



**WORK SESSION MEETING
AGENDA
CITY OF CREVE COEUR
CITY COUNCIL
300 NORTH NEW BALLAS RD
DECEMBER 10, 2018
6:00 PM**

CALL TO ORDER

ROLL CALL

DISCUSSION ITEMS

- 1. Approval of November 26, 2018 City Council Work Session Meeting Minutes**
- 2. Building Division Update**
Summary: Staff will update the City Council on the status of several on-going initiatives as a result of the recent citizen survey (<http://www.crevecoeurmo.gov/64/Resident-Survey>) and will discuss other projects and initiatives of the Building Division.

Pursuant to Section 610.022 RSMo., the City Council could, at any time during the meeting, vote to close the public meeting and move to closed session to discuss matters relating to litigation, legal actions and/or communications from the City Attorney as provided under Section 610.021(1) RSMo. and/or personnel matters under Section 610.021(13) RSMo. And/or employee matters under Section 610.021(3) RSMo. and/or real estate matters under Section 610.021(2) or other matters as permitted by Chapter 610.

Posted: _____ posted 06/24/2022
Kellie Henke
City Clerk



**WORK SESSION MEETING
MINUTES
CITY OF CREVE COEUR
CITY COUNCIL
300 NORTH NEW BALLAS RD
NOVEMBER 26, 2018
6:00 PM**

CALL TO ORDER

A regular meeting of the City Council of the City of Creve Coeur was called to order by Mayor Glantz at the City Council Chamber, 300 North New Ballas Rd, City of Creve Coeur Government Center, Creve Coeur, MO 63141 on Monday, November 26, 2018 at 6:00 PM.

ROLL CALL

Council Member, Ward 2 AJ Wang
Council Member, Ward 2 Ellen Lawrence
Council Member, Ward 3 Robert Hoffman
Council Member, Ward 3 Charlotte D'Alfonso
Council Member, Ward 4 Scott Saunders
Council Member, Ward 1 Alexis Travers
Council Member, Ward 4 Susan Baseley
Council Member, Ward 1 Heather Silverman

DISCUSSION ITEMS

1. Approval of November 12, 2018 City Council Work Session Meeting Minutes

RESULT:	ACCEPTED [UNANIMOUS]
MOVER:	Robert Hoffman, Council Member, Ward 3
SECONDER:	Charlotte D'Alfonso, Council Member, Ward 3
AYES:	Glantz, Wang, Lawrence, Hoffman, D'Alfonso, Saunders, Travers, Baseley, Silverman

2. Police Station Update

Jim Heines reviewed the change orders. (Exhibit A)

RESULT:	ITEM DISCUSSED
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Adjourned at 6:23 pm:

Deborah Ryan, City Clerk

**CITY OF CREVE COEUR
BUILDING DIVISION****MEMORANDUM**

TO: Mark Perkins, City Administrator
Jason Jaggi, Director of Community Development

FROM: Steve Unser, Chief Building Official

DATE: December 6, 2018

RE: Council Work Session (12/10/2018) – Building Division Matters and Expectations.

Noted below is an overview of the building division matters and expectations to be discussed at the 12/10/2018 council work session.

1. Follow up discussion regarding the 2018 Resident's Survey and opportunities for improvement.
 - Streamlining the inspection process by consolidating certain residential building inspections for small bathroom / kitchen remodeling projects.
 - The administrative supervisor (new position) will more closely monitor the answering of incoming phone calls, customer interactions at the counter and other customer-service related functions. This type of direct supervision will improve the overall experience for customers navigating through the building permit plan review and inspection processes.
 - An additional building inspector (hired as a result of an inspection agreement with BJC) will provide the building division with more field inspection man-hours. This will result in the city's two (2) plans examiners and building official doing less field inspections. This should expedite the plan review and permit issuance processes.
 - Implementation of the EnerGov software will ultimately expedite the building division's application, plan review, permit issuance, field inspection and escrow release processes. Eventually there will be a Citizen's Portal that will allow residents to see the status of their project's plan review and the results of their building inspections.
 - Review data on various types of permits issued. See attached **EXHIBIT A**.
2. The process to adopt the city's new residential and commercial building codes, energy conservation code, property maintenance code and swimming pool code continues. All of the necessary code books, software and handbooks have been purchased. Staff and the Building Code Board of Appeals will review changes to the city's present codes. The building official will then propose amending and adopting ordinances for each code. The goal is to complete the rough drafts of these ordinances by 6/29/2019.

3. Review of significant changes to the residential portion of the city's energy conservation code (the new 2015 International Energy Conservation Code vs. the existing 2009 IECC)
 - Required insulation R-value for exterior walls will increase from R-13 to R-20.
 - Required insulation R-value for attics will increase from R-38 to R-49.
 - The air leakage requirements for a home's thermal envelope have become more restrictive.
 - Since the adoption of the 2009 International Energy Conservation Code (on 8/1/2013) the building division has issued approximately 611 Replacement Window and Door permits that had a total construction valuation of approximately \$5,212,861. By issuing replacement window and door permits, the building division is able to verify that all replacement windows and doors are in compliance with the air leakage requirements of the IECC; that they have been installed per the manufacturer's requirements; and that they meet building code requirements as required for safety-tempered glazing, window opening limiting devices and emergency escape and rescue opening requirements. The issuance of replacement window and door permits ensures residents this type of substantial investment in their homes will be completed in a code-compliant manner. There is good information on the building division's page of the city's website that further explains the benefits of issuing Replacement Window and Door permits. See attached EXHIBIT D
4. The process used to bring closure to 'older' building and mechanical permits is ongoing. Due to the diligent work of Martha Bangert, Part-Time Administrative Assistant, the backlog of expired mechanical permits (going back to 1/1/2015) has been reduced from approximately 425 to 315. Since 10/1/2018, Ms. Bangert has sent approximately 425 notices to various mechanical contractors who have "failed to obtain final approval" of their mechanical permits.. This past Fiscal Year 2018, the building division brought approximately 42 expired building permits to closure through escrow forfeiture notices or court action.
5. Review of the Community Development Fee Schedule.
 - Building permit fees and other community development fees have not been increased since 12/2010. A fee increase will help to offset the increase in building division expenditures that have occurred since the last time these fees were increased. An increase in building permit fees has been proposed by the building division. See ATTACHMENTS.A – C.
 - In 2010, the city goal was for the building division to recover 80% of its building code enforcement costs. The new city goal may be for the building division to recover 90% of its building code enforcement costs. For the past 5 fiscal years, the building division has recovered (on average) 86% of its building code enforcement costs. See attached **TABLE ONE**.
6. Review of a possible "delinquent applicant" ordinance.

- This ordinance would allow the building division to not issue a building permit to a contractor who has failed to obtain final city approval on a previously issued building permit(s) that has since expired. This action will help reduce the backlog of older permits.

TABLE ONE**BUILDING DIVISION****PERCENTAGE (%) OF RECOVERED BUILDING CODE ENFORCEMENT COSTS**

	FY2019 (projected)	FY2018	FY2017	FY2016	FY2015	FY2014	5 FY AVG.
TOTAL REVENUE COLLECTED *	\$829,904	\$741,332	\$651,221	\$709,073	\$856,547	\$537,562	\$699,147
TOTAL EXPENDITURES**	\$922,115	\$911,349	\$867,409	\$815,095	\$751,749	\$702,017	\$809,523
LOSS / GAIN	-\$97,241	-\$170,017	-\$216,188	-\$106,022	+\$104,798	-\$164,455	-\$110,376
% of RECOVERED COSTS***	90%	81%	75%	87%	114%	77%	86%

*TOTAL REVENUE COLLECTED is the sum total of building permit fees, commercial certificate of occupancy fees, sign permit fees, demolition permit fees, fence permit fees and escrow deductions. It does NOT include any REVENUE COLLECTED by the Apartment Re-Occupancy Program. Dollar amounts are from the Finance Department's Fiscal Year Revenue Statements.

**TOTAL EXPENDITURES are the total costs for operating the plan submittal, plan review, permit issuance, field inspection, escrow release and archiving processes that make up the building code enforcement program. It does NOT include any operating costs for the Apartment Re-Occupancy Program or other code enforcement costs (i.e. property maintenance codes, nuisance code and zoning code enforcement). Dollar amounts are from the Finance Department's Fiscal Year Expenditure Statements.

***% of RECOVERED COSTS – Since 2/1/2011 (the last time the city raised its permit fees per Ordinance No. 5166) the city's goal has been for the Building Division to recover at least **80%** of its building code enforcement costs each fiscal year. The new city goal is for the Building Division to recover at least **90%** of its building code enforcement costs each fiscal year.

Based on the city's FY2019 Budget, the projected BUILDING CODE ENFORCEMENT COSTS for FY2019 are **\$922,115** (which is \$1,026,115 for the Total Building Division Expenditures minus \$104,000 for the operating costs of the Apartment Re-Occupancy Program). The new city goal is for the Building Division to recover **90%** of these costs or **\$829,904**.

In order for the Building Division to reach this goal, the building permit fees would need to be raised from a present charge of \$6.00 per \$1,000 of construction costs to \$7.00 per \$1,000 of construction costs.

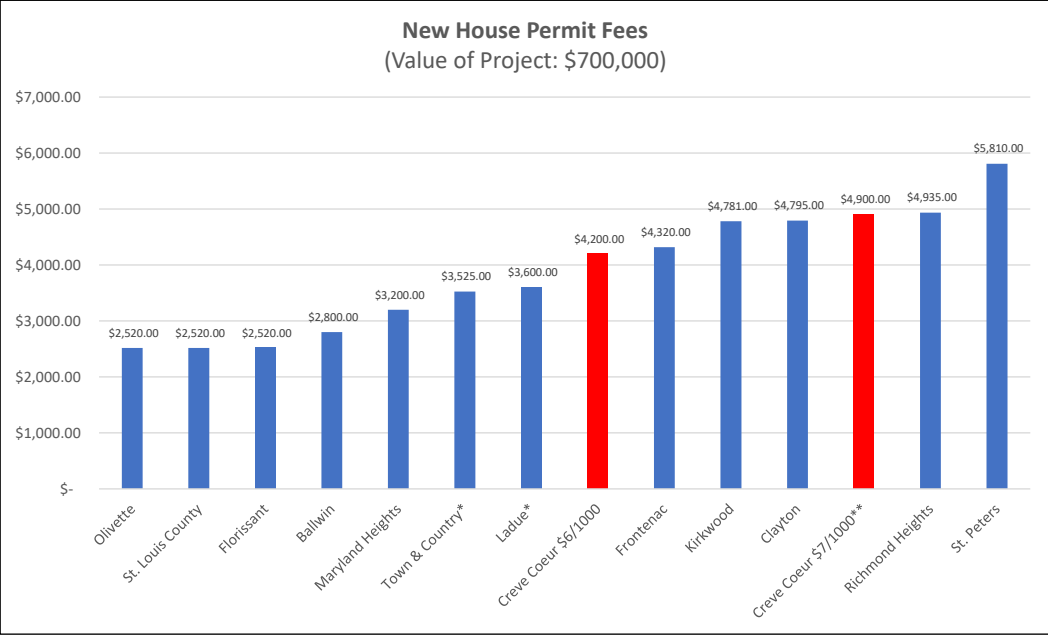
EXAMPLE: The present building permit fee for a \$100,000 room addition is \$600.00. The proposed building permit fee for a \$100,000 room addition would be \$700.00.

ATTACHMENT B

New House Permit Fees
(Value of Project: \$700,000)

Olivette	\$ 2,520.00
St. Louis County	\$ 2,520.00
Florissant	\$ 2,520.00
Ballwin	\$ 2,800.00
Maryland Heights	\$ 3,200.00
Town & Country*	\$ 3,525.00
Ladue*	\$ 3,600.00
Creve Coeur \$6/1000	\$ 4,200.00
Frontenac	\$ 4,320.00
Kirkwood	\$ 4,781.00
Clayton	\$ 4,795.00
Creve Coeur \$7/1000**	\$ 4,900.00
Richmond Heights	\$ 4,935.00
St. Peters	\$ 5,810.00

*Does not include inspection fees which are extra
**If permit fees were raised to \$7/\$1000

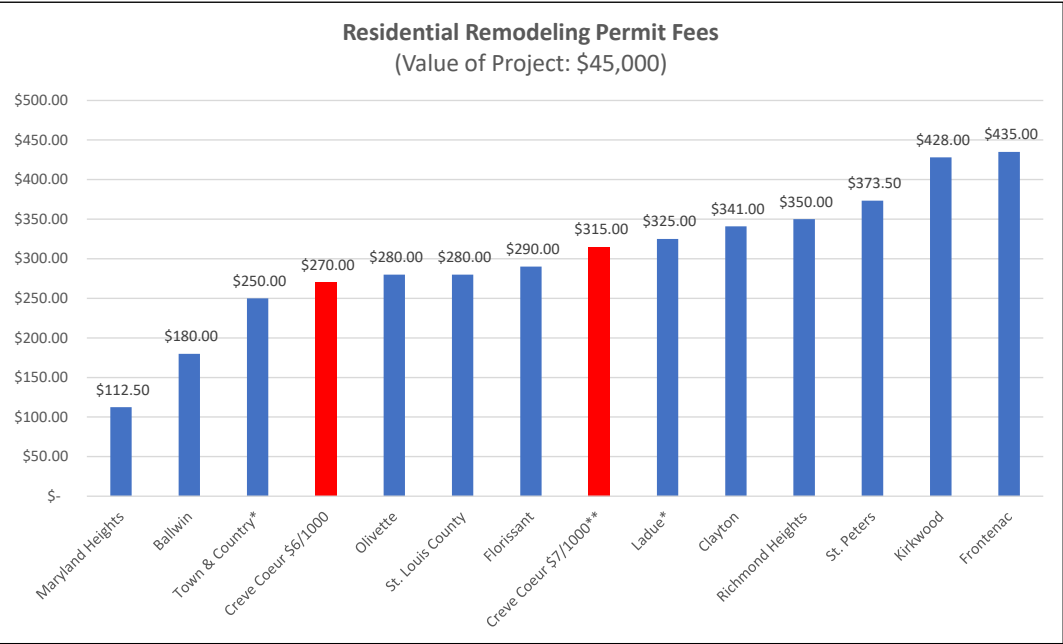


ATTACHMENT A

Residential Remodeling Permit Fees
(Value of Project: \$45,000)

Maryland Heights	\$	112.50
Ballwin	\$	180.00
Town & Country*	\$	250.00
Creve Coeur \$6/1000	\$	270.00
Olivette	\$	280.00
St. Louis County	\$	280.00
Florissant	\$	290.00
Creve Coeur \$7/1000**	\$	315.00
Ladue*	\$	325.00
Clayton	\$	341.00
Richmond Heights	\$	350.00
St. Peters	\$	373.50
Kirkwood	\$	428.00
Frontenac	\$	435.00

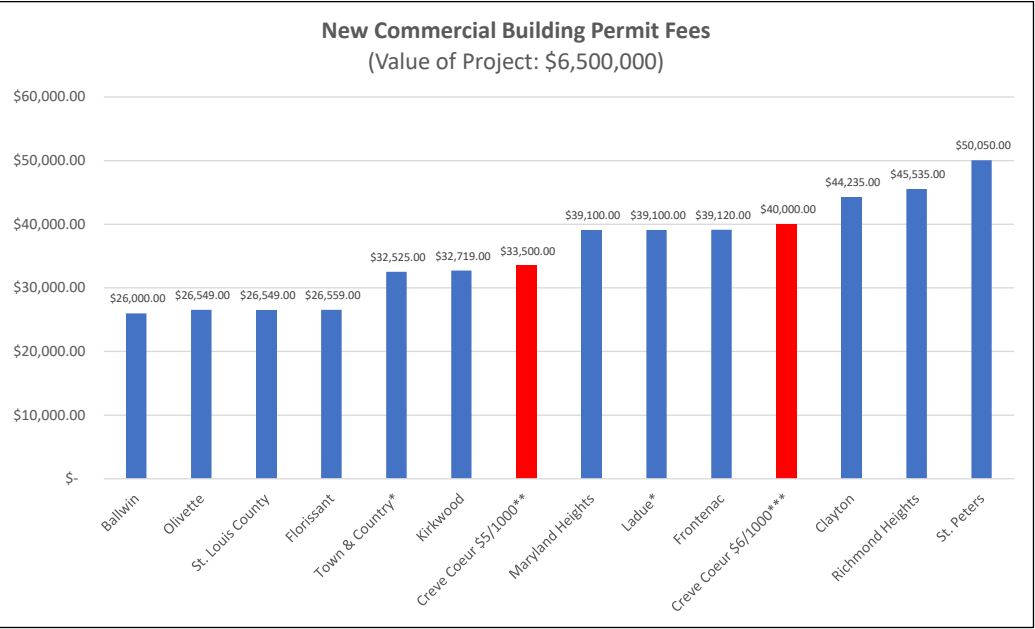
*Does not include inspection fees which are separate
**If permit fees were raised to \$7/\$1,000



ATTACHMENT C

New Commercial Building Permit Fees
(Value of Project: \$6,500,000)

Ballwin	\$	26,000.00
Olivette	\$	26,549.00
St. Louis County	\$	26,549.00
Florissant	\$	26,559.00
Town & Country*	\$	32,525.00
Kirkwood	\$	32,719.00
Creve Coeur \$5/1000**	\$	33,500.00
Maryland Heights	\$	39,100.00
Ladue*	\$	39,100.00
Frontenac	\$	39,120.00
Creve Coeur \$6/1000***	\$	40,000.00
Clayton	\$	44,235.00
Richmond Heights	\$	45,535.00
St. Peters	\$	50,050.00



Notes:

*Does not include inspection fees which are extra

**Current Rate Based on \$0-\$1,000,000 at \$6/\$1,000; \$1,000,001 - \$10,000,000 at \$5/\$1,000; Greater than \$10,000,000 at \$4/\$1,000

***Increased Rate Based on \$0-\$1,000,000 at \$7/\$1,000; \$1,000,001 - \$10,000,000 at \$6/\$1,000; Greater than \$10,000,000 at \$5/\$1,000

EXHIBIT D**City of Creve Coeur
Building Division****Window and Exterior Door Replacement**

The Building and Energy Conservation Codes adopted by the City of Creve Coeur establish minimum standards for the energy efficiency of new buildings and any alterations made to existing buildings. These minimum energy conservation code requirements regulate wall, ceiling and floor insulation; window and door specifications; and air infiltration concerns.

Replacing windows and exterior doors does require a building permit.

Here are some simple guidelines to help you through the permit process. Before coming to the Government Center permit counter you will need to prepare and bring two (2) sets of window and/or door replacement documents, that containing the following information:

- Location of any windows and doors to be replaced. It is especially important to identify any bedroom windows that are being replaced. Existing code-compliant emergency escape and rescue windows cannot be reduced in size or dimensions to make them non-code compliant.
- Windows and Exterior Doors shall be installed and flashed in accordance with the manufacturer's written installation instructions. Include the window and/or exterior door manufacturer's written installation instructions with your submittal.
- Provide dimensions for the new windows and doors. Clarify if any of the rough openings are being altered.
- For bedroom windows, please provide the following dimensions for the net clear opening that results when the window is in the fully open position:
 1. Minimum opening height (shall be 24 inches).
 2. Minimum opening width (shall be 20 inches).
 3. Minimum opening area (shall be 5.7 square feet)

EXCEPTION: Bedroom windows that have a sill height less than 44 above or below the finished ground level may have a minimum opening area of 5.0 square feet.

PLEASE NOTE: Only one (1) window in each bedroom is required to meet these minimum opening requirements.

CITY POLICY FOR REPLACING BEDROOM WINDOWS IN EXISTING HOMES THAT WERE BUILT PRIOR TO 1977--

City building codes that regulated the construction of homes built prior to 1977 did not have any minimum net clear opening requirements for bedroom windows. It is not the intent of the city's present building code to require that replacement bedroom windows for homes built prior to 1977 be in full compliance with the minimum net clear opening requirements of the city's present building code. In most cases, this would involve altering the existing rough opening to accommodate a larger window. However, as a matter of policy, the minimum net clear opening of any replacement bedroom window cannot be less than the minimum net clear opening of the existing bedroom window. Upon permit submittal, please provide the building division with the net clear opening dimensions of the existing bedroom window AND the replacement bedroom window.

- Identify any windows that need to be provided with opening limiting devices. Opening limiting devices are required where the top of the sill of an operable window opening is located less than 24 inches above the finished floor AND greater than 72 inches above the exterior finished grade or surface below.
- Identify any windows that will need to have safety tempered glass.
 1. Windows within 24" of a door edge.
 2. Windows in a tub or shower enclosure.
 3. Large windows where an individual pane exceeds 9 square feet AND the bottom edge of the glass is less than 18 inches above the floor.
 4. Windows adjacent to stairways and landings.
- Provide the Window / Door U-Factor. This number represents the insulation value of the window. U-Factors cannot exceed 0.35. This rating can be found on the NFRC sticker affixed to the window.
- Skylights are allowed to have a maximum U factor of 0.60.
- All replacement windows to conditioned spaces are required to be double paned.
- There is no requirement for Solar Heat Gain Coefficient (SHGC) in our climate zone, however, the lower the SHGC number the better.

- Openings between the garage and residence shall be provided with solid core wood doors not less than 1 3/8 inches in thickness or solid or honeycomb steel doors or 20-minute fire-rated doors.
- Flashing and perimeter sealing of all replacement windows / doors is required.

The Approval Process

Bring two sets of replacement window / door specifications to the permit counter at the Creve Coeur Government Center located at 300 N. New Ballas Rd. At that time, you will need to complete an application for a building permit.

The permit technician will then review your application along with all attachments to be sure that you have everything needed for a proper plan review. When your plans have been approved by the plan reviewer, you will be notified that your permit is ready. You will also be told the cost of the permit (which includes the cost of plan review and the minimum number of required inspections). Payment is required before the permit can be issued.

The city will keep one set of the city approved plans for our records and one set will be returned to the applicant for field use. This set of plans must be kept on site and be available to the inspector. **The window / door installation will be inspected prior to concealing any flashing, sealing and insulation. Once the job is complete a final inspection will be made. Do not make full or final payment to the contractor until you have received a copy of the approved city's final inspection report.**

If you have any additional questions about this building permit process, please call the Building Division at 872-2500.

Residential Survey Responses: September 1 - 30*

*Note: Surveys are sent to residents and/or contractors when escrows for the projects are closed. The surveys go out on or near the 1st day of following month. Residents and/or contractors are given one month to complete the survey.

The office staff was courteous.

Responses	Percent of Responses
Strongly Agree	1 25%
Agree	3 75%
Neutral	0 0%
Disagree	0 0%
Strongly Disagree	0 0%
Total Responses	4

The plan review comments were clear and concise.

Responses	Percent of Responses
Strongly Agree	0 0%
Agree	3 75%
Neutral	1 25%
Disagree	0 0%
Strongly Disagree	0 0%
Total Responses	4

The Building Inspector was professional.

Responses	Percent of Responses
Strongly Agree	0 0%
Agree	3 75%
Neutral	0 0%
Disagree	0 0%
Strongly Disagree	1 25%
Total Responses	4

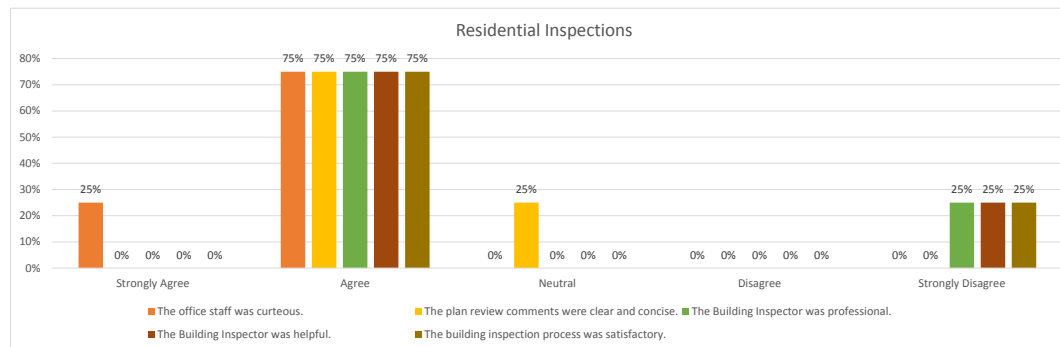
The Building Inspector was helpful.

Responses	Percent of Responses
Strongly Agree	0 0%
Agree	3 75%
Neutral	0 0%
Disagree	0 0%
Strongly Disagree	1 25%
Total Responses	4

The building inspection process was satisfactory.

Responses	Percent of Responses
Strongly Agree	0 0%
Agree	3 75%
Neutral	0 0%
Disagree	0 0%
Strongly Disagree	1 25%
Total Responses	4

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The office staff was courteous.	25%	75%	0%	0%	0%
The plan review comments were clear and concise.	0%	75%	25%	0%	0%
The Building Inspector was professional.	0%	75%	0%	0%	25%
The Building Inspector was helpful.	0%	75%	0%	0%	25%
The building inspection process was satisfactory.	0%	75%	0%	0%	25%



Comments:	Name:	Phone Number:	Email Address:	Date:
All went well, and my deposit was returned in one week.	Benjamin Lefton	13144773345	blefton@charter.net	9/10/2018
I have no problem with the office staff and building inspectors. I have a problem with Steve Unser and the plan reviewers. Unser refused my request for a demo permit because "my submission was missing too much" even though my submission ended up being approved as submitted. It was also ridiculous the requirements for and the time it took to get approval for a pool demolition permit.	n/a	n/a	n/a	9/10/2018
You guys are a very easy institution to work with. As a general contractor I was very please to work with you guy. Thanks I and G properties	n/a	n/a	n/a	9/11/2018
Dianna Mullen, Jared Reid, and Brad Holmes were great. As well as all of the inspectors. Thank you for your help! George Nicholson, 356 Country Glen Ln, Creve Coeur Mo. 63141	George Nicholson	n/a	n/a	9/11/2018

Residential Survey Responses - CY2018 (January 1 -September 30)*

*Note: Surveys are sent to residents and/or contractors when escrows for the projects are closed. The surveys go out on or near the 1st day of following month. Residents and/or contractors are given one month to complete the survey.

The office staff was courteous.

Responses	Percent of Responses
Strongly Agree	29 56%
Agree	19 37%
Neutral	2 4%
Disagree	2 4%
Strongly Disagree	0 0%
Total Reponses	<u>52</u>

The plan review comments were clear and concise.

Responses	Percent of Responses
Strongly Agree	22 42%
Agree	23 44%
Neutral	5 10%
Disagree	2 4%
Strongly Disagree	0 0%
Total Reponses	<u>52</u>

The Building Inspector was professional.

Responses	Percent of Responses
Strongly Agree	32 62%
Agree	16 31%
Neutral	3 6%
Disagree	0 0%
Strongly Disagree	1 2%
Total Reponses	<u>52</u>

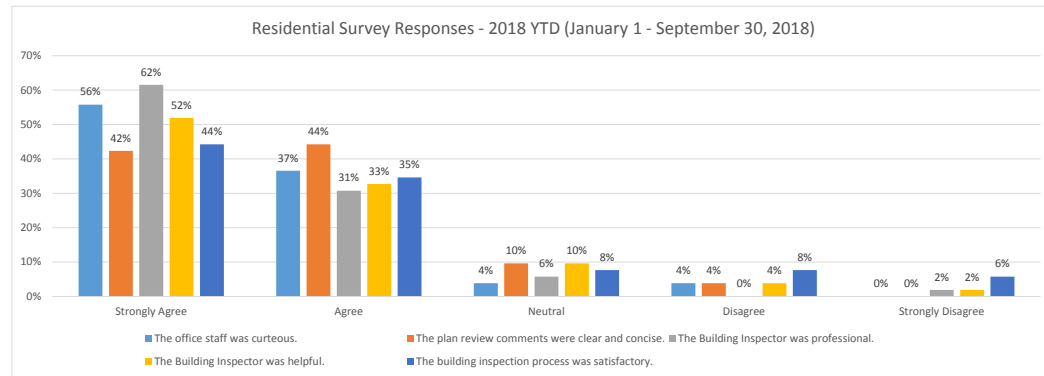
The Building Inspector was helpful.

Responses	Percent of Responses
Strongly Agree	27 52%
Agree	17 33%
Neutral	5 10%
Disagree	2 4%
Strongly Disagree	1 2%
Total Reponses	<u>52</u>

The building inspection process was satisfactory.

Responses	Percent of Responses
Strongly Agree	23 44%
Agree	18 35%
Neutral	4 8%
Disagree	4 8%
Strongly Disagree	3 6%
Total Reponses	<u>52</u>

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The office staff was courteous.	56%	37%	4%	4%	0%
The plan review comments were clear and concise.	42%	44%	10%	4%	0%
The Building Inspector was professional.	62%	31%	6%	0%	2%
The Building Inspector was helpful.	52%	33%	10%	4%	2%
The building inspection process was satisfactory.	44%	35%	8%	8%	6%



Residential Survey Comments - CY2018 (January 1 - September 30, 2018)*

*Note: Surveys are sent to residents and/or contractors when escrows for the projects are closed.

The surveys go out on or near the 1st day of following month. Residents and/or contractors are given one month to complete the survey.

Comments:	Name:	Phone Number:	Email Address:	Date Submitted :
I was not on site for the inspections so I cannot comment on that. The communication with Jarod was a bit difficult on this particular project. Smoke detector requirements really upset the home owner and the additional cost about cancelled the entire project.	n/a	n/a	n/a	1/2/2018
I've done several projects both personally, on my residence, and as a consultant professionally for commercial clients. All Building Dept. staff are highly professional and always fair, no surprises. You have a very good process. Thank you for the survey.	n/a	n/a	n/a	1/2/2018
The building department always does an excellent job in all phases of permitting.	Karen Fink	636-225-2553	karen.fink@permajackofstlouis.com	2/12/2018
Plan approval is very slow.	n/a	n/a	n/a	3/6/2018
The city of Creve Coeur was extremely unhelpful when it came to fixing the drainage problem I had in my back yard. In fact their lack of help caused me to have problems with the Army Core of Engineers and a opportunistic engineering firm that cost me 20,000 dollars. Every time I attempted to do something in my back yard I was met with yet another request that required an engineering plan that quite honestly was unnecessary. Putting in a simple shed that is 100 yards from the street and no one could see became a project that took over a year to resolve. I understand that the city would like high quality work to be performed and to keep the standards of the city high, but when it costs me thousands of dollars to do so it does not endear me to the city of Creve Coeur.	Jonas Grybinas	n/a	idtgyrbinas@gmail.com	3/6/2018
To whom it may concern: It should not take 4 weeks to receive your escrow money back after final inspection!! I am a one job contractor and you held half of my weekly pay for 4 weeks. I pull permits and play by the rules..why am I being penalized for doing the right thing. I am sure no one working for the City of Creve Coeur would want their weekly pay cut in half and held for 4 weeks!! Also.. a better window for the inspection time...maybe a 2 hour window instead of having to sit for 4 hours to have someone show up at 3:30 after waiting all afternoon (time is money). Thank you.	Bryan Ousley	636-946-3939	newtransitions@sbcglobal.net	3/6/2018
We often could not understand comments written by the inspectors, which caused alot of wasted time deciphering, making phone calls, as well limited the preferred changes we could make without clear directions. We have had this problem before, so it is something definitely needs improvement. Thank you for offering this survey.	n/a	n/a	n/a	3/6/2018
I felt the Creve Coeur team was professional and helpful.	n/a	n/a	n/a	3/13/2018
Appreciated every one's help in getting me safely through the process.	n/a	n/a	n/a	4/4/2018
Process was great from start to finish.	Adrian Lawlor	(314)719-1439	adrian.lawlor@ritzcarlton.com	4/4/2018
Brad is probably one of the most difficult people I have ever dealt with. He is very vague with what he needs to approve a permit. He was only helpful after a higher up in our company called him directly to discuss the issues we were having with him. He was never voluntarily helpful in the entire process. Very smug and not pleasant to work with AT ALL. The office staff was a little more friendly. But they all need to work on getting off their high horse and realizing that just because Creve Coeur is known as a "sophisticated" area, doesn't mean they have to act like their poop don't stink!	n/a	n/a	n/a	4/13/2018
Despite my occasional objections, your staff does a good job. Scott Bolls is pre-emptive with new buildings -- telling the subs and builders in advance what he will require. Far better technique than requiring re-working the construction. I believe you need to temper your zeal sometimes. Years ago the City required a "label" fire door when the fire department rendered the solid 2" thick (existing) old door satisfactory for an elevator mechanical room. The door was consist [sic] with the other doors in the house which is what the Owner desired. Very upsetting to the owner. Eventually the owner got what she wanted. Let the fire dept. rule on such issues. Chris Vatterott	Chris Vatterott	N/A	cj.vatterott@gmail.com	6/7/2018
We had a failed inspection on the rein spection another item was found so it failed again. This item was a few pieces of decking under the threshal of the door and above the ledger board the decking found could not go up or down no more than 1/8 of an inch but failed which required another rein spection . You don"t even give 1 rein spection at no charge. I have never built any where else that didn"t do that. Hence I got back \$420.00 from my deposit. We call this a money grab or driving wedges between government and the general public. Very sad.	n/a	n/a		8/10/2018
The requirement of fire rated "covers" over the top of fire rated can lighting is overkill and creates an unnecessary cost for the homeowner.	n/a	n/a		8/15/2018
All went well, and my deposit was returned in one week.	Benjamin Lefton	13144773345	blefton@charter.net	9/10/2017
I have no problem with the office staff and building inspectors. I have a problem with Steve Unser and the plan reviewers. Unser refused my request for a demo permit because "my submission was missing too much" even though my submission ended up being approved as submitted. It was also ridiculous the requirements for and the time it took to get approval for a pool demolition permit.	n/a	n/a	n/a	9/10/2018
You guys are a very easy institution to work wiH. As a general contractor I was very please to work with you guy. Thanks I and G properties	n/a	n/a	n/a	9/11/2018
Dianna Mullen, Jared Reid, and Brad Holmes were great. As well as all of the inspectors. Thank you for your help! George Nicholson, 356 Country Glen Ln, Creve Coeur Mo. 63141	George Nicholson	n/a	n/a	9/11/2018

Commercial Survey Responses: September 1 - September 30*

*Note: Surveys are sent to residents and/or contracts when escrows for the projects are closed.
The surveys go out on or near the 1st day of following month. Residents and/or contractors are given one month to complete the survey.

The office staff was courteous.	Responses	Percent of Responses
Strongly Agree	0	0%
Agree	2	100%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
Total Reponses	2	

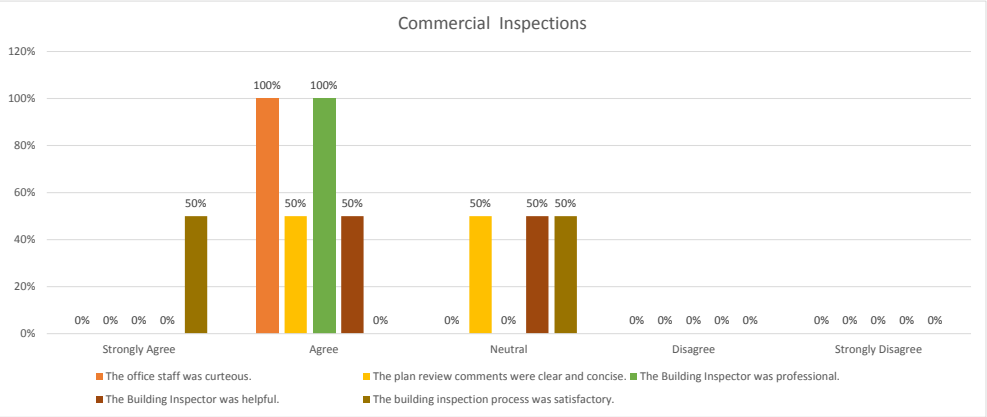
The plan review comments were clear and concise.	Responses	Percent of Responses
Strongly Agree	0	0%
Agree	1	50%
Neutral	1	50%
Disagree	0	0%
Strongly Disagree	0	0%
Total Reponses	2	

The Building Inspector was professional.	Responses	Percent of Responses
Strongly Agree	0	0%
Agree	2	100%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
Total Reponses	2	

The Building Inspector was helpful.	Responses	Percent of Responses
Strongly Agree	0	0%
Agree	1	50%
Neutral	1	50%
Disagree	0	0%
Strongly Disagree	0	0%
Total Reponses	2	

The building inspection process was satisfactory.	Responses	Percent of Responses
Strongly Agree	1	50%
Agree	0	0%
Neutral	1	50%
Disagree	0	0%
Strongly Disagree	0	0%
Total Reponses	2	

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The office staff was courteous.	0%	100%	0%	0%	0%
The plan review comments were clear and concise.	0%	50%	50%	0%	0%
The Building Inspector was professional.	0%	100%	0%	0%	0%
The Building Inspector was helpful.	0%	50%	50%	0%	0%
The building inspection process was satisfactory.	50%	0%	50%	0%	0%



Comments:	Name:	Phone Number:	Email Address:	Date:
It was 3 weeks before I could pick up a permit and 3 days to get an inspection.	N/A	N/A	N/A	9/10/2018

CY2018: (January 1 - September 30)*

*Note: Surveys are sent to residents and/or contractors when escrows for the projects are closed. The surveys go out on or near the 1st day of following month. Residents and/or contractors are given one month to complete the survey.

The office staff was courteous.	Responses	Percent of Responses
Strongly Agree	15	71%
Agree	6	29%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
Total Responses	<u>21</u>	

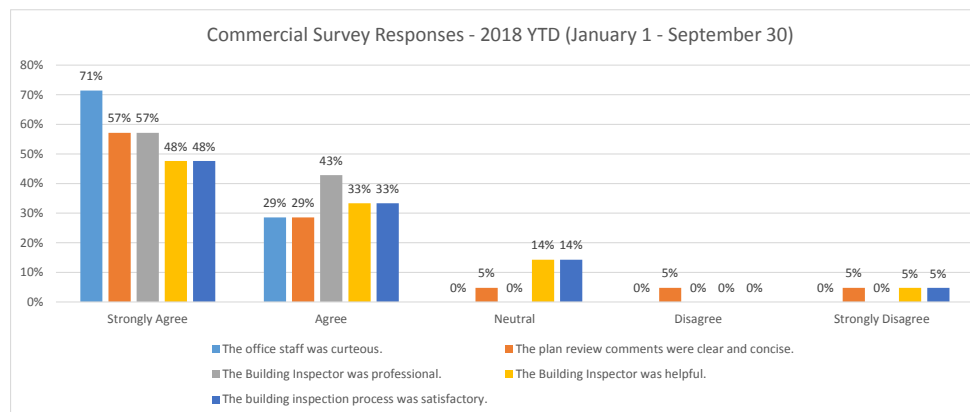
The plan review comments were clear and concise.	Responses	Percent of Responses
Strongly Agree	12	57%
Agree	6	29%
Neutral	1	5%
Disagree	1	5%
Strongly Disagree	1	5%
Total Responses	<u>21</u>	

The Building Inspector was professional.	Responses	Percent of Responses
Strongly Agree	12	57%
Agree	9	43%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
Total Responses	<u>21</u>	

The Building Inspector was helpful.	Responses	Percent of Responses
Strongly Agree	10	48%
Agree	7	33%
Neutral	3	14%
Disagree	0	0%
Strongly Disagree	1	5%
Total Responses	<u>21</u>	

The building inspection process was satisfactory.	Responses	Percent of Responses
Strongly Agree	10	48%
Agree	7	33%
Neutral	3	14%
Disagree	0	0%
Strongly Disagree	1	5%
Total Responses	<u>21</u>	

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The office staff was courteous.	71%	29%	0%	0%	0%
The plan review comments were clear and concise.	57%	29%	5%	5%	5%
The Building Inspector was professional.	57%	43%	0%	0%	0%
The Building Inspector was helpful.	48%	33%	14%	0%	5%
The building inspection process was satisfactory.	48%	33%	14%	0%	5%



Commercial Survey Comments - CY2018 (January 1 - September 30)*

*Note: Surveys are sent to residents and/or contracts when escrows for the projects are closed.

The surveys go out on or near the 1st day of following month. Residents and/or contractors are given one month to complete the survey.

Comments:	Name:	Phone Number:	Email Address:	Date Submitted :
The staff was very helpful and the permit process was very easy. Every time I scheduled an inspection, I received a phone call to verify the date and time. We have more work coming up and the same property and it's good to know how easy the permit application is with the City of Creve Coeur.	n/a	n/a	n/a	1/2/2018
I wish the permit/inspection process was as easy as yours is. Since my job is primarily permitting I really appreciate it when the process runs a smoothly as yours does.	Don Ramsey	(314) 378-9549	jramsedo@jci.com	1/4/2018
Direct contact with inspectors is helpful.	n/a	n/a	n/a	2/11/2018
Thank you for all the help and getting us to the final step	n/a	n/a	n/a	4/4/2018
We had just started replacing the EXISTING gate and operator in the parking garage at Kingslanding when we were approached by a building inspector who was inspecting apartments for occupancy and were told to stop working because we did not have a permit. When applying for a permit we were instructed to follow the building codes for this type of work WHICH YOU DO NOT HAVE. We also were told we had to have an architect draw up plans to be approved. So the plans cost us \$1,500.00 and we had to put up a \$2,500.00 escrow to begin work. The job did not get done on time and we were fined \$100.00 per day until we completed the job, plus the cost of the permit. It was the first job we had done where we actually lost money in my recollection. I don't feel we should of paid anything but the cost of the permit because there are no building codes in you city that deal with this and we were replacing an existing system. Hard to do work in your township!	Mark Birdsong	(314) 524-2400	mark@birdsongcompany.co	4/18/2018
It was 3 weeks before I could pick up a permit and 3 days to get an inspection.	n/a	n/a	n/a	9/10/2018

City of Creve Coeur **EXHIBIT A**
BUILDING DIVISION SUMMARY
OF CONSTRUCTION ACTIVITY FOR FISCAL YEARS 2018 / 2017

	FY 2018	FY 2017
Building Permits Issued	1,374	1,224
Estimated Construction Value of All Projects	\$113,942,661	\$89,934,216
Building Permit Fees Generated	\$628,470	\$557,415
Apartment Re-Occupancy Fees Generated	\$101,205	\$94,760
Total Revenues Generated (includes bp fees, apartment re-occupancy fees, escrow deductions, demo permits, etc.)	\$802,696	\$723,612
Building Permits Issued For:	# / est. constr. value / building permit fees	
New Commercial Buildings	6 / \$31,341,876 / \$118,001	1 / \$5,366,000 / \$27,830
Commercial Alterations/Tenant Finishes	239 / \$54,856,755 / \$294,851	216 / \$47,485,037 / \$273,265
Single Family Residences	18 / \$8,763,246 / \$52,580	32 / \$16,073,170 / \$96,388
Residential Room Additions	19 / \$2,736,000 / \$16,716	20 / \$3,935,500 / \$23,238
Residential Alterations (kitchen / bathroom remodels, etc.)	322 / \$9,278,571 / \$73,098	254 / \$8,299,061 / \$58,865
Basement Finishes	27 / \$1,014,084 / \$7,000	34 / \$1,340,318 / \$8,632
Residential Mechanical (furnaces / air conditioners)	494 / \$2,410,777 / \$37,380	413 / \$2,289,596 / \$32,410
Windows & Doors	123 / \$817,767 / \$10,028	133 / \$2,101,270 / \$16,861
Retaining Walls	36 / \$711,955 / \$4,898	44 / \$522,092 / \$3,586
Swimming Pools	14 / \$975,684 / \$5,855	24 / \$1,640,834 / \$9,983
Decks	66 / \$936,866 / \$7,207	43 / \$703,920 / \$5,275
Residential Emergency Generators	8 / \$64,800 / \$640	7 / \$95,000 / \$578
Solar Panel Permits	2 / \$34,280 / \$216	3 / \$82,418 / \$504
Demolition Permits Issued	23	29
Fence Permits Issued	68	49
Commercial Certificates of Occupancy Issued	125	92
Apartment Certificates of Occupancy Issued	803	790
Building Inspections Made For:		
Commercial Projects	2,514	2,610
Residential Projects	3,649	3,641
Apartment Re-Occupancy Program	1,340	1,258
Code Enforcement Inspections Made (maintenance, nuisance and zoning code complaints)	502	553
Total Field Inspections Made	8,005	8,062

MAJOR CONSTRUCTION PROJECTS FOR FISCAL YEAR 2018

- **BJC West County Replacement Hospital (12634 Olive Blvd.)** – 6 story building, 260,500 sf in total floor area. Estimated construction costs (to date) \$42,000,000.
- **BJC Medical Office Building (1044 N. Mason Rd.)** – 5 story building, 127,600 sf in total floor area. Estimated construction costs (to date) \$7,900,000.
- **The Vue Apartment Community (10525 Old Olive St. Rd.)** – Two, 4 story apartment buildings and 5 carriage houses equaling 181 dwelling units and totaling 229,000 sf in floor area. Estimated construction costs \$19,500,000.
- **Vanchi Medical Office Building (844 N. New Ballas Ct.)** – 3 story building, 24,000 sf in building area. Estimated construction costs \$3,000,000.