Durham City-County Inspections
(46 FTEs)

Director
(1 FTE)

Administrative Analyst
(1 FTE)

Assistant Director
(1 FTE)

Permit Supervisor
(1 FTE)

Chief Building Inspector
(1 FTE)

Chief Plumbing Inspector
(1 FTE)

Chief Mechanical Inspector
(1 FTE)

Chief Electrical Inspector
(1 FTE)

Permit Technicians
(4 FTEs)

Senior Plans Examiner
(1 FTE)

Field Inspections Supervisor
(1 FTE)

Plumbing Inspectors
(5 FTEs)

Mechanical Inspectors
(4 FTEs)

Field Inspections Supervisor
(1 FTE)

Plans Examiners
(4 FTEs)

Building Inspectors
(8 FTEs)

Senior Plans Examiner/Inspector
(1 FTE)

Electrical Inspectors
(9 FTEs)
DURHAM CITY-COUNTY INSPECTIONS

Mission:
To provide a cost effective level of service designed to assure the adequate protection of the health and safety of the citizens of the City and County of Durham through assertive enforcement of the various State building, electrical, plumbing, mechanical, and fire codes, and local zoning ordinances.

DEPARTMENT DESCRIPTION

Inspection Services

$3,129,638
46 FTEs

The City-County Inspections Department is a merged City and County department that administers and enforces the North Carolina State Building Codes and Durham City-County Zoning Ordinances. State law mandates the inspection of all building construction for the purpose of enforcing various construction codes, thereby assuring the adequate protection of the general public's health and safety. In addition, the City and County regulate development through the Unified Development Ordinance (UDO).

The City-County Inspections Department receives permit applications for all construction trades (building, electrical, plumbing, mechanical and signs), reviews plans and specifications (including Fire Prevention plan reviews), issues permits for all construction activity, and follows up with field inspections to determine compliance with all applicable codes and the UDO. The Department also provides daycare facility inspections, semi-annual inspections of all public schools, inspections for the Durham Housing Authority, follow-up inspections in response to citizens' concerns, Board of Adjustment case reviews, Development Review Board case reviews, and Rezoning case reviews.

The current level of service supports economic development activities that increase citizen access to high quality jobs while increasing the City's tax base. This level of service leads to a strong and diverse economy by providing assistance to encourage new and existing development and providing prompt and efficient professional plan review and inspection services. In addition, the current level of service provides assistance with efforts to improve the livability of the city, encouraging sustainable, thriving neighborhoods by managing the city's growth, protecting and preserving the environment, and maximizing the use of public infrastructure by providing plans review and inspections for all renovation/remodeling and new construction activities. This service helps ensure that all residential and commercial construction meets the NC State Building Codes for safety and health, as well as complying with the UDO requirements, which are structured to preserve and protect the environment.

To assist the Department of Neighborhood Improvement Services in their efforts to eliminate substandard housing (leading to adequate, safe, and affordable housing), the Inspections Department provides electrical, plumbing, and mechanical inspections for their projects. In addition, the electrical inspectors have been assisting with the "Neighborhood Sweeps" program (Code Enforcement Nuisance Abatement Team) initiated in the City Manager's Office.

In a continuing effort to reduce crime in Durham (to assist in ensuring a safe and secure community), field inspectors have been trained to recognize potential crime situations so that they can report any suspicious activities directly to 911 by using their cellular phones. In addition, the Inspections Department has completed another update class with the Police Department on "Eyes and Ears," which included information on gang-related activity and recognition of suspicious activity. An additional update training class is currently being coordinated with the Police Department and is scheduled to take place during FY12.

An initiative the Inspections Department implemented in previous years (in cooperation with the Police Department and the 911 Center) allows the 911 Center to send text messages over the Department's cell phones when a crime has occurred and they need field inspectors to be on the lookout for a suspect or a vehicle involved in a crime.
RESOURCES ALLOCATION

<table>
<thead>
<tr>
<th>Appropriations</th>
<th>Actual FY 2009-10</th>
<th>Adopted FY 2010-11</th>
<th>Estimated FY 2010-11</th>
<th>Adopted FY 2011-12</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal Services</td>
<td>$3,044,076</td>
<td>$2,861,735</td>
<td>$2,900,321</td>
<td>$2,878,112</td>
<td>0.6%</td>
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<tr>
<td>Operating</td>
<td>156,834</td>
<td>235,923</td>
<td>211,886</td>
<td>251,526</td>
<td>6.6%</td>
</tr>
<tr>
<td>Capital</td>
<td>-</td>
<td>-</td>
<td>12,200</td>
<td>-</td>
<td>0.0%</td>
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<tr>
<td>Total Appropriations</td>
<td>$3,200,910</td>
<td>$3,097,658</td>
<td>$3,124,407</td>
<td>$3,129,638</td>
<td>1.0%</td>
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<table>
<thead>
<tr>
<th>Revenues</th>
<th></th>
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<tbody>
<tr>
<td>Discretionary</td>
<td>$65,664</td>
<td>$64,063</td>
<td>-</td>
<td>-</td>
<td>-100.0%</td>
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<tr>
<td>Program</td>
<td>3,135,246</td>
<td>3,033,595</td>
<td>3,124,407</td>
<td>3,129,638</td>
<td>3.2%</td>
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<tr>
<td>Total Revenues</td>
<td>$3,200,910</td>
<td>$3,097,658</td>
<td>$3,124,407</td>
<td>$3,129,638</td>
<td>1.0%</td>
</tr>
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DEPARTMENT PROGRAMS & PERFORMANCE MEASURES

Inspection Services

<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Building Trade</td>
<td>$1,419,850</td>
<td>19.9 FTEs</td>
<td></td>
<td></td>
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<tr>
<td>Electrical Trade</td>
<td>$868,356</td>
<td>13.5 FTEs</td>
<td></td>
<td></td>
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<tr>
<td>Plumbing Trade</td>
<td>$373,818</td>
<td>6.8 FTEs</td>
<td></td>
<td></td>
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<tr>
<td>Mechanical Trade</td>
<td>$467,614</td>
<td>5.8 FTEs</td>
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GOAL: Thriving and Livable Neighborhoods

1. OBJECTIVE: To provide for the safety and health of citizens by ensuring that all construction meets the North Carolina State Building Codes by performing two quality control inspections per inspector per month.

STRATEGY: Appropriate Chief Inspector/Field Supervisor will report status of quality control inspections monthly during Departmental staff meetings.

MEASURES:

<table>
<thead>
<tr>
<th># Quality control inspections per inspector per month</th>
<th>Actual FY 2010</th>
<th>Adopted FY 2011</th>
<th>Estimated FY 2011</th>
<th>Adopted FY 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2.6</td>
<td>2.0</td>
<td>2.0</td>
<td>2.0</td>
</tr>
<tr>
<td>% Inspections found to be accurate</td>
<td>99%</td>
<td>98%</td>
<td>98%</td>
<td>98%</td>
</tr>
<tr>
<td># Quality control checks</td>
<td>728</td>
<td>480</td>
<td>550</td>
<td>480</td>
</tr>
</tbody>
</table>

GOAL: Thriving and Livable Neighborhoods

1. OBJECTIVE: To provide accurate and prompt plan review by reviewing 90% of all residential plans within 5 working days.

STRATEGY: Utilize express review program. The status will be reported monthly during departmental staff meetings.
**GOAL:** Thriving and Livable Neighborhoods

1. **OBJECTIVE:** To provide timely response to customer requests by responding to requested inspections within 24 hours 90% of the time.

**STRATEGY:** Appropriate Chief Inspector/Field Supervisor will report status of response time monthly during departmental staff meetings.

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<tbody>
<tr>
<td>% Residential plans reviewed in 5 days</td>
<td>99%</td>
<td>90%</td>
<td>95%</td>
<td>90%</td>
</tr>
<tr>
<td>% Plan errors found in field</td>
<td>0.42%</td>
<td>1%</td>
<td>0.9%</td>
<td>1%</td>
</tr>
<tr>
<td># Plans reviewed</td>
<td>2365</td>
<td>2365</td>
<td>2148</td>
<td>2169</td>
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</thead>
<tbody>
<tr>
<td>% Inspections performed within 24 hours</td>
<td>99.3%</td>
<td>90%</td>
<td>95%</td>
<td>90%</td>
</tr>
<tr>
<td># Inspections per inspector per day</td>
<td>16.5</td>
<td>15</td>
<td>15</td>
<td>15</td>
</tr>
<tr>
<td># Inspections performed</td>
<td>74,620</td>
<td>74,620</td>
<td>66,388</td>
<td>67,051</td>
</tr>
</tbody>
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**BUDGET ISSUES FOR FY 2011-12**

- Implementation of new requirement for carbon monoxide alarms in new residential construction and renovations.
- Implementation of new Energy Code requirements.
- Implementation of new requirement for fire sprinkler installations in new residential construction.
- Enhancements to the Land Development Office (LDO) software.
- Enhancements to the new Interactive Voice Response System.
- Training for newly adopted Codes.
- Providing on-going assistance with the City-County Sustainability Office’s “Home Energy Efficiency Upgrade” program, by assisting with field inspections to address quality control.
- Providing cross-training for Building and Fire certification in Plans Review, and for Plumbing and Mechanical certification in the Plumbing and Mechanical Divisions.

**COMPLETED INITIATIVES FOR FY 2010-11**

- Inspected all public schools and new daycare facilities.
- Conducted requested inspections within 24 hours 90% of the time.
- Reviewed 90% of all residential plans within 5 working days.
- Maintained 100% compliance with the Fleet Preventive Maintenance program.
- Performed 2 quality assurance inspections for each inspector each month.
- Provided a bi-lingual employee in the Administrative Division and a bi-lingual employee in the Plan Review Division (to support the City’s Hispanic initiative).
- Participated in economic development projects such as Merck Pharmaceutical, Durham Public Schools renovations/additions and new construction (4 new schools), the American Tobacco Campus, Duke Mill Village, Erwin Road Mixed-Use project, Duke Medical Pavilion, Duke Cancer Clinic, Best Western Hotel, Durham County Human Services building, Social Security Administration, Crate and Barrel at Southpointe, Durham County Judicial Building, Keohane IV Dormitory at Duke, Impius addition, EMC renovations, and Durham County Stadium renovations.
- Collected Technology Surcharge to cover expenses for the LDO software.
- Actively participated in the City Manager’s Code Enforcement Nuisance Abatement Team initiative.
- Cross-trained Plans Review Examiners between Fire Prevention and Building Inspections certification.
- Provided building certification training for Permit Technicians.
- Completed numerous software enhancements for the LDO system.
- Participated in successful 911 and Police Department “Eyes and Ears” program that sends text message notification to field inspectors about break-ins, robberies, etc.
- Met state-required continuing education requirements for inspectors.
- Training in MUNIS system (Financial, Human Resources, and Payroll/Leave and Attendance modules).
• Provided initial assistance with the City-County Sustainability Office’s “Home Energy Efficiency Upgrade Program”.

DEPARTMENT INITIATIVES FOR FY 2011-12

• Assist in the reduction of the incidence of crime through participation in the Eyes and Ears program, provide updated training, and continue with participation in the text-messaging initiative with the Police Department and the 911 Center.
• Assist with enforcement of the UDO (Unified Development Ordinance) Resource Protection provisions.
• Implement enhancements to the LDO software, as well as enhancements to the Interactive Voice Response System.
• Extensive training will be required for new code changes. Plumbing, Electrical, and Mechanical will have new residential codes, and the State has adopted a new Handicap Code.
• Assist with Pothole Hotline program, whereby field inspectors report potholes.
• Assist with Keep Durham Beautiful program, whereby field inspectors report violations.
• Assist with Leadership in Energy and Environmental Design/Green Build (LEED) by training staff in LEED issues, and by reviewing and approving systems in water reclamation.