



MEMORANDUM

TO: Mayor Edward J. Kennedy and Members of the City Council

FROM: Kevin J. Murphy, City Manager

DATE: January 29, 2016

SUBJECT: LowellSTAT – Development Services

Dear Mayor and members of the City Council,

Attached please find information on a recent LowellSTAT meeting on Development Services. Included is a copy of the PowerPoint presentation as well as a follow-up report which describes the meeting and its resulting action items.

Please let me know if you have further questions.

Kevin Murphy, City Manager

Rodney Conley, Data Analyst

LOWELL STAT



DPD – Development Services

November 17, 2015



LowellSTAT – DPD – Division of Development Services

November 4, 2014

FOLLOW-UP TASK	ASSIGNED TO:	STATUS
Continue to monitor Permit Revenues and look for ongoing trends	LowellSTAT	Ongoing (Latest Data Presented Today)
Continue to monitor Sick Time usage	LowellSTAT	Ongoing (Latest Data Presented Today)
Continue to analyze Rental Unit Inspections	LowellSTAT	Ongoing (Latest Data Presented Today)
Look into stricter donation box regulations	Development Services	Update Today
Continue to utilize Receivership Program	Development Services	Update Today



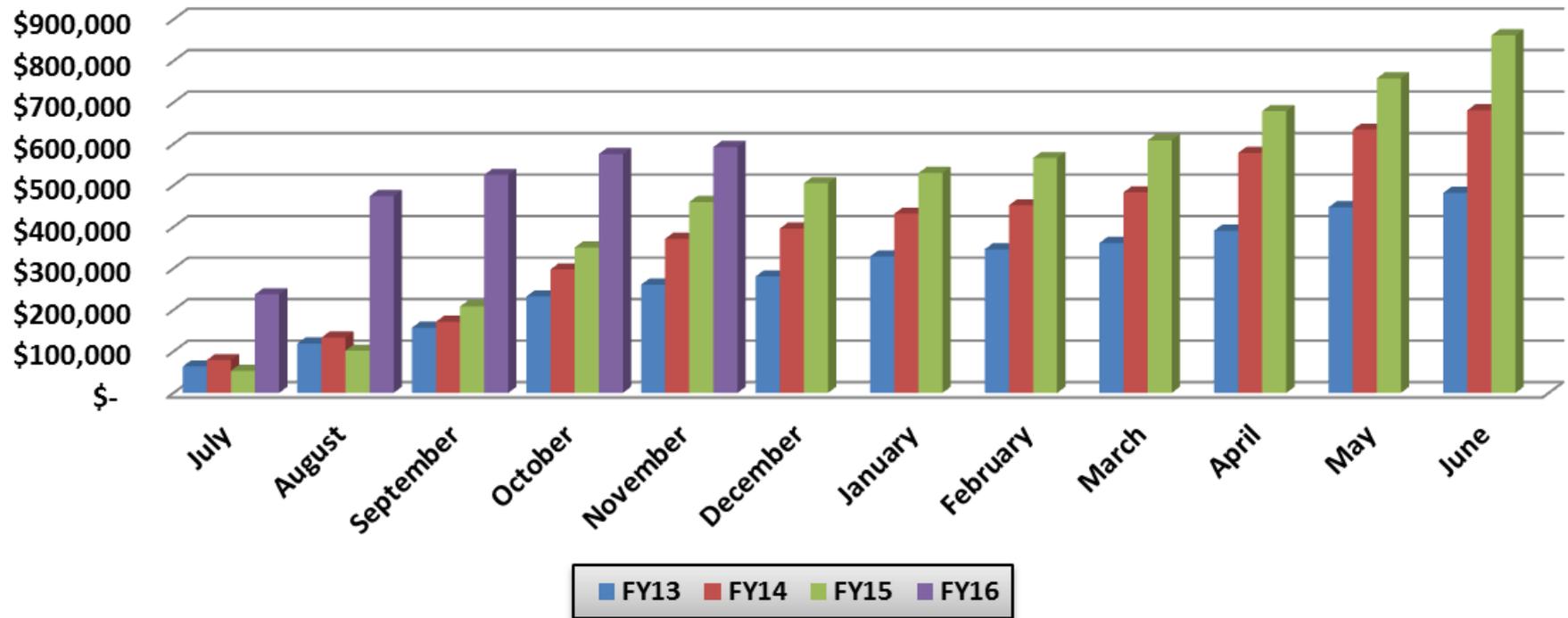
LowellSTAT – DPD – Division of Development Services November 17, 2015

PERMIT REVENUES

ACCOUNT	#	FY13	FY14	FY15	FY16 BUDGET	FY16YTD	FY16 %
BUILDING	442013	\$ 481,773	\$ 680,988	\$ 861,529	\$ 750,003	\$ 592,364	79%
WIRING	437011	\$ 208,329	\$ 190,368	\$ 231,923	\$ 239,990	\$ 111,005	46%
RENTAL UNITS	442026	\$ 123,150	\$ 160,170	\$ 165,022	\$ 160,170	\$ 50,000	31%
OCCUPANCY	442040	\$ 72,565	\$ 37,592	\$ 87,055	\$ 55,000	\$ 82,650	150%
PLUMBING	442014	\$ 69,167	\$ 70,412	\$ 87,708	\$ 85,000	\$ 26,984	32%
DUMPSTER	442049	\$ 74,079	\$ 64,040	\$ 60,970	\$ 73,000	\$ 24,400	33%
GAS	442017	\$ 41,349	\$ 42,898	\$ 42,228	\$ 42,000	\$ 15,549	37%
SHEET METAL	442052	\$ 35,912	\$ 33,095	\$ 49,207	\$ 36,000	\$ 19,527	54%
SEALER	437014	\$ 32,070	\$ 32,410	\$ 29,380	\$ 31,000	\$ 17,735	57%
TOTAL		\$ 1,138,394	\$ 1,311,973	\$ 1,615,022	\$ 1,472,163	\$ 940,214	64%



Cumulative Building Permit Revenue



LowellSTAT projects FY16 Building Permit Revenues to reach \$1.1 million based on data from 2004-2015

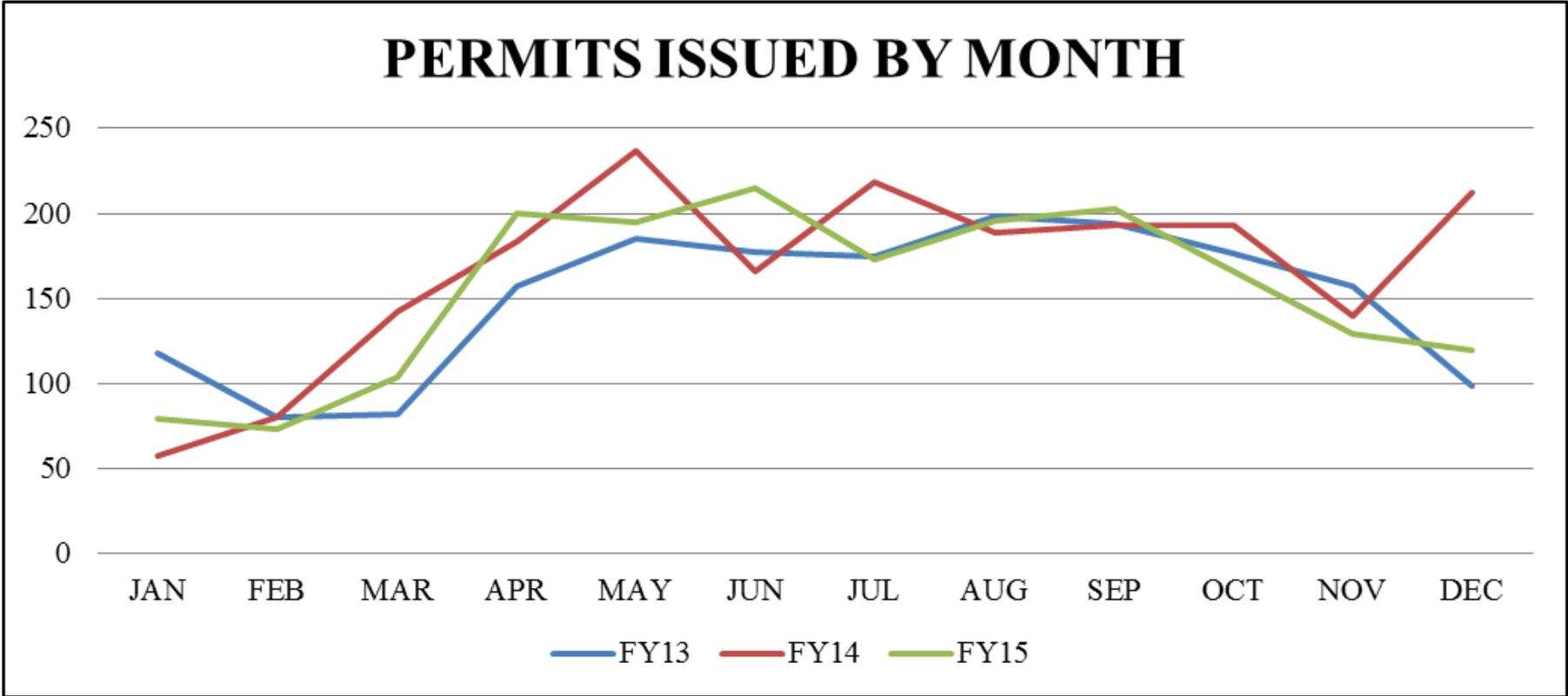


FINAL COST AFFIDAVIT (SAMPLE)

ADDRESS	ESTIMATE	FINAL COST AFFIDAVIT	ADDITIONAL FEE REQUIRED
8 Merrimack Street	\$500,000	\$3,331,878	\$28,319
295 Varnum Ave	\$651,961	\$1,295,412	\$6,790
110 Canal Street	\$1,672,207	\$3,909,317	\$22,370
166 Central Street	\$4,502,000	\$6,893,633	\$23,920
176 University Ave	\$140,000	\$250,000	\$1,000



PERMIT DATA





PERMIT DATA

New Construction Building Permits				
	FY13	FY14	FY15	FY16 YTD
Condo/Townhouse	10	22	13	0
Duplex/2-Family	10	4	32	8
Garage Attached	1	3	4	4
Garage Detached	5	1	4	3
Multi Fam Apt/Grdn Style	0	0	25	0
Multi Family (3+)	15	17	9	2
Residential Addition	17	21	18	5
Single Family	13	15	23	11
TOTAL NEW CONSTRUCTION	71	83	128	33

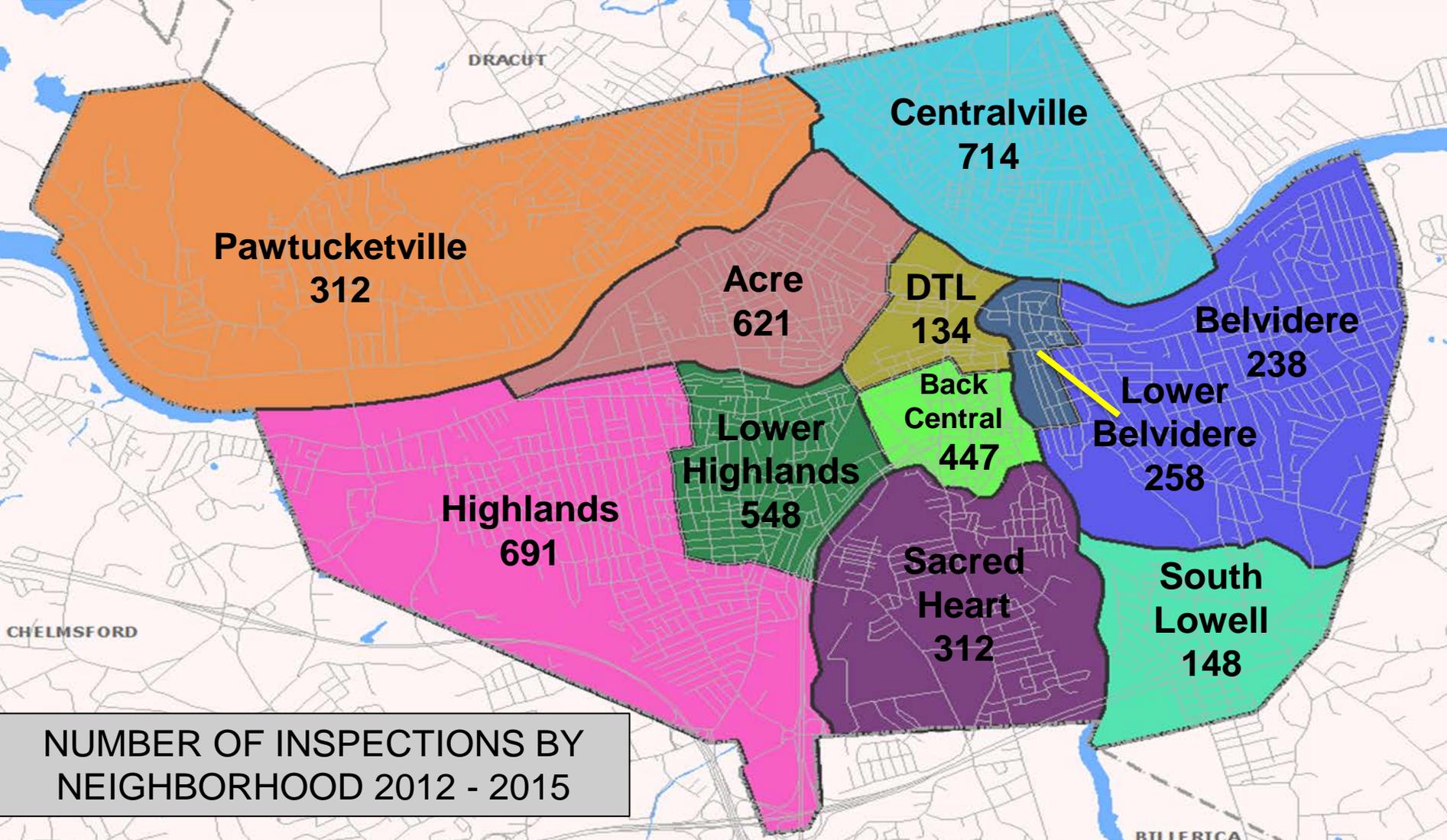


NEED PROGRAM

- **39 Problem Properties**
- **6 Landlords**
- **21 have now been sold**
- **37 of 39 are now in compliance**
- **No violations!**
- **What's next?**



LowellSTAT – DPD – Division of Development Services November 17, 2015



NUMBER OF INSPECTIONS BY NEIGHBORHOOD 2012 - 2015

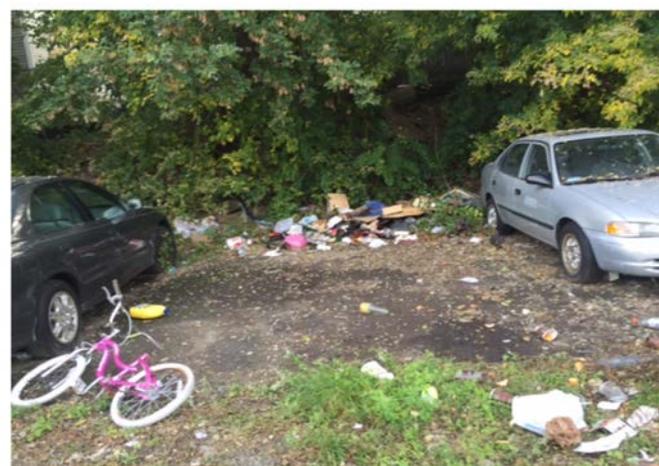
SOURCE: MUNIS



AUTO BODY SWEEP

- **Joint action involving Development Services and State's Divisions of Standards (DOS), Industrial Accidents (DIA), and Unemployment Assistance (DUA)**
- **Locations visited included:**
 - **Bokor Auto – 31 Dix Street**
 - **McCain and Sons – 36 Payne Street**
 - **J.K. Auto Body – 36 Payne Street**
 - **Zero Balla, Inc. – 40 Payne Street**
 - **NC Auto – 44 Payne Street**
 - **Byrne Auto Body – 171 Tanner Street**
 - **Additional locations on Tanner and Rock Streets**
- **8 Fines and 2 Warnings issued for a total of \$2,400**
- **147 Vehicles Towed from Payne Street**

PAYNE STREET



PAYNE STREET





LowellSTAT – DPD – Division of Development Services November 17, 2015

E-GOV REQUESTS

BUILDING CODE REQUESTS

Total Number of Requests			
	CITIZEN	EMPLOYEE	TOTAL
FY14	9	8	17
FY15	27	13	40
FY16 YTD	9	21	30
TOTAL	45	42	87

FOOD CODE VIOLATIONS

Total Number of Requests			
	CITIZEN	EMPLOYEE	TOTAL
FY14	3	10	13
FY15	10	26	36
FY16 YTD	2	8	10
TOTAL	15	44	59

RESIDENTIAL RENTAL INSPECTIONS

Total Number of Requests			
	CITIZEN	EMPLOYEE	TOTAL
FY13	13	880	893
FY14	4	7	11
FY15	9	1	10
TOTAL	26	888	914

SANITARY CODE VIOLATIONS

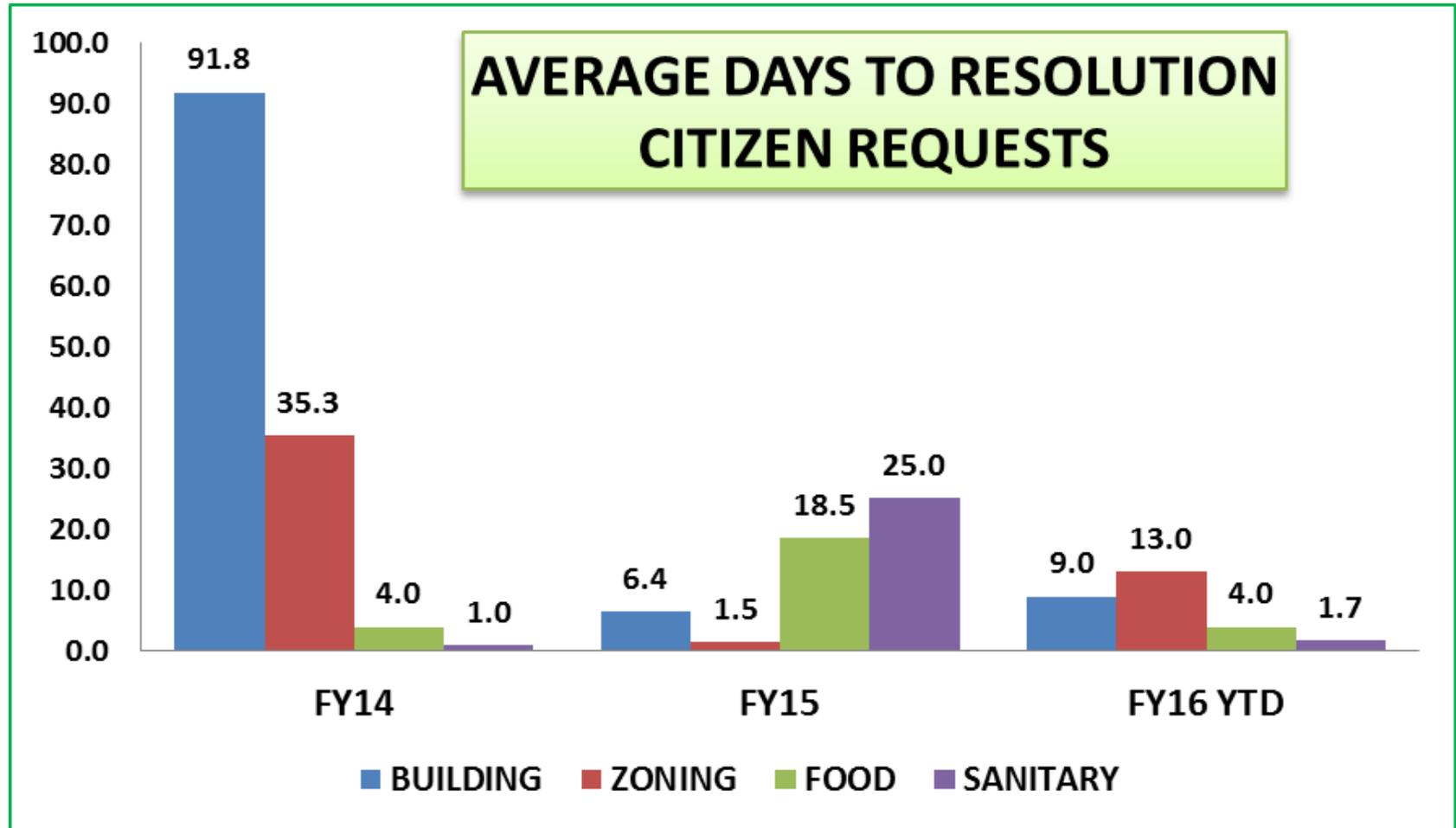
Total Number of Requests			
	CITIZEN	EMPLOYEE	TOTAL
FY14	2	541	543
FY15	47	470	517
FY16 YTD	4	228	232
TOTAL	53	1239	1292

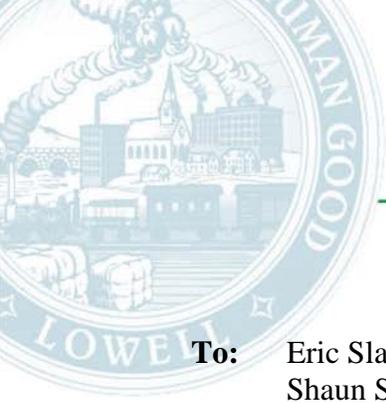
ZONING CODE VIOLATIONS

Total Number of Requests			
	CITIZEN	EMPLOYEE	TOTAL
FY14	6	5	11
FY15	6	2	8
FY16 YTD	7	3	10
TOTAL	19	10	29



E-GOV REQUESTS





To: Eric Slagle, Director of Development Services
Shaun Shanahan, Building Commissioner
Diane Tradd, Director of Planning and Development
Mike McGovern, Assistant City Manager
Conor Baldwin, Chief Financial Officer
Bob Healy, Interim Auditor
Christine O'Connor, City Solicitor
Miran Fernandez, Chief Information Officer
Mary Callery, Human Relations Director
Rodney Conley, Data Analyst

From: Kevin Murphy, City Manager

Date: January 7, 2016

RE: **LowellSTAT Follow-Up from 11/17/15 Development Services Meeting**

The following is a summary and list of follow-up items from our Development Services Meeting on 11/17/15.

Follow-Up Items

The meeting began with a discussion of previous items regarding Development Services. Several of the follow-up tasks are ongoing and new data was provided later in the meeting by LowellSTAT. E. Slagle presented new information about the issue of **donation box regulations**. Some of these sites have become dumping grounds which are not maintained by property owners. Slagle noted that Development Services has been taking great strides in enforcement of donation box regulations. This progress includes **contacting property owners, issuing violations, moving the location of the donation box, and using security cameras** to identify the cause of these issues. The second follow-up presented by Development Services was that of the Receivership Program. Slagle mentioned that there have been numerous responses to the most recent RFQ; many of the properties include those in the NEED Program. Mngr. Murphy asked if any contractor has requested to be a receiver. S. Shanahan replied that two contractors have requested receiver status. Slagle noted that many of the current receivers are slow to make progress on their assigned properties and that the City would benefit from instituting a deadline for property turn around. Slagle ended by mentioning that Development Services is in the process of filing a petition to re-assign these properties.



Follow-up: *Development Services will continue to look for ways to improve and expand the Receivership Program.*

Follow-up: *Development Services will continue to monitor the use of donation boxes.*

Revenues

LowellSTAT presented the permit revenue totals by Account for FY13-FY16 Budget. Accounts for Building and Occupancy Permits are well over their expected totals for FY16 YTD. **Building permit revenues stand at 79% of the FY16 Budget and occupancy permits stand at an astounding 150%.** Mngr. Murphy inquired as to what is causing such high totals for occupancy permits. E. Slagle answered that Development Services brought on a senior inspector who was able to complete a large number of occupancy inspections. Some of these inspections were conducted in buildings that had not had an inspection in some time. The creation of the senior inspector position is already on pace to greatly exceed the position's cost with the additional permit revenue.

Follow-up: *LowellSTAT and the Financial Team will continue to track Permit Revenue.*

Permit Data

R. Conley presented some examples of commercial construction that were subject to the City's **new final cost affidavit** requirement. In just these five sample properties; **the City is entitled to collect an additional \$82,399 in revenue.** This does not include the potential new tax growth that will be realized as a result of this process as well. LowellSTAT then presented permits issued by Month for FY13 – FY15. E. Slagle called particular attention to the May FY14 outlier where there were a large number of remodels. New Construction Building Permits have been on the rise in recent years. **FY13 had 71 new construction permits in total; that number increased to 128 in FY15.** Multi-family apartment building permits spiked with 25 permits issued in FY15. Duplex and two-family building permits have also increased significantly, 32 permits issued in FY15 from only 4 in FY14. Residential addition permits have remained relatively steady between 17 and 21 permits per year.

Follow-up: *Development Services will work with LowellSTAT to continue to monitor the effect of the final cost affidavit requirement.*



NEED Program

Currently the City's NEED Program has identified 39 problem properties and 6 landlords. As of November 2015, 37 of the 39 problem properties are in compliance and 21 have been sold. S. Shanahan noted that Development Services will be conducting a second round of inspections in the near future. Shanahan mentioned that there are currently 10 properties that will be included on the inspection list. E. Slagle stated that the Health and Fire Departments have been working with Development Services to target problem properties that pose health and safety risks to the city. Slagle also added that the Police Department is looking to collaborate with Development Services to identify additional problem properties. R. Conley noted that there is a direct correlation between Fire/Police calls and code violations at problem properties. Shanahan replied that since the first 39 properties were identified, there has been a significant decrease in the criminal activity taking place around these locations. Many of these properties had serious code violations that resulted in Development Services needing to close the building, thus putting a stop to illegal activity taking place on the premises.

Follow-up: *Development Services will continue to work with the Health, Fire, and Police Departments in order to identify and close problem properties as well as utilize the NEED Program to target nuisance properties.*

Follow-up: *LowellSTAT and Development Services will work to identify the impact of the NEED Program on the surrounding area.*

Rental Unit Inspections

LowellSTAT presented the total Pass/Fail results for 2012-2015 YTD. **From 2012 to 2015 YTD there have been 4255 Passing properties and 89 that Failed.**

LowellSTAT created a Number of Inspections by Neighborhood Map for all inspections from 2012 to 2015 YTD. The Highlands had the one of the greatest number of inspections, totaling 691 in all.

Development Services has also targeted auto body shops as part of an ongoing effort and collaboration with the State's Divisions of Standards (DOS), Industrial Accidents (DIA), and Unemployment Assistance (DUA). Development Services has made great progress at many locations such as the Payne Street area which had become home to many unregistered and



unwanted vehicles. S. Shanahan confirmed that of the vehicles on Payne Street, many had not been registered in years. Shanahan added that Development Services will continue to work with state departments to check the registration of vehicles parked on Payne Street on a regular basis. R. Conley inquired as to what happens to the vehicles after the City has removed them. E. Slagle replied that they are first placed under a tow lien, then are subject to a storage charge, and eventually (if the vehicle is not claimed) it will be auctioned off to compensate for the lien charges it has incurred. Development Services plans to focus on barber shops next due to their direct effect of the surrounding neighborhood.

E-Gov Requests

LowellSTAT presented the total number of requests for building code, residential rental, zoning, food code, and sanitary code violations. The average days to resolution for citizen requests has decreased significantly from FY14 to FY16 YTD. E. Slagle noted that some citizen requests are made via telephone and may be entered into E-Gov as an employee request. E. Slagle also mentioned that inspectors are quick to complete work in the field but may not be as swift to close out their requests on E-Gov. S. Shanahan noted that he has been working with inspectors to ensure that E-Gov requests are closed out in a timely fashion. R. Conley stressed that proper E-Gov close out is important for gauging an accurate response time.

Follow-up: *LowellSTAT will continue to monitor E-Gov requests.*