INTRODUCTION TO IBTS

LOCAL GOVERNMENT SOLUTIONS

Don Howell, Senior Director
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Institute for Building Technology and Safety
ABOUT US

The Institute for Building Technology and Safety is a 501(c)(3) nonprofit organization established to provide unbiased professional services, while enhancing the communities in which we work.

At IBTS, our mission is to deliver quality services to meet the challenges of governance at all levels while enhancing public safety, economic development, and the general welfare of the community.
IBTS is guided by a Board of Directors consisting of representatives of five national associations.
WHO WE ARE

Roles
- City Managers
- Project Managers
- Architects
- Engineers
- Planning & Zoning Managers
- Public Works Officials
- Master Code Professionals
- Certified Building Officials
- Plan Reviewers / Inspectors
- Permit Technicians
- Property Maintenance / Code Enf.
- Energy Efficiency Experts
- Disaster Recovery Experts
- Quality Auditors (Fed/State/Local)
- I.T. Professionals
- CDBG Grant Writers
- EECBG Grant Writers
- Marketing Professionals
- Technical Writers

Certifications
- Certified Project Managers
- Certified Master Code Professionals
- Certified Energy Efficiency Professionals
- Certified Building Officials
- Certified Flood Plain Managers
- Certified Code Enforcement Officers
- Certified Public Works Managers
- Certified Housing Officers
- Certified I.T. Professionals
- Certified LEED Professionals
- Certified Green Building Professionals
- Certified MS SharePoint Developers
- Certified MS Office Experts
- Certified Quality Auditors
- Certified Quality Engineers
- Certified Quality Technicians
- Certified Fraud Examiners
- Certified BPI Energy Professionals
- Certified Energy Star® Raters
IBTS CUSTOMERS - SAMPLE LISTING

- CAL FIRE Permitting Software
- CAL FIRE Plan Reviews
- Mid America Regional Council
- Missouri Municipal League
- Indian Nations Council of Governments
- Northern Oklahoma Development Authority
- Rapides Planning Commission
- South Central Planning Commission
- State of Louisiana
- Louisiana Municipal Association
- Oklahoma Municipal Association
- City of New York, NY
- Albany, NY
- New York State Energy Research Development Authority (NYSERDA)
- Houston, TX
- Galveston, TX
- City of Guymon, OK*
- Broken Arrow, OK
- Sand Springs, OK
- Town of Jones, OK
- City of Tuttle, OK
- Bixby, OK
- Hennessey, OK
- Chickasha, OK
- City of Central, LA*
- City of New Orleans, LA
- Red River Parish, LA
- Bossier Parish, LA
- Jefferson Davis Parish
- Jefferson Parish
- DeSoto Parish, LA
- Webster Parish, LA
- Franklin Parish, LA
- Morehouse Parish, LA
- City of Bastrop, LA
- East Feliciana Parish, LA
- St. Bernard Parish, LA
- Madison Parish School Board
- Edwardsville, KS
- Wood Heights, MO
- Johnson County, KS
- Overland Park, KS
- Olathe, KS
- Oak Grove, KS
- Clay County, KS
- Falls Church, VA
- Fairfax County, VA
- Washington D.C.
- Arizona Department of Fire
- Commonwealth of Virginia
- State of Georgia
- Department of Energy
- National Archives
- HUD
- FEMA
- Clark Reality Capital, LLC
- Boston Properties

*Indicates complete city services offering
IBTS SERVICE EXAMPLES

- Hurricane Katrina, Ike, Gustov, Sandy & Harvey Recovery
- Louisiana’s 2016 1,000 year flood recovery *(5,000 permits in 4 weeks)*
- D.C.’s Metro Rail Extension
- HUD’s Mfg’d Housing Program
- FEMA Inspections
- Solar Panel Plan Review / Inspection
- City I.T. Infrastructure Management/Upgrades / Security
- CAL FIRE Life Safety and Fire Engineering Permitting Software
- CAL FIRE Plan Reviews *(75 a week, guaranteed 10 day turn around)*
- National Archives Shelving Quality Assurance Reviews
- City Services for Central, LA & Guymon, OK
- Community Development Services for Wood Heights (pop 750)
- Over 10,000,000 inspections
REGIONAL SERVICES APPROACH
REGIONAL SERVICES APPROACH

Why Local Government Solutions?

• Setup and operational costs are not duplicated.
• Each local jurisdiction retains control of their process
• Reduces competition for talented/certified personnel
• Citizens stay local for services
• Contractors can count on consistent, uniform enforcement
• Self-sustainability
• Rural jurisdictions benefit from modern technology
• Does not require mutual intergovernmental agreements
• Provides economy of scale and significant cost savings
POTENTIAL REGIONAL SERVICE OFFERINGS

- PLANNING AND ZONING SERVICES
- BUILDING DEPARTMENT SERVICES
- GIS SERVICES
- FEE / FEASIBILITY STUDIES
- PUBLIC WORKS / STREETS / PARKS & REC
- ONE STOP REGIONAL SERVICES
- MODERNIZATION SOFTWARE
  - Regional online permitting software
  - Regional contractor/business license software
- CUSTOMER SERVICE CALL CENTER
- CITY INFRASTRUCTURE LIDAR SURVEYS
CUSTOMER SERVICE CALL CENTER

- 24/7 Live Voice Answer
- Electronic Work Order Tracking System by Council Wards or Districts
- FAQs and Dedicated Lines for each Jurisdiction Customized
- Work Order Metrics for Crew Performance Measurement
- Return Call or Email to Citizen upon completion of W/O
- System tracks labor, equipment, materials for cost management
- Significantly increases two way communication with customers
A regional COG, multiple cities and a non-profit organization working together to benefit citizens

- Customer Service Center, GIS, P&Z
- Bldg/Flood/Code Enforcement & Stormwater Services
- Complete City Services, I.T. Infrastructure Upgrades, HR Management
- Revenue Discovery, Ordinance Reviews, Fee Studies
- Customer Service Center, Work Order Tracking, Public Works, Property Maintenance,
What is so unique and productive about IBTS and services we provide to local governments and developers/builders?

- Our focus aligns with local governments to develop safer and smarter communities.
- Our focus also aligns with developers/builders to turnaround projects/permits quickly...figure out how to say “YES”
- Focus on services, not profits; Mission over margin
- We PARTNER with governments and COGs.

IBTS meets the local community needs by providing flexibility in service delivery.
REGIONAL SERVICE GOALS

- Reduced government risk with updating/revising ordinances/regulations
- Update policies and procedures to provide direction
- Generate new public bulletins based on the above revisions
- Establish transparent reporting methods
- Fee system based on services delivered
- Uniform code enforcement across the region
- GUARANTEED turn around times with plan reviews
- Reliable data protection and security
- Non-biased capital improvement plan development
REALIZED BENEFITS

- Complete City Services*
  - Guymon saved $1.2M

- City Department Services
  - Reduce permits to 4 days rather than 4 weeks

- Department Modernization
  - Permits issued online rather than contractors coming to City Hall

- I.T. Infrastructure Upgrades
  - Data saved online rather than jump drives

- Loss of Revenue Discovery
  - Found years of water bills not being paid by commercial customers

- Customer Service Center
  - Fully tracking PW expenses

- City Wide Infrastructure Studies
  - Established Capital Improvement Plan without political bias

- Human Resource Management
  - Put people in the right places to match skill sets
  - Gave bonuses for Customer Service
  - Provided Disney Leadership training to ALL employees

- Friendly Building Officials
  - Contractor saved $250K in tax credits

* Due to indemnity and insurance, Fire, Police, Ambulance, Airports, and Swimming Pools are not included
NEXT STEPS
UNDERSTAND YOUR PAIN POINTS

GO AFTER LOW HANGING FRUIT FIRST
FOR THE BIGGEST IMPACTS

~ What are your citizen’s pain points? ~
~ What governance pain points do you have? ~
~ Review your stress factors : HR, Financial, Political ~

Survey comparison to organize most common pain points

Master Agreement & Standard Agreement
QUESTIONS & DISCUSSION