



City of Saco Code Enforcement Department

Contact info -Richard Lambert, Code Enforcement Officer

Email: [dlambert@sacomaine.org](mailto:dlambert@sacomaine.org) Phone: (207) 284-6983

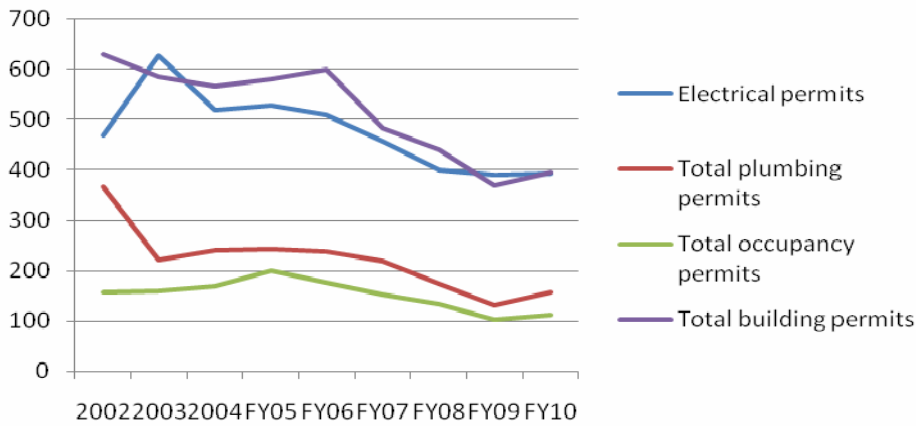
***Mission Statement: The mission of the Saco Code Enforcement Department is to ensure the public's safety through proper construction oversight and through fair and effective zoning compliance and enforcement efforts. This mission also provides for the safe and legal construction of all new buildings and building renovations; continued compliance with occupancy and building regulations; Zoning regulation enforcement and all necessary administrative support services.***

**SCOPE OF OPERATIONS:** The Code Enforcement Department responsibilities in FY10 included:

- Plan Review on all building permit applications, and enforce local Building Code on approximately 395 building permits issued.
- Enforce State Plumbing Code on 113 internal plumbing installations and Sub-surface Wastewater Disposal regulations on 33 new or replacement systems.
- Enforce National Electric Code on 393 electrical installations.
- Enforce the requirements of Site Plan, Conditional Uses and subdivision approvals granted by the Saco Planning Board.
- Inspect and issue 112 Certificates of Occupancy.
- Assist the Local Health Officer in the performance of his duties.
- Assist the City Attorney in preparation of court action when necessary.
- Process and review all variance and administrative appeal applications submitted for action by the Zoning Board of Appeals.
- Enforce Floodplain Management Ordinance on all areas of special flood hazard, and coordinate the Community Rating System for flood plain management.
- Enforce Shoreland Performance standards mandated by state; enforce provisions of the local Historical Preservation Ordinance.
- Assist the Department of Environmental Protection and the Saco River Corridor Commission in the enforcement of all applicable state regulations.
- Collect all impact fees as directed by City Code.
- Oversee the Maintenance Department for the Saco City Hall and Annex.
- Enforce the provisions of the City's Property Maintenance Code.
- Inspect over 100 food preparation businesses.
- Investigate over 104 complaints as they relate to the possible violation of any regulations the Department is responsible for administering.
- Maintain State Certifications through continuing education and recertification classes.
- Create learning opportunities for local contractors in all areas of constructions.



### 10 Year Permit Activity



Note: The Permit Activity Chart was corrected in FY07— prior years overstated totals.

**USE OF RESOURCES:** 3 full and 1 part-time employee.

Nearby city Biddeford employs 5 full time and two part-time, while nearby town Scarborough employs 5 full time in their Code Enforcement Departments.

YEAR	FY05	FY06	FY07	FY08	FY09	FY10
% OF CITY SERVICES BUDGET UTILIZED BY THE CODES DEPARTMENT ANNUALLY	.48%	.68%*	.72%*	.74%*	.65%*	.78%*

#### Two Examples of Impact on Citizens

YEAR	(A) PER CAPITA COST TO CITIZENS	(B) TAX BILL BASED ON AVERAGE HOME VALUE OF \$230,000	(B) PORTION OF TAX BILL TO FUND CODES DEPARTMENT
FY05	\$11.70	\$2,385	\$11.45
FY06	\$16.70*	\$2,981	\$20.31*
FY07	\$17.69*	\$2,928	\$21.13*
FY08	\$18.22*	\$3,064	\$23.01*
FY09	\$18.74*	\$3,087	\$20.07*
FY10	\$15.86*	\$3,133	\$24.51*

*\*this figure now includes employee benefits*

The impact of the Code Enforcement Department’s mission and three service delivery goals heavily influence on the city’s Public Safety strategic goal, as well as the strategic goal of Growth Management



#### DEPARTMENT SERVICE DELIVERY GOALS AND PERFORMANCE DATA:

**GOAL 1)** To assure that life-safety complaints are investigated promptly and proper action is taken to secure the health and safety of the public.

**PERFORMANCE DATA:** To initiate response to all complaints within 12 hours of receipt; to conduct a physical inspection of each related situation within 24 hours; and to take any warranted action within 48 hours of receipt.

**HOW ARE WE DOING?**



SEVENTH ANNUAL PERFORMANCE REPORT ON DELIVERY OF CITY SERVICES FOR FY 2010

TARGETS/COMPLAINTS	GOAL– INITIATE A RESPONSE WITHIN 12 HRS OF INITIAL COMPLAINT	GOAL: CONDUCT PHYSICAL INSPECTION OF RELATED SITUATION WITHIN 24 HRS OF COMPLAINT	GOAL: TAKE RESOLUTION ACTION WITH 48 HRS OF COMPLAINT
AVG RESPONSE TIME FY05	4 HOURS	UNKNOWN *	39.6 HOURS
AVG RESPONSE TIME FY 06	4.5 HOURS	UNKNOWN *	18 HOURS
AVG RESPONSE TIME FY07	1.67 HOURS	UNKNOWN *	7 HOURS
AVG RESPONSE TIME FY08	2.0 HOURS	2.25 HOURS	5 HOURS
AVG RESPONSE TIME FY09	1.05 HOURS	1.92 HOURS	5 HOURS
AVG RESPONSE TIME FY10	1.08 HOURS	9.02 HOURS	23.1 HOURS
* DATA WAS NOT TRACKED UNTIL FY08			>>> Dept. records data.

FY10 REDUCED STAFFING LEVELS HAVE ADVERSELY IMPACTED RESPONSE TIMES.

**GOAL 2)** To ensure that contractors and homeowners receive prompt and accurate inspections when requested.

**PERFORMANCE DATA:** To schedule inspections within 1 business day of request.

TIME TARGETS:	ACTUAL HOURS FROM REQUEST TO INSPECTION	
FY05	2.4 HOURS	NOTE: 96.5% OF CASES, TIME REQUESTED FOR INSPECTION WAS MET
FY06	8.8 HOURS	
FY07	3.75 HOURS	
FY08	6.8 HOURS	
FY09	4 HOURS	
FY10	3.6 HOURS	

>>> data from Department records.

**GOAL 3)** (Revised FY09) To maintain a high degree of professionalism within the department by achieving a higher level of certification in areas of job responsibility. In addition, the Department will work towards National Accreditation by the International Accreditation Service. The State of Maine has discontinued advanced certification for Code Enforcement Officers and is moving towards a higher level of certification for building code standards. The goal of this Department is to achieve this certification for all Code Enforcement Inspectors within 6 months of its initial offering.





**PERFORMANCE DATA:**

- For FY10, the Code Enforcement Officer (CEO) was awarded the State’s first CEO of the Year Award (see Appendix D).
- For FY10, all full time Code Enforcement Officers have maintained their State certification in all areas available including Land Use, Shoreland Zoning, Legal Issues, Internal and External Plumbing and Building Standards.
- One Code Enforcement Officer has obtained International Code Council Certification in House, Zoning and Residential Building Inspection.
- The Code Enforcement Office has maintained the City ISO rating for building Code Effectiveness at a level 4 for both residential and commercial construction. The ISO has also awarded a Class 8 designation for Flood Insurance preparedness. (1=high rating, 10= lowest).

Due to economic conditions of the State, the Code Enforcement Training and Certification Program was suspended for one year. No course offerings were available and no new training requirements were initiated. At the beginning of FY11, new programs were being developed and new certifications are made available. Significant progress in this area will evident in the next report.

>> *Data from departmental records.*

**GOAL 4)** (New in FY09) To implement a Neighborhood Blight Removal Program that requires the removal or rehabilitation of 100% of substandard and dangerous buildings within 24 months of identification in order to stabilize neighborhoods.

**PERFORMANCE DATA:** Starting in FY08, Code Enforcement has engaged in the identification and removal or restoration of blighted and neglected buildings within the City.

Fiscal Year	Type of Building	Fiscal Year Resolved	Resolution	Met Target/Failed to Meet Target
FY08	3 Commercial	FY08	Demolished	Met Target
FY08	13 Residential Buildings with 26 units	FY08	Demolished	Met Target
FY08	4 Residential Building with 11 units	FY08	Rehabilitated/ Reoccupied	Met Target
FY09	2 Residential Buildings	FY10	Demolished & Replaced	Met Target
FY09	2 Commercial Buildings	FY10	Demolished	Met Target
FY10	2 Residential Buildings	FY10	Demolished & Replaced	Met Target
FY10	2 Accessory Buildings		Unresolved	
FY10	2 Residential Buildings		Unresolved	



**CITIZEN SURVEY/INPUT:** The Code Enforcement Department rated positively in for aspects of its service delivery performance by citizens surveyed, with mean ratings ranging from 3.76 to 3.94 on the scale of 1 to 5 where 1 means “very dissatisfied” and 5 means “very satisfied,” similar to prior years. Large segments of the total responses are in the “don’t know” categories; given the nature of Code’s work, this makes sense, as many citizens have had no reason to directly interact with Code Enforcement and so have no reason to have formed an opinion.

		1 – Very dissatisfied	2 – Somewhat dissatisfied	3 – Neutral	4 – Somewhat satisfied	5 – Very satisfied	Don't know or N/A	Mean Response
The overall enforcement of City codes and ordinances including the Building Inspection Department	2004	2.8%	5.0%	20.5%	26.8%	13.8%	31.3%*	<b>3.64</b>
	2005	3.3%	7.5%	15.3%	28.3%	14.8%	31.0%*	<b>3.63</b>
	2007	1.5%	4.3%	12.8%	29.3%	14.0%	38.3%*	<b>3.81</b>
	2009	2.3%	6.0%	12.8%	24.8%	17.5%	36.8%*	<b>3.78</b>
The quality of new construction in the City	2004	2.5%	3.0%	19.8%	28.8%	16.0%	30.0%*	<b>3.75</b>
	2005	2.5%	9.3%	17.0%	31.8%	18.8%	20.8%*	<b>3.69</b>
	2007	1.0%	5.3%	13.8%	35.0%	18.8%	26.3%*	<b>3.88</b>
	2009	1.3%	4.0%	13.8%	30.8%	21.3%	29.0%*	<b>3.94</b>
The timeliness and ease of the City's permitting process	2004	1.8%	4.3%	18.0%	26.5%	14.3%	35.3%*	<b>3.73</b>
	2005	2.3%	8.0%	18.8%	22.5%	10.3%	38.3%*	<b>3.49</b>
	2007	1.3%	3.3%	13.3%	22.3%	13.8%	46.3%*	<b>3.82</b>
	2009	2.0%	6.8%	11.3%	20.8%	16.5%	42.8%*	<b>3.75</b>



*SEVENTH ANNUAL PERFORMANCE REPORT ON DELIVERY OF CITY SERVICES FOR FY 2010*

In FY09, the following question (see below) was introduced in order to more effectively understand the department’s performance from the citizen perspective. Based on the much lower percent of respondents who answer “don’t know,” the new questions appears to have more meaning for citizens. The survey in Fall 2010 will further inform the department on if this question works better for obtaining more concrete citizen opinions. This new question, combined with the new goal directed at addressing neighborhood blight, demonstrates the department’s ongoing commitment to addressing citizens’ concerns in their departmental mission.

		1 – Very dissatisfied	2 – Somewhat dissatisfied	3 – Neutral	4 – Somewhat satisfied	5 – Very satisfied	Don't know or N/A	Mean Response
The building safety of places of public assembly such as supermarkets, banks, and churches located in the City. Examples of building safety include that exits aren't blocked, plumbing and wiring are up to code, fire alarms and sprinklers are fully serviced, etc.**	2009	0.5%	0.8%	9.8%	36.3%	43.8%	9.0%	<b>4.34</b>

*\*\* This question was not asked in 2004, 2005 and 2007; therefore, the results cannot be benchmarked to previous surveys.*