

INSPECTIONS AND PERMITS DEPARTMENT

Additional information about the Inspections and Permits Department may be obtained by calling Bob Strowbridge, Director of Inspections and Permits, at (919) 469-4033, through e-mail at bob.strowbridge@townofcary.org or by visiting the Town's website at www.townofcary.org.

TOWN OF CARY GOALS AND INITIATIVES

Town Focus Areas	Focus Area I: Community Planning					Focus Area II: Infrastructure				Focus Area III: Financial Condition			Focus Area IV: Municipal Services			
Town Goals	Achieve a well-planned community using innovative and proactive planning approaches and techniques.					Ensure that roads, water and wastewater facilities, parks, and other infrastructure exists for the existing citizens and for the future needs identified in the comprehensive plan.				Achieve a stable and strong financial position by accurately estimating, prudently allocating, and managing financial resources.			Achieve a high level of service to the citizens in a prompt, reliable, responsive, and cost-effective manner.			
Town Initiatives (pages 2 and 3 of this document contain full descriptions of each Town Initiative)	Growth Management	Long Range Water Resources	Housing Program	Comprehensive Planning	Land Use Plan	Environmental Concerns	Infrastructure and Level of Service Standards	Fiscal Plan	Water, Wastewater, Transportation Infrastructure	Broad Band Technology Services	Long Term Financial Plan	Performance Measurement	Short Term Financial Planning	Review Operations	Cost Consciousness and Sustained Service Provision	Public Involvement
Departmental Goals and Initiatives														1,2 3,4 5,6 7,8		

DEPARTMENTAL GOALS AND INITIATIVES

Central Permitting

1. Process construction and development related permits including building permits, electrical permits, plumbing permits, HVAC (Heating, Ventilation & Air Conditioning) permits and sign permits in accordance with the state building code and local ordinances, completely, efficiently, and expeditiously.

Inspections

2. Perform inspections of residential and commercial buildings and structures before, during, and after construction in a thorough and efficient manner.

3. Ensure compliance with the North Carolina State Building Code and the applicable sections of the Town of Cary Code of Ordinances.

4. Consult with design professionals, builders, subcontractors and property owners on code related issues and offer assistance with the construction process.

Minimum Housing/Post Construction

5. Respond to complaints from residents regarding violations of the Town's minimum housing ordinance.

6. Provide support for the Healthy Neighborhoods Initiative.

7. Conduct hearings, research records, and provide follow-up reports on violations and/or resolutions.

8. Respond to citizen inquiries into perceived building code violations in homes constructed within the past six years by investigating, inspecting and consulting with homeowners/tenants, and subcontractors.

9. Contact builders of record when applicable to request their assistance in correcting code violations.

FY 2008 ACCOMPLISHMENTS

- All Code Officials and Plan Review Staff completed continuing education training on the North Carolina State Building Code.
- Code Officials participated locally in at least five demonstration workshops focusing on subjects ranging from new electrical device design and installation, new plumbing fixtures and operation, grease hood design and installation and proper installation of "I" Joists and associated methods and materials.

- The department produced six “lunch and learn” seminars designed to educate various trade groups on new code requirements and procedural changes.

KEY PERFORMANCE OBJECTIVES

- Reduce re-inspection requests by 10% annually.
- Conduct all construction inspections within 24 hours of request.
- Perform initial plan review on new commercial buildings within four weeks of submittal and commercial fit-ups within two weeks of submittal.
- Ensure 100% of all minimum housing cases are closed within the shortest timeframe allowed by law.

KEY PERFORMANCE MEASURES

<u>Performance Measure</u>	<u>Actual FY 2007</u>	<u>Estimated FY 2008</u>	<u>Projected FY 2009</u>
% of total inspection requests that are re-inspections	32%	32%	32%
% of scheduled inspections conducted within 24-hours	98%	100%	100%
% of minimum housing cases closed	63%	65%	65%

KEY WORKLOAD INDICATORS

<u>Workload Indicator</u>	<u>Actual FY 2007</u>	<u>Estimated FY 2008</u>	<u>Projected FY 2009</u>
Number of Permits Issued	18,069	18,000	18,000
-New Residential	1,836	1,800	1,800
-New Non-residential	42	60	60
-Other (Additions/Alterations, Individual Trade Permits)	15,707	15,700	15,700
Number of Re-inspections	29,174	32,288	32,288
Number of inspections performed	100,872	100,900	100,900
Number of minimum houses cases	78	85	85
Residential Certificates of Occupancy (CO) issued	3,688	3,873	3,873
Total construction value (in millions of dollars)	600	700	700

ACTIVITY HISTORY

Fund Number: 10-5510					
<u>Activity</u>	<u>Actual FY 2005</u>	<u>Actual FY 2006</u>	<u>Actual FY 2007</u>	<u>Estimated FY2008</u>	<u>Budget FY2009</u>
Personnel Services	\$2,601,876	\$2,754,363	\$2,801,612	\$3,362,143	\$3,804,603
Operations and Maintenance	\$149,280	\$180,661	\$194,923	\$203,456	\$260,537
Capital Outlay	0	0	\$0	\$221,200	\$87,700
Total	\$2,751,156	\$2,935,024	\$2,996,535	\$3,786,799	\$4,152,840
Authorized FTEs	38	38	42	50.625	50.625

SIGNIFICANT BUDGET AND SERVICE LEVEL CHANGES BEYOND CURRENT LEVELS

As a result of a successful pilot program that was implemented last year utilizing 4 lap top computers for field staff, the department will purchase 20 lap top computers this year to equip the remainder of the field inspection staff.