

INSPECTION SERVICES

FUND NO. 017

ACCOUNT NO. 0805

DESCRIPTION

As a member of the Development Services Department, the Inspection Services Division is responsible for plan review and inspection of all construction, issuance of construction permits, and inspection of all public developments within the City of Merced. The Inspection Services Division ensures compliance with federal, state and local laws, as well as the municipal codes regulating the design, construction, material standards, intended use and occupancy, locations, and maintenance of structures. The objective is to provide minimum standards to safeguard life, health, property, and the public welfare, while providing the highest level of customer service possible. Inspection of possible violations of these laws and codes are also performed when requested by other agencies, other city departments, or when the general public files an inquiry. Inspection Services is also responsible for compliance with special architectural, landscaping, or sign conditions required by the City Council, state, local law or various City Commissions. Being part of Development Services One-Stop Shop Permit Processing Center has enhanced ability to provide customer service.

MISSION

Inspection Services' mission is to provide the highest level of service in meeting the customer's needs and maintaining standards to safeguard life, health, property, and the public welfare within the City of Merced.

GOALS

- ◇ Strive for the highest level of customer service.
- ◇ Increase usage and knowledge of the computer systems to aid in ability to utilize information and issue building permits.
- ◇ Maintain active involvement in technical and interpersonal training that will enhance Inspection Services staff's expertise.
- ◇ Maintain an open line of communication with other departments.
- ◇ Continue to review staffing to maintain quality of plan reviews and inspections performed.
- ◇ Create a "safe" work environment for "thinking out of the box".
- ◇ Provide an open environment for customer questions to meet or exceed their expectations.

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OBJECTIVES

1. Update procedural manuals annually to insure all positions within Inspection Services are expressed accurately. (CORE)
2. Attain and /or review all applicable staff certifications as mandated by State regulations. (CORE)
3. Work with Information Services and the Technology Committee to develop an automated inspection request line. Customers may call in inspections either by voice actuation (IVR) or numeric input system into our HTE program
4. Work with Information Services & the Web Site Committee to develop the system by which we can issue over-the-counter permits through the Internet & City web site. Also have to the ability for contractors to submit inspection requests. (CORE)
5. Maintain a training schedule for Inspection Services personnel to provide updates on building, fire, plumbing, mechanical, electrical codes and City Standards to maintain consistent inspection procedures. (CORE)
6. Continue to seek technical/computer alternatives to enhance service to customers

PERFORMANCE MEASUREMENTS/INDICATORS

Ongoing process to update procedural manual as technology change mandates.

Ongoing program. Will be evaluated on a quarterly basis by review of requirements and certifications obtained.

Gather information and submit to I.S. and Technology Committee in September 2005. Have full functioning model up and running by March 2006. Full implementation by June 2006.

Gather information for Web Site committee and I.S. and submit to them by December 2005. Have functioning model up and running by June 2006.

Review quarterly and create a yearly training schedule by September 2005

Ongoing process. Continuous evaluation.

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2004-2005 BUDGET HIGHLIGHTS

2004 – 2005 has been an active year for the Inspection Services Department. Construction has stayed consistent this year and our growth pattern will continue for several years to come. We issued approximately 735 single-family dwellings this year, which is a slight reduction over the previous record-breaking year. It seems most of our work this year has been in preparations of residential development. We have completed the installation of the infrastructure backbone for the Bellevue Ranch development. This development will provide a total of 6,000 +/- new homes, which the developers plan to begin building the later part of this fiscal year. We have performed 26,811 building inspections this year, which is a 17% increase over last year's large increase. We have provided inspections on 22+ subdivisions and their phases. Some major projects completed this year is The Promenade, El Portal Plaza North (professional office), and several commercial shell buildings representing over 30,000 square feet of office and professional space.

Over the last twelve months we have completed inspections on over \$7,000,000 in capitol improvements, which represents 30+ Capitol Improvement Projects. Some of these projects are Parsons Ave widening at Rahilly Park, Production Wells 15, 16, & 17, finalization of water and sewer service to UC Merced, slurry sealed approximately 1.9 million square feet of street, and the Kibby Road water main looping.

We are continuing to look at technology to enhance service to our customers and to reduce the need for additional personnel. We are actively seeking proposals for an Interactive Voice Response System (IVR), which would provide for more efficient use of Inspection Services personnel.