



Welcome to the

2018 Annual Conference Educational Sessions

Session: The New Code Official: A Safety 2.0 Emerging Leader's Perspective

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THE NEW CODE OFFICIAL: A SAFETY 2.0 EMERGING LEADER'S PERSPECTIVE

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CODE OFFICIALS IN THE NEXT TWO DECADES WILL FIND AN ADAPTIVE BUSINESS MODEL THAT MERGES THE AMERICAN WORK ENVIRONMENT WITH CONTINUING TECHNOLOGICAL ADVANCEMENTS. JOIN US TO UNDERSTAND PERSPECTIVES ON HOW FUTURE GENERATIONS WILL ACCOMPLISH THEIR WORK TO IMPROVE RECRUITMENT, RETENTION AND DEVELOPMENT OF THE EMERGING WORKFORCE BY ADAPTING EVOLVING TECHNOLOGIES AND GENERATIONAL EFFECTIVENESS.



“

EVERYONE INVOLVED SHOULD KNOW TWO THINGS:
YOUR OBJECTIVE AND YOUR BOUNDARIES.
EVERYTHING ELSE IS CREATIVE SPACE.

”

- KATE STANFORD AUGUST 2017



WORK ENVIRONMENTS



CURRENT WORK ENVIRONMENT

- HIERARCHY & TRADITIONAL “CHAIN OF COMMAND” ARE PROVEN APPROACHES
- TIME & EXPERIENCE ON THE JOB EQUALS SENIORITY
- CLIMB THE CAREER LADDER BY “PAYING YOUR DUES”
- WORK LOAD DIGITIZATION

WORK ENVIRONMENTS

CUBICLES



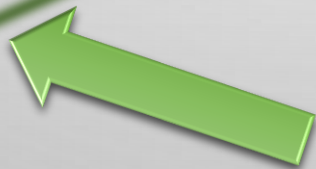
CREATIVE SPACES





STRUCTURED ENVIRONMENT

- HIERARCHY IS RELEVANT AND APPLICABLE.
- OPEN COMMUNICATION
- DESIGN THINKING
- COLLABORATIVE WORK HABITS ARE MORE LIKE THE SHADOW, FLAT & HANDS-ON BY ALL



CLIMBING THE CAREER LADDER

- UPWARD MOBILITY IS NOT ALWAYS SOUGHT...
...MEANINGFUL OPPORTUNITIES ARE
- MISSION DRIVEN EMPLOYERS WANTED
- IMPORTANT CONTRIBUTIONS ARE RECOGNIZED & ACKNOWLEDGED
- SILOS AND LIMITATIONS ARE MAJOR DETERRENTS



SENIORITY

- RANK IS EARNED VIA:
 - VALUE & CONTRIBUTIONS
 - WORKLOAD EQUITY
 - EFFORT & PURPOSE
 - PEER PRESSURES
 - LEADING WITH YOUR STRENGTH
- GAINING EXPERIENCE IS MORE IMPORTANT TO YOUNGER EMPLOYEES

DIGITAL FILES = PAPER FILES

TRADITIONAL

- CONVERSION OF PAPER TO DIGITAL
- GOING PAPERLESS BY SCANNING
- STORE & RETRIEVE
- REMOVE FILE CABINETS
- ATTACH TO EMAILS, WEBSITE, ETC.

TOMORROW

- AVOID SCANNING (MANUAL LABOR)
- STAFF REVIEWS CUSTOMER INPUTS VIA ALERTS
- OCR ALLOWS FOR BIG DATA SEARCHES
- METRICS & STATISTICS OF VOLUME
- DIGITAL RECORD RETENTION SCHEDULES
- ONLINE SEARCHES
- TRANSPARENCY TECHNOLOGY



HOW TO GET MILLENNIALS INTO GOVERNMENT



PROJECT: “MISSION TO MARS”

- EVERY PROJECT DOES NOT NEED TO BE A MISSION TO MARS
- PROJECT INITIATIVES & DEVELOPMENTS CAN BE INSPIRING
- BELIEF: TECHNOLOGY CAN/WILL CHANGE THE WORLD
- FOCUS ON INSPIRING “MISSIONS” AND THE UNIQUE OPPORTUNITIES YOUR JOBS OFFER; OR,
- HOW TO PROTECT SOMEONE OR SOMETHING...

ICC Vision:

Protect the health, safety and welfare of people
by creating safe buildings and communities.

COLLEGE GRADS

- YOUNGER EMPLOYEES LOOK FOR MISSION-DRIVEN EMPLOYERS WITH A PURPOSEFUL CAREER IN A GEOGRAPHIC CONVENIENCE.
 - GOVERNMENT IS EVERYWHERE
- NEED TO MAKE PUBLIC SECTOR KNOWN AND VISIBLE.
 - COLLEGE JOB FAIRS
 - INTERNSHIPS
 - LEADERSHIP SEMINARS
 - TECHNICAL CLASSES

Challenge: Equal opportunity
employer laws have strict processes.
Cannot hire on the spot.



FACILITATE OPEN COMMUNICATION

- OPEN DISCUSSION WITH ALL ASPECTS OF A PROJECT
- BRING THE RIGHT PEOPLE ON FOR A GIVEN PROJECT, REGARDLESS OF STRUCTURE
- CREATES DIVERSE SKILL SETS, NEW CONVERSATIONS, SOLUTIONS, & APPROACHES
- STEP 1: REQUIRES APPROPRIATE PHYSICAL SPACE FOR COLLABORATION



IDEAL JOB!

- A COLLABORATIVE AND INCLUSIVE WORKPLACE
- GROUPS OF PEOPLE REGULARLY WORK TOGETHER TO SOLVE PROBLEMS & SET STRATEGIES
- COLLEAGUES INTERACT EASILY AND FREQUENTLY

THE PHYSICAL MANIFESTATION OF THIS COULD BE

- OPEN OFFICE LAYOUT
- INSTANT MESSENGERS
- VIRTUAL MEETINGS SYSTEMS

= Flexibility



DESIGN THINKING

- EMPATHIZE – WITH YOUR USERS
- DEFINE – YOUR USERS' NEEDS, THEIR PROBLEM, AND YOUR INSIGHTS
- IDEATE – BY CHALLENGING ASSUMPTIONS AND CREATING IDEAS FOR INNOVATIVE SOLUTIONS
- PROTOTYPE – TO START CREATING SOLUTIONS
- TEST – SOLUTIONS

THE ~~BENEFITS~~ PERKS

- ADVERTISE THE PERKS...BE BOLD
 - RETENTION INCENTIVES
 - MEDICAL BENEFITS
 - VACATION LEAVE BENEFITS
 - LEADERSHIP DEVELOPMENT/TRAINING
 - EDUCATION REIMBURSEMENT
 - EXTRA CURRICULAR ACTIVITIES / CLUBS / MEMBERSHIPS
 - PUBLIC SECTOR MODERNIZATION



IMPROVING WITH TECHNOLOGY



CONSUMER BEHAVIORS SHAPING THE NEXT GENERATION

- IT IS NOT ONLY UP TO YOUNGER GENERATIONS OF CODE OFFICIALS
- CONSUMERS ARE MAKING THE BIGGEST DEMAND FOR CHANGE
- CONSUMERS WANT REWARDS
 - TAX BREAKS/INCENTIVES
 - FASTER EVERYTHING
 - SIMPLE ALL THE TIME
 - FREE
 - TOO MUCH GOVERNANCE / NOT ENOUGH GOVERNANCE



SPEED

SIMPLE

FAST

STREAMLINED

SELF-SERVICES

ON THE GO



Help me faster

PERSONALIZED

LEARN YOUR CUSTOMER

SHOW INDIVIDUAL
ATTENTION

CUSTOMIZE

INDIVIDUAL ACCOUNTS



Know me better

SPECIAL

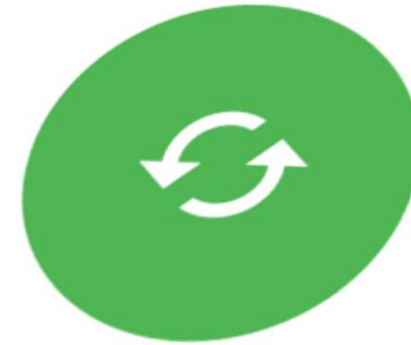
SPECIAL PERKS

NEW & IMPROVED

PERSONAL ASSISTANTS

CUSTOMER SERVICES

TECHNOLOGY SERVICES



Wow me everywhere

MERGING TRADITION WITH TECHNOLOGY

- PAPER PLAN REVIEW

- SHARING WITH DEPARTMENTS
- SHARING WITH COUNTIES
- COMPLIANCE FOCUSED



- ELECTRONIC PLAN REVIEW



- AUGMENTED REALITY
 - ARTIFICIAL INTELLIGENCE
- SHARING OF PLAN INFORMATION WITH CRITICAL SERVICES
 - POLICE
 - FIRE
 - COUNTIES
 - REAL ESTATE SERVICES

Highlight



Highlight book sections to mark what is important to you.

Bookmark



Bookmark sections, subsection and microsection for quick reference.

Annotate



Annotate code sections with your notes, files or images for easy reference.

Collaborate



Concurrent multi-user functionality makes it easy to work with colleagues.



MERGING TRADITION WITH TECHNOLOGY

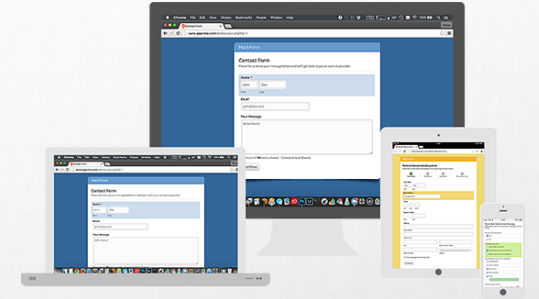
- IN PERSON PERMITTING

- PLANNING
- PUBLIC WORKS
- FINANCE
- ECONOMIC DEVELOPMENT
- SUSTAINABILITY
- EMERGENCY PREPAREDNESS



- ONLINE PERMITTING

- INTEGRATED PERMITTING SYSTEMS WITH BUILDING SUPPORT SYSTEMS
- PARKING MONITORING SYSTEMS
- PUBLIC TRANSPORTATION SERVICES/MOBILITY
- GOING BEYOND CONSTRUCTION COMPONENTS AND MOVING TOWARDS COMMUNITY BASED NEEDS



MERGING TRADITION WITH TECHNOLOGY

- ONSITE INSPECTIONS

- SITE VISITS
- QUANTITY VS. QUALITY
- TRAVEL & ROUTING



- DIGITAL INSPECTIONS

- DRONES
- PICTURES
- VIDEO
- REMOTE MONITORING SERVICES
- 3RD PARTY INSPECTION SERVICES / TESTING



MERGING TRADITION WITH TECHNOLOGY

- IN-CLASS LEARNING

- REAL-TIME INTERACTIONS
- CONFIRMATIONS OF UNDERSTANDING
- VISUAL, AUDITORY, AND KINESTHETIC
- GROUP THINK

- ONLINE LEARNING

- DIGITAL RESOURCES
- ON DEMAND
- MOBILITY
- INDEPENDENT OPINIONS & BROADER PERSPECTIVES



CODE OFFICIALS OF THE FUTURE

- FOCUS ON
 - “DO I NEED” (+65%)
 - “SHOULD I” (+65%)
 - “CAN I” (+85%)
- CONVERSATIONAL STRATEGIES

CONVERSATIONAL STRATEGIES

CURRENTLY

- SIMPLIFICATION OF REQUIREMENTS, NEEDS, PREREQUISITES
 - CHECKLISTS
 - MINIMUM SUBMITTAL REQUIREMENTS
 - REQUIREMENT THRESHOLDS FOR...
 - FAQ'S

FUTURE

- SIMPLIFICATION IN A TECHNOLOGY ASSISTED VEHICLE
 - OUTCOME-BASED ROADMAPS
 - INTERACTIVE FORMS & RESULTS (TURBO TAX)
 - YOUTUBE VIDEOS & REVIEWS
 - PERSONAL ASSISTANT EXPERIENCES

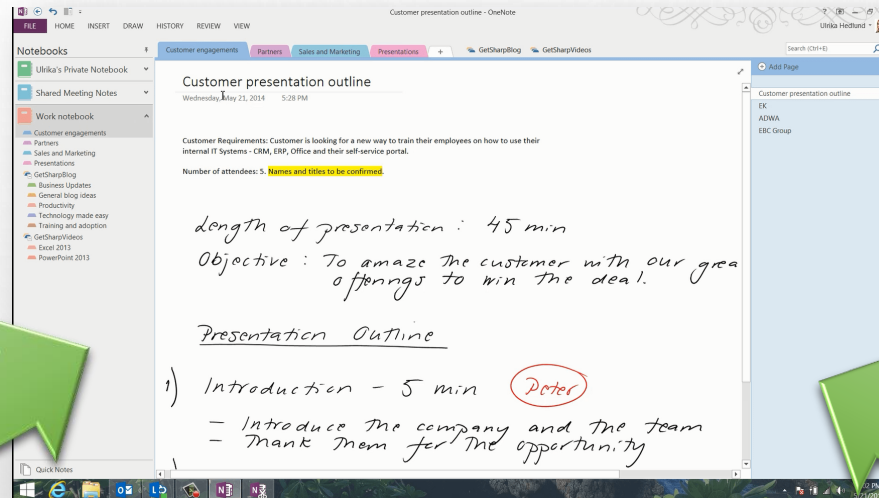


TECHNOLOGY TOOLS FOR THE OFFICE

- WEBSITES & SOFTWARE
- INTEGRATED SYSTEMS
- SHARING INFORMATION REAL-TIME
- MONITORING TRENDS & FEEDBACK
- USING INNOVATIVE PRODUCTIVITY & PROJECT MANAGEMENT TOOLS
 - ACCESSIBLE WHEREVER AND HOWEVER THE EMPLOYEE WANTS TO WORK
 - COMPUTER
 - TABLET OR
 - MOBILE PHONE,
- AT HOME OR AT THE OFFICE.

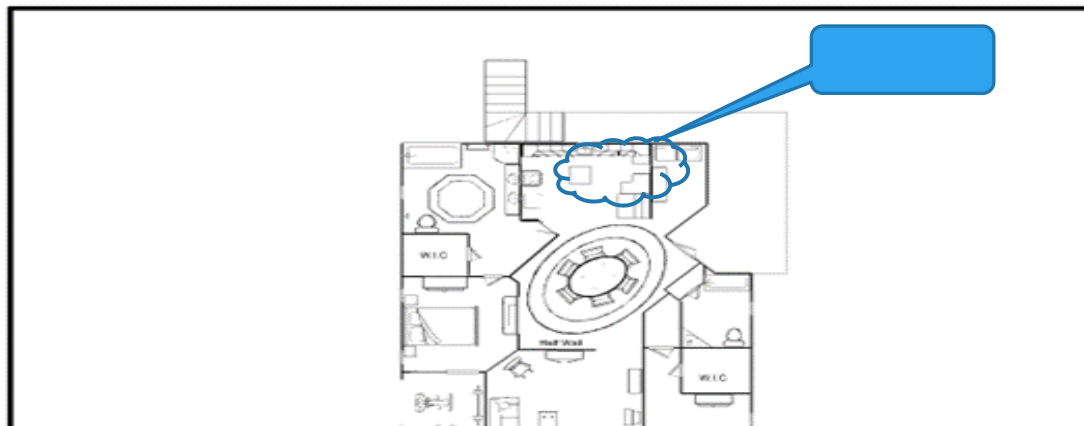
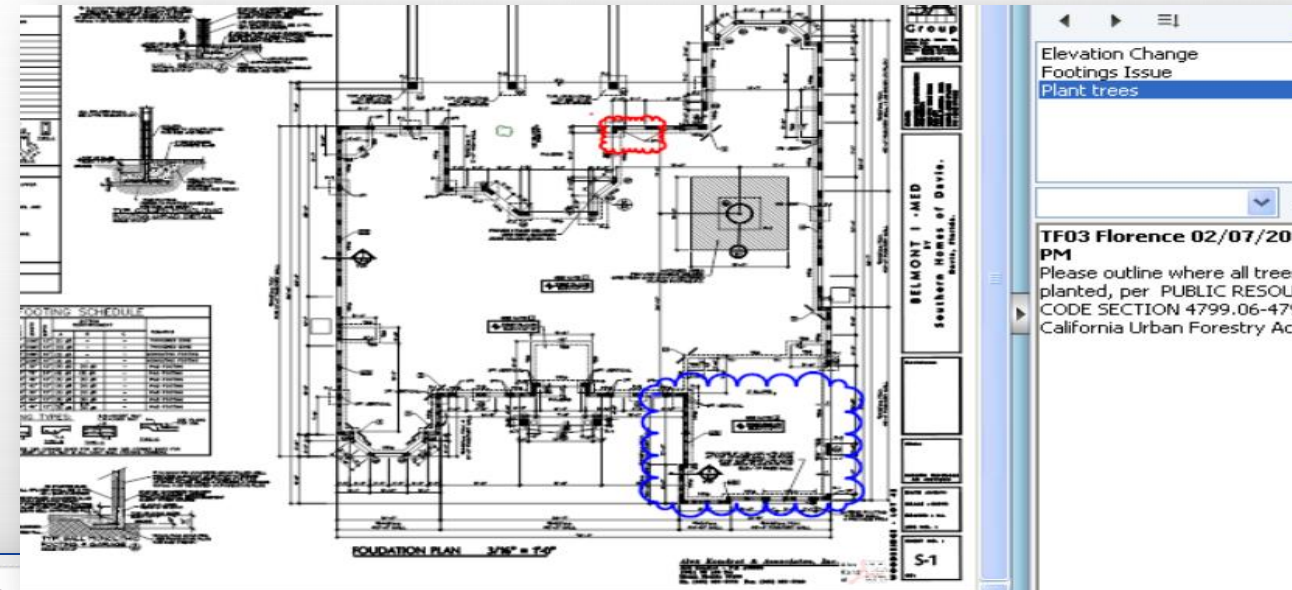


TECHNOLOGY TOOLS FOR THE OFFICE



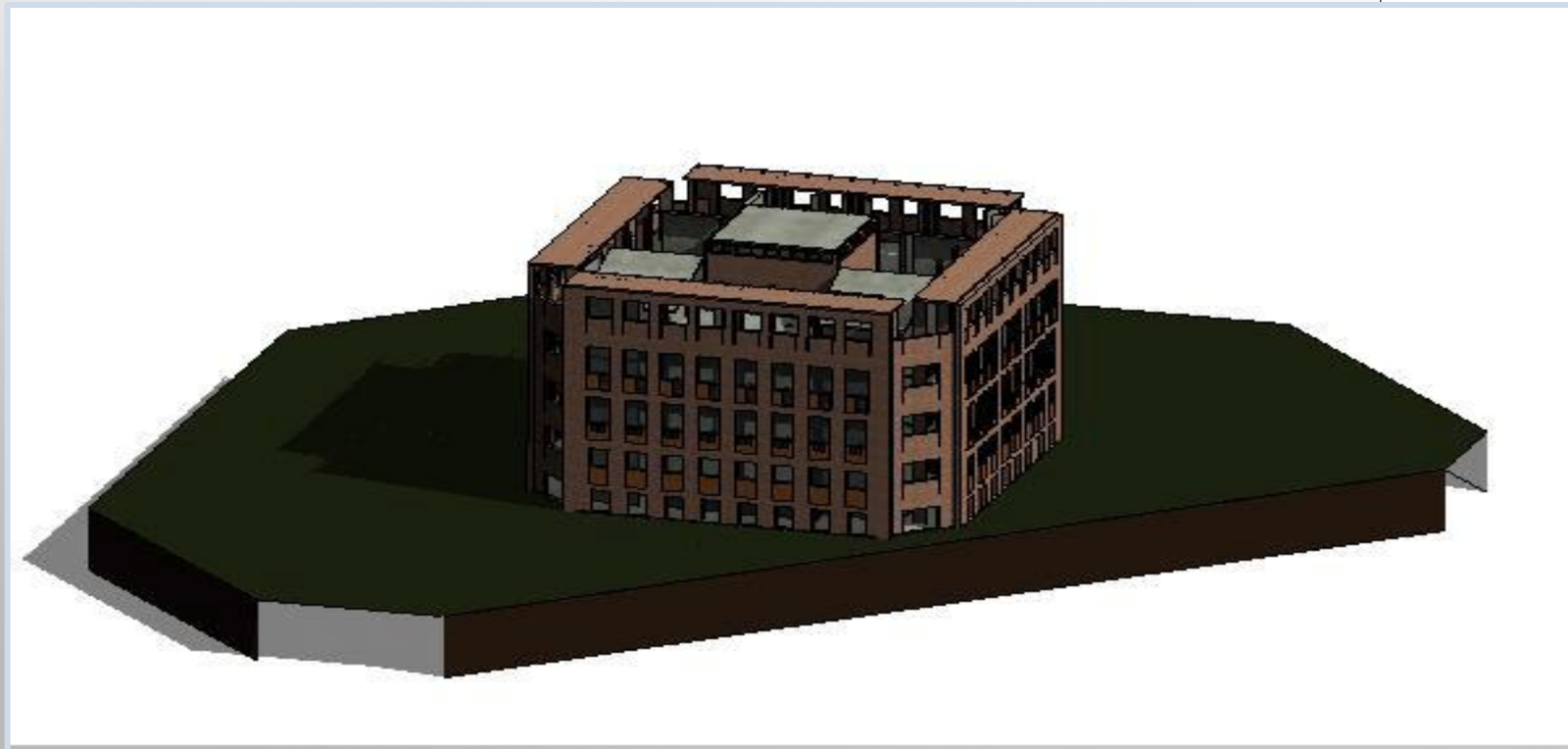
SYSTEM OPTIONS

- STAND ALONE SOFTWARE VS. INTEGRATED IN PERMIT SYSTEM (PACKAGE)
- PDF REVIEW VS. OVERLAPPING COMPARING TECHNOLOGY
- VARIOUS USER INTERFACE OPTIONS

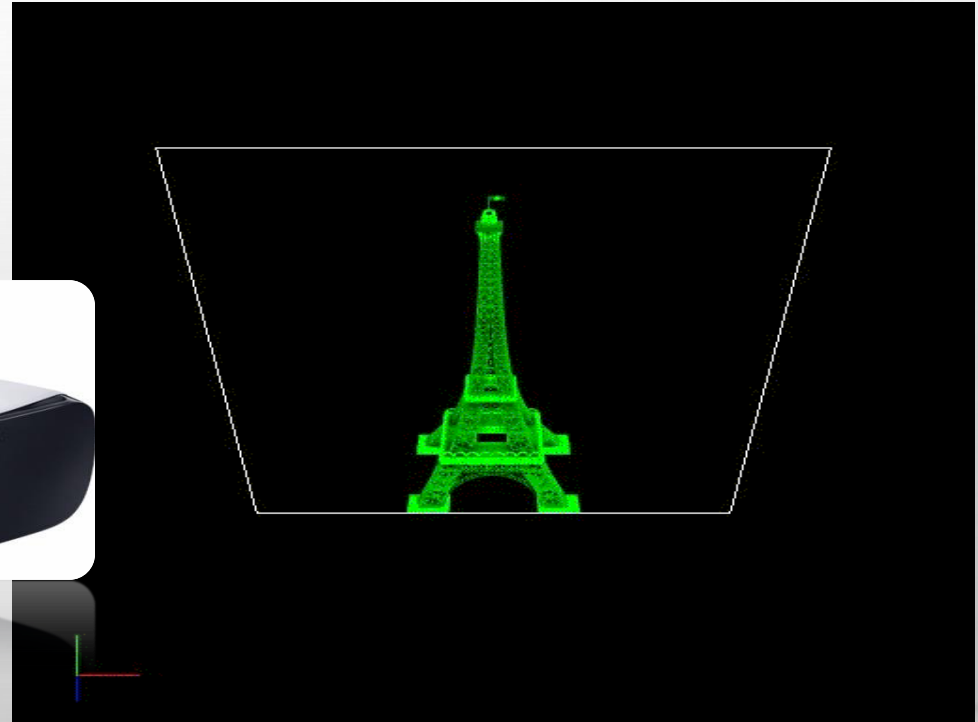


BIM MODELING (3D MODELING)

- COMPLETE BUILDING DESIGN WITH UTILITIES SYSTEMS (TRADES)
- ELECTRONIC CODE REVIEWS



HOLOGRAPHIC REVIEW OR VIRTUAL REALITY PLAN CHECKS



CUSTOMER SERVICE FOR FUTURE CODE OFFICIALS

- ONLINE & SOCIAL MEDIA SAVVINESS
- CUSTOMER REVIEWS A FOCUS OF FUTURE OPERATIONS
- INTEGRATED TECHNOLOGIES AND CODE COMPLIANCE
- OPEN DATA & TRANSPARENCY
- MULTI-DEPARTMENT & MULTI-AGENCY SOLUTIONS FROM GOVERNMENT

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**Thank You For
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