



**Best Practices:  
Lessons Learned from Building Departments**

**Presenters:**

**Chuck Ramani, P.E., CBO & Sam Palmer, P.E., P. Eng., CBO**

**Tuesday, September 12, 2017**

**8:00 AM - 9:30 AM**



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# BEST PRACTICES

Lessons Learned from the Building Department Program and Major Jurisdiction Committee

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

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## 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

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## 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

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## 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"

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## CUSTOMER SERVICE

Mecklenburg County, NC  
Land Use and Environmental Services Agency

- Land Use and Environmental Services

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## 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)

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## INFORMATION TECHNOLOGY

### City of Greensboro, NC

- Custom written in-house software package

### Clark County, NV Building Department

- Constructive Services Online
- Shear Wave Velocity Map

### City of Roanoke, VA Building Inspections Division


- Quick Response Codes (QR Codes)

### City of San Antonio, TX

- Standard Operating Procedures (SOP)
- Call Center

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## INFORMATION TECHNOLOGY

New York State

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

Mecklenburg County, NC  
Land Use and Environmental Services Agency

- Land Use and Environmental Services


City of Aurora, CO  
Building and Permits Division

- Automated E-mails

City of Houston, TX  
Building Inspection Division

- TeleWork Inspection Program

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## LEGAL

- 4.0 Construction Codes
- 3.2.5 Existence of Policies or Statutes

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## LEGAL

### New York State

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

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## MANAGEMENT/ADMINISTRATION

- 3.2.10 Quality Assurance Activities
- 3.2.7 Standard Operating Procedures

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## 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

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## 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

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## PERMITTING

- 3.3 Staff Information
- 3.4 Permitting Information

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## PERMITTING

<p><u>City of Roanoke, VA</u> <u>Building Inspections</u> <u>Division</u></p> <ul style="list-style-type: none"><li>• Quick Response Codes (QR Codes)</li></ul>	<p><u>City of Rochester Hills, MI</u></p> <ul style="list-style-type: none"><li>• Quality Control Manual System</li><li>• Special Inspection Program</li></ul>
<p><u>Clark County, NV</u> <u>Building Department</u></p> <ul style="list-style-type: none"><li>• Electronic Permits via Construction Services Online</li></ul>	<p><u>City of San Antonio, TX</u></p> <ul style="list-style-type: none"><li>• Information Bulletin</li><li>• Standard Operating Procedures (SOP)</li><li>• Call Center</li><li>• Completeness and Assignment Review Team (CAR) for Commercial Intake</li><li>• Training Programs</li><li>• Posting of Plan Review and Inspection Results</li><li>• Quality Control Programs</li></ul>

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## PERMITTING

### 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

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## PLAN REVIEW

- 3.3 Staff Information
- 5.0 Plan Reviews

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## PLAN REVIEW

City of Plano, TX  
Building Inspections  
Department

- Electronic Plan Review

City of Rochester Hills, MI

- Quality Control Manual System
- Special Inspection Program

Clark County, NV  
Building Department

- Paperless Plan Submittal via construction Services Online

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

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## PLAN REVIEW

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 Phoenix, AZ

- Online Construction Permit Services
- Electronic Plan Review Services


Mecklenburg County, NC, Land Use and Environmental Services Agency

- Land Use and Environmental Services

City of Roseville, CA

- Auditing practices


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## INSPECTION

- 3.3 Staff Information
- 7.0 Inspections


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## INSPECTION

<p><u>City of Greensboro, NC</u></p> <ul style="list-style-type: none"><li>• Building and Trade Inspections "Field Unit"</li></ul>	<p><u>Clark County, NV</u> <u>Building Department</u></p> <ul style="list-style-type: none"><li>• Electronic Permits via Construction Services Online</li></ul>
<p><u>City of Roanoke, VA</u> <u>Building Inspections</u> <u>Division</u></p> <ul style="list-style-type: none"><li>• Quick Response Codes (QR Codes)</li></ul>	<p><u>City of Rochester</u> <u>Hills, MI</u></p> <ul style="list-style-type: none"><li>• Quality Control Manual System</li><li>• Special Inspection Program</li></ul>

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## 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

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## 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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