

An Overview of ICC Building Department Operations Audit Programs

ICC Building Department Operations Audit Programs

An International Code Council® (ICC®) Building Department Operations Audit is designed to help you be more successful while increasing the visibility and credibility of your community's building, zoning and fire safety services. Your community will be measured against objective standards, highlighting where resources can be applied to improve performance when compared to jurisdictions having similar code adoption platforms and attributes. Information obtained from the audit process can also be used later to provide a benchmark of your department's readiness for accreditation under the International Accreditation Service (IAS™) Building Department Accreditation Program.

Building departments across the nation are often understaffed and continually struggle to keep pace in today's "need-it-now" environment. With budget and staff constraints, the challenge becomes greater as your community's building, zoning and fire safety inspectors—your city's silent safety professionals—strive to keep buildings and structures in your community safe from collapse, free from damage to life and property due to smoke, fire and natural disasters.

The better your community can provide cost-effective and timely deployment of building department and land development services, the greater the economic benefit will be to the city. Added to this, the capture of those benefits will likely translate to fewer incidents of customer dissatisfaction. In turn, this will lead to increased customer satisfaction in the high quality of land development and well-planned growth promoted by city leaders, thereby enhancing the community's sense of home. Engaging ICC at this level helps ensure that your community's Office of Building Development Services will not be viewed as a barrier to construction growth or technology deployment because the city and its permit center will be better



equipped to address issues in assigning "best-practice" solutions for performance improvement.

An ICC Building Department Operations Audit can provide the spark needed to set your community on a path for greater efficiency, productivity and service. Our goal is to benchmark your building department's current resources and overall effectiveness in areas such as administration, process optimization, front counter service, plan review, field inspection, and more timely and informed code compliance activities.

Give us a call—we can help.

ICC's Professional Audit Team

The ICC has unique qualifications because of our singular orientation in providing special services to our members. This relationship, which deals exclusively with codes, their administration and endorsement, provides expertise in this field not available to others. You will find that ICC's professional audit teams are comprised of your peers, building safety professionals who interpret and enforce residential and commercial building, fire, mechanical, plumbing and energy codes daily. These professionals are at the top of their field, holding a number of ICC certifications, and are running or have run building departments, planning or land development service divisions for both large and small jurisdictions around the country. Each member has extensive experience in process management, the utilization of new building technologies and

mainstreaming construction practice both in the field and at the front counter.

Since the inception of the operations review program among the founding organizations of the ICC, numerous reviews have been conducted, ranging from the simple analysis of the inspection effort in a two-person department to comprehensive evaluations of all facets of operations for major metropolitan building departments.

The Process to Proficiency—*Each Municipality is Unique*

The Building Department Operations Audit is tailored to suit the needs of the community. The ICC Audit Team works with the administrative and operational teams within your land-use development department in advance of the audit to evaluate your unique issues; then, through a comprehensive three-phase analysis and evaluation process, it customizes proven best-practice solutions that work.

- **Phase (I) Information Acquisition.** During this phase, ICC's professional services team visits the site, gathering sufficient information via records access, interviews, job-shadowing, field inspections, ride-alongs and the like to gain hands-on understanding of current and relevant development services operations, levels of service and staff performance to serve as a basis for providing required services.
- **Phase (II) Analysis.** Throughout this phase, information collected during Phase I is reviewed to determine its completeness, then organized, utilized and re-examined to suit project objectives.
- **Phase (III) Final Reporting.** A 'draft' final report is developed for review by the client. Often, a formal presentation of findings to city leaders is requested.

Types of Services

ICC's Building Department Operations Audit team offers services in the following areas related to permit processing and land-use development:

- Administration
- Process Optimization
- Front Counter
- Plan Review
- Field Inspection
- Dispute Resolution
- Technology Implementation



Value to You ... and Your Constituents

The cost-effective, timely deployment of permit services leads to proven economic benefits throughout any community including increased customer satisfaction, higher quality service, well-planned growth and workflow. ICC's services can help:

- Increase the visibility and credibility of your community's building, zoning, and fire safety service professionals.
- Prepare a rapid-growth community to provide streamlined land development services.
- Manage increased public scrutiny of taxpayer-born land development service costs.
- Prepare the building department for accreditation under the IAS building department accreditation program, or similar state-level evaluation.

Building Department Operations Review Program

If your building department is facing any of these challenges:

- Rapid population growth
 - Budget reductions
 - Increased need for centralized land development or building inspection services
 - Regional land development concerns in the wake of natural disasters,
- ... The ICC can help.

International Code Council



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About the International Code Council

The International Code Council® (ICC®), a membership association dedicated to building safety and fire prevention, develops the codes used to construct residential and commercial buildings, including homes and schools. Most U.S. cities, counties and states that adopt codes choose the International Codes® developed by the International Code Council.

ICC® Building Department Operations Audit Programs



THREE-PHASE ANALYSIS AND EVALUATION PROCESS, RESULTING IN CUSTOMIZED BEST-PRACTICE SOLUTIONS

An Overview of ICC's Technical Services

www.iccsafe.org/CS



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