 64,000	\$ 45,226	71%
Total Revenue	\$ 1,158,062	\$ 2,653,781	\$ 1,495,719	56%
Salary and Wages	\$ 324,046	\$ 1,032,102	\$ 708,056	69%
Benefits and Taxes	\$ 142,954	\$ 473,402	\$ 330,448	70%
Operations	\$ 157,729	\$ 728,203	\$ 570,474	78%
Capital and Depreciation	\$ 97,319	\$ 223,000	\$ 125,681	56%
Total Expense	\$ 844,449	\$ 2,750,466	\$ 1,906,017	69%
Fund Balance	\$ 313,613	\$ 96,685	\$ 410,298	
		FY18 Budget	Reserve	
Fund Balance		\$ 96,685	\$ 3,977,845	

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Budget Overview

Enterprise Fund:

- The Building Safety Department is an enterprise funded department, with operations funded through permit fee revenue.

Reserve Fund:

- The reserve fund is in place to keep department intact during short term downturns in the economy.

Fee Revenue Study:

- The fee revenue study conducted in FY17 will be updated with FY18 data. The current fee schedule was adopted in 2007.

Budget Overview

Efficiencies:

- We have developed combination inspector and plan reviewer positions help us manage large seasonal workflow volume with a smaller staff.
- The Building Department acts as a single point of contact throughout the plan review and inspection permit process.
- We provide both online and voice mail inspection request options for convenience.
- Online permit application software allows contractors to apply for permits, pay invoices, and request inspections online.

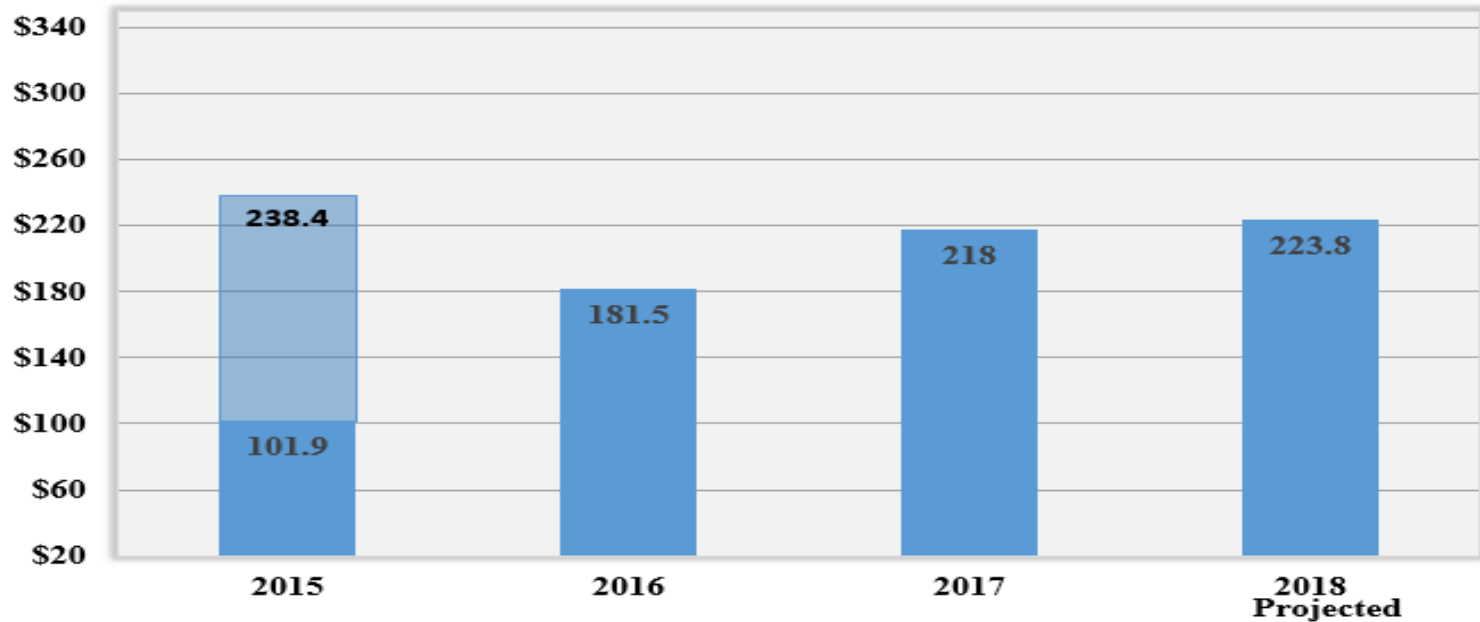
Budget Overview

Challenges:

- Forecasting the construction market and balancing our workflow with our workforce.
- Retaining employees in a competitive job market.
- Facilitating staff training and development during this time of increasing workload.
- Our department resides in three separate locations; our goal is to combine our staff in one location to maximize communication and reinforce our team culture.

Budget Overview

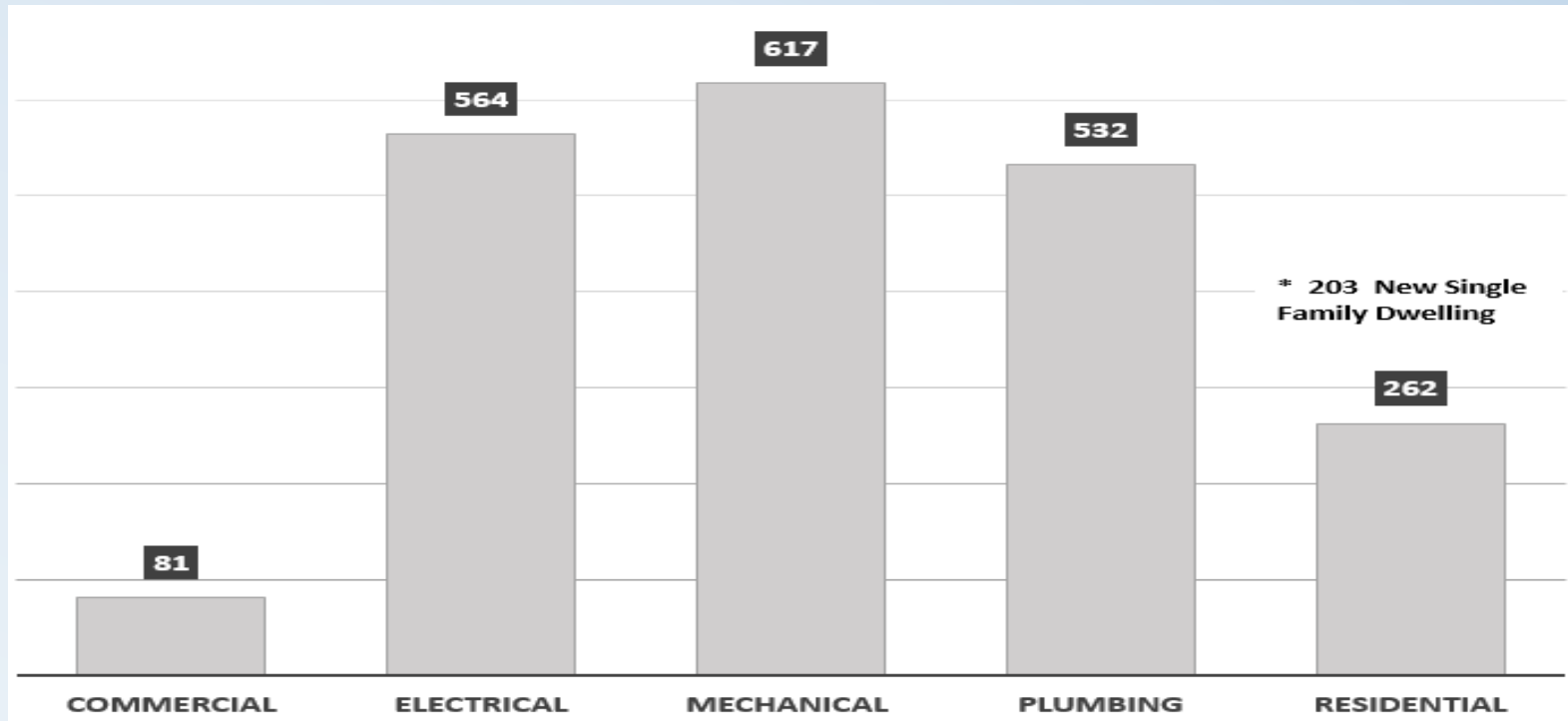
Construction Valuation 2015-2017 (Building Permits Only)



- **\$136.5 Million in hospital growth for 2015.**
- **2018 growth rate projected at 2.7%, based on Idaho Economic Forecast.**

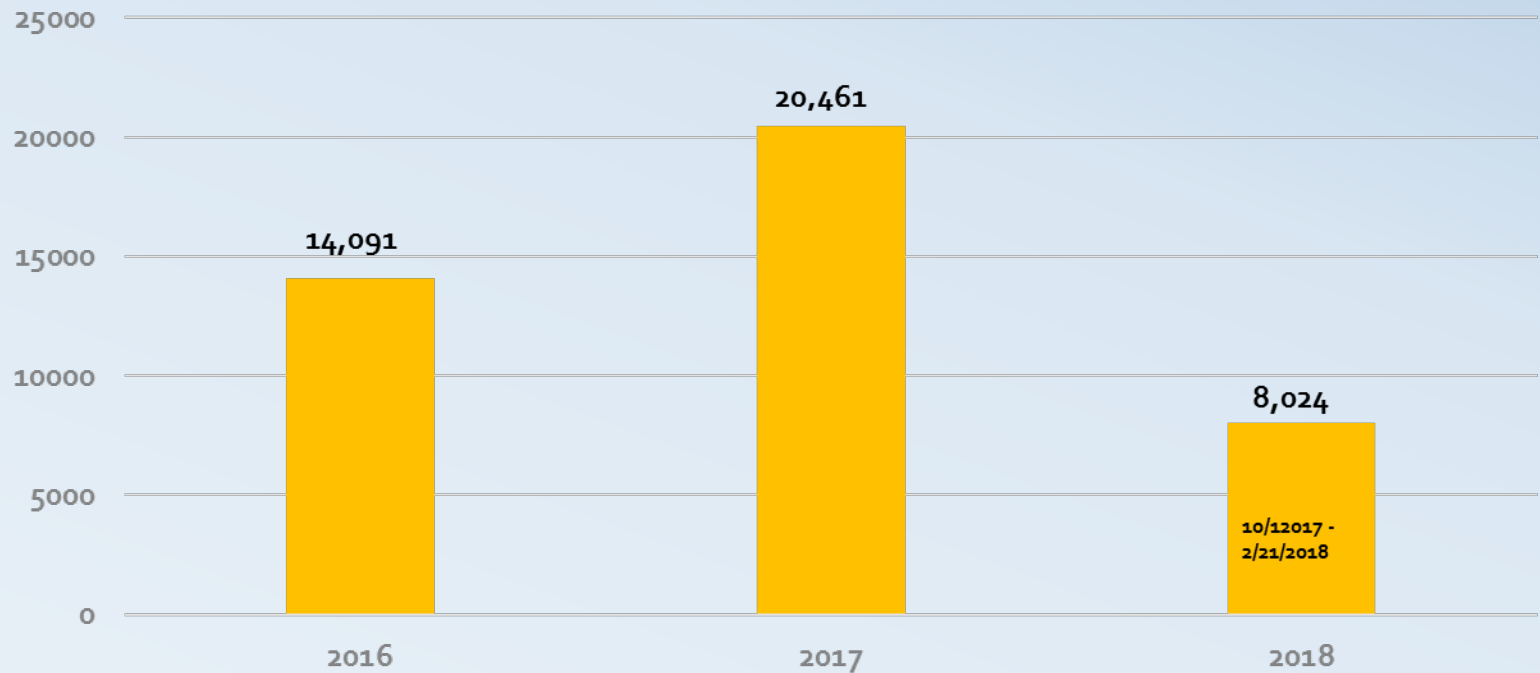
Budget Overview

Issued Permits by Type FY18



Budget Overview

Fiscal Year Inspections 2016 - 2018



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Operational Planning:

Major goals and objectives:

- Implement online plan review program and expand the types of online permits offered.
- Maintain current level of service for plan review and inspections during the current construction growth period.
- Integrate our permit software with the City wide Enterprise Resource Planning financial software.

Measurements of Effectiveness and Performance:

- The building department is the first point of contact for permit applications; we coordinate plan review activity with Planning, Engineering, Fire, and Environmental Compliance.
- We provide same day processing of mechanical, electrical, and plumbing permits.
- Perform inspections for daily inspection requests.
- Coordinate plan review time frames for all departments.

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Community Engagement:

- Provide free Conceptual Plan Review service to the development community.
- Provide expedited plan review services for clients that are adding job opportunities to the community at the request of Economic Development.
- Provide special investigations regarding code deficiencies and dangerous building complaints.
- Provide free Certificate of Occupancy inspections and processing for new businesses and tenants, with no change of occupancy.
- Provide Fee Estimates for permit, impact, and hook up fees for potential projects.

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Leadership and Professional Development:

- We currently have three employees participating in our career development program, a successful retention tool for the City. This program rewards employees who further their education by obtaining additional ICC professional certifications.
- We partner with employees to promote continuing education and provide job skills mentoring.
- We cross train between disciplines.
 - Permit technicians ride in the field with the inspectors.
 - Plans examiners visit job sites and inspect for field conditions.
 - The goal is for each group to understand all aspects of department operations.

Leadership and Professional Development:

- Supervisors attend BSU Leadership Training Courses.
- Succession planning includes mentoring and promotion of staff to supervisory and management roles within the department.
- City Wellness Program participation: We have a handful of staff that participate in the city wellness program. Feedback on the program is mixed.

Best Practices/Lessons Learned

- We have developed supervisor rolls for each branch of our department; permitting, plan review, and inspection from within the department.
- With input from staff we have updated or created up to 30 department policies and bulletins.
- We have streamlined the inspection workflow since the implementation of our EnerGov permitting software in May of 2016.
- We develop consistent policy to clarify the department's position on specific and changing code issues.

Challenges

- Our staff is separated in three separate office spaces. We would like to combine our staff in one location.
- There is a shortage of certified personnel in the job market. Our recruitment efforts have required salary increases to remain competitive.

Special Recognition

- Our team is amazing! In FY 2017 we processed over 7000 permits and performed over 20,000 inspections.
- One of our staff received recognition as outstanding plan reviewer from the Idaho Association of Building Officials.

Community Outreach

- Our staff participates in local Mechanical, Electrical, Plumbing, and Building Code organizations.
- Participation in the International Code Council annual business meetings as voting members.
- Involved with the negotiated rule making process for the State Building Code Board.
- Staff meets with the local home builders association to discuss code and inspection issues.
- Our staff educates and aids homeowners who apply for homeowner permits to ensure safe and successful projects.

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Questions

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