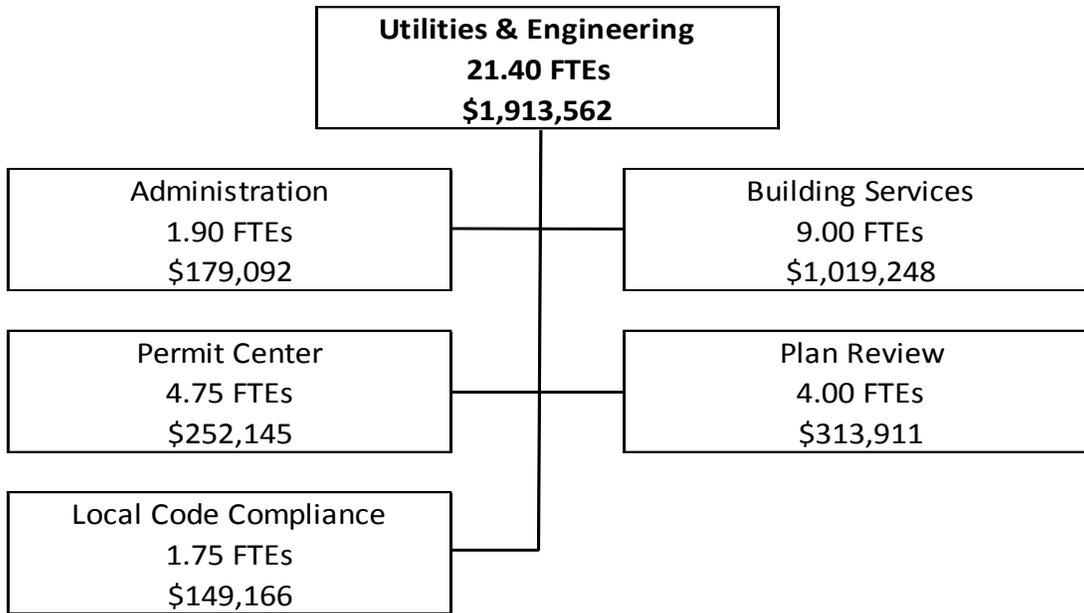


Catawba County Government



Utilities & Engineering

Organizations: 430050 - 430300

	2011/12 Actual	2012/13 Current	2013/14 Requested	2013/14 Approved	Percent Change
Revenues					
State	\$0	\$0	\$0	\$0	0%
Charges & Fees	1,049,109	781,700	822,700	852,700	9%
Miscellaneous	2,594	0	0	0	0%
Local	11,958	0	0	0	0%
Proceeds from Sale of Equipment	24,349	0	0	0	0%
General Fund	826,138	1,180,095	1,198,326	1,060,862	-10%
Total	\$1,914,148	\$1,961,795	\$2,021,026	\$1,913,562	-2%
Expenses					
Personal Services	\$1,493,774	\$1,520,973	\$1,508,269	\$1,516,142	0%
Supplies & Operations	420,374	440,822	461,899	397,420	-10%
Capital	0	0	50,858	0	0%
Total	\$1,914,148	\$1,961,795	\$2,021,026	\$1,913,562	-2%
Expenses by Division					
Administration	\$180,883	\$176,397	\$178,190	\$179,092	2%
Building Services	988,714	978,712	1,126,932	1,019,248	4%
Permit Center	330,854	341,054	254,476	252,145	-26%
Plan Review	276,489	305,113	312,949	313,911	3%
Code Compliance	137,208	160,519	148,479	149,166	-7%
	\$1,914,148	\$1,961,795	\$2,021,026	\$1,913,562	-2%
Employees					
Permanent	21.40	21.40	21.40	21.40	0%
Hourly	0.00	0.00	0.00	0.00	0%
Total	21.40	21.40	21.40	21.40	0%

Budget Highlights

The Utilities and Engineering department includes Building Services, Plan Review, the Permit Center, Erosion Control, and Local Code Compliance. The department's budget is a two percent decrease from the prior year due to a decrease in salaries related to staffing turnover and staffing reductions in prior years.

Performance Measurement

Fiscal Year 2013/14

Outcomes for Fiscal Year 2013/14 continue to focus on customer satisfaction, efficient service, and safety of the public through the enforcement of State and local development regulations. In Building Services, at least 90 percent of all requested inspections will be performed by the next day or on the contractors requested inspection date, an increase of two percent from its current year goal. For the Permit Center, the department's new Citizen Access Portal (a web-based system to obtain permits, make payments, and check status of inspection requests) will have at least 1,000 log-ins. Plan Review outcomes are updated as well, with a new outcome to review 100 percent of complete requests for safety inspections within two business days.

Fiscal Year 2012/13

At mid-year, Utilities and Engineering was on track to achieve all but one of its outcomes. Overall, the following was accomplished during the first half of the fiscal year.

- 59 tours, 56 presentations, and 13 displays were given reaching approximately 2,084 people.
- 94.04 percent of requested building inspections were performed on the next day or the day of request.
- 100 percent of Building Services training was performed locally.
- 99.18 percent of plans submitted for code compliance were reviewed within 10 working days.
- 100 percent of all sedimentation and erosion plans were reviewed within 10 working days.

The outcome not on track was related to Code Compliance Technicians performing 100 percent of residential Building Level 1 footing inspections while already on the job site. Training to achieve this outcome was currently underway however, and Utilities and Engineering believes this will be an achievable goal in Fiscal Year 2013/14.

Fiscal Year 2011/12

In Fiscal Year 2011/12, Utilities & Engineering managed and developed public-private partnerships. In promoting the EcoComplex, staff held numerous meetings, presentations and tours with other potential private partners, as well as State and local officials. Utilities & Engineering received a 100 percent customer satisfaction rating, exceeding its 95 percent satisfaction goal and did not receive any complaints during the year. However, it should be noted that out of 180 surveys submitted to a randomly selected sample, only 23 surveys were returned, which is a 12.7 percent response rate. Efforts are being made in Fiscal Year 2012/13 to improve the response rate.

The department's education outcome, to increase citizen awareness of the department's functions and County Government as a whole, was met. In Fiscal Year 2011/12, Utilities & Engineering conducted 153 tours, gave 87 presentations, and presented 15 displays to the

general public, elected officials, college/university groups, students and teachers, civic organizations, local businesses, potential EcoComplex partners, and other local governments surrounding Catawba County, reaching 15,581 people.

Building Services also continued to provide high quality customer service. Based on survey responses 100 percent of customers were “very satisfied” or “satisfied” with the Building Services officials’ service. Building Services did not receive any customer service complaints. Building Services exceeded its objective of performing 80 percent of requested inspections by the next day, completing 91.08 percent (16,318 of 17,917 inspection requests) of inspections on the day of request. Staff received training and education while reducing training costs by attending 78.26 percent (36 of 46) of trainings locally, better than the department’s goal of 60 percent.

The Permit Center sought to ensure that citizens received quality customer service by achieving an average of 95 percent or above on customer survey reports. 100 percent of survey respondents were “very satisfied” with the Permit Center’s customer service.

Plan Review achieved all four of its goals. Staff reviewed 740 plans in Fiscal Year 2011/12, up from 700 in Fiscal Year 2010/11. 97.57 percent of the plans were reviewed within 10 working days of submission, besting the 95 percent goal. Plan Review sought to ensure that citizens received quality customer service by achieving an average of 95 percent or above on customer survey reports. 100 percent of survey respondents were “very satisfied” with Plan Review’s customer service. Additionally, there were no customer service related complaints. Plan Review staff were also relocated from Hickory to the Catawba County Government Center in Newton, providing Catawba County citizens central access to this function.

Local Code Compliance exceeded its goal of reviewing 100 percent of all sedimentation and erosion control plans within 10 working days, by reviewing all plans within five working days. No customer complaints via customer surveys were received and only two complaints were received through other channels. Staff responded to these complaints within 24 hours. In order to provide public and employee education regarding Soil Sedimentation, staff presented information at a design workshop with 115 attendees.

UTILITIES AND ENGINEERING ADMINISTRATION

Statement of Purpose

Coordinate and manage Utilities and Engineering, Building Services, Plan Review, Permit Center, and Erosion Control and Local Code Compliance so citizens of Catawba County can live, work, and recreate in a clean and safe environment. The approach will be economically viable and environmentally friendly.

Outcomes

1. Ensure citizens receive quality customer service from all Utilities and Engineering staff by:
 - a. Maintaining a customer service satisfaction rating of 95 percent or above as evidenced by customer survey reports.
 - b. Responding to and resolving 98 percent of all customer service complaints within 24 hours.

BUILDING SERVICES

Statement of Purpose

The mission of Building Services is to provide consistent, timely, and courteous advice and service to customers, contractors, businesses, homeowners, and the general public through the application of the State Building Code. The focus of the service is to protect public safety by ensuring all buildings are built to code specifications while promoting economic development through a partnership with the building industry. The operations of Building Services have, as its foundation, four guiding principles: protecting the public; providing the best possible customer service; promoting economic development; and ensuring consistency in the application of Codes and treatment of customers.

Outcomes

1. Ensure citizens receive quality customer service from Building Services officials by:
 - a. Performing 90 percent of requested inspections by the next day or on the contractor's requested inspection date, with an ultimate goal of performing 100 percent of inspections within this timeframe.
 - b. Maintaining a customer service satisfaction rating of 95 percent or above as evidenced by customer survey reports.
 - c. Responding to 98 percent of all customer complaints within 24 hours.
2. Catawba County will provide the fastest and safest permitting and inspection process in North Carolina by embracing innovation. Examples include placing QR codes on building permits to provide up-to-the minute inspection information, maintaining the State's only county/municipal unified development software system, providing a remote access permitting terminal in Hickory to allow citizens to video conference with permit center staff, and providing excellent customer service.
3. To control the cost of training and education, Building Services will provide at least 60 percent of all required Building Inspector training and certification locally. Surrounding jurisdictions will be invited to participate in these locally held trainings as well, serving to further drive down the cost to the County.
4. To protect the public welfare and ensure quality building inspections, 100 percent of all commercial and industrial building inspections will be performed by inspectors with the highest State certification available in the four main inspection classifications (building, electrical, mechanical, and plumbing). This highest certification requires increased training in State Building Code standards, and allows Catawba County to efficiently and effectively inspect often complex and specialized commercial and industrial properties.

PERMIT CENTER

Statement of Purpose

Provide permitting information and service to the citizens of Catawba County, including municipalities. The Permit Center currently operates two locations (Catawba County Government Center in Newton and a Remote Access Permitting Terminal (RAPT) in Hickory City Hall) to provide convenient locations for the public to acquire permits and information for Building Services, Planning, and Environmental Health.

Outcomes

1. Ensure citizens receive quality customer service from the Permit Centers by:
 - a. Maintaining a customer service satisfaction rating of 95 percent or above as evidenced by customer survey reports.
 - b. Maintaining a complaint rate of less than 1 per 1,000 permits issued.
 - c. Responding to 98 percent of all customer complaints within 24 hours.

2. To provide citizens with convenient access to County permitting, Utilities and Engineering will continue promotion of the new Citizen Access Portal (CAP). This web-based system allows citizens to obtain permits, make payments, and check the status of inspection requests from any location. Success will be measured by having at least 1,000 log-ins to the new system.

PLAN REVIEW

Statement of Purpose

Provide plan review information and service to the citizens of Catawba County, including municipalities, in a coordinated, efficient, and friendly manner. Plan Review provides plan review for commercial projects to ensure code compliance with the State Building Codes, conducts on-site safety inspections of existing buildings, provides plan review for existing buildings utilizing the North Carolina Rehabilitation Code (Rehab Code), conducts plan review services based on State local option plan review guidelines, and conducts plan review during express plan review appointments.

Outcomes

1. Provide timely plan review services by reviewing 97 percent of all commercial blueprints submitted for code compliance and contacting the applicant with the results within 10 working days. This will allow construction to begin quickly, thus promoting Catawba County's economic development.
2. Ensure citizens receive quality customer service from Plan Review officials by:
 - a. Maintaining a customer service rating of 95 percent or above as evidenced by customer survey reports.
 - b. Responding to 98 percent of all customer complaints within 24 hours.
3. To provide quality service to property owners and/or tenants who request a safety inspection, Plan Review will review 100 percent of complete requests and contact the owner/tenant within two business days. These safety inspections are required by the State to receive certain licenses (i.e. day cares) and for changes of use to an existing building or space.

LOCAL CODE COMPLIANCE AND EROSION CONTROL

Statement of Purpose

Protect the regional water quality and health, safety, and general welfare of Catawba County citizens through implementation of the local soil sedimentation and erosion control program and code compliance program. The County provides the local soil sedimentation and erosion control program to seven of the eight municipalities in the county (Brookford, Catawba, Claremont, Conover, Hickory, Long View, and Maiden), with Newton providing its own local program. Promote Catawba County's economic development through timely permitting service to local contractors and developers.

Outcomes

1. Provide timely plan review services by reviewing 100 percent of all complete sedimentation and erosion control plans within 10 working days. Meeting this outcome will expedite the plan review and permitting process, thereby promoting Catawba County's economic development.
2. Ensure citizens receive quality customer service from Erosion Control and Local Code Compliance staff by:
 - a. Maintaining a customer service satisfaction rating of 95 percent or above as evidenced by customer survey reports.
 - b. Responding to 98 percent of all customer complaints within 24 hours.
3. To promote departmental efficiency, Code Compliance Technicians will perform 100 percent of residential Building Level I footing inspections when already on the job site inspecting erosion and soil sedimentation control measures. This will save Building Inspectors up to 35 minutes of travel time and one and a half hours of inspection time per residential unit.