



*Mayor's Goal 1: "Philadelphia becomes one of the safest cities in America"*

**Topic:** Department of Licenses + Inspections

**Key Presenters:** Carlton Williams, *Commissioner*  
L+I Executive Team Members

**Date:** July 9<sup>th</sup>, 2015



## Executive Summary

### Major Accomplishments:

- 32 of the 37 recommendations from the independent commission are complete or in progress
- Legislative bills passed through City Council regarding new demolition standards including OSHA training are nearly complete
- Launch of eCLIPSE system to replace Hansen, leading to improved response times for the customer and better internal data tracking

### Outstanding Issues:

- Because the current Administration has only six months remaining, the outstanding five recommendations around structural changes will be addressed at a later date
- Full resource allocation for eCLIPSE is critical to completing the project in the scheduled time frame of 2016



## Who We Are

- Vision and Mission
- Scope of Services
- Budget



### MISSION:

The Department of Licenses and Inspections is committed to making Philadelphia the Nation's leader in building safety. We support investment, growth, and development through education, code enforcement, and the delivery of outstanding customer service.

### VISION:

The Department of Licenses and Inspections is your partner in building safety.



### CORE VALUES:

- Integrity
- Customer Service
- Quality
- Commitment
- Accountability

# Organizational Chart

**COMMISSIONER**  
Carlton Williams, Sr.

**INFORMATION  
TECHNOLOGY (OIT)**

**OPERATIONS  
DIVISION**

Code Violation  
Resolution Unit

Field Operations

**DEVELOPMENT  
DIVISION**

Engineering  
Services

Permit Intake

Mechanical  
Services

Boards  
Administration

Customer Care

**BUILDING  
DIVISION**

**ADMINISTRATION  
DIVISION**

Budget &  
Fiscal

Human  
Resources

General  
Services

**EMERGENCY  
SERVICES DIVISION**

Construction Site  
Task Force

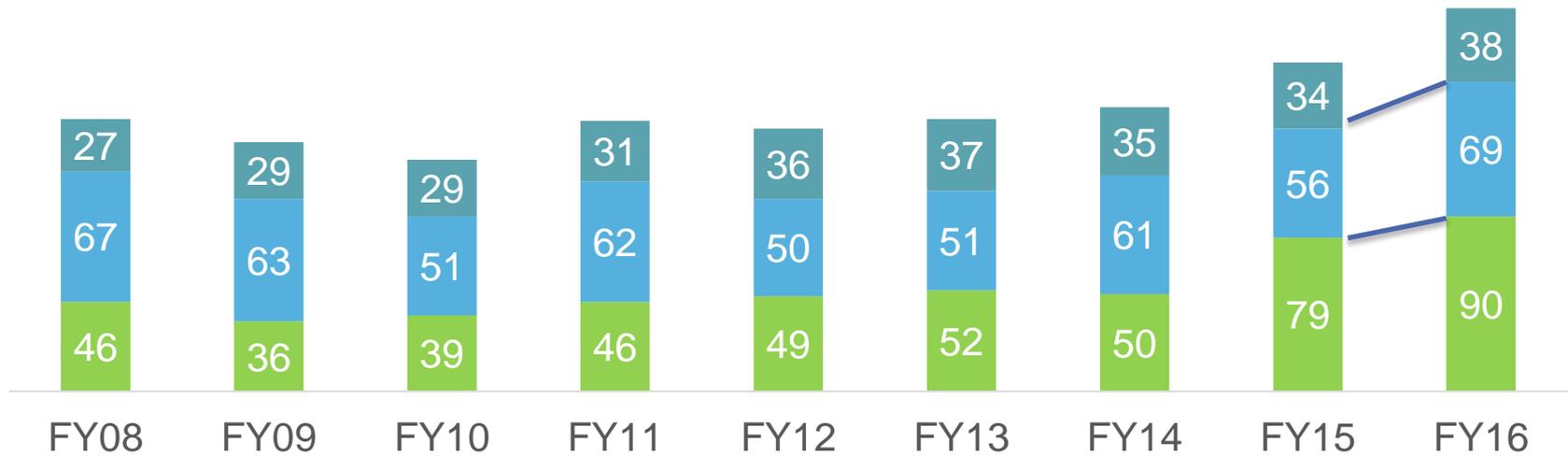
Contractual  
Services

Clean & Seal

**COMPLIANCE  
DIVISION**

## Workforce Profile by Key Title

■ Building Inspectors 
 ■ Code Inspectors 
 ■ Plan Examiners 
 —●— Total Employees



Projected

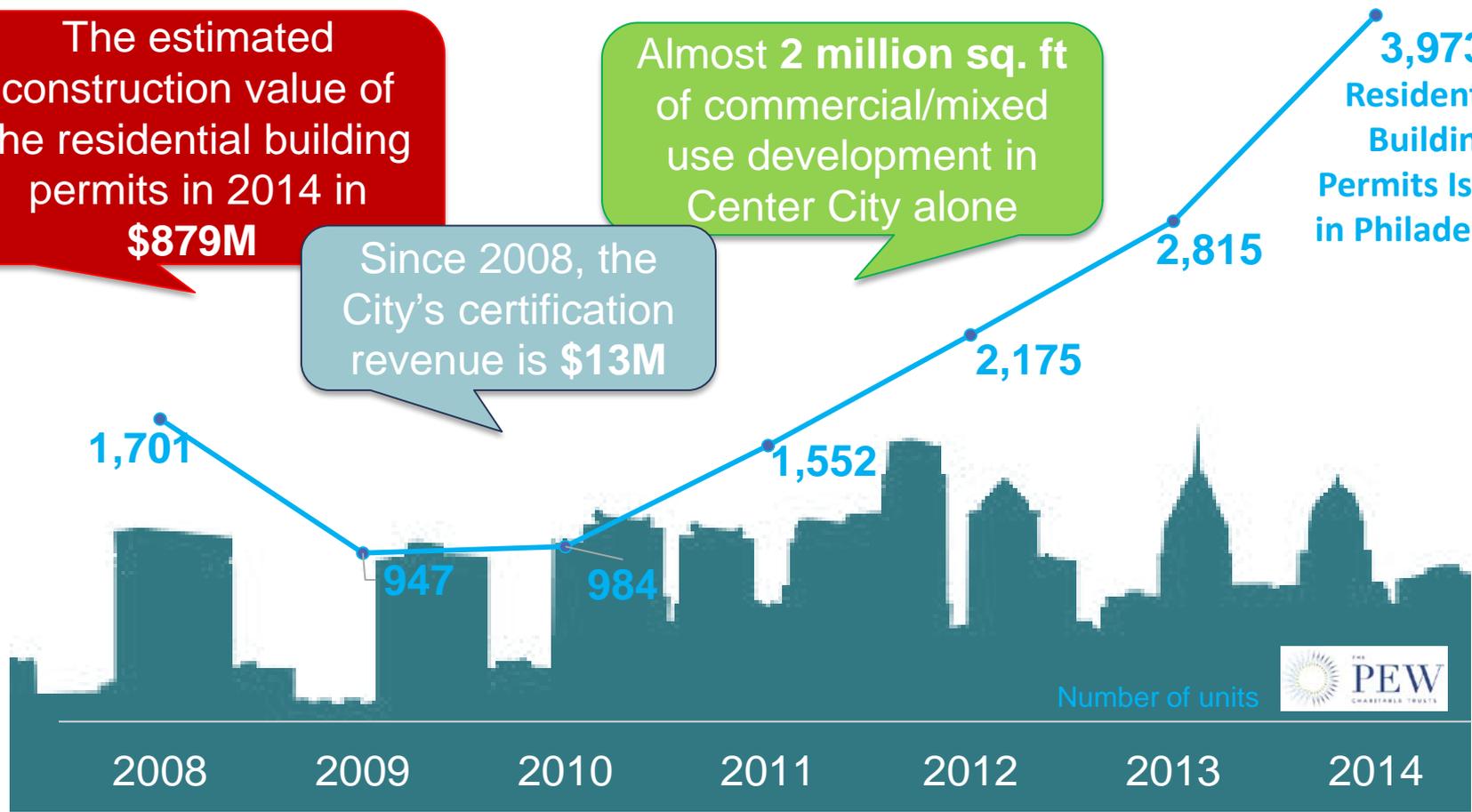
# Economic Development Landscape

The estimated construction value of the residential building permits in 2014 in **\$879M**

Almost 2 million sq. ft of commercial/mixed use development in Center City alone

Since 2008, the City's certification revenue is **\$13M**

**3,973** Residential Building Permits Issued in Philadelphia



Number of units

L&I is an important partner in City development as all projects must go through the department at some point in the process

## Scope of Services

- 1 Inspect properties for compliance to fire, property maintenance, business, trades and professional codes.
- 2 Inspect/clean and seal vacant properties; Conduct demolition programs for imminently dangerous buildings.
- 3 Review plans, inspect and issue permits according to building, zoning, mechanical, plumbing and electrical codes.
- 4 Issue licenses for various trades and business activities and locations.

**Added responsibilities over time have created further demands on the department**

# Key Services Performed in FY15

126,163  
Business  
Licenses



234,698  
Violations

## NOTICE OF DEMOLITION

208 S. 13<sup>th</sup> St

ADDRESS

will be demolished on or after 9-21-14

DATE

If you have any questions, please contact

208 S. 13<sup>th</sup> St. Holdings  
OWNER OR AGENT  
718 Arch St. Phila. PA. Suite 400A.  
ADDRESS

No person shall remove the notice prior to the approved date on which demolition may commence, unless, however, the owner notifies the Department of Licenses and Inspections that he will not demolish the property and the permit has been revoked by the Department upon his request, in which case the Department shall remove the notice.

Penalties: Any property owner who violates the provisions of Section 4-403(2) of the Philadelphia Code of General Ordinances shall be subject to a fine of not less than one hundred and fifty (150) dollars and not more than three hundred (300) dollars for each offense.



495  
Public  
Demolitions



46,309  
Permits

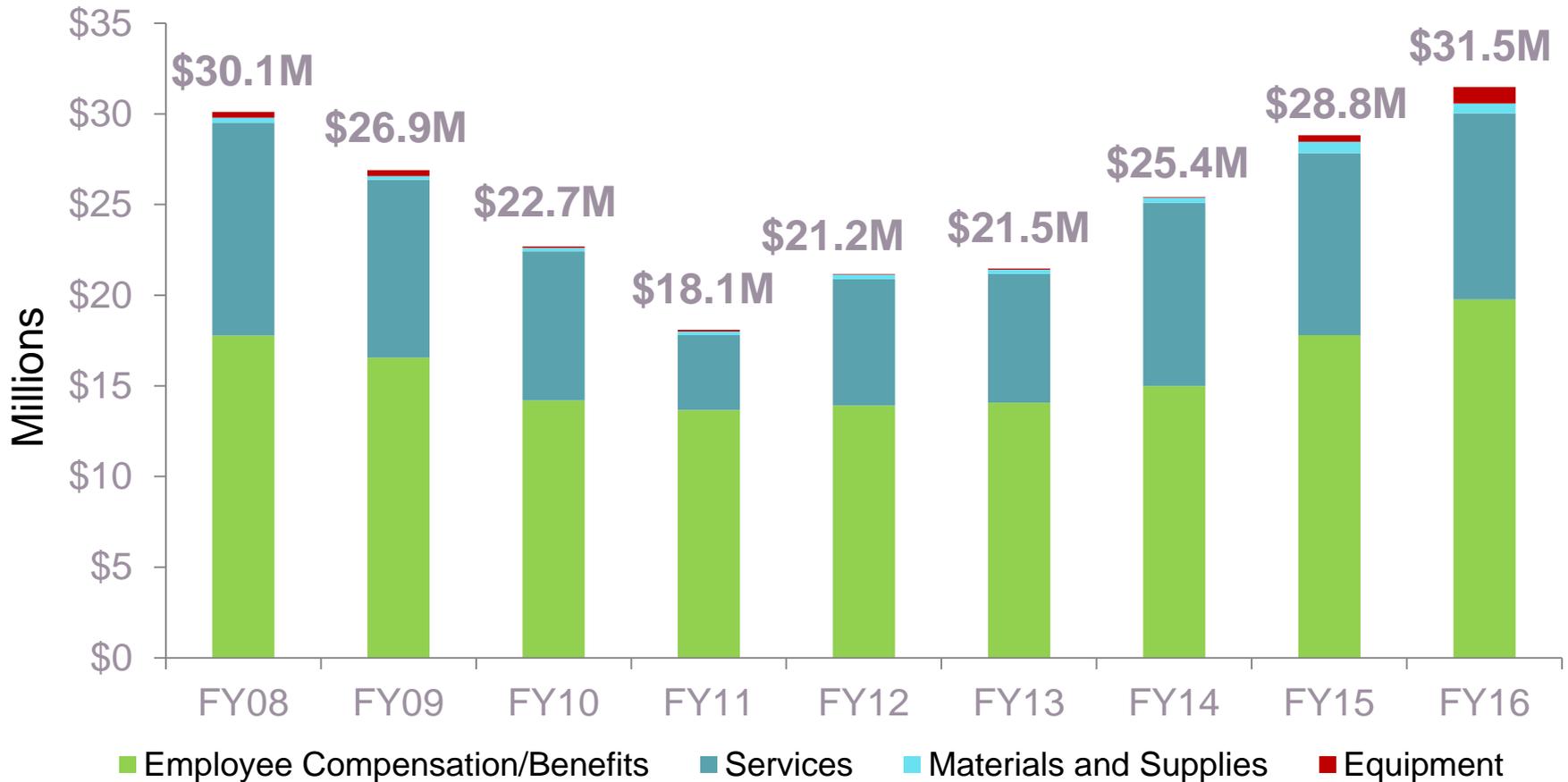
2,175  
Clean and Seal



10,586  
Trade  
Licenses

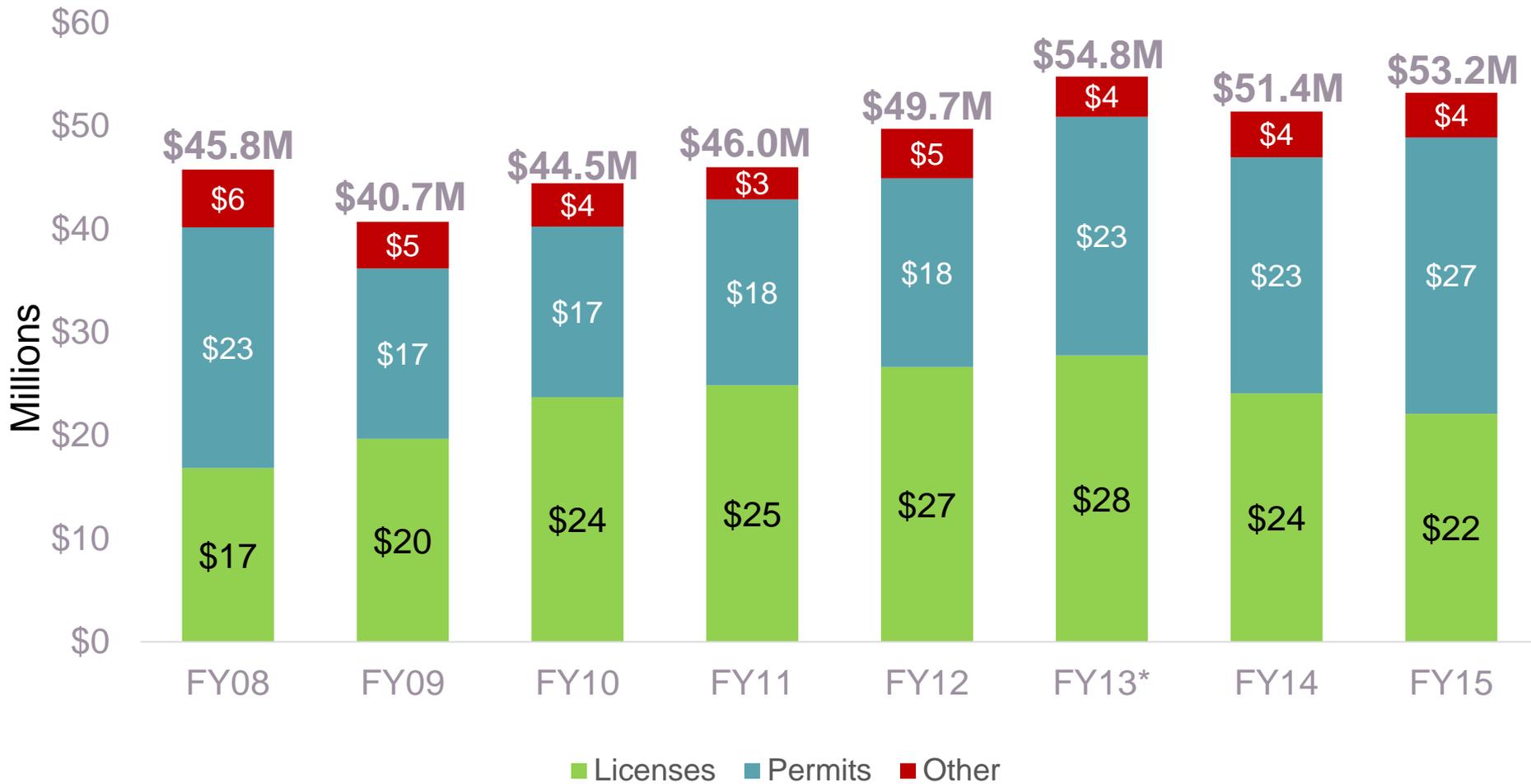
99%  
Residential building plans reviewed  
within 15 days and Commercial  
building plans within 20 days

# Budget



Increase is primarily due to additional funds for inspectors

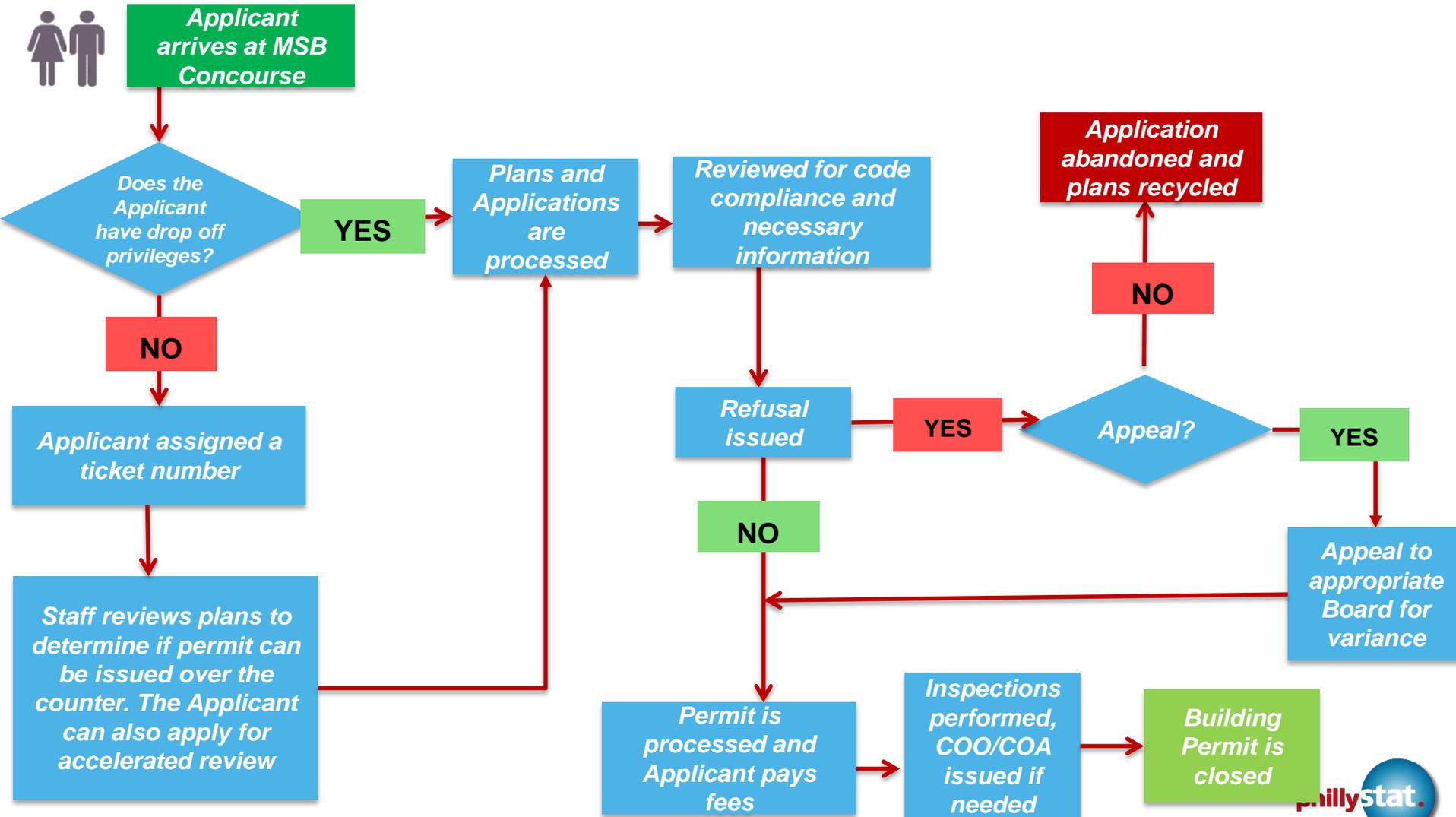
## Revenue



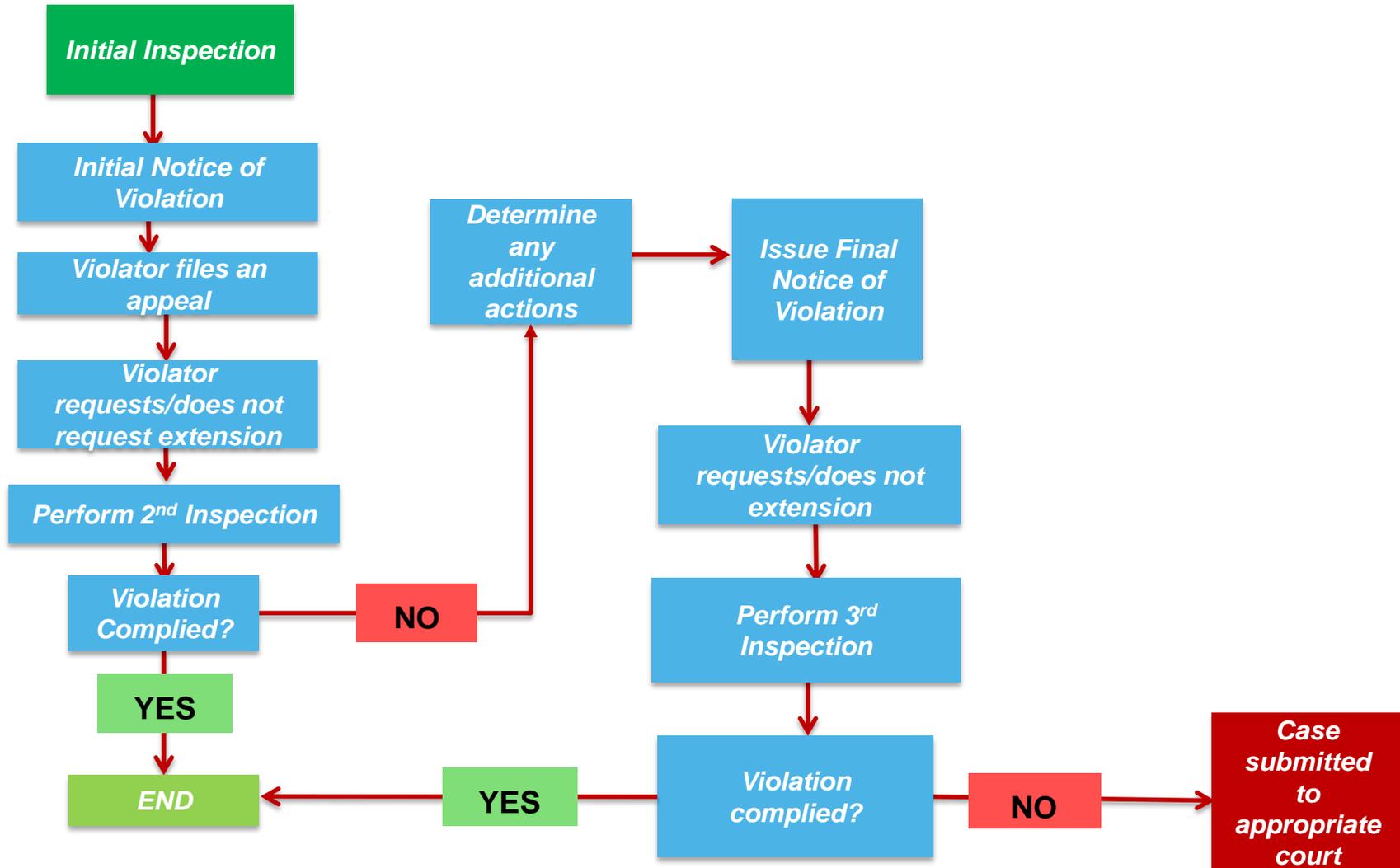
**In FY15, L+I generated 169% of its allocated budget**

\*FY13 shows a one time increase of \$3M due to the collection of delinquent licenses fees

## Permit Process Map



## Violation Process Map





## What We Do

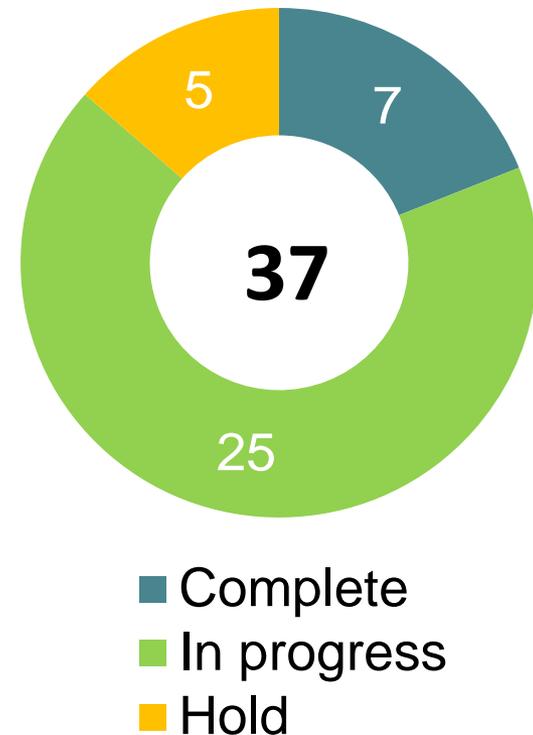
- Progress on Recommendations
- Performance to Targets

## Report from Mayor's Special Independent Advisory Commission: Sept. 25, 2014

Comprehensive list of improvements and enhancements to the following areas:

- Information Technology (6)
- Vacant Properties (5)
- Demolitions (5)
- Staffing & Training (4)
- Fire Safety (3)
- *Financial Controls* (5)
- *Law Department Interface* (4)
- *Structure* (5)

### Recommendations



In addition to this report, L+I worked with City Council to pass legislation to strengthen controls and training

## Information Technology: eCLIPSE system upgrade

- Project eCLIPSE (Electronic Commercial Licensing Inspection Permit Service Enterprise) will replace L+I's current Hansen database system
- The system will offer nearly every L+I service online, including permitting, plan review, license application and renewal and payment options for customers
- Within the department, Project eCLIPSE will improve data accuracy and expand performance measurement tools
- Project eCLIPSE will be implemented in four phases
  - The first phase, business licensing, went live on January 5, 2015

## Information Technology

3 Complete, 3 In Progress

- Complete:
  - ✓ Maintain project completion deadline
  - ✓ Place more focus on process engineering
  - ✓ eCLIPSE project team partnered with L+I
- In progress:
  - Maintain staffing levels required for the project, with minimum turnover; leadership housed at L+I
  - Assign a “business owner” outside the IT group
  - E-Plans will remain a Phase 3 “go-live” objective



# Information Technology: eCLIPSE system upgrade



Welcome Nathan's Construction

Using this Site | Contact Us



Home | My Dashboard | Building Permits | Planning | Code Enforcement | Sign Out |

## Building Permit - 11-02514

**Job Type:** Building Permit      **Created Date:** Sep 8, 2011  
**Job No:** 11-02514                **Created By:** Andrew Patterson  
**Status:** New                        **Completed Date:** Mon dd, yyyy  
**Issue Date:** Mon dd, yyyy  
**Description:** Residential - Other - New - Nathan's Construction Firm  
 Owner: James Sumner - Site Address: 4997 E BYRD AVE  
 Fresno, CA 93725

Help

### Details

#### DETAILS

##### Type of Building Permit:

- Residential
- Commercial

#### RELATED INFORMATION

	<b>Address</b>	E BYRD AVE - 4997 Fresno 93725 Parcel #: 48-125-236S Abellia Estates-Birch
	<b>Contractor</b>	Nathan's Construction Firm (303) 525-8744 State License: BL-123456, 435634574

# Information Technology: eCLIPSE system upgrade



Welcome Barry Ryan Using this Site | Contact Us

**LMS** To-Do | Building Permits | Code Enf. | Logout

## Perform Electrical Inspection - Building Permit

Return to Job
Assignments
Help

Due Date:	<input type="text" value="Apr 18, 2011"/>	Permit #:	11-01295
Date Completed:	<input type="text" value="Mon dd, yyyy"/>	Inspection #:	11-01295-01
Outcome:	<input type="text" value="(None)"/>	Assigned To:	Barry Ryan

Save Cancel

Details
Checklist
User Logs
Documents
Notes

### REQUEST INFORMATION

Site Address: 4997 E BYRD AVE  
Fresno, CA 93725

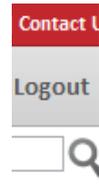
Inspection Type(s): Electrical - Conditional Power

### INSPECTION INFORMATION

Performed By:

Inspector Comments:

# Information Technology: eCLIPSE system upgrade



Welcome Barry Ryan

**LMS**

## Perform Electrical Inspection - Building Permit

<a href="#">Return to Job</a>	<a href="#">Assignments</a>	<a href="#">Help</a>
Due Date: <input type="text" value="Apr 18, 2011"/>	Permit #: 11-01295	
Date Completed: <input type="text" value="Mon dd, yyyy"/>	Inspection #: 11-01295-01	
Outcome: <input type="text" value="(None)"/>	Assigned To: Barry Ryan	

[Save](#) [Cancel](#)

- Details
- Checklist
- User Logs
- Documents
- Notes

**REQUEST INFORMATION**

Site Address: 4997 E BYRD AVE  
Fresno, CA 93725

Inspection Type(s): Electrical - Conditional Power

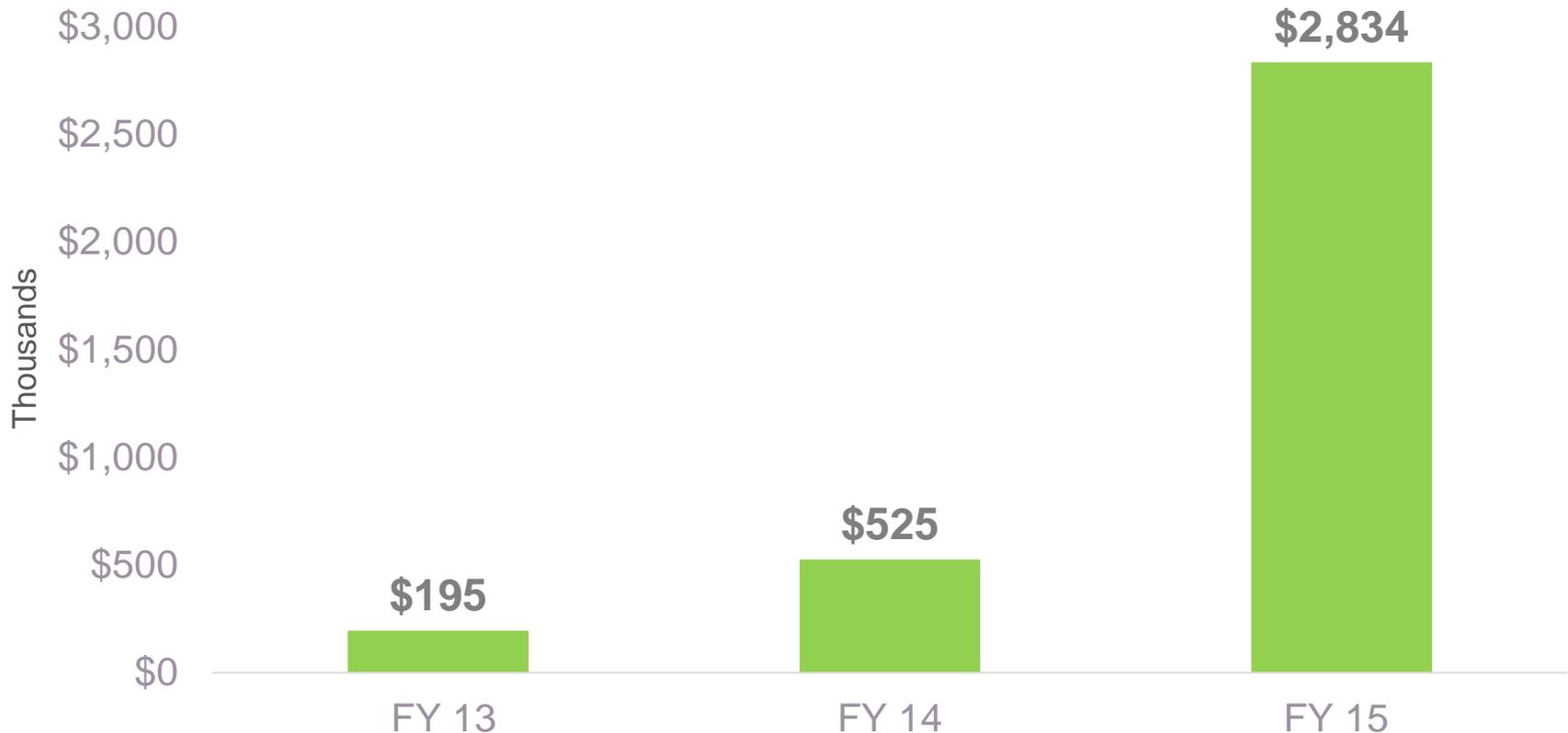
**INSPECTION INFORMATION**

Performed By:

Inspector Comments:

## Information Technology: eCLIPSE system upgrade

The new system is already producing some major results especially in helping the City collect delinquent taxes



## Vacant Properties

- Addressing the thousands of vacant buildings that threaten public safety, blight neighborhoods, and drain the city of millions of dollars annually is the top priority in the *2015 Plan for a Safer City*
- L+I's Vacant Property Unit proactively identifies, inspects, and prioritizes vacant properties using data analysis and research
- From FY12 through FY15, the Unit achieved the following through its proactive inspection program:
  - 13,500 properties inspected; 10,000 properties issued violations
  - 36% of cited properties were brought into compliance
- The Unit generates approximately \$465,000 in annual revenue from the issuance of permits and licenses obtained to comply violations
- The reduction in the number of vacant properties lowers the City's cost for the maintenance of vacant properties, which is approximately \$20M annually, and increases tax revenue

## Vacant Properties

2 Complete, 3 In Progress

- Complete:
  - ✓ Obtain regularly-updated vacant property surveys, using current technology
    - Most recent inventory received in March 2015 and inspections are ongoing
  - ✓ Use data from property inventories to prioritize and target enforcement efforts
  
- In progress\*:
  - Fully staff unit with additional inspectors, research analysts, and support staff in order to increase program capacity
  - Partner with other City agencies to develop new processes to move abandoned properties to new owners through tax and abatement lien sales

BEFORE



6239 Washington



232 N. Hobart



3166 Richmond

AFTER



6239 Washington



232 N. Hobart

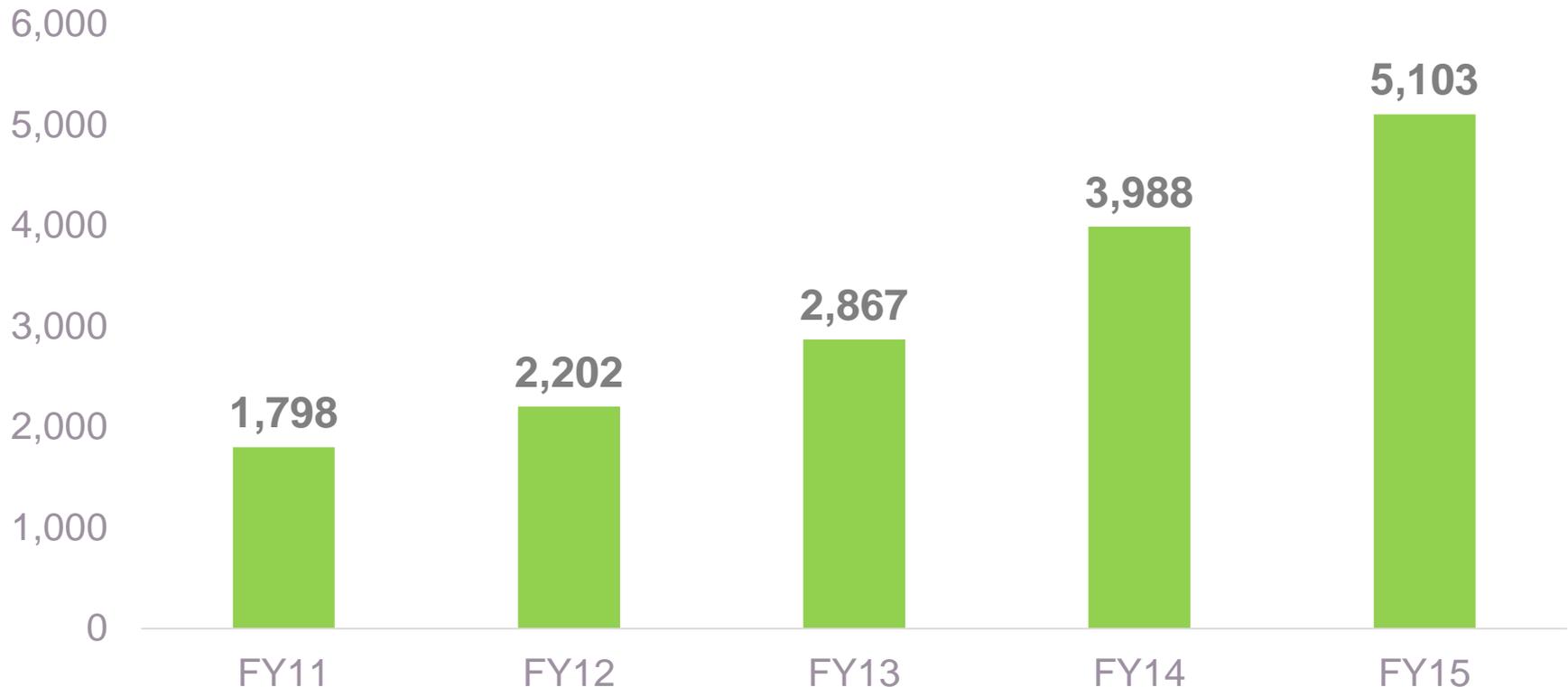


3166 Richmond

**The Vacant Property Unit will hire 10 employees, including 5 inspectors, in FY16**

## Total Number of Unsafe Properties

*Target: 20% reduction annually*



**A targeted vacant property program focused on proactive inspections of vacant buildings will significantly reduce the number of properties that create public safety risks – such as increased crime, fire, and nuisance behavior – and require expensive abatement work**

## Demolitions

- New legislation:
  - Implementation of a demolition application and permit controls
  - New construction site signage
- Demolition permits now require 20 day plan review
  - Includes site safety plans, engineering report, tax clearances and contractor requirements
- Creation of Construction Site Task Force (CSTF) to address construction site and licensing issues
  - CSTF issued 412 Stop Work Orders in FY15



## Demolitions

3 Complete, 2 In Progress

- Private demolitions
  - ✓ Verification of demolition applicant information
  - ✓ New required site safety plans and signoffs by property owners
  - ✓ Reports of unsafe conditions to be resolved by an inspector
    - Create demolition site safety positions
- Public demolitions
  - Verification of background information prior to start of job



L&I has implemented new rules for private demolitions

## Demolitions

- **Unsafe Structure**

Unsafe structural elements are those which are badly damaged, deteriorated or missing, with additional structural deterioration



- **Imminently Dangerous Structure**

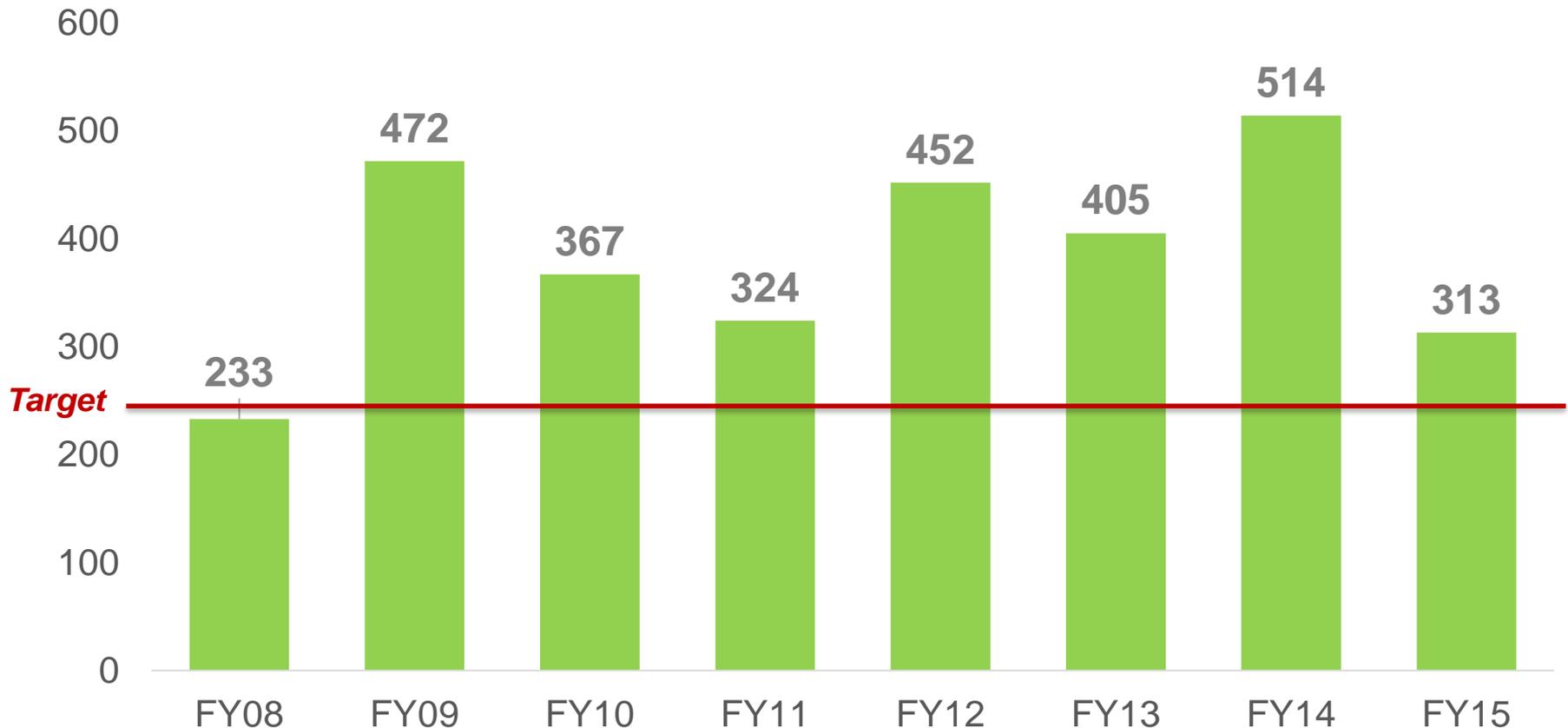
Those structures which are in such a state of damage, deterioration or removal that **collapse is expected at any time.**



**Buildings may change classifications over time (e.g. move from imminently dangerous to unsafe, or removed from the unsafe list)**

## Total Number of Imminently Dangerous (ID) Properties

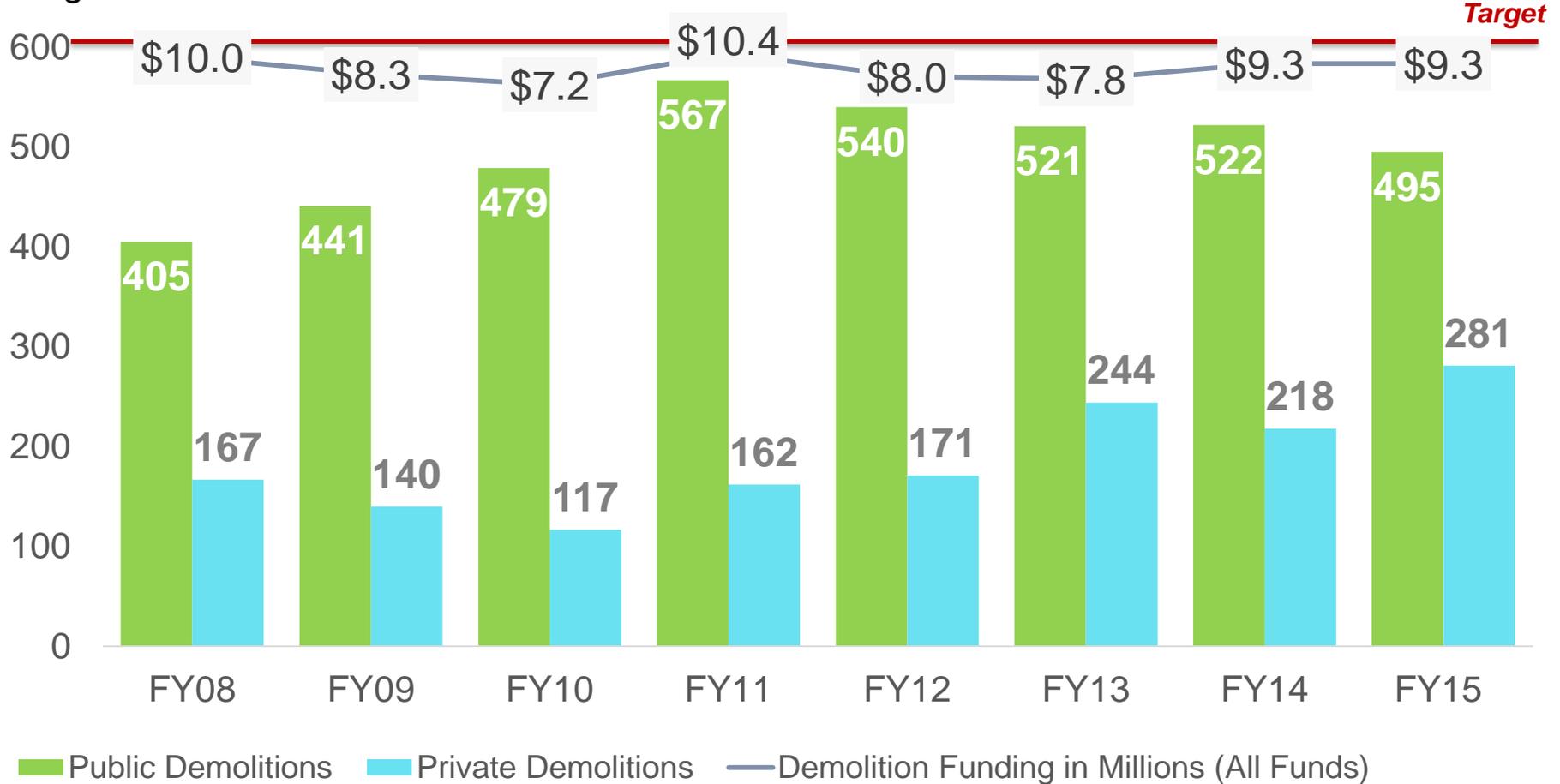
Target: 250



**L+I has decreased ID properties by 64% from FY14 Q2 to FY15 Q2, directly resulting from a \$3M demolition funding increase**

# Private and Public Demolitions

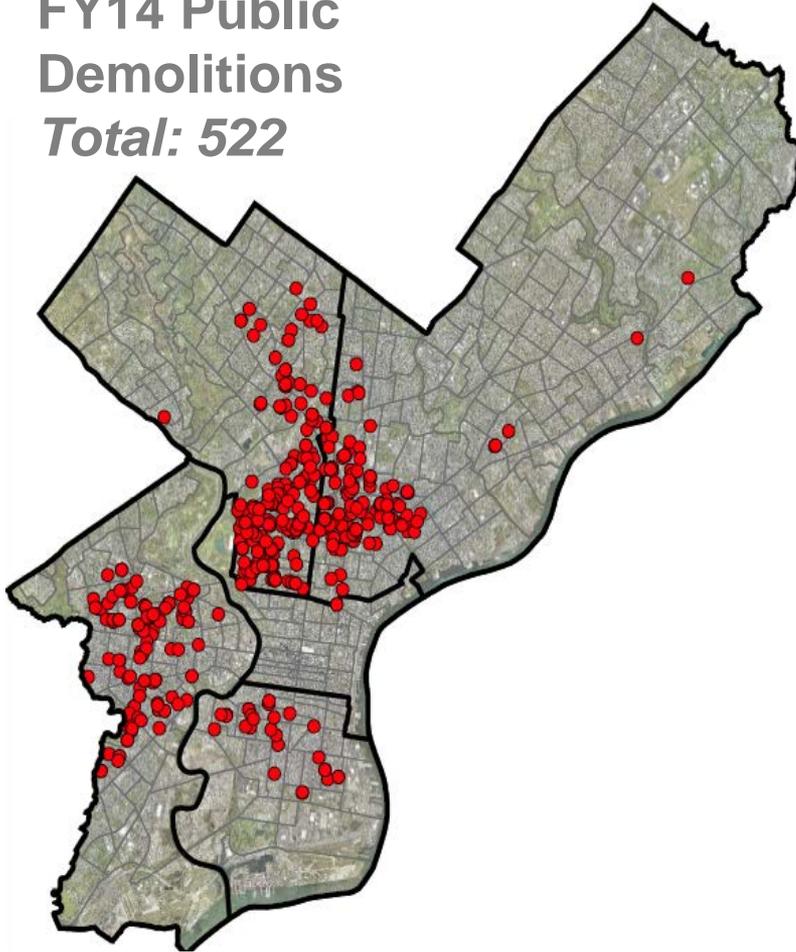
Target: 600 Public Demolitions in FY15



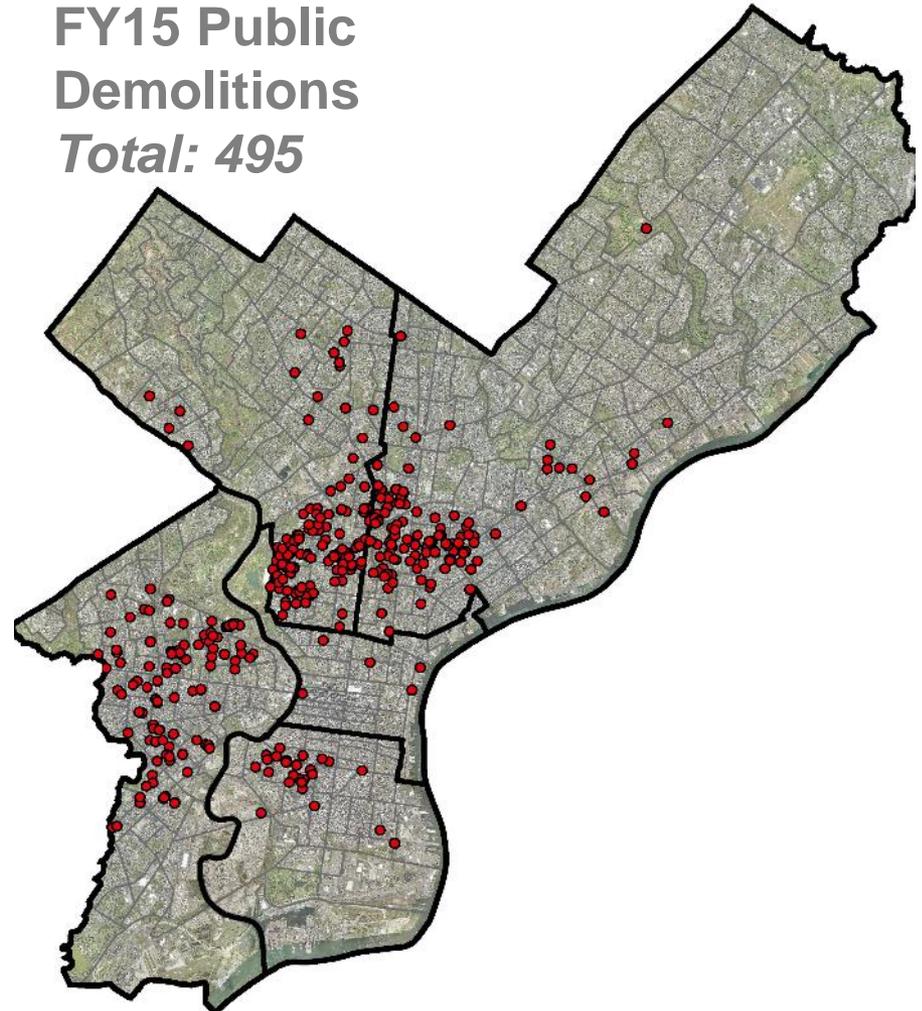
**Demolitions includes both residential and commercial properties**

## Distribution of Public Demolitions

FY14 Public Demolitions  
*Total: 522*



FY15 Public Demolitions  
*Total: 495*



## Staffing & Training

4 In Progress

- In progress:
  - Hiring licensed engineers in each discipline (i.e. electrical, civil and mechanical)
  - Hire additional specialized inspectors (electrical and plumbing)
  - Formalize the department's training function
  - Establish a professionally grounded approach to titles, salary scales and career paths



## Staffing & Training

- Other initiatives:
  - Building Safety Month Training Activities
    - Pier Inspection Fundamentals
    - OSHA “Focus Four” Training
    - Soil, Mechanical, Bearing Capacity and Slope Stabilization
    - Challenges presented by Existing and Historical Buildings
  - The Operations division will be taking on several projects regarding fire safety issues during Building Safety Month:
    - Distribute information at several neighborhood markets on May 21<sup>st</sup> and 22<sup>nd</sup>
      - L+I will also accept complaints on site
    - Commercial Corridor Sweeps
    - A pilot program conducting fire inspections of commercial child care facilities
    - Continue efforts to address vacant residential properties throughout the City



## Staffing & Training: OSHA

- OSHA 10
  - All workers directly performing construction or demolition activities for which permits have been issued are required to complete OSHA 10 safety training or an approved equivalent
  - Workers will be required to carry proof of required safety training
- OSHA 30
  - OSHA 30 (or equivalent) is required of a supervisory employee as a condition of the general contractor license and the demolition contractor license
  - It is not required for plumbing, electrical, or the fire suppression contractor license
  - Recertification required every 5 years

## Inspections: Fire Safety

3 In Progress

- In progress:
  - Create a two-tiered system of code enforcement, using existing fire companies as well as expanded Fire Prevention Bureau
  - Expand Fire Prevention Bureau to have a sufficient number of inspectors
  - Provide specific training to both Fire Officers as well as Fire Inspectors



L+I completed a pilot inspection program with the Fire Department

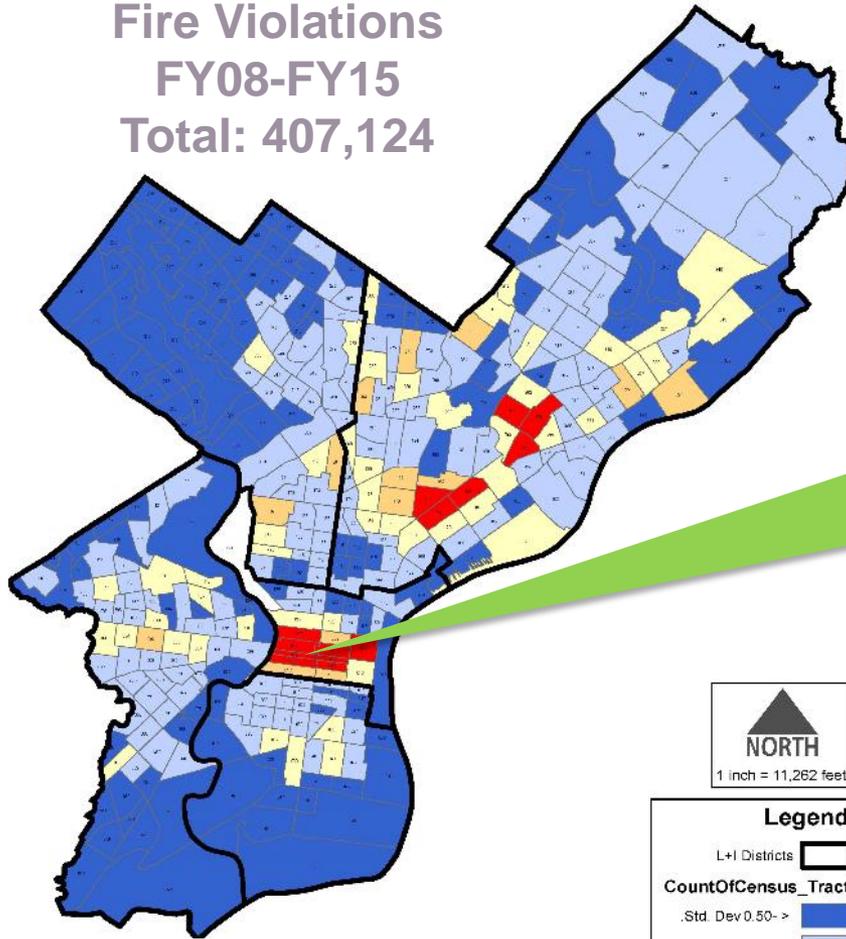
## Inspections: Fire Safety

- Creation of a dedicated Fire Prevention Unit within L+I
- Phased in over several years, this investment will allow L+I and the Fire Department to provide up-to-date Fire Code training for inspectors and increase the number of inspections that the departments can conduct
- By combining the expertise of L+I's Fire Code inspectors and the Fire Department's Fire Code officials, the departments will be able:
  - To exercise additional oversight over buildings that present heightened fire risks, including large vacant commercial and industrial buildings and other critical buildings and businesses.

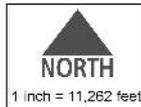
**FY16 will fund eight of the fifteen new inspectors in L+I and also eight of the fifteen new inspectors in the Fire Department**

# Inspections: Fire Safety

Fire Violations  
FY08-FY15  
Total: 407,124



Census Tract 007 –  
Center City  
Number of Violations from  
FY08 to FY15 – 5,137



**Legend**

L+I Districts

**CountOfCensus\_Tract**

.Std. Dev 0.50 ->	
.Std. Dev 0.50 - 0.50-	
.Std. Dev 1.5 - 0.50	
.Std. Dev 2.5 - 1.5	
.Std. Dev 2.5 <	



# What's on the Horizon

- Transparency
- Technology

# Increasing Transparency

Launched a new website  
[www.phila.gov/LI](http://www.phila.gov/LI)

City of Philadelphia Mayor's Office City Council Courts

Licenses & Inspections CITY OF PHILADELPHIA LIFE LIBERTY AND JUSTICE

Topics Businesses Residents Visitors Government

Business Construction Tenants & Landlords

Licenses Permits & Certificates Zoning Appeals Codes and Regulations

Phila > L & I

### Licenses and Inspections

**Apply**  
Common Licenses and Permits  
Select

**Find Licensed Contractors**

**Register for Drop-Off Program Seminar**

**Contact an L&I Representative Regarding Permit or License Applications**

**Property History**  
Search for all L&I history  
Search for an Address

**Notice Regarding Rental Suitability Certificates**  
Contact [license.issuance@phila.gov](mailto:license.issuance@phila.gov) if any of the following applies to you...

- Wish to apply for a new Rental Suitability Certificate
- Have not received an invoice to renew your 2015 Housing Inspection License
- Have changed your mailing or billing address within the past year

Online functionality for Certificates of Rental Suitability will be restored soon.

**What's New**

- L&I invoices with April expiration dates
- New Contractor Safety Requirements
- Housing Rental Licenses extended to April 15, 2015
- Electrical and Plumbing Permit applications
- Returned Checks
- Project information signs now required for all construction, demolition, addition, or alteration projects submitted after June 30, 2014.
- Special Inspections Program
- Center City Vending Lottery Winners and Alternatives

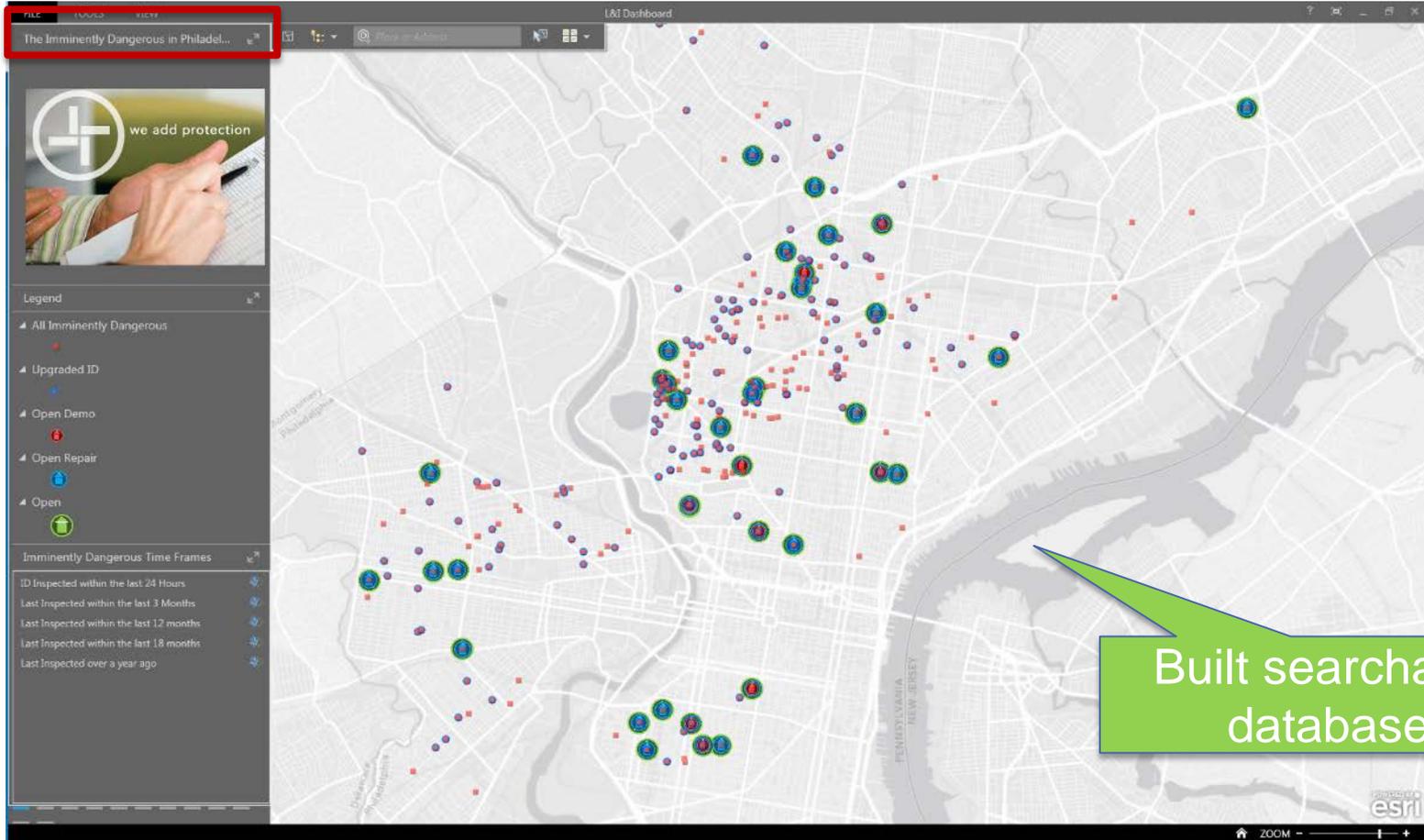
**INTRODUCING eCLIPSE**  
Electronic Commercial Licensing, Inspection and Permit Services Enterprise  
Get Started Today Using Your Online PowerTool!

**NOW YOUR BUSINESS**  
eCLIPSE  
Renew Business License Online - It's as easy as 1,2,3...  
1. Log on using your email address  
2. Link existing Activity Licenses  
3. Renew, Pay, and Print online!

Ready to Renew **GO AWAY.**  
MORE >

Map

# Increasing Transparency



Built searchable database

# Increasing Transparency

### Citywide Data Inventory

Licenses & Inspections City Commissioners Commerce Ethics Emergency Management Parks and Recreation

search by keyword

Showing 1-69 of 69 [export](#) 100 per page ▾

Title	Contents	Comments	Details
Building Permits	Application information, including the the type of construction being proposed, date of application, date of issuance, the prerequisites that have been met by other agencies such as the Streets Department, Water Department, Fire Department and so on, the square footage, declared value of construction, who applied for the permit, and free text description of the proposed construction. This includes over the counter permits for EZ Decks, pools, or qualifying alterations, as well as permits that need to have plans reviewed in order to be issued including permits to resolve dangerous building cases. Information also includes which contractors or sub-contractors are working on the job once the permit is issued. For building permits that require special system certifications for fire alarms and fire suppression, the acquisition of these certifications is noted on the permit. Additional notes may be logged by the inspector, such as comments, a stop work order, or cease of operations.	5	<a href="#">add comment</a>
Property Maintenance Inspections	When the property was inspected, the type of inspection that took place (such as building inspection, construction site task force, housing maintenance inspection), the status of the inspection (Passed, Failed, Partial Pass, Waived)	4	<a href="#">add comment</a>
Building Inspection Results	Depending on the type of permit, certain inspections are required to ensure the work is being done completely and safely. Additional inspections performed by the Construction Site Task Force are also included on some permits. The inspections include the permit for which the inspection was conducted, the type of inspection, the date, who performed the inspection, the outcome of the inspection (Pass, Fail, Partial Pass, Waived), Special inspections might include welding, soil testing, underpinning, foundations, facade inspections and who the special inspector might be for the inspection. The data also includes whether the inspection was regularly scheduled or requested by the contractor. For electrical permits, an electrical inspection agency must conduct the inspection. Their results are recorded in the department's database with the date of inspection, the results of the inspections, and who conducted the inspection.	3	<a href="#">add comment</a>
Service Requests	Service requests that were entered via 311 or by an individual in the department including a description of the request/complaint, the priority/type of the complaint, date of scheduled inspection, who the assigned inspector is, and what the outcome of the inspection was, if a case or if a case is not required, as well as information about the source of the request.	3	<a href="#">add comment</a>
Clean & Seals	Address, date of abatement, and more for properties that have been cleaned and sealed by the L&I Clean & Seal Unit.	2	<a href="#">add comment</a>
Zoning Board Appeals	Information associated with appeals submitted for zoning applications that were rejected at the counter, but where the applicant is pursuing a variance. This includes applicant information, attorney information, outcome from the appeal hearing by the Zoning Board of Appeals, address of the property, amount paid to process the refusal. If the ZBA rejects the appeal and the applicant chooses to appeal to the Court of Common Pleas, those outcomes are also captured.	2	<a href="#">add comment</a>
Zoning Board Hearing Minutes	Meeting minutes for the Zoning Board of Appeals hearings, including date, cases, applicant information and outcomes.	2	<a href="#">add comment</a>
Inspector Area Assignments	The census tract, inspection type, and district assignment for individual inspectors.	2	<a href="#">add comment</a>
Escrow Monies	Contact information, property address, and monies reserved in escrow for properties that have seen fire damage and have not yet been fixed up again.	1	<a href="#">add comment</a>
Seized Operations	Cases where a property or business has been ceased due to illegal activity or for safety reasons. Additional comments are included in the supplementary log. Information includes when the property was ceased and for what.	1	<a href="#">add comment</a>

Partnered with OIT to identify full data inventory

# Increasing Transparency

The screenshot shows the website for the Building Safety Oversight Board, part of the Licenses & Inspections department of the City of Philadelphia. The page features a navigation bar with links for Topics, Businesses, Residents, Visitors, and Government. Below the navigation bar are tabs for Licenses, Permits & Certificates, Zoning, Appeals, and Codes and Regulations. The main content area is titled "Building Safety Oversight Board" and includes a "Press Release" section with links to "The Five Year Budget" and "The SIAC Report". A green callout box with a white border and a green arrow pointing to the page title contains the text "Building Safety Oversight Board Website".

# Increasing Transparency

VACANT PROPERTY (Priority #1)					
SIAC #	Council Report	SIAC Recommendations	Status	Progress to Date	Next Steps
V-1		The position of Director of Vacant Abandoned Properties, with adequate supporting staff, should be created within the current Law Department	In Progress	<p>Four Vacant Property Unit inspectors were assigned to each District and began inspections on March 16, 2015. The vacant property inventory has been analyzed, organized by priority, and mapped by District. Priority properties are those that have not previously been inspected or those that have open violations that have not been inspected in more than 90 days. The District lists have been sub-divided into census tract lists. The lists contain approximately 175 properties each and are in spreadsheet form, accompanied by a map plotting the property locations. The Unit's data analyst will distribute the lists to the inspectors on a periodic basis. A database for tracking and reporting of inspections has been built and is ready for use. Inspectors will complete detailed inspection reporting that will be reviewed on a weekly basis by the Unit's data analyst. Internal processes for referral of non-complied Vacant Property cases to the Law Department for prosecution have been</p>	Submitted FY 16 Budget Request for L+H and related agencies in order to form a Vacant Property Unit.
V-2		A Vacant Properties Task Force should be formed and	In Progress	<p>on a weekly basis. The Department will report the results of by-</p>	Mayor's Office will chair the Vacant Properties Task Force and will establish a regular meeting schedule starting Summer 2015.
V-3		Obtain regularly-updated vacant property surveys, using current technology	Completed	Acquisition of Lidar/Planimetrics datasets was completed in early 2015.	Additional funds have been placed in FY 18 budget request for updating the Planimetrics data.
V-4		Use survey data to prioritize and target enforcement efforts, and assess what additional budgetary resources are necessary for abatement, including demolition.	In Progress	Submitted FY16 Budget Request	Need Lidar data to codify this process & confirm budgetary resources needed for abatement and demolition. Requesting two research assistants to confirm owners, legal issues, etc.
		For abandoned properties without		The Land Bank will develop and implement this strategy, and can do so even while the data tool is still being	

Created Dashboard of SIAC Recommendation Progress

## Recap

- Progress has been made on the Commission's recommendations
- Continued improvement in data collection efforts through the launch of eCLIPSE and the release of data through OpenDataPhilly
- Increasing staffing levels to better serve our customers and residents
- Establishment of partnership with the Fire Department regarding fire code inspections

## Additional Public Resources

- <http://www.phila.gov/li>
- <http://facebook.com/PhillyLI>



@PhillyStat



Facebook.com/PhillyStat



PhillyStat@phila.gov



www.phila.gov/performance