

Building codes are integral to public health and safety and environmental protection

- The City of Battle Creek Inspection Division is an enforcing agency for the State of Michigan Construction Code
 - Codes are designed to govern design, construction, repair or alteration and general maintenance of buildings
 - The authority to address appeals of all State of Michigan Codes is given solely to an appeals body. For the 8 participating jurisdictions, requests for appeal are heard by the Area Metropolitan Services Agency Board of Appeals (AMSA).
- Municipalities are assigned a Building Code Effectiveness Grading Scale classification (ISO) based on multiple factors surrounding building code inspections. The premise is that cities with well-enforced, up to date codes should demonstrate better loss experience resulting in a higher rating and can reflect lower insurance rates.

Staffing

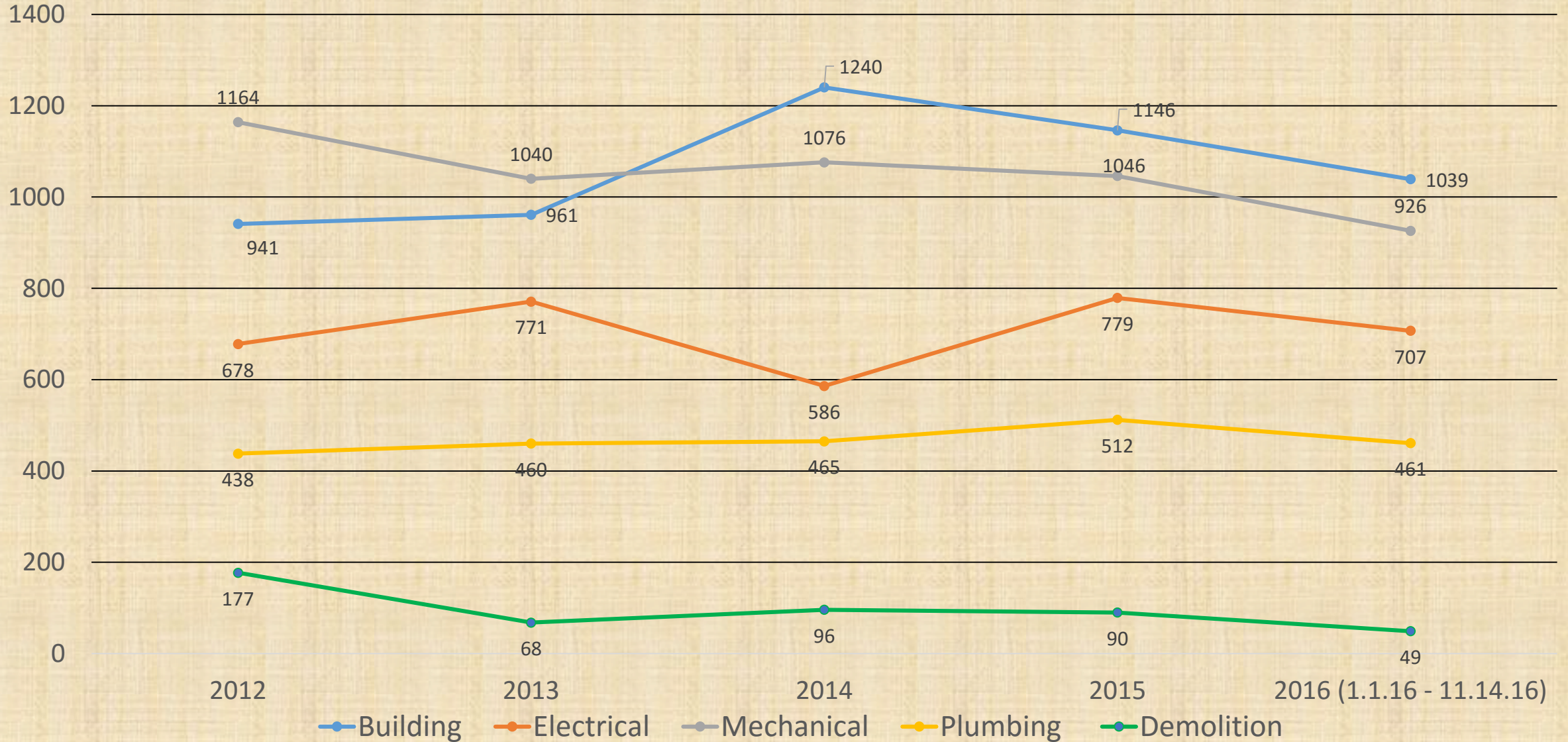
- 1 Building Official (currently vacant / open job posting)
- 3 City Trade Inspectors
 - Building / Plan Reviewer
 - Electrical / Mechanical / Plan Reviewer
 - Plumbing / Mechanical / Plan Reviewer
 - Average years of experience in code enforcement – 24 years
 - Inspectors have ongoing Continuing Education Credit requirements per trade (3 yr cycle)
- 3 Customer Service Representatives (Split between Code & Inspections)
- 3 Sub-Contract Inspectors (Back-up coverage as needed)
 - Building / Mechanical
 - Electrical
 - Plumbing
 - Average years of experience in code enforcement – 22 years
 - Inspectors have ongoing Continuing Education Credit requirements per trade (3 yr cycle)

Division Responsibilities

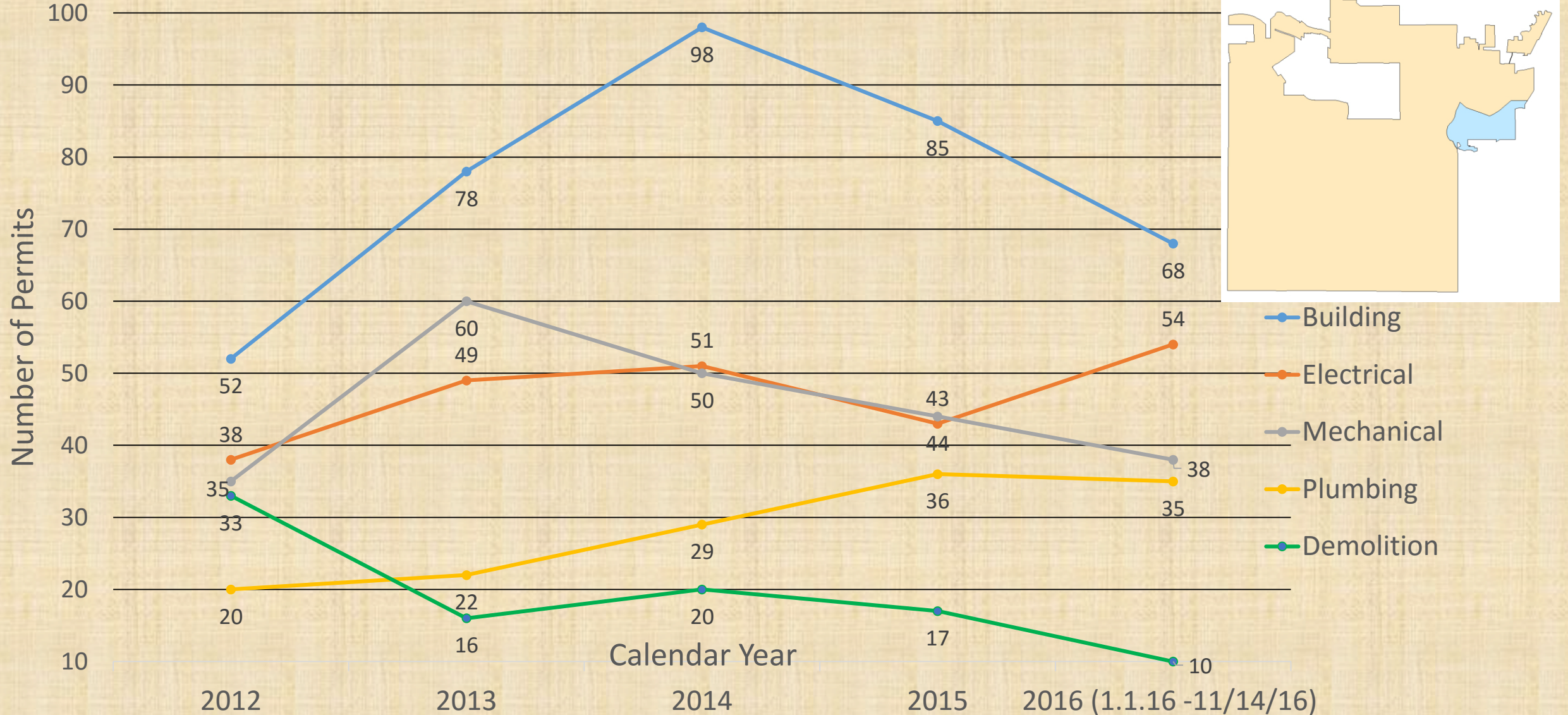
- Enforce Michigan State Codes
 - Residential & Commercial Building Code
 - Residential & Commercial Mechanical Code
 - Residential & Commercial Fuel Gas Code
 - Michigan Barrier Free
 - National Fire Protection Agency
 - Residential & Commercial Electrical Code
 - Residential & Commercial Plumbing Code
 - Residential & Commercial Energy Code
 - International Property Maintenance Code
 - International Fire Code
- Permit Application Approval and Plan Review
- Pre-Development Meetings and Inspections
- Code Complaint Investigations & Enforcement and Certificate of Occupancy Safety Inspections
- Dangerous Buildings Enforcement
- Structure Fires
- Police Raids
- Liquor License, Second Hand Goods, Used Car License Inspections
- Calhoun County Health Department (Orders to Vacate)
- Special Community Events (i.e. Field of Flight & Balloon Festival)

Trade Permits

5 Year Trends



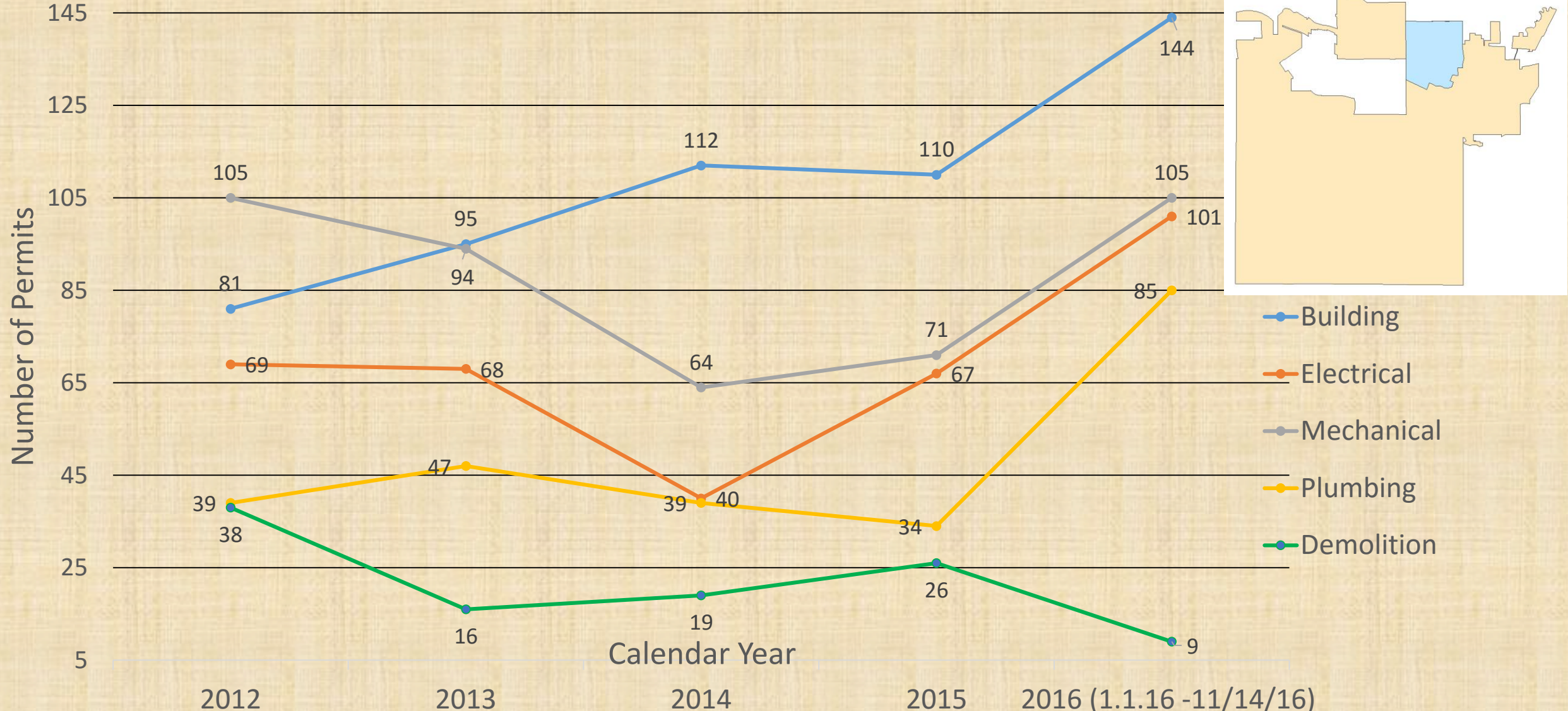
Permit trends by geography – Post / Franklin NPC 1



Total Inspections

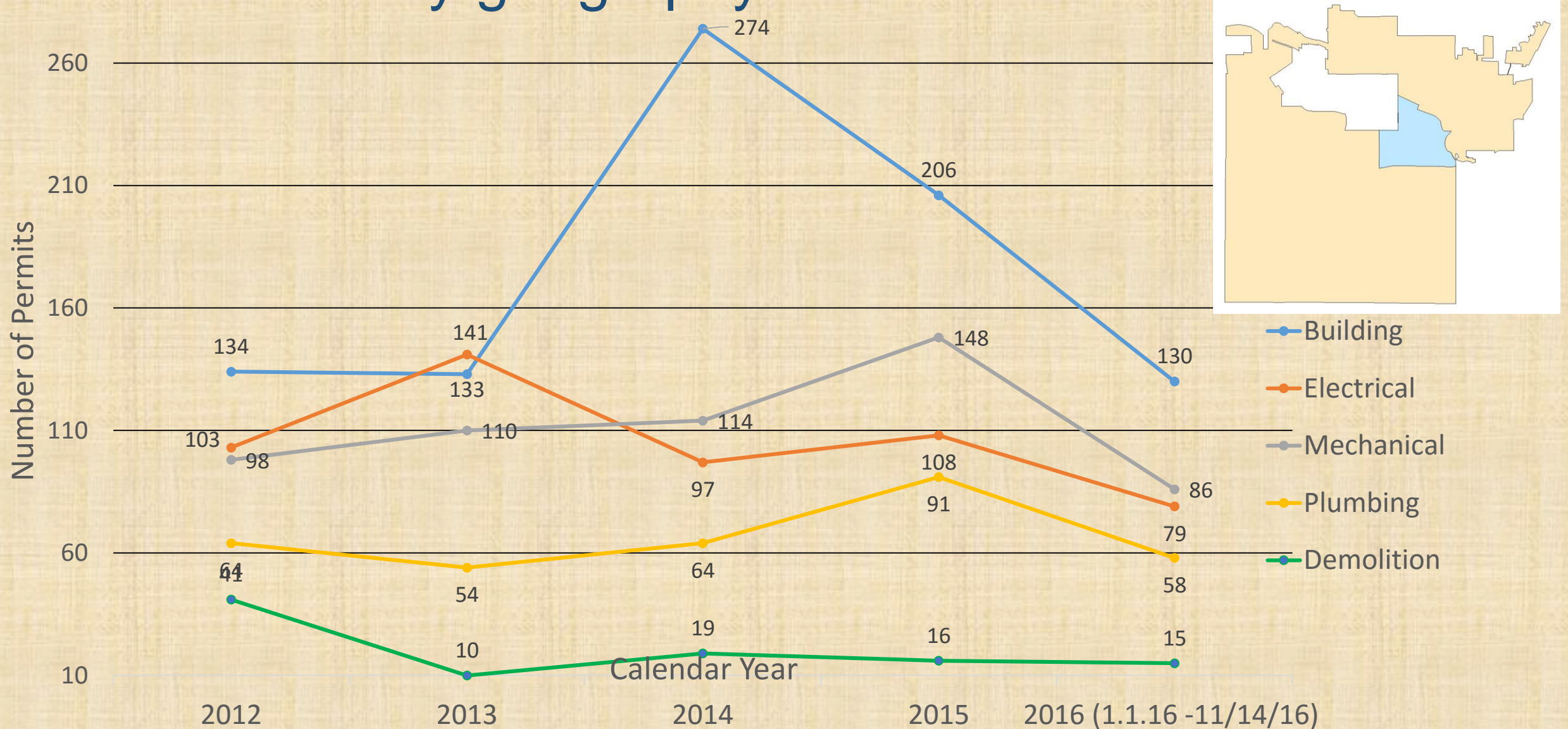
484 630 729 458 237

Permit trends by geography – Northcentral NPC 2



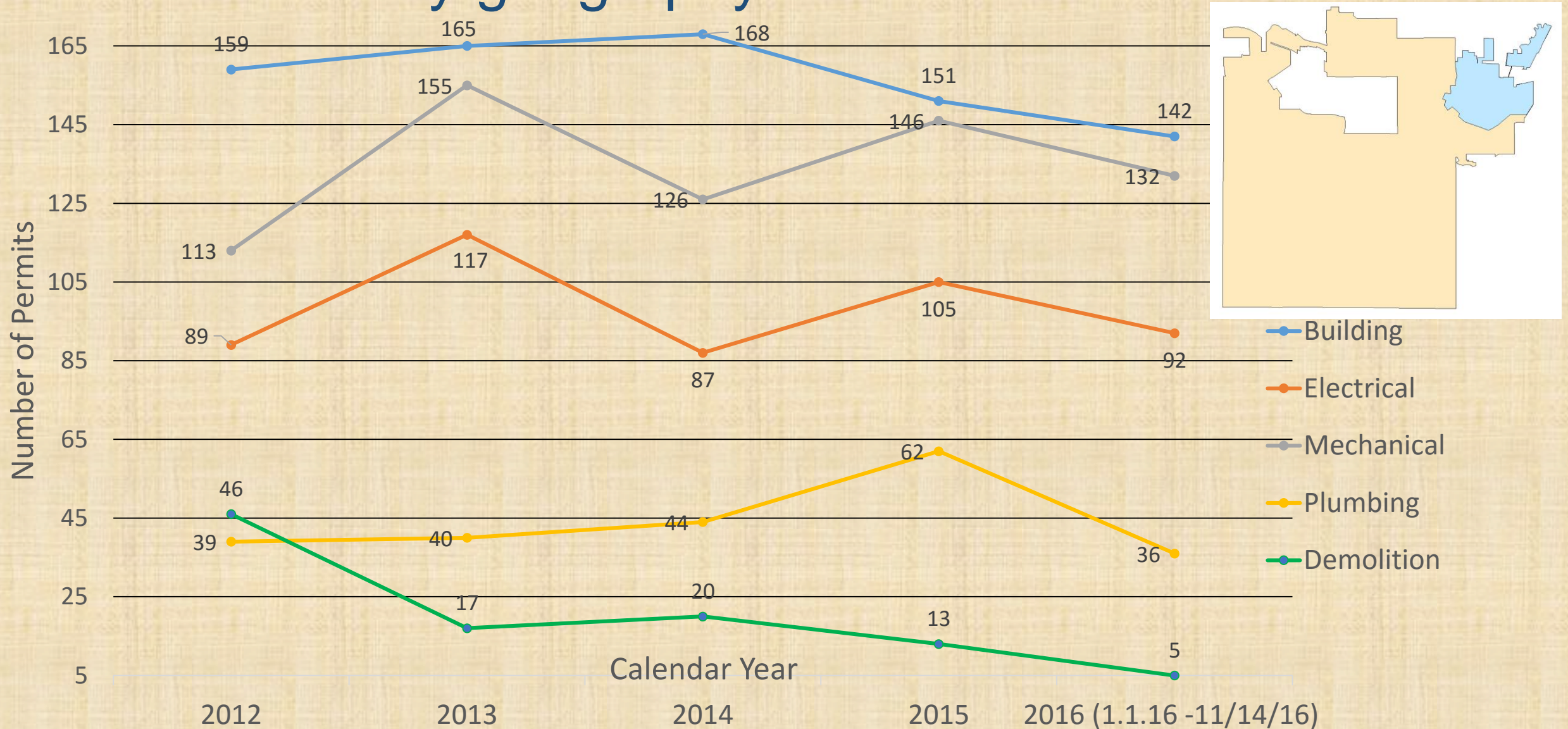
Year	Total Inspections
2012	819
2013	865
2014	775
2015	654
2016 (1.1.16 -11/14/16)	767

Permit trends by geography – Central NPC 3



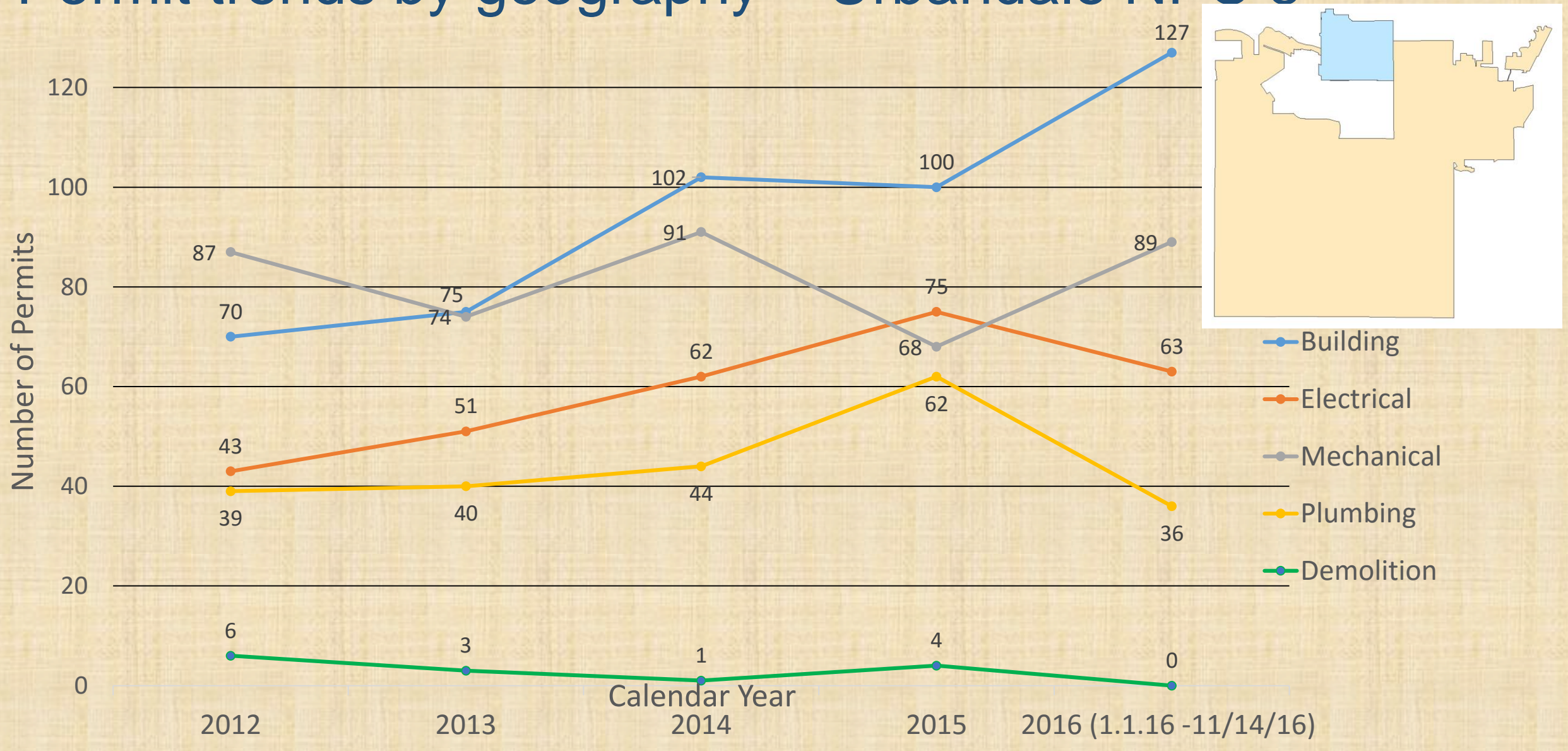
Year	Total Inspections
2012	1,218
2013	1,177
2014	1,304
2015	1,148
2016 (1.1.16 -11/14/16)	435

Permit trends by geography – Northeast NPC 4



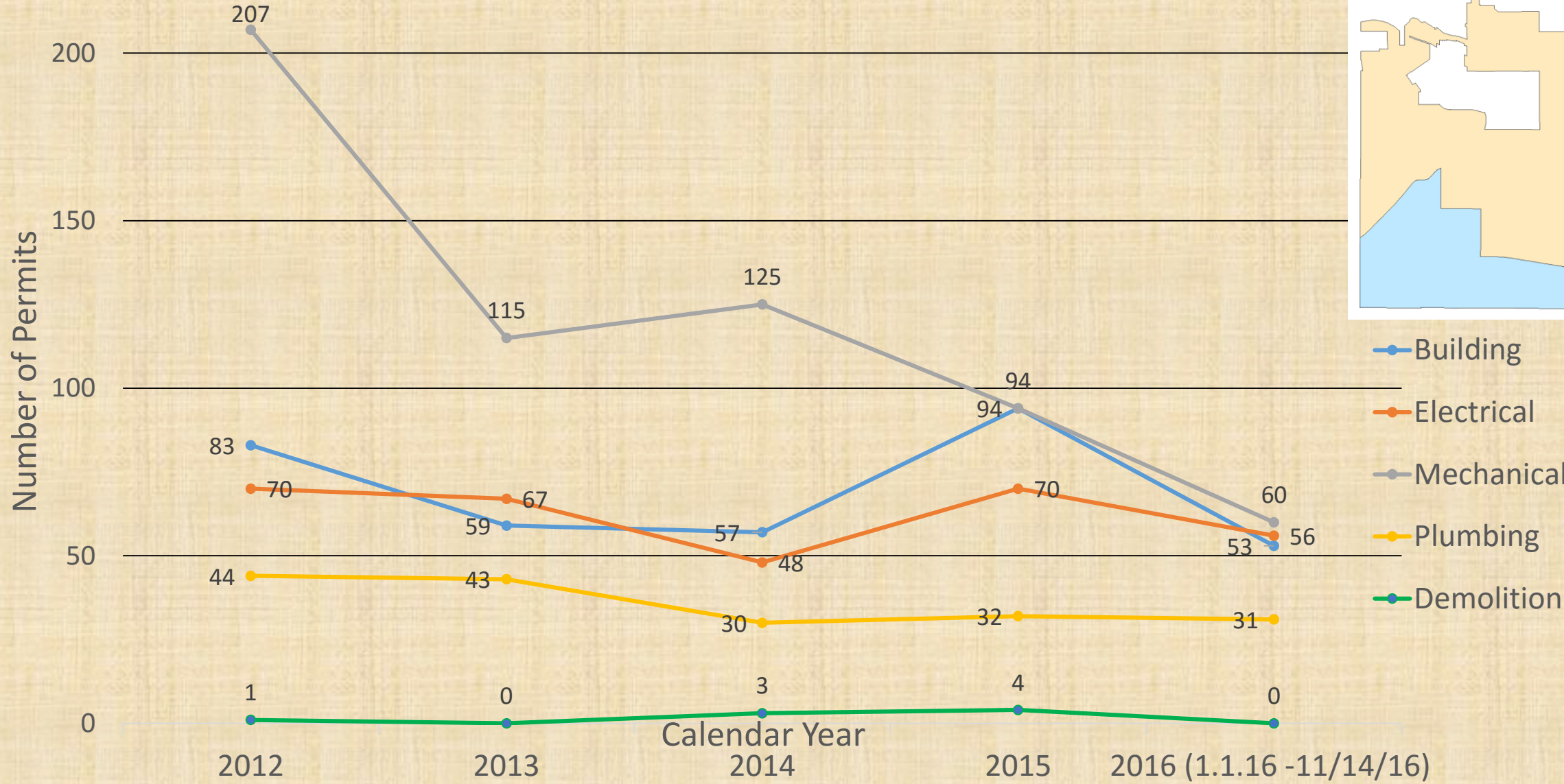
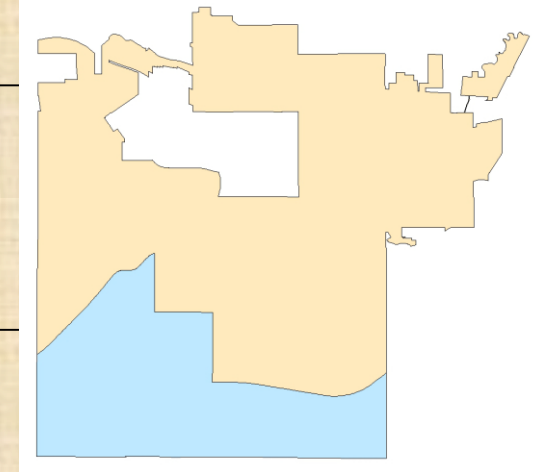
Year	Total Inspections
2012	1,218
2013	1,177
2014	1,304
2015	1,148
2016 (1.1.16 -11/14/16)	435

Permit trends by geography – Urbandale NPC 5



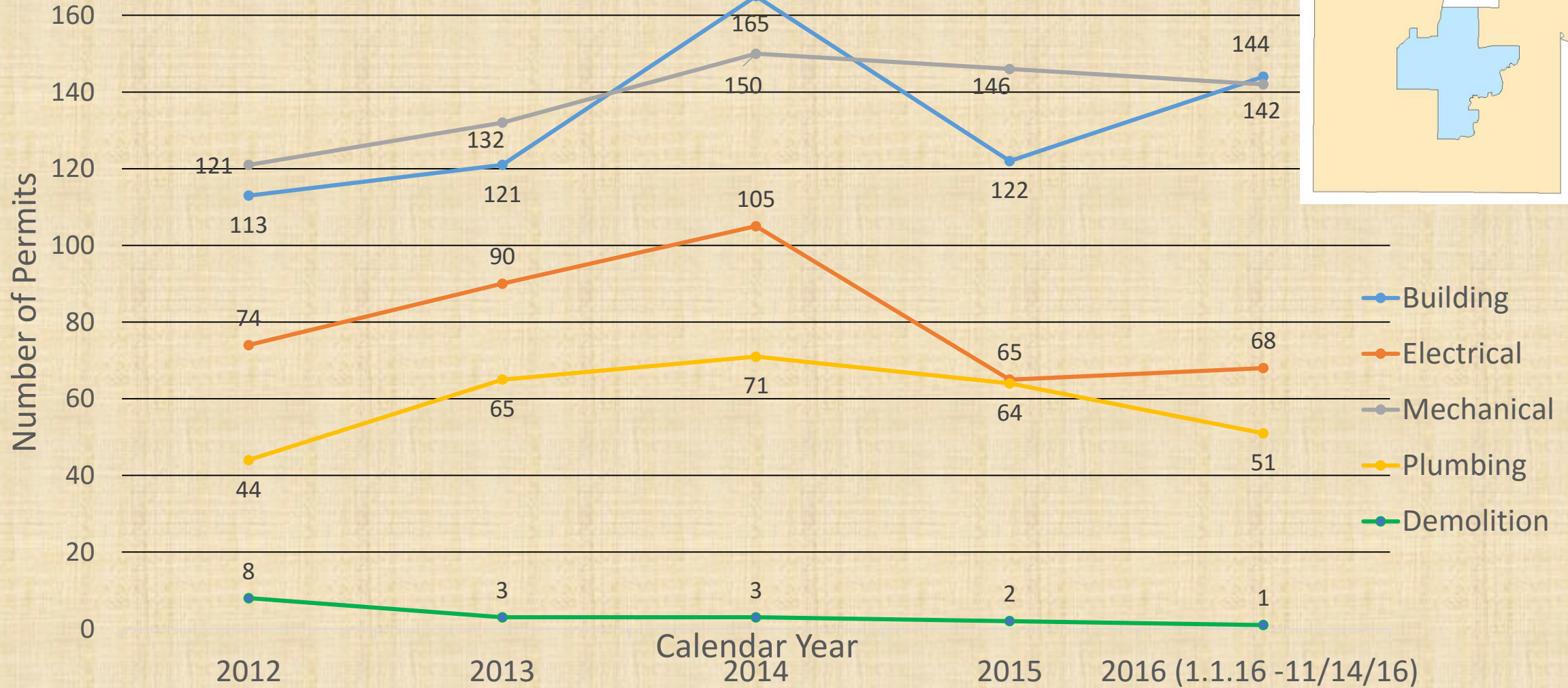
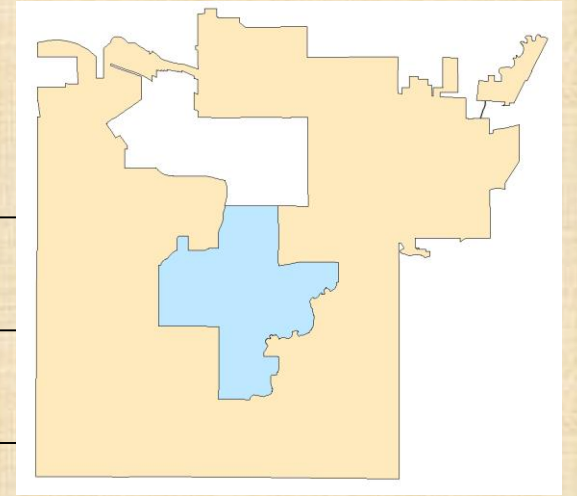
Year	Total Inspections
2012	559
2013	795
2014	715
2015	558
2016 (1.1.16 -11/14/16)	403

Permit trends by geography – Rural Southwest NPC 9



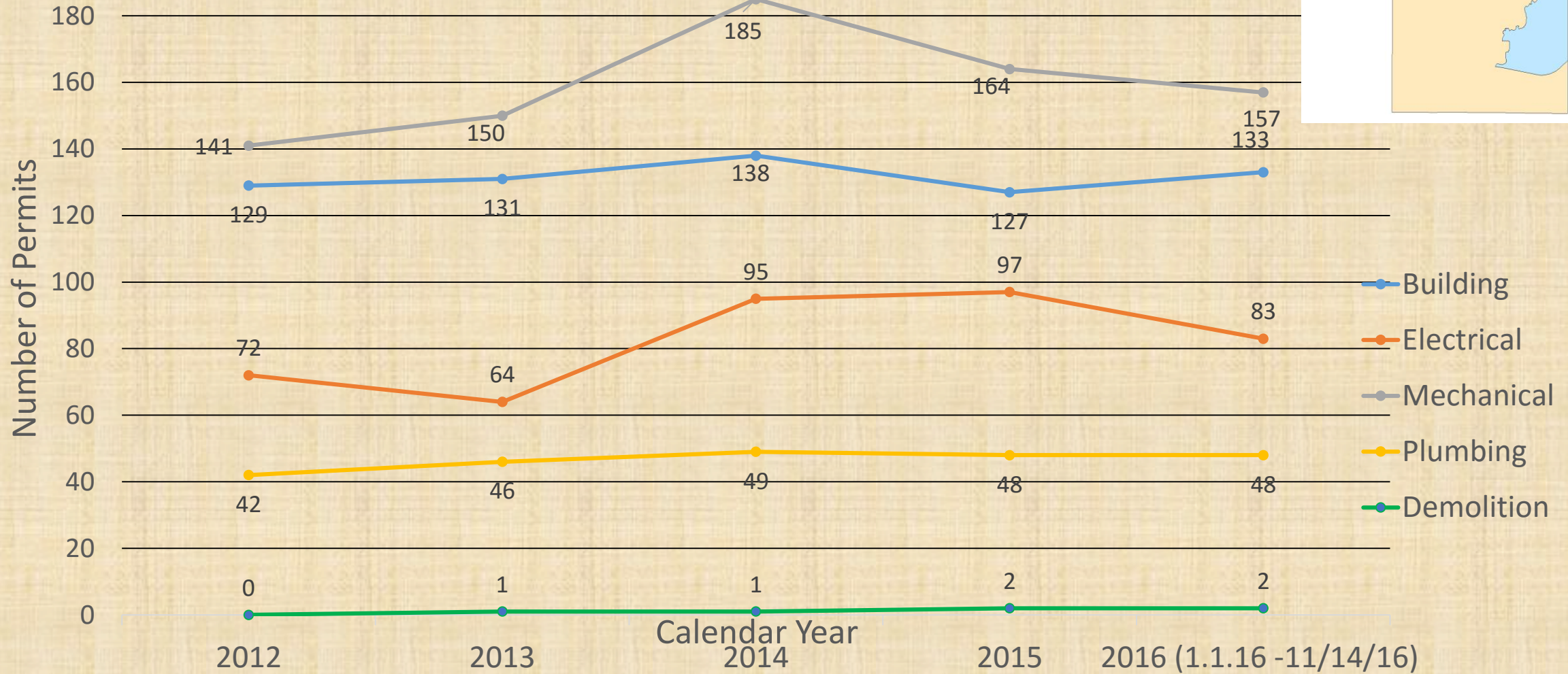
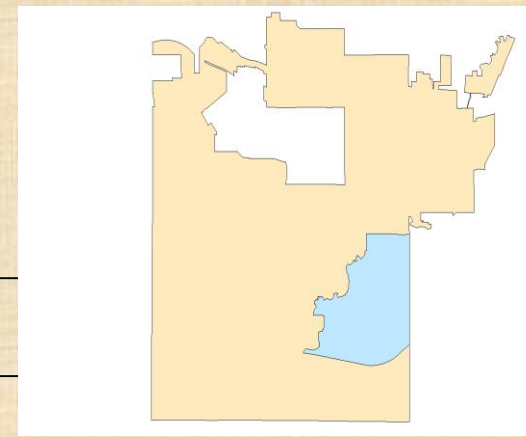
Calendar Year	Total Inspections
2012	986
2013	766
2014	683
2015	565
2016 (1.1.16 -11/14/16)	365

Permit trends by geography – Westlake / Prairieview NPC 10



Year	Total Inspections
2012	1,025
2013	1,152
2014	1,232
2015	817
2016 (1.1.16 -11/14/16)	512

Permit trends by geography – Minges Brook / Riverside NPC 11



Total Inspections	2012	2013	2014	2015	2016 (1.1.16 -11/14/16)
	833	841	993	777	537

Root Cause Chain Overview (July 2015)

Perception that Battle Creek lacks the relationships and supports necessary to create a business friendly environment

Some attitudes, mindsets and perceptions get in the way of supporting growth

The lack of department resources and capacity negatively impacts customer service

There is a lack of awareness and understanding of codes and the inspections process

There is a lack of trusting relationships between the Inspections Division and the community

Some policies, practices and procedures are inefficient

Not all Battle Creek residents and business owners feel inspections and inspectors are consistent and reasonable

Moving the department and community forward

- Visited local cities to explore best practices
- Created written departmental processes and procedures
- Increased community awareness and understanding of AMSA Construction Board of Appeals
- Developed an AMSA Board of Appeals Application and written process
- Restructured the Inspections Division – Reactivation of Building Official position
- Created written plan review process and designated a new plan review area

Moving the department and community forward

- Implemented a new system for scanning plans in-house
- Work with City and contract Inspectors to discuss and establish inspection and process improvements for improved consistency
- Replacement of field devices
- Improved permit invoicing - include permit numbers on invoices & reflect no payment
- Revision to the Vacant or Abandoned Ordinance – decrease instances of all-trade safety inspections
- Organized and hosted a free community training on Energy Codes

Moving the department and community forward

➤ Upcoming

- Creation and implementation of a customer satisfaction survey
- Creation of an Inspections Newsletter (quarterly)
- Creation of a permit and inspections checklist or online interactive inspections guide
- Continued customer service and leadership training
- Additional community code training sessions
- BS&A online module cost and feasibility analysis

What success looks like

- Residents, businesses and contractors want to live, work and own businesses in Battle Creek
- Residents, businesses and contractors feel understood and supported by the Inspections Division
- The community perceives staff as a resource & support for growth and development
- Increased opportunities for the Inspections Division to engage with the community outside of conducting inspections – strengthened personal and professional relationships

What success looks like

- Inspectors feel supported in helping to make Battle Creek a safe, desirable community
- Inspectors have the necessary resources (time, technology, etc.) to help make them and their work successful
- Commitment to continually seek opportunities to improve policies, practices, and procedures
- Increased public education, transparency, and accountability