

		Development - Building Inspection - (Levels of Service to Public) 2022-2023 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 2022/2023	Target Achieved 2021/2022	Target Achieved 2020/2021	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	Planning and Building Services	Building Inspection	Building and Plumbing Permitting and	• Plumbing Permits • Building Permits • Demolition Permits • Property Search	Builder	To assist citizens, person and corporate, in preparing applications for building and plumbing	Permitting throughput time; time from application to	Residential				
									• Single Family Dwelling applications issued within 5 business days • Target: 85% of the time	No	No	Yes	• Average turn around time was 8.79 days for Inspector Review; • 78% achieved target. 17 of 137 were over 11 days. In most cases additonal information is required of the developer prior to permit processing being complete. • In April 2023, Service Level turnaround times for Building Inspection were changed and will be reflected in the 2023/2024 LoS reporting.
						Builder			• Duplex Dwelling applications issued within 5 business days • Target: 85% of the time	No	No	Yes	• Average turn around time was 7.77 days for Inspector Review; • 22% achieved target. 32 of 44 were over 5 days. In most cases additonal information is required of the developer prior to permit processing being complete. • In April 2023, Service Level turnaround times for Building Inspection were changed and will be reflected in the 2023/2024 LoS reporting.
						Plumber			• Plumbing applications issued within 5 business days • Target: 85% of the time	Yes	Yes	N/A	• Average turn around time was 1 day for Inspector Review; 451 permit applications received. • Percentage of compliance: 98.23%. Only 8 permits exceeded the 6 day review period.
						Homeowner			• Fence applications issued within 5 business days • Target: 85% of the time	Yes	Yes	Yes	• Deck/Fence(s): 4.23 days • Pools: 4.25 days
						Homeowner			• Accessory Buildings applications issued withing 5 business days • Target: 85% of the time	No	No	Yes	• Accessory Bldg. - 5.6 days (60% met target)/Deck - 4.23 days 82% met target however, waiting on Engineering documents for more complex construction ore revised plans from applicant. 88 Permits were issued, including 10 accessory buildings and 78 decks. Recent legislation changes have excluded many accessory buildings from the building permit process. • 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			• Property Search completed within 5 business days • Target: 85% of the time	Yes	Yes	Yes	• Average turn around time was 2.76 days • 89.6% achieved targets - 135 applications received

	alteration of buildings and structures for the City of Moncton			Inspection	• Electrical Waiver	Electrician	permits that contain all required information.		• Electrical Waiver Search completed within 2 business days • Target: 85% of the time	N/A	N/A	Yes	The City of Moncton no longer processes Electrical Waivers
									Commercial				
						Builder			• Multi- Unit Residential Apartment / Condo applications issued within 10 business days •Target = 85% of the time	No	No	No	• 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. • Average turn around time was 55 days Inspector Review; of the 21 projects received. In most cases additional information is required of the developer prior to permit processing being complete. • Most were issued foundation permits to allow construction while the various departments reviewed the permit requirements. Further, additonal; information is often required of the developer prior to permit processing being complete. All Multiple Units require the approval of the Planning Advisory Committee. • In April 2023, Service Level turnaround times for Building Inspection were changed and will be reflected in the 2023/2024 LoS reporting.
									• School/Day-Care/Special Care applications issued within 10 business days • Target = 85% of the time	No	No	No	Average turn around time was 33 days Inspector Review. 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, additonal; information is often required of the developer prior to permit processing being complete.
									• Office applications issued within 10 business days • Target = 85% of the time	N/A	No	No	No applications identified.
									• Recreation applications issues within 10 business days • Target = 85% of the time	Yes	No	No	Average turn around time was 1 day for Inspector Review. There was ome application filed.
						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	Planning and Building Services	Building Inspection	Building and Plumbing Permitting and	• Plumbing Permits • Building Permits • Demolition Permits • Property Search
• Restaurant applications issued within 10 business days • Target = 85% of the time	No	No	Yes	• Average turn around 12.2 days Inspector Review. • 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. • In April 2023, Service Level turnaround times for Building Inspection were changed and will be reflected in the 2023/2024 LoS reporting.									

	alteration of buildings and structures for the City of Moncton			Inspection	• Electrical Waiver		permits that contain all required information.	issuance	• Warehouse applications issued within 10 business days • Target =85% of the time	No	No	No	• Average turn around was 44 days • 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. • In April 2023, Service Level turnaround times for Building Inspection were changed and will be reflected in the 2023/2024 LoS reporting.
									• Manufacturing applications issued within 10 business days • Target = 85% of the time	N/A	No	Yes	No applications identified.
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 Services	Building Inspection	Building and Plumbing Permitting and Inspection	Townhouse/Rowhouse developments	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	• townhouse/rowhouse applications issued within 10 business days • Target = 85% of the time	No	Yes	N/A	• Average turn around was 9.55 days. 9 of 16 applications fell outside the 10 business day target • 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. • In April 2023, Service Level turnaround times for Building Inspection were changed and will be reflected in the 2023/2024 LoS reporting.