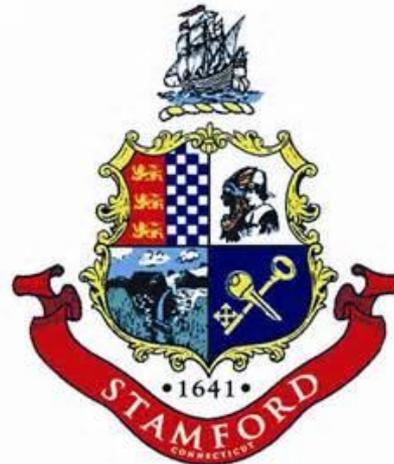


City of Stamford Building Department

FY 2017-18 Budget Presentation





2016-17 Highlights

- Improving service delivery and customer satisfaction
 - Reduced Departments Needed to Review Permit Applications
 - Added Plan Reviewer (seasonal) and Permit Clerk
 - Improving ViewPermit Software for the City
 - Launched Web Page for Permit Guidance
 - Additional Training for Front Office Staff

- Actions taken to increase productivity and make department more efficient
 - Interdepartmental Collaboration to Improve Workflow and Decrease Wait Times
 - Closed Office to Public at 1pm on Tuesday and Thursday to Enable Staff to Complete Work
 - Written Policies and Procedures Implemented



Department Challenges

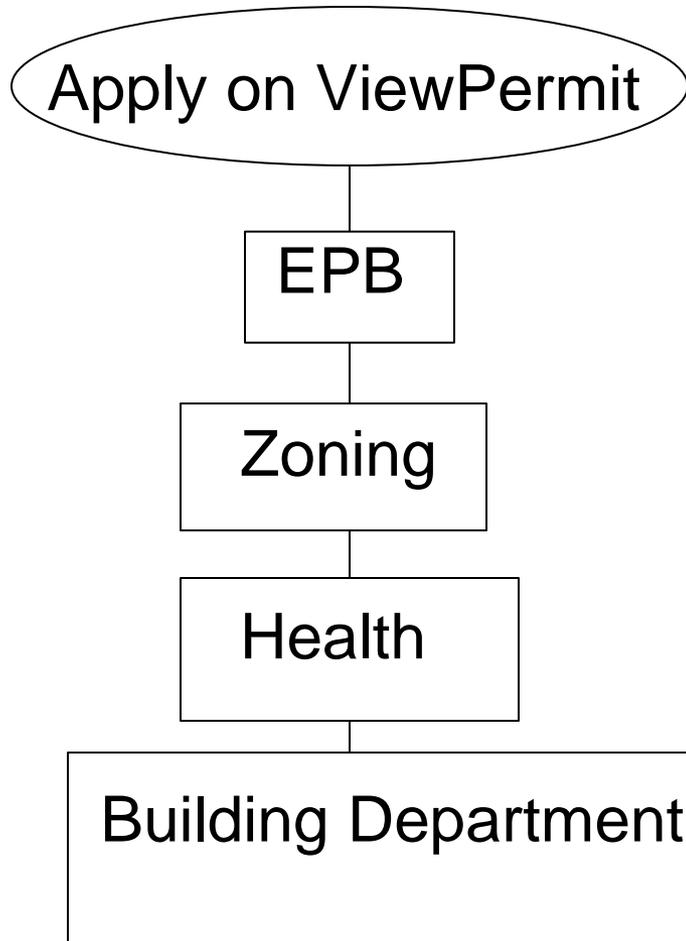
Key Program/Department Challenges

- Continued Customer Dissatisfaction
- Persistent Long Wait Times
- Increased Volume and Complexity of Projects
- View Permit Issues
- Understaffing Exacerbated by Vacation and Sick Days
- Additional Policies and Procedures are Necessary

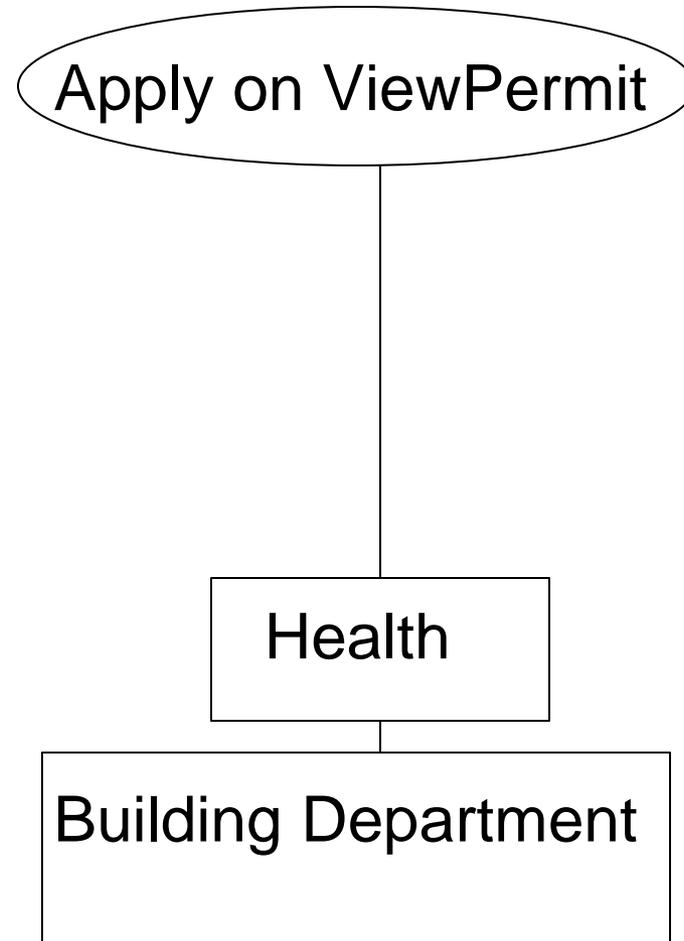
Review Level Matrix	Category	Permit For Type	Review Departments													
			Building	EPB	Engineering	Fire Marshal	Health	Operations Dir.	Planning Board	Solid Waste	Traffic Engineering	WPCA	Zoning	Other		
Issued From On Line Submittals																
Other Departmental Reviews May Apply in Exception Cases (Exception cases may include but not limited to CAM requirements, Flood Zones, Asbestos, Lead, etc.)	Commercial	Siding – Commercial	x					E								
		Roofing – Commercial	x				x	E								
		Window/Door Replacements – Commercial	x					E								
	Residential	Siding – Residential	x													
		Roofing – Residential	x													
		Window/Door Replacements – Residential	x					E								
Minimal Review																
(Requires Other Departmental Reviews)	Commercial Interior	Reduce to Core- Commercial	x	A			x	x							x	
		Solar Array System-Commercial	x	B			x	G							x	
	Residential Interior	Reduce to Core- Residential	x	A				E							x	
		Solar Array System-Residential	x	B			x	G							x	
	Both R/C Exterior	Generators	x	X			C only	F							x	
	Commercial Exterior/Add	Canopies – Commercial	x	X				x								x
		Decks – Commercial	x	X				x	F							x
		Fences >6' – Commercial	x	X				x	F							x
		Retaining Wall – Commercial	x	X		x										x
		Satellite Dish/Antenna/Radio – Commercial	x	X				x	x							x
		Sidewalk Shed/Barriers	x				Assoc	x								
		Signs	x	C				x	F							x
		Temporary Tent/Trailer – Commercial	x	D				x	H							
	Residential Exterior/Add	Canopies – Residential	x	X					F							x
		Decks – Residential	x	X					F							x
		Fences >6' – Residential	x	X					F							x
		Retaining Wall – Residential	x	X		x			x							x
		Satellite Dish/Antenna/Radio – Residential	x	X					F							x
Temporary Tent/Trailer – Residential		x	D				x	H								
Varying Review Dependent on Scope																
Requires Other Departmental Reviews (list can be extensive and is scope dependent)	Commercial Interior	Alterations – Commercial	x	X			x	E							x	
		Change of Use – Commercial	x	X			x	E/H							x	
		Renovation – Commercial	x	X				x	E						x	
	Residential Interior	Alterations – Residential	x	X					E/F							x
		Change of Use – Residential	x	X					E/F							x
		Renovation – Residential	x	X					E/F							x
	Commercial Exterior/Add	Accessory Structure- Commercial (incl. Tool/Utility Sheds)	x	X		?		x	F					?		x
		Additions – Commercial	x	X					F/H							x
		Foundations – Commercial	x	X												x
		Handicap Ramps – Commercial	x	X												x
	Residential Exterior/Add	Accessory Structure-Residential (incl. Detached Garage, Tool/Utility Sheds)	x	X		?			E/F							x
		Additions – Residential	x	X					E/F							x
		Foundations – Residential	x	X					x							x
		Handicap Ramps – Residential	x	X					x							x
	Other	Swimming Pools – Commercial (Incl. Hot Tub / Spa)	x	X				x	x/ State							x
Swimming Pools – Residential (Incl. Hot Tub / Spa)		x	X					F							x	

Building Permit Process Example

Kitchen Renovation – no footprint change



BEFORE



NOW

ViewPermit

■ Challenges

- Poor Implementation
- Lack of Commitment to Product by Various Departments
- Inconsistent Reporting

■ Improvements

■ Completed

- State Fee Reporting Errors Fixed
- Improved Search Functions for Customer
- Tax and WPCA Delinquency Data Corrected

■ In Process

- Simplification of Inspection Scheduling
- Reporting Accuracy



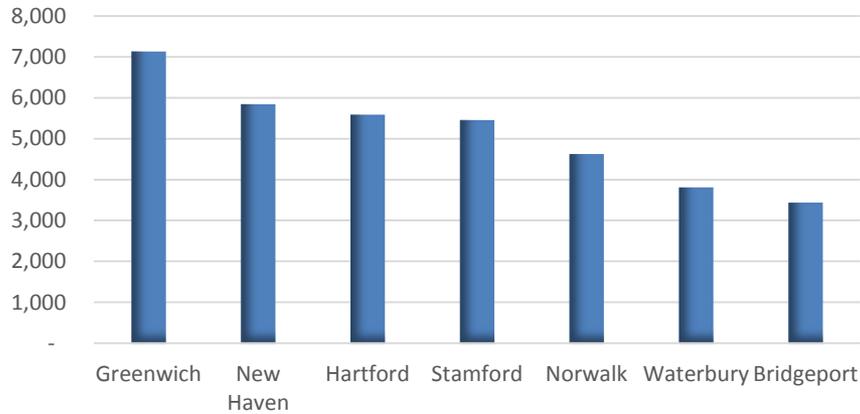
Performance Metrics Benchmarks FY 2016

Municipality	# of Permits	Revenue	Staff
Bridgeport	3,438	\$4.6MM	8
Waterbury	3,814	\$1.7MM	8
Norwalk*	4,624	\$3.6MM	10
Stamford	5,457	\$6.0MM	7
Hartford	5,586	\$6.8MM	9
New Haven	5,845	\$10.2MM	10
Greenwich	7,131	\$5.5MM	11

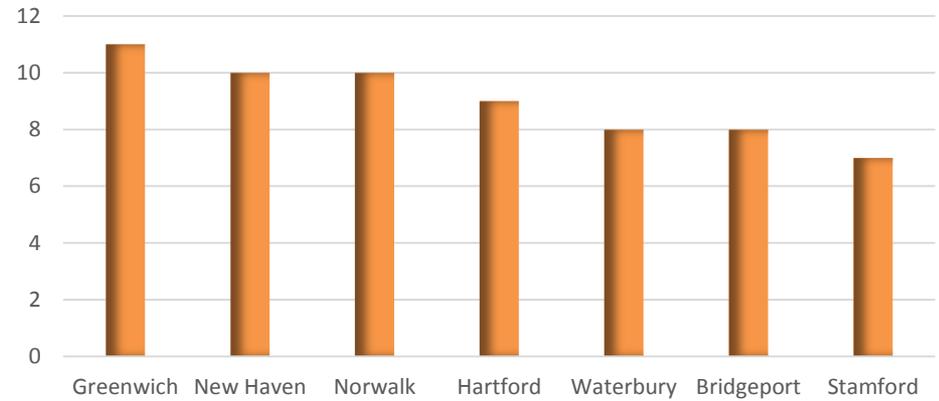
Staff Count does not include Chief Building Inspector
Numbers are self reported; some positions are vacant
* 5 Full time and 5 part time

Benchmarking

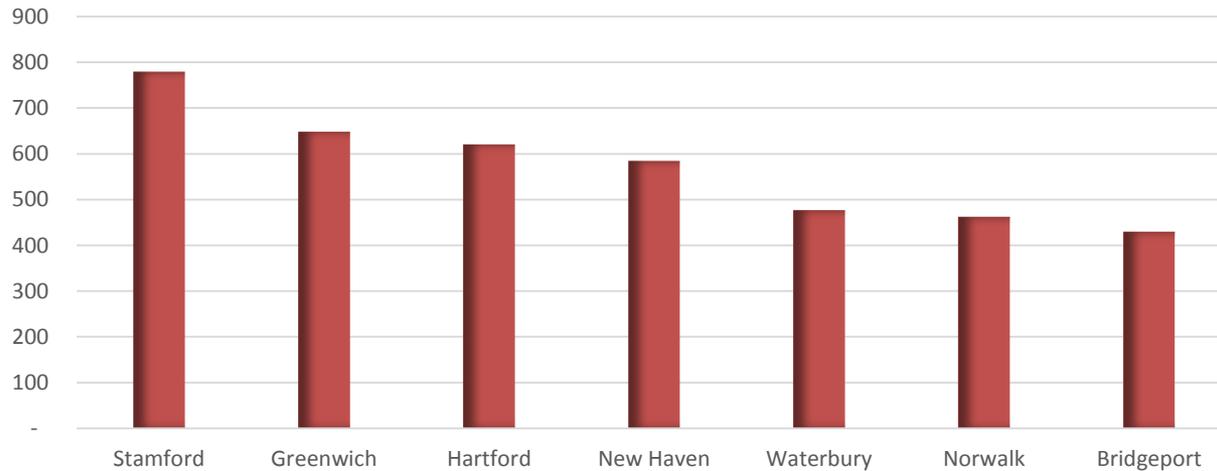
Total Permits Issued



Total Staff



Total Permits per Staff Member



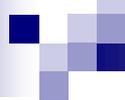
Department Revenues and Expenses

■ FY 2016 Revenue	\$7,792,247
■ FY 2017 Projected Revenue	\$5,750,000
■ FY 2017 Jan – Dec Permit Fees	\$3,370,133
■ FY 2018 Projected Revenue	\$5,800,000
■ FY 2018 Budget Request	<u>\$1,665,539</u>
■ Projected 2018 Net Revenue	\$4,134,461



2017-2018 Goals

- **Improve Customer Satisfaction**
 - Commence Appointments for Plan Review
 - Provide Time Windows for Inspections and 48 Hour Notice
 - Shorten Inspection Wait Times
 - Improve View Permit Reporting
 - Continue Training and Documentation of Policies and Procedures
 - Consolidate Permit Databases and Make Available Online
 - Survey to Determine Baseline
- **What are the obstacles to attaining your goals?**
 - Staffing Limitations
- **How will you measure your success?**
 - Customer Satisfaction – Re-Survey
 - Reduction in Wait Times



Budget Request

- Addition of 2 Plan Reviewers/Building Inspectors
 - Reduces Wait Time
 - Improves Productivity
 - More Time Allocated to Inspections
 - Decreases Work Done Without Permits



Additional Background Materials



Services Provided

(to citizens / to departments)

Program (s)	Services Provided (include Volume - if applicable)	
Critical & Mandated Programs Services	Program/Service	Approximate Volume
	• Project Plan Review	50/week
	• Permit Issuance	100/week
	• Building Inspection	300/week
	• Issuance of Certificates of Occupancy (many properties have multiple permits)	680/year
	• Resolution of Citizen Complaints	
Basic Services Quality of Life Programs	• Consultations (30-40/Week)	
Other Services	• Plan Review and Technical Guidance for City Projects	



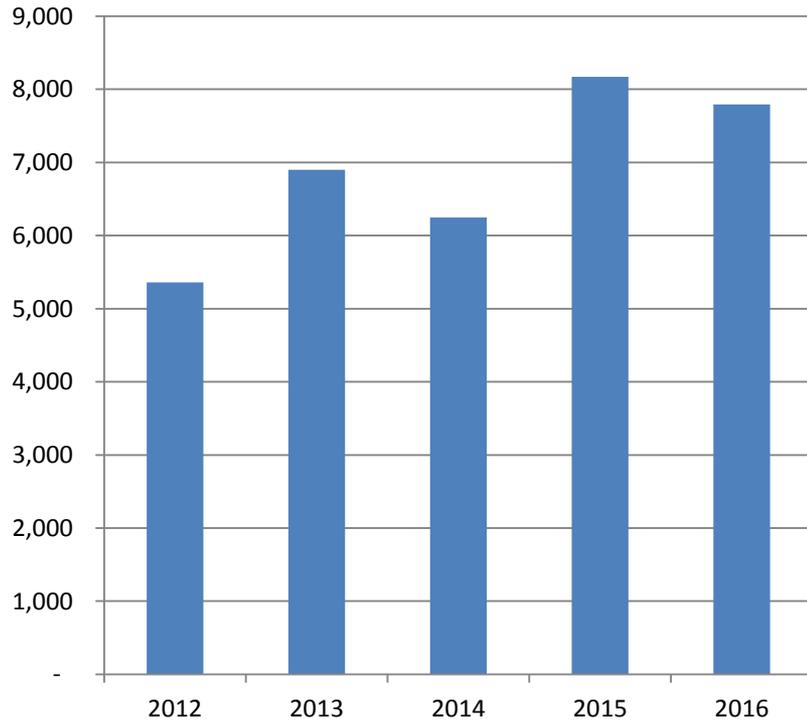
Other Department Resources

Resources that supplement department staff (i.e.: consultants, outside firms, etc.)

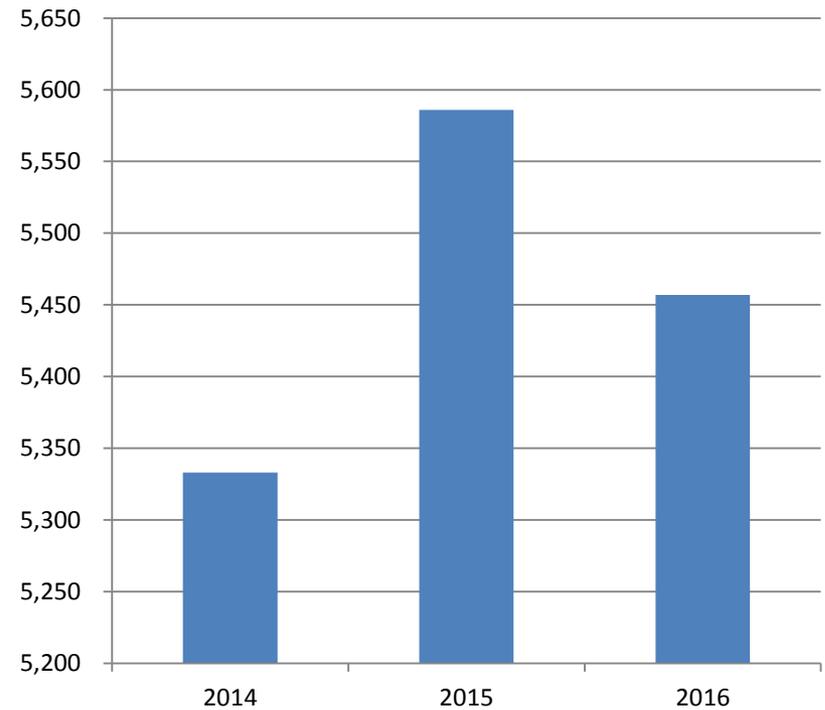
<i>Function</i>	<i>Role - Responsibility</i>
Third Party Plan Reviews	For Large Corporate Projects
Searching for Open Permits	Title Searchers Assist the Department. Searching is Cumbersome Due to Inadequate Databases and Paper Files.

Historical Data

Building Department Revenues (\$000)



of Permits Issued



Performance Metrics

Benchmarks – Permit Fees

<u>Municipality</u>	<u>Building Permit Fee (\$/\$1,000)</u>		<u>Differences</u>	
	<u>Residential</u>	<u>Commercial</u>	<u>Total Residential</u>	<u>Total Commercial</u>
Stamford	13.26	16.76		
Hartford	25.26	25.26	12.00	8.50
New Haven	30.26	30.26	17.00	13.50
Bridgeport	30.00	30.00	16.74	13.24
Danbury	11.26	18.26	-1.95	1.50
Waterbury	25.00	25.00	11.74	8.24
Norwalk	13.26	16.26	0	-0.5
East Hartford	15.00	40.00	1.74	23.24
Greenwich	13.26	15.26	0	-1.50