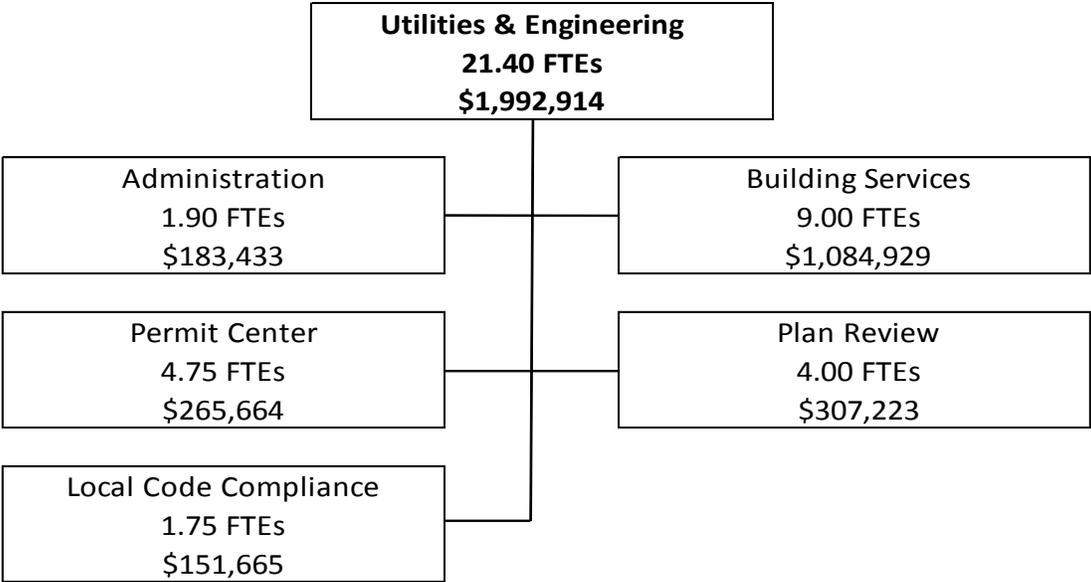


Catawba County Government



Utilities & Engineering

Organizations: 430050 - 430300

	2012/13 Actual	2013/14 Current	2014/15 Requested	2014/15 Approved	Percent Change
Revenues					
Local	\$0	\$0	\$0	\$4,527	0%
Charges & Fees	1,209,879	852,700	1,221,811	1,221,811	43%
Miscellaneous	320	0	0	0	0%
Proceeds from Sale of Equipment	9,169	0	0	0	0%
General Fund	630,029	1,060,862	796,943	766,576	-28%
Total	\$1,849,397	\$1,913,562	\$2,018,754	\$1,992,914	4%
Expenses					
Personal Services	\$1,436,428	\$1,516,142	\$1,541,809	\$1,547,945	2%
Supplies & Operations	412,969	397,420	427,049	419,969	6%
Capital	0	0	49,896	25,000	0%
Total	\$1,849,397	\$1,913,562	\$2,018,754	\$1,992,914	4%
Expenses by Division					
Administration	\$176,982	\$179,092	\$182,802	\$183,433	2%
Building Services	1,003,094	1,019,248	1,112,045	1,084,929	6%
Permit Center	283,105	252,145	266,699	265,664	5%
Plan Review	301,206	313,911	306,172	307,223	-2%
Code Compliance & Erosion Control	85,010	149,166	151,036	151,665	2%
	\$1,849,397	\$1,913,562	\$2,018,754	\$1,992,914	4%
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 4 percent increase from the prior year due to the replacement of a high mileage building services vehicle.

Performance Measurement

Fiscal Year 2014/15

Outcomes for Fiscal Year 2014/15 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 contractor's requested inspection date. The division will also ensure it has no more than 1 sustainable complaint per 3,000 inspections performed. New for this year, the department has added an outcome to partner with Information Technology to complete implementation of the Customer Access Portal

(CAP) and Electronic Plan Review (E-Review). This will provide the public with additional convenient ways to obtain permits.

Fiscal Year 2013/14

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

- 100 percent of commercial and industrial building inspections were performed by inspectors with the highest State certifications in the four main inspection areas.
- 99.5 percent of commercial blueprints submitted for code compliance were reviewed within 10 working days.
- 24 sets of Erosion Control Plans were reviewed in an average of 4.29 days.
- 116 safety inspection requests were received, with 100 percent of the owners/tenants contacted within two business days.

One 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 2014/15. The second outcome not on target is related to achieving 1,000 log-ins to the new Citizen Access Portal (CAP) system. The implementation of the system was behind schedule at mid-year, however, efforts are underway to complete implementation and begin tracking activity.

Fiscal Year 2012/13

Utilities & Engineering Administration

Utilities & Engineering continued to manage and develop 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. The department continued to provide quality customer service by responding to all customer complaints within 24 hours of receipt.

Building Services

Building Services exceeded its objective of performing 88 percent of requested inspections by the next day or on the contractor's requested inspection date by inspecting 96.43 percent (17,496 inspections) by the next day or on the requested date. Another mark of superior customer service was that Building Services staff did not receive, record, or identify any customer complaints during the fiscal year. Training for the staff remained a priority as inspectors attended 36 training events throughout the year.

Permit Center

The Permit Center achieved one of its two outcomes. The center ensured that citizens received quality customer service. This is evidenced by having no customer complaints during the fiscal year. The Permit Center failed to maintain equity in workload between the Newton and Hickory centers. The reason this outcome was not achieved is due to the Hickory Permit Center transitioning to a remote access permitting terminal (RAPT) rather than a staffed office.

Plan Review

Plan Review achieved all three of its goals. Staff reviewed 99.64 percent (822 plans) within ten working days, surpassing its goal of 97 percent. There were no customer service related complaints during the fiscal year. The division promoted the use of the North Carolina Rehabilitation Code, Local Option Plan Review, and Express Plan review as methods developers can use to save time and money.

Stormwater & Erosion Control

Stormwater & Erosion Control ensured that 100 percent of all plans were initially reviewed within 10 days of receipt. The division responded to and resolved 100 percent of all customer complaints within 24 hours through direct contact methods. Stormwater developed an interactive map to track various Erosion Control permits and violations. The map has been used as an educational tool, providing detailed information about Erosion Control projects/issues in specific neighborhoods. The map's functionality continues to evolve, as in the future it will allow the public to access through the internet.

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 customers 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 substantiated complaint rate of less than 1 per 3,000 inspections performed.
 - 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 customers 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 certifications (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 customers 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 customers receive quality customer service from the Permit Centers by:
 - a. Maintaining a substantiated complaint rate of less than 1 per 1,000 permits issued.
 - b. Responding to 98 percent of all customer complaints within 24 hours.
2. To provide customers with convenient access to County permitting, Utilities and Engineering will continue promotion of the new Customer 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 a 100 percent increase in new accounts to the new system.
3. To provide enhanced access to permitting, plan review, and inspection requests, Utilities and Engineering will partner with Information Technology to complete implementation of the Customer Access Portal (CAP) and Electronic Plan Review (E-Review). Additionally, the department will continue working with interested municipalities in utilizing the Energov software.

PLAN REVIEW

Statement of Purpose

Provide plan review information and service to the customers 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 customers receive quality customer service from Plan Review officials by:
 - a. Maintaining a substantiated complaint rate of less than 1 per 500 plans reviewed.
 - 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 for businesses to receive certain licenses (i.e. day care, alcohol law enforcement) as well as 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. Promote Catawba County's economic development through timely permitting service to local contractors and developers. The County provides the local soil sedimentation and erosion control program to seven of the eight municipalities in the county (Hickory, Conover, Claremont, Maiden, Long View, Catawba, and Brookford), with Newton providing its own local program.

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 staff by:
 - a. Maintaining a substantiated complaint rate of less than 1 per 50 erosion control plans reviewed.
 - b. Responding to 98 percent of all customer complaints within 24 hours.
3. Ensure citizens receive quality customer service from Local Code Compliance staff by:
 - a. Maintaining a substantiated complaint rate of less than 1 per 1,000 code compliance inspections performed.
 - b. Responding to 98 percent of all customer complaints within 24 hours.
4. To promote departmental efficiency, Code Compliance Technicians will perform residential Building Level I footing inspections when already in the area performing code violation inspections. This will save Building Inspectors' significant travel and inspection time per residential unit. Success will be measured by Code Compliance Technicians performing a minimum of 25 percent of all Building Level I footing inspections.