INTERNATIONAL CODE COUNCIL®

Global Membership Council Webinar Series:

Soft Skills

February 2022

Welcome & Housekeeping

- This webinar will be recorded

- We will have time at the end for questions and discussion

- Audience members are muted with videos off by default

- If you have a question, please use the Q&A function at any time to submit the question or indicate your interest in being recognized
  - We will unmute you or ask your question during the Q&A period after each topic

The ICC Global Membership Council connects building safety professionals from outside the United States with US-based professionals who have an interest in advancing the cause of building safety internationally.

- Membership in ICC not required
- Initiatives include:
  - Webinar series
  - Global Connections Day
  - Networking opportunities

For more information visit www.iccsafe.org/membership/membership-councils/icc-global-membership-council/

Speakers

Stephen Kip	**Allison Cook**	**Jwu Yih TAN**	**Samuel D. Palmer**	**Ron Lynn**
Panelist Speaker	Panelist Speaker	Panelist Speaker	Panelist Speaker	Panelist Moderator

Questions/Discussion

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MOTIVATING STAFF

CONTEXT

- Digitalization
- Adopt digital tools and new processes to transform regulatory workflow

CHALLENGES

- Undergo fairly rapid transition
- Acquire new skill sets, collaborative mindset
- Leverage tech and develop automation tools

MOTIVATING STAFF

ISSUES

1) Younger officers & Older officers
   - *Different expectations, varying abilities*

2) Individual & Team
   - *Engaging the individual, motivating the team*

3) Department & Organization
   - *Walking the talk, telling the larger picture*

Questions/Discussion
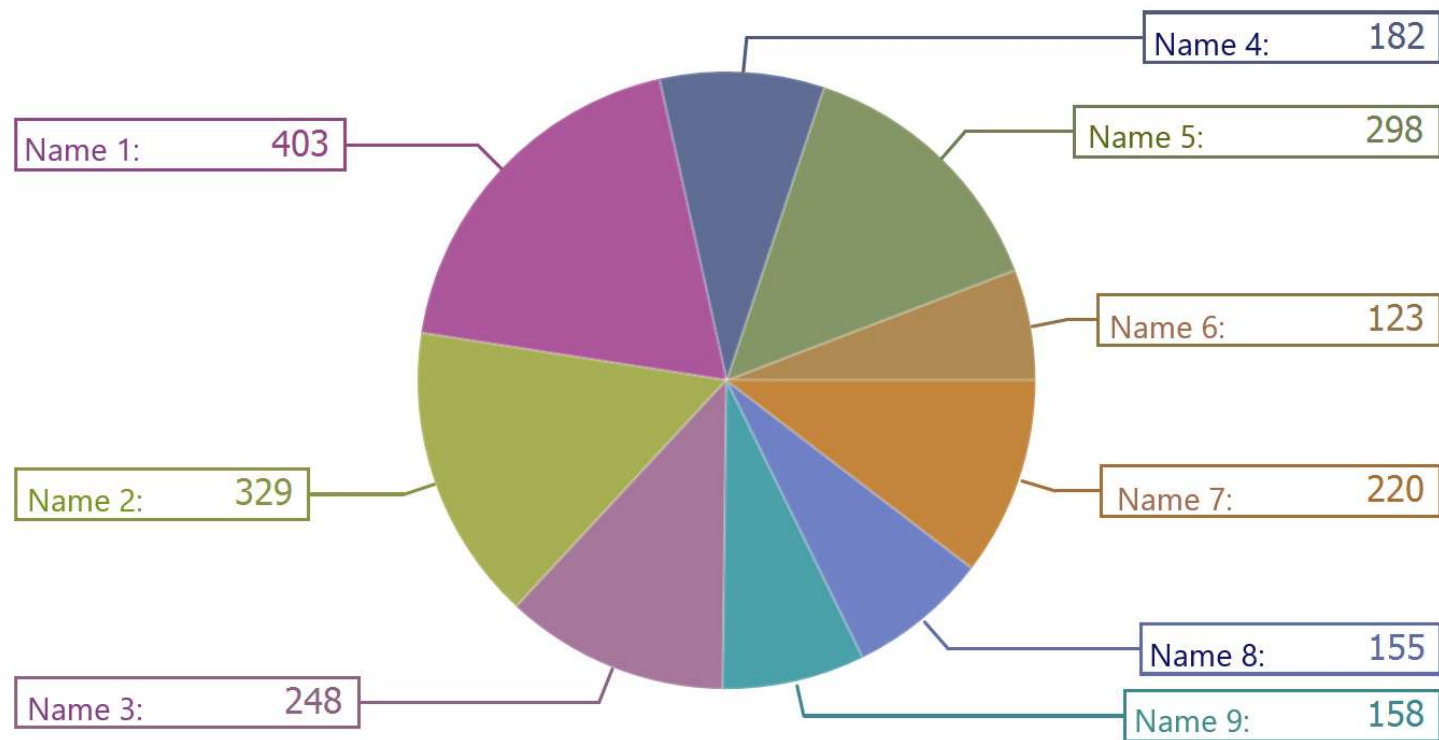
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Permits Processed in January 2022

Name 4: 182
Name 5: 298
Name 1: 403
Name 6: 123
Name 2: 329
Name 7: 220
Name 3: 248
Name 8: 155
Name 9: 158

Goal: Permit Processing Time

Permit Intake Metric

- 90% of permits approved or rejected within one business day

- 100% of permits approved or rejected within two business days

Permit Issuance Metric

- 90% of the permits have the final review conducted within one business day

- 100% of the permits have the final review conducted within two business days

Percentage of Permits Processed Within Established Deadlines

April 1, 2021 through June 4, 2021

	Permit Intake		Permit Issuance		Create Plan Set
	1 Business Day	2 Business Days	1 Business Day	2 Business Days	2 Business Days
Building: Commercial New Structure	95%	98%	96%	100%	95%
Building: Commercial Addition	91%	100%	100%	100%	100%
Building: Commercial Alteration	89%	98%	96%	100%	98%
Building: Residential New Structure	93%	99%	97%	100%	95%
Building: Residential Addition	93%	98%	96%	100%	97%
Building: Residential Alteration	89%	97%	97%	99%	99%
Fire Protection System	91%	98%	92%	100%	96%
Mechanical	87%	98%	96%	100%	100%
Electrical	87%	98%	95%	100%	94%
Plumbing	88%	98%	95%	99%	96%

Goal: Permit Processing Quality

Permit Quality Control Permit

- Meets expectations: assessed less than 20 points per quarter based on established checklists for building and trade permits

- Exceeds expectations: assessed less than 15 points per quarter based on established checklist for building and trade permits

| * : 01. Building Permit Checklist (23)

◢ ~ : 001. Confirm or validate all items on the check list and provide a comprehensive rejection notice to the applicant. Accuracy 1 point (1)

📝 All rejections should include a list of **all** incomplete or inaccurate information based on the checklist. Rejections should not be for only one item. We do not want to repeatedly reject applicants for different items each time. We want a complete, comprehensive rejection on the first review.

◢ ~ : 002. Validate that this is an existing address within Arlington. Accuracy 1 point (1)

📝 o Real Estate/Tax Assessment
o Look in Permits Plus (For example, we do provide permits for some water service for Fairfax, these addresses should be in Permits Plus)
o Check GIS for the RPC number and nearby addresses
o If none of these sources show the address provided, the location may actually be in another jurisdiction (Fairfax, Falls Church, etc.). You can look up the address in google and compare that to GIS to see if it is within Arlington County.
o It may also be possible that this is a vacant lot or newly created property that does not have an address yet. If this is the case, please send the applicant to obtain an address.
o If a property is split between Arlington County and another jurisdiction (such as Falls Church or Fairfax), it will require a supervisor to determine if the applicant is required to obtain permits in Arlington or the other jurisdiction. Please be aware that other departments may require permits, even if it is not required for a building permit.

▷ ~ : 003. Validate that the address on the cover sheet matches the application, including floor or suite # when applicable. Accuracy 1 point (1)

▷ ~ : 004. Validate this is not duplicate permit. Accuracy 2 points (1)

▷ ~ : 005. Validate if the property is Residential or Commercial. Accuracy 1 point (1)

Permit #:	Date Reviewed for QC:	Date Processed by Permit Specialist :
B2200011	01/04/2022	01/04/2022

CTBO-44529-E	Checklist #	Points	Notes
	Building 001	0	Comprehensive rejection sent to applicant
	Building 002	0	Address matches and is valid across application, Permits Plus, and Real Estate Assessment
	Building 003	1	Suite numbers not included in the Description of Permits Plus
	Building 004	0	Not duplicate
	Building 005	0	Commercial, Subtype CTBO
	Building 006	0	Estimated Cost is acceptable
	Building 007	0	Contractor TBD
	Building 008	0	Contractor TBD
	Building 009	0	Owner matches Real Estate Assessment, application and Permits Plus
	Building 010	0	Permit Holder is listed as the primary. Contractor TBD
	Building 011	0	N/A contractor permit holder
	Building 012	0	Application, plans, and description of work in Permits Plus all match
	Building 013	0	Submission requirements met
	Building 014	0	CTBO
	Building 015	0	Not required
	Building 016	0	This project is an Express project.
	Building 017	0	Application, Cover Sheet, and Permits Plus match.
	Building 018	0	Application, Cover Sheet, and Permits Plus match.
	Building 019	0	Application, Cover Sheet, and Permits Plus match.
	Building 020	0	2018 Code
	Building 021	0	ADA Form provided and completed
	Building 022	0	Asbestos Form provided and completed
	Building 023	0	Project in Plan Review queue when QC'd
Total Points for Permit		1	

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The Soft Skills of Budgeting

SAM PALMER, P.E. CBO/CFM

CLARK COUNTY BUILDING DEPARTMENT

"""A budget is more than just a series of numbers on a page; it is an embodiment of our values"

- BARACK OBAMA

Vision/Values

With tight funding always an issue, it's **critical** that local government tie their budget with a central strategy or **vision**.

*"With that **vision**...You have to plan your work, work your plan, stick to your plan and say no if its not part of the plan, then measure your plan"*
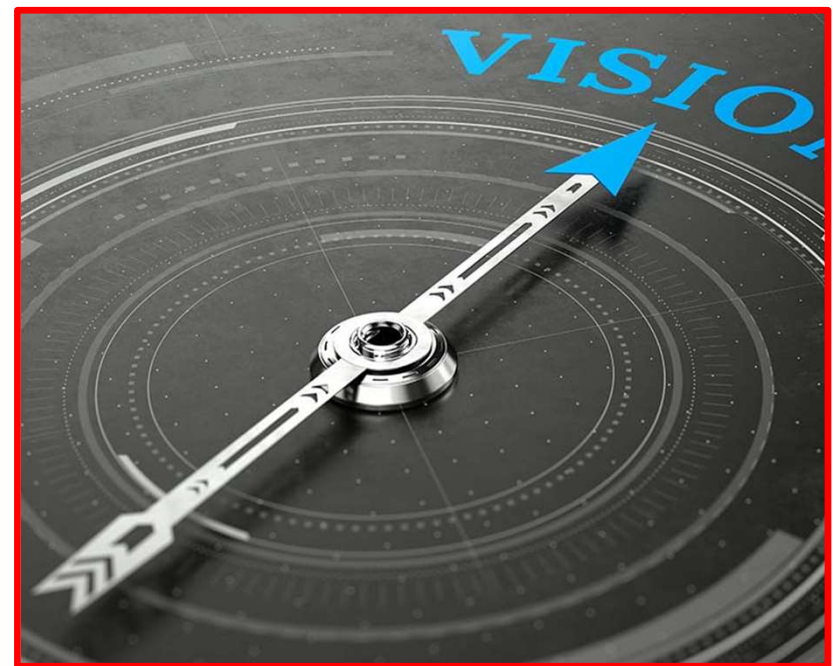
Accountability

Local governments are accountable to multiple entities and individuals, which is important to remember!

Local citizens faithfully pay their taxes to support their local governments with the expectations that their local governments will provide them with the services they need to be a healthy and productive part of the community

Trust

Trust: firm belief in the reliability, truth, ability, or strength of someone or something.
confidence · belief · faith · freedom from
suspicion/doubt · sureness · certainty · certitude · assurance · conviction · credence · reliance

TRUST IS ESSENTIAL FOR COLLABORATION AND INNOVATION

Mistrust **distorts** decision-making. It keeps citizens from demanding better public services and infrastructure, from joining with others to control corruption, and from making the collective sacrifices that leave everyone better off.

Governments can increase citizen trust with **clearer promises** of what citizens can expect from them, public sector reforms that enable them to keep their promises, and institutional reforms that strengthen the commitments that citizens make to each other.
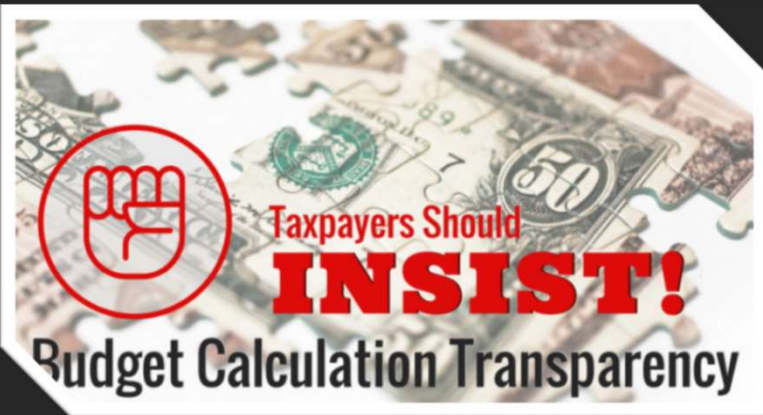
- Budget transparency refers to full disclosure of:
  - -all relevant financial information
  - -timely manner
  - -systematic manner

- Community members are treated as equal stakeholders, and given the opportunity to provide input throughout the budget planning and approval process

Communications – *KEY TO SUCCESS*

You will <u>not be successful</u> if some people <u>don't know</u> what the other staff or departments are doing or <u>understand the intent</u> of their actions.

- Addressing Needs
- Getting Fresh Input
- Adjusting
- Budget Meetings

Negotiation

Negotiation is an interaction and process between parties who **aspire to agree** on matters of mutual interest, while **optimizing** their individual desires
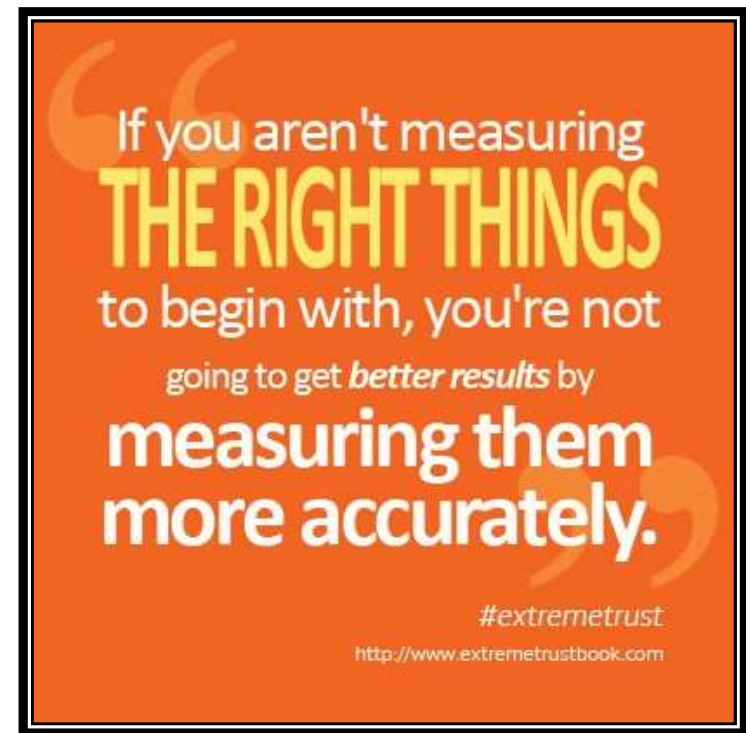
(Red Flags: political clout…special interest groups)

Performance

Key Metrics

- Quality
- Quantity
- Efficiency
- Productivity

Upgrade Technology

If you aren't measuring **THE RIGHT THINGS** to begin with, you're not going to get *better results* by **measuring them more accurately.**

#extremetrust
http://www.extremetrustbook.com

WHAT IS A BUDGET?

- In old English, a **BOUGET** is the bag or wallet.

- If money is power, then _budgeting is the distribution of power._

- "The budget is the purse of power"

WHAT IS A BUDGET?

- *Series of goals with price tags attached (resources will always be limited...Ideas will be unlimited)*

- Roadmap to show you how to get there

- Mechanism for making choices.

- Web of social as well as legal and political relationships in which commitments are made by all parties.

BUDGETING POLITICS

- <u>Budgeting</u> is the political process of determining who gives and who gets, while a <u>budget</u> is the ledger.

- *The budget is the **world series** of government.*

- *If it isn't budgeted, it isn't real. It is just another political promise.*

BUDGET AS A SCORECARD (ALT.)

- If politics is regarded in part as conflict over _whose preferences shall prevail_ in the determination of policy...

- ...then _the budget records the outcomes of this struggle and charts the policies._

- IT'S THE POLITICAL SCORECARD!
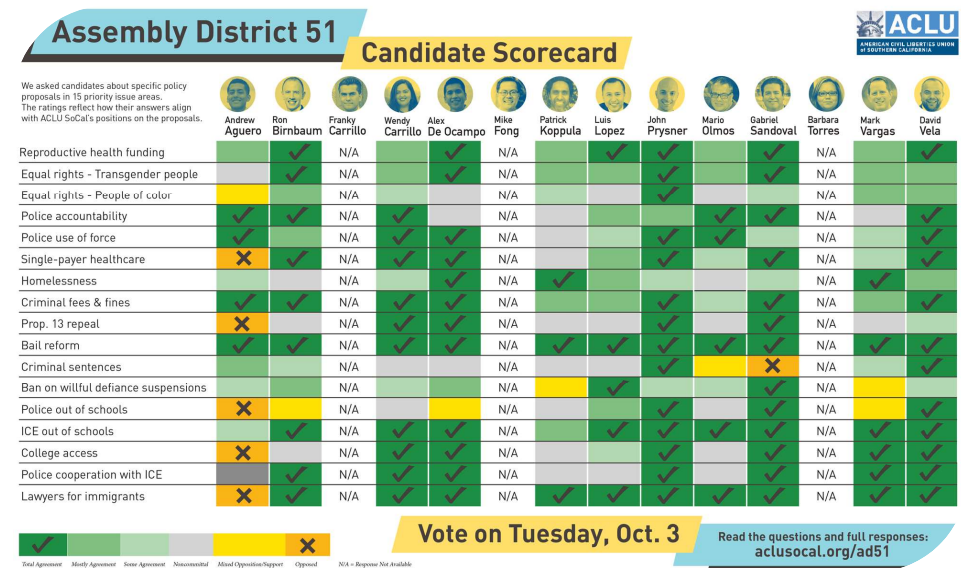
Positive/Negative

Local government budgets may have a **positive** or **negative** impact on government staff.

Strong budgeting strategies lead to high levels of stakeholders and staff engagement, input, understanding and involvement.

Lack of funds and poor budgeting lead to stagnation, turnover and burnout of staff as well as your stakeholders.

Strong Approach

Challenging budget issues will push you to utilize all the tools in your tool bag, especially your soft skills, in order to achieve the results you want:

- VISION
- ACCOUNTABILITY
- TRUST
- TRANSPARENCY
- COMMUNICATIONS
- NEGOTIATION
- PERFORMANCE

After all, BUDGETING is:

☞ *Politics*

☞ *Economics*

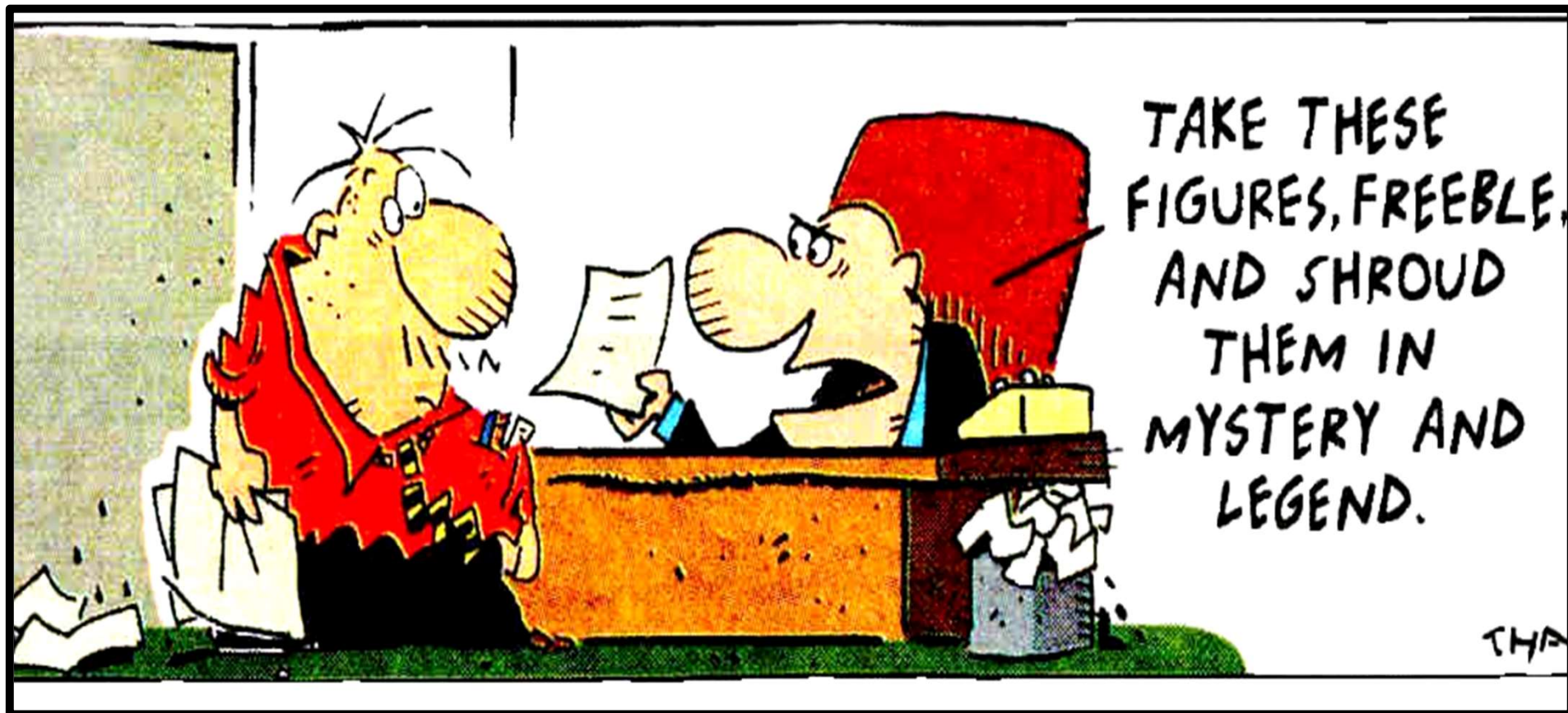☞ *Accounting*

☞ *Planning*

☞ *Control*

☞ *Public Relations*

Challenge:

"A challenge to everyone is to stop worrying so much about balancing the budget…

…instead, make sure that the decisions you make financially are going to continue to help you be sustainable as an organization for many years to come."

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