BIC Regular Meeting
of
September 20, 2023

Agenda Item 8

DBI Update on Reforms and the Controller's Assessment

Building Inspection Commission, September 20, 2023

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.

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

Areas for Reforms

I. **Management**

II. **Administration**
   - Human Resources
   - Records Management
   - Management Information Services

III. **Inspections**
   - Building, Electrical, Plumbing and Housing
   - Code Enforcement

IV. **Permit Services**

Controller's Recommendations

1. Ethical Tone
2. Whistleblower Program
3. Compliance Program
4. Permit Tracking System (PTS) Improvements
5. Supervisory Quality Assurance Reviews
6. Internal Certifications
7. Fees and Penalties Review
8. Public Outreach and Education

DBI Reforms

Ethical Tone

1. Work closely with the BIC to ensure DBI is fulfilling its goal to be transparent and accountable by being responsive to all requests for information.

2. Created a staff anonymous reporting tool for reporting ethical or workplace concerns.

3. The department's website update increased transparency and accessibility.

DBI Reforms

Whistleblower Program

1. DBI sends quarterly reminders via email of the Whistleblower program as well as the internal unethical reporting tool, City's gift policy and reporting requirements.

2. Reminds staff to report allegations of deficiencies in the equality and delivery of government services, wasteful and inefficient government practices, misuse of city funds, or improper activities by city government officers and employees.

DBI Reforms

Compliance Program

1. **Annual Risk Assessment** – In Development
   a. System to track same-day inspections schedules, out-of-district inspections, and validity of inspection approvals
   b. System to flag inappropriately expedited review of project plans or unauthorized approvals

2. **Operating Procedures and Policies (OPP) -** Completed
   a. Inspection Scheduling / Assignments
   b. Permit Suspension / Revocation
   c. 48-Hour Lock / Editing Locked Inspection Records

3. **Identify Permit Application Deviations** – In Development
   a. System tools to identify any instances of permit applications deviating from established procedures.
   b. Spot checks on plan review.

4. **Training on Permit Plan Reviews and Inspections** – Ongoing

5. **Adherence to Statement of Incompatible Activities, Code of Professional Conduct, and DBI Policies -** Completed

DBI Reforms

Permit Tracking System (PTS) Improvements

We have made system updates to PTS to ensure complete and accurate data, adequate controls to deter unauthorized modification of records and maintain the integrity of the data.

    a. DBI requires that all inspections are complete and recorded in PTS before a final sign-off is completed

    b. 48-Hour Lock of Inspection Records

    c. Audit Log to track any changes in data. All changes are tracked in the internal request-tracking and changing-auditing infrastructures

DBI Reforms

Supervisory Quality Assurance Reviews

Increased quality control measures in Permit and Inspection Services

   a. Chief inspectors review daily inspection activity for inspectors and senior inspectors in their division
   b. Chief building inspector reviews all Notices of Violation (NOV) and Certification of Final Completion (CFC)
   c. Plan Review Spot Checks of staff work product
   d. Establishment of Plan Review checklists
   e. Guidelines for resubmittals of rechecks

DBI Reforms

Internal Certifications

❑ Annual certification form for all staff to execute acknowledging the City's conflict-of-interest rules, additional employment rules, Whistleblower Program, policies and reporting requirements on gifts, Statement of Incompatible Activities, etc.

Fees and Penalties Review

❑ Fee Study - ongoing

Public Outreach and Education

❑ Continuous website updates to provide more information and educate public on permit and inspection processes.

❑ Creation of various customer checklists and clearer guidelines on requirements.

DBI Reforms

Other Completed Reforms

1. Standardized interview, hiring and onboarding processes. Established a standard of posting a recruitment for a minimum of two weeks

2. Instituted pre-inspections for enhanced quality compliance

3. Improved our complaint information webpage with details for customers on how to report concerns

4. Developed a process for reporting repeat code violators to appropriate state licensing boards

5. Conducted cybersecurity assessment training for MIS managers

6. Completed secure share implementation for records management

THANK YOU