

State of Idaho Division of Building Safety Strategic Plan FY-2012 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. Enhanced E-Trakit capabilities on line
- 1.1.3. Continue to provide a contractor, power company, local government training program
- 1.1.4. Develop in-house testing program (Licensing exams)
- 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 and portal
- 1.2.6. Review of current policy
- 1.2.7. Standardize agency rule and statutes
- 1.2.8. Develop and implement energy code compliance database
- 1.2.9. Update the Idaho General Safety and Health Standards
- 1.2.10. Ensure customers, stakeholders, and employees are using the current code

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
- 1.3.2. Identify new technology needs

1.4. Develop a records management program

Strategies:

- 1.4.1. Provide public information in accordance with the Public Records Act
- 1.4.2. Develop a records retention plan
- 1.4.3. Utilize an electronic document management system

1.5. Build and strengthen relationships with our customers and stakeholders

Strategies:

- 1.5.1. Continue and expand outreach and education efforts
- 1.5.2. Develop and implement marketing plan
- 1.5.3. Maintain, expand, and improve relationships with stakeholders

1.6. Provide software education for employees to be successful at their job

Strategies:

- 1.6.1. Provide training on Microsoft Office Suite and other agency applications ongoing (IT)

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

2.2. Institute a workforce plan

Strategies:

- 2.2.1. Develop an inspector career ladder
- 2.2.2. Develop a succession plan
- 2.2.3. Develop a multi-discipline inspector program
- 2.2.4. Establish an employee training program
- 2.2.5. Develop a quality recruitment program