



BUILDING CODES COMMITTEE MEETING

MONDAY, APRIL 6, 2020 | 6 PM

2nd committee meeting

The Committee will meet in City Hall Council Chambers, 5 East Butler Road at 6:00 p.m.

Please note that members of the public may not attend this meeting in-person. The meeting will be available remotely through Collaborate Space. Please visit the City's website at <https://cityofmauldin.org/your-government/meeting-minutes-agendas/> to access the meeting via audio and videoconferencing. An archived video of the meeting will be available on the City's website within 24 hours of the conclusion of the meeting.

You may also email comments about specific items on the agenda to City Clerk Cindy Miller at cmiller@mauldincitysc.com. Comments emailed about specific agenda items prior to 6:00 p.m. on Monday, April 6, 2020 will be read during the Public Comment segment of the meeting.



AGENDA

1. Call to Order

2. Public Comment

3. Reading and Approval of Minutes

- a. Building Codes Committee Meeting: March 2, 2020 {Pages 2-5}

4. Reports or Communications from City Officers

- a. Budget Review
- b. Department Reports

5. Unfinished Business

- a. Construction Noise Standards {Pages 5-7}

6. New Business

- a. Annexation at 1215 E. Butler Road {Pages 8-20}
- b. Planning Commission Term Limits {Page 21}
- c. Permitting & Licensing Software {Pages 22-23}

7. Public Comment

8. Committee Concerns

9. Adjourn



Minutes
Building Codes Committee
Monday, March 2, 2020
6:00 p.m.
5th committee meeting

Members present were Chairwoman Diane Kuzniar, Committee members Dale Black and Taft Matney. Business and Development Services Director David Dyrhaug, Police Chief Bryan Turner and City Administrator Brandon Madden were also present.

1. Call to Order- Chairwoman Kuzniar

2. Public Comment- None

3. Reading and Approval of Minutes

- a. Building Codes Committee Meeting: February 10, 2020
Councilman Matney made a motion to approve the minutes with Councilman Black seconding. The vote was unanimous (3-0).

4. Reports or Communications from City Officers

David Dyrhaug
Budget Review
Department Reports

David reported the department is 13% under budget.

5. Unfinished Business

- a. None

6. New Business

- a. 4-way Stop on Adams Mill Road- On January 8, 2019, the Mauldin Planning Commission approved the Whispering Meadows subdivision at Adams Mill Road and Ashmore Bridge Road. This was after the property had been annexed into the City of Mauldin by City Council on October 29, 2018. The Whispering Meadows subdivision includes 56 single-family detached lots and 35 single-family attached lots.

During the public hearing for this subdivision review, some residents of Mauldin, including Ed & Cynthia Schlegel at 1 Arrowood Court, indicated that Adams Mill Road suffers from a significant amount of speeding and suggested that a four-way stop be considered along Adams Mill Road at

Building Codes Committee Meeting



Bluestone Court where one of the entrances to this new subdivision would be located.

City staff recently completed a speed study along Adams Mill Road and found the description about significant speeds along Adams Mill Road to be accurate. The posted speed limit along Adams Mill Road is 25 mph. The 85th percentile speed reported in the speed study is 33.8 mph.

Staff finds that the intersection of Bluestone Court and Adams Mill Road is a good candidate for a 4-way stop. There is already a stop sign on Bluestone Court. Additionally, there will be a stop sign installed on the new entrance road for the Whispering Meadows subdivision. At this time, staff is requesting council approval to install two new stop signs on Adams Mill Road (one on each side of the intersection). The installation for these stop signs would be coordinated with the construction of the installation of the new entrance road for the Whispering Meadows subdivision.

Chief Turner said a study was run for about 30 days. There is a large volume of cars speeding. Chairwoman Kuzniar asked about the cost of the signs. David said the cost of the stop signs is minimal. \$30 for the sign and \$38 for the pole. David said Adams Mill is a city street and the City will be able to place the signs.

Councilman Matney made a motion to send this to council with a recommendation to add the two stop signs. Councilman Black asked how long the installation would take. David said he wants to talk to Public Works on putting out a notice that the stop signs will be coming. There will be a notice period before the installation. The vote was unanimous (3-0).

- b. Construction Noise Standards- Some members of City Council have recently inquired about the regulations that apply to construction noise. Section 18-95 of the Mauldin Code of Ordinances currently prohibits noises from construction machinery when operated from 10:00 p.m. to 7:00 a.m. regardless of location. Staff has talked to other communities as far as their time restrictions. The concern is people in their residences are hoping to have a quiet atmosphere in the evening.

Councilman Matney said we have some areas in Mauldin where residential butts up against construction areas. We have some way out on East Butler where you are not affecting residential areas at all. If you have areas that affect residential, you need an earlier construction stop time so that you are not disturbing people. It makes sense to have different stop times based on the zoning. David said a lot of the City is in proximity of residential projects. Chairwoman Kuzniar asked what is a reasonable time? Councilman Matney said also there should be a consideration on standard time versus daylight savings. This is not something that can be decided in one meeting. He asked

Building Codes Committee Meeting



this item stay in committee while the department comes up with some recommendations. Councilman Black asked if this is machinery noise or any noise. David said the ordinances references equipment and power tools. Councilman Black asked if it applied to homeowner work as well. Chief Turner said it applies to residents as well as commercial. There is some officer discretion. The City does have a decibel meter.

David will take a look at this issue and come up with some options. Councilman Black made a motion to keep this in committee. Councilman Matney seconded the motion and the vote was unanimous (3-0).

7. Public Comment

Joel Ann Chandler asked about road work being done. Would DOT and other utilities have to abide by the rules as well? Chairwoman Kuzniar said there was some jackhammer work near the new Dollar Tree that happened after 9:00 p.m., but we don't have any control over DOT.

Mayor Merritt said PLS Container starts emptying their containers at 6:30 a.m. Also, there is a subdivision on Old Mill Road that backs up to a distribution center that has a forklift that backs up and makes noise.

Councilwoman King said she thinks the times for the neighboring cities are interesting and that we are within the norm.

David said it is interesting to note Greenwood County stops construction at 11:00 p.m. but the City stops at 6:00 p.m.

Chairwoman Kuzniar said she is concerned about the people's rights to have peace at night. We need to work with the construction companies, but it is hard for kids to sleep if there is banging and other noises going on.

8. Committee Concerns- None

9. Adjourn- Chairwoman Kuzniar adjourned the meeting.

Respectfully Submitted,
Cindy Miller
Municipal Clerk



BUILDING CODES COMMITTEE AGENDA ITEM

MEETING DATE: April 6, 2020

AGENDA ITEM: 5a

TO: Building Codes Committee

FROM: Business & Development Services Director, David C. Dyrhaug

SUBJECT: Construction Noise Standards

BACKGROUND

After some members of City Council had recently inquired about the regulations that apply to construction noise, last month City staff reviewed the City's current noise standards with the Building Codes Committee. Section 18-95 of the Mauldin Code of Ordinances currently prohibits noises from construction machinery when operated from 10:00 p.m. to 7:00 a.m. regardless of location.

Last month City staff also provided the Building Codes Committee with a summary of the hours that other Upstate communities have set for prohibiting construction noise. The time when construction noise can begin in other communities varied between 6:00 a.m. and 7:00 a.m. The time when construction noise must stop in other communities varied between 6:00 p.m. and 11:00 p.m.

With regards to communities that immediately neighbor the City of Mauldin, both Simpsonville and Greenville County have the same restrictions as the City of Mauldin: construction noise is prohibited between 10:00 p.m. and 7:00 a.m. The City of Greenville varies just slightly as it prohibits construction noise between 9:00 p.m. and 7:00 a.m.

At the March 2, 2020, Building Codes Committee meeting, some of the discussion entailed concerns about unnecessarily impacting residents who may mow their yard in the evening, have a new roof installed, or do work on a backyard project that sometimes extends into the evening hours. The Building Codes Committee asked staff to explore alternative regulations. Below are a few options for the committee's consideration. In no way do these represent an exhaustive list of options.

OPTION 1 – CITY OF GREENVILLE STANDARDS

One option would be to adjust the City of Mauldin standards to mimic the standards of the City of Greenville. Instead of prohibiting construction noise at 10:00 p.m. and later, construction noise would be prohibited at 9:00 p.m. Aside from making no change at all, this would probably be the least disruptive change to the construction community. The basis for this adjustment would be consistency with our neighbor to the north.



OPTION 2 – DAYLIGHT SAVINGS ADJUSTMENT

Some communities in other areas of the country adjust their limitations on construction noise differently during daylight savings time. Generally, they allow construction noise to persist longer into the day during daylight savings time. For example, a community may allow construction until **[7:00 p.m.]** during standard time and until **[9:00 p.m.]** during daylight savings time. This adjustment seems to recognize that the evening hours during the spring and summer months aid both backyard projects and the construction community not just because of the extended daylight but also because of cooler temperatures in the evening.

OPTION 3 – DIFFERENT HOURS DEPENDING ON TYPE OF EQUIPMENT AND PROXIMITY TO RESIDENTIAL PROPERTY

Currently the City of Mauldin’s noise ordinance prohibits “construction machinery, heavy-duty equipment used in street repair and maintenance, and domestic and commercial power tools when operated from 10:00 p.m. to 7:00 a.m.” Alternatively, the City could consider differing standards depending on the type of tools and equipment being used and its proximity to a residential property. For example, noncommercial and nonindustrial tools and equipment could be treated differently from commercial and industrial tools and equipment. This approach could be enacted by adopting the following standards.

1. Noncommercial or nonindustrial power tools and landscaping and yard maintenance equipment shall not be operated between the hours of **[9:00 p.m.]** and **[7:00 a.m.]**, unless such activities do not exceed the applicable noise limits set forth in Table 1.
2. Construction machinery, commercial or industrial power tools and landscaping and yard maintenance equipment, excluding emergency work, shall not be operated within **[250 feet]** of a residential property line between the hours of **[8:00 p.m.]** and **[7:00 a.m.]**, unless such activities do not exceed the applicable noise limits set forth in Table 1.
3. Construction machinery, commercial or industrial power tools and landscaping and yard maintenance equipment, excluding emergency work, not closer than **[250 feet]** to a residential property line shall not be operated between the hours of **[10:00 p.m.]** and **[7:00 a.m.]**, unless such activities do not exceed the applicable noise limits set forth in Table 1.

OPTION 4 – DIFFERENT HOURS DEPENDING ON NATURE OF ACTIVITY AND PROXIMITY TO RESIDENTIAL PROPERTY

Another way to approach construction noise could be to distinguish between the nature of activity. Contractors installing a new roof on a house are typically in and out in a day. However, the construction of a new subdivision or a new building can persist day-after-day for months. The City could consider differing standards for regular ongoing construction performed under the authority of a building permit, land disturbance permit, or similar permit separate from other short-term activities. This could also be combined with differing standards based on the proximity of the activity to a residential property. This approach could be enacted by adopting the following standards.

1. The day-after-day or ongoing erection, construction (including excavating or grading), demolition, alteration or repair of any building or structure, excluding emergency work, for which an applicable construction permit has been issued shall be prohibited between the hours of **[8:00 p.m.]** and **[7:00 a.m.]** when located within **[250 feet]** of any residential property line, unless such activities do not exceed the applicable noise limits set forth in Table 1.
2. The day-after-day or ongoing erection, construction (including excavating or grading), demolition, alteration or repair of any building or structure, excluding emergency work, for which an applicable



construction permit has been issued shall be prohibited between the hours of [10:00 p.m.] and [7:00 a.m.] when separated by at least [250 feet] from any residential property line, unless such activities do not exceed the applicable noise limits set forth in Table 1.

COMPARISON OF OPTIONS

The following table compares the strengths and challenges of each of the options presented above.

	STRENGTHS	CHALLENGES
OPTION 1. City of Greenville Standards	<ul style="list-style-type: none"> • Least disruptive change to the construction community • Consistency with neighboring city 	<ul style="list-style-type: none"> • Many children go to bed before 9:00 p.m. • Many residents prefer a peaceful evening prior to 9:00 p.m.
OPTION 2. Daylight Savings Adjustment	<ul style="list-style-type: none"> • Better adjusts according to daylight hours • Enables outdoor work to persist into the cooler hours of the summer months 	<ul style="list-style-type: none"> • Some residents prefer to enjoy peaceful evenings outdoors during the spring and summer months
OPTION 3. Type of Equipment	<ul style="list-style-type: none"> • Distinguishes between domestic tools/equipment and presumably noisier commercial tools 	<ul style="list-style-type: none"> • Enforcement of this provision may be the most challenging of the options presented—how easily can a domestic tool be distinguished from a commercial tool?
OPTION 4. Nature of Activity	<ul style="list-style-type: none"> • Distinguishes between activities of a less frequent occurrence and activities that could potentially persist from one day to the next 	<ul style="list-style-type: none"> • This could have the most adverse impact on development and construction of new subdivisions

ATTACHMENTS

None



BUILDING CODES COMMITTEE AGENDA ITEM

MEETING DATE: April 6, 2020

AGENDA ITEM: 6a

TO: Building Codes Committee

FROM: Business & Development Services Director, David C. Dyrhaug

SUBJECT: Annexation of 1215 E. Butler Road

OWNER(S):	East Butler, LLC
TAX MAP NUMBER(S):	0539.01-01-002.06
LOCATION:	1215 E. Butler Road
CURRENT ZONING:	C-1 (County)
REQUESTED ZONING:	S-1, Services
SIZE OF PROPERTY:	Approx. 7.5 acres
CONTIGUITY:	This tract is directly adjacent to the Laurens Electric Cooperative facility at 1201 E. Butler Road which is located within the city limits of Mauldin

REQUEST

The City of Mauldin has received a signed petition requesting the annexation of a tract of land pursuant to South Carolina Code of Laws Section 5-3-150. This petition includes approximately 7.5 acres owned by East Butler, LLC, and is located at 1215 E. Butler Road.

The applicant has requested that this tract be zoned S-1, Services, upon annexation into the City of Mauldin. The applicant is planning to construct a Caliber Collision auto body repair shop with an upgraded façade on a 2.6-acre portion of this tract directly adjacent to an existing Dollar General store. To staff's knowledge, there are no immediate development plans for the remaining 4.88-acre portion of this tract.

HISTORY/BACKGROUND

This property is currently undeveloped.



UTILITIES AND SERVICES

All utilities are available including water and sewer. An existing Metro sewer line runs in front of this property. This tract is currently located in the Mauldin Fire Service Area. This tract will continue to be served by the Mauldin Fire Department upon annexation.

PLANNING AND ZONING

About the S-1 District

The S-1 district provides a transition between commercial and industrial areas. This district allows: (1) commercial uses which are service related; (2) service-related commercial uses which sell merchandise related directly to the service performed; (3) commercial uses which sell merchandise which requires storage in warehouses or outdoor areas; and (4) light industries which in their normal operations would have a minimal effect on adjoining properties. Facilities and operations in this district are not permitted to produce noxious odors, fumes, smoke, dust, or noise that would impact adjacent properties.

Comprehensive Plan Analysis

The Future Land Use Map for this tract calls for non-residential mixed use representing a transitional area between employment centers, commercial areas and residential areas. Further, the Future Land Use Map identifies this section of E. Butler Road as a community corridor appropriate for less intense commercial uses. The S-1 zoning district supports this designation in the Comprehensive Plan.

Surrounding Development/Zoning

These properties are surrounded by the following zoning and land uses:

Direction	Zoning District(s)	Existing Use(s)
North	C-1 (County)	Commercial (Strip Shopping Center)
South	C-1 (City)	Commercial (Grandaddys Christmas Trees)
East	C-1 (County)	Commercial (Dollar General)
West	S-1 (City)	Services (Laurens Electric Cooperative)

TIMELINE

On March 26, 2020, staff received the signed petition for the annexation of this tract.

FISCAL IMPACT

The annexation of this tract will result in a net financial benefit to the City of Mauldin. Due to the collection of a commercial property tax and annual business license fees, the City stands to receive revenues that will exceed the cost of providing services to this tract.

RECOMMENDATION

Forward this matter to City Council for consideration.



ATTACHMENTS

Sample Caliber Collision buildings in Fort Mill and Murrells Inlet that this building will be modeled after
Caliber Collision conceptual site plan
Annexation Ordinance (maps and petitions attached therein)



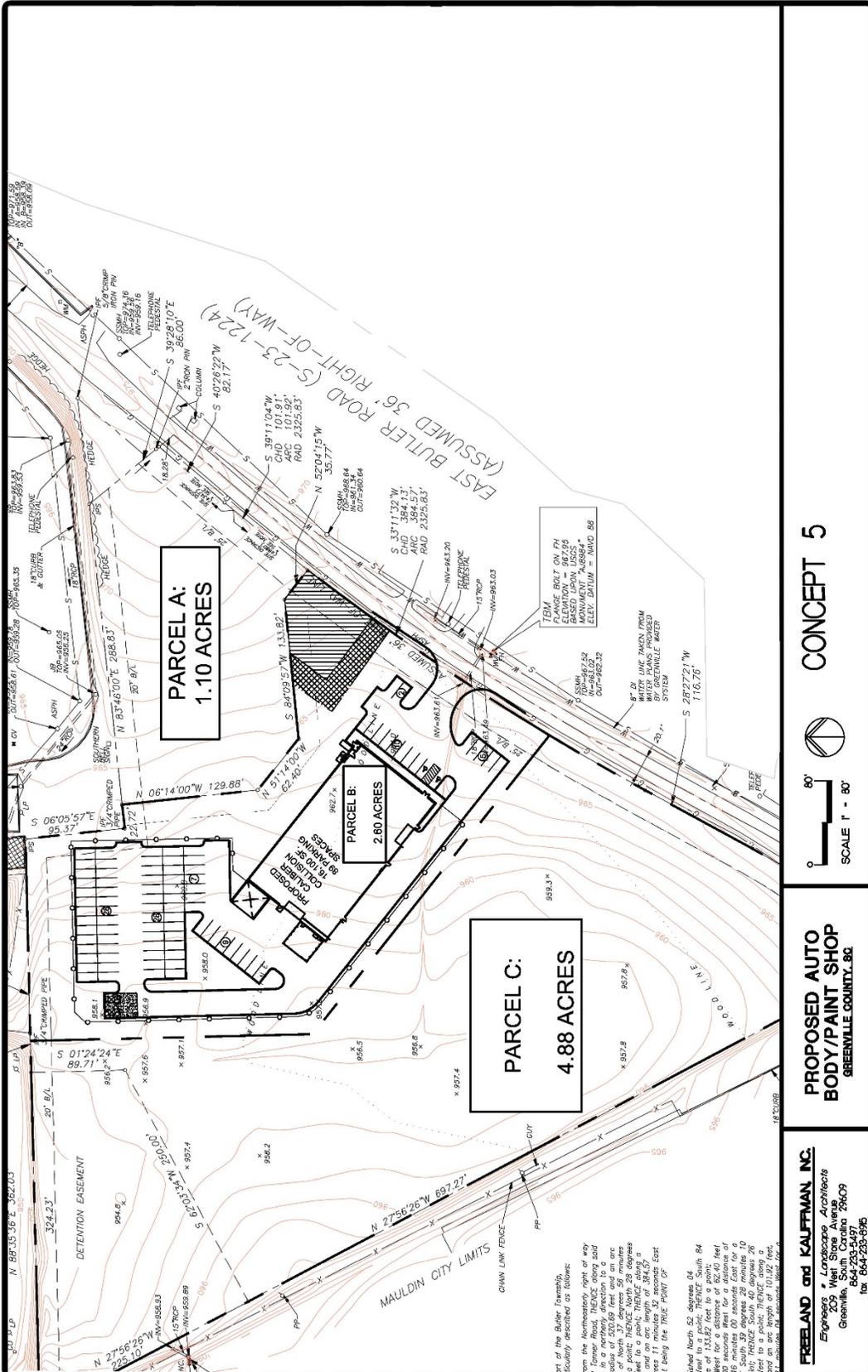
Caliber Collision at 2540 SC-160 in Fort Mill, SC





Caliber Collision at 12274 Frontage Road in Murrells Inlet, SC





CONCEPT 5



SCALE 1" = 80'

PROPOSED AUTO BODY/PAINT SHOP
GREENVILLE COUNTY, SC

FREELAND and KUFFMAN, INC.
Engineers, Architects
105 W. Main Street
Greenville, South Carolina 29609
864-236-5497
fax 864-238-8596



ORDINANCE _____-2020

AN ORDINANCE TO PROVIDE FOR THE ANNEXATION OF PROPERTY OWNED BY EAST BUTLER, LLC, AND LOCATED AT 1215 E BUTLER ROAD (TAX MAP PARCEL: 0539.01-01-002.06) BY ONE HUNDRED PERCENT PETITION METHOD; AND TO ESTABLISH A ZONING CLASSIFICATION OF S-1, SERVICES, FOR SAID PROPERTY

WHEREAS, East Butler, LLC, is the sole owners of record title of a parcel of real property containing 7.48 acres, more or less, located at 1215 E. Butler Road, which property is contiguous to the City of Mauldin and is more particularly illustrated in Exhibit 1 attached hereto; and,

WHEREAS, an Annexation Petition, attached hereto as Exhibit 2, has been filed with the City of Mauldin by East Butler, LLC, requesting that the aforementioned property be annexed into the City of Mauldin; and,

WHEREAS, the property to be annexed is contiguous to the City of Mauldin, and is more particularly depicted in Exhibit 1 attached hereto; and,

WHEREAS, East Butler, LLC, constitutes one hundred (100%) percent of freeholders owning one hundred (100%) of the real property depicted in Exhibit 1 attached hereto; and,

WHEREAS, the proposed zoning of S-1, Services, is compatible with the surrounding property uses in the area; and,

WHEREAS, the Mayor and Council conclude that the annexation is in the best interest of the property owner and the City;

NOW, THEREFORE, be it ordained by the Mayor and Council of the City of Mauldin that:

1. ANNEXATION: The real property owned by East Butler, LLC, and more particularly depicted in the map attached hereto marked as Exhibit 1, is hereby annexed into the corporate city limits of the City of Mauldin effective immediately upon second reading of this ordinance.

2. ANNEXATION OF A PORTION OF ADJACENT RIGHTS-OF-WAY: All of that portion of East Butler Road along the edge of and adjoined to the annexed property shown on the attached Exhibit to the centerline of the afore-mentioned right-of-way is also hereby annexed into the corporate limits of the City of Mauldin effective immediately upon second reading of this ordinance.



3. ZONING ASSIGNMENT: The above referenced property owned is hereby zoned S-1, Services.

Terry Merritt, Mayor

ATTEST:

Cindy Miller, Municipal Clerk

First Reading: _____

Second Reading: _____

Approved as to Form:

City Attorney



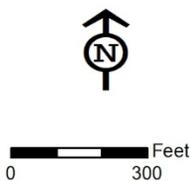
EXHIBIT 1 – ANNEXATION MAP

1215 E. Butler Road Annexation Map



Legend

- Mauldin City Limits
- Annexation**
- Subject Property
- Right-of-Way



Created on March 31, 2020

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EXHIBIT 2 – PETITION

**PETITION FOR ANNEXATION OF REAL PROPERTY OWNED
BY EAST BUTLER LLC, AND LOCATED AT 1215 E. BUTLER
ROAD INTO THE CITY OF MAULDIN BY ONE HUNDRED
PERCENT (100%) METHOD**

Petitioner, East Butler LLC, is the sole owner [freeholder owning one hundred (100%) percent of the assessed value of real property in the area proposed to be annexed] of a parcel of real property in Greenville County containing approximately 7.48 acres, more particularly described in the property description attached hereto marked as Exhibit A, and the Property Map attached hereto marked as Exhibit B.

Petitioner hereby petitions to annex their property, which is contiguous to the City of Mauldin, into the corporate limits of the City of Mauldin. Petitioner also hereby petitions to assign their property the zoning classification of S-1, Services, as depicted in Exhibit C attached hereto, on the Official Zoning Map of the City of Mauldin.

This Petition is submitted to the City of Mauldin pursuant to the provisions of S.C. Code §5-3-150(3) authorizing the City Council to annex an area by the one hundred percent (100%) method.

This Petition is dated this 26th day of March, 2020, before the first signature below is attached.

The Petitioner requests that the entire tract described above and shown on the attached Exhibit B be annexed in its entirety into the corporate city limits of the City of Mauldin and assign the tracts the zoning classification of S-1, Services, as depicted in Exhibit C attached hereto.

March 26, 2020
Date

EAST BUTLER, LLC

The undersigned represents that he/she has authority to bind this entity to this petition, and no other signatures are needed.

By: [Signature]

Name: Anthony Morgan

Title: Member

[Signature]
Witness

[Signature]
Witness

[Handwritten mark]

Building Codes Committee Meeting



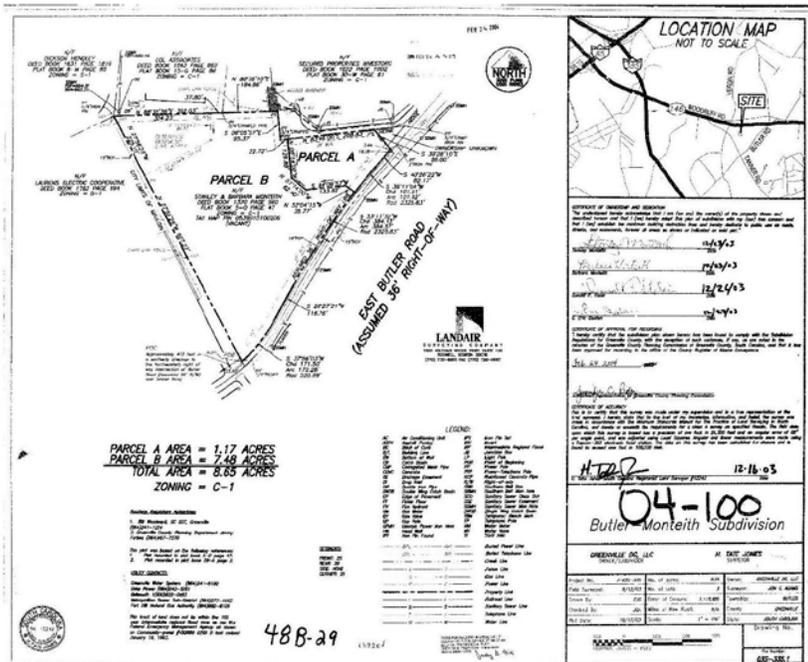
EXHIBIT A

PROPERTY DESCRIPTION

*As recorded in the Title to Real Estate
contained in Deed Book 2126 Page 537
of the Greenville County Register of Deeds*

All that certain piece, parcel or lot of land in Greenville County, South Carolina, on East Butler Road, being shown and designated as Parcel B on Survey for Stanley K. Monteith and Barbara Monteith, Trustees, et al.

TAX MAP #0539.01-01-002.06

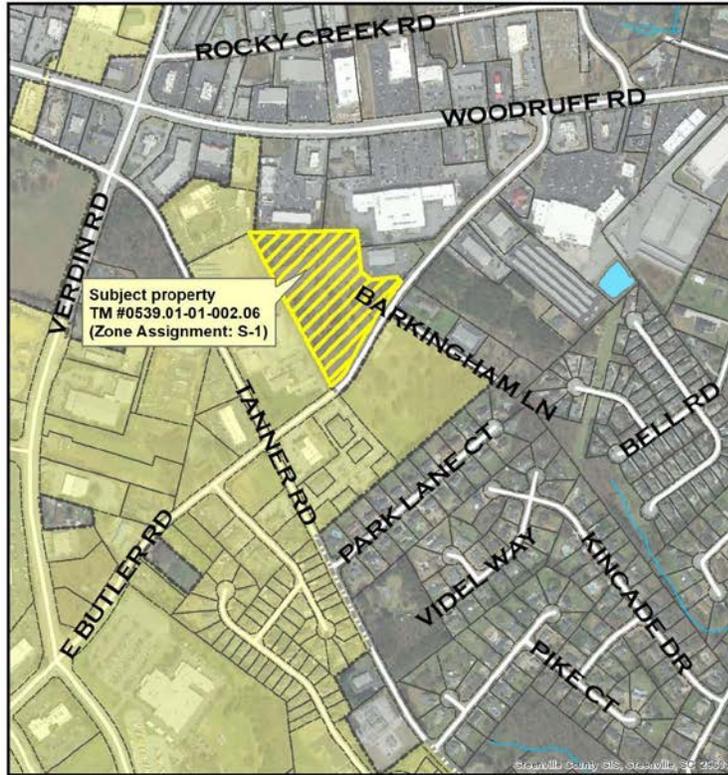


Building Codes Committee Meeting



EXHIBIT B

PROPERTY MAP



Legend

-  Parcels selection
-  Mauldin City Limits



Created on February 25, 2020

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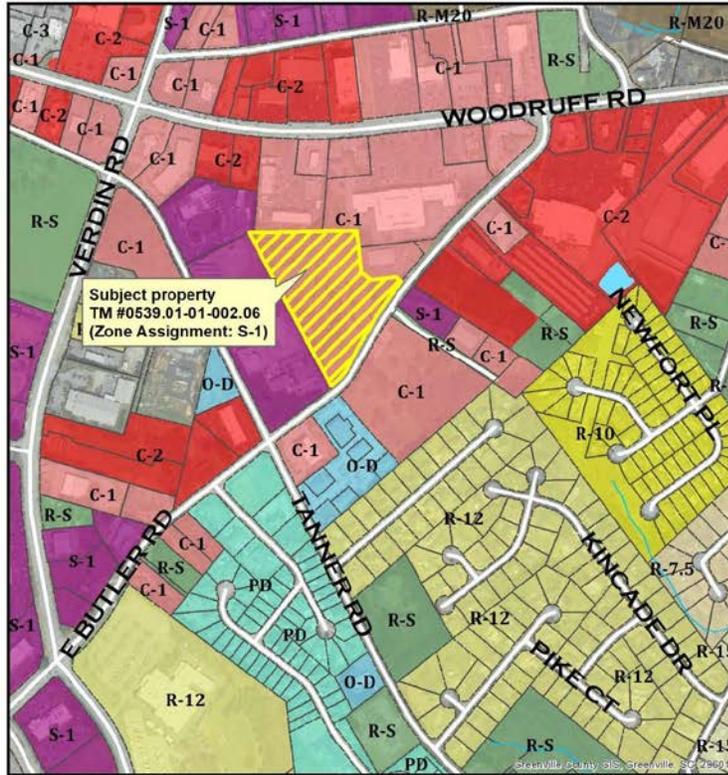
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EXHIBIT C

ZONING MAP



Legend

 Parcels selection



Created on February 25, 2020

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BUILDING CODES COMMITTEE AGENDA ITEM

MEETING DATE: April 6, 2020

AGENDA ITEM: 6b

TO: Building Codes Committee

FROM: Business & Development Services Director, David C. Dyrhaug

SUBJECT: Planning Commission Term Limits

BACKGROUND

In 2002, the City of Mauldin adopted a provision regarding the Planning Commission that states that “no person shall be eligible for more than two consecutive terms” (see Section 2-222 of the Mauldin Code of Ordinances).

The City currently has some great volunteers serving on the Planning Commission. This includes two individuals, Jonathan Paulsen and Dean Oang, who are each currently serving in their second term which is set to expire on June 30, 2020. The City will be hard-pressed to replace the breadth of planning and development knowledge that these two volunteers possess.

I am unfamiliar with the context which led to the adoption of this provision. But I have observed that other Mauldin boards and commissions do not have term limits nor is this provision found in the South Carolina Code of Laws. You hate to lose hardworking and knowledgeable volunteers. Some volunteers don't start hitting their stride until their second term.

REQUEST

Staff would like to ask if the City Council still finds this provision to be relevant or they would have interest in repealing this provision.

IMPACT

A repeal of this provision would not automatically re-appoint Planning Commission members upon expiration of their term but would allow them to be eligible to be re-appointed.



BUILDING CODES COMMITTEE AGENDA ITEM

MEETING DATE: April 6, 2020

AGENDA ITEM: 6c

TO: Building Codes Committee

FROM: Business & Development Services Director, David C. Dyrhaug

SUBJECT: Permitting and Licensing Software

BACKGROUND

Last spring the City received notice that its permitting and licensing software at the time, Viewpermit, would be discontinued. At the time, the City elected to stay with the same company that it had been contracting with since 2014, ViewPoint, and transition to their newest product, Viewpoint Cloud. Viewpoint Cloud was promoted with the following enhancements and advantages:

- The new software would be cloud-based
- The new software would be a browser-based web application accessed entirely via the web with nothing to install
- The new software would provide a seamless online experience allowing online payments for permits and licenses
- The City's current database of permitting and licensing records would be migrated to the new software
- Because it was an existing customer, the City received a discount for migrating to Viewpoint Cloud

The City contracted with ViewPoint to transition to Viewpoint Cloud on June 1, 2019. At the time, ViewPoint indicated to staff the transition would take about 3-4 months. Staff estimated closer to 4-6 months. On December 11, 2019, City staff began actively using Viewpoint Cloud for all new permits and licenses. Because of some data migration issues on the part of ViewPoint, we delayed opening up the software for public use until those issues were fixed. These migration issues were fixed by ViewPoint as of March 1, 2020, and the software was opened for public use on March 4, 2020.

ISSUES

When City staff began using Viewpoint Cloud in December 2019, staff immediately began encountering a multitude of issues. We quickly discovered with the help of ViewPoint that a number of these issues were because the migration of data was not performed correctly by ViewPoint. It took 3 months for ViewPoint to resolve their migration issues but even now we are still missing information and data from the old system. Missing information includes previous flags on permits and licenses, e-mail addresses for businesses, and payment history for business licenses.

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Additionally, there are some operational abilities and efficiencies that the staff enjoyed with Viewpermit (old software) that are missing from Viewpoint Cloud (new software). Some of these include:

- Inability to add new addresses or edit addresses
- Inability to implement our existing file numbering system for business licenses and renewals
- Inability to deactivate accounts for businesses that close
- Inability to utilize multiple contacts for a single permit or business
- Inability to clone existing permits
- Daily cash reports are unable to be summarized by account type
- Projects and permits do not clear out from the inspector's and plan reviewer's task list after he completes an inspection or plan review

We have had a few issues reported to us as the public has begun using Viewpoint Cloud. Most of these issues so far pertain to contractor issues and missing contractor information.

Finally, the type of support that we receive from ViewPoint has been frustrating at times. ViewPoint expects that City staff will resolve most of their issues on their own. Rather than fix an issue for us, ViewPoint sends us generic "articles" that they have written as a reference to help us. Sometimes these articles help us resolve our issues and sometimes they are unrelated to the issue.

REQUEST

Would the Building Codes Committee like for staff to request bids from qualified providers for permitting and licensing software solutions?