

Inspectional Services Department

Mission

The Inspectional Services Department (ISD) is the keeper of the record for all properties in the City. Homeowners, builders, developers, contractors, property owners, attorneys, architects, engineers and researchers are able to access the property records of the City at our windows. Much of that record is also now on-line.

ISD is the portal for all new business ventures in the City. When someone decides to pursue a new business in Newton, they are encouraged to visit ISD to get a complete read on whether their idea, in the proposed location, is viable and if it conforms to zoning code regulations and what is their path to success.

The ISD issues +/- 10,000 permits annually for building, plumbing, gas, electrical and mechanical work. The front counter of ISD is staffed 53 hours per week, opening at 7:00 AM to service the public. ISD's front counter is tended by Development Service Assistants and inspectors at all hours to provide accurate answers to building and zoning questions.

All schools, camps, day cares, restaurants, places of assembly and multi-unit housing are inspected by the Periodic Inspection program at ISD. Over 800 inspections are completed annually as well as follow-ups and re-inspections.

ISD's Code Enforcement officer pursues zoning and building code violations, Special Permit conditions monitoring, as well as work hour and noise violations. Violations of historic and conservation restrictions also come to ISD for enforcement.

The inspectors at ISD perform tens of thousands of inspections per year along with dealing with property line disputes, fence violations, accessory structures, signs, tree removal complaints, illegal parking and apartments, work without permits, abandoned building, etc.

ISD interacts daily with many other city departments in pursuit of our work. Engineering, Fire, City Clerk, Law, Planning, DPW, Health, Assessing, and IT are all vital to complete the information that must be accessed on a daily basis.

This past year has been a very busy year in ISD. The construction work and development continues unabated. Some changes and adjustments are being made:

- ISD inspectors are now nearly fully utilizing scheduling, data entry and reporting via in-field technology.
- Last year we incorporated one of the Development Service Assistant (DSA) positions into ISD, this year the other DSA position will join ISD. We anticipate greater customer service as we train and integrate that position.
- The property record scanning project has continued and gained momentum under the watchful eye of Kristen Patten along with cooperative assistance of the City Clerk and Executive offices.
- Code Enforcement remains very busy as we come up to speed on process and procedure with vital help from the Law Office.
- The School Safety program continues to work toward attaining their goal of fully compliant facilities in cooperation of the Fire Department, School Department, City Buildings, Police and Health Departments.

While much progress has been made, ISD is looking forward to 2020 as we continue to work with the Planning Department on the Zoning Redesign/Rewrite Project and are in the process of evaluating new permitting software which will serve the City and citizens into the future.

ISD is proud of what we have been able to accomplish thus far and are excited to take on the challenges of 2020.

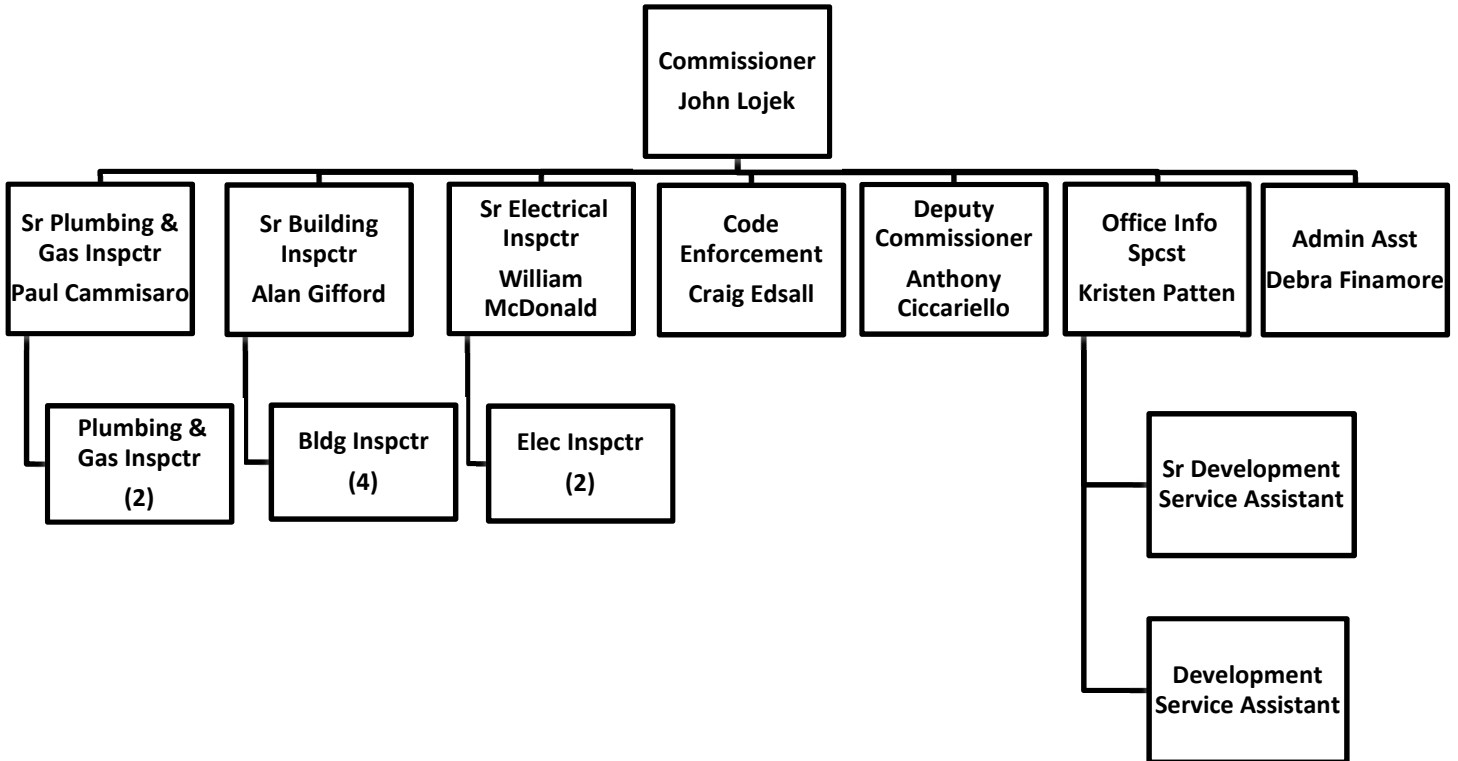
We are essentially maintaining a level-funded budget, with the exception of the position shift of the 2nd DSA from the Planning Department to ISD. We believe that the addition of this position will ensure that we can

continue to provide excellent customer service and further improve code enforcement.

John D. Lojek

John D. Lojek, Commissioner

INSPECTIONAL SERVICES



Financial and Operating Highlights

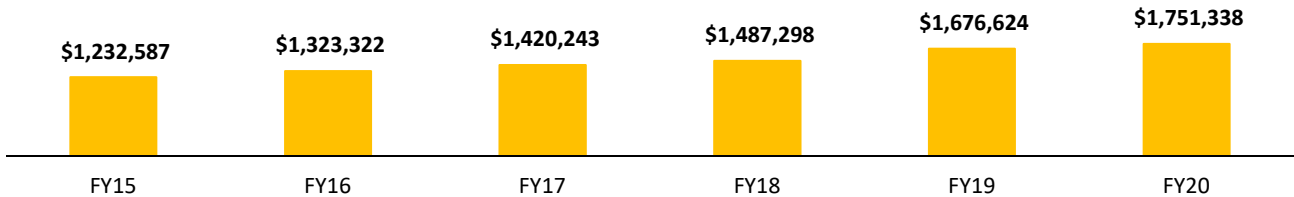
Financial Highlights

	Actual				Adj Budget		Proposed	
	FY2015	FY2016	FY2017	FY2018	FY2019	FY2020		
Expenditure by Department								
Admin	\$ 509,153	\$ 526,765	\$ 515,097	\$ 474,428	\$ 672,008	\$ 717,754		
Bldg Code Enf.	\$ 348,334	\$ 359,244	\$ 401,373	\$ 449,152	\$ 461,369	\$ 468,018		
Mech Inspections	\$ 375,100	\$ 437,313	\$ 503,773	\$ 563,718	\$ 543,247	\$ 565,566		
Total	\$ 1,232,587	\$ 1,323,322	\$ 1,420,243	\$ 1,487,298	\$ 1,676,624	\$ 1,751,338		
% Incr		7.36%	7.32%	4.72%	12.73%	4.46%		

Personnel

Full-Time Employees	13	16	16	16	17	18
Part-Time Employee:	1	0	0	0	0	0
Total	14	16	16	16	17	18

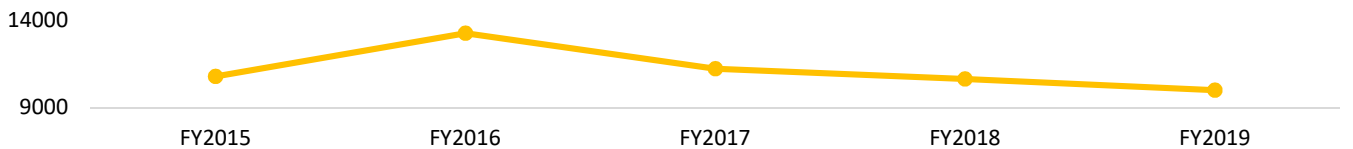
Total Inspectional Services Expenditures



Operating Highlights

	FY2015	FY2016	FY2017	FY2018	FY2019 YTD
Building Permits	3,082	4,925	3,971	3,721	3,685
Electrical Permits	3,083	3,373	3,204	3,169	2,851
Plumbing Permits	2,881	3,115	2,422	2,127	1,857
Gas Permits	1,737	1,842	1,635	1,625	1,611

Total Permits



Enforcement Requests (Feb 2018-Feb2019)	New	Open	Closed	Closed 30days
	433	159	202	72

FY 2019 Building Permit Breakdowns to Date

Residential Construction (new)	75	Solar	75
Commercial (new)	5	Charging Stations	63
Demolition	67		

Inspectional Services Department

Fiscal Year 2020 Outcomes and Strategies

At present the ISD counter is perhaps the busiest public counter at City Hall. We deal in not only simple permit transactions, but complicated plans examination, zoning review, and lot determinations. Many members of the public rely upon a conversation with ISD to determine what, if anything, they may do with their property, house or yard. We handle questions concerning the possibility of an accessory apartment, short-term rental, use of an existing commercial space, parking regulations, dimensional requirements, just to name a few.

All of this activity and service requires staff training. Discussions within the Department are continually ongoing to clarify the application of certain sections of zoning and building code. The Department strives to record, study and then illustrate sections of the code that need clarification so that we can give a consistent message to those inquiries.

ISD will continue to strive for better education of employees and will be faced with a sea-change as the City pushes forward with the Zoning Redesign. We plan a series of seminars when the implementation of the new code is imminent.

Outcome 1

Provide 1st Class Customer Service

Though ISD has multiple projects presently ongoing with Zoning, redesign, filed record scanning and acquisition of a new permitting software system. It is incumbent upon us to remain focused on areas that have a significant impact on day to day, life safety issues. These tasks include Code Enforcement, School Safety, Periodic Inspection and AAB compliance.

We can and should be judged by how well we respond to citizen complaints. ISD is actively engaged in tracking and resolving code issues in a pro-active and amicable fashion. The School Safety program has made tremendous gains in the resolution of code issues in our public schools. Under the leadership of NFD Chief Proia interdepartmental cooperation has resulted in compliance with building and safety codes heretofore not achieved. We are closing in on awarding permanent certificates of occupancy for all Newton Schools.

While School Safety is important ISD also inspects all schools, daycares and restaurants. in Newton so that we can assure safety in all occupancies. We have moved our periodic inspection program forward by cataloging all inspections as we look forward to the software program that will make this information more accessible.

Outcome 2

Ensure Code Enforcement, School Safety,
Periodic Inspections

Inspectional Services Department

Fiscal Year 2020 Outcomes and Strategies

Outcome 3

Upgrade the Permitting System with New Software

Newton's ISD issues more than 10,000+ permits annually for work in building, electrical, plumbing and gas. Additionally, we issue permits for fences, accessory structures, paving, signs, pre-fab pools and other projects. which, while not covered under the building code, need to be

inspected for zoning code compliance. Many permits require close coordination with several city departments so that other areas of code compliance can be examined. It is essential that these efforts be controlled through a work flow system that will insure that all approvals are given in a timely manner so statutory time frames can be met.

At present we are working through the RFP system to engage a consultant to evaluate the needs of each Department of the City that adds to the property record so that we can come to the most advantageous decision for a new permit software system.

We look forward to employing a web-based city-wide permitting and information management system that will serve the City's present needs and for many years to come. This property-centric approach should allow for close coordination and cooperation among city departments as well as creating an on-line information system for the general public.

Outcome 4

Continuing Scanning Project

ISD has embarked on a property records scanning project that involves the in-house scanning of all the property files of the City. This project commenced in 2013 with the outsourcing and organization of large building plans. This has been suspended to

concentrate on property files. The Vault plans are +/-17% completed at this time.

The paper property files, kept in ISD, some of which date back to the 1800's, are being scanned in two phases: the Mechanical permits, [(i.e.) plumbing, electric and gas] and the Building permits. At this time the Mechanical phase is 80% complete while the Building permits are 16% complete.

As we view a new software system (Outcome #3) we are weighing the value of these records and making decisions on the level of scanning we are willing or able to do. For example: because old building plans are large and expensive to scan, does it make sense to scan old plans when they can be made available by doing a Plan search, then given to the requestor and have plans returned to us on a disk or thumb drive, then uploaded to our system.

All plans submitted to the City since July 2015 are already scanned into the existing system.

FUND: 01 - GENERAL FUND
DEPARTMENT: 220 - INSPEC SERVICE DEPARTMENT

CITY OF NEWTON BUDGET
DEPARTMENT LEGAL LEVEL OF CONTROL

	ACTUAL 2017	ACTUAL 2018	AMENDED 2019	YTD 4/11/2019	RECOMMENDED 2020	CHANGE 2019 to 2020
INSPEC SERVICE DEPARTMENT SUMMARY						
51 - PERSONAL SERVICES	1,156,762	1,197,477	1,352,956	1,040,284	1,428,518	75,562
52 - EXPENSES	58,048	56,288	62,970	44,288	66,365	3,395
57 - FRINGE BENEFITS	205,432	233,533	260,698	189,489	256,456	-4,243
TOTAL DEPARTMENT	1,420,242	1,487,298	1,676,624	1,274,061	1,751,338	74,714
INSPECTIONAL SVS ADMIN						
51 - PERSONAL SERVICES	396,912	352,667	512,507	381,912	568,148	55,641
52 - EXPENSES	45,187	44,210	50,975	36,286	50,215	-760
57 - FRINGE BENEFITS	72,998	77,551	108,527	73,197	99,391	-9,135
TOTAL INSPECTIONAL SVS ADMIN	515,097	474,428	672,008	491,396	717,754	45,745
BLDG CODE/ZONING ENFMT						
51 - PERSONAL SERVICES	347,741	387,518	396,670	310,740	399,139	2,468
52 - EXPENSES	4,481	4,269	3,981	1,927	4,750	769
57 - FRINGE BENEFITS	49,152	57,366	60,717	47,544	64,130	3,412
TOTAL BLDG CODE/ZONING ENFMT	401,373	449,152	461,369	360,210	468,018	6,649
MECHANICAL INSPECTIONS						
51 - PERSONAL SERVICES	412,110	457,292	443,778	347,632	461,231	17,453
52 - EXPENSES	8,380	7,809	8,014	6,075	11,400	3,386
57 - FRINGE BENEFITS	83,283	98,617	91,454	68,749	92,935	1,481
TOTAL MECHANICAL INSPECTIONS	503,773	563,718	543,247	422,455	565,566	22,320

FUND: 01 - GENERAL FUND
DEPARTMENT: 220 - INSPEC SERVICE DEPARTMENT

CITY OF NEWTON BUDGET
DEPARTMENTAL DETAIL

	ACTUAL FY2017	ACTUAL FY2018	AMENDED 2019	YTD 4/11/2019	RECOMMENDED 2020	CHANGE 2019 to 2020	
220 - INSPEC SERVICE DEPARTMENT							
0122001 - INSPECTIONAL SVS ADMIN							
PERSONAL SERVICES							
511001	FULL TIME SALARIES	357,066	328,231	428,939	327,193	488,998	60,059
512001	SEASONAL WAGES	0	0	25,155	18,306	25,000	-155
513001	REGULAR OVERTIME	21,054	10,365	10,000	7,388	15,000	5,000
513001D	OVERTIME/SPEC PROJEC	18,017	11,391	42,072	24,335	35,000	-7,072
514001	LONGEVITY	775	900	2,150	500	2,150	0
514006	EXCEPTIONAL SVS PAY	0	79	1,791	1,791	0	-1,791
515005	BONUSES	0	700	900	900	0	-900
515102	CLEANING ALLOWANCE	0	1,000	1,500	1,500	2,000	500
	TOTAL PERSONAL SERVICES	396,912	352,667	512,507	381,912	568,148	55,641
EXPENSES							
52401	OFFICE EQUIPMENT R-M	0	0	200	0	200	0
5274	RENTAL - EQUIPMENT	1,500	250	1,200	0	6,000	4,800
5301	CONSULTANTS	0	0	250	0	0	-250
5304	DOCUMENT PRESERVATI	10,710	9,731	10,000	9,000	10,000	0
53401	TELEPHONE	1,455	1,296	1,600	787	1,325	-275
53402	CELLULAR TELEPHONES	15,306	15,935	13,000	8,970	15,000	2,000
5341	POSTAGE	1,659	966	1,500	863	2,500	1,000
5342	PRINTING	3,577	1,445	1,500	1,110	1,500	0
5420	OFFICE SUPPLIES	2,536	3,029	2,800	2,656	3,500	700
5480	GASOLINE	478	485	887	543	1,000	113
5484	VEHICLE REPAIR PARTS	1,821	9,736	11,500	10,796	2,000	-9,500
5581	UNIFORMS/PROTECTIVE	559	378	448	448	500	52
5585	COMPUTER SUPPLIES	4,354	619	5,000	895	5,000	0
5592	BOOKS/MANUALS/PERIODI	779	0	400	0	1,000	600
5710	VEHICLE USE REIMBURSE	139	0	150	60	150	0
5730	DUES & SUBSCRIPTIONS	315	339	540	159	540	0
	TOTAL EXPENSES	45,187	44,210	50,975	36,286	50,215	-760
FRINGE BENEFITS							
57DENTAL	DENTAL INSURANCE	2,020	1,965	2,466	2,068	2,796	330
57HLTH	HEALTH INSURANCE	61,863	66,609	90,989	61,198	82,740	-8,249
57LIFE	BASIC LIFE INSURANCE	57	57	114	85	114	0
57MEDA	MEDICARE PAYROLL TAX	5,377	4,842	6,297	5,183	7,187	891
57OPEB	OPEB CONTRIBUTION	3,681	4,078	8,661	4,662	6,554	-2,107
	TOTAL FRINGE BENEFITS	72,998	77,551	108,527	73,197	99,391	-9,135
	TOTAL INSPECTIONAL SVS ADMIN	515,097	474,428	672,008	491,396	717,754	45,745

CITY OF NEWTON BUDGET DEPARTMENTAL DETAIL
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		ACTUAL	ACTUAL	AMENDED	YTD	RECOMMENDED	CHANGE
		FY2017	FY2018	2019	4/11/2019	2020	2019 to 2020
0122002 - BLDG CODE/ZONING ENFMT							
PERSONAL SERVICES							
511001	FULL TIME SALARIES	342,341	377,950	380,647	294,716	386,639	5,992
514001	LONGEVITY	2,900	3,650	4,000	4,000	4,000	0
514006	EXCEPTIONAL SVS PAY	0	11	4,881	4,881	0	-4,881
515005	BONUSES	0	1,750	1,500	1,500	0	-1,500
515006	VACATION BUY BACK	0	1,656	3,143	3,143	6,000	2,857
515101	CLOTHING ALLOWANCE	2,500	2,500	2,500	2,500	2,500	0
TOTAL PERSONAL SERVICES		347,741	387,518	396,670	310,740	399,139	2,468
EXPENSES							
5319	TRAINING EXPENSES	500	673	1,200	20	1,500	300
5480	GASOLINE	1,738	2,567	1,750	1,356	1,700	-50
5580	PUBLIC SAFETY SUPPLIES	0	0	30	0	100	70
5581	UNIFORMS/PROTECTIVE	1,917	861	551	551	1,000	449
5730	DUES & SUBSCRIPTIONS	225	100	250	0	250	0
5771	PROFESSIONAL LICENSES	100	68	200	0	200	0
TOTAL EXPENSES		4,481	4,269	3,981	1,927	4,750	769
FRINGE BENEFITS							
57DENTAL	DENTAL INSURANCE	1,243	1,509	452	1,207	1,632	1,180
57HLTH	HEALTH INSURANCE	42,952	48,156	52,157	40,066	54,168	2,011
57LIFE	BASIC LIFE INSURANCE	57	57	57	42	57	0
57MEDA	MEDICARE PAYROLL TAX	4,900	5,400	5,573	4,314	5,701	127
57OPEB	OPEB CONTRIBUTION	0	2,244	2,478	1,914	2,572	94
TOTAL FRINGE BENEFITS		49,152	57,366	60,717	47,544	64,130	3,412
TOTAL BLDG CODE/ZONING ENFMT		401,373	449,152	461,369	360,210	468,018	6,649

CITY OF NEWTON BUDGET DEPARTMENTAL DETAIL
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	ACTUAL FY2017	ACTUAL FY2018	AMENDED 2019	YTD 4/11/2019	RECOMMENDED 2020	CHANGE 2019 to 2020
0122003 - MECHANICAL INSPECTIONS						
PERSONAL SERVICES						
511001 FULL TIME SALARIES	405,137	440,403	411,105	324,266	448,731	37,627
511101 PART TIME < 20 HRS/WK	0	0	8,587	8,587	0	-8,587
514001 LONGEVITY	2,500	2,500	3,500	3,000	3,500	0
514006 EXCEPTIONAL SVS PAY	0	87	5,073	5,073	0	-5,073
515003 SPECIAL LEAVE BUY BACK	0	0	6,000	0	0	-6,000
515005 BONUSES	0	2,100	1,800	1,800	0	-1,800
515006 VACATION BUY BACK	1,473	9,202	4,714	1,656	6,000	1,286
515101 CLOTHING ALLOWANCE	3,000	3,000	3,000	3,250	3,000	0
TOTAL PERSONAL SERVICES	412,110	457,292	443,778	347,632	461,231	17,453
EXPENSES						
5319 TRAINING EXPENSES	2,068	1,202	1,049	1,184	2,500	1,451
5432 SMALL TOOLS	43	0	100	68	1,000	900
5480 GASOLINE	2,680	4,321	4,000	2,673	4,000	0
5580 PUBLIC SAFETY SUPPLIES	508	142	0	0	500	500
5581 UNIFORMS/PROTECTIVE	2,037	1,206	1,765	1,765	1,500	-265
5730 DUES & SUBSCRIPTIONS	655	539	600	245	600	0
5771 PROFESSIONAL LICENSES	390	399	500	140	1,300	800
TOTAL EXPENSES	8,380	7,809	8,014	6,075	11,400	3,386
FRINGE BENEFITS						
57DENTAL DENTAL INSURANCE	2,070	2,608	2,800	1,732	2,328	-472
57HLTH HEALTH INSURANCE	71,016	83,303	76,810	56,404	75,736	-1,074
57LIFE BASIC LIFE INSURANCE	170	222	228	127	171	-57
57MEDA MEDICARE PAYROLL TAX	5,584	6,134	6,490	4,651	6,526	36
57OPEB OPEB CONTRIBUTION	4,443	6,350	5,126	5,833	8,174	3,047
TOTAL FRINGE BENEFITS	83,283	98,617	91,454	68,749	92,935	1,481
TOTAL MECHANICAL INSPECTIONS	503,773	563,718	543,247	422,455	565,566	22,320
TOTAL INSPEC SERVICE DEPARTMENT	1,420,242	1,487,298	1,676,624	1,274,061	1,751,338	74,714