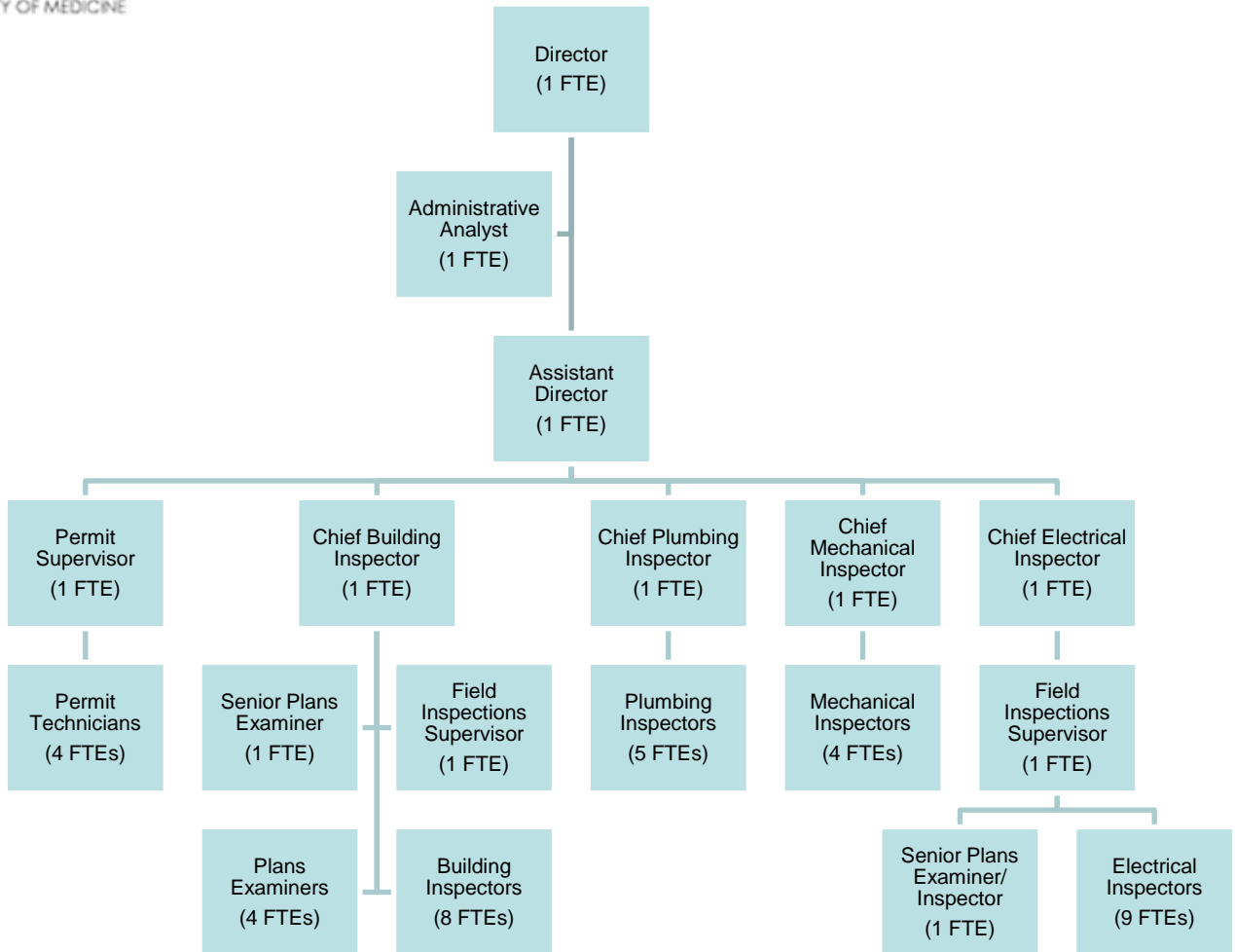




# Durham City-County Inspections

(46 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**

**\$3,097,658**

**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 prosperous 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 that all Durham citizens are safe), 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 FY11.

An initiative the Inspections Department implemented during FY06 (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.

Another way that the Inspections Department supports the goal of ensuring that all Durham citizens are safe is through the electrical field inspections of all public schools twice a year, and through participation in the Mayor's Summer Youth Program.

---

**RESOURCE ALLOCATION**

---

	Actual FY 2008-09	Adopted FY 2009-10	Estimated FY 2009-10	Adopted FY 2010-11	Change
Appropriations					
Personal Services	\$ 3,175,574	\$ 3,053,162	\$ 3,044,674	\$ 2,861,735	-6.3%
Operating	234,698	280,433	190,231	235,923	-15.9%
Capital	-	-	-	-	0.0%
<b>Total Appropriations</b>	<b>\$ 3,410,273</b>	<b>\$ 3,333,595</b>	<b>\$ 3,234,905</b>	<b>\$ 3,097,658</b>	<b>-7.1%</b>
Full Time Equivalents	46	46	46	46	-
Part Time	3	3	3	3	-
Revenues					
Discretionary	\$ 393,670	\$ -	\$ 201,310	\$ 64,063	100.0%
Program	3,016,603	3,333,595	3,033,595	3,033,595	-9.0%
<b>Total Revenues</b>	<b>\$ 3,410,273</b>	<b>\$ 3,333,595</b>	<b>\$ 3,234,905</b>	<b>\$ 3,097,658</b>	<b>-7.1%</b>
Technology Surcharge	\$ 122,637	\$ 135,188	\$ 118,664	\$ 118,664	-12.2%

---

**BUDGET ISSUES FOR FY 2010-11**

---

- Enhancements to the Land Development Office (LDO) software.
- Enhancements to the new Interactive Voice Response System.
- Training for newly adopted Codes.
- Providing assistance with the City-County Sustainability Office's "Home Energy Efficiency Upgrade" program, by assisting with field inspections to address quality control.

---

**COMPLETED INITIATIVES FOR FY 2009-10**

---

- 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 Durham Performing Arts Center, Merck Pharmaceutical, Stewart Heights renovations, Durham Public Schools renovations/additions, Burts Bees and James Scott Farrin Law Offices in the American Tobacco Campus, Train Station, DATA building, Duke Mill Village, Erwin Road Mixed-Use project, Quintiles, Lowe's Home Improvement, Walmart at Glenn Station, Duke Medical Center projects, Renovation of old Durham Bulls ballpark, Durham County Human Services building, 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).
- Employed a youth intern through the Mayor's Summer Youth Program.
- Updated computers in the field with the latest wireless technology.

- Assisted with development and implementation of new Interactive Voice Response System.

---

**DEPARTMENT INITIATIVES FOR FY 2010-11**

---

- 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.
- Participate in the "Eyes and Ears" text message program.

---

**GOALS, OBJECTIVES & STRATEGIES FOR FY 2010-11**

---

**GOAL:** *To provide for the safety and health of citizens by ensuring that all construction meets the North Carolina State Building Codes.*

**OBJECTIVE:** To perform 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.

<b>MEASURES:</b>	<b>Actual FY 2009</b>	<b>Adopted FY 2010</b>	<b>Estimated FY 2010</b>	<b>Adopted FY 2011</b>
# Quality control inspections per inspector per month	2.6	2.0	2.0	2.0
% Inspections found to be accurate	99%	98%	98%	98%

**GOAL:** *To provide accurate and prompt plan review.*

**OBJECTIVE:** To review 90% of all residential plans within 5 working days.

**STRATEGY:** Utilize express review program. The status will be reported monthly during departmental staff meetings.

<b>MEASURES:</b>	<b>Actual FY 2009</b>	<b>Adopted FY 2010</b>	<b>Estimated FY 2010</b>	<b>Adopted FY 2011</b>
% Residential plans reviewed in 5 days	97%	90%	95%	90%
% Plan errors found in field	1.2%	1%	0.9%	1%

**GOAL:** *To provide timely response to customer requests.*

**OBJECTIVE:** To respond 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.

<b>MEASURES:</b>	<b>Actual FY 2009</b>	<b>Adopted FY 2010</b>	<b>Estimated FY 2010</b>	<b>Adopted FY 2011</b>
% Inspections performed within 24 hours	93.8%	90%	95%	90%
# Inspections per inspector per day	16.8	15	15	15