

# City of Stamford

## **BUILDING DEPARTMENT**

### FY 2019-20 Fiscal Committee Budget Presentation





# Introduction

**Mission:** The Building Department's mission is to protect the health, safety and welfare of the Stamford Community by ensuring that construction, renovation, alteration, repair, move or demolition of buildings conform to applicable requirements of the State Building, Mechanical, Electrical, Plumbing and Demolition codes, regulations and ordinances.

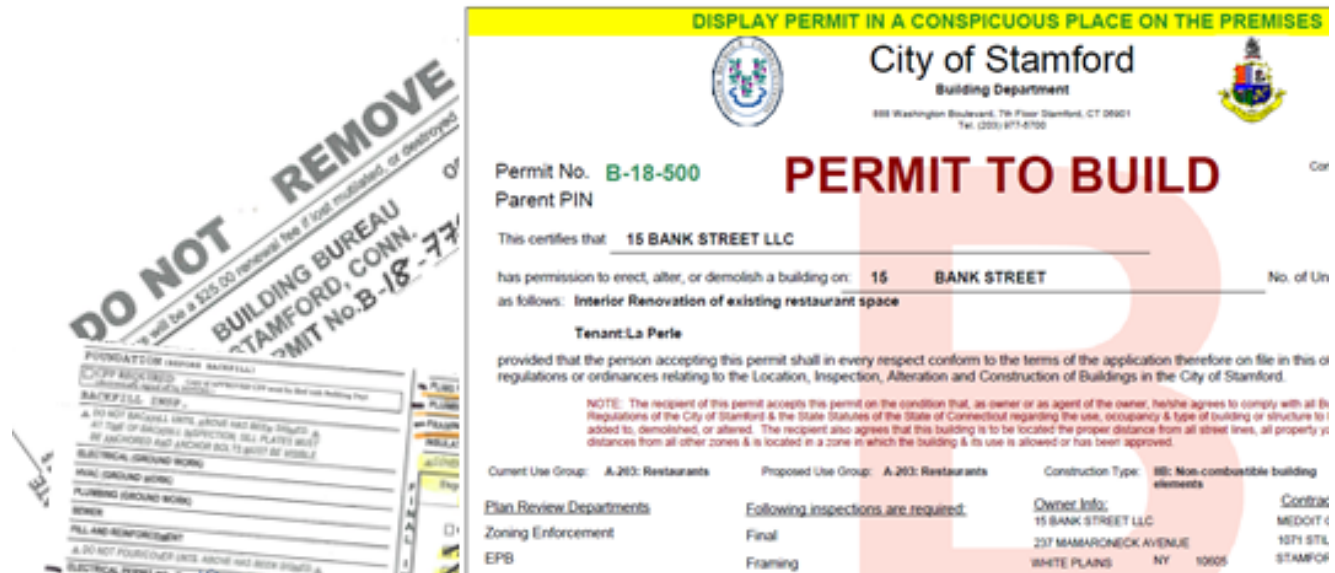
Programs	Services Provided	Approximate Volume
Critical & Mandated	Issuance of Building Permits Construction Phase Inspections and Close-out Building Code Enforcement / Complaint Investigations Incident Management. Records Retention and Management	115/week 330/week 10/week  Varies 300/week
Other	Outreach – Industry Meetings, Web Page, FAQs Technical Support for City Projects	



# Department Management

## Key Program/Department Challenges

### Issuance of Building Permits



The issuance of building permits involves plan reviews as well as administrative aspects related to application filing, interdepartmental reviews, collection of permit fees, meetings with applicants and issuance of permits.



## Issuance of Building Permits - Continued

### Recent Accomplishments

- Rolled out digital permit to replace age-old building card
- Ongoing Enhancements of permit software and reporting
- Developed FAQs and online Resources to assist customers
- Filled Open Position with Improved Skillset - Permit Clerk & Coordinator of Inspections

### Challenges that drive Program Costs and Impact Productivity

- Projects are growing in complexity and volume
- Customer Service / Internal processes and controls
- Oversight of third party reviewers and special inspection reports
- Records management and retrieval

### This is what is coming - proposed changes for long term impact

- Use of data analytics to identify critical needs
- Proactive customer notifications and follow-up
- Streamlining of application intake and plan review
- Facilities upgrade for customer service, plan review and records management

### Budget Items related to this Program

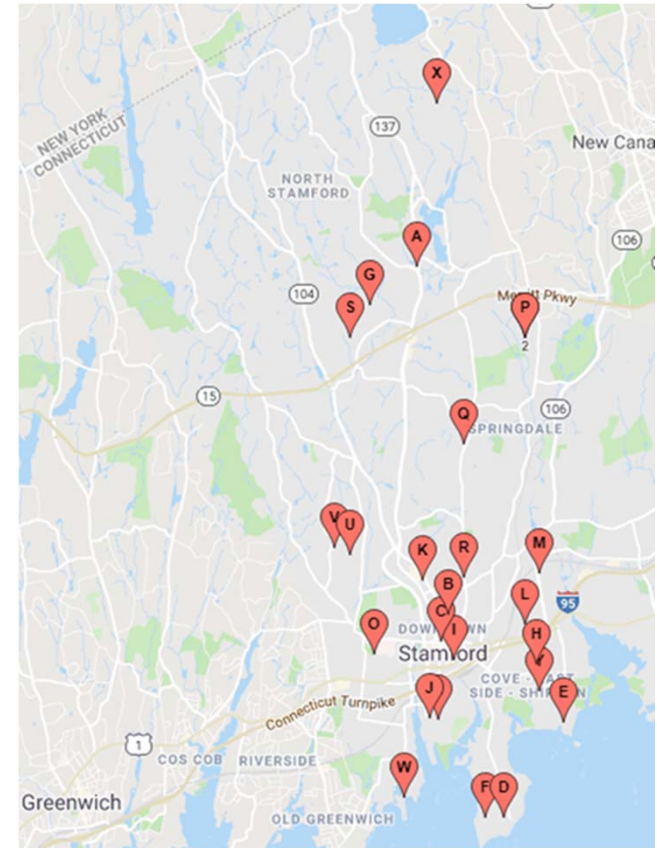
- Personnel: Coordinator of Plan Review and Records, Administrative Assistant/Data Analyst
- Software Upgrade: View Point Cloud



# Department Management

## Key Program/Department Challenges

### Construction Phase Inspections and close-out



The construction phase involves field inspections to verify compliance with approved plans and applicable codes, regulations and ordinances. The final close-out results in the issuance of a Certificate of Occupancy or a Certificate of Approval.



## Construction Phase Inspections and close-out - Continued

### **Recent Accomplishments**

- Filled Open Positions with Improved Skillset - Coordinator of Inspections
- Ongoing Enhancements of inspection scheduling and reporting
- Developed inspections protocol requiring photos and detailed notes

### **Challenges that drive Program Costs and Impact Productivity**

- Projects are growing in complexity requiring greater time for inspections
- Internal processes and controls
- Staff training related to 2018 State Building Code

### **This is what is coming - proposed changes for long term impact**

- Use of data analytics to identify critical needs
- Proactive notifications and follow-up
- Protocol for Certificate of Occupancy and close-out

### **Budget Items related to this Program**

- Personnel: Construction Building Inspector, Administrative Assistant/Data Analyst
- Software Upgrade: View Point Cloud



# Department Management

## Key Program/Department Challenges

### Building Code Enforcement / Complaint Investigations



The building code enforcement function involves investigations related to work without permit, illegal conversions, etc., issuance of violation notices and assuring that violations are corrected in code compliant and safe manner.



## Building Code Enforcement - Continued

### Recent Accomplishments

- Improved tracking of complaints from various sources – Fix-It Stamford, Eversource, customers, other departments
- Improved data sharing and coordination
- Developed template letters for violations, SWO and unsafe structures

### Challenges that drive Program Costs and Impact Productivity

- Inter-departmental coordination and violation management
- Gaining access to properties with violating conditions

### This is what is coming - proposed changes for long term impact

- Use of data analytics to identify critical needs
- Improve tracking of complaints and follow-up
- Improve quality assurance and reporting

### Budget Items related to this Program

- Personnel: Administrative Assistant/Data Analyst
- Software Upgrade: View Point Cloud





# ***Department Management***

## ***Key Program/Department Challenges***

### ***Incident Management***



The incident management function involves emergency response to construction accidents and other emergencies related to building structures.



## Incident Management - Continued

### Recent Accomplishments

On-call assignments for emergency response

Developed a template for incident reports

### Challenges that drive Program Costs and Impact Productivity

Emergency preparedness and training

Increasing incidents involving motorists running into buildings

Increasing number of construction accidents

### This is what is coming - proposed changes for long term impact

Use of data analytics to identify critical needs

Maintain database of high-risk construction sites

Improve incident management and follow-up

High wind advisory and severe weather alerts

### Budget Items related to this Program

Personnel: Administrative Assistant/Data Analyst

Software Upgrade: View Point Cloud



# Department Management

## Key Program/Department Challenges

### Records Retention and Management



The department is mandated by State statutes to retain and maintain permit records and construction documents. The records provide historical data to quickly assess code compliance and safety risks. Customers often request department records to support real estate transactions. Trade associations and census bureau request department records for gauging construction activity.



## Records Retention and Management - Continued

### Recent Accomplishments

Rolled out online tool to assist with some department records

Rolled out digital permit to replace age-old building card

### Challenges that drive Program Costs and Impact Productivity

Inadequate resources to catalog, store and retrieve data

Multiple storage locations throughout the city

Insufficient storage space for paper drawings and records

### This is what is coming - proposed changes for long term impact

Record management plan consistent with state statutes

Sort, scan, archive and discard records per state statute

Increase reliance on digital storage and retrieval

### Budget Items related to this Program

Personnel: Coordinator of Plan Review and Records, Administrative Assistant/Data Analyst

Software Upgrade: View Point Cloud



# Department Management

## Key Program/Department Challenges

### Outreach – Industry Meetings, Web Page, FAQs

The screenshot displays the City of Stamford Building Department website. On the left is a vertical navigation menu with the following items: Building Department Forms, Building Permit Fees, Building Records, Connecticut State Building Codes, Guide to Obtaining a Building Permit for Single Family Dwellings, How to Apply For a Permit, Inspection Cancellation Request, Interpretations by the State Building Inspector, and Obtain approvals/sign-offs from. The main content area features a breadcrumb trail 'Home >> Departments', the title 'Building Department', and a large banner for the 'On-line Permit Center City of Stamford, CT'. Below the banner, it lists the address '888 Washington Boulevard . Stamford, CT . (203) 977-5700' and the 'ViewPermit' logo, which is powered by 'innovative permit management'. On the right side, there is a 'News & Announcements' sidebar with links for Process Improvements, Schedule or cancel an inspection, Apply for Permit, Current State Building Code, and Frequently Asked Questions. Below this is a 'Building Department Calendar' showing the month of 'March'.

Outreach is essential to inform, educate and assist customers with an ultimate goal of making department processes and requirements transparent and user friendly.



## Outreach – Industry Meetings, Web Page, FAQs - Continued

### Recent Accomplishments

- Industry meetings to receive feedback and discuss service improvements
- Web site enhancements such as FAQs, and useful information
- Online tool to assist with some department records

### Challenges that drive Program Costs and Impact Productivity

- Staff time and technology needs

### This is what is coming - proposed changes for long term impact

- Regular Industry Meetings
- Improved web site design and interface
- Use of data analytics to identify critical needs
- Automatic notifications regarding expiration of applications, permits and TCOs

### Budget Items related to this Program

- Personnel: Administrative Assistant/Data Analyst
- Software Upgrade: View Point Cloud





# *Department Management*

## *Key Program/Department Challenges*

### *Technical Support for City Projects*



The Building department provides critical technical support for ongoing and upcoming city projects, such as government owned buildings, schools and infrastructure projects. A prime example is the relocation of Westover Magnet Elementary School at its new location in record time due to mold contamination.



## Technical Support for City Projects - Continued

### Recent Accomplishments

Technical support for the relocation of Westover Magnet Elementary School at its new location

Ongoing support for Rogers International School Extension at 200 Strawberry Hill Avenue

Ongoing support for New Police Station on Bedford Street

### Challenges that drive Program Costs and Impact Productivity

Staff time and technology needs

### This is what is coming - proposed changes for long term impact

Ongoing process improvements

Online Interdepartmental coordination

Automatic notifications regarding expiration of applications, permits and TCOs

### Budget Items related to this Program

Software Upgrade: View Point Cloud





# Summary

Demand for department's services is expected to grow as demonstrated by following projects:



The Smyth- 885 Washington Blvd  
414 Units & 19,333 sf retail  
Estimated Completion: 2020



URBY Stamford- 57 Greyrock Pl  
648 Units & 5,100 sf retail  
Estimated Completion: 2020



Stamford Media Village- 860 Canal St  
130,000 sf office & production studio  
Estimated Completion: 2020



Atlantic Station- 421 Atlantic St  
650 Units & 40,000 sf retail  
Phase 2 Completion: Spring 2021

## Focus for the next year

- Process improvements and internal controls to reduce costs and improve service delivery
- Upgrade and launch View Point Cloud software for long term impact
- Add critical staff positions
  - Construction Building Inspector
  - Administrative Assistant/Data Analyst
  - Coordinator of Plan Review and Records



# Demand for services

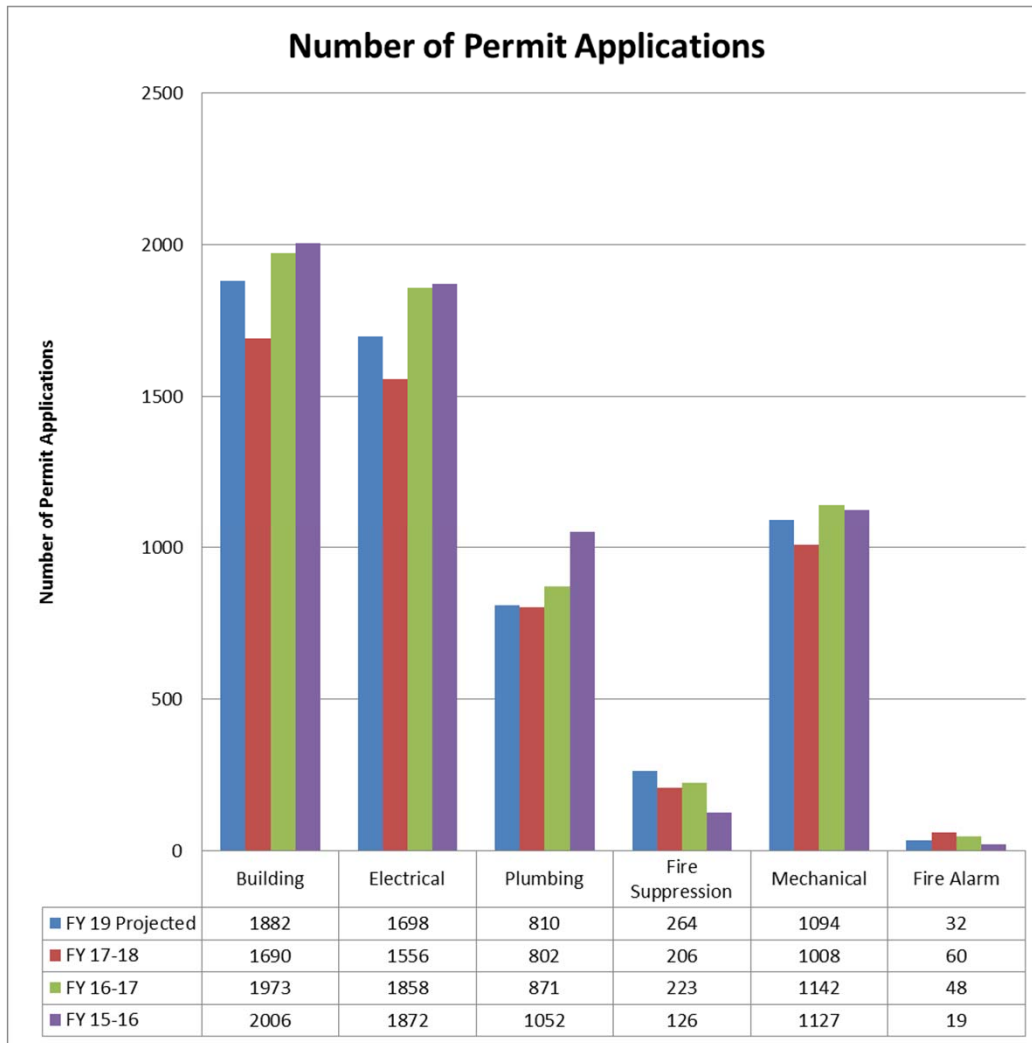
## Upcoming Projects Approved by the Zoning Board of Appeals

Owner - Project Address	# of units	Approx SF area	Res SF	Comm SF
RBS - Clinton Ave / Division St.	456	584,107	584,107	
Empire West Main LLC - West Main St / Greenwood Hill St.	110	98,296	98,296	
Garden Homes Stanley Court - Stanley Court & Washington Blvd	187	124,625	124,625	
The Strand/BRC Group LLC & -(P1 & P2)	435	439,588	439,588	
819 East Main Street LLC - 819 East Main Street		68,300		68,300
583 Pacific CH LLC-583 Pacific Street		20,205		20,205
Empire West Avenue, LLC - 11 Leon Place		68,500		68,500
Louis R. Cappelli Family Limited - 421 Atlantic Street - Res		361,918	361,918	
Louis R. Cappelli Family Limited - 421 Atlantic Street - Post Office		48,700		48,700
Summer Street Property, LLC-733 & 777 Summer Street	376	263,149	263,149	
HRC 201 II LLC & ND - 201 High Ridge Road	131	219,737	219,737	
Stamford Media Village - 806 Canal Street		31,398		31,398
		28,925		28,925
<b>Total</b>	<b>1,695</b>	<b>2,357,448</b>	<b>2,091,420</b>	<b>266,028</b>

Approximate cost of Commercial Projects	\$55,865,880
Approximate cost of Residential Projects	\$313,713,000
Total cost of projects	\$369,578,880
Anticipated Permit Fees	\$9,239,472

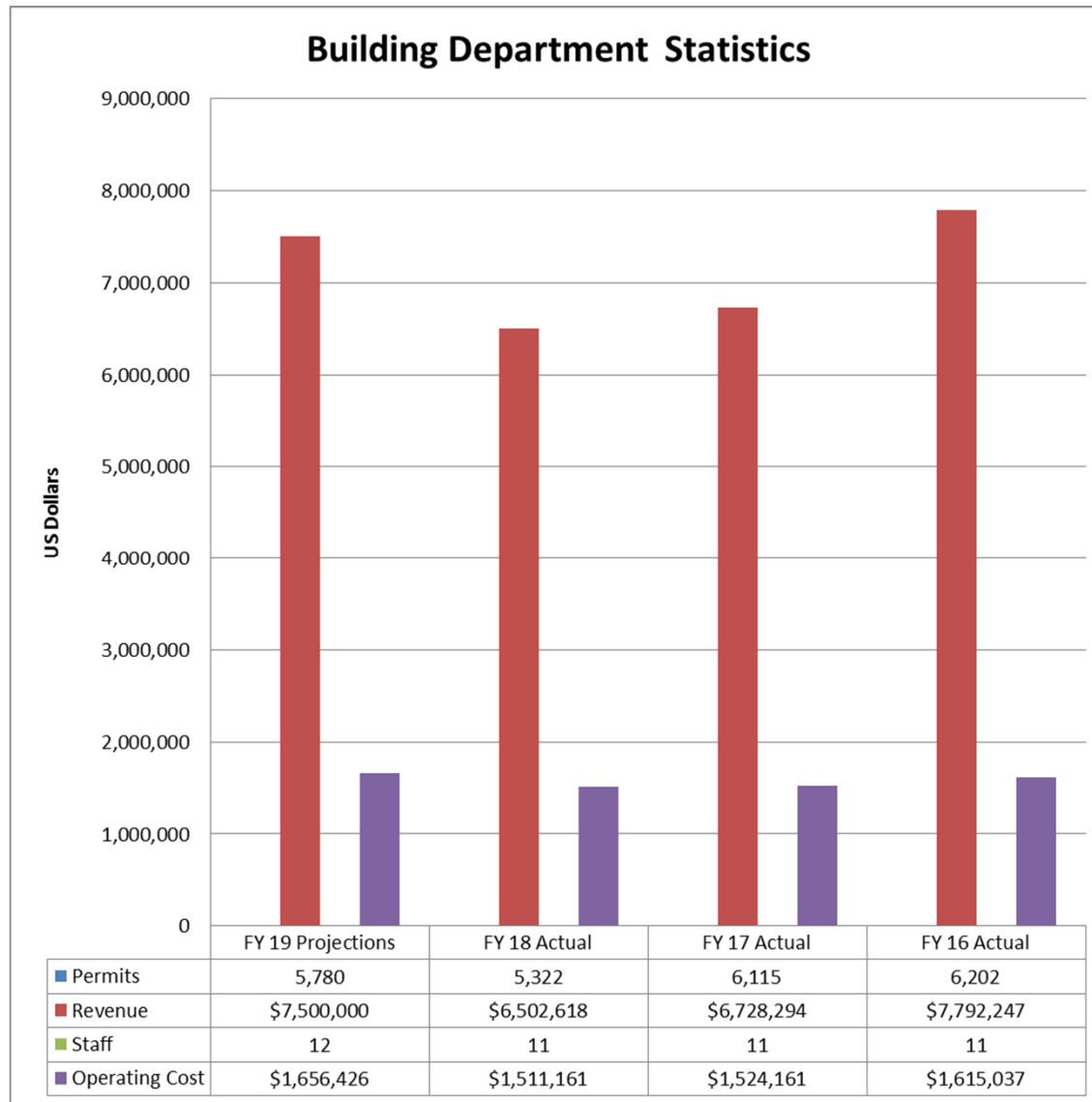
Note: Multi-family residential is treated as commercial for permit fee calculation.

# Number of Permit Applications





# Performance Metrics



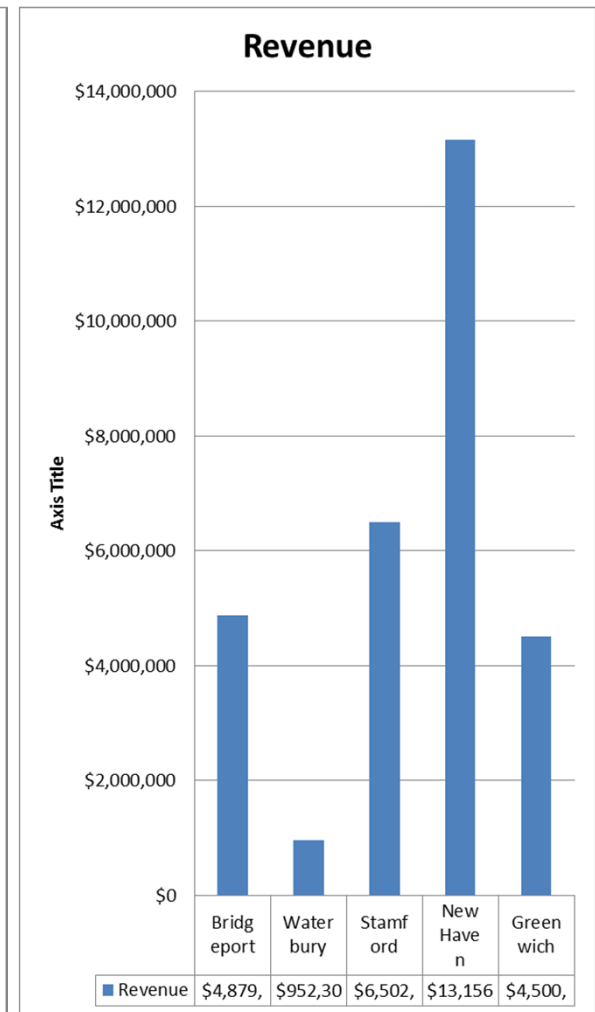
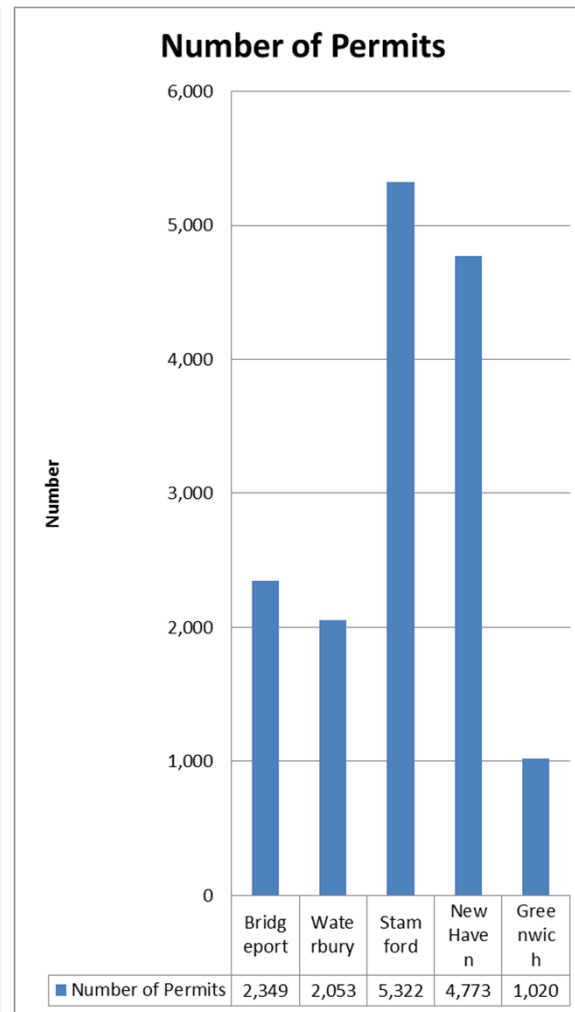
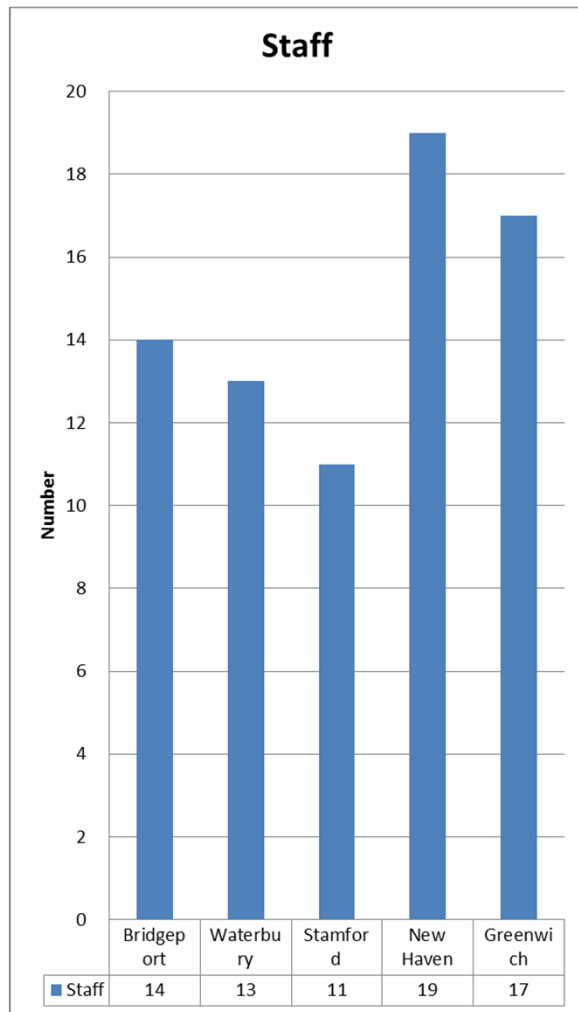
# Benchmarks – Permit Fees

	Building Permit Fee (\$/1,000)	
<u>Municipality</u>	<u>Residential</u>	<u>Commercial</u>
Stamford	\$13.26	-
Stamford - < 1 Mil		\$16.76
*Stamford - > 1 Mil		\$25.00
Fairfield	\$13.26	\$13.26
Hartford	\$30.00	\$30.00
New Haven	\$30.26	\$30.26
Norwalk	\$13.00	\$16.00
Greenwich	\$13.26	\$15.26
Bridgeport	\$30.00	\$30.00

\* Effective May 1, 2019

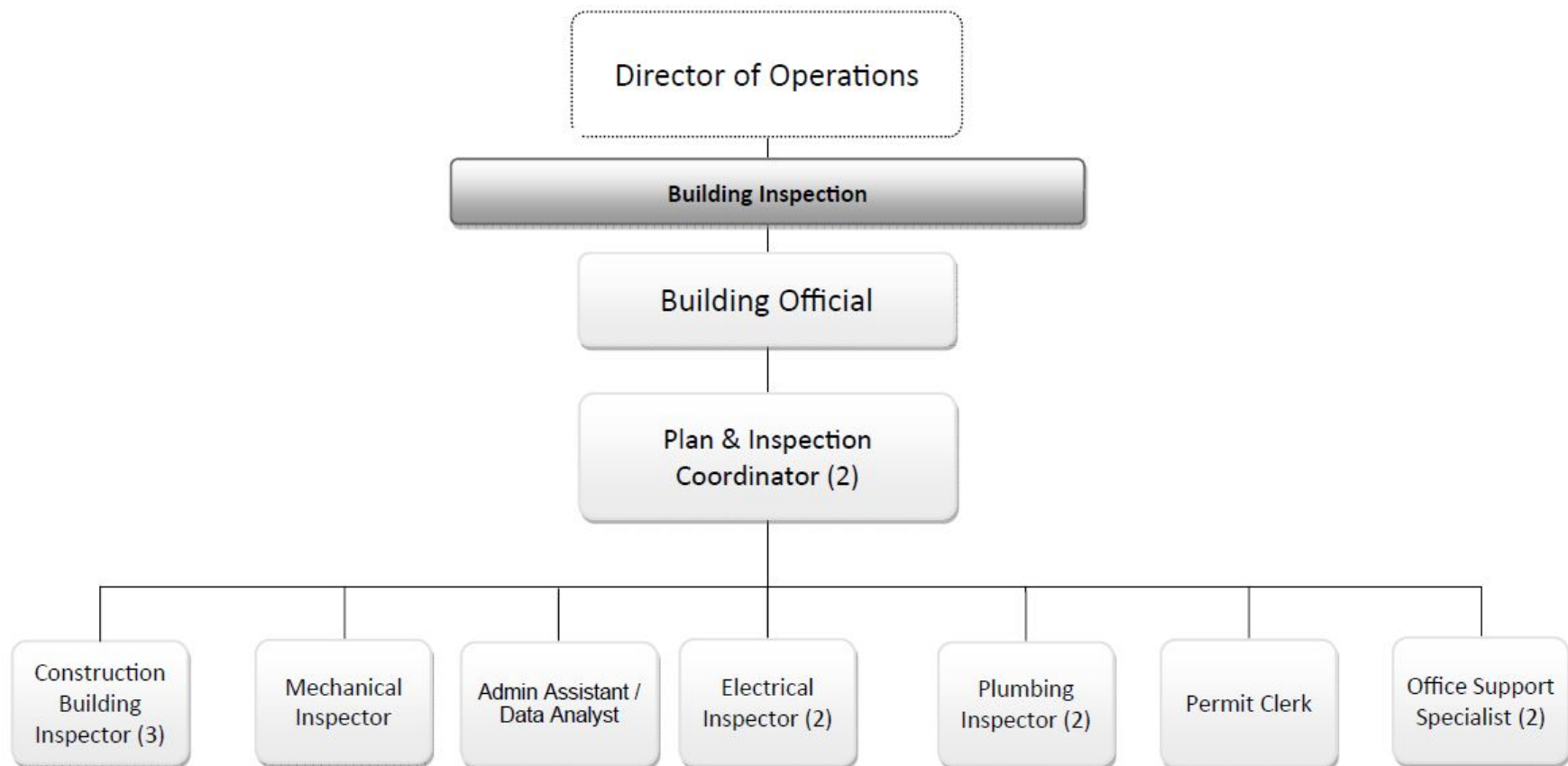


# Benchmarks – FY18





City of Stamford  
Office of Operations  
Building Inspection





## Fiscal Year 2019/2020 - Program Full Time Salary Report

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**Fund:** 0001 General Fund  
**Office:** 002 Operations  
**Dept/Div:** 0217 Building Department  
**Program:** 2137 Building Department

Union	Job ID	Job Title	FY 18/19		FY 19/20		FY 19/20					Comments
			Pos Count	Adopted Budget	Pos Count	Department Request	Funded Pos Count	Mayor's Proposed	Pos Var	\$ Var Adopted	% Var Adopted	
MAA	DATA	Adm Asst/Data Analyst	0	0	1	77,868	1	38,637	1	38,637	100.0%	Program expansion
MAA	C098A	Building Official	1	133,233	1	142,074	1	142,074	0	8,841	6.6%	
UAW	C985	Construction Bldg Insp	3	234,909	3	235,066	3	235,066	0	157	0.1%	
MAA	C170	Coord Insp&Plan Review 3	1	88,647	2	178,658	2	133,652	1	45,005	50.8%	Program expansion
UAW	C239	Electrical Inspector	1	75,606	2	150,733	2	150,733	1	75,127	99.4%	Program expansion
UAW	C610	Mechanical Inspector	1	84,115	1	84,851	1	84,851	0	736	0.9%	
UAW	C558	Office Support Specialist	2	113,540	2	114,506	2	114,506	0	966	0.9%	
UAW	C594	Permit Clerk	1	59,554	1	63,885	1	63,885	0	4,331	7.3%	
UAW	C848	Plumbing Inspector	2	168,430	2	169,702	2	169,702	0	1,272	0.8%	
<b>Total</b>			<b>12</b>	<b>958,034</b>	<b>15</b>	<b>1,217,343</b>	<b>15</b>	<b>1,133,106</b>	<b>3</b>	<b>175,072</b>	<b>18.3%</b>	

Note: Police, Fire, UAW, IUOE (Operations), MAA, Nurses, and Attorneys' collective bargaining agreements are not currently under contract. Therefore, their salaries do not reflect any projected wage increases.





## Fiscal Year 2019/2020 - Program Summary

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**Fund:** 0001 General Fund  
**Office:** 002 Operations  
**Dept/Div:** 0217 Building Department  
**Program:** 2137 Building Department

Benefits & Insurance	Mayor's Proposed
Employee Benefits	314,198
Retirement Benefits	201,946
Payments to Insurance Fund	7,210
<b>Total Benefits &amp; Insurance</b>	<b>523,354</b>

### Program Description:

The Building Department serves four critical functions. Issuance of building permits, construction phase inspections, building code enforcement and incident management. The issuance of building permits involves plan reviews as well as administrative aspects related to application filing, interdepartmental reviews, collection of permit fees, meetings with applicants and issuance of permits. The construction phase involves field inspections to verify compliance with approved plans and applicable codes, regulations and ordinances. The building code enforcement function involves investigations related to work without permit, illegal conversions, etc., issuance of violation notices and assuring that violations are corrected in code compliant and safe manner. The incident management function involves emergency response to construction accidents and other emergencies related to building structures.

Description	FY 16/17 Actual	FY 17/18 Actual	Adopted Budget	FY 18/19		Department Request	FY 19/20			
				Revised Budget	Projected Exp & Enc		Mayor's Proposed	% of Total	\$ Var Projected	% Var Projected
<b>Expenditures</b>										
Full Time Salary	778,259	849,336	958,034	958,034	901,515	1,217,343	1,133,106	77.85%	231,591	25.7%
Other Salary	140,417	77,643	79,530	79,530	79,530	79,530	79,530	5.46%	0	0.0%
Overtime	7,146	-2,336	6,000	6,000	8,000	6,000	6,000	0.41%	-2,000	-25.0%
FICA	71,956	81,715	79,833	79,833	75,662	99,670	93,226	6.41%	17,564	23.2%
Employee Benefits	295,556	280,944	302,185	302,185	302,185	0	0	0.00%	-302,185	-100.0%
Retirement Benefits	120,796	129,808	129,455	129,455	131,810	0	0	0.00%	-131,810	-100.0%
Payments to Insurance Fund	36,008	26,301	19,932	19,932	19,932	0	0	0.00%	-19,932	-100.0%
Purchased Other Services	2,123	1,559	2,200	2,200	2,200	2,200	2,200	0.15%	0	0.0%
Purchased Property Services	42,211	44,099	49,447	49,447	49,447	111,515	111,515	7.66%	62,068	125.5%
Utilities & Commodities	12,425	11,135	12,250	12,250	12,250	12,250	12,250	0.84%	0	0.0%
Supplies	15,185	8,126	15,100	15,100	15,100	15,100	15,100	1.04%	0	0.0%
Other	2,079	2,831	2,500	2,500	2,500	2,500	2,500	0.17%	0	0.0%
<b>Total Expenditures</b>	<b>1,524,161</b>	<b>1,511,161</b>	<b>1,656,466</b>	<b>1,656,466</b>	<b>1,600,131</b>	<b>1,546,108</b>	<b>1,455,427</b>	<b>100.00%</b>	<b>-144,704</b>	<b>-9.0%</b>
<b>Revenue</b>										
Building Permits	6,728,294	6,502,618	5,000,000	5,000,000	7,500,000	6,000,000	6,000,000	100.00%	-1,500,000	-20.0%
<b>Total Revenue</b>	<b>6,728,294</b>	<b>6,502,618</b>	<b>5,000,000</b>	<b>5,000,000</b>	<b>7,500,000</b>	<b>6,000,000</b>	<b>6,000,000</b>	<b>100.00%</b>	<b>-1,500,000</b>	<b>-20.0%</b>