

# Town of Windham

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## Monthly Report – October 2016

### Summary

It is the mission of Code Enforcement to protect the safety, health and welfare of the citizens of the Town of Windham through consistent and fair enforcement of applicable federal, state and local codes and regulations.

Each month the current status of the program will be assessed using the following measures identified in the budget narrative.

### 1. Compliance, in part, is achieved through public education in the Maine Uniform Building and Energy Code and the Town of Windham Land Use Ordinance<sup>1</sup>.

- Each interaction presents the opportunity to educate and inform contractors and/or citizens about state and local regulations.
- The Code Enforcement page on the Town's website provides educational information such as: The Maine Uniform and Energy Code requirements, Shoreland Zoning requirements, Town of Windham Local Ordinance requirements, Floodplain management, Stormwater Management, as well as links to Radon regulations, etc. The website also provides a staff directory/phone numbers for citizens/contractors that require further education/information.
- In the month of September, staff met with over four hundred and eighty six (424) contractors and property owners, both in the field and in the office. The total number of inspections does not include the number of walk in customers or phone calls received each month to the department staff.
- On June 8<sup>th</sup> a people counter was installed at the entrance to the customer counter. This counter collects data showing the number of walk in customers to all of the departments in our area. Please see the attached reports for hour by hour data for one way traffic. For the month of September there have been seven hundred (700) walk in customers.

### 2. Application review and permit issuance is timely<sup>2</sup>.

- Inspections vary from projects to complaints. Various inspections include footings, foundation walls, foundation backfill, framing, insulation, rough electrical, electrical services, rough plumbing, final plumbing, final electric, septic field horizon, final elevation and installation, septic tanks, soil and erosion control measures, certificates of occupancies, violations and complaints<sup>3</sup>. Additionally the number of permits issued does not reflect the number of permits received but not yet issued for the month due to lack of information or the applicant canceling the project.

<sup>1</sup> Paraphrased from budget narrative

<sup>2</sup> Paraphrased from budget narrative

<sup>3</sup> All structures/remodels must be in full compliance with local zoning and licensing codes, floodplain management, land development regulation/excavations, and up-to-date with the State of Maine Building and Energy Code.

- One hundred and eighty three (183) permits were issued

### 3. MyGov inspection and permitting performance data.

- “Inspections Summary – By Project Type”
  - This report shows the project type, the total number of inspections for each project type with a percentage of those that passed versus those that either partially passed, or failed.
  - It also starts to show tracking data for the total time and total mileage that each project type accumulated for the month.
- “Activity Report – By Project Type”
  - This report shows the activity for the month; the number of permits issued, inspections performed, monies received and time tracking from the day permit request was made to the day it was issued. The totals for columns that show permit start to permit issue and permit performance are a total of that column.
  - This information doesn’t take into account the times that a person requests inspections in advance, or if their project requires additional information that may increase the time for permit issuance.
- “Activity Report – By Violation Type” (Complaints)
  - This report shows the activity for the month; the number of complaints that were received, inspections performed, if there was a violation or not, total cases, completed cases, cases that were closed with no violation, voluntary compliance and forced compliance.
- “Impact Fees Collected”
  - This report shows the impact fees collected for the month, the type and the location of the project
- “Activity Comparison”
  - This report shows a comparison of the current fiscal year to date to the previous fiscal year to date of the previous year
- MyGov software automatically emails the applicant when
  - the review process has started; and/or
  - additional information is needed; and/or
  - the permit is available.

### Highlights

- MyGov allows the department to track activities, gather data, and provide performance statistics.
- The Code Enforcement Department has been working with MyGov on suggestions for future updates to the software that would further meet the needs of the department. This included programming to be used to track storm water compliance tasks.
- Reports to the State of Maine were completed and submitted.
- The state plans to implement the updated MUBEC codes in January of 2017 and updated NFPA codes and updated plumbing codes on October 1, 2016, the effective date has been extended to January 2017.
- A people counter has been installed on the entrance to the counter area of the 2<sup>nd</sup> floor. The data collected provides activity level of the code, planning and assessing staff

## **Current Projects**

1. Ongoing work with the State of Maine's Floodplain Management to obtain an updated model floodplain ordinance as well as determining which properties within the town will be affected by the updated FEMA maps. Once completed, those residents affected will be notified of any changes and provided the appeal procedure. Still no set date of implementation.
2. Staff continues to add downloadable content to the web portal of MyGov. Several contractors are using the online submittal process through MyGov with positive feedback regarding the ease of use and responsiveness. One consistent complaint is primarily from electrical and plumbing contractors that would like to have an online payment option. Staff is working with IT to be able to provide that service.
3. Ongoing - Chief Libby and Tim Koeshall of MyGov are continuing to work on the Apartment tracker module of MyGov. We have been working with MyGov to create an addition to our current code enforcement module that will allow the creation of a multi-unit (3 or more) inspection program that Code Enforcement and the Windham Fire Department will be able to use to be proactive regarding tenant life safety. This module addition is complete and being reviewed by staff for any changes that may be needed.
4. Code Enforcement continues to work with MyGov staff and IT in order to further improve processes and efficiencies.
5. The Town of Windham has received the Shoreland Zoning changes from the DEP dated September 20, 2016 for the final approval. The changes were amended on 7/26/2016 and the changes went into effect on 8/26/2016

## Statistics

| Monthly Stats –October 2016                    |              | Monthly Stats – October 2015               |             |
|--|--------------|--|-------------|
|  |              |  |             |
| Walk In Customers:                             | 642          |  |             |
| Inspections:                                   | 498          | Inspections:                               | 421         |
| Permits:                                       | 183          | Permits:                                   | 119         |
| New Single Family Homes:                       | 9            | New Single Family Homes:                   | 5           |
| Replacement Homes                              | 0            | Replacement Homes                          | 0           |
| Multi-Unit Dwelling Units                      | 4            |  |             |
| Building, Plumbing and Electrical Permit Fees: | \$ 42,175.73 | Permit Fees:                               | \$17,989.98 |
| Recreation Impact Fees:                        | \$ 12,920.00 | Recreation Impact Fees:                    | \$3,240.00  |
| Route 302 Road Improvements Impact Fees:       | \$ 115.95    | Route 302 Road Improvements Impact Fees:   | \$38.65     |
| Sidewalk Impact Fees:                          | \$193.24     | Sidewalk Impact Fees:                      | \$0.00      |
|  |              |  |             |
| Fiscal YTD (July 16– June 2017)                |              | Fiscal YTD (July 15 –June 2016)            |             |
| Walk In Customers:                             | 3463         |  |             |
| Inspections: (Permit and Code Enforcement)     | 1322         | Inspections: (Permit and Code Enforcement) | 1457        |
| Permit Count:                                  | 702          | Permit Count:                              | 534         |
| Total Dwelling Units:                          | 43           | Total Dwelling Units:                      | 21          |
| Breakdown of Dwelling Unit Types               |              | Breakdown of Dwelling Unit Types           |             |
| Single Family Homes:                           | 43           | Single Family Homes:                       | 21          |
| Replacement Homes:                             | 2            | Replacement Homes:                         | 3           |
| Multi-Unit Dwellings:                          | 8            | Multi-Unit Dwellings:                      | 0           |
| Accessory Apartments:                          | 0            | Accessory Apartments:                      | 0           |

### Prior Fiscal Year (July 2015 – June 2016) Totals

Inspections: 4097

Permits: 1587

New Single Family Homes: 71

Replacement Homes: 11

New Multi-Unit Dwelling Units: 12

Accessory Apartments: 1