

# Building and Development Review Services Department



**BDRS provides Site Development Review and Building Permitting and Inspection Services to the County's unincorporated areas, and by contract to five Pinellas municipalities.**



**The combination of these two primary functions are focused upon “One-Stop” permitting for our customers.**

# BDRS Divisions

## Development Review Division



Performs Site Plan review for all building sites. This review may include routing site plans to up to 18 different agencies for their review and approval.



DRS is the control point to receive and consolidate information for the Permit Applicant.



DRS conducts Field Site Inspections for Environmental and Engineering requirements.



Responds to and investigates Habitat, Tree and Drainage complaints.

# BDRS Divisions

## Building Division



**Performs Plan Review for all structures built.**



**After Plan Review issues and maintains manual and web-based building permits.**



**Conducts numerous field inspections of in-progress construction.**



**Upon approval of Final Inspections issues Certificates of Occupancy and Completion.**



**Responds to and investigates Construction related complaints.**

# Overview of Reductions

## FY 2010 Reductions Summary



The base FY10 Budget reflects a decrease 18.0% below the FY09 Revised Budget.



Personal Services has a decrease of 25.6%. This reflects a net reduction of 23 positions.



This fiscal year the BDRS Building function was placed into a new Special Revenue Fund.

# Key Programs & Service Levels

## BDRS Development Review Division

### **1. Development Site Plan Review**



**Full Formal site plan submittals are up across the past two quarters.**

**2. An encouraging note is that currently DRS has 866 Residential housing units (single and Multi-family) and 178,338 square feet of commercial space approved on site plans.**

# Key Programs & Service Levels

## BDRS Building Division

### 1. Building Plan Reviews



**First comments for Commercial projects have increased from a 2-4 weeks to an 6-8 week response time.**



**Single Family plan reviews must be completed within a state mandated 30 day time period.**

### 2. Construction Field Inspections

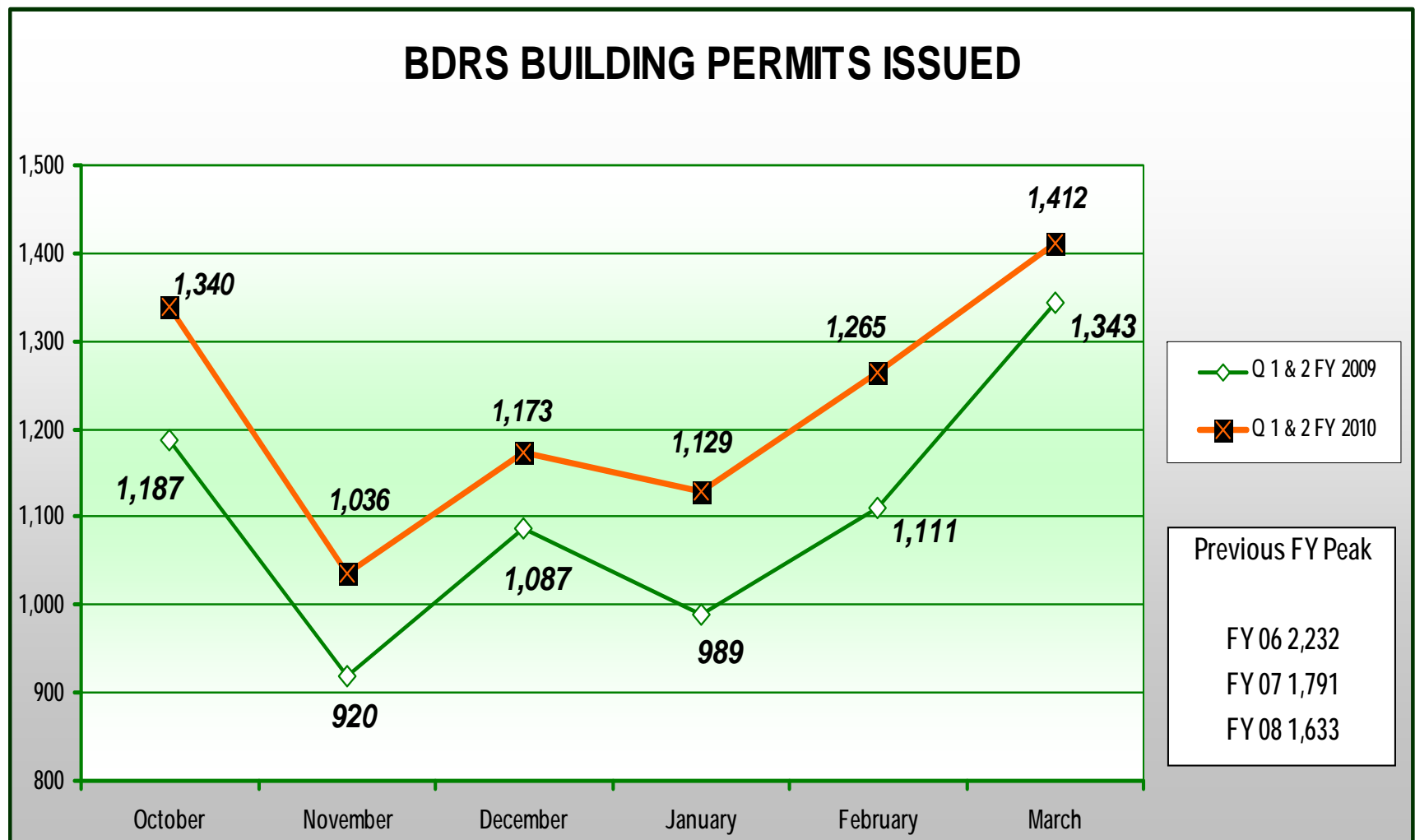


**The current average number of field inspections per inspector/per day has increased between 12 to 35%.**

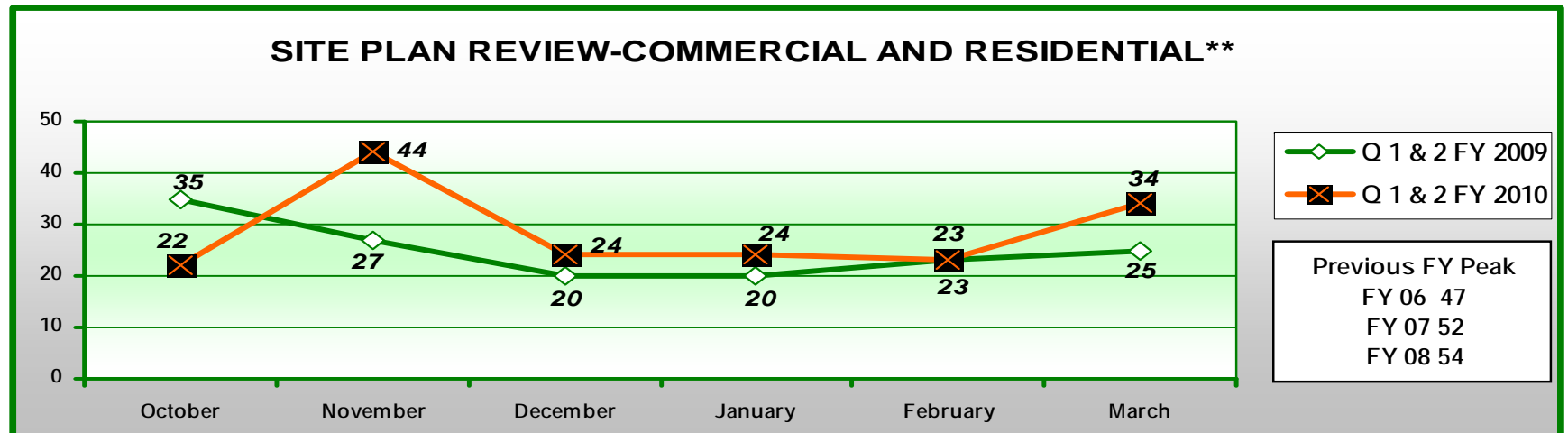
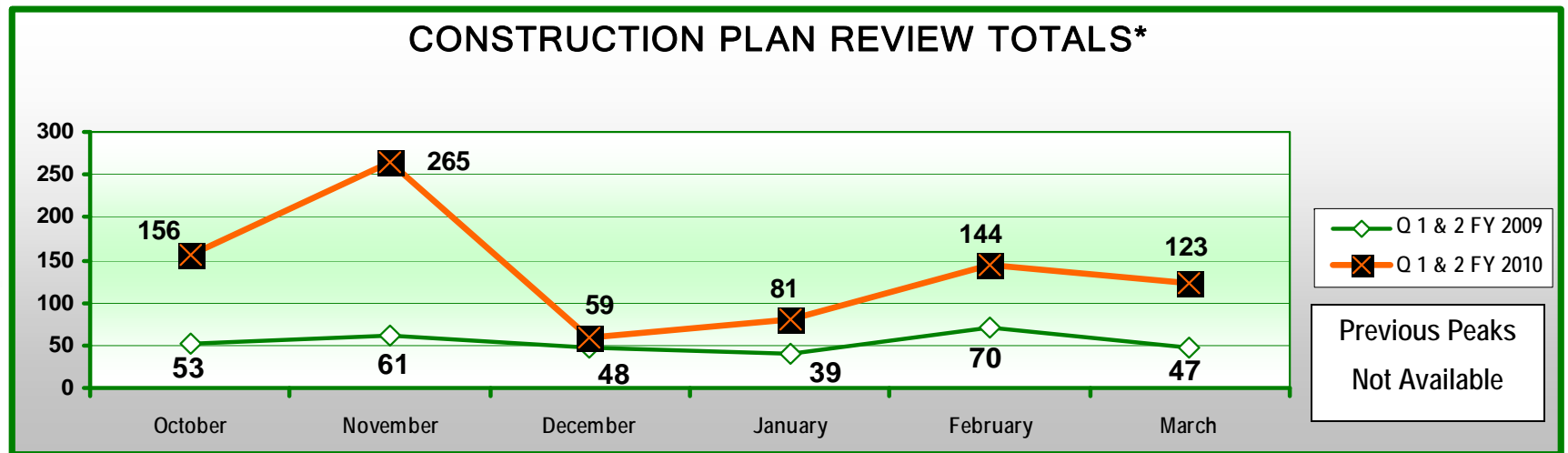


**The current level of inspections per day is exceeding the ISO recommended level by 20 to 30%.**

# Building Permits Issued



# Plans Examination



\*Initial Construction Plan Review Only-Does not include Re-Reviews.

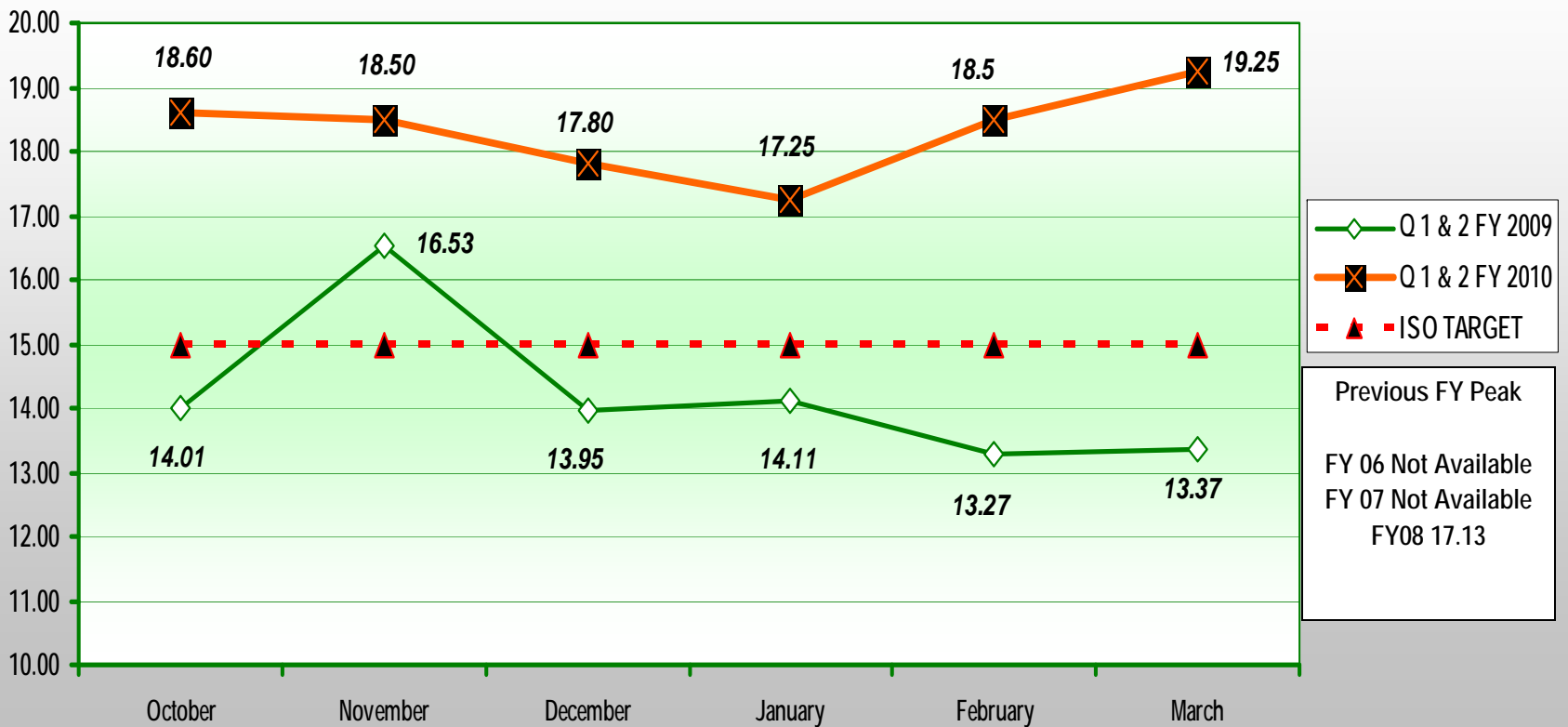
\*\*Initial Site Plan Review Only does not include Re-Reviews or Walk-Through Site Plans



# Construction Inspections

## Building Division

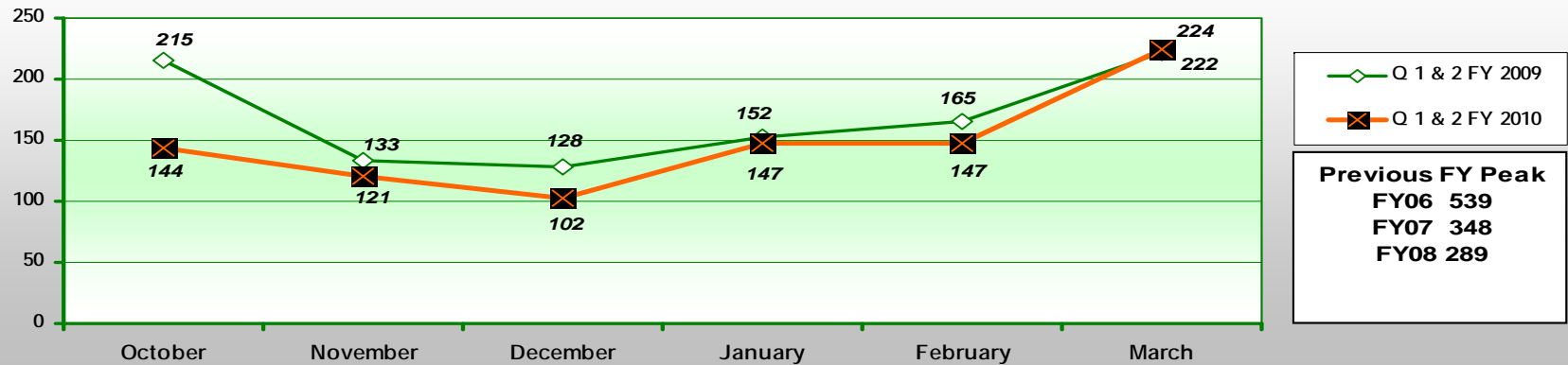
### BUILDING INSPECTIONS PER INSPECTOR/PER DAY



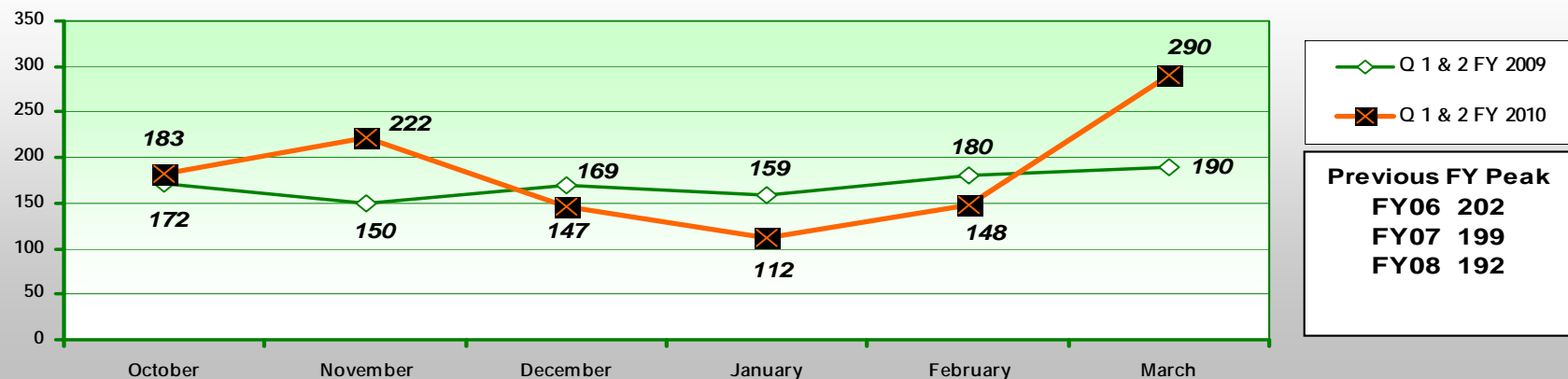
# Environmental Permits

## Development Review Division

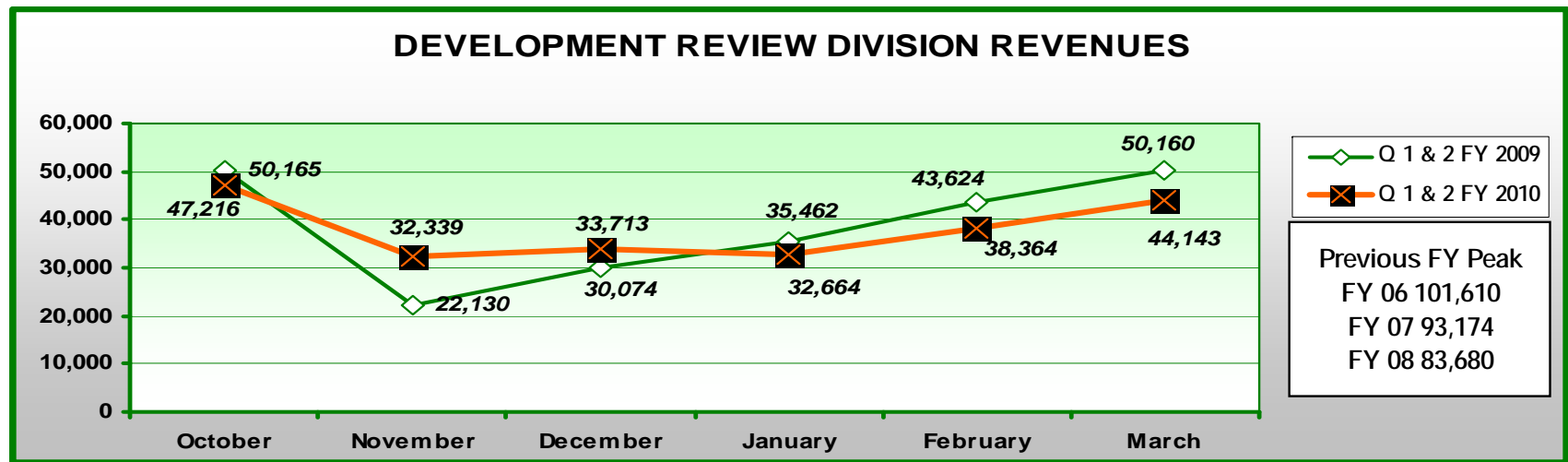
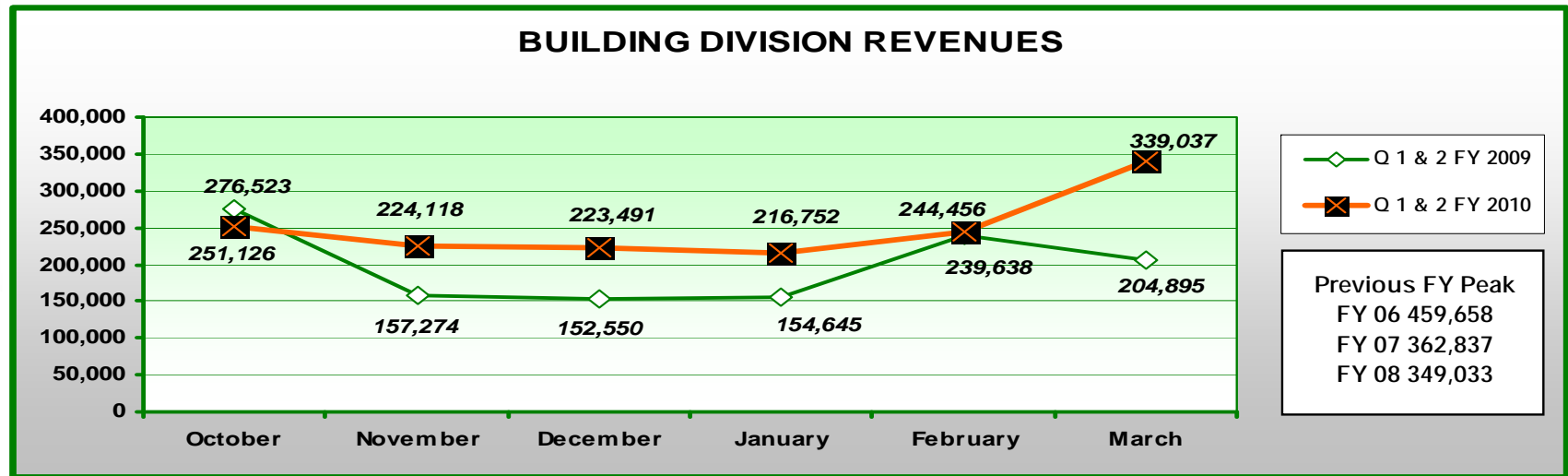
### ENVIRONMENTAL PERMITS-RESIDENTIAL



### ENVIRONMENTAL PERMITS-COMMERCIAL



# Department Revenue Trends



# Impacts to the Public



**Increased turnaround time for plan review is slowing the construction process.**



**Rising daily inspection numbers have negatively impacted customer requests to accommodate special inspection requests.**



**Complaint investigation response times have increased from next day to 1-3 days.**



**Positive customer satisfaction surveys have significantly dropped off.**



**We are very close to being forced into carryover of inspection requests due to upwards trend in demand.**

# Operational Changes



**Realignment and reassignment of a number of staff positions and duties was required due to the elimination of 23 positions and the bumping process.**



**A cross training program for field inspectors has been implemented to allow for dual certifications (multi trade inspection licenses) and is on track for substantial completion by the end of 2012.**

# Unintended Consequences



**Staff reductions and the bumping process has placed many staff members at or near maximum workload levels.**



**Management and supervisors have begun to “triage” workloads to maintain response time on more important tasks thereby causing a drop in customer satisfaction for the postponed tasks.**



**Redefinition of reasonable customer expectations and the maintaining of high customer satisfaction levels has been difficult and appears to be the most significant challenge going forward.**

# Challenges & Lessons Learned



**One major challenge has been to maintain the ability to provide next day field inspections. This is particularly important from the construction/development industry's standpoint due to project scheduling and financial considerations.**



**Development of a new building fee methodology (based on construction valuation) and implementation of the increased fee levels while maintaining customer satisfaction has been challenging.**



**In the coming months BDRS will be meeting with key members of the Development and Construction Industry. We will be seeking their input upon what their current expectations of service are and discussing at what levels we expect to provide service. The preferred result will be a cooperative understanding of challenges to industry and BDRS and the creation of creative solutions.**

# Expectations for Q3 & 4 FY10



**All indicators point to fact that the construction/development industry in Pinellas County experienced the bottom in the in Q4 2009 through Q1 2010 and we are encouraged by the steady positive upward trend in permitting and inspection volumes.**