

# CITY OF STAMFORD BUILDING DEPARTMENT

Shawn Reed  
[sreed@stamfordct.gov](mailto:sreed@stamfordct.gov)  
March 28, 2023





## *Department Introduction & Brief History*

**Mission: The Building Department's mission is to protect the health, safety and welfare of the Stamford Community by ensuring that construction, renovation, alteration, repair, move or demolition of buildings conform to applicable requirements of the State Building, Mechanical, Electrical, Plumbing and Demolition codes, regulations and ordinances.**

# Department Overview

Programs	Services Provided	Approx. Volume
Critical & Mandated	Issuance of Building Permits Construction Phase Inspections and Close-out Building Code Enforcement / Complaint Investigations Incident Management. (emergency call-outs)	180/week 252/week 2/week  Varies (less than 1/week)
Other	Outreach – Plan Review Meetings, Web Page, FAQs Technical Support for City Projects	



# Major changes

## Ongoing enhancements to the online permit portal

- Adjustments to workflow process and notifications to internal staff member to improve customer experience and follow-up

## Updated 16-year-old formulas for cost of construction to better value the cost of projects in today's dollars

- Impacts permit fees collected
- Researched industry rates for commercial construction and permit fee rates for comparable cities



## ***Accomplishments made & challenges faced by the department in the last FY 2021-2022.***

### **Recent Accomplishments**

- Improved on the average # of days to permit issuance
- Enabled proactive customer notifications and follow-up in permitting portal
- Hired 3 Construction Building Inspectors and Coordinator of Major Projects (backfill of vacancies)
- Improved inter-department coordination

### **Challenges that drive Program Costs and Impact Productivity**

- Projects are growing in complexity and volume
- Training and professional development for new hires
- Oversight of third-party reviewers and special inspection reports
- Records management and retrieval (older physical plans can be difficult to locate)
- Aging fleet cars

### **This is what is coming - proposed changes for long term impact**

- Increase reliance on digital storage and retrieval
- Better oversight of large commercial projects

### **Budget Items related to this Program**

- Request for (2) additional staff members
- Funds for new state mandated code books



# *FY 2023-2024 Goals*

## **Focus for next fiscal year**

- Ongoing process improvements and internal controls to reduce costs and improve service delivery
- Leverage current permitting portal (Viewpoint Cloud) and Bluebeam (construction software) for streamlining plan reviews
- Develop protocols for digital plan reviews with Bluebeam
- Configure new Oracle permitting platform, streamline application process and make more customer-friendly
- Improve customer outreach – Monthly walk-in permitting center for residential and minor commercial projects
- Hire a Commercial Construction Inspector to monitor large commercial projects and high-risk structures
- Hire additional Permit Technician to help oversee the enormous number of documents and reports generated for large commercial projects

# FY 23-24 Organization Chart

