

Timeliness of Construction Related Inspections

BACKGROUND AND PERFORMANCE DATA

Topics and Information

- Background
- Performance Data
- Inspector Compensation Comparison
- Operational Challenges
- Summary

Background

Planning & Development Services is a City-County Department, providing Inspections services to all of Forsyth County other than Kernersville

Focus on construction-related inspections required by NCGS

Construction Control Authorized Staffing

- Permit Office – 8 staff
- Plans Review – 4 staff
- Construction Inspection – 22 Inspectors

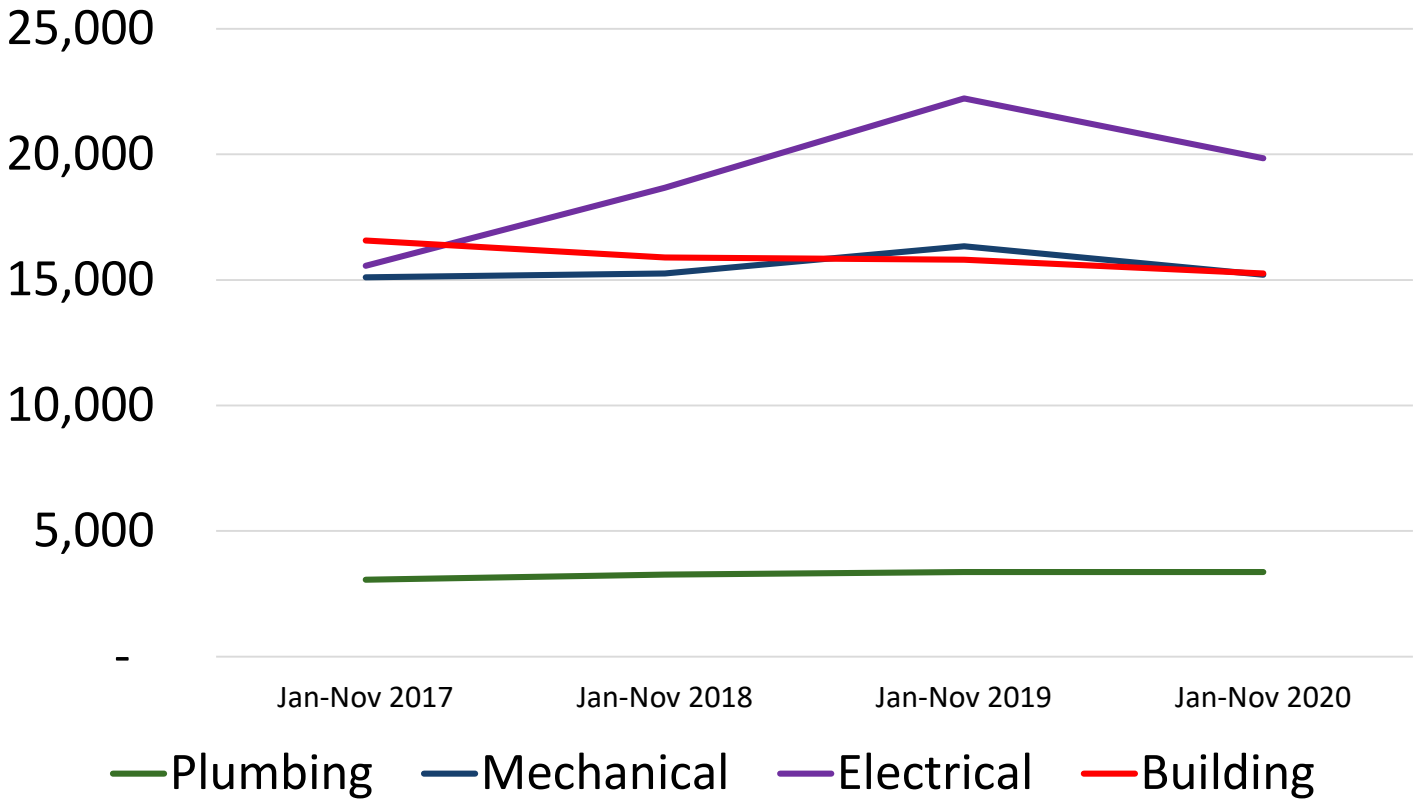
State Law Regarding Timeliness

- Completion within two business days of request

Performance Data - Workload

- Significant increase in electrical inspections
- Smaller increases and decreases in other trades inspections

Chart 1. Inspections Workload by Type

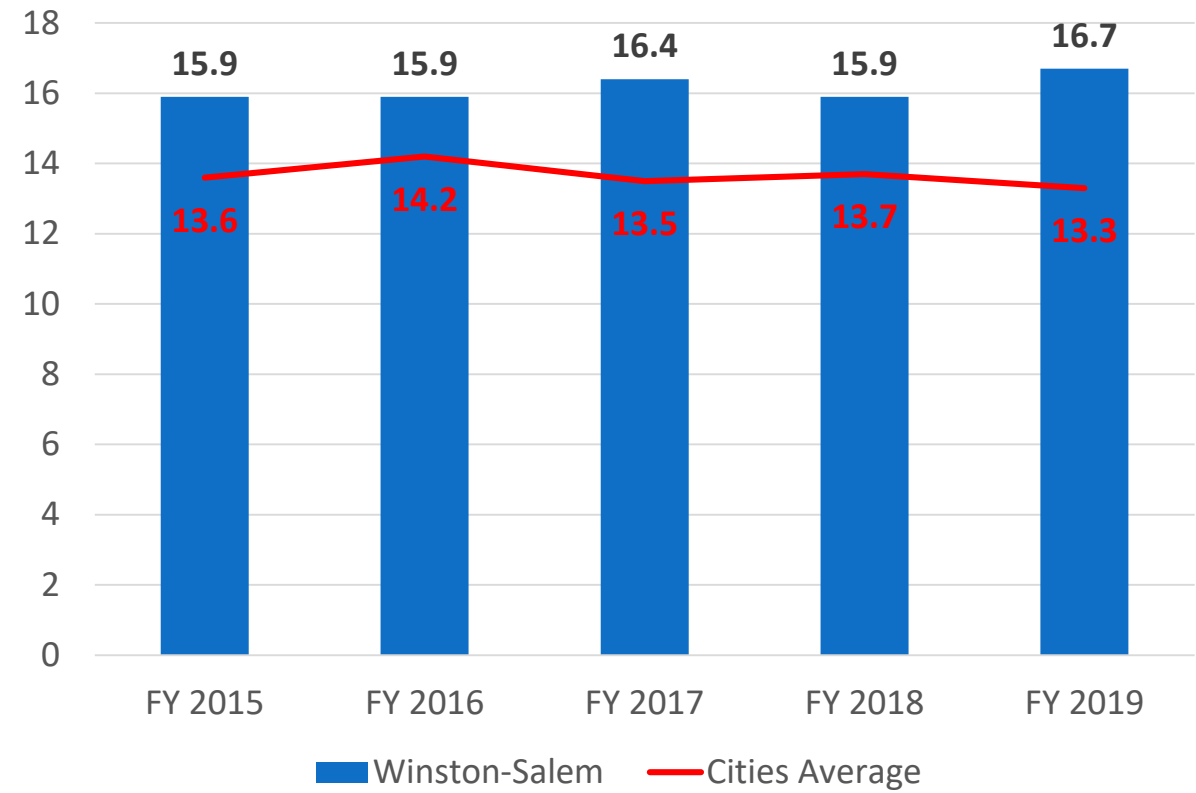


Performance Data - Efficiency

- Winston-Salem inspectors habitually complete more inspections per day.
- Does not appear to be a productivity issue.

*Information taken from FY 2019 North Carolina Benchmarking Project (NCBP) Report

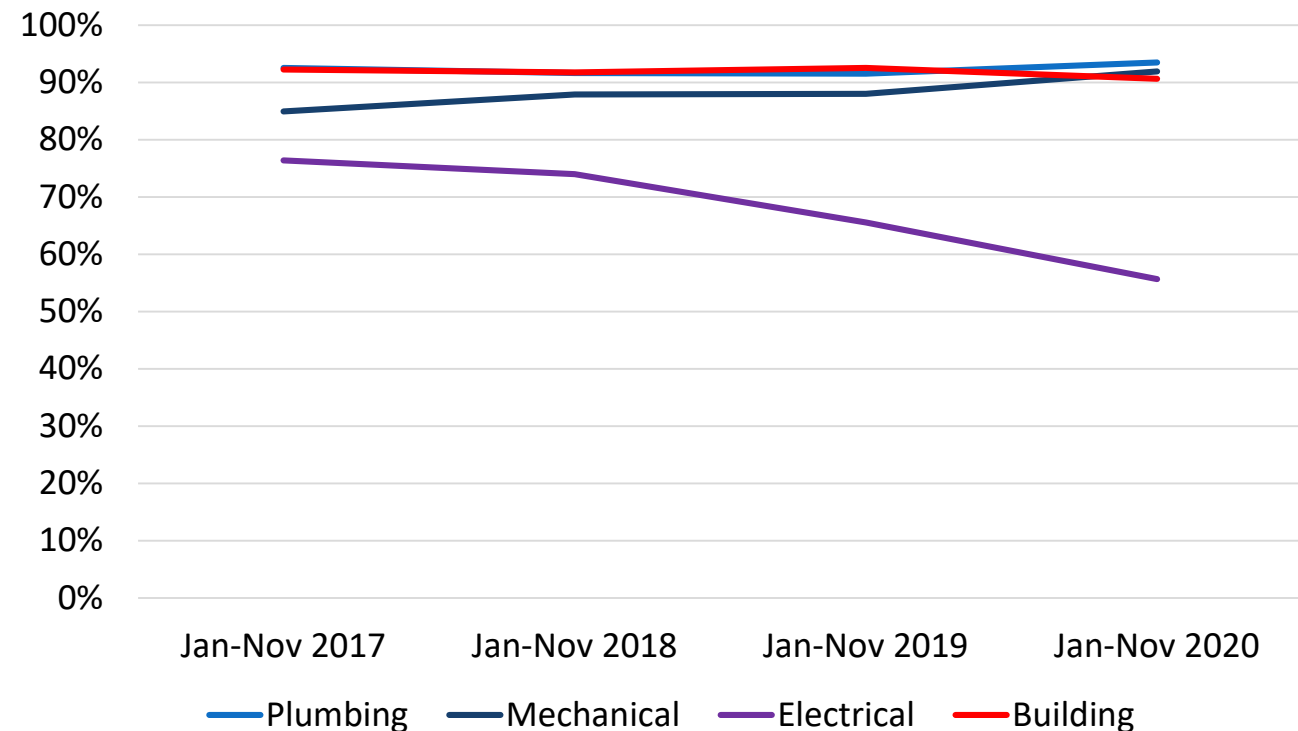
Chart 2. Inspections per Inspector per Day



Performance Data - Timeliness

- Significant performance issues in electrical inspection timeliness
- Backlog mainly in residential inspections
- NCBP data shows Winston-Salem is below the average for inspections timeliness

Chart 4. Percent of Inspection Response within One Day



Inspector Compensation Comparison

All surveyed jurisdictions offered compensation for certification (including multiple trades)

- Winston-Salem does not

<u>Jurisdiction</u>	<u>Minimum Salary</u>	<u>Minimum w/ Level 1</u>	<u>Minimum w/ Level 2</u>	<u>Minimum w/ Level 3</u>
Charlotte	n/a	n/a	\$62,900	\$66,400
Raleigh	n/a	n/a	\$62,400	\$63,960
High Point	\$51,238	\$53,800	\$56,490	\$59,314
Durham	\$50,408	\$50,408	\$56,706	\$61,327
Surry	\$49,000	\$50,470	\$51,984	\$53,544
Winston-Salem	\$47,799	\$47,799	\$47,799	\$47,799
Guilford	\$44,774	\$53,040	\$54,101	\$55,183

*Authorized salary figures; does not account for multiple trade certifications

Overview

Challenges

- Workload increase
- Vacancy – currently 4 of 22 inspector positions vacant
- Triaging inspections
- Effect on builders and homeowners
- Territory adjustments and overtime
- Consequences of habitual slow response rate

○ Summary

- Committed to meeting reasonable timeframes
- Will make recommendations as directed