



INSPECTIONAL SERVICES DEPARTMENT

DEPARTMENT DESCRIPTION

Our long-standing motto: “Strict code enforcement makes the city safer,” reveals the mission of the Inspectional Services Department (ISD). We strive to build a safe environment for the citizens of the City of Newton by enforcing all applicable state and local codes and ordinances in a fair and equitable manner. We strive to provide professional, courteous and user-friendly customer service.

Our code enforcement efforts ensure the public that the highest standards of public safety are achieved during construction. Inspectional Services provides a valuable public resource for record keeping, technical information, and review for compliance with codes and ordinances. Through an integrated approach with the Planning and Development and City Solicitor’s Departments, we provide clear and understandable interpretations of the zoning ordinances and decisions of Department personnel and the Commissioner of Inspectional Services with regard to the State Building Code.

Inspectional Services takes a proactive approach toward code enforcement while employing a constructive engagement management style in dealing with compliance resolution. Inspectional Services is committed to the education and advancement of all of its employees in technical areas as well as in all aspects of public relations and customer service.

- Provide prompt, accurate and understandable building and zoning information to the public and building professionals.
- Examine plans for Zoning and Building Code compliance.
- Issue permits for the construction of new buildings, as well as demolition, renovation and additions to existing buildings and structures.
- Inspect buildings and structures while in the process of construction, reconstruction, renovation and demolition, as well as periodic and licensing inspections of existing places of public assembly.
- Investigate and act upon complaints of zoning and building code violations, including legal actions and Zoning Board of Appeals cases.
- Staff various committees and commissions of the City to provide technical support.
- Report quarterly to the Mayor and the Board of Aldermen, with a comparative statistical analysis of all zoning and land use complaints and numbers and types of permits issued.
- Maintain the official building files of all real property in the City of Newton, while allowing public access.

ACCOMPLISHMENTS

1. The Inspectional Services Department (ISD) has progressed steadily toward the goal of “one stop shopping” at the ISD/ Development Services counter. Counter personnel from both the ISD and Planning and Development (P&D) Departments have improved the quality and the content of customer services.
2. We created a permit window exclusively for mechanical permits and information regarding general mechanical permits and inspection scheduling. Installation of new offices for essential personnel from P&D (Chief Zoning Code Official, Conservation, Preservation, Chief and Senior Planners) within the ISD counter location gives customers ready access to the employees who are directly responsible for their application(s).
3. A cooperative effort of space sharing with the Engineering Department has expedited permit applications requiring Engineering approvals. Through the completed installation of the ISD/ Planning and Development Information Center, customers now have self-service access to permit forms and information.
4. ISD and P&D have cooperatively begun monthly educational meetings on various aspects of the zoning ordinance to provide consistent understanding and interpretation.
5. ISD’s new approach to Code Enforcement, constructive engagement, has increased public awareness of the benefits of Code enforcement and will develop positive support from the community.

6. ISD personnel have increased the use and effectiveness of *CommunityPLUS* software capabilities allowing for more efficient permit tracking and code enforcement response and reporting.

GOALS AND OBJECTIVES

1. Complete the evolution of the customer-driven approach at the ISD/ Development Services Counter.
2. Add to the growing number of handouts and checklists that have been developed to make the permitting process more clear and concise.
3. Expand the educational program and opportunities of ISD personnel.
4. Pursue re-designs and upgrades to the ISD website to include an expanded information base and on-line permitting possibilities.
5. Complete the organization of the Code Enforcement Task Force, involving ISD, Fire, Health, Police, etc. to create a team approach and further interdepartmental cooperation.
6. Continue to reorganize departmental responsibilities to adapt to the needs of the community.

DEPARTMENT:

220 - INSPEC SERVICE DEPARTMENT

**CITY OF NEWTON BUDGET
DEPARTMENT SUMMARY**

OBJECT SUMMARY	ACTUAL 2004	ACTUAL 2005	2006			RECOMMENDED 2007	APPROPRIATION CHANGE	
			ORIGINAL	ADJUSTMENTS	TOTAL		2006 To 2007	
51 - PERSONAL SERVICES	752,703	806,884	695,737	50,166	745,903	804,662	58,759	8%
52 - EXPENSES	47,693	43,415	44,381	0	44,381	45,880	1,499	3%
SUB-TOTALS:	800,396	850,299	740,118	50,166	790,284	850,542	60,258	8%
57 - FRINGE BENEFITS	124,283	131,766	122,494	295	122,789	150,487	27,698	23%
SUB-TOTALS:	124,283	131,766	122,494	295	122,789	150,487	27,698	23%
DEPARTMENT TOTALS:	924,679	982,065	862,612	50,461	913,073	1,001,029	87,956	10%

FUNCTIONAL ELEMENT SUMMARY	ACTUAL 2004	ACTUAL 2005	2006			RECOMMENDED 2007	APPROPRIATION CHANGE	
			ORIGINAL	ADJUSTMENTS	TOTAL		2006 To 2007	
0122001 INSPECTIONAL SVS ADMIN	197,802	201,202	229,243	11,988	241,231	187,535	-53,696	-22%
0122002 BLDG CODE/ZONING ENFMT	312,355	353,037	349,046	11,388	360,434	433,481	73,047	20%
0122003 MECHANICAL INSPECTIONS	411,446	424,730	279,723	27,086	306,809	375,413	68,604	22%
0122004 BLDG/ZONING ADJUD.	3,075	3,096	4,600	0	4,600	4,600	0	0%
DEPARTMENT TOTALS:	924,679	982,065	862,612	50,461	913,073	1,001,029	87,956	10%

INSPECTIONAL SVS ADMIN	ACTUAL 2004	ACTUAL 2005	2006			RECOMMENDED 2007	APPROPRIATION CHANGE	
			ORIGINAL	ADJUSTMENTS	TOTAL		2006 To 2007	
51 - PERSONAL SERVICES	133,811	147,778	171,756	12,208	183,964	132,353	-51,611	-28%
52 - EXPENSES	39,546	30,926	29,205	-310	28,895	29,205	310	1%
SUB-TOTALS:	173,357	178,705	200,961	11,898	212,859	161,558	-51,301	-24%
57 - FRINGE BENEFITS	24,445	22,498	28,282	90	28,372	25,977	-2,395	-8%
SUB-TOTALS:	24,445	22,498	28,282	90	28,372	25,977	-2,395	-8%
Element Totals:	197,802	201,202	229,243	11,988	241,231	187,535	-53,696	-22%

BLDG CODE/ZONING ENFMT	ACTUAL 2004	ACTUAL 2005	2006			RECOMMENDED 2007	APPROPRIATION CHANGE	
			ORIGINAL	ADJUSTMENTS	TOTAL		2006 To 2007	
51 - PERSONAL SERVICES	267,933	301,741	292,759	11,398	304,157	361,309	57,152	19%
52 - EXPENSES	2,670	3,911	5,836	-109	5,727	6,112	385	7%
SUB-TOTALS:	270,603	305,652	298,595	11,289	309,884	367,421	57,537	19%
57 - FRINGE BENEFITS	41,752	47,385	50,451	99	50,550	66,060	15,510	31%
SUB-TOTALS:	41,752	47,385	50,451	99	50,550	66,060	15,510	31%
Element Totals:	312,355	353,037	349,046	11,388	360,434	433,481	73,047	20%

MECHANICAL INSPECTIONS	ACTUAL 2004	ACTUAL 2005	2006			RECOMMENDED 2007	APPROPRIATION CHANGE	
			ORIGINAL	ADJUSTMENTS	TOTAL		2006 To 2007	
51 - PERSONAL SERVICES	350,959	357,365	231,222	26,560	257,782	311,000	53,218	21%
52 - EXPENSES	2,402	5,482	4,740	419	5,159	5,963	804	16%
SUB-TOTALS:	353,360	362,846	235,962	26,980	262,942	316,963	54,021	21%
57 - FRINGE BENEFITS	58,086	61,884	43,761	106	43,867	58,450	14,583	33%
SUB-TOTALS:	58,086	61,884	43,761	106	43,867	58,450	14,583	33%
Element Totals:	411,446	424,730	279,723	27,086	306,809	375,413	68,604	22%

BLDG/ZONING ADJUD.	ACTUAL 2004	ACTUAL 2005	2006			RECOMMENDED 2007	APPROPRIATION CHANGE	
			ORIGINAL	ADJUSTMENTS	TOTAL		2006 To 2007	
52 - EXPENSES	3,075	3,096	4,600	0	4,600	4,600	0	0%
SUB-TOTALS:	3,075	3,096	4,600	0	4,600	4,600	0	0%
Element Totals:	3,075	3,096	4,600	0	4,600	4,600	0	0%

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CITY OF NEWTON BUDGET
PERSONAL SERVICES SUMMARY

ACCOUNT	POSITION TITLE	RANGE	2006 BUDGET		2007 RECOMMENDED	
			FTE	SALARY	FTE	SALARY
511001	Inspec Srvs Commissionr	H13	1	87,211	1	89,622
	Admin Assistant	S06	1	40,657	1	42,281
	Land Use/Zone Enf Agent	H08	1	62,017	0	0
	Chief Building Inspect	H09	1	66,358	1	66,767
	Sr. Building Inspector	ISI	1	64,738	1	65,137
	Building Inspector	IBI	3	171,931	4	226,404
	Sr Plumb/Gas Fitting In	ISI	1	64,738	1	65,137
	Sr Wire Inspector	ISI	1	61,650	1	63,641
	Wire Inspector	IBI	1	58,099	1	58,457
	Plumb/Gas Fitting Inspc	IBI	2	116,489	2	116,915
Account Totals:			13	793,887	13	794,363
Report Totals:			13	793,887	13	794,363