



**Talbot County Office of Permits and Inspections  
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Council Presentation April 9, 2019

Attached are reports for the April 9, 2019 Council Presentation which will be explained in more detail at presentation:

Page One: 2017 Customer Survey showing numbers for each category with comments on the back.

Page Two: 2018 Customer Survey showing numbers for each category with comments on the back.

Page Three, Four and Five: 2018 Permit Report – showing numbers for each type of construction and trade permits issued.

Page Six: Averages for review time/days and issuance for each department.

Page Seven: Inspection Tracking 2017 & 2018 – shows travel time, miles traveled, time out of office, time performing inspection, total number of inspection, average inspection per day and average hours per day remaining to complete other tasks assigned (excluding sick and vacation days).

Brent L. Garner  
Building Official/  
Manager Office of Permits and Inspections

## Customer Service Survey

Date 2017

TOTAL SUBMITTED 37

1.) Overall, how would you rate the quality of your customer service experience?

Very positive 36

Somewhat positive 1

Neutral

Somewhat negative

Very negative

2.) How well did we understand your questions and concerns?

Extremely well 32

Very well 5

Somewhat well

Not so well

Not at all well

3.) How well did we explain the permit process?

Extremely well 31

Very well 5

Somewhat well

Not so well

Not at all well

N/A 1

4.) Did we complete your permit in a timely manner?

Very timely 22

Timely 6

Somewhat timely 3

Not so timely

Not at all timely

Just Applied 1

N/A 5

- SURVEY REPORT COMMENTS ON BACK PAGE

## PERMITS AND INSPECTIONS SURVEY REPORT COMMENTS 2017

1. Very friendly.
2. Maria – was very helpful! Thank You.
3. Very pleasant experience.
4. Extremely polite – no complaints at this time.
5. Maria is an asset to the County and Permits and Inspections.
6. Grace and Maria have been helpful under (sometimes) trying circumstances – Larry and Steve have always been approachable / helpful as well – Real pros in this office.
7. Great front counter service.
8. Getting better.
9. Great experience at TCP & I.
10. Grace and Maria do an excellent job.
11. Always nice and helpful.
12. Vast improvement on time to issue permit.
13. Too many seal requirements.
14. Thanks!
15. Always a pleasure to work with!
16. Ladies Rock! And the guys in here too!
17. Very professional atmosphere and prompt service. Overall a very pleasant experience.
18. Grace and Maria were extremely friendly, knowledgeable & helpful to me throughout the entire process. As a homeowner applying for my own permits, I really appreciate the wonderful service.
19. Great team at TC Permits and Inspections! Maria and Grace are awesome!
20. I was dreading asking questions, I was helped very well.
21. We will see – but promising because Maria is the best.
22. Very pleasant experience, friendly and efficient staff.
23. Always a pleasure.
24. Very nice visit.
25. Grace was very helpful and kind.
26. Good positive experience – very helpful.
27. So nice to come here.
28. Office needs more help “ ASAP “
29. Best County to deal with - very nice and super helpful.

## Customer Service Survey

Date 2018TOTAL SUBMITTED 13

## 1.) Overall, how would you rate the quality of your customer service experience?

Very positive 12

Somewhat positive

Neutral

Somewhat negative

Very negative

N/A 1

## 2.) How well did we understand your questions and concerns?

Extremely well 12

Very well

Somewhat well

Not so well

Not at all well

N / A 1

## 3.) How well did we explain the permit process?

Extremely well 11

Very well 1

Somewhat well

Not so well

Not at all well

N / A 1

## 4.) Did we complete your permit in a timely manner?

Very timely 10

Timely 1

Somewhat timely

Not so timely

Not at all timely

N/A 2

- Survey Report Comments On Back Page

## PERMITS AND INSPECTIONS SURVEY REPORT COMMENTS 2018

1. Everyone at the office is amazing & very helpful.
2. The entire team was polite, knowledgeable and helpful.
3. Great people, even if its Friday 13<sup>th</sup>.
4. Very helpful, great asset to the County – Grace.
5. Helped with every step of the way, less than 30 days! Impressive!, amazing team here, thank you !
6. Please request inspection fee checks along with administration fee.
7. Great communication, Jordan did everything I needed and more.
8. Jordan went out of the way to help me out, great personality, so easy to work with.
9. Excellent service.
10. Extremely thorough and helpful.
11. Excellent service.

# 2018 PERMIT REPORT

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	2015	2016	2017	2018
RSFD (SINGLE FAMILY	22	27	32	26
RPLC (RPLC SINGLE FAMILY)	15	20	19	10
RADD (RENOVATIONS/DECK)	106	117	152	129
RGAR (GARAGE)	11	14	32	28
ROTH (GAR W/LIV)	31	34	21	28
RSWM (POOL)	37	55	49	51
RAGP (ABOVE GROUND POOL)	-----	-----	3	4
RSOL (SOLAR)	39	40	32	25
RDEM (DEMO)	38	58	49	52
RGEN (GENERATOR)	-----	-----	9	8
RFUE (RES. FUEL TANK)	-----	-----	18	17
RSHD (SHED)	19	28	34	24
RFEN (FENCE)	-----	-----	22	21
ROZN (ZONING OTHER)	-----	-----	5	11
ADEM (AG DEMO)	-----	-----	1	2
AGRG (AG STRUCTURE)	12	18	15	20
AMIX (AG MIX)	1	3	1	3
AOTH (AG OTHER)	0	2	1	1
ASOL (AG SOLAR)	0	2	2	0
CTEN (COMM TENAT FIT)	-----	-----	1	0

CAAC (COMM ADD, ALT, CONV)	8	6	7	3	<b>4</b>
CANT (COMM TOWER ANT)	4	2	7	7	
CDEM (COMM DEMO)	1	2	4	7	
COFT (COMM OFFICE TRAILER)	2	0	0	0	
COMM (COMM ACC. STRUCTURE)	3	2	2	4	
CMRN (COMM MARINE)	-----	-----	3	2	
CSIG (COMM SIGN)	-----	-----	1	2	
CSOL (COMM SOLAR)	-----	-----	1	0	
CHVA (COMM HVAC)	-----	-----	5	0	
CGEN (COMM GENERATOR)	-----	-----	1	2	
CGAS (COMM GAS)	-----	-----	1	0	
CFNC (COMM FENCE)	-----	-----	1	1	
AMENDMEND PERMITS	-----	-----	58	147	
ALL BUILDING PEMITS	349	430	589	635	

#### TRADE PERMITS

HVAC (STAND ALONE)	-----	-----	6	54	
HVAC (ASSOCIATED WITH A PERMIT)	-----	-----	118	101	
GAS (STAND ALONE)	-----	-----	21	8	

GAS (ASSOCIATED WITH A PERMIT)	-----	-----	94	80	5
PLUMBING (STAND ALONE)	-----	-----	5	3	
PLUMBING (ASSOCIATED WITH A PERMIT)	-----	-----	135	110	
ELECTRICAL (STAND ALONE)	-----	-----	66	104	
ELECTRICAL TOTAL	-----	-----	197	442	
TOTAL TRADE PERMITS	-----	-----	642	902	
TOTAL PERMITS PROCESSED			1231	1537	



## Days

Average Time To Enter In MUNIS	4.96
Average Time To Complete Zoning Review	2.77
Average Time To Complete Plan Review	12.61
Average Time To Complete Plan Review When Submittal Is Incomplete	33.41
Average Time To Approve PR After Additional Info Is Requested	20.30
Average Time To Complete EHD Review	16.59
Average Time To Complete BMP Review	13.34
Average Time To Complete Flood Review	9.25
Average Days to Issue Permit	27.14
Average Days to Issue Permit - No Info Need	23.32
Average Days to Issue Permit - Information Requested For PR	46.80

	# of Permits & Amendments	Average Days To Enter In MUNIS	Average Days To Complete Zoning Review	Average Days To Complete Plan Review	Average Days To Complete EHD Review	Average Days To Complete BMP Review	Average Days To Complete PW Review	Average Days To Complete Flood Review	Average Days to Issue Permit
January	50	1.96	1.95	8.27	16.67	14.18	20.85	#DIV/0!	27.30
February	59	2.86	1.81	12.59	22.19	20.00	11.00	54.00	30.80
March	63	2.97	2.00	14.35	12.42	6.25	124.00	3.00	30.23
April	86	4.63	3.88	13.73	17.20	8.27	12.17	1.00	38.96
May	70	4.68	6.61	12.97	19.69	8.14	9.00	#DIV/0!	27.11
June	82	7.55	2.33	10.51	21.39	8.60	93.00	8.00	28.81
July	60	4.90	1.89	7.70	5.57	5.00	19.83	5.67	21.52
August	55	2.85	1.77	13.25	13.38	16.00	16.20	4.00	17.56
September	76	8.05	2.27	16.69	23.08	45.00	#DIV/0!	8.00	27.16
October	89	6.45	2.61	15.97	11.48	39.00	35.00	6.33	22.59
November	47	5.67	2.52	12.86	17.17	#DIV/0!	17.00	8.60	14.63
December	26	3.17	2.10	7.17	7.33	45.00	19.00	#DIV/0!	17.67

	2017 TRANSIT TIME	MILEAGE	OUT OF OFFICE	INSPECTION TIME	NUMBER OF INSPECTIONS
January	52:37	1405.4	92:17	39:40	118
February	67:21	1729.2	115:11	47:50	154
March	76:37	2091.5	128:38	52:01	170
April	60:49	1785.5	110:16	49:27	141
May	79:04	2381.1	133:43	54:39	179
June	68:03	2010.0	120:12	52:38	196
July	66:09	2164.6	119:59	53:50	178
August	60:06	1900.9	105:31	44:36	147
September	69:24	2389.5	138:35	69:11	209
October	62:24	2109.8	128:33	66:09	208
November	66:06	2173.5	122:20	56:14	195
December	48:35	1617.7	96:27	47:52	161
TOTAL	777:15	23758.7	1411:42	634:07	2056

2.3 hrs/day

8.3 insp/day

FOR OTHER DUTIES

	2018 TRANSIT TIME	MILEAGE	OUT OF OFFICE	INSPECTION TIME	NUMBER OF INSPECTIONS
January	49:53	1565.7	92:39	41:55	149
February	53:45	1769.3	104:40	51:40	170
March	58:05	1819.5	115:29	57:24	177
April	78:49	2461.3	145:34	67:18	243
May	75:38	2320.0	147:06	71:28	233
June	74:24	2260.0	135:01	60:37	201
July	68:05	2038.4	117:18	48:52	191
August	80:21	2374.0	149:13	68:52	253
September	53:51	1626.5	102:28	48:37	160
October	69:57	2075.3	133:03	63:36	197
November	57:15	1686.7	100:21	43:06	148
December	60:36	2026.5	113:50	53:14	165
TOTAL	780:39	24023.2	1456:42	676:39	2287

2.1 hrs./day

9.3 insp./day

FOR OTHER DUTIES