

***BIC Regular Meeting
of
March 16, 2022***

Agenda Item 12



Update on Departmental Reforms

Building Inspection Commission

March 16, 2022

Reforms Initiative

To further the public's confidence in the department's management, operations and oversight, staff have identified several initiatives to improve our processes, develop our staff, and enhance transparency for the public.

The Reforms Initiative was launched in May 2021 and was augmented by the Controller's Office assessment in September 2021, which included additional reforms recommendations.

DBI Reforms Touch Every Division

Director's Office

Administration

- Human Resources
- Records Management
- Management Information Services

Inspections

- Building, Electrical, Plumbing and Housing
- Code Enforcement

Permit Services

DBI Reforms - Completed

1. Appointed a new Senior Building Inspector to Code Enforcement
2. Increased quality control measures in Permit and Inspection Services
3. Established new policy requiring the Chief Building Inspector review senior inspector and out-of-district inspection activities
4. Sent reminders to staff and posted notices about the City's Whistleblower Program

DBI Reforms - Completed

5. Created a new staff anonymous reporting tool for ethical or workplace concerns
6. Standardized interview, hiring and onboarding processes
7. Conducted staff training on spotting and reporting typical methods for avoiding code compliance
8. Instituted pre-inspections for enhanced quality compliance

DBI Reforms - Completed

9. Improved our complaint information webpage with details for customers on how to report concerns
10. Developed a process for reporting repeat code violators to appropriate state licensing boards
11. Conducted cybersecurity assessment training for MIS managers

DBI Reforms - Underway

1. Conduct additional staff trainings on customer service, accountability, management, racial equity
2. Expand mentorship programs and hiring outreach
3. Implement secure share technology for records management
4. Modernize the Permit Tracking System

DBI Reforms - Underway

5. Recruit and hire new Compliance control officer
6. Add inspection notes and correction details in online records
7. Perform quality assurance reviews by supervisors for larger and more complex projects
8. Effect electronic enhancements to records to ensure information is complete and records can't be edited once finalized

DBI Reforms - Pending

1. Provide enhanced training for inspectors to ensure work is performed according to approved, code-compliant plans
2. Expand public outreach for code enforcement
3. Post Notices of Violation on our website

DBI Reforms - Next Steps

1. Compliance Manager on board
 - Compliance plan and management
 - Staff training
2. Work on RFP for enhanced public outreach
3. BIC update in May



THANK YOU