



MINUTES

Ad Hoc Permit Tech Committee Meeting

Tuesday, 2/19/08 (Palm Springs, CA)

Attendees: M. Badurina, P. Bond, B. Chapman, L. Cherniak, W. Cichon, J. Darnall, B. Lanz, C. Linker, C. Lukoskie, M. Manzanares, J. Martin, S. Morrow, J. Pozarich, C. Rose, L. Scott

Guests: K. Higgs (ICC), S. Jones (ICC Board), S. Shapiro (ICC Board), K. Siebuhr (City of Palm Desert), R. Swearingen (ICC), S. Yerkes (ICC)

After opening remarks and introductions, the minutes from the November meeting were reviewed. Bonnie Lanz made a motion to approve the minutes, seconded by Samantha Morrow. All in favor.

Judy Pozarich, lead for the Certification subgroup, presented her team's suggestions as follows:

Group 1: Certification

- Develop a goal statement for permit technician certification.
- Create information brochures and PSA's dealing with the permit technician profession.
- Bundle the certification study materials at a reduced cost to chapter members. (It was announced that ICC's Business & Product Development Department has been considering bundling materials.)
- Encourage chapters to start a lending library and offer financial assistance.
- Encourage certification study groups.
- Offer more training for permit technicians, especially related to a second tier certification.
- Continue to offer certification pins and include both Level 1 and 2 for permit technicians.
- Offer newly formed chapters two free training days for the first year. Laura suggested that existing chapters could mentor new chapters in their first year.
- Develop a section of the ICC website specifically for permit technicians. (It was announced that ICC is also considering having areas for specific disciplines added to the website. A restructure of the ICC web page is forthcoming.)
- Develop a job description and have it recognized by the US Labor Department.
- Offer space during the ICC Annual Conference, state chapter meetings and regional chapter meetings for a permit technician booth.
- Offer certification training through existing chapters to those states who do not have permit technician chapters.
- After reviewing the current ICC certification for permit technicians, they propose to change the current certification to Permit Technician I and then develop a second tier of certification called Permit Technician II. Potential questions and prerequisite requirements were given.
- The following would help to encourage more people to be certified:
 - Utilize PSA's and brochures to outline the role of the permit technician profession and highlight the value of certification to a jurisdiction.

- Include testimonials from permit technicians who have taken and passed the exam. Have them tell how the certification has elevated their position within their organization.
- Develop a brochure on how to become certified similar to one produced by Judy's chapter in Washington which was distributed.
- Encourage chapters to offer scholarships to aid in the cost of taking the exam.
- Form a national network of permit technicians to act as mentors.
- Encourage chapters to highlight the importance of certification and who in their chapter has become certified.
- Publish certification testimonials in the ICC Chapter eNews.
- Send information on certification to building officials in states that do not have permit technician chapters.

Bonnie Lanz, lead for the Needs subgroup, presented her team's suggestions as follows:

Group 2: Needs

- Develop a new brochure called "A Career as a Permit Technician." This piece could be handed out in the booth at the ICC Annual Conference. Sample was distributed.
- Add a description of the permit technician to "Careers in Code Enforcement," a brochure currently published by ICC. Sample language was distributed.
- Ask ICC to sponsor a yearly distribution of the "National Permit Technician Bulletin." A draft first issue was presented to the group for consideration. States that do not currently have permit technician chapters will be a large focus. Laura suggested that Women in Code Enforcement and Development, who were just approved for ICC chapter status, be included in the newsletter.
- Develop an area on ICC's website for permit technicians that would make it easier for them to find information specific to their profession. A sample list of items to be included was provided.
- Ask ICC to give the permit technicians complimentary booth space at the Annual Conference in Minneapolis. Volunteers would be needed to man the booth. Brochures and a sign would need developed. Cindy suggested that chapters provide pins or other give-away items so they can be represented at the booth. The Chapter Relations department can have a banner made. Sara offered her assistance in getting the brochures printed; however, John has committed to the ICC Board to bring a report of proposed items to them.
- Sara would like to see someone from the committee offer to make a permit technician presentation at the Crackerbarrel or the Government Relations Workshop at Conference.
- Rita suggested having shirts made through ICC's new logo apparel offering.

The training subgroup, led by Marlene Manzanares, reviewed current courses offered by ICC and then Marlene presented the following suggestions:

Group 3: Training

- Revise the Fundamentals of I-Codes for Permit Technicians to a 2 day class.
- Add a 1 day entry level class called "Over the Counter Basic Plan Review for Permit Technicians. This course would be intended to provide essential information that will

assist the Permit Technician in doing plan review as it relates to items such as patio covers, room additions, decks, garages, hot tubs, etc. In order to teach on plan review, a definition of what a permit technician does would need to be developed. This may be difficult due to the diversity in job duties and positions. We need to be careful not to alienate people who are not responsible for the more technical aspects of the permit technician profession.

- Add a 1 day class for all experience levels to educate the building official concerning the benefits of his/her permit technician. Since this might be a difficult task, it was suggested this be done as a crackerbarrel session.
- Add a 1 day class for all experience levels called “Front Counter for Manager/Supervisor/Administrative Fundamentals.”
- Chapters could encourage jurisdictions to establish an in-house certification training program and supply special speakers to train their office staff to become certified and contact their state archivist to give instruction concerning their policies and procedures for archiving for public information disclosure.

The following are suggestions made during the discussion:

- Permit technician chapters could extend complimentary registration to their annual meetings for building officials. Samantha’s chapter in Texas extends a complimentary membership to building officials so they can receive the chapter’s correspondence.
- Develop a guidebook to list what permit technician chapters can do to promote their profession and include tips to enhance the growth of the profession.
- Include some commercial aspects of the building department in permit technician training.
- Current permit technician chapters could set up a rotation schedule to sponsor ICC’s Permit Technician Institute each year in states that do not currently have permit technician chapters.

Due to the similarities in the presentations, each subgroup met again to consolidate their suggestions further. John needs to be able to bring a simple, bulleted list of items to the Board. Below is a list of the recommendations for ICC from each group.

Group #1 Certification

1. Bundle certification study materials to encourage chapters and chapter members to purchase. This would aid chapters in starting a lending library.
2. Give each permit technician chapter one set of certification study materials related to the permit technician test to assist with the lending library and promote certification.
3. Submit the permit technician category to the list of national job descriptions.
4. Request BIPS to re-evaluate the current permit technician certification test. The job of today’s permit technician is more technical in nature and the test is no longer meeting the permit technician’s demands. Job descriptions could be provided as background information and/or justification for restructuring the exam. (It was noted that the cost of exams is under review by ICC’s membership committee. The high cost of the exams is becoming more and more of a concern amongst the permit technician and is detrimental to getting the building official to fund the cost of permit technician certification.)

5. Develop a certification mentoring program as an additional resource to share ideas and network.
6. Expand knowledge on ISO issues with regards to certified employees which city/county officials use as a tool in economic development.

Group #2 Needs of the Permit Technician

1. Develop a new brochure entitled “A Career as A Permit Technician.”
2. Update the existing “Careers in Code Enforcement” brochure to include the permit technician profession.
3. Have ICC post the “National Permit Technician Bulletin” on their website. This annual publication, produced through a volunteer effort by existing chapters, will raise the awareness of the professional permit technician, create networking across the US and Canada, promote current chapters, encourage new chapters and highlight ICC education, training and certification opportunities.
4. Create a page on the ICC web site dedicated to the permit technician, their career path, training opportunities and certification.
5. Seek assistance from ICC for a complimentary booth at the 2008 ICC Annual Conference for the purpose of promoting the permit technician profession.

Group #3 Training

1. Revise Fundamentals of I-Codes for Permit Technician to a 2 day class
2. Develop a course that covers over-the-counter basic permitting processes and procedures for permit technicians as it relates to residential permit submittal and review activities. Suggested title is “Fundamentals of Over-the-Counter Permits Process & Review.”
3. Develop training related to technical items in the revised Certification test.

The group also needs to develop a job description for the permit technician. Laura and Patty offered to consolidate the current job descriptions into one document for the committee to review.