

Inspections

Element	Summary Views	Detail Views
Scorecard	<ul style="list-style-type: none"> • Landing Page 	
Outcome Measures		<ul style="list-style-type: none"> • As measured by number of plan reviews conducted annually, broken down by type. TARGET- Number to be provided via reports. Will vary depending on workload and customer ability to correct plan comments without triggering multiple revision submittals. • As measured by number of inspections conducted annually, broken down by type and reinspection. TARGET- Number to be provided via reports. Will vary depending on type and number of permits issued and customer ability to correct violations noted without triggering multiple reinspections. • As measured by training hours completed by staff with regards to North Carolina Buildings Codes. TARGET- Minimum required 6 hours of continuing education per certification held, per person, per fiscal year. • As measured by number of plan reviews completed within published turnaround times. TARGET 100%
Initiatives	<ul style="list-style-type: none"> • Department Initiatives 	<ul style="list-style-type: none"> • Implement online capabilities to apply for building permits and conduct electronic plan review. • Create and implement process to review and modify inspections department processes and procedures. • Implement certification incentive to promote recruitment and retainment of building inspectors.
Milestones		<ul style="list-style-type: none"> • Implement Electronic Plan Review • Implement Online Application Submittals • Customer Service Survey • Energov Procedure Review • Quality Assurance Checks • Approval for Certification Program by Senior Management • Certification Courses Completed • Standard Certification Achievements
















Department Purpose Statement

To provide comprehensive building plan review and inspections for the community to ensure public and private structures meet the North Carolina Building Codes in order to provide safe environments.

Department Measures

Objectives	Outcome Measures
Obj. 5.2: Deliver customer-focused service Morrisville	As measured by number of plan reviews conducted annually, broken down by type. TARGET- Number to be provided via reports. Will vary depending on workload and customer ability to correct plan comments without triggering multiple revision submittals.
Obj. 5.2: Deliver customer-focused service Morrisville	As measured by number of inspections conducted annually, broken down by type and reinspection. TARGET- Number to be provided via reports. Will vary depending on type and number of permits issued and customer ability to correct violations noted without triggering multiple reinspections.
Obj. 5.3: Require the highest professional standards Morrisville	As measured by training hours completed by staff with regards to North Carolina Buildings Codes. TARGET- Minimum required 6 hours of continuing education per certification held, per person, per fiscal year.
Obj. 5.2: Deliver customer-focused service Morrisville	As measured by number of plan reviews completed within published turnaround times. TARGET 100%

Department Initiatives

Objectives	Initiatives	Initiative Measures
 <p>Obj. 5.6: Leverage the use of technology to maximize results Morrisville</p>	 <p>Implement online capabilities to apply for building permits and conduct electronic plan review.</p>	 <p>Implement Electronic Plan Review</p>
		 <p>Implement Online Application Submittals</p>
	 <p>Create and implement process to review and modify inspections department processes and procedures.</p>	 <p>Customer Service Survey</p>
		 <p>Energov Procedure Review</p>
		 <p>Quality Assurance Checks</p>
 <p>Obj. 5.3: Require the highest professional standards Morrisville</p>	 <p>Implement certification incentive to promote recruitment and retainment of building inspectors.</p>	 <p>Approval for Certification Program by Senior Management</p>
		 <p>Certification Courses Completed</p>
		 <p>Standard Certification Achievements</p>



As measured by number of plan reviews conducted annually, broken down by type. TARGET- Number to be provided via reports. Will vary depending on workload and customer ability to correct plan comments without triggering multiple revision submittals.

Inspections

Description

Building plans are reviewed prior to permit issuance to ensure code compliance. The approved building plans will ultimately be used in the field to reference for inspections.

Why It Matters

It is important to conduct thorough and accurate building plan reviews for code compliance. Plan reviews are conducted for Building, Plumbing, Mechanical, Electrical and Fire trades. Plan reviews are one of the two primary duties for the Building Inspector.

Analysis CY Q2-21

The number of plan reviews provided is for the Inspections Department, and does not include other departments who may review for building permits. At this time, it is total number of plan reviews provided. Plan reviews for this data gathering are inclusive of application reviews, where a building plan set may not be required, but the Inspector reviews the application for code compliance. 46 more plan reviews were conducted for this quarter as compared to last quarter. There has been a steady workload with regards to plan reviews.

Collection and Calculation Method

Energov Reports

Data Collection Lead

Data Collection Point(s) of Contact (if needed)

Shandy Padgett

As measured by number of plan reviews conducted annually, broken down by type. TARGET- Number to be provided via reports. Will vary depending on wor

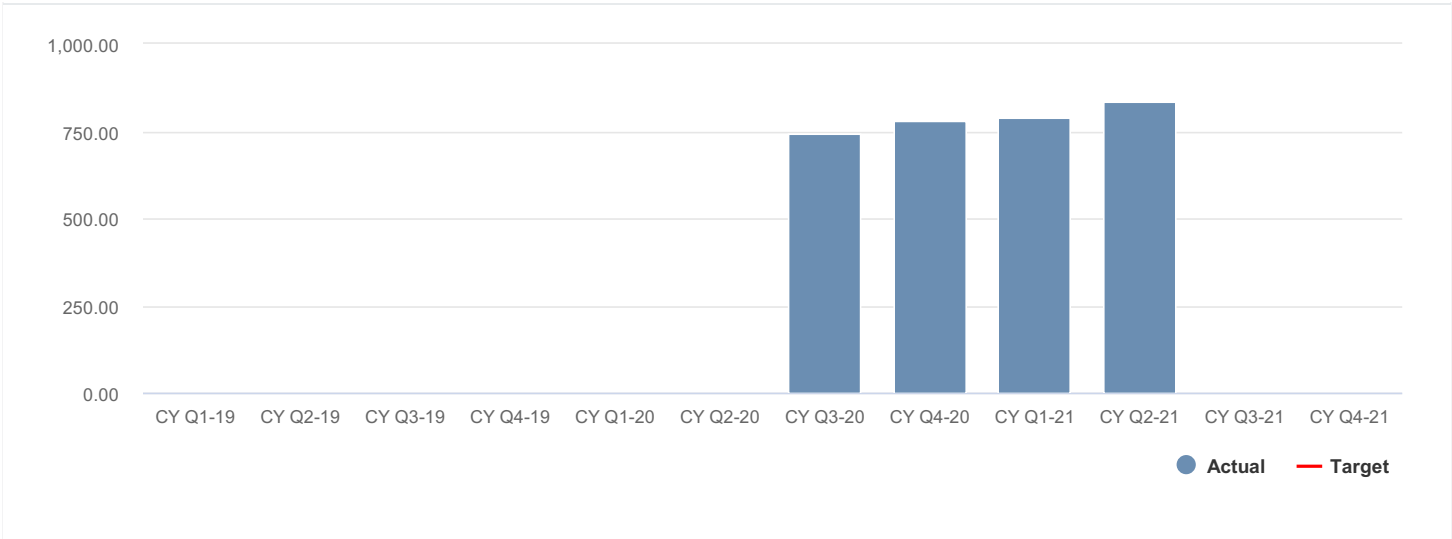
Objectives

Obj. 5.2: Deliver customer-focused service
Morrisville

Initiatives

Owner

Shandy Padgett (Inspections)



Outcome Measure Data Last Calculated 2 days ago

Period	Status	Actual	Target
CY Q1-19	Not Defined		
CY Q2-19	Not Defined		
CY Q3-19	Not Defined		
CY Q4-19	Not Defined		
CY Q1-20	Not Defined		
CY Q2-20	Not Defined		
CY Q3-20	On Target	742.00	
CY Q4-20	On Target	780.00	
CY Q1-21	On Target	788.00	
CY Q2-21	On Target	834.00	
CY Q3-21	Not Defined		
CY Q4-21	Not Defined		



As measured by number of inspections conducted annually, broken down by type and reinspection. **TARGET-** Number to be provided via reports. Will vary depending on type and number of permits issued and customer ability to correct violations noted without triggering multiple reinspections.

Inspections

Description

Each building permit issued requires corresponding field inspections to be conducted to verify construction and installation in accordance with approved plans and Building codes.

Why It Matters

Field inspections are the method to verify that the proposed work was completed in accordance with the approved plans and State adopted building codes. Inspections are one of the two primary duties of Building Inspectors.

Analysis CY Q2-21

Numbers provided herein are total number of inspections conducted by Building Inspectors. This is not inclusive of inspections conducted by other departments for building permits. The ability to gather data for initial inspection versus reinspection is currently being evaluated for customized reporting. Inspections have steadily increased since the last quarter review, we saw an increase of 227 inspections being conducted.

Collection and Calculation Method

Energov Reports

Data Collection Lead

Objectives

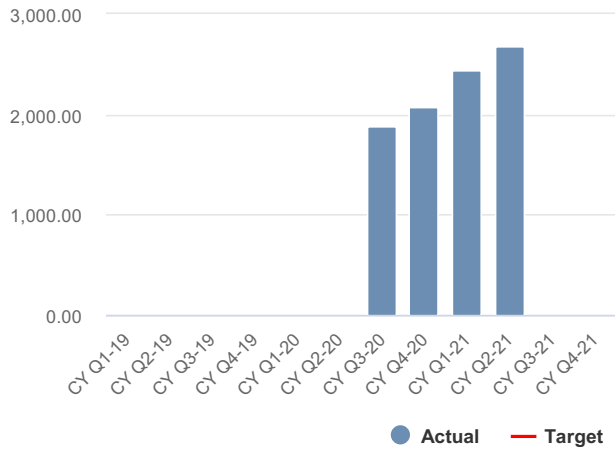
[Obj. 5.2: Deliver customer-focused service](#)
Morrisville

Initiatives

Owner

Shandy Padgett (Inspections)

As measured by number of inspections conducted annually, broken down by type and reinspection. TARGET- Number to be provided via reports. Will vary



Data Collection Point(s) of Contact (if needed)

Shandy Padgett

Outcome Measure Data

Last Calculated 3 days ago

Period	Status	Actual	Target
CY Q1-19	Not Defined		
CY Q2-19	Not Defined		
CY Q3-19	Not Defined		
CY Q4-19	Not Defined		
CY Q1-20	Not Defined		
CY Q2-20	Not Defined		
CY Q3-20	On Target	1,881.00	
CY Q4-20	On Target	2,077.00	
CY Q1-21	On Target	2,449.00	
CY Q2-21	On Target	2,676.00	
CY Q3-21	Not Defined		
CY Q4-21	Not Defined		



As measured by training hours completed by staff with regards to North Carolina Buildings Codes. **TARGET- Minimum required 6 hours of continuing education per certification held, per person, per fiscal year.**

Inspections

Description

There are five certification types to be able to conduct building inspections (Building, Plumbing, Mechanical, Electrical and Fire). For each certification there are three corresponding levels (I, II and III). Once an inspector obtains a standard certification for one of these trades/levels, 6 hours of continuing education are required per year/per trade to maintain a valid certification.

Why It Matters

The continuing education is required to maintain a valid inspector certification. Staff cannot inspect without a valid certification.

Analysis CY Q2-21

Inspections staff completed 297 hours of continuing education training. Seven standard certifications were achieved by staff this past fiscal year. Due to a minimum 2 year waiting period with the Qualifications Board for a Probationary Level 2 to be able to test, there may be a time period during which no/few standard certifications are received. Currently 3 Inspectors hold all Probationary Level 2's that were issued FY 21, and will not be eligible to test until FY 23. One Inspector has completed all testing/certification requirements.

Collection and Calculation Method

Qualifications Board Jurisdictional Inspector Dashboard. Data provided through this dashboard is based on fiscal year, showing total of continuing education hours. Dates of courses are not available. Next data for this will be reported for this in July of 2021.

Data Collection Lead

Data Collection Point(s) of Contact (if needed)

Shandy Padgett

As measured by training hours completed by staff with regards to North Carolina Buildings Codes. TARGET- Minimum required 6 hours of continuing educat

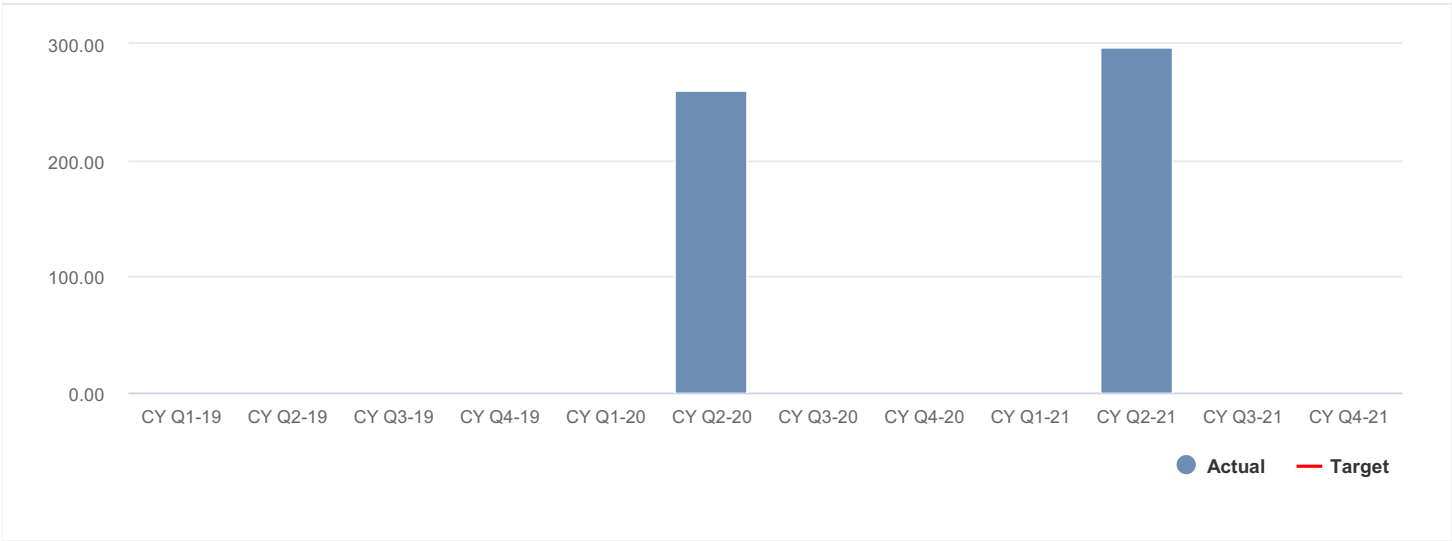
Objectives

Obj. 5.3: Require the highest professional standards
Morrisville

Initiatives

Owner

Shandy Padgett (Inspections)



Outcome Measure Data Last Calculated 3 days ago

Period	Status	Actual	Target
CY Q1-19	Not Defined		
CY Q2-19	Not Defined		
CY Q3-19	Not Defined		
CY Q4-19	Not Defined		
CY Q1-20	Not Defined		
CY Q2-20	On Target	260.00	114.00
CY Q3-20	Future Data		
CY Q4-20	Future Data		
CY Q1-21	Future Data		
CY Q2-21	On Target	297.00	
CY Q3-21	Not Defined		
CY Q4-21	Not Defined		



As measured by number of plan reviews completed within published turnaround times. TARGET 100%
Inspections

Description

Plan review turnaround times are as follows:

- Commercial New
 - 1st review- 15 business days
 - 1st revision- 10 business days
 - All other revisions- 5 business day
- Commercial Existing
 - 1st review- 10 business days
 - All revisions- 5 business days
- Commercial Existing- Application Only
 - 2 business days
- Residential New/Existing
 - 1st review- 10 business days
 - All revisions- 5 business days
- Residential Existing- Application Only
 - 2 business days
- Shop Drawings
 - 1st review- 10 business days
 - All revisions- 5 business days
 - Express Review- 2 business days

Why It Matters

Having set deadlines for building permit plan reviews provides the applicant the ability to plan ahead for their project. It also provides the ability for staff to prioritize plan review assignments.

Analysis CY Q2-21

Plan reviews are being completed by the published schedule 98.6% of the time. This is an incredible accomplishment with the number of plan reviews that are conducted by staff. The ability to complete plan reviews electronically has significantly contributed to the timeliness and our ability to provide excellent customer service.

Collection and Calculation Method

Energov Reports

Data Collection Lead

Objectives

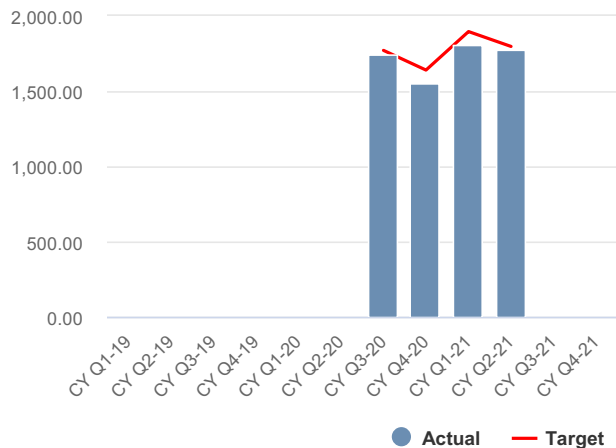
Obj. 5.2: Deliver customer-focused service
Morrisville

Initiatives

Owner

Shandy Padgett (Inspections)

As measured by number of plan reviews completed within published turnaround times. TARGET 100%



Data Collection Point(s) of Contact (if needed)

Shandy Padgett

Outcome Measure Data

Last Calculated 3 days ago

Period	Status	Actual	Target
CY Q1-19	Not Defined		
CY Q2-19	Not Defined		
CY Q3-19	Not Defined		
CY Q4-19	Not Defined		
CY Q1-20	Not Defined		
CY Q2-20	Not Defined		
CY Q3-20	▼ Near Target	1,742.00	1,771.00
CY Q4-20	▼ Near Target	1,556.00	1,640.00
CY Q1-21	▼ Near Target	1,811.00	1,896.00
CY Q2-21	▼ Near Target	1,772.00	1,797.00
CY Q3-21	Not Defined		
CY Q4-21	Not Defined		

Department Initiatives

Inspections














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 Scorecard

 Outcome Measures

 Initiatives

 Milestones

Objectives	Initiatives	Initiative Measures
 Obj. 5.6: Leverage the use of technology to maximize results Morrisville	 Implement online capabilities to apply for building permits and conduct electronic plan review.	 Implement Electronic Plan Review
		 Implement Online Application Submittals
	 Create and implement process to review and modify inspections department processes and procedures.	 Customer Service Survey
		 Energov Procedure Review
		 Quality Assurance Checks
 Obj. 5.3: Require the highest professional standards Morrisville	 Implement certification incentive to promote recruitment and retainment of building inspectors.	 Approval for Certification Program by Senior Management
		 Certification Courses Completed
		 Standard Certification Achievements



Implement online capabilities to apply for building permits and conduct electronic plan review.

Inspections

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Target

As measured by number of applications received online versus paper applications. TARGET- For first full year of implementation, would like to see a target range of 60% of all submittals be completed online. Will not have a full year of Energov since it is not live yet. Will need to only evaluate the time for which it was live.

As measured by number of building plans received online versus paper plans. TARGET- For first year (which will only be a partial year), would like to see 60% of submittals being done electronically. Will reevaluate that target rate after the partial year is completed.

Description

The Inspections Department implemented Energov software. In December of 2019 the building permit module went live. At that time, no new paper applications or paper plan reviews were accepted. The Department has continued that trend.

Why It Matters

Online permit applications and plan reviews has increased efficiency with getting building permits issued and completed out. The entire building permit process has become fully paperless.

Analysis CY Q4-19

Completed. Building permits went live December 16, 2019. All permits submitted after that date were online. No new paper permits were accepted.

Objectives

Obj. 5.6: Leverage the use of technology to maximize.
Morrisville

Collection and Calculation Method

Energov Reports

Data Collection Point(s) of Contact (if needed)

Shandy Padgett

Percent Complete CY Q4-19

100 %

Start Date

7/1/19

End Date

6/30/20

Milestones

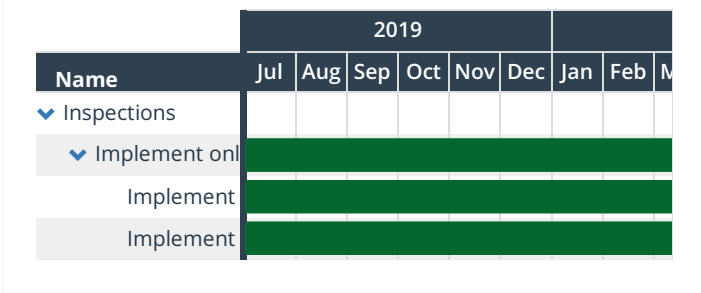
Implement Electronic Plan Review
Inspections | Completed 12/15/19

Implement Online Application Submittals
Inspections | Completed 12/16/19

Owner

Shandy Padgett (Inspections)

Gantt Chart



Data Collection Lead

Shandy Padgett

Owner

 Shandy Padgett (Inspections)

Milestone Analysis CY Q4-19

Electronic plan review was implemented to provide the ability to review plan sets using Blue Beam software. Electronic plan review allows the applicant to forgo paper copies and provides capabilities not available with paper plan sets. When Energov went live, staff immediately transitioned to 100% electronic plan review for all new building permits applied for.

Milestone Percent Complete CY Q4-19

100 %


Start Date

7/1/19

End Date

6/30/20

Initiative

 **Implement online ca...** Completed 12/16/19 CY Q4-19

Owner

 Shandy Padgett (Inspections)

Milestone Analysis CY Q4-19

In December of 2019, online applications and submittals were implemented for 100% of building permit applications. It was a goal to achieve 60% of submittals to be available online and we were able to exceed that goal.

Milestone Percent Complete CY Q4-19

100 %

Start Date

7/1/19

End Date

6/30/20

Initiative

 **Implement online ca...** Completed 12/16/19 CY Q4-19

Create and implement process to review and modify inspections department processes and procedures.

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Target

As measured by accuracy noted in application processing through monthly quality assurance checks. TARGET- 95%

As measured by number of plans reviewed within published time frames. TARGET- 100%.

Description

The Inspections Department has recently started standardizing and creating written processes and procedures. A process to review and modify the process/procedures will be created. This will be measured through the quality assurance checks that are under development.

Why It Matters

Accurate and timely completion of building permit application processing, plan review, and inspections is important. Inaccuracies can result in project delays for the applicant.

Analysis

CY Q2-21

Quality assurance check processes have been developed for Permit Tech/administrative functions by the Inspections Customer Service Supervisor and plan review/inspection functions by the Inspections Operations Manager. These processes will begin reporting date July 2021.

Plan reviews continue to be a significant source of workload for staff.

Objectives

Collection and Calculation Method

Data Collection Point(s) of Contact (if needed)

Shandy Padgett Emily Mattocks Mike Lee

Data Collection Lead

Percent Complete

CY Q2-21

0 %

Start Date

7/1/20

End Date

12/31/22

Milestones



Customer Service Survey

Inspections | Completed 2/8/21



Energy Procedure Review

Inspections | 7/1/20 - 12/31/22



Quality Assurance Checks

Inspections | 7/1/20 - 12/31/22

Owner



Shandy Padgett (Inspections)

Owner

 Shandy Padgett (Inspections)

Milestone Analysis CY Q1-21

Milestone Percent Complete CY Q1-21

100 %


Start Date

7/1/20

End Date

12/31/22

Initiative

 Create and implement ... 7/1/20 - 12/31/22 CY Q2-21



Owner

Shandy Padgett (Inspections)

Milestone Analysis CY Q2-21

Staff are currently testing out the Energov upgrade. As part of that testing, staff have identified areas of opportunity with the current processes and have compiled a list of modifications for the processes to be implemented as part of the upgrade. The proposed changes including application changes, inspection type and checklist item updates, and additional automations for the building permit process. The upgrade is slated to go live August 2, 2021.

Milestone Percent Complete CY Q2-21

0 %

Start Date

7/1/20

End Date

12/31/22

Initiative

Create and implement ... 7/1/20 - 12/31/22 CY Q2-21

Owner

 Shandy Padgett (Inspections)

Milestone Analysis CY Q2-21

Beginning July 2021, each month the Inspections Operations Manager will pull 20 permits at random and conduct a quality check on the inspection process. These checks will include looking at accuracy of date and time of inspection, consistency of notes for failed inspections to be clear on what needs to be corrected, re-inspection fees assessed properly, etc. Twelve plan reviews will be pulled at random. These checks will include verifying accuracy of date and time, checking for correct stamps, verifying plan corrections for code compliance, etc. The Inspections Operations Manager will review data collected and report the information to the Director. Process changes may be made as applicable after information review.

Each month the Inspections Customer Service Supervisor will select 30 permits at random conduct a quality check on the permit process. These checks will include verifying accuracy for review type selected, due dates, files categories, additional information asked from staff, contact on permit, fees, following process for issuing permit, failed reviews, approved reviews, additional information tab, application completeness review, scheduling inspections, conditional power/gas, etc. The Inspections Customer Service Supervisor will review data collected and report the information to the Director. Process changes may be made as applicable after information review.


Start Date

7/1/20

End Date

12/31/22

Initiative

 **Create and implement ...** 7/1/20 - 12/31/22 CY Q2-21

Milestone Percent Complete CY Q2-21

0 %

Target

As measured by number of standard certifications received by inspectors. TARGET- 1 per person, per year
As measured by turnover rate of inspectors, not including retirement TARGET- 0%
As measured by number of certification courses completed by inspectors TARGET- 1 per person, per year

Description

Provides a 2% salary increase for each new standard certification an Inspector receives.

Why It Matters

The certification incentive program was implemented to assist in the recruitment and retainment of Building Inspectors. Achieving certification in the five trades is a difficult process. The incentive program provides incremental salary increases with each certification obtained rather than providing a salary increase after a bulk of certifications are received.

Analysis CY Q2-21

At the end of each fiscal year, the number of standard certifications received and the number of certification courses completed will be provided. The certification incentive is actively in use, this fiscal year, a total of 6 certification incentives were issued.

Objectives

 **Obj. 5.3: Require the highest professional standards**
Morrisville

Collection and Calculation Method

Qualifications Board Jurisdictional Dashboard

Data Collection Point(s) of Contact (if needed)

Shandy Padgett

Percent Complete CY Q2-21

25 %

Start Date

7/1/18

End Date

6/30/25

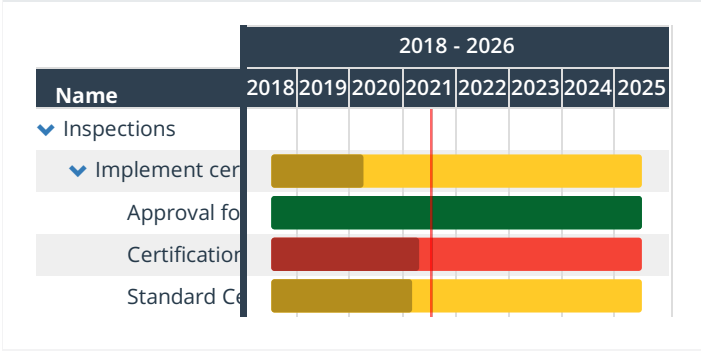
Milestones

-  **Approval for Certification Program by Senior Manag..**
Inspections | Completed 1/1/19
-  **Certification Courses Completed**
Inspections | 7/1/18 - 6/30/25
-  **Standard Certification Achievements**
Inspections | 7/1/18 - 6/30/25

Owner

 Shandy Padgett (Inspections)

Gantt Chart



Data Collection Lead



Owner

 Shandy Padgett (Inspections)

Milestone Analysis CY Q1-19

Milestone Percent Complete CY Q1-19

100 %


Start Date

7/1/18

End Date

6/30/25

Initiative

 Implement certification ... 7/1/18 - 6/30/25 CY Q2-21



Certification Courses Completed

Inspections

Home

Scorecard

Outcome Measures

Initiatives

Milestones

Owner

Shandy Padgett (Inspections)

Milestone Analysis CY Q2-21

The goal is for each inspector who has remaining certifications to be obtained to complete a minimum of 1 certification course per year. Due to COVID, the availability of virtual learning opportunities was limited and staff were not able to meet this goal.

Milestone Percent Complete CY Q2-21

40 %

Start Date

7/1/18

End Date

6/30/25

Initiative



Implement certification ... 7/1/18 - 6/30/25

CY Q2-21

Owner

 Shandy Padgett (Inspections)

Milestone Analysis CY Q2-21

Three inspectors currently are working on additional certifications. A fourth inspector has achieved the maximum amount of certifications and levels, and is not included in this data. A total number of 6 standard certifications were achieved between two inspectors.

Milestone Percent Complete CY Q2-21

38 %


Start Date

7/1/18

End Date

6/30/25

Initiative

 [Implement certification ...](#) 7/1/18 - 6/30/25 CY Q2-21