

Buildings and Inspections

Budget, Finance & Governance Committee
March 18, 2026

Agenda

- Mission Statement and Services
- Budget and FTE History
- FY26 Performance Agreement
- FY26 Performance Measures
- FY27 Proposed Performance Agreement Measures
- FY27 Budget Reduction Impact on Performance
- Other Service Delivery Challenges
- Accomplishments

Mission Statement and Services

To protect the health, safety, and quality of life in the built environment by ensuring code compliance, eliminating blight and safety hazards; facilitating efficient development; and promoting safe housing.

- Building Permit Inspection
- Commercial Courtesy Inspection
- Commercial Reviews
- Community Engagement & Outreach
- Contractor Registration
- Coordinated Site Review
- Designer/Contractor Training
- Elevator Periodic Inspection
- Elevator Plan Review & New Elevator Inspections
- Emergency Call Outs
- Facade & Fire Escape Inspection
- HARBOR
- Hazard Abatement
- HVAC Inspection
- HVAC Plan Review
- Journeyman Plumber Registration
- Landlord & Tenant Training
- License Inspection
- Permit Intake & Issuance
- Plan Consultation
- PLAP Service Requests and Cost Recovery
- Plumbing Code Enforcement
- Plumbing Plan Exam & Inspection
- PMCE Service Requests
- Relocation Assistance Programs
- Residential Reviews
- Residential Rental Registration and Inspection
- Special Event Reviews
- Stabilization of Historic Buildings
- Tier 2 Plan Review (Small) & Revision Review (Tier 2 & 3)
- Tier 3 Plan Review (Large)
- Unoccupied and Vacated Building Service Requests
- Zoning Code Enforcement
- Zoning Support

Budget and FTE History

Buildings & Inspections General Fund	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026
Personnel Compensation	6,865,450	6,973,850	7,793,500	7,988,480	9,974,120
Fringe Benefits	2,579,290	2,427,300	2,948,200	3,044,580	3,913,560
Non-Personnel Expenses	1,156,310	2,092,170	2,669,900	2,821,580	2,891,270
General Fund Total	10,601,050	11,493,320	13,411,600	13,854,640	16,778,950

Buildings & Inspections Principal Restricted Funds	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026
Stormwater Management Fund 107	1,372,670	1,621,940	1,652,840	1,749,460	1,904,920
Income Tax-Infrastructure Fund 302	62,370	62,370	53,030	52,750	62,380
Hazard Abatement Fund 347	1,574,840	696,950	697,060	697,160	797,270
Principal Restricted Funds Total	3,009,880	2,381,260	2,402,930	2,499,370	2,764,570

Buildings & Inspections - FTEs by Agency	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026
211 - Buildings & Inspections, Licenses & Permits	75.00	110.00	121.50	132.50	140.50
212 - Property Maintenance Code Enforcement	45.50	9.50	8.00	4.00	3.00
FTE Total	120.50	119.50	129.50	136.50	143.50

FY26 Performance Agreement

City Goal	Service	Performance Goal
Excellent and Equitable Service Delivery	Tier 3 Plan Review (Large)	90% of initial Tier 3 Plan Reviews, will be reviewed, from the date of application completeness, within 10 business days for RCO projects and within 15 business days for OBC projects
	Tier 2 Plan Review (Small) & Revision Review (Tier 2 & 3)	90% of initial Tier 2 Reviews and any Revision Reviews, will be reviewed, from date of application completeness, within 5 business days for eligible RCO and OBC projects
Thriving Neighborhoods	PMCE Service Requests	90% of initial Non-Emergency Site Inspections are completed within 5 business days of the service request initiating the code enforcement record
	PLAP Service Requests	90% of initial PLAP inspections are completed within 2 business days of the service request initiating the code enforcement record
	PLAP Cost Recovery	90% of all abatements completed will be processed to the status of Paid, Assessed or Referred to Law for collections within 120 days of invoicing
	Unoccupied & Vacated Building Service Requests	90% of initial site inspections are completed within 5 business days of complaint or registration

FY26 Performance Measures

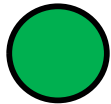
Tier 3 Plan Review (Large) RCO: New

Tier 3 = RCO: NEW, ADD OBC: nearly any ALT, RPR <= 10,000 sf., Change of Use

Q1: July-September

1,394

Tier 3 Plan Reviews
Received

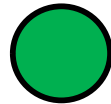


96 %

Q2: October-December

488

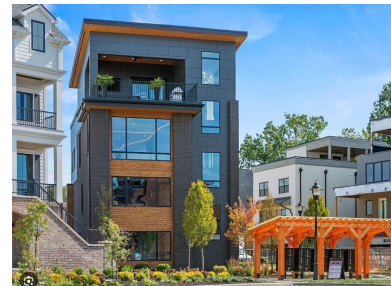
Tier 3 Plan Reviews
Received



96%

90% of initial Tier 3 Plan Reviews, will be reviewed, from the data of application completeness, in 10 business days from RCO projects and 15 business days from OBC projects

- Fully-staffed FY25 4Q,- 3 yrs of 25-40% FTE vacancy
- Review times highly competitive with peer urban cities



FY26 Performance Measures

Tier 2 Plan Review (Small – New FY 26) & Revision Review

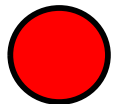
Tier 2 = RCO: Bldg. ALT, RPR, some ADD

OBC: minor ALT, RPR <= 10,000 sf., Many Trade Permits

Q1: July-September

626

Tier 2 Plan Review &
Revision Reviews
Received

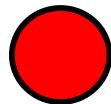


74%*

Q2: October-December

1,241

Tier 2 Plan Review &
Revision Reviews
Received



74%*

90% of initial Tier 2 Reviews and any Revision Reviews, will be reviewed, from date of application completeness, in 5 business days from eligible RCO projects and OBC projects

*OPDA & B&I addressing a known data collection issue; to be resolved by Q3

- Special Unit – devoted to Tier 1 & 2
- Recent Full Staffing made this possible.
- New Staff members growing into capacity
- Continuing incremental increases, workload redistribution
- Ex. Tenant Improvement Permits 1-10,000 sf



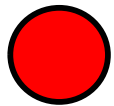
FY26 Performance Measures

PMCE Service Requests

Q1: July-September

2,071

Non-Emergency Site
Inspections Requested

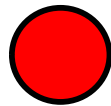


64%

Q2: October-December

1,534

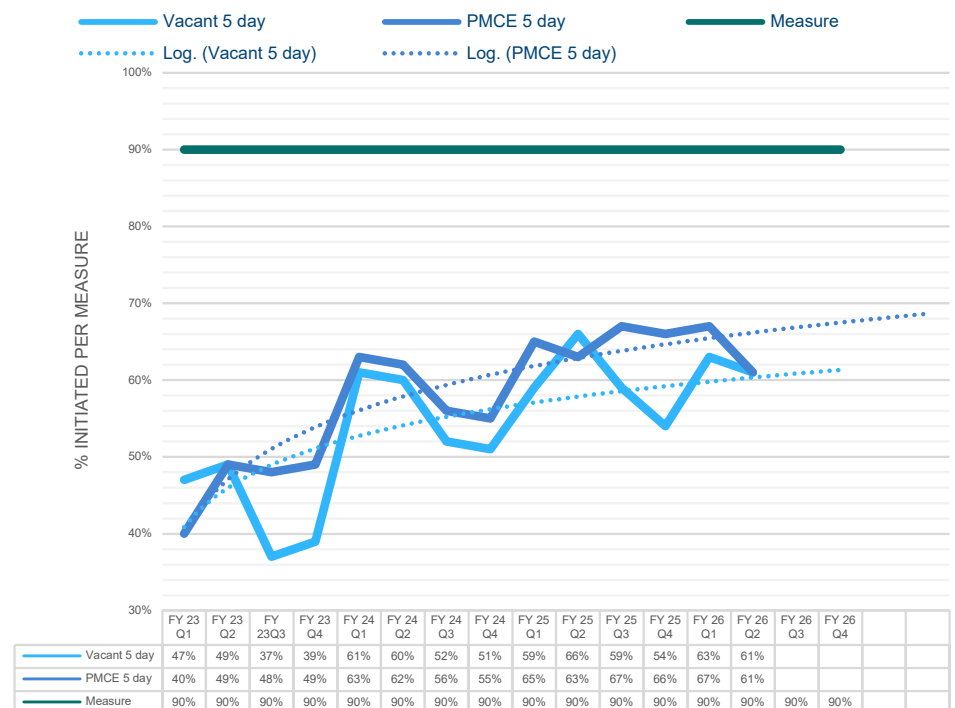
Non-Emergency Site
Inspections Requested



61%

90% of initial Non-Emergency Site Inspections are completed within 5 business days of the service request initiating the code enforcement record

CODE ENFORCEMENT - INITIAL RESPONSE



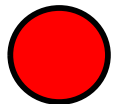
FY26 Performance Measures

Unoccupied & Vacant Building Service Requests

Q1: July-September

206

Site Inspections
Requested



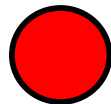
61%

90% of initial site inspections are completed within 5 business days for complaint or registration

Q2: October-December

215

Site Inspections
Requested



61%

Challenges – PMCE/Vacant Inspectors

- Multi-Year: 35-50% Inspector vacancy rate
- Inspection Academy:
Cohort #2: Much success,
Cohort #3; Launches 4/26
Need experience before capacity rises
- FY27 GBI Staffing:
71% of Management <= 2 yr in roles.;
70% of Inspectors <= 2 yr exp.
- Strategic Units: Understaffed, Dual Duties

FY26 Performance Measures

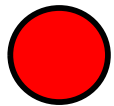
PLAP Service Requests and Cost Recovery

- Progress made, despite **26% CSR request increase over FY25**
- Inspection Academy Cohorts 1-2 begin to offer capacity Q3-Q4 high season.

Q1: July-September

3,479

PLAP CSRs Received

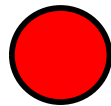


64%

Q2: October-December

1,340

PLAP CSRs Received



71%

90% of initial PLAP Inspections are completed in 2 business days of service request initiating the code enforcement record



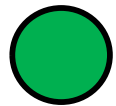
FY26 Performance Measures

PLAP Cost Recovery

Q1: July-September

0

Abatements Managed

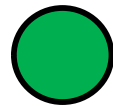


100%

Q2: October-December

332

Abatements Managed



100%

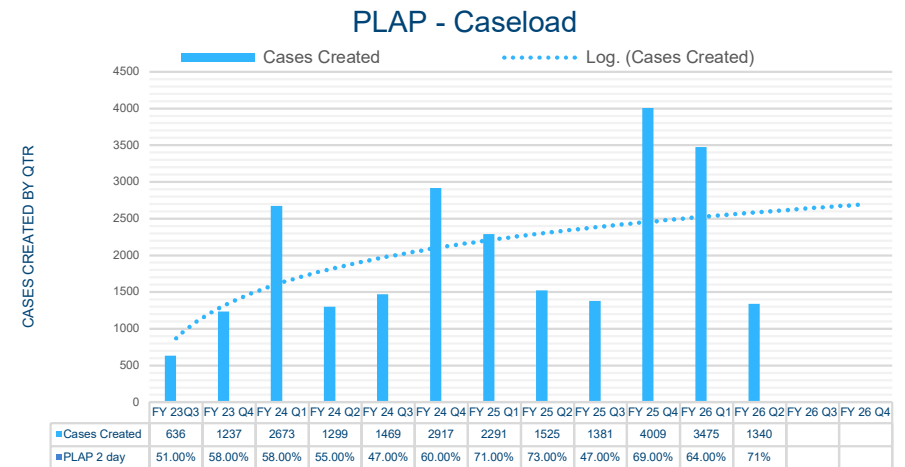
90% of all abatements completed will be processed to the status of Paid, Assessed or referred to Law for collections within 120 days of invoicing

Cost Recovery

- In FY27 = 321 abatements
- Liens = \$236,740 / Collections = \$54,093
- **Since FTE creation** = 2,734 abatements
- Liens = \$1,679,723 / Collections = \$103,764

Challenge:

- Aligning Payment Procedures/Payments to cases



Proposed FY27 Performance Measures

Tier 3 Plan Review (Large)

No Change

Why: Core to operations. Still the correct goal.

Measure: 90% of initial Tier 3 Plan Reviews will be reviewed, from the date of application completeness, within 10 business days for RCO projects and within 15 business days for OBC projects.

Tier 2 Plan Review (Small) & Revision Review (Tier 2 & 3)

No Change

Why: Core to operations. Still the correct goal.

Measure: 90% of initial Tier 2 Reviews and any Revision Reviews will be reviewed, from date of application completeness, within 5 business days for eligible RCO projects and OBC projects.

PLAP Service Requests

No Change

Why: Core to operations. Still the correct goal.

Measure: 90% of initial PLAP inspections will be completed within 2 business days of the service request initiating the code enforcement record.

Proposed FY27 Performance Measures

All PMCE Service Requests

Modification

Why: Merger of two existing measures with same standard. In new Accela solution all the same process.

Measure: 90% of Initial Inspections for will be completed within 5 business days of the service request initiating a code enforcement record.

PLAP/PMCE Cost Recovery

Modification

Why: Cost Recovery – Desired initial effort to expand the measure to ALL abatement actions.

Measure: 90% of all costs billed for completed abatements will be processed to the status of Paid, Assessed, or Referred to Law for collections within 120 days of invoicing.

Reduce Quantity of Vacated Buildings

New

Why: City Council priority. Aligns with establishment of vacated/ vacant building suite of programs.

Measure: 10% reduction of total number of unoccupiable/hazardous structures identified as of 6/30/27 shall be removed or remediated by 6/30/28.

Budget Reduction Impact

A 5.1% budget reduction for B&I is equivalent to \$930,555. This will have a performance impact on FY27 service delivery in the following ways:

- **VBR Program: Deauthorize Ordinance/Defund Program**

This reduction would eliminate a dedicated Inspection Unit focused on a Proactive Blight Reduction Approach to unoccupied buildings. B&I would revert to a Reactive Code Enforcement Approach for blighted unoccupied buildings. Reactive requests will compete in priority with other responsibilities of Certified District Inspectors (PLAP/Permits/PMCE complaints).

- **Essential Services Program: Reduce General Fund allocation**

This reduction would potentially cause B&I to exhaust funds mid-FY28 and be unable to use this alternative approach to vacating buildings.

Other Service Delivery Challenges

- **Operations: Overhaul of All Department Systems – CAGIS Edge/Accela**
 - All 28 Programs, 30,000+ record/transactions/year impacted with Accela transformation
 - Multiple Service Delivery Impacts months before/after the transition date
 - Staff downtime learning/testing systems and familiarization with new protocols
 - Existing Record Conversions Challenges
 - Educating Citizens of Application, Communication and Procedural Changes
 - Performance Reporting gaps during transition (all reporting must be rebuilt)
- **Academy Student Moving to Highly Competent Inspector: The 3-5 Year Journey**
 - Phase 1- Academy; Phase 2- Certifications; Phase 3- Multi-Year Skill Development via Field Experience:
 - FY27 GBI Staffing: Management: **71%** <= 2 years in roles.; **70%** of GBI Inspectors <= 2 years experience
- **State Law: Plan Review Reform – HB 361/SB 83**
 - Changes: expedite plan review requirements; allow applicants to utilize third party plan review.
 - Risk: Owner-hired plans examiners not accountable to B&I
 - B&I needs to double-down on continuing efforts to maintain timely plan reviews
 - Continued Innovations contemplated to improve upon our current performance.

FY26 Accomplishments

- **Accomplishment 1: Plan Review – Continued Improvement on Review Times**
 - Exceeding Tier 3 (large) first review metrics for about 1 year
 - Improving new Tier 2 (small) first review metrics
 - Fully staffed, continuous training and redistribution of workload
- **Accomplishment 2: Inspector Academy – Enhanced Cohort 2 Achievement**
 - 8% max-attrition rate during academy (significant reduction)
 - 96% have passed Property Code certification
 - 72% - 2 certifications, 40% - 3 certifications; 28% - 4+ certifications
 - Improving hiring criteria, providing a better instructor/student ratio attributed to success
 - Cohort 3 recruitment improvements should again produce a competent class
- **Accomplishment 3: Housing Services – Neighborhoods In Focus Development**
 - Expended HUD monies on time and in compliance
 - Expanded Housing Repair Services program
 - Neighborhood In Focus (Avondale) – Created and deployed all resources on time through three initiatives: Dedicated HARBOR funding, Rental Rehab and Landscape Assistance programs

Questions?