

BEST PRACTICES

"Lessons learned from around the globe"

May 29, 2023
BOABC Spring Conference & AGM



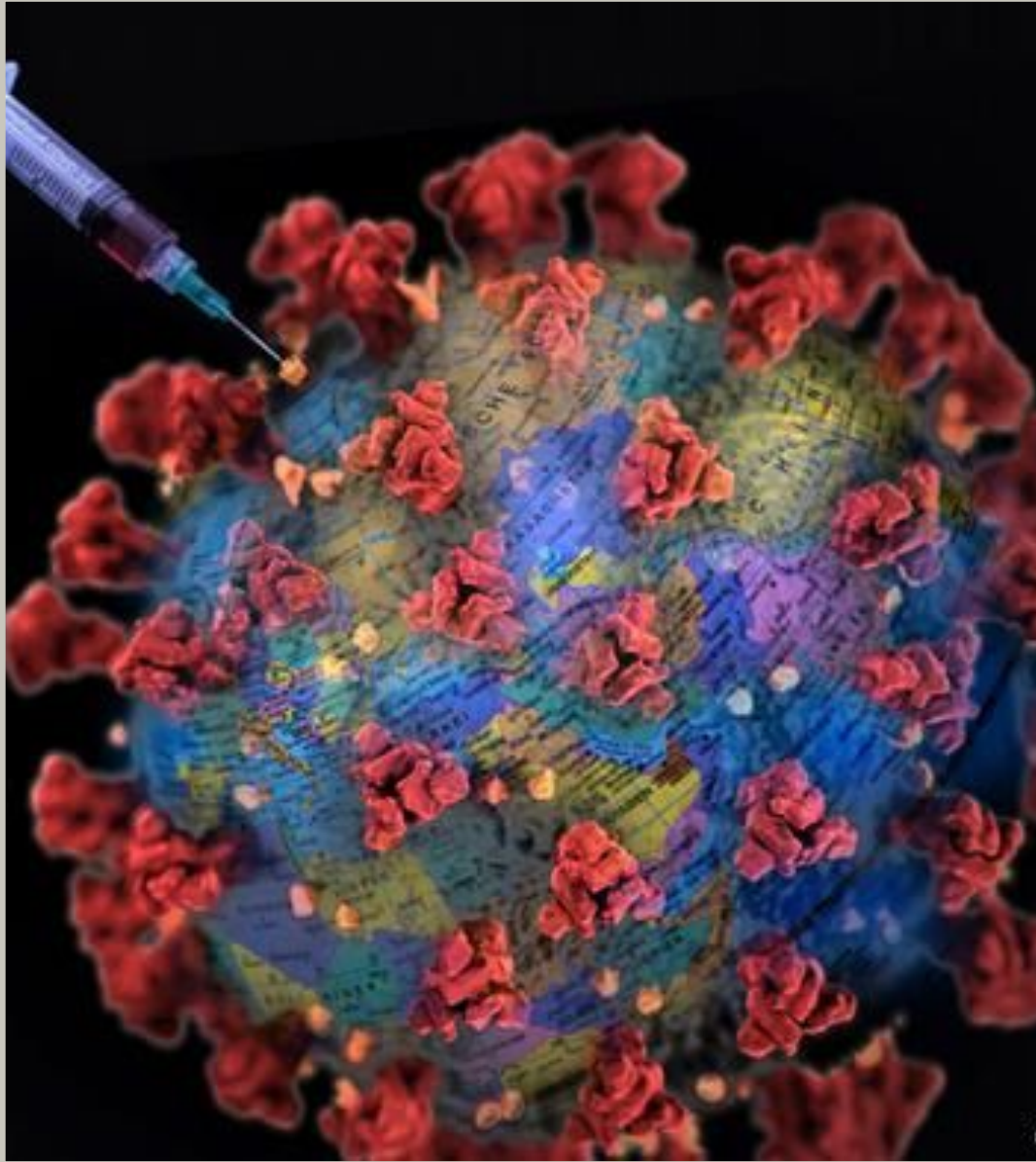
Sam Palmer, P.E., P.Eng., CBO

- Chair, IAS Board of Directors
- Chair, ICC Major Jurisdiction Committee
- Liaison, Building Membership Council

BEST PRACTICES:

- **What a Year(s)!**
- **What are “Best Practices”**
- **How IAS/MJC/BMC recognizes Best Practices**
- **How to Submit “Best Practices”**
- **Best Practices from Around the Globe**





**WHAT A
YEAR(S)!**

***The Ongoing COVID
Pandemic...***

JEOPARDY!

The image features the word "JEOPARDY!" in a large, bold, metallic 3D font. The letters are silver with a slight blue tint and are set against a dark blue background with glowing horizontal lines. The scene is framed by a curved, metallic structure that resembles a studio set. A bright yellow light source is visible at the bottom center, casting a glow on the floor. The overall aesthetic is futuristic and high-tech.



QUESTION TO THE AUDIENCE?

*What Lessons or
“Best Practices”
Have You Learned
from the Pandemic...*

ANSWER: PANDEMIC BEST PRACTICES...



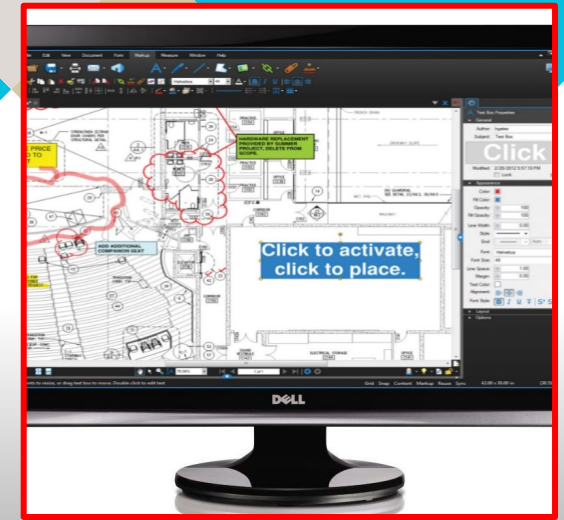
RVI



**REMOTE WORK &
VIRTUAL MTGS**



PPE



**ELECTRONIC
PLAN REVIEW**

BEST PRACTICES

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

SECOND EDITION



RECOGNIZING BEST PRACTICES

IAS - ACCREDITATION/INSPECTION TOURS/AC251

MJC – OPERATIONAL NEEDS - SHARING OF BEST PRACTICES

BMC – REQUEST TO MEMBERS – QUESTIONS FROM AGENCIES



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

1. Go To:

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

2. Click on “Submit  Best Practices Candidate” button

3. Complete: the submission form 

4. Click: “Submit” button

HOW TO SUBMIT “BEST PRACTICES”

*THAT’S ALL
THERE IS TO IT!*



TABLE OF CONTENT

PART A: BEST PRACTICES

1. Customer Service

- Up to 100,000
- 100,001 to 249,999
- 250,000 to 499,999

2. Information Technology

3. Legal

4. Management/Administration

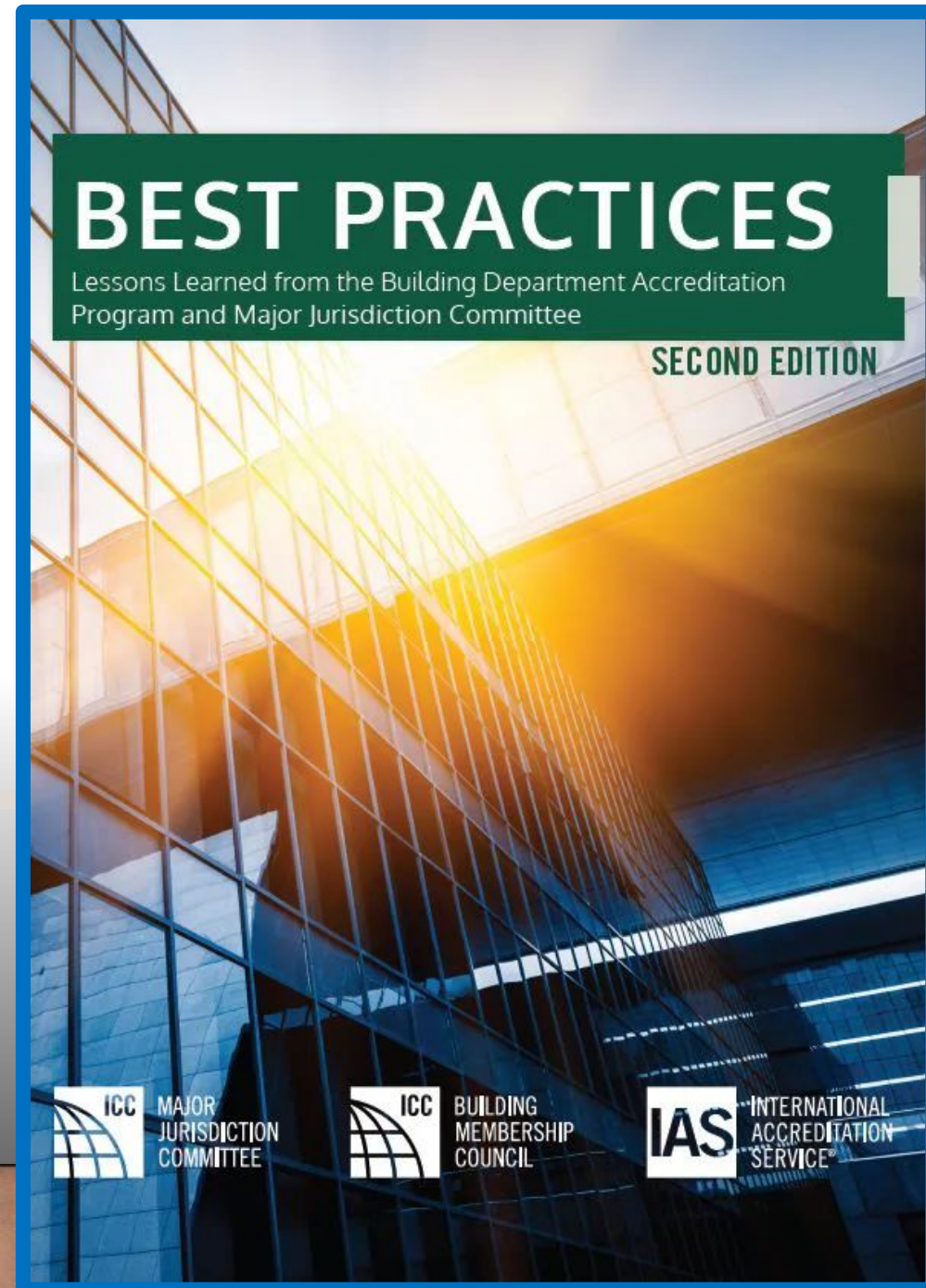
5. Permitting

6. Plan Review

7. Inspection

8. Other

PART B: NOTEWORTHY PRACTICES



**“BEST
PRACTICES
” FROM
AROUND
THE GLOBE**





كود البناء السعودي
Saudi Building Code

SAUDI BUILDING CODE NATIONAL COMMITTEE (SBCNC)

Eng. Saad Shuail

Secretary-General of the Saudi Building Code National
Committee (SBCNC)

Riyadh, Kingdom of Saudi Arabia

Eng. Abdulrahman Alshaikhi

Electrical Engineer, SBCNC

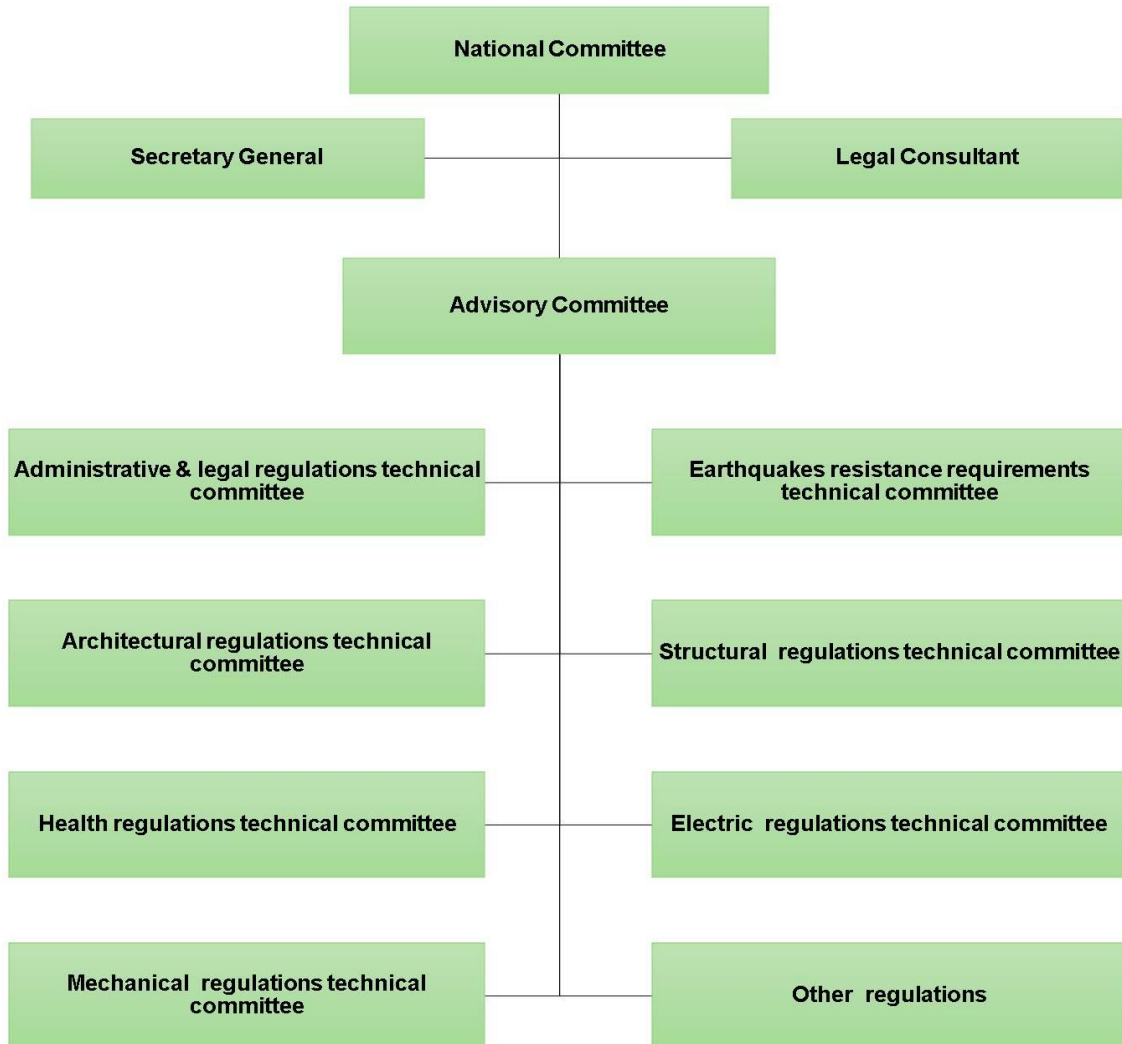
STRATEGIC OBJECTIVES OF NATIONAL COMMITTEE

-CONTINUATION IN UPDATE OF SAUDI BUILDING CODE PERIODICALLY FOR ALL SPECIALTIES.

-CONTINUATION IN IMPLEMENTING THE GENERAL PLAN OF THE NATIONAL COMMITTEE OF BUILDING CODE AND PREPARING A PLAN TO STUDY ASSESSMENT AND IMPROVEMENT OF EARTHQUAKE EFFICIENCY FOR EXISTING BUILDINGS AT THE ACTIVE EARTHQUAKE PLACES.

-SUGGESTING THE LAWS THAT COMMIT PUBLIC AND PRIVATE ENTITIES TO APPLY THE PRINCIPLES AND STANDARDS OF BUILDINGS AND FACILITIES RESISTANT TO EARTHQUAKES IN THE KINGDOM.

"The Saudi Building Code (SBC) is a set of legal, administrative and technical regulations and requirements that specify the minimum standards of construction for building in order to ensure public safety and health"





CARICOM REGIONAL ORGANISATION FOR STANDARDS AND QUALITY (CROSQ)

Mr. Fulgence St. Prix

Technical Officer

CARICOM Regional Organisation for Standards and
Quality (CROSQ)



CARICOM - CROSQ

The CARICOM Regional Organization for Standards and Quality (CROSQ) is the regional centre for [promoting efficiency and competitive](#) production in goods and services, through the process of standardization and the verification of quality.

CROSQ thereby aims to [harmonise and circulate regional standards](#), facilitate competitiveness and trade both regionally and internationally and to enable the sustainable production of goods and services in the CARICOM Single Market and Economy (CSME) for [the enhancement of social and economic development of the region](#).

Members: Antigua and Barbuda, The Bahamas, Barbados, Belize, Dominica, Grenada, Guyana, Haiti, Jamaica, Montserrat, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines, Suriname, and Trinidad and Tobago.

QUALITY ASSURANCE PROGRAM FOR THE CITY OF KELOWNA BUILDING AND PERMITTING BRANCH



Mo Bayat

Director, Development Services

City of Kelowna

KELOWNA QUALITY ASSURANCE PROGRAM

- **PURPOSE**
- **COSTS/BENEFITS**
- **AUDITING PROCEDURES FOR THE APPLICATION CENTER, PLANS CHECKING AND FIELD INSPECTIONS**
 - **One Window Development Technician**
 - **Plan Review**
 - **Field Audit Reviews**
 - **Customer Satisfaction Surveys**
 - **Development Management and Review Procedure**
 - **Employee Supervision Procedures**
 - **Process for Bulletins and Procedures**



KELOWNA QUALITY ASSURANCE **PROGRAM**

- **TRACKING PROCEDURES FOR PLAN EXAMINERS AND BUILDING, PLUMBING AND GAS INSPECTORS**
 - **Plans Examiners**
 - **Building, Plumbing and Gas Field Inspectors**
- **PERFORMANCE EVALUATION**
- **CONTINUOUS EDUCATION PROCEDURES**



AUSTIN CODE ACADEMY – INSPECTOR TRAINING



City of Austin Code Dept. invests in education & development through an ***in-house training academy***



Their academy offers over **80 courses** and supports over **50 hours of skills training** for newly hired code inspectors



Helps keep pace with fast-growing city; emerging technologies; training techniques; allows for **greater consistency**



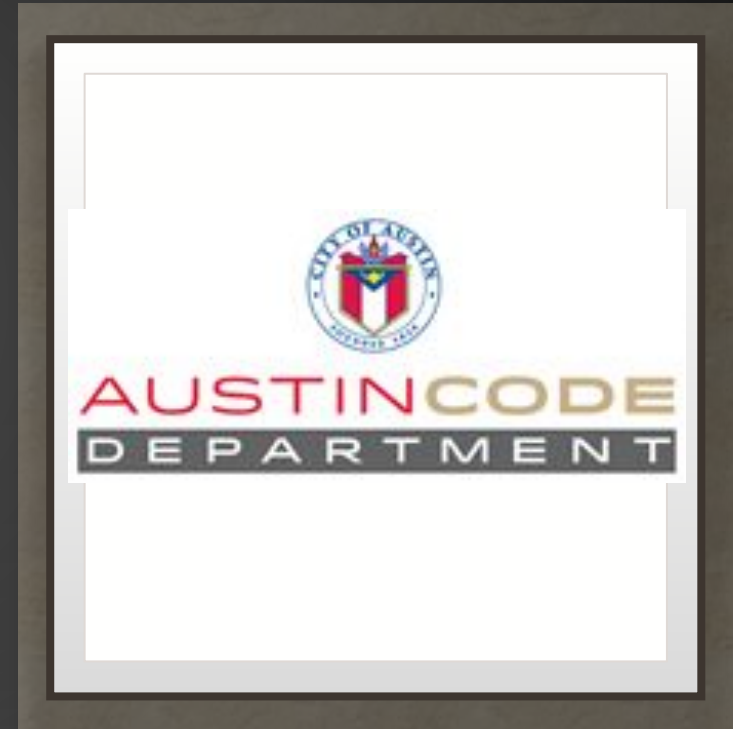
8 weeks of classroom training allows inspectors to **be better prepared**; empowered; educated and more confident



2,700 sq.ft. facility



Cost-effective, simple, engaging



AUSTIN CODE ACADEMY – INSPECTOR TRAINING



AUSTIN CODE ACADEMY

Educational Modules

Introduction
5 Technical modules
Professional Development

Proficient Processes

Business Processes
Data management
System
Learning Management
System

Field Review and Evaluation

Core Competencies
Mentoring/Coaching
Standardized
Evaluation Guides

Austin Code Academy is an 8 week hands-on, comprehensive, technical training for newly hired Code Enforcement Officers.

AUSTIN CODE ACADEMY – INSPECTOR TRAINING

ACA Structure



AUSTIN CODE
ACADEMY

<u>Monday</u>	<u>Tuesday</u>	<u>Wednesday</u>	<u>Thursday</u>	<u>Friday</u>
Classroom	Classroom	Business Processes/ DMS	Field Training	



AUSTIN CODE ACADEMY – INSPECTOR TRAINING



AUSTIN CODE
ACADEMY

Austin Code Academy Modules

<u>Module</u>	<u>Hours</u>	<u>Classification</u>
Introduction	66	Basic
Property Abatement	36	Specific
Property Maintenance	39	Specific
Zoning	39.5	Specific
Licensing & Registration and ROP	30	Specific
Legal	34	Specific
Professional Development	7	Development
	251.5	

Current 8 weeks

251.5 Total ACA Curriculum Hours

82 Courses Offered

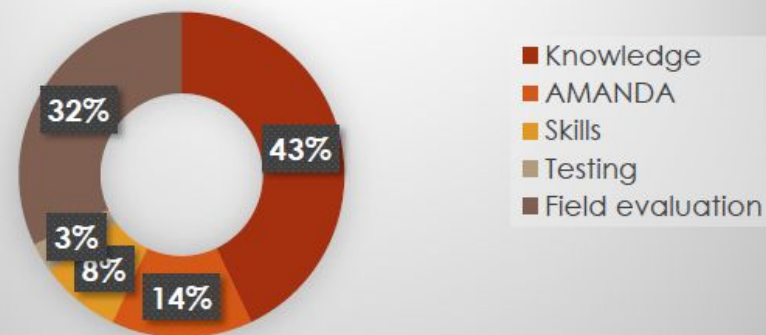
80 Hours of Field Training

36 Hours on AMANDA

20 Hours of Skills Practice

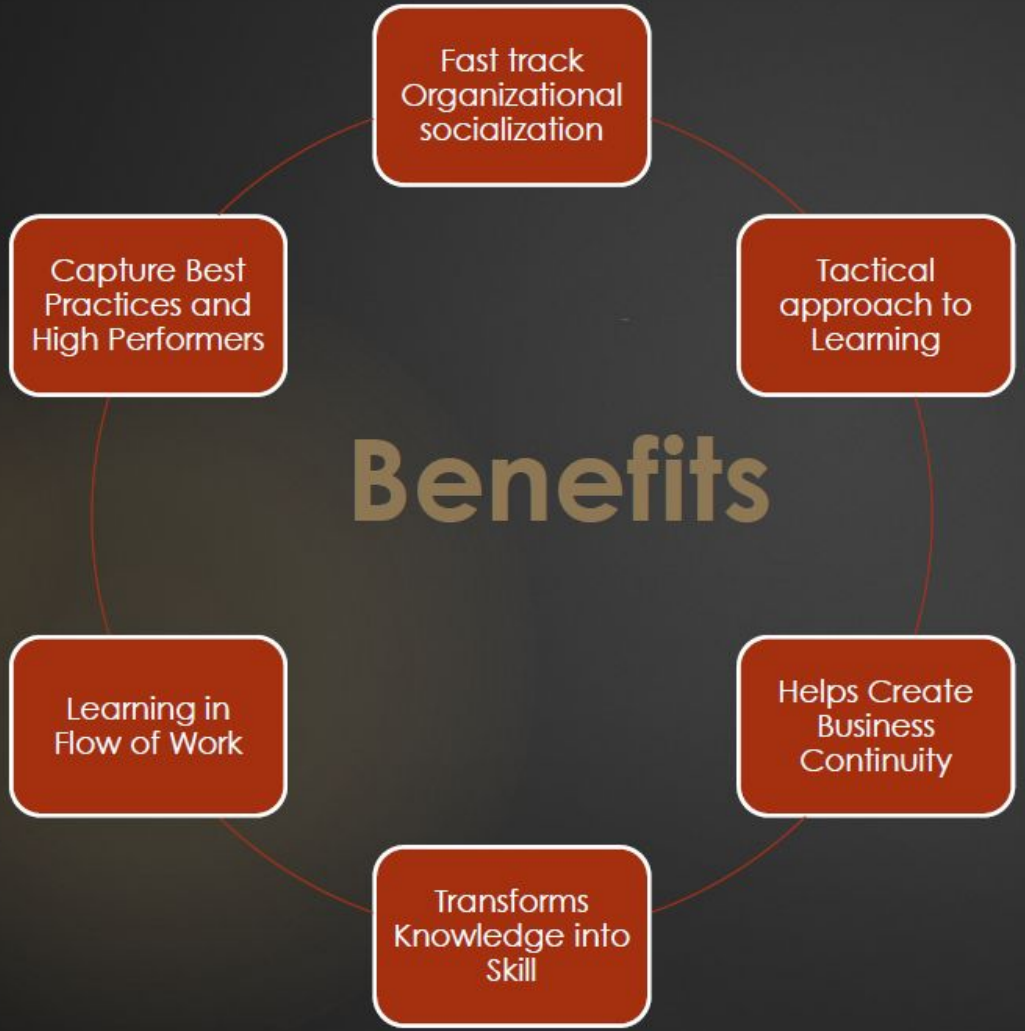
7.5 Hours of Testing

ACA time Spent 253.5Hours



AUSTIN CODE ACADEMY – INSPECTOR TRAINING

Summary



Additional benefits include:

- Reinforce Behavioral skills**
 - Focus on soft-skill development
- Employee productivity & retention**
 - Serves as a platform to reinforce expectations
- Found increased employee engagement**
 - Creates buy-in and leverages personal skills
- Reinforcing a learning culture**
 - Sets the tone for other professional development
- Lead to future training**
 - Creates micro learning and focused based training opportunities
- Innovation**
 - Establish a breeding ground for ideas through natural discussion and collaboration

AUSTIN CODE ACADEMY – INSPECTOR TRAINING



AUSTIN CODE
ACADEMY





**HOMELESSNESS IN THE
UNITED STATES**

**HOW ARE MAJOR
JURISDICTIONS
DEALING WITH THIS
ISSUE?**

Scott Prisco
City of Denver



Homelessness in the United States

How are Major Jurisdictions Dealing with this Issue?

- ❑ The homeless population throughout is continuing to **increase**
- ❑ Building Officials play a critical role in estab. safe occupancy of **different types of housing**
 - tiny home villages; wooden tents; transitional housing; day beds, emergency sleeping areas
- ❑ The intent of this paper is to share background info from various cities as well as some **innovations** on how to provide shelter to those in need:
 - Austin, TX
 - Denver, CO
 - Portland, OR
 - Los Angeles, CA
 - New York, NY

Homelessness in the United States

How are Major Jurisdictions Dealing with this Issue?

- ❑ There were **552,830 homeless people** on a single night in 2018
- ❑ This number represents **17 out of every 10,000** in the US
- ❑ 2/3 of the homeless population are individuals, while **1/3 are families with children**

10 States with the Highest Homeless Population Count (2018)

California	129,972	Los Angeles	49,955
New York	91,897	New York City	78,676
Florida	31,030		
Texas	25,310		
Washington	22,304	Seattle/King County	12,112
Massachusetts	20,068	Boston	6,188
Oregon	14,476		
Pennsylvania	13,512	Philadelphia	5,788
Colorado	10,857	Metro Denver	5,317
Illinois	10,643	Chicago	5,450

Homelessness in the United States

How are Major Jurisdictions Dealing with this Issue?

The Shelters for the homeless population come in many shapes and sizes; for the sake of simplicity we (ICC – MJC) are breaking this list down to five categories:

- 1. Basic Shelter:** Essentially, a facility used for sleeping with a **limited stay, usually less than 12 hours**. There would need to be enough water closets, lavatories and showers for the required population. Depending on the size and construction classification sprinklers and fire/smoke alarm systems would be required. This is a very transient population.
- 2. Enhanced Shelters:** These would include all aspects a *Basic Shelter* would have, plus they **may provide meals, medical assistance, and counseling**, and other support services as needed or available. This is a very transient population.
- 3. Bridge or Transitional Housing:** These would include all aspects of a *Basic Shelter* and would have some of the *Bridge Housing* components. The residents of these facilities would be for a **more extended duration**.
- 4. Sanctioned Encampments:** These are the **tiny home villages**, some are considered **dwelling** units (include sleeping, living, cooking and bathroom facilities), some of these are just **sleeping** units with shared common areas. The common areas could have living, cooking and bathroom facilities.
- 5. Unsanctioned Encampments:** These are places where the homeless population gather and **claim an area** on private property, public property, such as within the ROW or park.

Homelessness in the United States

How are Major Jurisdictions Dealing with this Issue?

- ❑ *Much work to do* on this very important, ever-growing problem
- ❑ Many jurisdictions providing options that are *different and unique*
- ❑ *Appendix* has code changes/amendments, ordinances that help
- ❑ There are *no right or wrong answers*
- ❑ People need assistance on *so many levels*: counseling, help with addiction; access to healthcare and medication or other services; providing *shelter will not* solve the problem
- ❑ Successful opportunities when shelter takes on a *sense of home*
- ❑ This creates a *sense of worth, self-dignity and confidence*

What will Your Building Code Look Like in 2030?



Overview

NYC Case Study

- NYC Sustainability Plan:

 - reduce **CO2 by 80% by 2050**

 - carbon Neutral by 2050, **100% clean electricity**

- Text Amendment Zone Green – **Green Building** Standard

- Strategic Matrix: **Holistic City-wide** Sustainability Plan

Denver, CO Case Study

- Denver Sustainability Plan:

 - reduce **CO2 by 40% by 2050**

- 2020 Update on Goals

 - electric vehicle implementation plan

 - 100% renewal electricity** implementation plan

 - net zero energy** new buildings & homes implementation plan

 - strategic existing building electrification implementation plan

 - new green ordinances; building codes; energy;

What will Your Building Code Look Like in 2030?

Strategy Matrix

		Energy	Buildings	Transportation	Waste
Energy	Increase direct and indirect investments in large-scale renewable energy and energy storage	●			
	Increase efficiency and emissions requirements for in-city generators	●			
	Make an unprecedented commitment to promote clean, distributed energy resources	●	●	●	●
Buildings	Implement cost-effective upgrades in existing buildings to improve energy efficiency in the near-term		●		
	Scale up deep energy retrofits that holistically address heating systems, cooling systems, and building envelopes and transition buildings away from fossil fuels	●	●		
	Expand distributed solar energy and install 1,000 MW of solar capacity by 2030	●	●		
	Ensure building decision-makers have access to building energy use information		●		
	Provide assistance to the private sector to accelerate adoption of energy efficiency and clean energy	●	●		
	Streamline regulatory processes for building energy efficiency and clean energy	●	●		
	Ensure building owners can finance energy efficiency projects	●	●		
	Achieve exceptional energy performance for new buildings and substantial renovations		●		
	Lead by example in City-owned buildings	●	●	●	●
	Prepare New York City's workforce to deliver high performance buildings		●		
	Position New York City as a global hub for energy efficiency and clean energy technology	●	●	●	●

What will Your Building Code Look Like in 2030?

		Energy	Buildings	Transportation	Waste
Transportation	Modernize, expand, and reduce crowding on the city's transit system			●	
	Make walking and biking safer, more convenient options for all New Yorkers			●	
	Ensure that the City's policies prioritize walking, biking, and transit			●	
	Leverage technology and data to expand travel options and optimize the transportation network			●	
	Better manage and price parking to encourage efficient travel choices			●	
	Support new mobility options that reduce GHG emissions and prepare for autonomous vehicles			●	
	Accelerate purchases of zero-emission vehicles	●	●	●	
	Encourage the use of renewable and low-carbon fuels where electric vehicles are not an option	●		●	●
	Encourage increased efficiency of local and "last-mile" freight delivery			●	
	Invest in rail, maritime, and other infrastructure to increase the efficiency of freight movement			●	●
Waste	Engage all New Yorkers in reducing waste disposal to landfills				●
	Minimize waste generated by all City agencies				●
	Launch outreach campaigns to reduce food waste				●
	Implement proven incentive-based systems to minimize waste generation				●
	Support increasing citywide reuse and donation				●
	Accelerate diversion of recyclable materials from landfills				●
	Capture organics and ensure sufficient capacity to facilitate beneficial reuse in both the residential and commercial sectors	●			●
	Expand energy recovery from wastewater processing operations	●			●
Reduce emissions from the collection and disposal of commercial waste			●	●	

DAILY DOUBLE

The image features the text "DAILY DOUBLE" in a large, bold, white, sans-serif font. The text is centered and appears to be floating above a dark, reflective stage. The stage is illuminated by a glowing yellow ring of light. The background consists of a curved wall with a grid of glowing yellow lines, set against a gradient of blue and purple light. The overall aesthetic is modern and high-tech.



QUESTION TO THE AUDIENCE ?

*What “Best Practices”
will develop from
Surfside Condo Collapse?*

ANSWER:

BACKGROUND:

- First concern we had on the ground in Florida was a knee jerk reaction to the tragedy
- Many wanted to write laws without a full understanding of the cause of collapse which was very concerning for the industry

ACTIONS / BEST PRACTICES NEEDED:

- Need to develop, implement, and maintain an effective property maintenance plan
- Need to have the ability to hold condo/apartment associations responsible for their actions or lack thereof
- Strengthen the Unsafe Building reporting procedures that Florida has for a licensed engineer to notify the AHJ about a possible unsafe condition
- Create accountability for the actions (or lack of) of the Building Official

RESULTS:

Florida did enact legislation to combat this condition in the future, and recently rewrote legislation to make it “enforceable”, as well as the FBC - Existing Buildings Working Group creating some guidelines on how to implement the requirements contained therein...more to come

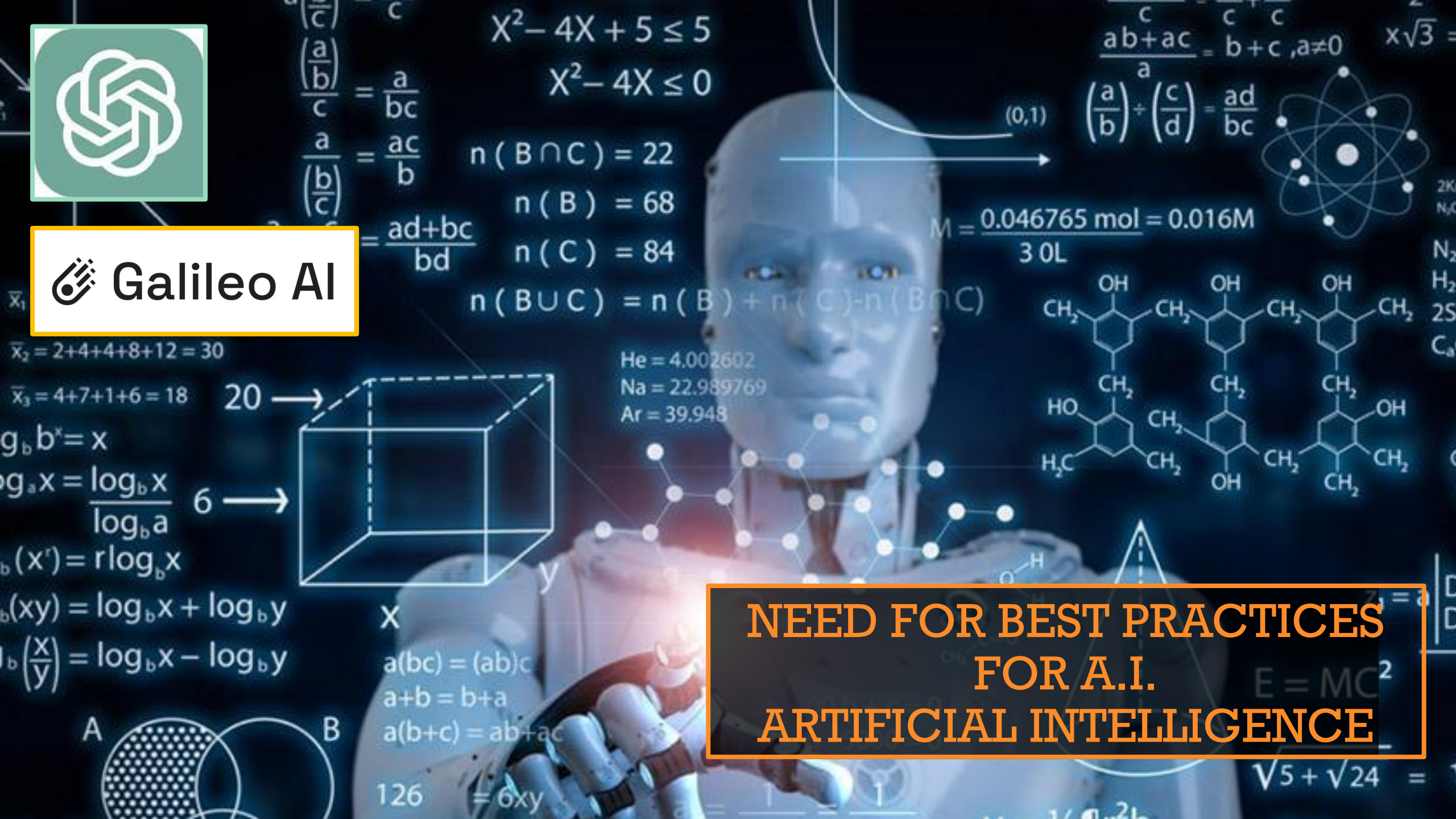


“FUTURE”
BEST
PRACTICES



 Galileo AI

**NEED FOR BEST PRACTICES
FOR A.I.
ARTIFICIAL INTELLIGENCE**



BEST PRACTICES FOR PEOPLE

“THE WORLD ECONOMIC FORUM PREDICTS THAT 65% OF TODAY’S JOBS WILL NO LONGER BE AROUND IN 15 YEARS”

Fourth Industrial Revolution

*will cause widespread disruption not only to business models but also to labor markets. **Need new skills** to thrive in the new landscape*



THOUGHTS FROM THE AUDIENCE?



FINAL
JEOPARDY!



**QUESTION
TO THE
AUDIENCE ?**

**WHO WILL WIN
THE 2023
STANLEY CUP?**



VEGAS
GOLDEN KNIGHTS



BEST PRACTICES

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

SECOND EDITION



***THANK
YOU!***

Sam Palmer, PE, P.Eng., CBO
sdpalmer1996@gmail.com
702-203-6278