

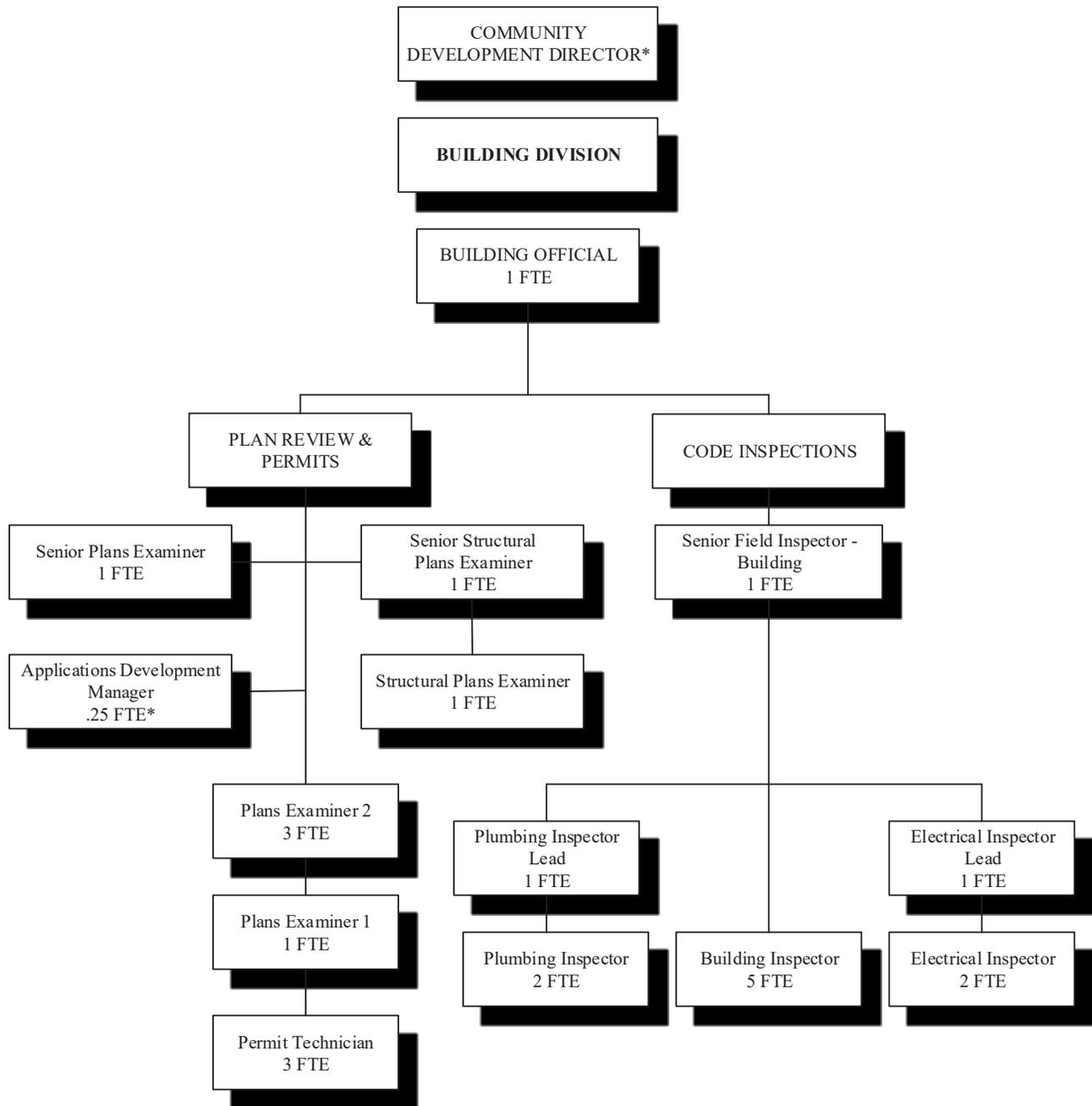


Building Operating Fund

- Administration
- Plan Review & Permits
- Inspections

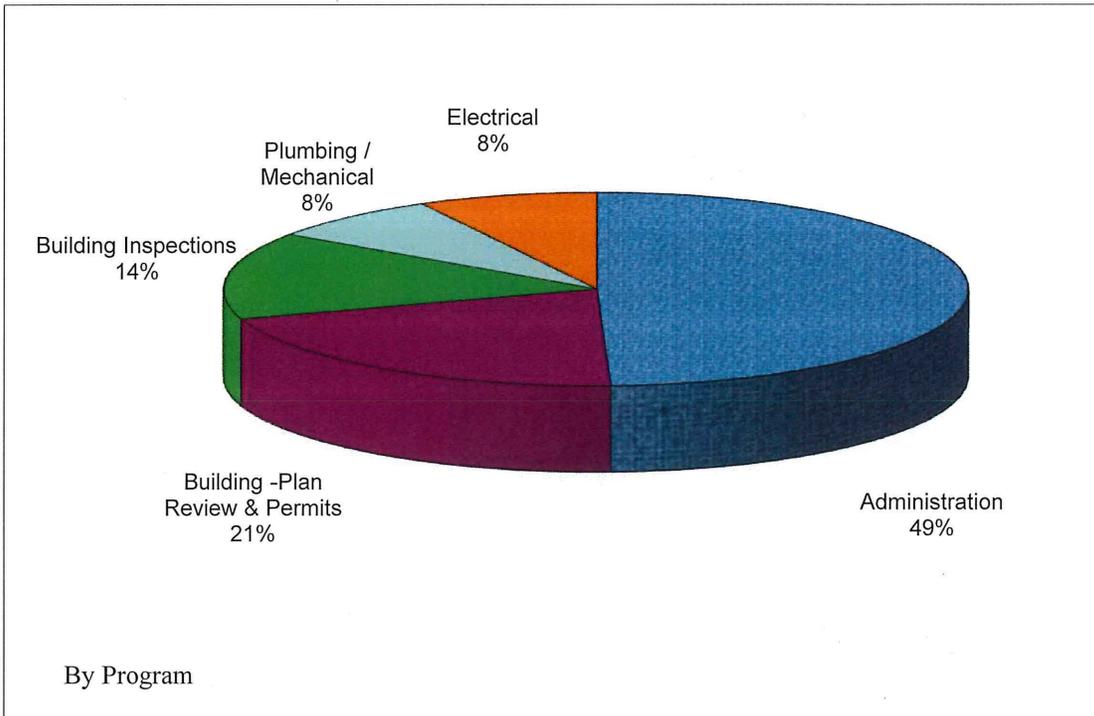
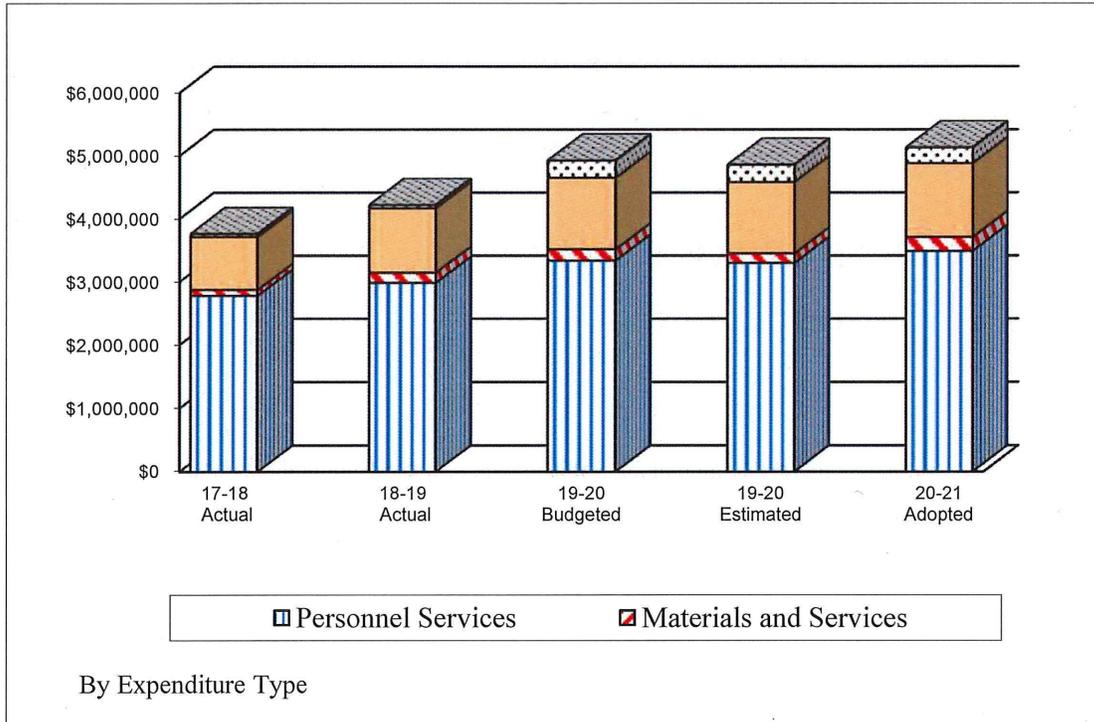
Building Operating Fund

FY 2020-21 BUDGETED POSITIONS



*Partially funded in General Fund – Community Development Department

BUILDING OPERATING FUND
 EXPENDITURES
 ADOPTED FY 2020-21



CITY OF BEAVERTON, OREGON
FISCAL YEAR 2020-21 BUDGET

**BUILDING OPERATING FUND
SUMMARY OF REVENUES AND EXPENDITURES
AND OTHER FINANCING SOURCES & USES**

	<u>FY 2017-18 Actual</u>	<u>FY 2018-19 Actual</u>	<u>FY 2019-20 Budgeted</u>	<u>FY 2019-20 Estimated</u>	<u>FY 2020-21 Adopted</u>
Revenues:					
Building permits & fees	\$3,299,994	\$3,943,369	\$4,883,125	\$4,550,000	\$4,927,125
Interest on investments	34,351	43,689	52,500	52,500	31,800
Miscellaneous	101,327	69,319	50,000	100,000	100,000
Sub Total Revenues	<u>\$3,435,672</u>	<u>\$4,056,377</u>	<u>\$4,985,625</u>	<u>\$4,702,500</u>	<u>\$5,058,925</u>
Expenditures:					
Personnel services	\$2,779,054	\$2,983,022	\$3,335,236	\$3,297,272	\$3,487,566
Materials & services	94,210	159,933	179,252	150,099	218,669
Capital outlay	47,437	49,698	276,500	276,500	250,000
Sub Total Expenditures	<u>\$2,920,701</u>	<u>\$3,192,653</u>	<u>\$3,790,988</u>	<u>\$3,723,871</u>	<u>\$3,956,235</u>
Revenues Over/Under Expenditures	\$514,971	\$863,724	\$1,194,637	\$978,629	\$1,102,690
Other financing sources (uses):					
Transfers in	\$0	\$0	\$0	\$0	\$0
Transfers out	(838,553)	(1,023,446)	(1,132,030)	(1,132,030)	(1,172,641)
Total Other Financing Sources (Uses):	<u>(\$838,553)</u>	<u>(\$1,023,446)</u>	<u>(\$1,132,030)</u>	<u>(\$1,132,030)</u>	<u>(\$1,172,641)</u>
Net Change in Fund Balance	(\$323,582)	(\$159,722)	\$62,607	(\$153,401)	(\$69,951)
Fund Balance/Working Capital Beginning of Year	<u>1,853,820</u>	<u>1,530,238</u>	<u>1,370,516</u>	<u>1,370,516</u>	<u>1,217,115</u>
Fund Balance (Contingency)/Working Capital End of Year	<u>\$1,530,238</u>	<u>\$1,370,516</u>	<u>\$1,433,123</u>	<u>\$1,217,115</u>	<u>\$1,147,164</u>

Contingency for FY 2020-21 adopted budget is available for appropriation upon the City Council's approval. The contingency policy is to establish an amount equal to 42% on a budgetary and actual basis. For FY 2020-21, this equals \$1,610,242 (using total expenditures and other financing sources and uses less Program 0665, Building Plan Review and Permits). The contingency would allow building inspection activity to continue during a potential downturn in building permits revenues. The fund's contingency totals \$1,147,164 which is 22% of operating expenses.

CITY OF BEAVERTON, OREGON
FISCAL YEAR 2020-21 BUDGET
CURRENT LEVEL OF SERVICES

FUND: 105 BUILDING OPERATING	DEPARTMENT: COMMUNITY DEVELOPMENT
PROGRAM MANAGER: KIMBERLEE MCARTHUR	

Program Goal:

To support the Community Development Department’s mission to facilitate, promote and plan for a safe and prosperous community by comprehensively preserving and enhancing development, a healthy economy, and sustainable growth of the city. To ensure compliance with mandated State Building Code standards, City development regulations as part of the city’s Development Review Process (DRP). To support development and redevelopment activities. To actively engage in improvements to the city’s Development Review Process (DRP). To provide excellent customer service.

Building Division Total Personnel Services Budget:

REQUIREMENTS	FY 2017-18 ACTUAL	FY 2018-19 ACTUAL	FY 2019-20 BUDGETED	FY 2020-21 PROPOSED	FY 2020-21 ADOPTED
POSITION	22.35	23.35	23.60	23.60	23.60
PERSONNEL SERVICES	\$2,779,054	\$2,983,022	\$3,335,236	\$3,564,631	\$3,487,566
MATERIALS & SERVICES	94,210	159,933	179,252	218,669	218,669
CAPITAL OUTLAY	47,437	49,698	276,500	250,000	250,000
TRANSFERS	838,553	1,023,446	1,132,030	1,095,632	1,172,641
CONTINGENCY	0	0	1,433,123	1,147,108	1,147,164
TOTAL	\$3,759,254	\$4,216,099	\$6,356,141	\$6,276,040	\$6,276,040

Building Division Revenue:

Funding Sources:	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2020-21
Beginning Working Capital	\$1,853,820	\$1,530,238	\$1,370,516	\$1,217,115	\$1,217,115
Building Permit Fees	1,477,981	1,602,918	2,400,000	2,444,000	2,444,000
Plan Check Fee Commercial	667,228	775,968	675,000	675,000	675,000
Plan Check Fee Residential	152,159	344,738	220,000	220,000	220,000
Plan Check Fee Fire Safety	336,866	412,811	400,000	400,000	400,000
Plumbing & Mechanical	255,633	374,215	590,000	590,000	590,000
Electrical Inspection Fees	407,302	426,469	590,000	590,000	590,000
Sewer Inspection Fees	2,825	6,250	8,125	8,125	8,125
Miscellaneous Revenue	135,678	113,009	102,500	131,800	131,800

City, Community and Department Goals, Priorities and Actions:

The Building Division supports these goals, priorities and actions items either through direct action or support of other divisions in the Community Development Department. An overview is provided in department introduction.

CITY OF BEAVERTON, OREGON
FISCAL YEAR 2020-21 BUDGET
CURRENT LEVEL OF SERVICES

FUND: 105 BUILDING OPERATING	DEPARTMENT: COMMUNITY DEVELOPMENT
PROGRAM: 0664 ADMINISTRATION	PROGRAM MANAGER: KIMBERLEE MCARTHUR

Program Goal:

To ensure that construction of buildings, structures, and private sewer and water systems are safe for use and occupancy from fire, structural collapse, unsanitary conditions, electrical hazards, premature failure, and substandard construction through reasonable enforcement of the State Building Codes and coordination with other city and government agencies. To ensure plan review and inspection services are provided in a timely manner, thereby minimizing construction delays and provide excellent customer service.

Building Division Administration Personnel Services Budget:

REQUIREMENTS	FY 2017-18 ACTUAL	FY 2018-19 ACTUAL	FY 2019-20 BUDGETED	FY 2020-21 PROPOSED	FY 2020-21 ADOPTED
POSITION	1.85	1.85	2.10	2.10	2.10
PERSONNEL SERVICES	\$299,690	\$262,603	\$307,336	\$363,118	\$343,849
MATERIALS & SERVICES	81,279	153,337	138,999	187,524	187,524
CAPITAL OUTLAY	47,437	49,698	276,500	250,000	250,000
TRANSFERS	838,553	1,023,446	1,132,030	1,095,632	1,172,641
CONTINGENCY	0	0	1,433,123	1,147,108	1,147,164
TOTAL	\$1,266,959	\$1,489,084	\$3,287,988	\$3,043,382	\$3,101,178

Program Objective:

Objective #1: Provide Building Permit Counter Services

To ensure customers are provided with prompt and accurate service in a courteous and respectful manner; to process permit applications within 24 hours of receipt; to provide plan review and inspection staff with the information needed to perform their job; to ensure customers feel welcome and their needs are understood by staff.

Measured by the number of:

- Permit applications received; and
- Permit applications processed within 24 hours of receipt.

Key Indicators:

- Plan review and inspection staff receive complete and accurate permit information;
- Customer service surveys provide positive feedback; and
- Appropriate recognition of the diversity of customers (through awareness, multi-lingual documents, customer service, etc.).

Objective #2: Perform Plan Reviews

To ensure customers are provided with prompt, friendly, and accurate plan reviews that reflect code requirements; to provide prompt communication with customers so they are informed as to the time frames and requirements throughout the plan review process; customers feel their needs are welcomed and understood by staff; the inspection staff and customers are provided with accurate code reviews and information so the project can be constructed and inspected with minimal corrections and/or changes; plans are reviewed within the target time frames for the Building Division; current and future users of the building and facilities are provided with reasonable safeguards from fire and life safety and health hazards.

Measured by the number of:

- Plan review applications received;
- Plan reviews initiated within the target time frames for the Building Division;

CITY OF BEAVERTON, OREGON
FISCAL YEAR 2020-21 BUDGET
CURRENT LEVEL OF SERVICES

FUND: 105 BUILDING OPERATING	DEPARTMENT: COMMUNITY DEVELOPMENT
PROGRAM: 0664 ADMINISTRATION	PROGRAM MANAGER: KIMBERLEE MCARTHUR

- Over-the-counter plan reviews performed; and
- Temporary Tenant Improvement Permits issued (to help expedite the construction process).

Key Indicators:

- Minimal number of issues for customers and/or inspection staff related to incorrect or missing plan review information;
- Minimal plan revisions related to code-needed clarifications;
- Customers that find the plan review process to be easily understood and flexible;
- Customer service surveys provide positive feedback;
- Appropriate recognition of the diversity of customers (through awareness, multi-lingual documents, customer service, etc.).
- Single-family plan reviews are conducted within the 10-working day turnaround time to minimize construction delays.
- Commercial alteration plan reviews are conducted within the 15-working day turnaround time to minimize construction delays.
- New commercial plan reviews are conducted within the 30-working day turnaround time to minimize construction delays.
- Staff operate with the intent to find solutions within the code for customers.

Objective #3: Perform Field Inspections

Customers are provided with prompt and accurate inspections that clearly communicate the inspection results; current and future users of the building and facilities are provided with reasonable safeguards from fire and life safety and health hazards; inspections are performed in less than 24 hours of request.

Measured by the number of:

- Inspection requests received;
- Inspections performed within 24 hours of request;
- Inspections performed per inspector per day.

Key Indicators:

- The number of issues for customers related to inspections not performed within 24 hours of request are minimized;
- Occupancy and use of buildings are allowed within customer's needs and expectations;
- Customers feel their needs are welcomed and understood by staff;
- Customer service surveys provide positive feedback;
- Appropriate recognition of the diversity of customers (through awareness, multi-lingual documents, customer service, etc.).

Objective #4: Actively engage in Electronic Permitting System implementation

Additional Objectives:

- Actively engage in coordination efforts related to the City's Development Review Process.
- Enhance use of technology to maximize efficiency.
- Assign property addresses for new development and verification of existing properties when requested.
- Verify the applicability of State and regional regulations for development of property adjacent to wetland, floodplain, and sensitive watercourses.
- Ensure compliance and promote consistency in the administration and application of the State Building Codes.
- Coordinate with other City divisions and agencies on issuance of building permits and certificates of occupancy to ensure applicable laws and ordinances from other cities and outside agencies are satisfied.

CITY OF BEAVERTON, OREGON
FISCAL YEAR 2020-21 BUDGET
CURRENT LEVEL OF SERVICES

FUND: 105 BUILDING OPERATING	DEPARTMENT: COMMUNITY DEVELOPMENT
PROGRAM: 0664 ADMINISTRATION	PROGRAM MANAGER: KIMBERLEE MCARTHUR

Performance Outcomes and Program Trends:

Workload Measures:	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21
	Actual	Actual	Budgeted/ Revised	Adopted
Plan Reviews performed per year	2,074	1,454	2,150	1,800
Field Inspections performed per year	23,563	27,619	25,600 / 26,900	26,500
Value of new building construction	\$200,143,736	\$278,050,000	\$285,000,000	\$228,000,000

Performance Measures:	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21
	Actual	Actual	Budgeted/ Revised	Adopted
Percentage of inspections (building, mechanical, plumbing, and electrical) conducted within 24 hours of request	99%	99%	99% / 99%	99%
Percentage of plan reviews conducted within the division's targeted time frames	99%	99%	99% / 99%	85%

Performance Outcomes and Program Trends (continued):

As development in Beaverton continues to be very active, the Building Division works closely with developers and contractors to meet the needs of their particular construction schedule when possible. We strive to provide collaborative and progressive development review services for the construction and development industry, while also keeping in mind the needs of those who will live, work, and use these buildings and structures.

Additional information on program trends related to the city's Development Review Process are included in the Community Development Department Overview.

FY 2019-20 Action Plan:

- Participate in the Development Review Process improvements and collaborative decision-making.
- Implementation of a new Electronic Permitting System.
- Continue producing annual report and recommendations for supporting the Building Division Operating Fund.
- Continue to explore affordable options to create and complete multi-lingual forms and handouts. (Ongoing. The division prioritized documents needing multi-lingual translation to be included in the project as funding is available.)
- Issuance of phased permits on new construction, as needed.
- Participate as needed in developing a comprehensive Housing Strategy.
- Facilitate plan review through enhanced coordination with Planning and Site Development for complex and/or unusual issues. Continue promoting job start meetings, mid-project status meetings, and pre-occupancy meetings.
- Assign property addresses for new development and verification of existing properties when requested.
- Verify the applicability of State and regional regulations for development of property adjacent to wetland, floodplain, and sensitive watercourses.
- Ensure compliance regulations enacted to promote consistency in the administration and application of the State Building Codes.
- Coordinate with the Planning Division and Site Development Division as well as other city divisions and agencies on issuance of building permits and certificates of occupancy to ensure applicable laws and ordinances from other cities and outside agencies are satisfied.
- Continue involvement in the four-county (Washington, Clackamas, Multnomah and Clark) Building Officials Code Consistency Group.

CITY OF BEAVERTON, OREGON
FISCAL YEAR 2020-21 BUDGET
CURRENT LEVEL OF SERVICES

FUND: 105 BUILDING OPERATING	DEPARTMENT: COMMUNITY DEVELOPMENT
PROGRAM: 0665 PLAN REVIEW AND PERMITS	PROGRAM MANAGER: KIMBERLEE MCARTHUR

Program Goal:

To process permit applications and plans for new construction and alterations of single-family, multi-family, and commercial buildings. To conduct a thorough review of plans for compliance with the State Building Code within acceptable time frames and assist customers in navigating the city's development review process.

Building Division Plan Review and Permits Personnel Services Budget:

REQUIREMENTS	FY 2017-18 ACTUAL	FY 2018-19 ACTUAL	FY 2019-20 BUDGETED	FY 2020-21 PROPOSED	FY 2020-21 ADOPTED
POSITION	8.75	9.75	9.75	9.75	9.75
PERSONNEL SERVICES	\$949,421	\$1,037,091	\$1,214,077	\$1,341,783	\$1,283,987
MATERIALS & SERVICES	3,425	3,002	11,455	10,980	10,980
CAPITAL OUTLAY					
TRANSFERS					
TOTAL	\$952,846	\$1,040,093	\$1,225,532	\$1,352,763	\$1,294,967

Program Objectives:

See the Building Administration Goals & Objectives for expanded descriptions of the following objectives.

Objective #1: Provide Building Permit Counter Services

Objective #2: Perform Plan Reviews

Building Division Plan Review Workload Measures:

Workload Measures:	FY 2017-18 Actual	FY 2018-19 Actual	FY 2019-20 Budgeted/ Revised	FY 2020-21 Adopted
Single-Family Plan Review				
Number of reviews per year (Initial Review)	209	294	325	235
Number of plan revisions requiring review per year (new, alterations and additions)	311	325	325	235
Commercial Alteration Plan Review				
Number of reviews per year (Initial Review)	790	349	775	600
Number of plan revisions requiring review per year	488	330	450	300
Commercial Plan Review				
Number of reviews per year (Initial Review)	16	16	25	19
Number of plan revisions requiring review per year	260	240	250	140
Single-Family Plan Review				
Percentage of plans reviews initiated within target timeframe of 10 working days of application to begin the review (target is 99%)	99%	98%	99% / 99%	99%
Number of single-family alteration plan reviews approved over the counter	124	20	125 / 125	125

CITY OF BEAVERTON, OREGON
FISCAL YEAR 2020-21 BUDGET
CURRENT LEVEL OF SERVICES

FUND: 105 BUILDING OPERATING	DEPARTMENT: COMMUNITY DEVELOPMENT
PROGRAM: 0665 PLAN REVIEW AND PERMITS	PROGRAM MANAGER: KIMBERLEE MCARTHUR

	FY 2017-18 Actual	FY 2018-19 Actual	FY 2019-20 Budgeted/ Revised	FY 2020-21 Adopted
Commercial Alteration Plan Review				
Percentage of plans reviews initiated within target timeframe of 15 working days of application to begin the review (target is 95%)	98%	95%	95% / 90%	95%
Number of commercial alteration plan reviews approved over the counter	427	450	450	500
Commercial Plan Review				
Percentage of plans reviews initiated within target timeframe of 30 working days of application to begin the review (target is 95%)	98%	90%	95% / 85%	85%

Where the complexity of a project is such that it cannot be approved over the counter, staff offer temporary TI permits to help construction schedules. The temporary TI permits may not be able to be offered at the initial permit submittal, but often can occur after an initial plan review has been completed so the contactor can be made aware of code items that affect the project.

Performance Outcomes and Program Trends:

With the opening of several subdivisions, including in the South Cooper Mountain area, new single-family permit activity has blossomed. In the first half of FY 19-20, 93 permits were issued with another 80+ applications submitted and/or anticipated to be submitted to the Building Division. This level is expected to continue through FY 20-21 with the opening of additional subdivisions in the South Cooper Mountain Area.

Multi-family development is expected to continue at a strong pace for the remainder of FY 19-20 and into FY20-21. Multi-family projects that are expected to begin in the spring of 2020 and continue through FY 20-21 are: South Cooper Mountain area (Spanos); Murray and TV Highway (West End); Murray and Hwy 26 (Cedar Grove), and The MaryAnn Apartments near Beaverton High School. New permit activity in FY 20-21 has applications or anticipated submittals for such projects as: Scholls Apartments, Scholls Ferry & Barrows Apartments, Baseline & 170th Apartments, The Ridge Apartments, Hall Multi-family, Allen Apartments and others.

Commercial development is expected to continue at a strong pace for the remainder of FY 19-20 and into FY20-21. New commercial permit activity in FY 20-21 include a new fitness and tennis center and associated parking structure, a new memory care center, retail mixed use at South Cooper Mountain, a new hotel at Timberland and more new lease-space buildings in the Cedar Hills Crossing project.

The Building Division maintains target timeframes for initiating plan reviews. In most cases, once a plan review has been completed, the applicant needs to respond to code issues with revised documents. There can be one or more back-checks of the revised documents depending on how complete the initial plans are and the responses to the code issues. Once the plans are approved and all other city department/division approvals have been obtained by the applicant, the building permit will be issued. Where possible, the Division uses phased permits (such as foundation permits), over-the-counter plan reviews and temporary permits to assist the development community. The Building Division will also continue to utilize consultant plan review services to maintain plan review target timeframes.

CITY OF BEAVERTON, OREGON
FISCAL YEAR 2020-21 BUDGET
CURRENT LEVEL OF SERVICES

FUND: 105 BUILDING OPERATING	DEPARTMENT: COMMUNITY DEVELOPMENT
PROGRAM: 0666, 0667, 0668 INSPECTIONS	PROGRAM MANAGER: KIMBERLEE MCARTHUR

Program Goal:

To provide building, mechanical (heating, ventilation, and air conditioning), plumbing, electrical, fire sprinkler, and alarm inspections within acceptable time frames established by the development community for construction regulated by the State-adopted specialty codes, thereby assisting in keeping construction projects proceeding with a minimum of delays due to required inspections. To provide high quality, accurate inspections to afford users and occupants of buildings and structures with safe and hazard-free use. To provide resources to maintain inspection levels (15 to 18 inspections per inspector is accepted industry performance measure for an average inspection day) that promote quality and accurate inspections, thereby ensuring safer buildings and structures.

Building Division Inspection Personnel Services Budget:

Building Inspection 0666

REQUIREMENTS	FY 2017-18 ACTUAL	FY 2018-19 ACTUAL	FY 2019-20 BUDGETED	FY 2020-21 PROPOSED	FY 2020-21 ADOPTED
POSITION	5.75	5.75	5.75	5.75	5.75
PERSONNEL SERVICES	\$779,115	\$825,672	\$883,661	\$906,321	\$906,321
MATERIALS & SERVICES	3,995	1,139	13,750	5,810	5,810
CAPITAL OUTLAY					
TRANSFERS					
TOTAL	\$783,110	\$826,811	\$897,411	\$912,131	\$912,131

Plumbing & Mechanical 0667

REQUIREMENTS	FY 2017-18 ACTUAL	FY 2018-19 ACTUAL	FY 2019-20 BUDGETED	FY 2020-21 PROPOSED	FY 2020-21 ADOPTED
POSITION	3.00	3.00	3.00	3.00	3.00
PERSONNEL SERVICES	\$426,668	\$437,685	\$475,127	\$477,176	\$477,176
MATERIALS & SERVICES	1,770	775	3,105	2,958	2,958
CAPITAL OUTLAY					
TRANSFERS					
TOTAL	\$428,438	\$438,460	\$478,232	\$480,134	\$480,134

Electrical Plan Review & Inspection 0668

REQUIREMENTS	FY 2017-18 ACTUAL	FY 2018-19 ACTUAL	FY 2019-20 BUDGETED	FY 2020-21 PROPOSED	FY 2020-21 ADOPTED
POSITION	3.00	3.00	3.00	3.00	3.00
PERSONNEL SERVICES	\$324,160	\$419,971	\$455,035	\$476,233	\$476,233
MATERIALS & SERVICES	3,741	1,680	11,943	11,397	11,397
CAPITAL OUTLAY					
TRANSFERS					
TOTAL	\$327,901	\$421,651	\$466,978	\$487,630	\$487,630

CITY OF BEAVERTON, OREGON
FISCAL YEAR 2020-21 BUDGET
CURRENT LEVEL OF SERVICES

FUND: 105 BUILDING OPERATING	DEPARTMENT: COMMUNITY DEVELOPMENT
PROGRAM: 0666, 0667, 0668 INSPECTIONS	PROGRAM MANAGER: KIMBERLEE MCARTHUR

Program Objectives:

Objective #3: Perform Field Inspections

See the Building Administration Goals & Objectives for an expanded description of this objective.

Additional Objectives:

- Perform inspections, which are customer-friendly, positive, and responsive to citizens and businesses.
- Perform high quality, accurate inspections of building, plumbing, mechanical, electrical, and fire and life safety projects for compliance with the State of Oregon Specialty Codes.
- Provide inspection service within acceptable time frames established by the development community and State statutes.
- Provide the resources for training and cross-training to maintain inspector certifications, and enable inspectors to hold several certifications for higher quality and more efficient inspections, keep abreast of current developments in the construction trades, partner with the development community to provide high quality, timely, and accurate inspections, thereby assisting in keeping construction projects proceeding with a minimum of delays.

Building Division Inspection Workload and Performance Measures:

Workload Measures:	FY 2017-18 Actual	FY 2018-19 Actual	FY 2019-20 Budgeted/ Revised	FY 2020-21 Adopted
Building & Mechanical Inspection Program #0666:				
Number of inspection requests	11,491	13,311	12,900 / 12,900	13,100
Number of commercial and multi-family inspection requests	6,431	6,037	7,100 / 4,700	5,300
Number of residential inspection requests	5,060	7,274	5,800 / 8,200	7,800
Plumbing Inspection & Plan Review Program #0667:				
Number of inspection requests	5,212	6,856	5,600 / 6,500	6,200
Electrical Inspection & Plan Review Program #0667:				
Number of inspection requests	6,860	7,464	7,100 / 7,500	7,200

CITY OF BEAVERTON, OREGON
FISCAL YEAR 2020-21 BUDGET
CURRENT LEVEL OF SERVICES

FUND: 105 BUILDING OPERATING	DEPARTMENT: COMMUNITY DEVELOPMENT
PROGRAM: 0666, 0667, 0668 INSPECTIONS	PROGRAM MANAGER: KIMBERLEE MCARTHUR

Performance Measures:	FY 2017-18 Actual	FY 2018-19 Actual	FY 2019-20 Budgeted/ Revised	FY 2020-21 Adopted
Building & Mechanical Inspection Program #0666:				
Number of inspections conducted in less than 24 hours of request	11,491	13,311	12,771 / 12,771	12,969
Number of inspections per year, per inspector	2,298	2,662	2,554 / 2,554	2,594
Number of inspections per day, per inspector	13	15	15 / 15	15
Plumbing Inspection & Plan Review Program #0667:				
Number of inspections conducted in less than 24 hours of request	5,212	6,856	5,544 / 6,435	6,138
Number of inspections per year, per inspector	2,084	2,742	2,217 / 2,574	2,455
Number of inspections per day, per inspector	12	16	12 / 15	14
Electrical Inspection & Plan Review Program #0668:				
Number of inspections conducted in less than 24 hours of request	6,860	7,464	7,029 / 7,425	7,128
Number of inspections per year, per inspector	2,744	2,985	2,811 / 2,970	2,851
Number of inspections per day, per inspector	16	17	16 / 17	16

Performance Outcomes and Program Trends:

Resources are provided to conduct 100 percent of the inspections requested for the users and occupants of buildings and structures with the potential of safe and hazard-free use.

Continue to conduct 99 percent of requested inspections within 24 hours to reduce the costs of construction delays and customer inconvenience due to required inspections.

We have revised to account for slight increase in inspection activity for the remainder of FY 19-20 supported by: projected increase in new single-family home permit activity; continued market demand for multi-family/mixed use housing; a new school, hotels, and other commercial projects as well as the anticipated steady tenant improvement permit activity.

We continue to experience a trend in large and complex multiple-story projects that require more time per inspection, which can increase workload. With the amount of new single family residential, commercial, and multifamily permits just issued or ready for issuance, projections from early spring 2020 through FY 20-21 are very positive and inspection services are anticipated to stay within industry standards (15–18 average maximum inspections per inspector per day).

Inspection services is meeting the performance measure of conducting 99 percent of inspections within a 24-hour period of being requested. Inspection services will be able to continue to meet this performance measure by maintaining appropriate staffing levels, having the inspection supervisor perform field inspections as needed, as well as having access to on-call inspection staff to maintain staffing levels when staff is not available due to time off for vacations, training, or illness.

The State Building Codes Division as well as International Code Council (ICC) provides access to a series of inspection/plan review cross-training courses which are available at varying times throughout each calendar year. Cross-training enables staff to perform multiple types of inspections at a single location, allowing for better use of the city’s personnel resources, and provide optimum customer service. Additional cross-training is proposed for staff members in FY 20-21.