

# State of Idaho Division of Building Safety Strategic Plan FY-2010 through FY-2014

## Mission

The mission of the Division of Building Safety is to safeguard the citizens of Idaho through responsible administration of building and construction related safety and licensure standards while promoting a positive business climate.

## Vision

The Division of Building Safety will promote public safety and inspire confidence in the design and construction of safe and energy efficient buildings. The Division will provide exceptional customer service and develop strategic partnerships with communities, businesses, schools, and other public entities.

## Values

Values are the principles of conduct that guide our interactions with coworkers, stakeholders and customers. Values clarify what's important in our organization and serve as a baseline for decision making every day. The Division of Building Safety embraces the following organizational values:

### Integrity:

Committed to serving our customers with honesty, and the highest standards and values so that the public trust in the Division of Building Safety is always maintained.

### Credibility:

Earn the confidence of our stakeholders by consistently being competent, dependable and always accountable for our actions.

### Respect:

Maintain an environment of respect by treating our customers and co-workers with consideration in all instances.

### Stewardship:

Be good stewards of our responsibility to manage the tasks and provide the services inherent to public administration by being transparent, competent, and accountable.

### Collaboration:

Strive to be open to other points of view, flexible enough to revise our opinions and foster teamwork to accomplish excellence.

## **Key External Factors**

- Economic change in the construction industry affecting revenue flow.
- Economic upswings and downturns affecting the ability to maintain a consistent level of service.
- Legislation that can alter or change the direction of the Division of Building Safety.
- Large geographically diverse state.

## **Goal Number One**

### **1. Make conducting business as simple as possible for our customers, stakeholders, and employees**

#### **Objectives**

#### **1.1. Improve opportunities to be licensed, to obtain permits, and to receive timely service**

##### Strategies:

- 1.1.1. Continue to enhance licensing and permitting system
- 1.1.2. Develop a new web interface
- 1.1.3. Develop a contractor training program
- 1.1.4. Develop in-house testing program
- 1.1.5. Develop a regional organization structure

#### **1.2. Seek and implement efficiencies, improvements, innovations, and standards in agency programs and services**

##### Strategies:

- 1.2.1. Utilize the internet and other technologies
- 1.2.2. Simplify the production and offering of forms, publications, and procedures
- 1.2.3. Develop customer feedback processes
- 1.2.4. Review and streamline agency business processes
- 1.2.5. Update and improve the agency website
- 1.2.6. Improve documentation and procedures
- 1.2.7. Review of current policy and practices

#### **1.3. Keep the IT infrastructure current**

##### Strategies:

- 1.3.1. Create and annually update an agency IT Plan that projects infrastructure needs and upgrades along with anticipated new technologies.

#### **1.4. Develop, implement, and maintain a continuity of operations plan**

##### Strategies:

- 1.4.1. Assure that all critical business areas and processes develop a business continuity plan by July 2011.
- 1.4.2. Develop, maintain and test a Disaster Recovery Plan.

#### **1.5. Develop a records management program**

##### Strategies:

- 1.5.1. Emphasize appropriate privacy while recognizing public information requirements
- 1.5.2. Develop a records retention guide
- 1.5.3. Utilize an electronic document management system

## **Goal Number Two**

### **2. Recruit, develop, retain, and value a high quality workforce**

#### **Objectives**

#### **2.1. Provide a work environment conducive to employee satisfaction**

##### Strategies:

- 2.1.1. Develop an employee safety program
- 2.1.2. Implement good performance management practices
- 2.1.3. Ensure employees are classified appropriately
- 2.1.4. Develop an employee orientation program
- 2.1.5. Provide employee respectful workplace training
- 2.1.6. Review and improve management practices
- 2.1.7. Provide consistent messages from management
- 2.1.8. Provide a monthly newsletter for staff

#### **2.2. Institute a workforce plan**

##### Strategies:

- 2.2.1. Develop an inspector career ladder
- 2.2.2. Develop a succession plan
- 2.2.3. Identify multi-discipline opportunities

#### **2.3. Establish an employee training program**

##### Strategies:

- 2.3.1. Develop a supervisory training program
- 2.3.2. Develop an inspector training program
- 2.3.3. Provide customer service training
- 2.3.4. Develop a cross-training program
- 2.3.5. Establish a management training program
- 2.3.6. Provide computer training
- 2.3.7. Provide board member training
- 2.3.8. Provide training on Green initiatives
- 2.3.9. Develop an employee wellness program

#### **2.4. Develop a quality recruitment program**

##### Strategies:

- 2.4.1. Establish good hiring criteria
- 2.4.2. Develop applicant interviewing standards

## **Goal Number Three**

### **3. Build and strengthen relationships with our customers and stakeholders**

#### **Objectives**

#### **3.1. Continue and expand outreach and education efforts**

##### Strategies:

- 3.1.1. Develop a plan for communicating changes and educating customers.
- 3.1.2. Continue industrial safety/elevator stakeholder meetings
- 3.1.3. Develop a compliance and outreach plan for all areas

#### **3.2. Maintain, expand, and improve relationships with stakeholders**

##### Strategies:

- 3.2.1. Identification of quality applicants for board positions
- 3.2.2. Promote cooperative relationships with cities, counties, schools, and other community organizations

Signed: \_\_\_\_\_  
C. KELLY PEARCE, Administrator

Date: \_\_\_\_\_