

FY 2009 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH

APPROPRIATION UNIT: Sec 107 OCCUPATIONAL REGULATION **PROGRAM:** Bureau of Construction Codes

TIMELINE: October 1, 2008 through September 30, 2009

PROGRAM MISSION STATEMENT

The mission of the Bureau of Construction Codes is to assure that the built environment and the systems within are sound, safe and sanitary; building users' health, safety and welfare are protected; and that, through a coordinated program of code compliance, investigation and training, there is consistent application of standards.

VISION STATEMENT

"Providing for Michigan's Safety in the Built Environment"

PROGRAM STATEMENT

The Bureau of Construction Codes consists of the following 12 divisions which work together to provide outstanding services to its customers:

Boiler Division: Responsible for enforcing and updating the boiler codes. The program is also responsible for examination, licensing and license renewal of boiler installers, repairers and inspectors and registration of boiler operators and stationary engineers; review and approval of permits for installation, repair and alteration of boilers; conducts inspections of boiler installations, repairs and existing boilers; investigates boiler accidents; and provides staff support to the Board of Boiler Rules.

Building Division: Responsible for enforcing and updating the state building codes. The program is also responsible for conducting building and manufactured housing community inspections; establishes statewide standards for manufactured home community development and manufactured home businesses; issues manufactured housing licenses and affidavit of affixtures; the approval of inspector training programs and instructors; and provides staff support to the Manufactured Housing Commission.

Electrical Division: Responsible for enforcing and updating the state electrical codes. The program is also responsible for conducting electrical inspections; registering electrical apprentices; the examination, licensing and renewal of master electricians, journey electricians, fire alarm specialty technicians, sign specialists, electrical contractors, sign specialty contractors, and fire alarm contractors; the approval of inspector training programs and instructors; and provides staff support to the Electrical Administrative Board.

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Elevator Division: Responsible for enforcing and updating the elevator codes. The program is also responsible for conducting elevator inspections; the examination, licensing and renewal of elevator journeypersons and contractors; conducts complaint and accident investigations; and provides staff support to the Elevator Safety Board.

Office of Land Survey and Remonumentation: Responsible for administration of the statewide program of monumenting and remonumenting the original U.S. government public land survey property controlling corners and state plane coordinates for establishing geographic information systems. The program is also responsible for ensuring an orderly and consistent review of the subdivision of land; conducts final review of subdivision plats; and provides staff support to the State Boundary Commission.

Office of Local Government and Consumer Services: Responsible for investigation of consumer licensing complaints and performance evaluations of local building departments. The program also reviews applications from local units of government to administer and enforce the state construction codes; enforces the registration and continuing education of construction code officials; conducts manufactured housing audits; construction variances; and review of ordinances for manufactured housing communities.

Mechanical Division: Responsible for enforcing and updating the state mechanical codes. The program is also responsible for conducting mechanical inspections; the examination, licensing and renewal of mechanical contractors; conducts Good Moral Character reviews on license examination applicants; the approval of inspector training programs and instructors; and provides staff support to the Board of Mechanical Rules.

Plan Review Division: Responsible for conducting building, electrical, mechanical, plumbing, barrier free design, and manufactured housing community plan reviews. The program is also responsible for all barrier free design exception requests; reviewing pre-manufactured plans and compliance manuals; and provides staff support to the Barrier Free Design Board.

Plumbing Division: Responsible for enforcing and updating the state plumbing codes. The program is also responsible for conducting plumbing inspections; registering apprentices; the examination, licensing and renewal of journey plumbers, master plumbers, and plumbing contractors; conducts Good Moral Character reviews on license examination applicants; the approval of inspector training programs and instructors; and provides staff support to the State Plumbing Board.

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Office of Management Services: Responsible for the bureau budget, internal controls, performance reporting, document management, permitting, legislation tracking, code books, forms, web production, and freedom of information requests.

Office of Administrative Services: Responsible for personnel actions, promulgation of administrative rules, publications and technical bulletins, media coordination, and the bureau's health and safety committee.

Administration: Provides leadership, direction, and support for all bureau programs, products and services. Provides staff support to the Construction Code Commission.

FUND SOURCE:

Boiler Fee Revenue
Elevator Fees
Mobile Home Code Fund
State Construction Code Fund
Property Development Fees
State Survey and Remonumentation Fund
Land Sales fees

LEGAL BASIS:

The Stille-DeRossett-Hale Single State Construction Code Act, 1972 PA 230
Boiler Act of 1965, 1965 PA 290
Building Officials and Inspectors Registration Act, 1986 PA 54
Construction of School Buildings, 1937 PA 306
Electrical Administrative Act, 1956 PA 217
Elevator Safety Board, 1967 PA 227
Elevator Licensing Act, 1976 PA 333
Forbes Mechanical Contractors Act, 1984 PA 192
Land Division Act, 1967 PA 288
Mobile Home Commission Act, 1987 PA 96
State Boundary Commission, 1968 PA 191
State Plumbing Act, 2002 PA 733
State Survey and Remonumentation Act, 1990 PA 345
Utilization of Public Facilities by Physically Limited, 1966 PA 1

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CUSTOMER IDENTIFICATION:

Customers of the Bureau of Construction Codes include the public/consumers, contractors & sub-contractors (licensees), facility owners/developers, land surveyors, design professionals (i.e., architects, engineers), inspectors, attorneys/legal community and other state and local agencies.

CRITICAL GOALS/MAJOR OBJECTIVES and RESULTS

Program Goals:

Goal 1 – We will improve customer service by studying new efficiencies and streamlining where possible to achieve improved turnaround times in all areas.

- Review 90% of plans for conventional and pre-manufactured construction within 15 business days after receipt.
Performance statistics indicated 73% of conventional plans and 84% of pre-manufactured construction plans were reviewed within 15 business days after receipt. The bureau continues to strive to reach its goal; however, it should be factored in that it continues to be necessary to utilize plan review staff to provide assistance for field inspector vacancies and medical leaves.
- Review subdivision plats and issue approvals or rejections which identify deficiencies within 15 business days after receipt.
At times, due to staffing, this goal was not achieved. Monthly performance reports are being revised to track percentages. The bureau will continue to strive to reach its goal.
- Review survey and remonumentation grant applications, work progress and completion reports and process approval/payment or identify deficiencies within 30 business days after receipt.
At times, due to staffing, this goal was not achieved. Monthly performance reports are being revised to track percentages. The bureau will continue to strive to reach its goal.
- Issue 85% of permits and approvals within 5 business days after receipt of request.
This goal continued to be exceeded. 96% of permits and approvals were issued within the targeted timeframe.
- Conduct 90% of building, electrical, mechanical, and plumbing inspections within 3 business days after receipt of request.
This goal continued to be achieved with the assistance of qualified staff from the Plan Review Division.

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- Issue certificates of occupancy, or issue denial when applicable, within 5 business days after receipt of request.
This goal continued to be achieved.
- Create and implement automated on-line forms as new forms become necessary.
This is an on-going objective. The bureau continues to increase the number of automated on-line forms making BCC services more accessible and user-friendly to its customers. Additionally, the bureau has updated many forms based on suggestions of staff or external customers.

Goal 2 – We will offer more options for licensees to take examinations, and quicker turn-around times for license renewals.

- Conduct at least 4 examinations for each license classification and issue licenses to those applicants who meet the qualifications within 30 business days after the examination; renew all licenses within 10 business days after receipt of application for renewal.
All legally mandated examinations were held and new licenses and license renewals were issued within the timeframe.

Goal 3 – We will ensure the safety of boilers and elevators within the state.

- Begin the investigation of all boiler and elevator accidents within 24 hours of notification.
There was once again no boiler accidents in Michigan in FY09. There were 3 elevator accidents in Michigan in FY09. This is down from 19 in FY08. All investigations began within 24 hours of notification.
- Complete development and testing of electronic submission of boiler inspection data. Implement program.
The development and testing of electronic data collection of inspection data is scheduled to begin November 19, 2009.

Goal 4 – We will improve the understanding of the manufactured housing industry development process within the state.

- Improve communication with the industry regarding the manufactured housing development process by developing informational material for publication and posting on the bureau website.
Based on consumer concerns, the bureau has highlighted the manufactured housing program on the bureau's home page and the Building Division page to assure easy access. Additionally, we added quick links on the complaint page which easily directs the user to the appropriate complaint form. Because many people still refer to manufactured housing as mobile homes, we also entered some key phrases to assure links to the appropriate site. The bureau also streamlined its complaint establishment, review and enforcement processes.

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Goal 5 – We will ensure accuracy and orderly development of real property within the state through enforcement of all statutory requirements related to establishment of new property boundaries within subdivisions, as well as the establishment and maintenance of original government survey markers.

- Issue an annual survey and remonumentation grant in accordance with 1990 PA 345 to all 83 Michigan counties. Remonumentation Grants were issued to the 83 Michigan counties that applied for them in 2009.

Goal 6 – We will improve internal and external communication within the bureau, providing expanded customer service.

- Analyze and improve internal and external communication processes as deemed necessary. Conduct training programs and staff meetings with a focus on administrative issues and topics which will increase effectiveness in dealing with customers.

The Bureau Director has attended a variety of local industry meetings and conducted several training programs during this past year. Additionally, the Director and Deputy Director regularly attended BCC Board and Commission meetings.

The Deputy Director prepared and distributed a letter to all chief elected officials within the state outlining bureau services to encourage enhanced partnerships. As a follow-up to that communication, the Deputy was requested to attend a County Board of Commissioner's meeting to further discuss services. Additionally, other units of government reached out to the bureau to assist them in various enforcement issues.

All newly appointed managers are required to attend an in-house training session to assure a thorough understanding of their new responsibilities. The Deputy Director meets with all newly appointed staff to provide an overview of the bureau's customer service expectations. The bureau has also implemented a new orientation training program for newly appointed inspection staff.

Since her appointment, the bureau's Deputy Director has attended a staff meeting of each of the program areas to outline key issues and to reinforce the necessity of regular communication and dissemination of information. The bureau is also preparing and posting meeting notes from the bureau's management staff meetings to assure access by all employees.

- Develop an informational document that includes pertinent information regarding the bureau. Provide information to all staff. The *Bureau of Construction Codes Overview* document was added to the bureau's internet website during FY07. This document continues to be updated to include the most current and historical information regarding each of the bureau's program areas.

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- Recognize bureau staff providing exemplary service and acknowledge employee contributions to the program.
Bureau staff receives recognition from its customers as well as by co-workers. The Bureau Director and Deputy Director personally thank employees for their extra efforts and assures each letter, email, or telephone call citing a BCC employee's outstanding service is placed on the bureau's intranet site. Outstanding assistance is also recognized during monthly Management Staff Meetings as well as during respective board or commission meetings. We have also added an on-line survey to our internet site which allows the public to recognize the bureau's inspection staff.

Goal 7 – We will analyze cross-training needs; increase the importance of training and self-improvement for all staff.

- Provide a training program for administrative support staff.
Due to budget constraints, a training program was not provided. However, the bureau's administrative support attended several training and informational sessions on the Governor's "On-Time Business" system. Also, the bureau continues to cross-train its administrative support staff and fills vacancies internally whenever possible to provide advancement opportunities.
- Seek advanced management skills through identified objectives for each manager based on an annual individual performance appraisal.
This is an on-going objective that continues to be met through participation in the MI-360 process. The feedback received from peers, subordinates and co-workers is evaluated by the bureau director as well as the individual manager.
- Assess the availability, and where possible provide self-improvement training for staff.
This is an on-going objective. This year the bureau shared self-improvement tips with staff on the importance of hygiene and saving money while saving the environment.

Processes/Services

Internal and external customer satisfaction and input on program effectiveness is gathered through the use of telephone, face to face communication, and feedback from all customers and web based survey forms. Efficiency studies are also conducted to identify needs and where processes and procedures can be streamlined.

PROGRAM EFFECTIVENESS and Efficiency (2009)

Program Goals/Metrics

See attached charts

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Performance Measures

Conduct Plan Reviews	Review Applications for Examination for Licensure
Barrier Free Design Exceptions	Provide Staff support for various Boards and Commissions
Issue Permits	Investigate Boiler and Elevator Accidents
Issue Violations	Investigate Construction Code Related Complaints
Conduct Inspections on New Construction	Issue County Remonumentation Grants
Conduct Annual Elevator Inspections	Issue New Licenses
Conduct Required Boiler Inspections	Issue Code Inspector Registrations
Promulgate Construction Codes & Rules	Issue Inspector Training Programs and Instructor Approvals
Issue Certificates of Occupancy	Issue Renewals
Sale of Code Books, Rules and Acts	Conduct Subdivision Plat Reviews

Program Improvements Made In FY2009

- We continue to fill only those positions that are critical to the mandated functions of the bureau.
- We promulgated updated boiler code general rules.
- The manufactured housing database and licensing system became operational in Permits' Plus.
- We have assisted MSU and other sources in educating the construction industry of the importance of enforcement of the Michigan Uniform Energy Code.
- We provided education and information to the electrical industry and began enforcing the electrician apprentice ratios as written in the law.
- Enhancements were made to the bureau's plan review system to allow issuance of all plan review confirmation letters electronically. Currently, the system also allows issuance of pre-manufactured plan review comment letters electronically.
- We increased our efforts to identify and attend private sector low-cost training classes that will increase the knowledge and effectiveness of our staff. We also developed electronic training for our inspection staff.
- We continued our efforts to reduce costs and monitor and reduce spending within DELEG/BCC in order to comply with the Governor's Executive Directives. Examples are:
 - We consolidated 2 elevator identification plates into one multi-use plate.
 - We discontinued the use of a 3-part elevator test form and began offering an on-line form, only.
- We continued working with the State Record Center to have construction code documents imaged and available through the "IRMA" system.
- We continued to ensure the internet is updated timely and accurately.
- Enhancements were made to the bureau's inspector registration database to allow renewal of registered inspectors for the 2009-2012 registration cycle.

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- We continue to monitor our program processes for uniformity and for possible areas of streamlining.
- We developed and distributed guidelines to educate the County Remonumentation Grant Administrators for establishing and reporting state plane coordinates and also with their peer group activities.
- We streamlined our manufactured housing and entire complaint establishment, review, reporting and enforcement processes.

PROGRAM IMPROVEMENT PLANS FOR FY10

- The bureau is working with the Code Officials Conference of Michigan to conduct a first ever joint training session for local and state inspectors in January 2010. This effort is sure to enhance partnerships with local units of government.
- The bureau is planning to review and update registration rules for code officials to improve processes and streamline services.
- The bureau has begun a series of meetings with the Deputy Director, Director of the Office of Administrative Services, division management staff and complaint analysts to assure a comprehensive, thorough and streamlined process for complaint investigation and administrative action. It is the goal of the bureau to produce procedural documents in 2010. The bureau also expects to produce procedures for the registration of local code officials and update procedures to conduct audits of manufactured housing communities.
- The bureau plans to improve the statute required plumbing code update training by increasing its monitoring of the approval methods for instructors.
- We are in various stages of the rule promulgation process to update the following rules: boiler operator and stationary engineer qualification and registration program rules; elevator code rules; plumbing code rules; mechanical code rules; building code rules; and energy code rules. Also, the electrical code rules were updated and became effective December 2, 2009.
- We continue to work on making the elevator permitting and invoicing system operational in Permits' Plus.
- We plan to continue our education of the County Remonumentation Grant Administrators by developing and distributing several guideline and guidance documents and making them available on-line. This includes:
 - Attorney General guidance on corner positions
 - Completion of land corner recordation certificates
- We plan to continue our education efforts to assist surveyors and proprietors by developing and distributing guidelines for subdivision plat submittals.
- We plan to continue working with the State Record Center to image bureau records and make them available through the "IRMA" system.
- We plan to implement additional enhancements to our Plan Review system which will allow issuance of general, state and school plan review comment letters electronically, as well as allow plan review applicants the capability to perform on-line status checks.
- We plan to continue efforts to implement electronic submission of boiler inspection data.
- We plan to continue efforts to enhance the bureau's registration database to assure the future success of the operation of the system.

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CHALLENGES FOR FY10 and BEYOND

- Work with the department, the State Budget Office, and the legislature to ensure that all construction code programs are sufficiently funded to avoid a deficit and still maintain an excellent level of customer service.
- Continue to improve our services in light of budget and hiring “freezes” and the continued decline in construction permit revenue.
- Update current technology to deliver services while staying within budget and revenue restrictions.
- Provide the bureau’s statewide field inspection staff with reasonably fast and reliable internet services to allow across the bureau communication and the ability to conduct web-based training.
- Perform only statutory responsibilities in administering programs which will diminish the level of service our customers have been provided due to reductions in workforce.
- Continue to efficiently serve program areas having unfunded mandates.

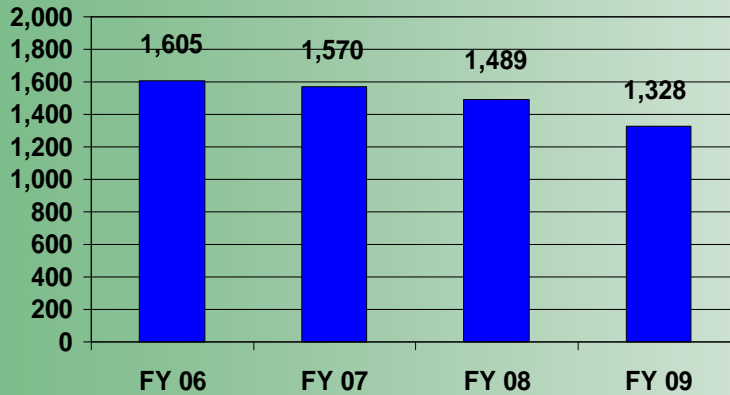


Building - Permits

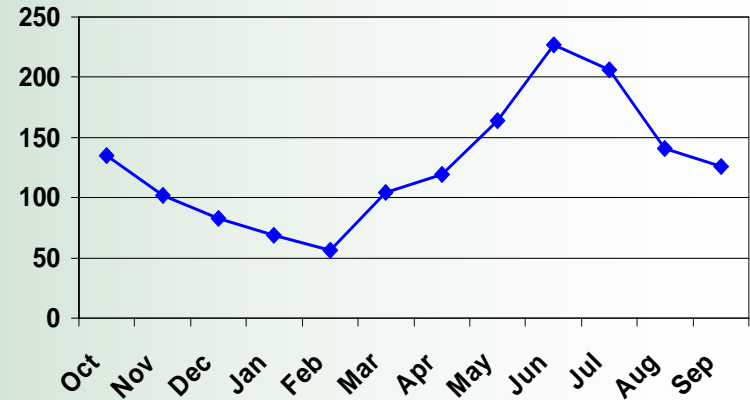


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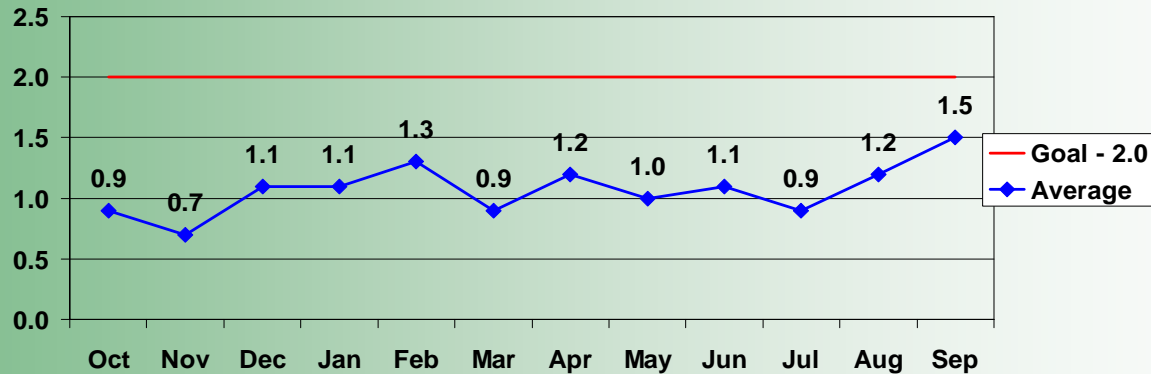
Permits Issued



FY 2009 - Monthly Permits



Average Processing Time In Days



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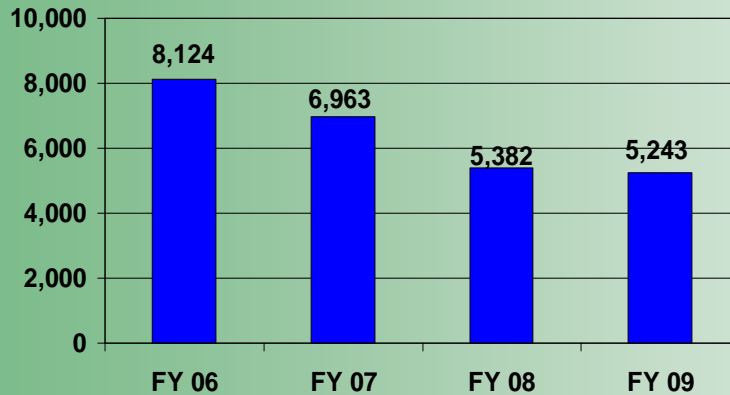


Building - Inspections

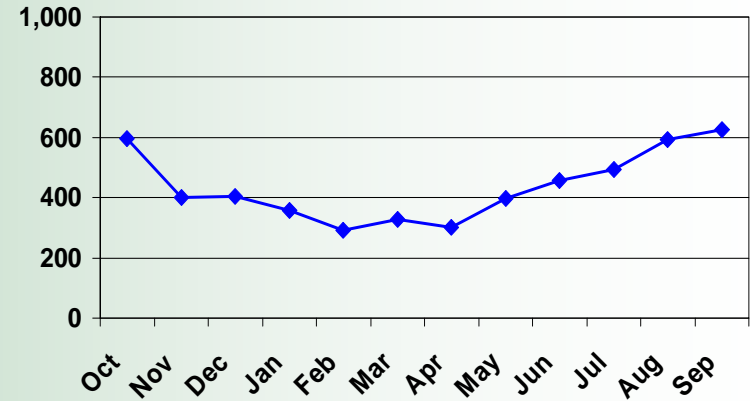


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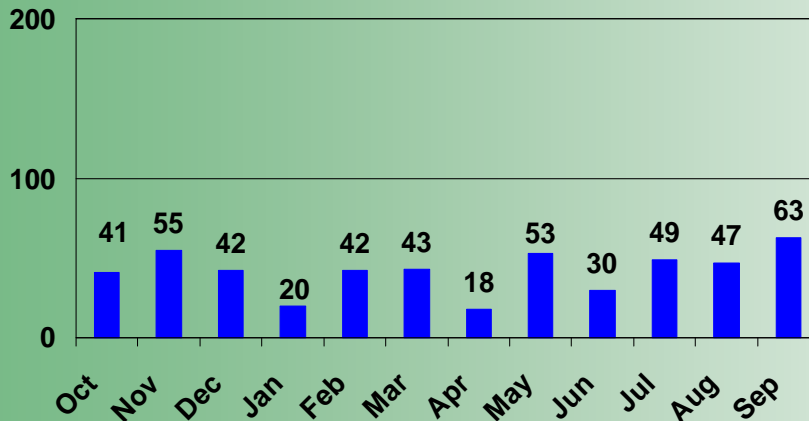
Inspections Performed



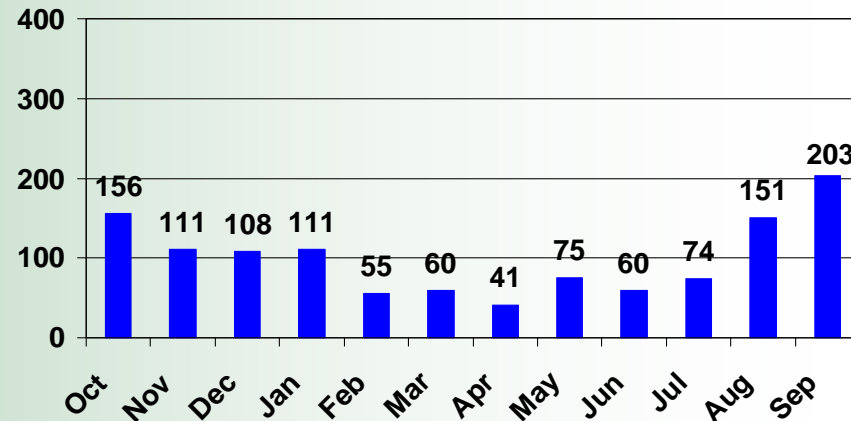
FY 2009 - Monthly Inspections



FY 2009 - Violations Written



FY 2009 - Permits Finaled



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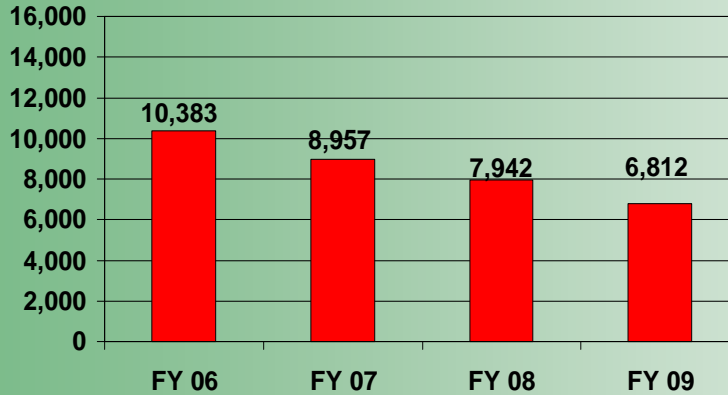


Electrical - Permits

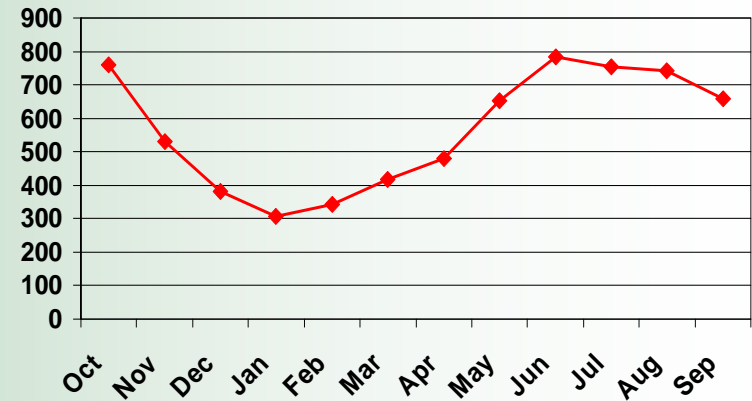


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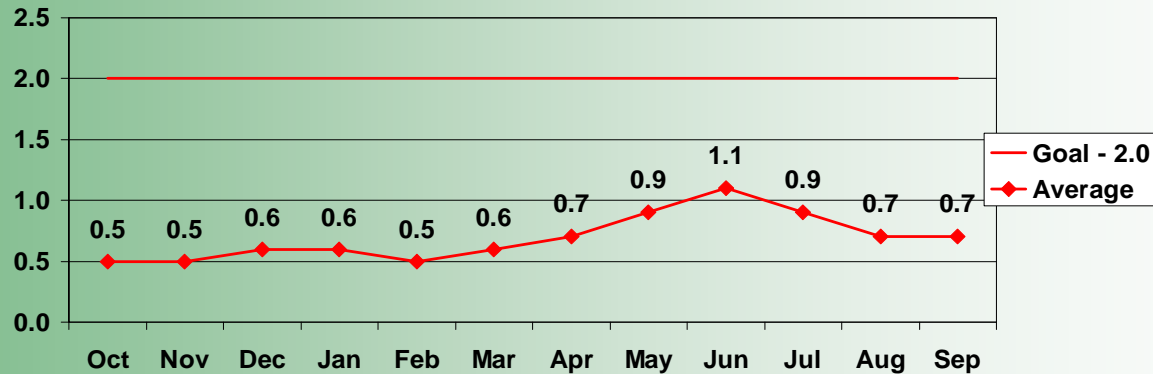
Permits Issued



FY 2009 - Monthly Permits



Average Processing Time In Days



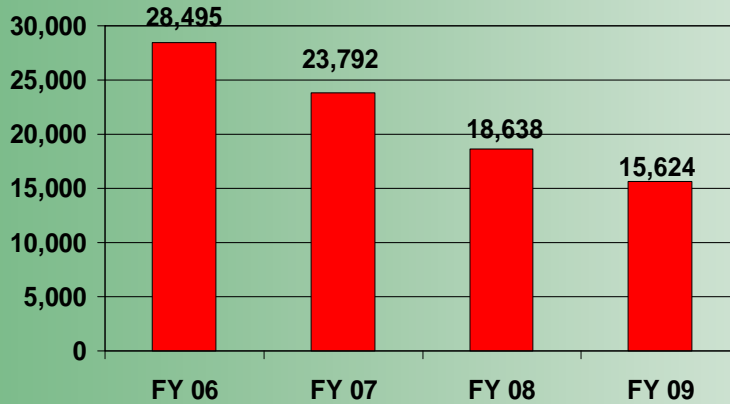
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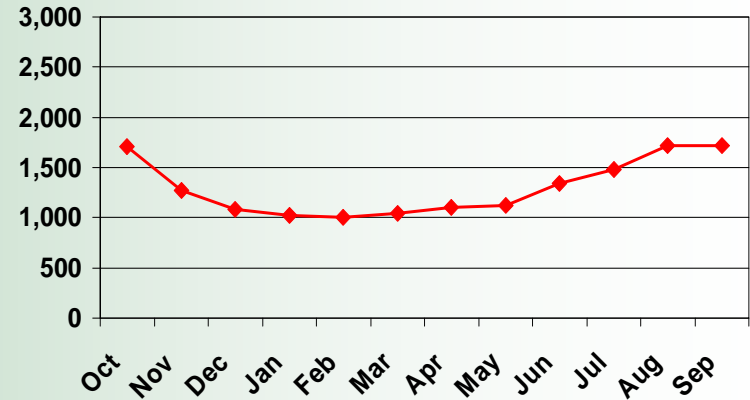
Electrical - Inspections



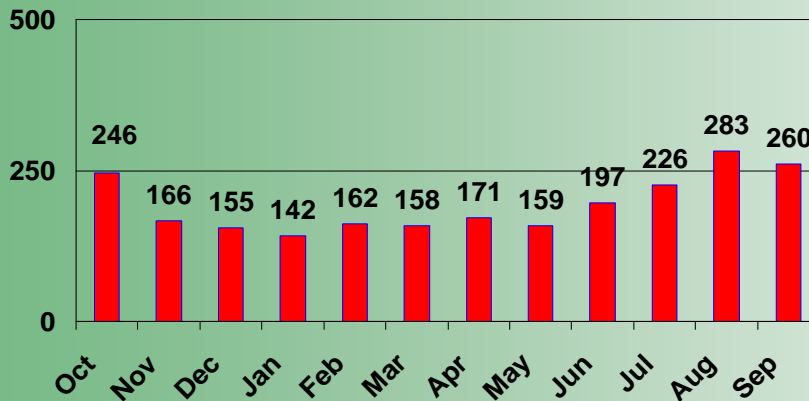
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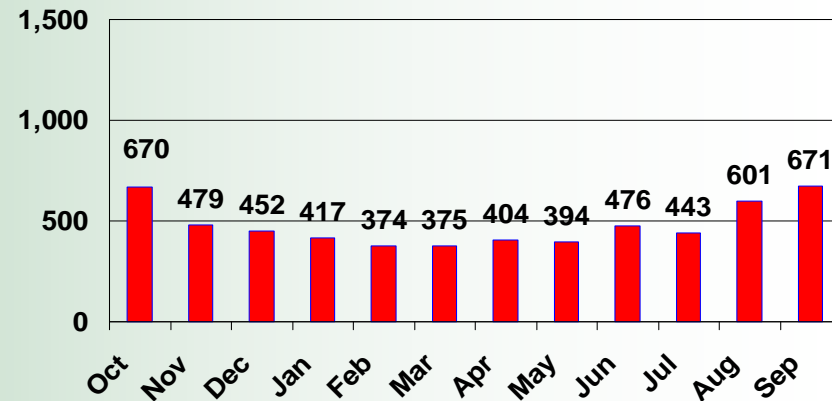
FY 2009 - Monthly Inspections



FY 2009 - Violations Written



FY 2009 - Permits Finaled



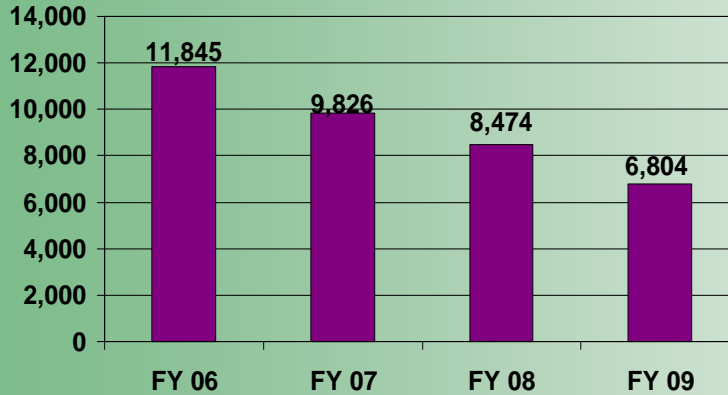


Mechanical - Permits

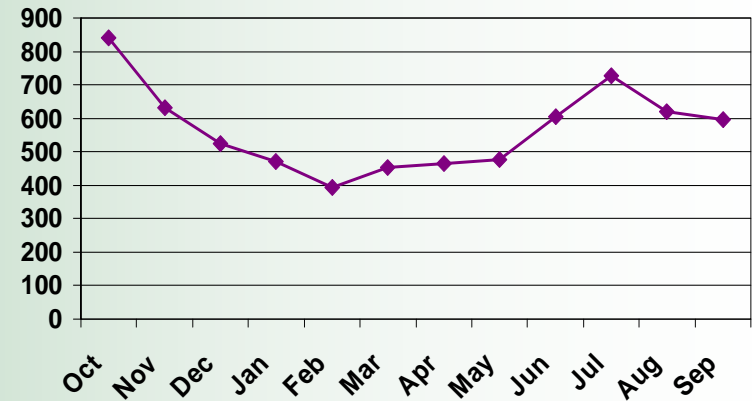


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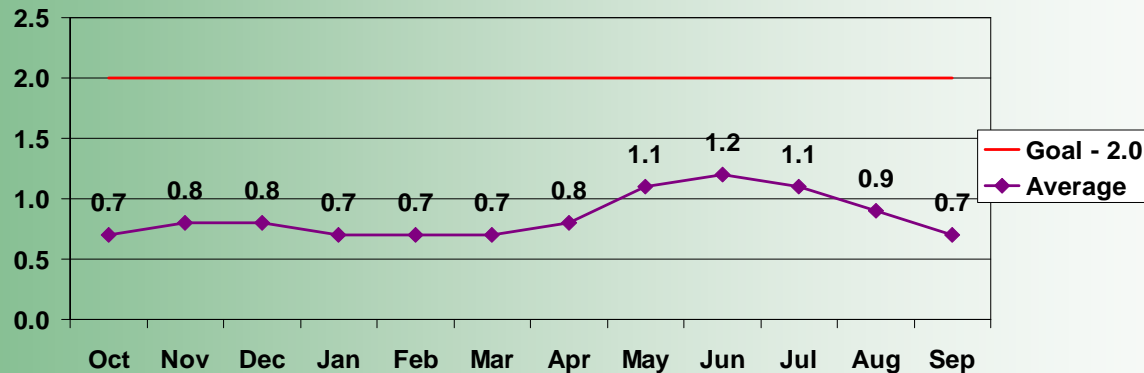
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FY 2009 - Monthly Permits



Average Processing Time In Days



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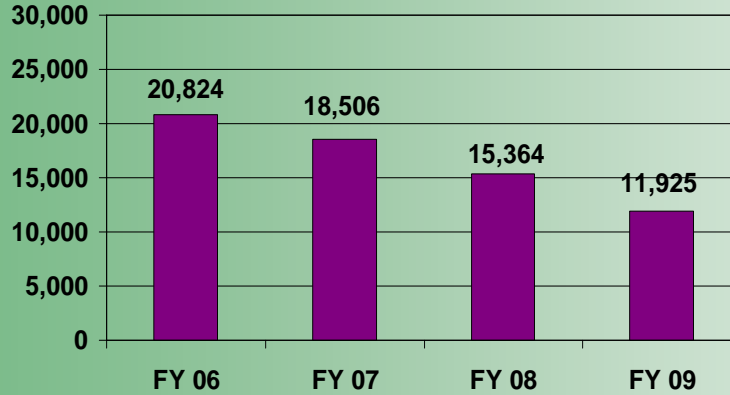


Mechanical - Inspections

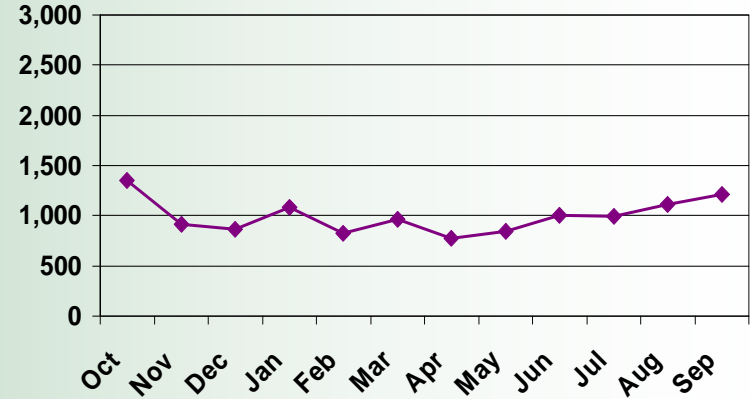


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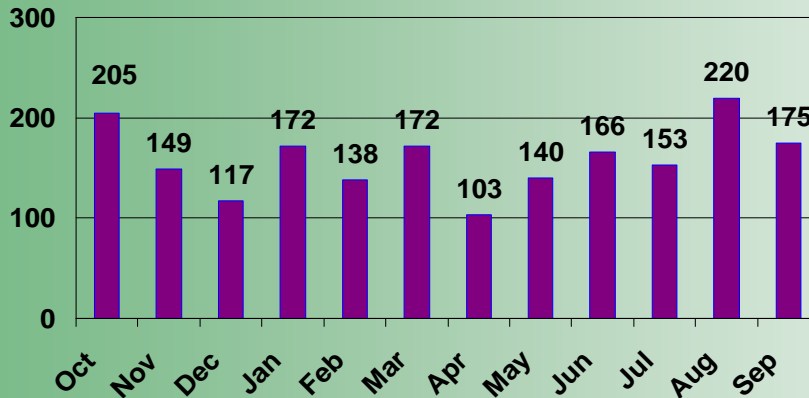
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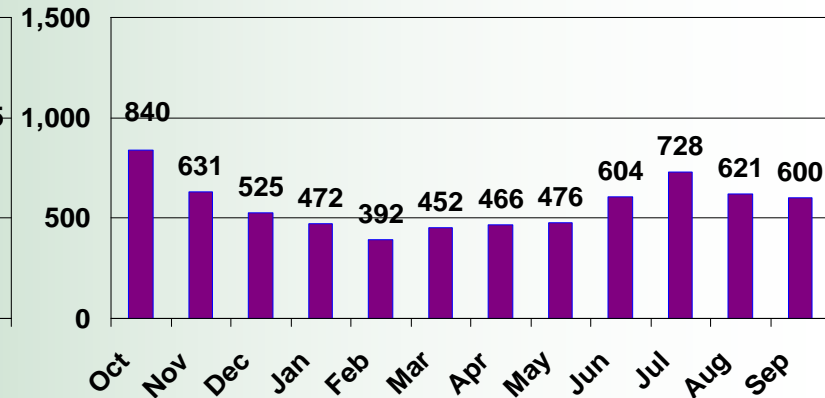
FY 2009 - Monthly Inspections



FY 2009 - Violations Written



FY 2009 - Permits Finaled



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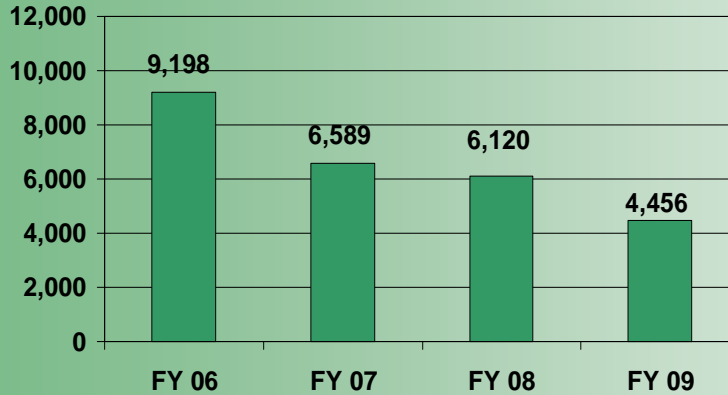


Plumbing - Permits

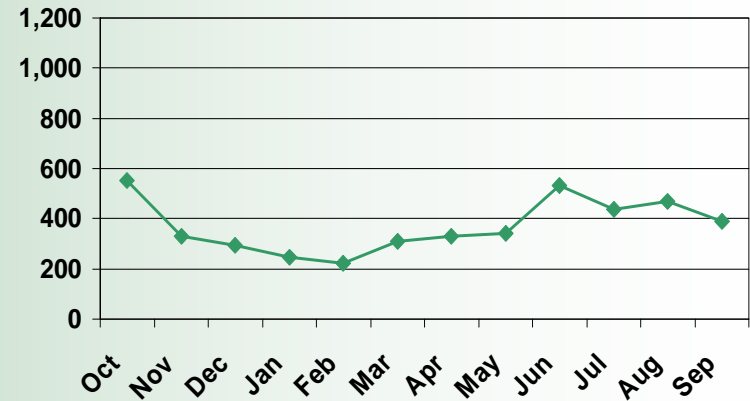


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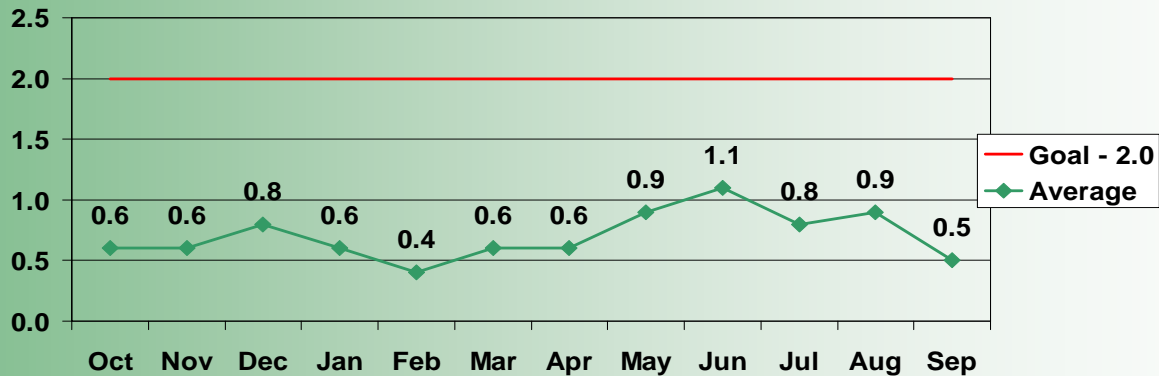
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FY 2009 - Monthly Permits



Average Processing Time In Days



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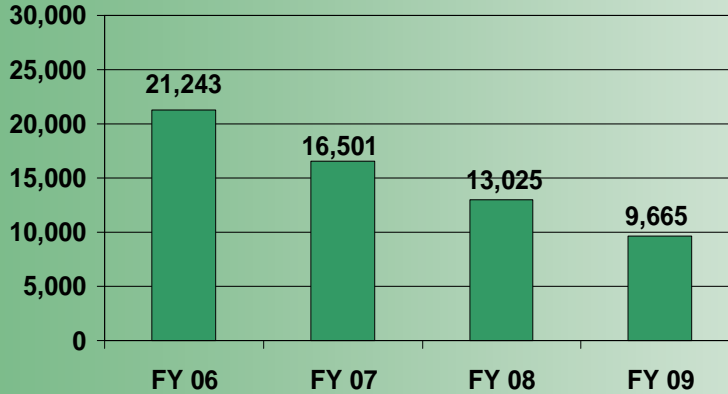


Plumbing - Inspections

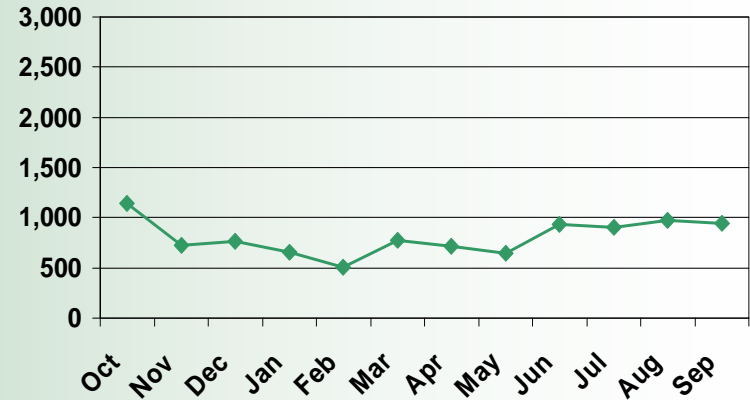


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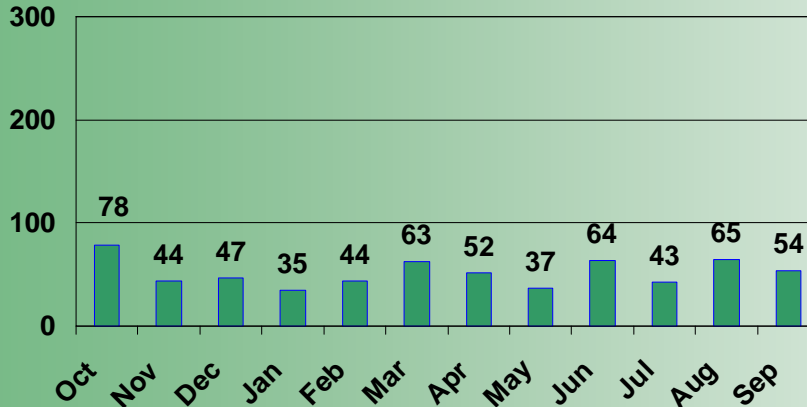
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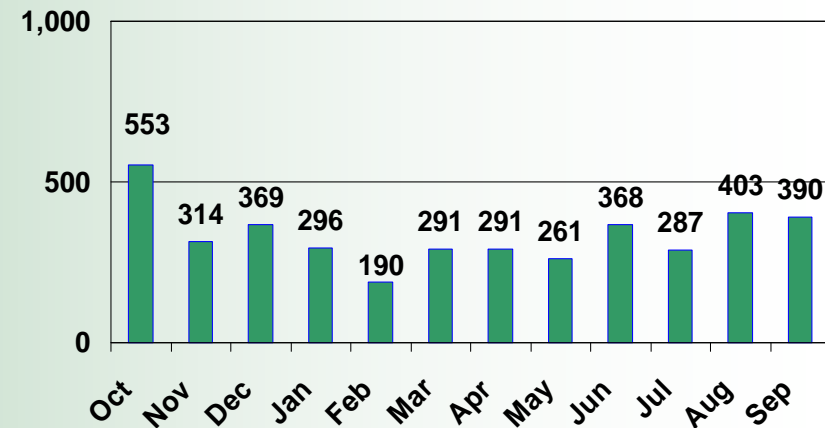
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FY 2009 - Violations Written



FY 2009 - Permits Finaled



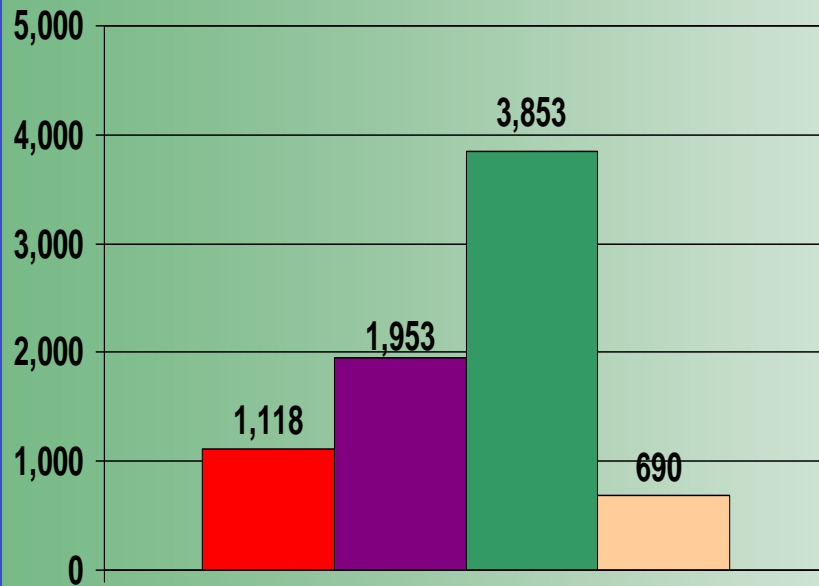
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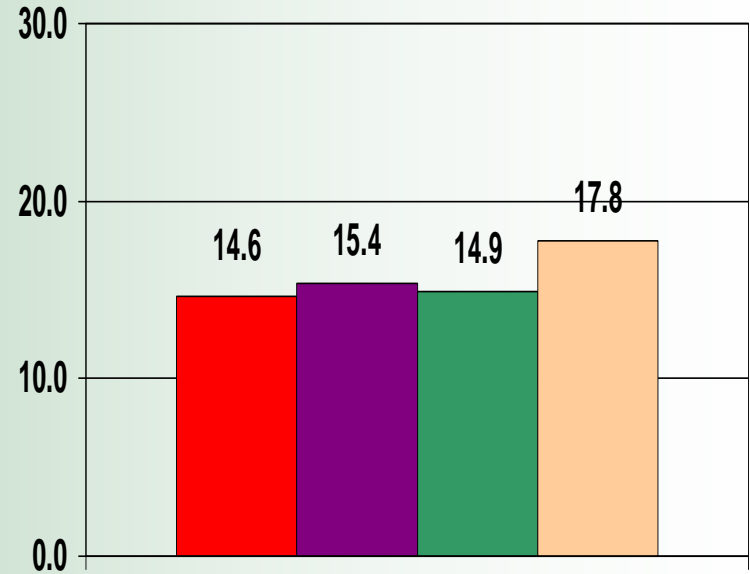
Plan Reviews



Plan Reviews Conducted



Average # Days
Conduct First Review



Type of Reviews: **General**; **Premanufactured**; **Schools**; **State Owned**

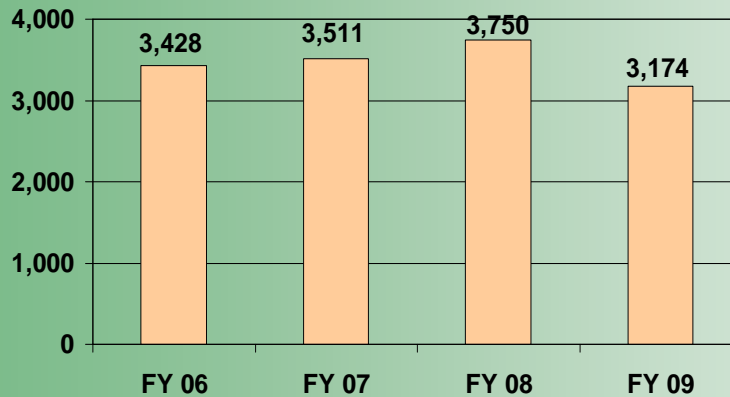


Boiler - Permits

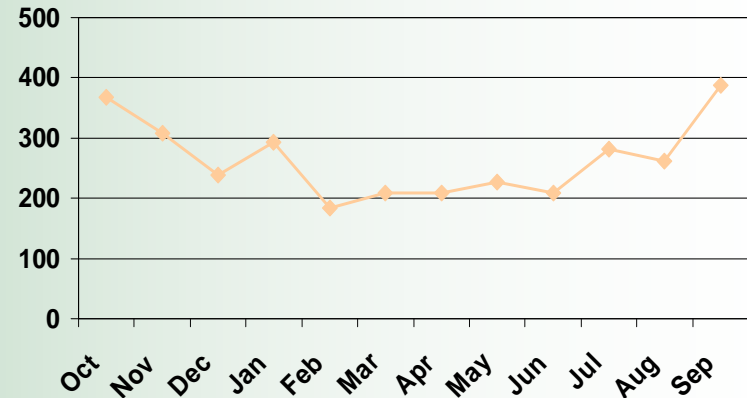


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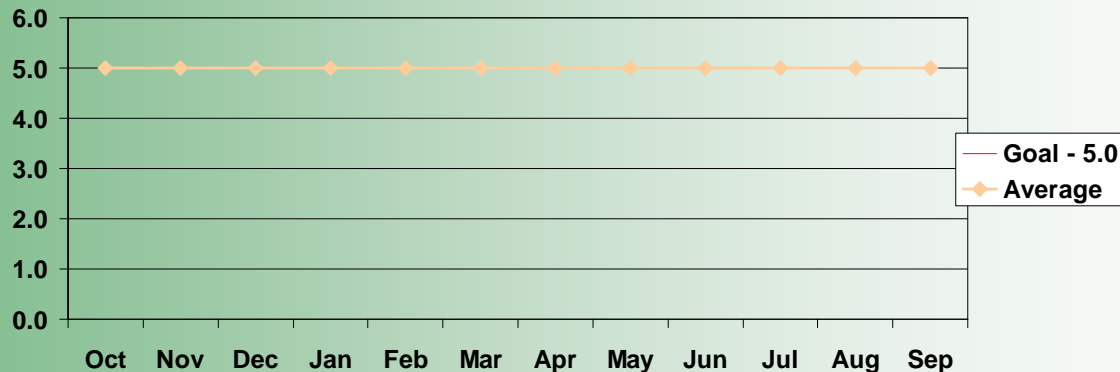
Permits Issued



FY 2009 - Monthly Permits



Average Processing Time In Days



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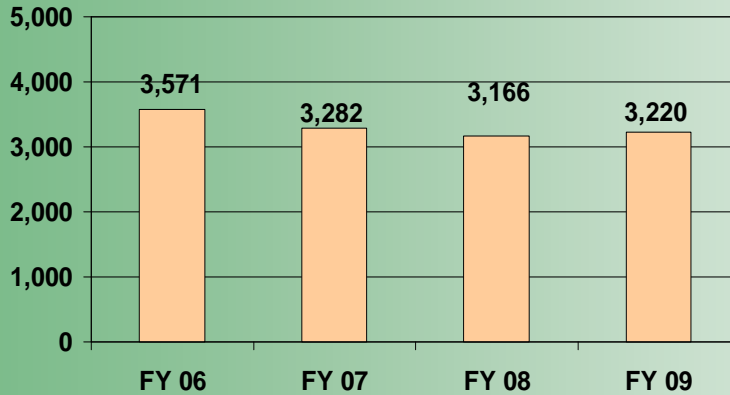


Boiler - Inspections

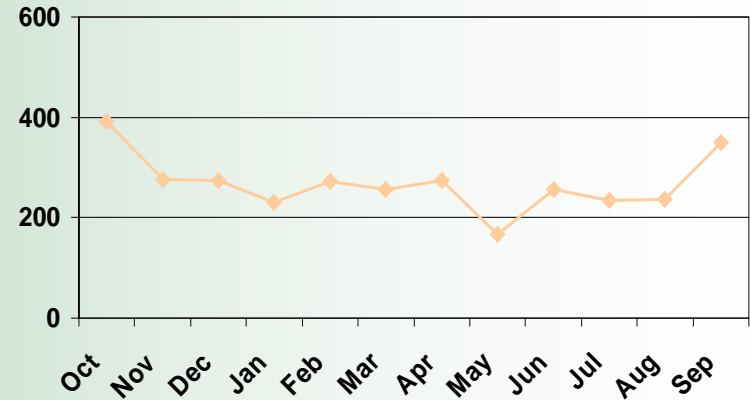


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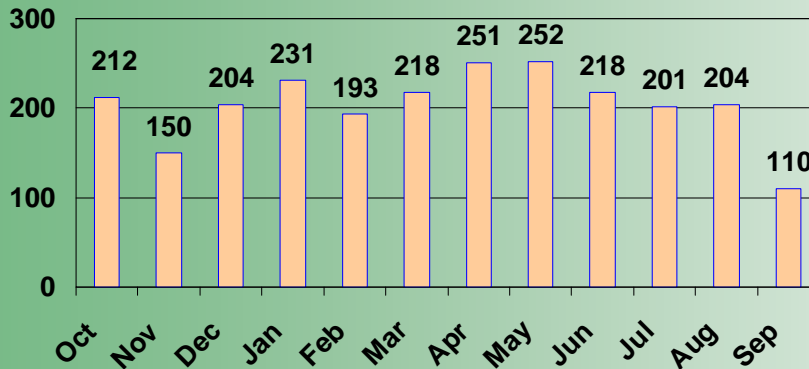
Permit Inspections Performed



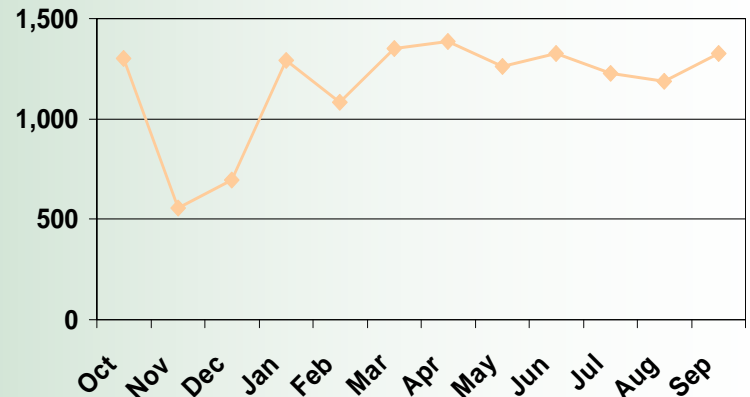
FY 2009 - Monthly Permit Inspections



FY 2009 - Violations Written on First Inspections



FY 2009 - Monthly Boiler Reinspections



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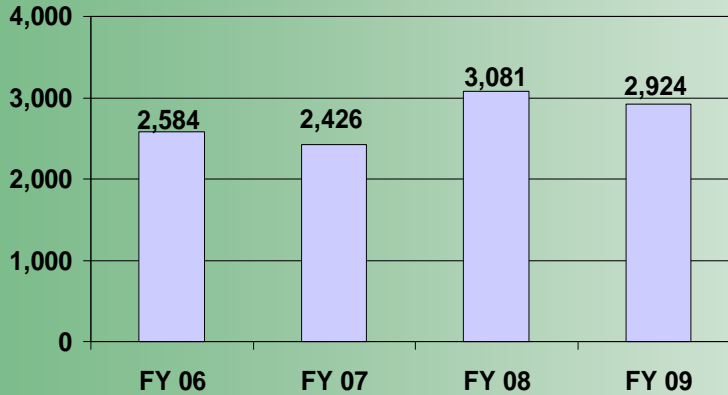


Elevator - Permits

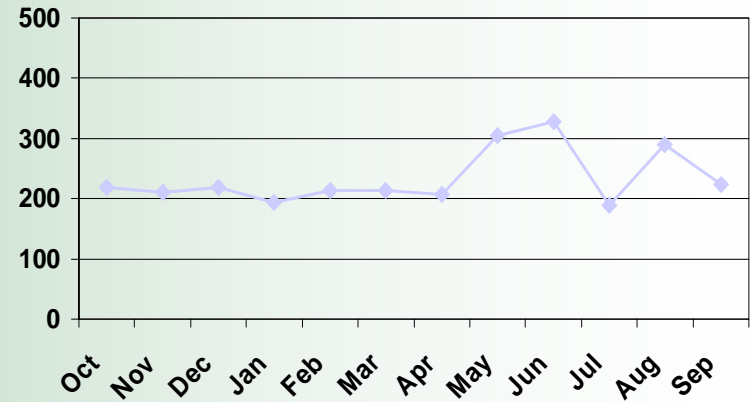


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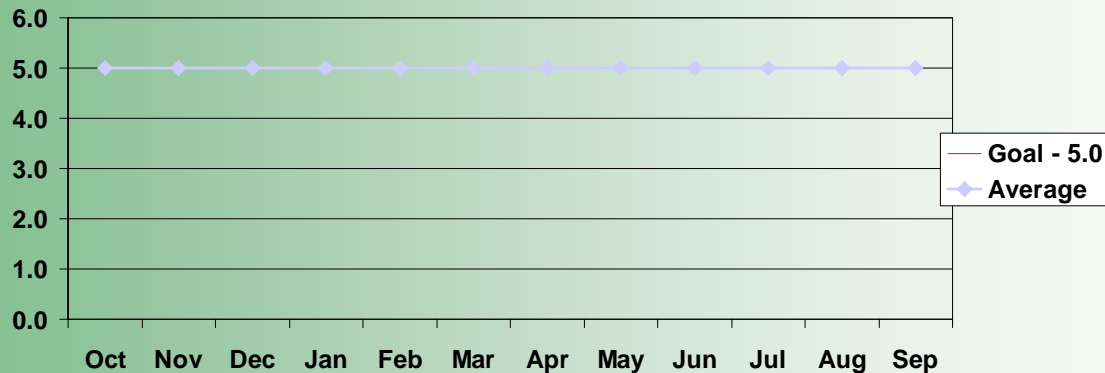
Permits Issued



FY 2009 - Monthly Permits



Average Processing Time In Days



Working to Create Michigan's Future Today

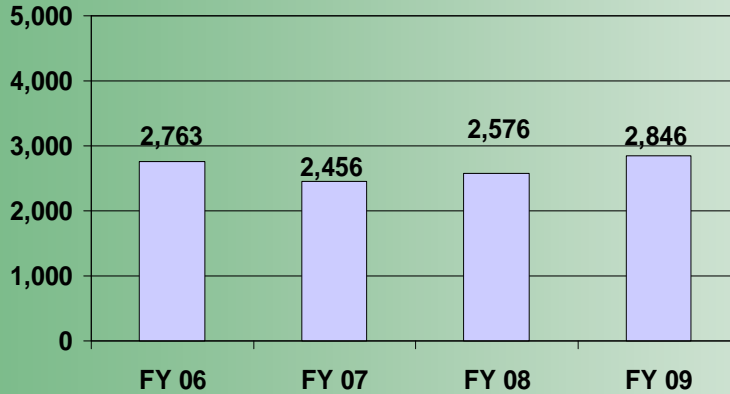


Elevator - Inspections

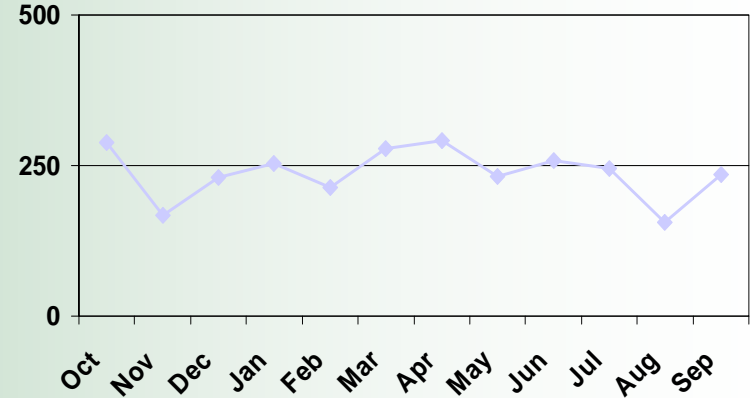


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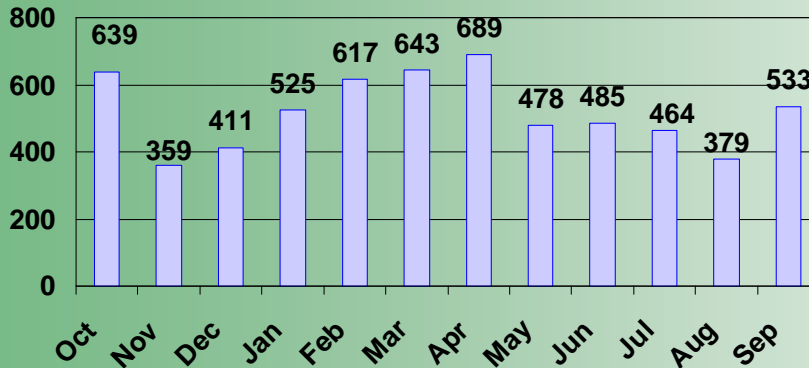
Permit Inspections Performed



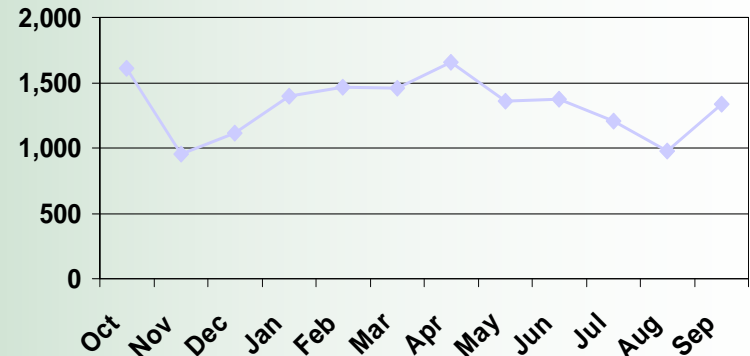
FY 2009 - Monthly Permit Inspections



FY 2009 - Correction Notices on "Annual" Inspections



FY 2009 - Monthly Elevator "Annual" Inspections



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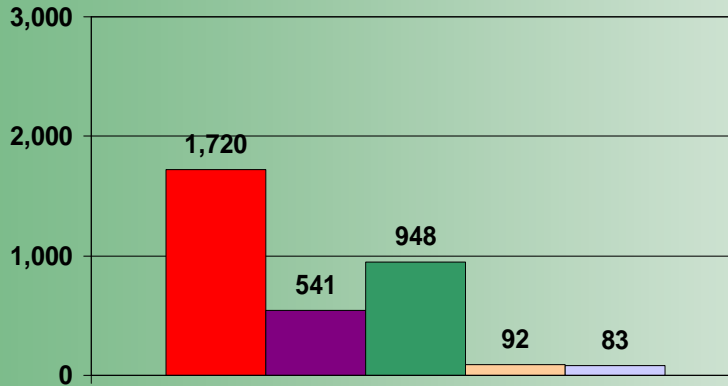


Licensing

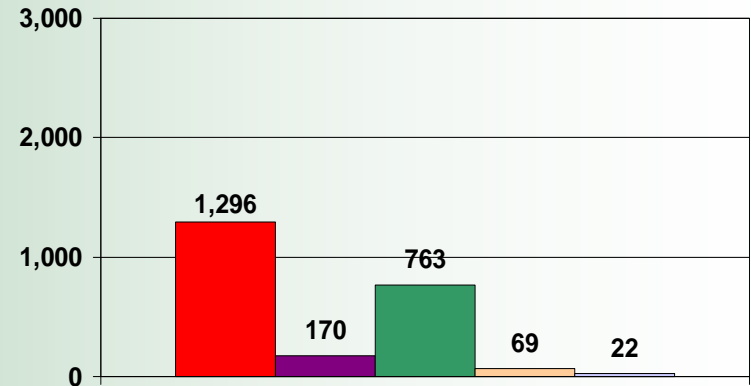


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Exam Applications Received

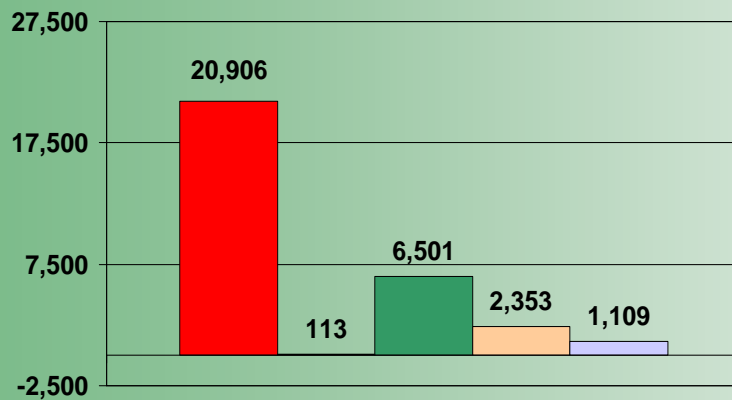


New Licenses Issued

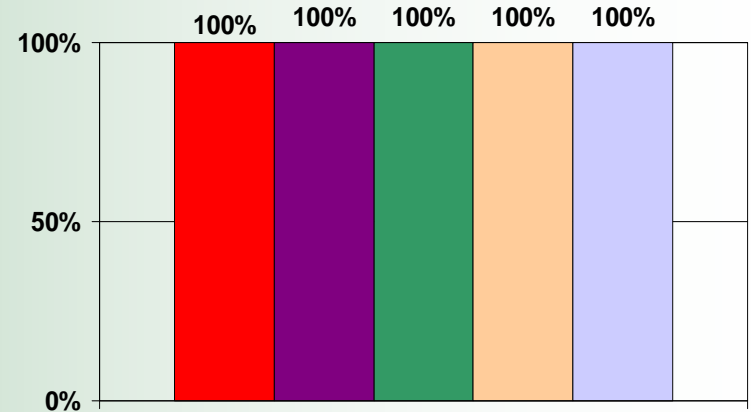


Legend: Electrical; Mechanical; Plumbing; Boiler; Elevator

Renewal Licenses Issued



% Renewals Issued in 10 Days



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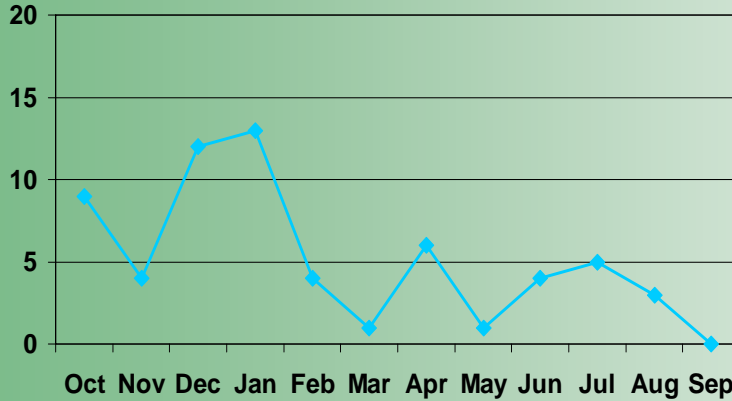


Land Survey

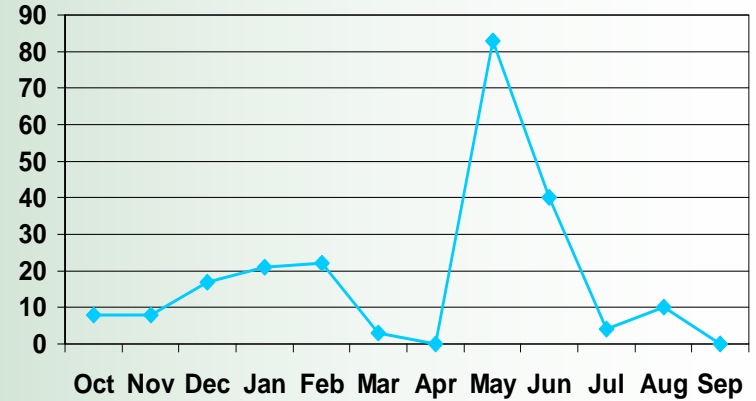


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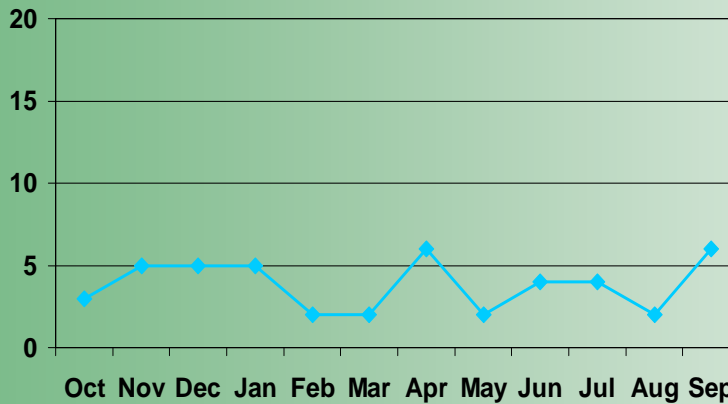
Plats Received to Review



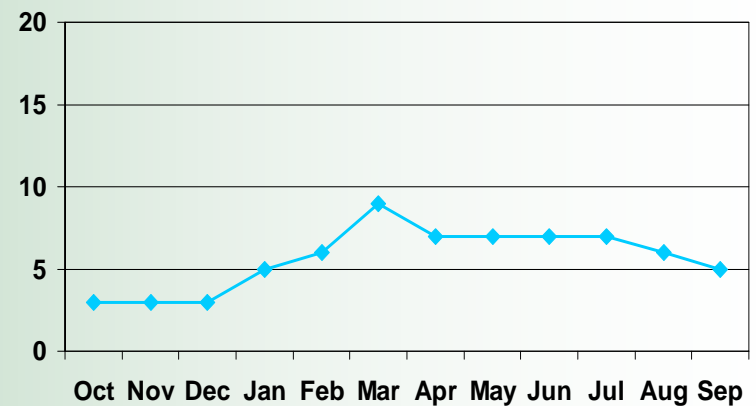
Average Days to Review Plats



Circuit Court Petitions Processed



Average Days to Process Petitions



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