

Building Inspection - (Levels of Service to Public) July 2020 - June 2021 Results																
Sustainable Growth and Development																
Pillars	Department Goals	Department	Division	Service Name	Sub Service	Direct Customer	Service Definition	Service Component	Current Service Level	Target Achieved 2020/2021	Target Achieved 2019-2020	Target Achieved 2018-2019	Results / Comments			
Economy	Safeguard life, property, and public welfare by ensuring compliance with National Building Code, Building and Zoning By-laws in regard to the design, construction, and alteration of buildings and structures for the City of Moncton	Planning and Building	Building Inspection	Building and Plumbing Permitting and Inspection	<ul style="list-style-type: none"> Plumbing Permits Building Permits Demolition Permits Property Search Electrical Waiver 	Builder	To assist citizens, person and corporate, in preparing applications for building and plumbing permits that contain all required information.	Permitting throughput time; time from application to issuance	Residential							
						Builder			<ul style="list-style-type: none"> Single Family Dwelling applications issued within 5 business days Target: 85% of the time 	90%	Yes	Yes	<ul style="list-style-type: none"> Average turn around time was 4.9 days for Inspector Review; only 7 of 71 were over 10 days 			
						Builder			<ul style="list-style-type: none"> Duplex Dwelling applications issued within 5 business days Target: 85% of the time 	97%	Yes	Yes	<ul style="list-style-type: none"> Average turn around time was 4.68 days for Inspector Review; only 3 of 78 were over 10 days 			
						Plumber			<ul style="list-style-type: none"> Plumbing applications issued within 5 business days Target: 85% of the time 	N/A	Yes	Yes	<ul style="list-style-type: none"> Average turn around time was 1.2 days for Inspector Review; 512 permit applications received. Percentage of compliance cannot be confirmed as data entry in Infor does not show a Final Date for many applications however all Milestones are in compliance as 'Issue Permit' or 'Final'. 			
						Homeowner			<ul style="list-style-type: none"> Fence applications issued within 5 business days Target: 85% of the time 	Yes	Yes	Yes	<ul style="list-style-type: none"> Fence(s): 2 days Pools: 2.92 days 			
						Homeowner			<ul style="list-style-type: none"> Accessory Buildings applications issued withing 5 business days Target: 85% of the time 	88.75%	Yes	Yes	<ul style="list-style-type: none"> Accessory Bldg.: 2.16 days(91.8% met target)/Deck - 2.16 days (85.7% met target) however, waiting on Engineering documents for more complex construction. 79 Permits were issued Further adjustments required in the tracking system to more precisely track only the time within the department's control and avoid adding the time spent waiting for information beyond the department's control. 			
						Homeowner and Lawyer			<ul style="list-style-type: none"> Property Search completed within 5 business days Target: 85% of the time 	93%	Yes	Yes	<ul style="list-style-type: none"> Average turn around time was 1 day 			
						Electrician			<ul style="list-style-type: none"> Electrical Waiver Search completed within 2 business days Target: 85% of the time 	92%	Yes	Yes	<ul style="list-style-type: none"> Average turn around time was 1 Day; 218 Applications received 			
									Commercial							
									<ul style="list-style-type: none"> Multi- Unit Residential Apartment / Condo applications issued within 10 business days Target: 85% of the time 	56.07 days	No	No	<ul style="list-style-type: none"> Further adjustments required in the tracking system to more precisely track only the time within the department's control and avoid adding the time spent waiting for information beyond the department's control. Most were issued foundation permits to allow construction while the various departments reviewed the permit requirements. Further, additional; information is often required of the developer prior to permit processing being complete. All Multiple Units require the approval of the Planning Advisory Committee. 			
									<ul style="list-style-type: none"> School/Day-Care/Special Care applications issued within 10 business days Target: 85% of the time 	17 days	Yes	Yes	<ul style="list-style-type: none"> Further adjustments required in the tracking system to more precisely track only the time within the department's control and avoid adding the time spent waiting for information beyond the department's control. Most were issued foundation permits to allow construction while the various departments reviewed the permit requirements. Further, additional; information is often required of the developer prior to permit processing being complete. 			
									<ul style="list-style-type: none"> Office applications issued within 10 business days Target: 85% of the time 	26.5 days	Yes	Yes	<ul style="list-style-type: none"> Further adjustments required in the tracking system to more precisely track only the time within the department's control and avoid adding the time spent waiting for information beyond the department's control. Most were issued foundation permits to allow construction while the various departments reviewed the permit requirements. Further, additional; information is often required of the developer prior to permit processing being complete. 			
	<ul style="list-style-type: none"> Recreation applications issues within 10 business days Target: 85% of the time 	2.67 days	Yes	Yes	<ul style="list-style-type: none"> Average turn around time was 2.67 days for Inspector Review 											

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									<ul style="list-style-type: none"> • Restaurant applications issued within 10 business days • Target: 85% of the time 	7 days	No	No	<ul style="list-style-type: none"> • Further adjustments required in the tracking system to more precisely track only the time within the department's control and avoid adding the time spent waiting for information beyond the department's control.
									<ul style="list-style-type: none"> • Warehouse applications issued within 10 business days • Target: 85% of the time 	21 days	No	No	<ul style="list-style-type: none"> • Further adjustments required in the tracking system to more precisely track only the time within the department's control and avoid adding the time spent waiting for information beyond the department's control.
									<ul style="list-style-type: none"> • Manufacturing applications issued within 10 business days • Target: 85% of the time 	3.3 Days	No	No	<ul style="list-style-type: none"> • Further adjustments required in the tracking system to more precisely track only the time within the department's control and avoid adding the time spent waiting for information beyond the department's control.