



MEMORANDUM

Date: February 27, 2024
To: Sean Clancy
Re: Inspections Department Update

This memorandum serves as an update regarding the Inspections Department and changes that have been made over the last few years.

Three years ago, when I started working for the city the Inspection Department was in crisis mode; hundreds of permit applications were backlogged, inspection requests were several weeks to a month out, builders were working without permits throughout the city, additionally the department was understaffed resulting in communications going unanswered for an extended period. Overall, the department lacked guidance and direction. It took a while to straighten things out but eventually through hard work, long hours, and lots of communication, we got where we needed to be.

Since 2021 we've added 2.4 positions to our department; 1 additional full-time building inspector, 1 additional full-time plumbing/mechanical inspector, and 1 additional electrical inspector which we have 40% of the time-DPW has the remaining 60%.

Permit applications continue to arrive at a record pace but on average we're able to review and approve within one week. Exceptions are frequently made when a situation arises, and the permit needs to be expedited.

The overall culture of the department has changed significantly, we pride ourselves on being approachable, communicative, and solution oriented. Rather than finding a reason why the project can't be approved, we'll go out of our way to make it happen.

The inspection staff attends weekly cross-departmental meetings to make sure that projects are being reviewed in a timely fashion while addressing all concerns relative to safety and efficiency.

I have increased the Inspection Department's engagement with the Department of Public Works and with the Fire Department as there are important intersections with these other departments. I have encouraged the inspections staff to enroll in affiliated code official organizations to increase professionalism, keep inspectors updated on code changes and legislative developments. We need to be among the first to know; not the last.

We've implemented daily walk-in office hours, which have been well received. This goes a long way in making sure property owners and developers are being heard and treated with respect.

I've become proficient with the permitting software. The online permitting portal allows me to quickly generate reports to study analytics/metrics of the Department's fees, expenditures, and

inspections. I use this tool and others to look for efficiencies/deficiencies, improvements, and for the overall betterment of the department.

Here are some statistics that I believe to be indicative of the public's perception of working within the City:

Total Building Permits Processed

FY20 - 2,779

FY21 - 4,228

FY22 - 4,353

FY23 - 5,137

Total Inspections Completed

FY20 - 6,292

FY21 - 6,719

FY22 - 7,807

FY23 - 11,450

Respectfully,

Shanti Wolph