

## City of Kalamazoo

**In attendance:** Kalamazoo - Robert McNutt, Code Administration Manager / Building Official; Debra Miller, Housing Inspections Supervisor; Deanna Benthin, Code Permit Technician Battle Creek - Rebecca Fleury, City Manager; Susan Bedsole, Interim City Manager; Dennis McKinley, Inspections Supervisor; Marcie Gillette, Neighborhood Services Manager

Number of parcels (Commercial and Residential) – Approximately 25,000

Number of all trade permits for 2014 (Building, Electrical, Plumbing, Mechanical) - 3,209

### **Staffing**

- Support Staff - Front intake office provides support to Inspections, Code, Zoning, Planning, Water, and Engineering
- Trade Inspectors - Building (2), Electrical (1), Plumbing / Mechanical (1)
- Building Inspectors – Inspects only Building issues

### **Customer Service**

- The Chief Building Inspector is available during the workday to answer trade questions.
- Trade Inspectors cell phone numbers are not given out to the public. This prevents them from being disrupted while conducting inspections and prevents other work from jumping ahead of what is already scheduled.
- Inspectors are encouraged to take time to communicate with residents and contractors.
- Project review meetings are offered weekly. Any contractor who has a project can come in and meet with the trade inspectors, zoning, fire, etc. to talk about the project. (Typically 45 min – 1 hr.)

### **Inspections & Scheduling**

- Scheduling of inspections is done by office support staff
- Goal is to have next day service for inspections
- Building inspections are the only trade inspections that are scheduled time specific. The Building Inspector receives a list of inspections to be conducted and is responsible for calling the customer to schedule a time. The City is considering moving away from time specific inspections and instead transitioning to morning and afternoon inspection options.
- Re-inspections are conducted every time there is a violation present.
- There is always a re-inspection fee if additional inspections are needed.
- Letters are issued to fire properties stating that the owner has 15 days to contact the Building Inspector or Fire Marshall to determine what permits are needed and for the owner to receive and understand the requirements. If the owner does not comply, the property is processed as a dangerous building.

### **Approximate Number of Days for Permit Issuance**

- Building – 7 to 10 Days
- Electrical – Next Day
- Plumbing – Next Day
- Mechanical – Next Day

### **Non Compliant Enforcement Action**

- Complaint warrants are issued for non-compliance

## City of Jackson

**In attendance:** Jackson – Partick Burtch, City Manager; Frank Donovan, Assistant Director Neighborhood & Economic Operations / Electrical Inspector; Brian Taylor, Chief Building Official / Building Inspector Battle Creek - Rebecca Fleury, City Manager; Susan Bedsole, Interim City Manager; Dennis McKinley, Inspections Supervisor; Marcie Gillette, Neighborhood Services Manager

Number of parcels (Commercial and Residential) – Approximately 15,000

Number of all trade permits for 2014 (Building, Electrical, Plumbing, Mechanical) - 1,800 (approximately 650 – 700 are Building Permits)

### **Staffing**

- Support Staff - Front intake office provides support to Inspections, Code, Zoning, and Planning
- Trade Inspectors - Building / Chief Building Official (1); Electrical / Assistant Director (1); Plumbing / Mechanical (1)
- Building Inspector – Inspects only Building issues

### **Customer Service**

- The Chief Building Official is available during the workday to answer building trade questions.
- Trade Inspectors cell phone numbers are available to the public.

### **Inspections & Scheduling**

- Scheduling of inspections is done by both office support staff and inspectors
- Goal is to have next day service for inspections
- All trade inspections are scheduled for a specific window of time (ex. 1:00 – 1:30).
- Re-inspections are conducted every time there is a violation present.
- There is always a re-inspection fee if additional inspections are needed.

### **Approximate Number of Days for Permit Issuance**

- Building (Residential) – Next Day
- Building (Residential & Commercial) – Approx. 30 Days (If plan review is required)
- Electrical – Next Day
- Plumbing – Next Day
- Mechanical – Next Day

### **Non Compliant Enforcement Action**

- Permit moves into expired status and Attorney's office sends notice of non-compliance. The City is exploring prosecution for non-compliance but is currently has limited staffing to do so.

## City of Grand Rapids

**In attendance:** Grand Rapids – Eric DeLong, Deputy City Manager, Louis Canfield, Development Center Coordinator; Philip Schaafsma, Information Systems Coordinator; Mark Fleet, Building Official; Virginia Million, code Compliance Manager Battle Creek - Rebecca Fleury, City Manager; Susan Bedsole, Interim City Manager; Dennis McKinley, Inspections Supervisor; Marcie Gillette, Neighborhood Services Manager

Number of parcels (Commercial and Residential) – Approximately 60,868

Number of all trade permits for 2014 (Building, Electrical, Plumbing, Mechanical) - 12,200 (approximately 2,200 Building Permits)

### **Staffing**

- Creation of the Development Center – Multi-departmental “matrix” organization with team leaders. Participating departments: (Design & Development Services) Planning & Building Inspections, (Enterprise Services) Water Wastewater, Storm water, (Engineering) Infrastructure, Sidewalks, Traffic Safety, (Fire Department) Prevention.
- Support Staff - Front intake office provides support each multi-departmental staff
- Trade Inspectors – Building (5), Electrical (4), Plumbing (2), Mechanical (4)
- Building Inspector – Inspects only Building issues however, does enforce trade violations present that are deemed a hazard

### **Customer Service**

- The Chief Building Official is available during the workday to answer building trade questions.
- Trade Inspectors cell phone numbers are not available to the public.

### **Inspections & Scheduling**

- Scheduling of inspections is done by the inspectors
- Goal is to offer next available day / time
- All trade inspections are scheduled for a specific window of time (ex. 1:00 – 1:30). Appointments are made
- Re-inspections are conducted when there is a violation present.
- There is always a re-inspection fee if additional inspections are needed.

### **Approximate Number of Days for Permit Issuance**

- Building (Residential) – 24 to 48 hours
- Building (Residential & Commercial) – Approx. 21 to 30 Days (If plan review is required)
- Electrical – 24 to 48 hours
- Plumbing – 24 to 48 hours
- Mechanical – 24 to 28 hours
- Same day permits – roof, fence, deck, siding

### **Non-Compliant Enforcement Action**

- Is the licensed contractor is a repeat offender a complaint is filed with State
- Misdemeanor citations are issued for noncompliance; the City is exploring the possibility of changing noncompliance to: Noncompliance 1 – 3 instances (Civil Infraction) 4 or more (Misdemeanor).