

Best Practices

Lessons Learned from the
Building Department Accreditation Program and Major
Jurisdiction Committee

Presented by Chuck Ramani, P.E., CBO
and Sam Palmer, P.E., CBO

September 12, 2017 | Columbus, Ohio

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INTERNATIONAL
ACCREDITATION
SERVICE®

This course is presented as a joint activity of
International Accreditation Service (IAS)

&

ICC Major Jurisdiction Committee (MJC)

In partnership

For the identification of best practices

Free Download:

*Best Practices: Lessons Learned from the Building Department
Accreditation Program and Major Jurisdiction Committee*
available from the IAS website at

<https://www.iasonline.org/resources/best-practices-lessons-learned-from-the-building-department-accreditation/>

International Accreditation Service (IAS)

- IAS provides independent verification that the building department operates under the highest ethical, legal and technical standards.
- It is IAS's goal to enhance the services of the building departments that provide life-safety and property protection for communities across the United States.
- IAS offers Building Department Accreditation to jurisdictions which have met specific publicly available accreditation criteria (AC251).

JEOPARDY!

The image features the word "JEOPARDY!" in large, bold, white, three-dimensional block letters. The letters are set against a dark blue background with a curved, metallic-looking structure. The scene is illuminated with vibrant blue and purple light beams, creating a futuristic and high-tech atmosphere. A horizontal band of glowing yellow dots is visible below the text, and red laser lines extend from the bottom corners towards the center.

What is AC251?

AC251

The IAS Accreditation Criteria for Building Departments/Code Enforcement Agencies (AC251) is used by IAS to evaluate whether a department operates consistently within the standards and best practices required to achieve accreditation.

The latest version of AC251 (revised April 25, 2017) is freely available for download from www.iasonline.org



What's new in AC251?

1. INTRODUCTION

1.1 Scope: These criteria set forth the requirements for obtaining and maintaining International Accreditation Service, Inc. (IAS), accreditation of (1) governmental agencies (i.e., building code regulatory agencies) responsible for the enforcement of building and construction laws or other jurisdictional ordinances (such as fire, zoning or traffic laws) related to enhancing the quality of life within their jurisdictions and (2) nongovernmental third-party permitting, plan review and inspection service providers (i.e., third-party service providers). These criteria supplement the IAS Rules of Procedure for Building Department/Code Enforcement Agencies Accreditation.

2. DEFINITIONS

2.18 Internal Quality Audits:

Internal systems and operations reviews to identify the extent to which documented procedures are followed and the effectiveness of current processes.

2.23 Permit Applicant:

An individual or corporation applying for a building construction permit or plan review in accordance with local codes or other normative documents.

2.28 Service Goals:

Note: A quality (error rate) service goal with zero life-safety errors shall be established for plan review and inspection functions

2.30 Standard Operating Procedures:

Established or prescribed methods to be followed routinely for the performance of designed operations or in designated situations.

2.33 Third Party Service Provider (TPP):

Non-governmental third-party permitting, plan review and Inspection service providers. 9

3. ELIGIBILITY

Accreditation services are available to building departments, regulatory agencies and third-party Service providers that provide any of the following services (or any combination thereof):

- 3.1 Permitting;
- 3.2 Plan review;
- 3.3 Inspections;
- 3.4 Code enforcement
- 3.5 Construction code adoption, promulgation and/or oversight

4. REQUIRED BASIC INFORMATION

- 4.1.3 Building code regulatory agencies must comply with Annex A of this document.
- 4.14 Third-party providers of building department services must comply with Annex B of this document.
- 4.1.5 Building departments in British Columbia & Canada must comply with Annex C of this document

- 4.2.1.1.9 Demonstrate that employees conduct duties in accordance with policies and procedures.

5. ADDITIONAL INFORMATION (AS APPLICABLE)

Any other state, provincial and national regulatory requirements.

6. LINKS TO ADDITIONAL REFERENCES

- 6.1. IAS – <https://www.iasonline.org/>
- 6.2. International Code Council – <https://www.iccsafe.org/>

DAILY DOUBLE

The image features the text "DAILY DOUBLE" in a large, bold, 3D font with a metallic, brushed metal texture. The letters are positioned on a dark, reflective stage floor. Behind the text is a curved, cylindrical structure with a grid of glowing red and blue lines, creating a futuristic or stage-like atmosphere. The background is a gradient of blue and purple, with some light flares and a glowing red ring on the floor in front of the stage.

What is MJC?

(....and it has nothing to do with marijuana!)

ICC Major Jurisdiction Committee (MJC)

- The Major Jurisdiction Committee (MJC) encourages its members to submit “Best Practices” that its Jurisdiction has either developed or experienced in a code administration environment.
- Best Practices have been expanded to include both MJC-vetted best practices and best practices vetted through the International Accreditation Services (IAS) building department accreditation process.
- Further, IAS has a series of categories that all best practices will be catalogued per the IAS methodology to enhance ease of use.

Recognition of Best Practices by ICC MJC:

After review by the MJC Steering Committee, outstanding contributions are posted on the Best Practices page of the ICC website. This allows code officials to help one another improve without reinventing the wheel and helps departments better serve communities and customers, while potentially saving money.

Visit the Best Practices page on the ICC website here:

<https://www.iccsafe.org/membership/councils-committees/major-jurisdiction-committee/best-practices/>



Today, we will be organizing our discussion of notable “Best Practices” into the areas of:

-  Customer Service
-  Information Technology
-  Legal
-  Management/Administration
-  Permitting
-  Plan Review
-  Inspection

Accreditation Criteria for Building Departments/Code Enforcement Agencies (AC251)

- 4.2.1.1.19 Awareness Programs and Community Outreach Activities
- 4.2.1.1.20 Documents Available to Public
- 4.2.5 Filing Complaints

City of Port St. Lucie

- The Concierge
- City University
- Online Permit Options
- Realtor Assist

Clark County Building Department

- Property Brothers
Earthquake PSA
- Customer Service Help Desk

INFORMATION TECHNOLOGY



**"It's the latest innovation in office safety.
When your computer crashes, an air bag is activated
so you won't bang your head in frustration."**

Accreditation Criteria for Building Departments/Code Enforcement Agencies (AC251)

- 4.2.1.1.14 IT Systems
- 4.2.1.1.15 IT Support
- 4.2.1.1.16 Validation of Computer Programs (i.e., Hand Calculations)
- 4.2.1.1.17 IT Use Policies

Northern NV (Washoe County/city of Reno/City of Sparks)

- All use Accela

McKinney, Tx.

- IT Overhaul Oct. 16 go live
- \$2 mil.
- EnerGov (Tyler Technologies)

Clark County Building Department

- Accela Go-Live 1st qtr 2018

City of Las Vegas

- INFOR10

City of Henderson

- EnerGov (Tyler Technologies)

LEGAL



**“Sometimes I wear this in court.
It’s my frivolous law suit.”**

Accreditation Criteria for Building Departments/Code Enforcement Agencies (AC251)

- Annex A, A4-A6 Construction Codes
- 4.2.1.1.3 Existence of Policies or Statutes



NOBO + SNBO

- 2018 Code Adoption Process for Nevada

Clark County

- AB477

State of Nevada Contractors Board

- Helping agencies with Code Enforcement



“You busy?”



Accreditation Criteria for Building Departments/Code Enforcement Agencies (AC251)

- 4.2.1.1.8.1-
4.2.1.1.8.3 Quality Assurance Activities
- 4.2.1.1.5 –
4.2.1.1.9 Standard Operating Procedures



Mecklenberg County

- Special Events

Clark County Building Department

- Special/Temporary Events

City of Los Angeles

- Parallel Development Process (PDP)



PERMITTING



- Permitting includes all interactions with the front counter as well as all the steps “behind the scenes” that are most closely tied to the end-user’s impression of the building department
- Since the permit counter is the customer’s first encounter with the building department, it opens opportunities for your front-counter staff to act as “brand ambassadors” on the department’s behalf

Accreditation Criteria for Building Departments/Code Enforcement Agencies (AC251)

- 4.2.1.2 Staff Information
- 4.2.1.3 Permitting Information



Clark County Building Department

- Penn Jillette (Penn & Teller) Permit **PSA**

City of Los Angeles

- Draft Cannabis Regulations
- Shipping Containers

City of Port St. Lucie

- Online Commercial AC Permits

Accreditation Criteria for Building Departments/Code Enforcement Agencies (AC251)

- 4.2.1.2 Staff Information
- Plan Reviews



PLAN REVIEW

Clark County, Nevada Building Department

- E-plan review via Accela

City of Port St. Lucie

- Express Permits

Mecklenburg County, NC

- Architect & Engineer special session
on Submittal & Plan Review



INTERNATIONAL
ACCREDITATION
SERVICE®

INSPECTION

INSPECTION

PASSED

FAIL



Accreditation Criteria for Building Departments/Code Enforcement Agencies (AC251)

- 4.2.1.2 Staff Information
- 4.2.4 Inspections

USA

- Drones

Clark County Building Department

- Energy Conservation

Storey County (Reno Area)

- Tesla Motors

City of Port St. Lucie

- Time Block Inspections

FINAL
JEOPARDY!

What are the guidelines for submitting
“BEST PRACTICES”?

Guidelines for “BEST PRACTICES” Submittals

- **Contact Information**

- The individual(s) most knowledgeable about the development of implementation of the program. Name, Title, Department/Jurisdiction, Contact address, email and phone.

- **Program Description**

- Provide a brief description of the program, i.e. Residential Maintenance Inspections, Condemned Housing, How-To Guides, etc.

- **Cost/Benefits**

- A paragraph or two elaborating on the program, estimated costs in human or financial resources, and the benefits. Benefits may include public safety, cost recovery, letgal protection, etc.

- **Attached Documents**

- Please provide any such documents supporting or outlining these programs. Forms, Procedures, Laws, Checklists, Public Relations, etc.

<https://www.iccsafe.org/membership/councils-committees/major-jurisdiction-committee/best-practices/>



Guideline for “BEST PRACTICES” Submittals

Contact Information:

(The individual(s) most knowledgeable about the development or implementation of the program. Name, Title, Department / Jurisdiction, Contact address, email, and phone.)

Program Description:

(Please provide a brief description of the program, i.e. Residential Maintenance Inspections, Condemned Housing, How-To Guides, etc.)

Costs / Benefits:

(A paragraph or two elaborating on the program, estimated costs in human or financial resources, and the benefits. Benefits may include public safety, cost recovery, legal protection, etc.)

Attached Documents:

(Please provide any such documents supporting or outlining these programs.)

Categories – Please check all categories that apply to your best practice

- Plan Review
- Permitting
- Inspection
- Management/Administration
- Legal
- Customer Service
- Information Technology

SAMPLE



QUESTIONS?





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Thank you!



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