



 INTERNATIONAL ACCREDITATION SERVICE®

# BEST PRACTICES

Lessons Learned from the Building Department Program and Major Jurisdiction Committee  
Oct. 17, 2016, Kansas City, Missouri

Presenter: Chuck Ramani, P.E., CBO  
Sam Palmer, P.E., P. Eng., CBO

 INTERNATIONAL CODE COUNCIL®

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 INTERNATIONAL ACCREDITATION SERVICE®

## International Accreditation Service (IAS) & Major Jurisdiction Committee (MJC)

- IAS Building Department Accreditation
- MJC Membership

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## CUSTOMER SERVICE

- 3.2.21 Awareness Programs and Community Outreach Activities
- 3.2.22 Documents Available to Public
- 8.1. Filing Complaints



## CUSTOMER SERVICE

### City of Aurora, CO Building and Permits Division

- Department Newsletter

### City of Roanoke, VA Building Inspections Division

- Quick Response Codes (QR Codes)

### Clark County, NV Building Department

- Land Use Applications via Construction Services Online

### City of Rochester Hills, MI

- Quality Control Manual System
- Special Inspection Program



## CUSTOMER SERVICE

### City of Roseville, CA

- Auditing practices
- Policies on Procedures and Documents

### City of Salem, OR

#### Building and Safety Division

- Project Coordinator Program

### City of San Antonio, TX

- Standard Operating Procedures (SOP)
- Call Center
- Completeness and Assignment Review Team (CAR) for Commercial Intake
- Training Programs
- Posting of Plan Review and Inspection Results
- Quality Control Programs

### City of Greensboro, NC

- Building and Trade Inspections "Field Unit"



## CUSTOMER SERVICE

### Mecklenburg County, NC

#### Land Use and Environmental Services Agency

- Land Use and Environmental Services



## INFORMATION TECHNOLOGY

- 3.2.16 IT Systems
- 3.2.17 IT Support
- 3.2.19 IT Use Policies
- 3.2.18 Validation of Computer Programs  
(i.e., Hand Calculations)



## INFORMATION TECHNOLOGY

### City of Greensboro, NC

- Custom written in-house software package

### City of Roanoke, VA Building Inspections Division

- Quick Response Codes (QR Codes)

### Clark County, NV

### Building Department

- Constructive Services Online
- Shear Wave Velocity Map

### City of San Antonio, TX

- Standard Operating Procedures (SOP)
- Call Center



### New York State

- Division of Code Enforcement
- Administration and Prevention and Building Code Council

### City of Aurora, CO Building and Permits Division

- Automated E-mails

### Mecklenburg County, NC Land Use and Environmental Services Agency

- Land Use and Environmental Services

### City of Houston, TX Building Inspection Division

- TeleWork Inspection Program



- 4.0 Construction Codes
- 3.2.5 Existence of Policies or Statutes



### New York State

- Division of Code Enforcement
- Administration and Prevention and Building Code Council



- 3.2.10 Quality Assurance Activities
- 3.2.7 Standard Operating Procedures



## MANAGEMENT/ADMINISTRATION

### City of Rochester Hills,

#### MI

- Quality Control Manual System
- Special Inspection Program

### City of San Antonio, TX

- Standard Operating Procedures (SOP)
- Call Center
- Training Programs
- Quality Control Programs

### City of Roseville, CA

- Continuing Education
- Policy on Procedures and Documents

### New York City, NY Department of Buildings

- High Risk Construction Oversight Initiative



## MANAGEMENT/ADMINISTRATION

### City of Philadelphia, PA

- Building Inspection Survey

### Clark County, NV, Building Department

- Development Service Community Outreach efforts

### Mecklenburg County, NC, Land Use and Environmental Services Agency

- Land Use and Environmental Services



## PERMITTING

- 3.3 Staff Information
- 3.4 Permitting Information



## PERMITTING

### City of Roanoke, VA Building Inspections Division

- Quick Response Codes (QR Codes)

### Clark County, NV Building Department

- Electronic Permits via Construction Services Online

### City of Rochester Hills, MI

- Quality Control Manual System
- Special Inspection Program

### City of San Antonio, TX

- Information Bulletin
- Standard Operating Procedures (SOP)
- Call Center
- Completeness and Assignment Review Team (CAR) for Commercial Intake
- Training Programs
- Posting of Plan Review and Inspection Results
- Quality Control Programs





### City of Salem, OR Building and Safety Division

- Fire Personnel Plans Examiner
- Plan Review Roundtable
- 10 Day Guaranteed Turn Around for Single Family Dwelling
- Customized Permitting Process
- On-site Plan Review of Tenant Improvement

### City of Roseville, CA

- Auditing practices



- 3.3 Staff Information
- 5.0 Plan Reviews



## PLAN REVIEW

### City of Plano, TX Building Inspections Department

- Electronic Plan Review

### Clark County, NV Building Department

- Paperless Plan Submittal via construction Services Online

### City of Rochester Hills, MI

- Quality Control Manual System
- Special Inspection Program

### City of San Antonio, TX

- Information Bulletin
- Standard Operating Procedures (SOP)
- Call Center
- Completeness and Assignment Review Team (CAR) for Commercial Intake
- Training Programs
- Posting of Plan Review and Inspection Results
- Quality Control Programs



## PLAN REVIEW

### City of Salem, OR Building and Safety Division

- Fire Personnel Plans Examiner
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### Mecklenburg County, NC, Land Use and Environmental Services Agency

- Land Use and Environmental Services

### City of Phoenix, AZ

- Online Construction Permit Services
- Electronic Plan Review Services

### City of Roseville, CA

- Auditing practices



- 3.3 Staff Information
- 7.0 Inspections



### City of Greensboro, NC

- Building and Trade Inspections "Field Unit"

### City of Roanoke, VA Building Inspections Division

- Quick Response Codes (QR Codes)

### Clark County, NV

### Building Department

- Electronic Permits via Construction Services Online

### City of Rochester Hills, MI

- Quality Control Manual System
- Special Inspection Program



## INSPECTION

### City of Aurora, CO Building and Permits Division

- Inspection Resulted Automatic Broadcast E-mail

### City of Salem, OR Building and Safety Division

- Customized Permitting Process

### City of Roseville, CA

- Auditing practices

### City of San Antonio, TX

- Information Bulletin
- Standard Operating Procedures (SOP)
- Call Center
- Training Programs
- Posting of Plan Review and Inspection Results



## INSPECTION

### City of Houston, TX Building Inspection Division

- TeleWork Inspection Program

### Mecklenburg County, NC, Land Use and Environmental Services Agency

- Land Use and Environmental Services



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### **IAS Contact Information**

Kellee Fernandez  
Assistant Accreditation Officer  
(562) 364-8201, ext. 3448

### **MJC Contact Information**

Corey Roblee  
(888) ICC-SAFE, ext. 7202



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