

DEPARTMENT OF CODES AND BUILDING SAFETY

Mission Statement

The mission of the Department of Codes & Building Safety is to provide permit, inspection, enforcement, and information products to the Nashville community so they can experience safe buildings and improved quality of life.

DEPARTMENT OF CODES AND BUILDING SAFETY

Table of Contents

Strategic Goals	3
Code Enforcement Notification Line of Business Program Code Enforcement Notification	4
Construction/Land Use Line of Business Program Construction/Land Use	5
Better Neighborhoods Line of Business Program Better Neighborhoods	6
Building Safety Line of Business Program Building Safety	7
Information Services Line of Business Programs Board Support Services	8
Information Sharing	8
Administrative Line of Business Program Administrative	9

DEPARTMENT OF CODES AND BUILDING SAFETY

Strategic Goals

1. **By the year 2015, Codes customers will experience improved ability to communicate and access information through improved technology within Codes, as evidenced by:**
 - 10% increase of customers accessing information online
 - 75% of customers who report satisfaction with communications with the department
2. **By the year 2015, citizens of Davidson County will experience cleaner, safer neighborhoods, as evidenced by:**
 - 10% reduction in substandard housing
 - 10% reduction in number of abandoned or inoperable/unlicensed vehicles
 - 10% reduction of visual clutter (signs, debris, trash, graffiti)
3. **By the year 2015, Code customers will experience improved response times to their inspection requests, as evidenced by:**
 - 75% of customers who receive a response within 48 hours including communication of action on service requests
4. **By the year 2015, citizens of and visitors to Davidson County will experience increased Code compliance in new buildings as evidenced by:**
 - 10% increase in building projects obtaining a Use and Occupancy Letter indicating all required inspections performed and approved

DEPARTMENT OF CODES AND BUILDING SAFETY

Code Enforcement Notification Line of Business

The purpose of the Code Enforcement Notification Line of Business is to provide notice and information products to code violators so that violations can be corrected.

Code Enforcement Notification Program

The purpose of the Code Enforcement Notification Program is to provide notice and information products to code violators so they can correct violations and avoid penalties.

Result Measures

- Percentage of newly issued code violations corrected
- Percentage of backlogged code violations corrected

Output Measures

- Number of abate notices delivered
- Number of code violation responses

Demand Measures

- Number of abate notices anticipated to be delivered
- Number of code violation responses demanded

Construction/Land Use Line of Business

The purpose of the Construction/Land Use Line of Business is to provide licensing and permitting products to applicants (property owners, contractors, tenants) so they can proceed to do business in Davidson County in a timely manner.

Construction/Land Use Program

The purpose of the Construction/Land Use Program is to provide licensing and permitting products to applicants (property owners, contractors, tenants) so they can proceed to do business in Davidson County in a timely manner.

Result Measure

- Percentage of construction/land use permits issued in a timely manner

Output Measure

- Number of construction/land use permits issued

Demand Measure

- Number of construction/land use permits anticipated to be issued

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Better Neighborhoods Line of Business

The purpose of the Better Neighborhoods Line of Business is to provide property standards and zoning inspection products to neighborhood residents so they can experience a better place to live, work and play.

Better Neighborhoods Program

The purpose of the Better Neighborhoods Program is to provide property standards and zoning inspection products to neighborhood residents so they can experience a better place to live, work and play.

Result Measure

- Percentage change in substandard properties brought into compliance as a direct result of departmental intervention

Output Measure

- Number of property standard inspections delivered/demanded

Demand Measure

- Number of property inspections expected to be delivered/demanded

DEPARTMENT OF CODES AND BUILDING SAFETY

Building Safety Line of Business

The purpose of the Building Safety Line of Business is to provide building, plumbing, electrical, mechanical inspections and plan review products to building owners and contractors so residents and visitors to Nashville can experience Code compliant buildings.

Building Safety Program

The purpose of the Building Safety Program is to provide building, plumbing, electrical, mechanical inspections and plan review products to building owners and contractors so residents and visitors to Nashville can experience Code compliant buildings.

Result Measure

- Percentage of building projects obtaining a Use and Occupancy Letter indicating all required inspections performed and approved

Output Measure

- Number of building safety inspections provided

Demand Measure

- Number of building safety inspections demanded/anticipated

DEPARTMENT OF CODES AND BUILDING SAFETY

Information Services Line of Business

The purpose of the Information Services Line of Business is to provide information, instruction, and support products to boards, public officials and the general public so they can have the information they are seeking in a timely manner.

Board Support Services Program

The purpose of the Board Support Services Program is to provide case preparation and presentation products to six appeal boards so they can have timely and accurate information.

Result Measure

- Percentage of board members that have accurate information in a timely manner

Output Measure

- Number of case preparations and presentations provided

Demand Measure

- Number of case preparations and presentations anticipated

Information Sharing Program

The purpose of the Information Sharing Program is to provide reporting, reference and consultation products to public officials and individuals seeking information so they can have their service requests addressed in a timely manner.

Result Measure

- Percentage of individuals who get their service requests addressed in a timely manner

Output Measure

- Number of inquiry responses provided

Demand Measure

- Number of inquiry responses demanded/anticipated

DEPARTMENT OF CODES AND BUILDING SAFETY

Administrative Line of Business

The purpose of the Administrative Line of Business is to provide administrative support service products to the Codes department so it can efficiently and effectively deliver results for customers.

Administrative Program

The purpose of the Administrative Program is to provide administrative support service products to the Codes Department so it can efficiently and effectively deliver results for customers.

Result Measures

Executive Leadership:

- Percentage of departmental key results achieved
- Percentage of employees saying they use performance data as a regular part of their decision-making process

Human Resources:

- Percentage employee turnover
- Disciplinary/grievance hearings per 100 employees

Finance:

- Percentage of budget variance
- Percentage of payroll authorizations filed accurately and timely
- Percentage of payment approvals filed by due dates

Procurement:

- Percentage of department purchases made via purchasing card

Output Measures

Human Resources

- Number of new hires
- Number of disciplinary/grievance hearings conducted

Finance:

- Number of payroll authorizations completed
- Number of payment approvals completed

Procurement:

- Dollar volume of purchases completed within the department

Demand Measures

Finance:

- Number of payroll authorizations demanded
- Number of payment approvals completed

Procurement:

- Dollar volume of purchases (excluding construction)