

Buildings and Inspections

Budget & Finance Committee

March 19, 2025

Agenda

- Mission Statement and Services
- Budget and FTE History
- FY25 Performance Agreement
- FY25 Performance Measures
- Other Service Delivery Challenges
- Accomplishments

Mission Statement and Services

To protect the health, safety, and quality of life in the built environment by ensuring code compliance, eliminating blight and safety hazards; facilitating efficient development; and promoting safe housing.

- Building Permit Inspection
- License Inspection
- Commercial Courtesy Inspection
- HVAC Inspection
- Permit Intake & Issuance
- Landlord and Tenant Training
- Community Engagement & Outreach
- Contractor Registration
- Designer/Contractor Training
- Journeyman Plumber Registration
- Elevator Periodic Inspection
- Elevator Plan Review & New Elevator Inspections
- Commercial Reviews
- Residential Reviews
- Coordinated Site Review
- Special Event Reviews
- Plan Consultation
- HVAC Plan Review
- Zoning Support
- Plumbing Code Enforcement
- Plumbing Plan Exam and Inspection
- PMCE Complaints and Inspections
- PLAP
- Vacant (VBML, VFPR)
- Harbor
- Hazard Abatement
- RRR and RRI
- Relocation Assistance Programs
- Emergency Call Outs
- Zoning Code Enforcement
- Façade & Fire Escape Inspection
- Stabilization of Historic Buildings

Budget and FTE History

Buildings & Inspections General Fund	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
Personnel Compensation	5,628,380	6,865,450	6,973,850	7,793,500	7,988,480
Fringe Benefits	2,140,150	2,579,290	2,427,300	2,948,200	3,044,580
Non-Personnel Expenses	832,400	1,156,310	2,092,170	2,669,900	2,821,580
General Fund Total	8,600,930	10,601,050	11,493,320	13,411,600	13,854,640

Buildings & Inspections Principal Restricted Funds	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
Stormwater Management Fund 107	-	1,372,670	1,621,940	1,652,840	1,749,460
Income Tax-Infrastructure Fund 302	46,780	62,370	62,370	53,030	52,750
Hazard Abatement Fund 347	2,728,810	1,574,840	696,950	697,060	697,160
Principal Restricted Funds Total	2,775,590	3,009,880	2,381,260	2,402,930	2,499,370

Buildings & Inspections - FTEs by Agency	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
211 - Buildings & Inspections, Licenses & Permits	76.00	75.00	110.00	121.50	132.50
212 - Property Maintenance Code Enforcement	40.50	45.50	9.50	8.00	4.00
FTE Total	116.50	120.50	119.50	129.50	136.50

FY25 Performance Agreement

City Goal	Objective	Service Group	Service	Performance Goal
Thriving Neighborhoods	Desirable Destination	Plan Examination	Commercial Reviews	90% of Initial Commercial Plan Reviews will be completed in 15 business days of application
	Tenant-Centered Housing		Residential Reviews	90% of Initial Residential Plan Reviews will be completed in 10 business days of application
	Desirable Destination	Building Inspections & PMCE	PMCE - PLAP	90% of PLAP Inspections (litter and grass) are completed in 2 business days of complaint filing
			PMCE Complaints & Inspections	90% of Non-Emergency Site Inspections are completed within 5 business days of the complaint filing
			Vacant (VBML, VFPR)	90% of site inspections are completed within 5 days of complaint or registration

FY25 Performance Measures

Commerical Reviews

Q1: July-September

Q2: October-December

1,170

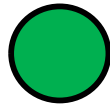
Commercial permits applied for

1,563

Commercial permits applied for



88%



92%

90% of Initial Commercial Plan Reviews will be completed in 15 days

BPE nearly fully staffed by end of Q2. Hiring 1 added position. With training and assignment redistribution, performance improving.

Residential Reviews

Q1: July-September

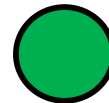
Q2: October-December

1,586

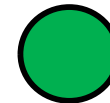
Residential permits applied for

1,891

Residential permits applied for



92%



95%

90% of Initial Residential Plan Reviews will be completed in 10 business days

BPE nearly fully staffed by end of Q2. Hiring 1 added position. With training and assignment redistribution, performance improving.

FY25 Performance Measures

PLAP Complaints

Q1: July-September

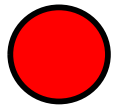
Q2: October-December

2,282

PLAP complaints received

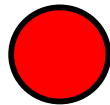
1,543

PLAP complaints received



71%

90% of initial PLAP Inspections (Litter and Grass) will be completed in 2 business days of the complaint being filed



72%

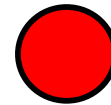
Significant inspector vacancies impacting performance. Improvement from FY 24 = Q1 59%, Q2 54%

Additional PLAP Personnel

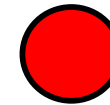
FY25 Budget Priority

Q1: July-September

Q2: October-December



11%



32%

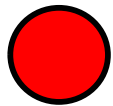
90% of all abatements completed will be processed or referred to Law for Collections within 120 days of invoicing

Improvements tracked all prior to FTE onboarding in Q3. Training and process enhancement will continue improvement before end of FY 25.

FY25 Performance Measures

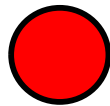
VBML, VFPR Program

Q1: July-September



61%

Q2: October-December



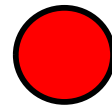
66%

90% of site inspections are completed within 5 days of complaint or registration

Significant inspector vacancies impacting performance.
Improvement from FY 24 = Q1 62%, Q2 63%

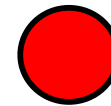
PMCE Complaints

Q1: July-September



66%

Q2: October-December



65%

90% of Non-Emergency Site Inspections are completed within 5 business days of the complaint being filed

Significant inspector vacancies impacting performance.
Improvement from FY 24 = Q1 63%, Q2 63%

Other Service Delivery Challenges

1: Inspection Division Mentoring & “Span of Control”

Need to enhance management training and reduce Supervisor/Inspector ratio so to effectively train, mentor and monitor division with significant % of personnel with experience of less than 5 years. Our condition as of 3/30/25:

- **Division Manager/Supervisor/Inspector Ratio:** 1:8:80
- **Inspector/Supervisor Ratios:** 7:1 approaching 10:1 - Beyond effective management
- **Supervisor Experience:** < 1 yr = 36%, < 2 yr = 64%
- **Inspector Experience:** < 1 yr = 14%, < 2 yr = 44%

2: PLAP: Improving Citation Verification Does Not Expedite Violation Resolution.

Though performance measures are improving to verify problem properties, methods to resolve problems when owners don't abate, needs resources, policy and contracting enhancements.

3: Academy Members Capacity to Absorb Workload

Though we are proud of our accomplishments with establishing the Inspection Academy, and the success rate of Academy 1, it is important to reiterate the following:

- Academy Training approximately 1 yr., but the learning process only partially complete
- Full functionality (Certification and Operational Independence) = 3 - 4 year journey for each trainee
- We are in a pivotal moment where capacity to mentor, as well as manage, is critical
 - In FY 27: Approx. 42% Inspectors < 2 yr exp, 57% Inspectors < 5 yr exp.

Accomplishments

1: Inspection Academy Roll Out (Strategic Dept Project)

- Department surpassed 50% success rate – notably besting averages for such programs
- Class Composition Highlights: 18% female, 50% minority, many new to industry
- B&I acknowledged for program's innovation at the State and National level
- B&I discovered "Lessons Learned", requiring hiring process improvement for future cohorts

2: Restaffing Building Plans Examination (Strategic Dept Project -> Agreement Measure Improvement)

- Department is nearly fully staffed; several qualified candidates relocating from out of region
- Final position being recruited to backfill staffing provided for Large Project Initiative
- Division has returned to Pre-COVID Performance Levels
- Ramping up for new Tier 2 Initiative w/associated new performance measure

3: PLAP/PMCE Initial Inspections (Agreement Measure Improvement)

- Department continued transitioning PLAP duties throughout Bldg. Const & Inspections Group
- Department worked balancing 40% Inspector Vacancy Rate & community cleanliness priority
- Continuous Training, Supervisor Coaching, and Task Prioritization

Questions?