



Commonwealth of Kentucky

STRATEGIC PLAN

2015-2017

KENTUCKY

Housing, Buildings and Construction

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DEPARTMENT OF HOUSING, BUILDINGS AND CONSTRUCTION
2014-2017 STRATEGIC PLAN

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I. Mission Statement

Protect lives and property through educational, licensing and inspection programs in the administration and enforcement of building, electrical, fire prevention, plumbing, and heating, ventilation, and air conditioning (HVAC) codes and standards.

II. Vision Statement

DHBC envisions a Kentucky in which everyone can be assured of the safety of their homes, buildings, and other structures.

III. Organizational Core Values

Commitment – The Department of Housing, Buildings and Construction (DHBC) is committed to enhancing the quality of life in the Commonwealth through the professional administration of its programs in the most efficient, economical manner while maintaining respect for all clients and co-workers.

Fiscal Responsibility – We will be transparent in all fiscal matters and align our decision making with the responsibility of improving the enforcement codes and standards for all Kentuckians.

Integrity – We believe in adhering to the highest standards of conduct and the conviction to do what is legally, morally, and ethically correct.

Innovation – We are committed to finding new and creative ways to serve our clients by applying progressive innovation to our systems, processes, and services.

Teamwork – We believe in leveraging the abilities of our Department and employees through a collaborative approach to problem-solving and project development and implementation.

IV. Statement of Alignment with the Governor's Strategic Themes/Goals

A. Attracting and Growing Jobs

The DHBC, in partnership with the Cabinet for Economic Development, has created a technical team who meets with designers of future businesses attracted to locating in Kentucky. These meetings provide the designers the ability to ask the technical team specific questions prior to putting together their final construction drawing package for submittal to the DHBC. The DHBC technical staff gains insight into the project so that potential issues may be identified prior to formal plan submittal. The preliminary meetings provide the design teams a timely and efficient plan review that will allow construction to begin without undue delay. Our partnership with the Cabinet for Economic Development has helped to secure job growth in Kentucky.

B. Ensure Safe Communities

The DHBC's purpose is to provide oversight of building construction and systems through the enforcement of building, electrical, fire, HVAC, and plumbing codes and regulations.

C. Quality Education for All Students

The DHBC recognizes the importance of quality education for children and the future of Kentucky. The DHBC is planning an "Education Summit" which will provide outreach to the Career and Technical Colleges, Kentucky Community and Technical College System, Kentucky Education and Workforce Development Cabinet, Kentucky Labor Cabinet, and trade associations to develop and maintain a career path in electrical, plumbing, fire, heating, ventilation, air conditioning and building construction. This summit will provide an opportunity to establish ongoing programs for young students to begin a career path in the trades.

D. Affordable and Accessible Health Care

The Governor announced that the Lt. Governor will serve as chair of the kyhealthnow working group. The group will meet quarterly and report progress on the initiative to the Governor every six months. The working group will be composed of leaders from every state Cabinet and will invite input and partnerships from various nonprofit and private sector agencies.

The DHBC is participating through the Cabinet's team and has provided a list of conferences and meetings of trade associations where health care information could be provided to participants.

The Human Resource Representative provides continual communications to staff regarding health care information and resources available to state employees.

E. Honoring Our Veterans

For every state job posted, state government is required to offer an interview to a minimum of five veterans. The DHBC has employed several veterans, who have proven to be valuable employees and an asset to our Department.

During the 2014 Legislative Session, the Division of HVAC revised their statute to allow military experience to count as experience when applying to be certified as an HVAC Journeyman and/or Master.

V. Statement of Alignment with the Agency's Budget Request & 6-Year Capital Plan

The Executive Managers, Division Directors, and Section Supervisors have direct input in the budgeting process. Through an on-going, proactive strategic planning process, initiatives and goals are clearly identified by program unit. The strategic plan includes metrics, milestones, and timelines. Major projects are prioritized. The strategic plan is a working document which is formally updated on a quarterly basis. This plan is tied to the biennial branch budget request for our agency. To the fullest extent possible, the annual operating budgets make provision so that the defined initiatives and goals can be accomplished.

The Department of Housing, Buildings and Construction does not have a 6-Year Capital Plan.

VI. Situation Analysis/Environmental Analysis

The Department of Housing, Buildings and Construction (DHBC) enforces statewide standards for building construction. The Department ensures fire and life safety in existing buildings; licenses/certifies plumbers, electricians, boiler contractors, sprinkler and/or fire alarm contractors and building inspectors.

Within the Department of Housing, Buildings and Construction there are two branches:

- 1) Information Technology and
- 2) Administrative Services.

Divisions Overview

There are five divisions within the Department of Housing, Buildings and Construction which include:

The **Division of Building Codes Enforcement** is responsible for plan review and inspection of buildings, including electrical for state-owned buildings, elevator equipment, manufactured housing, Kentucky Industrialized Buildings and all associated licenses, continuing education and contractor requirements for elevator contractors, electrical contractors, building inspectors, Kentucky Industrialized Building System manufacturers and manufactured home installers.

The **Division of Heating, Ventilation and Air Conditioning (HVAC)** is responsible for on-line permitting, field inspections, complaints regarding installation and unlicensed contractors, verification of licensure, continuing education for HVAC contractors, and license renewals.

The **Division of Plumbing** is responsible for the review and inspection of plumbing for residential and commercial buildings, boiler inspection and all licensing, testing and continuing education for plumbers and boiler installers.

The **Division of Fire Prevention (Office of the State Fire Marshal)** is responsible for inspections of existing buildings, hazardous materials review and approval including certification of underground tank installers, registration to sell fireworks, and the safe cigarette program.

The **Electrical Division** was created December 2013. This division provides oversight for all electrical inspections. The division administers licensure and renewals of electricians (Journeyman/Master) and electrical contractors.

VII. Measurable Goals, Objectives & Key Performance Indicators

Commissioner's Office

Goal 1: Ensure high quality, customer-focused services by having sufficient staff to perform executive management and administrative support duties competently and in a timely manner for the plan review, permitting, inspection, licensing, and enforcement functions of the Department.

Objective 1.1. Elevate the Department of Housing, Buildings and Construction to an employer of choice.

Strategy 1.1.1. Promote job openings utilizing different media to hire highly qualified staff.

Performance Indicators

Output: Utilize different avenues of media to promote job opportunities in order to attract highly qualified staff.

Outcome: 35% increase in the use of alternative media to promote openings.

Objective 1.2. Create a learning culture among DHBC employees.

Strategy 1.2.1. Encourage employees to use innovative learning strategies.

Strategy 1.2.2. Provide continuing education training for staff to increase efficiency of job performance.

Strategy 1.2.3. Establish career development and training paths.

Strategy 1.2.4. When supervisors meet with employees to conduct interim and annual evaluations, include a plan to encourage learning and attending professional development classes.

Strategy 1.2.5. Continually encourage improvement in employee performance to meet the changing needs and expectations of the public.

Action Plan

Task/Activity	By When	Person Responsible
1. Determine positions open.	Ongoing	Human Resources Supervisors
2. Discuss areas and venues to advertise openings.	Ongoing	Human Resources Supervisors Executive Management Cabinet Human Resources

Performance Indicators

Output: Increase the number of employees participating in learning activities and classes by 2016.

Outcome 1: 20% employees use alternate learning strategies (computer-based learning, distance learning, etc.)

Outcome 2: 20% of employees participating in learning activities.

Outcome 3: 25% of job classes with defined career paths.

Outcome 4: 25% of employees with formal learning and development plans.

Outcome 5: 95% of employees completed their annual evaluation plan review and agreed with the plan to increase their professional development.

Action Plan

Task/Activity	By When	Person Responsible
1. Send out calendars of available, scheduled classes.	Ongoing	Human Resources
2. Work with all Divisions to increase defined career paths.	Ongoing	Human Resources
3. Supervisors attend yearly classes regarding best practices for employee evaluations.	Ongoing	Human Resources

Goal 2: Executive Management and Directors clearly understand finances/budget.

Objective 2.1 Provide monthly financial management reports to executive management and directors.

Performance Indicators

Output: Transparency of budget.

Outcome: Executive Management and Directors have a clear understanding of budget/finance reports.

Strategy 2.1.1. Increase the knowledge of Executive Management and Directors about budget and budget preparation.

Action Plan

Task/Activity	By When	Person Responsible
1. Use management meetings to provide division financial reports.	Ongoing	Budget Officer
2. Provide question and answer sessions about financial reports.	Ongoing	Budget Officer

Policy

Goal 1: Develop and maintain inter-agency relationships.

Objective 1.1. Partner with Midwest Energy Efficiency Alliance (MEEA) and Kentucky Department for Energy Development and Independence (DEDI) to implement a three-phase program designed to raise the statewide energy code compliance rate. A \$925,300 grant has been awarded for this program from the U.S. Department of Energy.

Performance Indicators

Output: Raise the statewide energy code compliance rate.

Outcome 1: Increase code compliance by giving stakeholders focused information in multiple formats which will allow the information to be better retained and utilized.

Outcome 2: Providing individualized service in a timely, professional manner will establish the relationships and level of trust needed to encourage builders to comply with the code, and building officials will have the confidence that their efforts are supported by the state.

Outcome 3: A culture of compliance can be created by providing a forum where issues can be raised, stakeholder concerns are addressed, and compliance experiences are shared.

Strategy 1.1.1. Measure the pre-program compliance rate for Kentucky's residential energy code.

Action Plan

Task/Activity	By When	Person Responsible
1. Issue Pre-Program Compliance Study RFP.	March 2015	MEEA Team Members
2. Report Pre-Program Compliance Study results.	March 2015	MEEA Team Members

Accomplishment

Strategy 1.1.1. Staff of the Midwest Energy Efficiency Alliance (MEEA), Kentucky Department for Energy Development and Independence (DEDI) and Kentucky Department of Housing, Buildings and Construction attended regional Home Builders Associations meetings to provide an overview of the Energy Code Compliance Grant and what it was established to accomplish. They also attended many stakeholder's state conferences to share information regarding the grant. The Project Manager has been meeting across the state with many contractors and stakeholders explaining the grant and its purpose.

Strategy 1.1.2. Establish and facilitate Energy Code Compliance Collaborative.

Action Plan

Task/Activity	By When	Person Responsible
1. Establish Energy Code Compliance Collaborative forming group.	June 2015	MEEA Team Members

2. Have a minimum (project cumulative) of 4 full collaborative meetings.	June 2015	MEEA Team Members
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Accomplishments

Strategy 1.1.2. The Energy Code Compliance Collaborative was established and has held three meetings. The meetings bring together over 30 different stakeholders to discuss Energy Code Compliance in Kentucky. The membership has discussed the study structure and timelines, data collection processes, compliance improvement initiatives, methodology of the sampling plan, and stakeholder response to the plan.

Strategy 1.1.2. The Energy Grant Team worked together to hire the Kentucky Residential Energy Code Compliance Data Collection through a Request for Proposal. The team interviewed two proposals and hired Britt/Makela Group, Inc. to complete the data collection for Kentucky. They have completed 95% of the data collection throughout the state. The results will be released in September 2015.

Strategy 1.1.2. The Grant Team also released request for proposals and hired a Project Manager for the grant to assist with and facilitate data collection study efforts, provide program outreach services to local jurisdictions and homebuilders, facilitate communication between the Project Team and other contractors, provide day-to-day oversight of the Circuit Rider, advanced training, online Learning Module System (LMS), and Energy Code Hotline programs, respond to inquiries regarding the program, provide the Project Team with bi-weekly program status reports, assist with development and review of reports to assure compliance with legal, regulatory and policy standards established under MEEA's contract with DOE. The team hired Mr. George Mann, the former Deputy Commissioner of the HBC.

Strategy 1.1.3. Establish and operate Circuit Rider Program.

Action Plan

Task/Activity	By When	Person Responsible
1. Have a minimum (program cumulative) of 30 circuit rider contacts.	December 2015	MEEA Team Members
2. Have a minimum (program cumulative) of 85 circuit rider contacts.	December 2015	MEEA Team Members
3. Have a minimum (program cumulative) of 200 circuit rider contacts.	December 2015	MEEA Team Members

Accomplishment

Strategy 1.1.3. The team released a request for proposal in June 2015 for a Residential Energy Code Circuit Rider (CR). The Circuit Rider will work under the Project Manager. The CR will pro-actively reach out to code officials, home builders, sub-contractors and other energy code stakeholders to provide individual assistance, advice, education and training on specific energy code issues. This person will be in place August 2015.

Goal 2: Respond to Open Records Requests or inquiries across all divisions to ensure customer confidence.

Strategy 2.1.1. Create and establish a Department Open Record Requests policy.

Task/Activity	By When	Person Responsible
1. Collaborate with General Counsel to create and implement Open Record Requests Policy	February 2014	Records Custodian General Counsel
2. Implement Open Records Request Policy	March 2014	Records Custodian General Counsel
3. Provide training and updates on policy for all designated Division staff	Ongoing	Records Custodian General Counsel

Accomplishments

Strategy 2.1.1. There have been 306 open record requests processed from January 2015 to present. There were 531 open record request processed for January 2014- December 2014. Each request was responded to in a timely manner per Kentucky Open Records Act. There have been 25 inquiries for different divisions of HBC. Those have all been successfully completed.

Strategy 2.1.1. The Department of HBC implemented the Policy Memorandum and Standard Operating Procedures for Open Record Requests on February 27, 2014 and was communicated to all staff and field staff.

Strategy 2.1.2. Modify existing processes and protocols pertaining to records retention and adjust accordingly.

Action Plan

Task/Activity	By When	Person Responsible
1. Establish a meeting with the staff of the State Library and Archives to discuss the process to make the necessary changes to retention schedule for Building Codes Enforcement.	June 2014	Records Custodian
2. Collaborate with staff of the State Library and Archives to approve the scanning of documents instead of keeping the paper.	Ongoing	Records Custodian IT Staff
3. Provide record schedules to division directors during monthly management meetings	Ongoing	Records Custodian
4. Provide record retention schedules to local government officials	Ongoing	Records Custodian

Accomplishments

Strategy 2.1.2. Held meetings with Archives staff to discuss updating the Department's record retention schedule regarding updating to reflect electronic storage for permanent storage especially re-looking at Building Code Enforcement's schedule.

Strategy 2.1.2. Provide record retention schedules to Directors and assigned staff.

Action Plan

Task/Activity	By When	Person Responsible
1. Assign staff to oversee records storage.	July 2014	Division Director Records Custodian
2. Record records on official State Library and Archives form.	ongoing	Records Custodian Specific Division Staff
3. Label each box accordingly.	ongoing	Specific Division Staff
4. Box up records and place in storage file room.	ongoing	Records Custodian Division Director Specific Division Staff

Accomplishments

Strategy 2.1.2. Divisions assigned specific staff to oversee records storage and ensure that DHBC is in compliance with the Records Retention Schedule. Each staff person has received a copy of the State Retention Schedule.

Strategy 2.1.2. Records Custodian has completed State Records Transmittals and sent to State Archives Center for pick up and permanent storage. State Archives have picked up and stored 2003, 2004, 2005, 2006, 2007, 2008, 2009, and 2010 including miscellaneous case files for dates of 1992-2002.

Goal 3: Develop and maintain Department’s telephone system.

Strategy 3.1.1. Collaboration with COT to define an updated phone system for the Department staff by January 2016.

Action Plan

1.Contact COT to set up a preliminary meeting about phone systems available	March 2015	Policy Advisor Deputy Commissioner Administrative Services Branch Manager
2.Determine and request a cost proposal	May 2015	Policy Advisor Deputy Commissioner Administrative Services Branch Manager
3.Provide necessary documents for purchase of equipment	June 2015	Policy Advisor Deputy Commissioner Administrative Services Branch Manager
4.Provide documents about staff locations within the department	August 2015	Policy Advisor Deputy Commissioner Administrative Services Branch Manager
5.Work with COT Representative to conduct the changes and install new phone system	November 2015	Policy Advisor
6.Collaborate with COT to determine timeframe for training on new phone system for all department staff.	January 2016	Policy Advisor IT Staff

Accomplishment

Strategy 3.1.1. COT Representative has received the go ahead on the phone system. Making arrangements to complete necessary documents for COT to finalize and install phone system.

Goal 4: Provide policy for the Department to ensure safety.

Objective 4.1. Develop and update necessary policy for the Department

Performance Indicators

Output: Create necessary policy to ensure safety and processes of staff.

Outcome: Staff will understand and know processes to stay safe in the workplace.

Strategy 4.1.1. Collaboration with Commissioner to determine policy needs for the Department

Action Plan

Task/Activity	By When	Person Responsible
1. Schedule quarterly meetings with Commissioner and Deputy Commissioner to go over policy needs	2 nd Monday Feb/May/Aug/Nov	Policy Advisor

Administrative Services

Goal 1: Place all field staff in agency owned vehicles to provide reliable transportation for safety while on the road.

Objective 1.1. Develop a systematic plan to replace high mileage and/or aging vehicles with new, fuel efficient vehicles.

Performance Indicators

Output: New vehicles purchased when available, and good, reliable used vehicles purchased when new are unavailable.

Outcome: Field staff will be safer in newer vehicles, fuel and maintenance costs will be reduced, and the public will be better served due to field staff having reliable transportation to make it to job sites.

Strategy 1.1.1. Remove field personnel from privately owned vehicles thereby relieving the budget of costly travel reimbursement.

Strategy 1.1.2. Create a centralized vehicle tracking system that will report all expenses incurred on vehicles, giving an overall view of each vehicle's worth, to serve as a basis for recommendations to lower vehicle operating cost.

Strategy 1.1.3. Develop a systemic plan to replace high mileage and high maintenance vehicles with new, fuel efficient vehicles.

Action Plan

Task/Activity	By When	Person Responsible
1. Assign a staff member to oversee vehicle program.	Accomplished	Administrative Specialist II
2. Regularly update vehicle tracking system to ensure accuracy.	Ongoing	Administrative Specialist II
3. Procure new vehicles as needed.	Ongoing	Division Directors Budget Administrative Services

Accomplishments

Strategy 1.1.1. All field staff members are now in Agency or fleet owned vehicles thus relieving the budget of extraneous reimbursements.

Strategy 1.1.2. Vehicle tracking system is now in place and being utilized. Regular monitoring is in place and being conducted.

Strategy 1.1.3. New and high quality used vehicles are being purchased as funds are available for capital purchase.

Goal 2: Streamline processes to provide quality service in an efficient and timely manner.

Objective 2.1. Develop a systematic plan to provide support to Department staff by processing purchases and reimbursements in a timely manner.

Performance Indicators

Output: Process document payouts, purchases, deposits and reimbursements within one week of receipt.

Outcome: This section’s timely and efficient processing of documents will allow procurement, deposits and reimbursements to be provided to Department divisions thus allowing them to execute their respective tasks. This will make each division more efficient by not having to work without proper funds and tools to accomplish servicing the public.

Strategy 2.1.1. Assign specific job duties to staff members allowing them to focus on the tasks at hand.

Strategy 2.1.2. Cross train staff to improve work efficiency in the event of vacation or illness.

Action Plan:

Task/Activity	By When	Person Responsible
1.Limit processing time for all documents to no longer than one week from receipt.	Ongoing	Administrative Specialist II Internal Policy Analyst II Branch Manager
2.Cross-train staff on all job duties and responsibilities.	Ongoing	Administrative Specialist II Internal Policy Analyst II Branch Manager
3.Provide monthly Praeses and Phone bills for Directors to review and edit.	Ongoing	Internal Policy Analyst II Branch Manager

Accomplishments

Strategy 2.1.1. Job duties have been divided among staff members allowing each person to focus on type specific job duties.

Strategy 2.1.2. Cross-training on various job duties has begun and continues to help staff cover for one another in the event of an absence or to function as back up should a heavy influx of work occur.

Goal 3: Streamline Department Inventory process to provide accurate reporting on all Department owned property.

Objective 3.1. Develop a systematic plan to maintain control of all inventory items as they come into the Department and are distributed to employees responsible for them throughout the lifetime of the items or equipment.

Performance Indicators

Output: Items and equipment will be logged and categorized into our inventory system and regularly monitored for changes and transfers.

Outcome: This sections monitoring and managing of inventory coming into the Department and being transferred within the Department will ensure an accurate inventory count at Year End Inventory reporting. Additionally this process will ensure cost saving through the elimination of lost inventory item replacement.

Strategy 3.1.1. Utilize inventory tracking sheets when procuring new inventory items.

Strategy 3.1.2. Create a centralized inventory tracking system that will report all items as they are procured, distributed and ultimately processed out at end of life.

Action Plan

Task/Activity	By When	Person Responsible
1. Assign a staff member to oversee inventory program.	Ongoing	Administrative Specialist II Branch Manager
2. Inventory Tracking System Monitoring	Ongoing	Administrative Specialist II

INFORMATION TECHNOLOGY

Goal 1: The Commonwealth's IT infrastructure services, computing equipment and associated support staff in the Commonwealth Office of Technology (COT) have centralized their services. This centralization will reduce the cost of IT operations across the enterprise, increase information sharing among agencies and, most importantly, will provide the ability for agencies to focus on their programmatic missions rather than operational IT issues.

Objective 1.1. DHBC will place all IT services under the centralized Commonwealth's IT Office (COT) and develop a replacement strategy to upgrade technology.

Performance Indicators:

Output: Employees have technology available that is no older than three (3) years old by December 2017.

Outcome: 100% of employees have technology available that is no older than three (3) years old.

Strategy 1.1.1. Define and implement a three-year program to replace computers in the Department in partnership with COT.

Action Plan

Task/Activity	By When	Person Responsible
1. Schedule quarterly meetings with assigned COT staff to provide updates regarding equipment.	Ongoing	Resource Management Analyst III Policy Advisor
2. Provide quarterly reports to Executive Leadership regarding equipment.	Ongoing	Policy Advisor
3. Develop policy for IT equipment used by employees to provide their responsibilities	October 2015	Policy Advisor IT Staff

Goal 2: Develop and Implement "Paperless Process" to support the Governor's Green Initiative education awareness.

Objective 2.1. Full implementation of Jurisdiction On-Line throughout the Department will allow inspectors to greatly reduce the amount of paperwork and human processing inputs.

Performance Indicators:

Output: Create a culture of paperless process by June 2016.

Outcome: 50% of Employees will have a better understanding of paperless processing.

Strategy 2.1.1. Obtain mobile-type computer devices (notebooks and/or tablets) for field personnel. With this equipment, field personnel will be able to file reports directly into Jurisdiction Online as inspections are being conducted/concluded. The mobile devices will enhance efficiency of operations while saving paper – meeting the Governor's Green Initiative.

Strategy 2.1.2. Establish a wireless port that will allow inspectors to access the network regardless of location, thereby reducing travel time back to home office to use the computer, saving money and mileage.

Strategy 2.1.3. Provide customers enhanced access to information including, but not limited to, licensing, permitting, inspections and plan reviews.

Action Plan

Task/Activity	By When	Person Responsible
1. Finalize procurement and deployment of tablets	December 2014	DHBC IT Staff Policy Advisor
2. Evaluate current processes and workflow for improvements	September 2015	DHBC IT Staff Policy Advisor
3. Explore how to incorporate the Business One Stop and JO system for online services	January 2016	DHBC IT Staff Policy Advisor Praeses
4. Review online renewal opportunities	August 2015	DHBC IT Staff Policy Advisor
5. Review business value and legality of online inspection data	March 2016	DHBC IT Staff Policy Advisor

Accomplishments

Strategy 2.1.1. Praeses, developer of Jurisdiction Online, has completed the development of General Inspection section which will be in production August 7, 2015 and inspectors will be able to file their reports online. Sprinkler inspections will be online with an expected turn on date of January 2017.

Strategy 2.1.1. Rolled out 180 tablets for all field staff across the Department in November 2014 and December 2014. IT staff developed basic training on the tablet that was specific to each Division Field Staff. They also created and implemented a process for checking in staff, sign a statement of responsibility, sign over tablet for COT inventory, returning and releasing inventory of laptops.

Strategy 2.1.4 Continue update of webpages for the Department and the five Divisions.

Action Items

Task/Activity	By When	Person Responsible
1. Develop a regular schedule to work with Divisions for updates quarterly and/or as needed.	October 2015	Resource Management Analyst I Policy Advisor Commissioner General Counsel

Division of Building Code Enforcement

Goal 1: Ensure services are provided in an efficient and timely manner.

Objective 1.1. Provide plan review in a timely manner.

Performance Indicators

Output: Review plans within 20 days of log-in date.

Outcome: All clients (owners, designers and contractors) will receive timely and efficient plan review services that allows construction to begin without undue delay.

Strategy 1.1.1. Maintain allotted plan review staffing level through prompt replacement resulting from retirements, resignations or project demands to ensure established service levels are maintained. As the economy grows and/or as needs change, additional staffing will be immediately necessary.

Action Plan

Task/Activity	By When	Person Responsible
1. Assess personnel needs.	May 2015	Director, Assistant Director, Technical Advisor Manager
2. Expand cap if needed.	August 2016	Director, Assistant Director, Technical Advisor Manager, Human Resources, Commissioner's Office
3. Create register	September 2016	Human Resources
4. Review applications	within 5 days	Assistant Director, Technical Advisor Manager, Human Resources
5. Interviews	within 10 days	Assistant Director, Technical Advisor Manager, Human Resources
6. Approve candidates	within 14 days	Human Resources
7. Offer/Hire-4 plan reviewers upon approval.	October 2016	Director, Assistant Director, Technical Advisor Manager
8. Reallocation of resources/personnel to reduce any delay of processes or services as needed.	Ongoing	Director, Assistant Director, Technical Advisor Manager

Accomplishment

Strategy 1.1.1. While not achieving the 20 day goal, we have maintained a 25-30 day average while one of our plan reviewers was on military leave for four months.

Objective 1.2. Perform onsite inspections in a timely manner.

Performance Indicators

Output: Inspect all projects on a maximum 45 calendar day cycle (30 calendar day cycle recommended).

Outcome: All clients (owners, designers and contractors) will receive timely, safe and efficient inspection service which allows construction to proceed without undue delay. All projects will result in structures being safe for use and occupancy.

Strategy 1.2.1. Maintain allotted inspection staff through prompt replacement resulting from retirements, resignations or project demands to ensure established service levels are maintained. As the economy grows and/or as needs change, additional staffing will be immediately necessary.

Action Plan

Task/Activity	By When	Person Responsible
1. Assess personnel needs.	May 2015	Director, Assistant Director, Field Operation Manager, Field Supervisor
2. Expand cap if needed.	August 2016	Director, Assistant Director, Field Operation Manager, Human Resources
3. Create register.	September 2016	Human Resources
4. Review applications.	within 5 days	Assistant Director, Field Operation Manager, Field Supervisor
5. Interviews.	within 10 days	Assistant Director, Field Operation Manager, Field Supervisor, Human Resources
6. Approve candidates.	within 14 days	Human Resources
7. Offer/Hire-2 inspection staff.	Upon approval	Director, Assistant Director, Field Operations Manager
8. Reallocation of resources and/or personnel to reduce any delay of processes or services as needed.	Ongoing	Director, Assistant Director, Technical Advisor Manager

Accomplishment

Strategy 1.2.1. In June 2015, Certified Inspector was hired so inspections continue.

Objective 1.3. Log-in plans in a timely manner.

Performance Indicators

Output: Log-in plans within 24 hours of receipt.

Outcome: All clients submitting plans (owners, designers and contractors) will receive timely and efficient log-in service which allows plan review to begin without undue delay.

Strategy 1.3.1. Develop an online application processing to accelerate the log-in process to include the ability for online payment (with the ability to recoup transaction fees).

Action Plan

Task/Activity	By When	Person Responsible
1. Assess personnel needs	May 2015	Director, Assistant Director, Administrative Supervisor
2. Expand cap	August 2016	Director, Assistant Director, Human Resources, Commissioner's Office, Administrative Supervisor
3. Create register	September 2016	Human Resources
4. Review applications	within 5 days	Assistant Director, Administrative Supervisor
5. Interviews	within 10 days	Assistant Director, Administrative Supervisor, Human Resources
6. Approve candidates	within 14 days	Human Resources
7. Offer/Hire Staff 2 Administrative Staff	upon approval	Director, Assistant Director, Administrative Supervisor
8. Develop process with Praeses	August 2016	Director, Assistant Director, Technical Advisor, Administrative Supervisor IT Staff
9. Reallocation of resources and or personnel to reduce any delay of processes or services as needed.	Ongoing	Director, Assistant Director, Administrative Supervisor

<p>Accomplishment Strategy 1.3.1. Plan log in has been consistent. Strategy 1.3.1. Collaborate with Praeses and discussed the online application.</p>
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Goal 2: Provide a safe and cost efficient vehicle fleet.

Objective 2.1. Place all field staff that regularly travel 8,000 miles or more in agency owned vehicles.

Performance Indicators

Output: Replace all vehicles currently exceeding 150,000 miles and all leased vehicles by 2016.

Outcome: All vehicles will operate safe and efficient reducing overall recurring operating/repair costs.

Strategy 2.1.1. Develop a systemic plan to replace leased vehicles with agency owned vehicles by presenting management with recommendations of cost savings as opposed to higher travel reimbursements.

Strategy 2.1.2. Replace vehicles as they reach 150,000 miles or five years of service, whichever occurs first.

Action Plan

Task/Activity	By When	Person Responsible
1. Identify all leased vehicles	May 2014	Director, Assistant Director, Field Operation Manager
2. Identify all exceeding 150K	May 2014	Director, Assistant Director, Field Operation Manager
3. Lease/Operating Cost analysis	June 2015	Director, Assistant Director, Field Operation Manager
4. Budget	July 2015	Director, Assistant Director, Field Operation Manager

Accomplishment

Strategy 2.1.1. Agency owned vehicles that exceeded 150,000 odometer miles, used by field inspectors, have been replaced with new dependable vehicles. All but one vehicle has been replaced with agency owned new models.

Goal 3: Fully implement Jurisdiction Online technology to enhance productivity and communications between staff and consumers.

Objective 3.1. Acquire equipment/technology whereby field inspectors can electronically access and/or submit information with DHBC in real time as needed.

Performance Indicators.

Output: Inspectors will be able to access/input JO as needed

Outcome: Field staff, office staff and clients will be able to have current project information thereby improving productivity and customer service.

Strategy 3.1.1. Determine hardware, software and connectivity needs to remotely access JO.

Action Plan

Task/Activity	By When	Person Responsible
1. Phones for remote connection	May 2014	Director, Assistant Director, Field Operation Manager, Field Supervisor, Technical Advisor Manager, Field Inspector, IT Technology Staff
2. New computers/software	November 2014	Director, Assistant Director, Field Operation Manager
3. Training for new hardware/software	December 2014	Information Technology Developmental Staff, Praeses

Accomplishment

Strategy 3.1.1 In November and December 2014, field staff were trained and provided tablets. The field staff also received updated smart phones for instant connectivity to tablets. This allows connection to JO to complete paperwork on work site.

Goal 4: Cross-train staff in all areas of division processes and procedures.

Objective 4.1. Train staff to understand/perform other duties within the Division.

Performance Indicators

Output: All staff within each job category will be able to perform duties of other positions.

Outcome: Provides continuation of all services during absences/temporary vacancies. Provides career opportunities in other areas within the Department.

Strategy 4.1.1. Provide staff training across-the-board to maintain all services and to protect against staffing imbalances dictated by budgetary constraints.

Action Plan

Task/Activity	By When	Person Responsible
1. Define/identify duties	July 2014	Director, Assistant Director, Field Operation Manager, Human Resources, Commissioner's Office
2. Standardize tasks/procedures	October 2014	Supervisors
3. Develop training	February 2015	Supervisors
4. Implement	March 2015	Supervisors

Accomplishment

Strategy 4.1.1. The process for cross-training staff for all areas of BCE administrative duties has begun. To date cross-training has been completed in plan log-in and certification program.

Goal 5: Continue to develop and implement an electronic means of retaining/accessing project data resulting in a near paperless workplace through new computer technology.

Objective 5.1. Provide electronic storage/retrieval of project data including plans, permits, inspections, corrective actions, letters and other project related information while implementing the Governor's Green Initiative.

Performance Indicators

Output: Provide electronic storage and retrieval for project data by 2018.

Outcome: Achieve the Governor's Green Initiative (less storage space, reduced costs).

Strategy 5.1.1. Update existing computer technology and utilize Jurisdiction Online to enhance services and efficiency by providing electronic storage/access to plans, permits, inspections, corrective actions, and other project related information.

Action Plan

Task/Activity	By When	Person Responsible
1. Determine technology needs	July 2017	Director, Assistant Directors, Information Technology Development Staff, Technical Advisor Manager Field Operations Supervisor
2. Budgeting	July 2017	Director, Assistant Director
3. Implement/train	January 2018	Information Technology Development Staff Praeses Staff
4. Scanning all BCE project files to upload in JO	Ongoing	Information Technology Development Staff Praeses Staff

Accomplishment

Strategy 5.1.1. In June 2015, the regular JO Stewartship meeting was held including Praeses staff to discuss online application development and future upcoming changes.

Goal 6: Continue to promote greater understanding of energy systems and related efficiency to architects, builders, regulators/inspectors and homeowners.

Objective 6.1. Provide training to promote knowledge and understanding of applicable energy code(s) and achieve compliance.

Performance Indicators

Output: Compliance with all energy codes adopted by the Commonwealth.

Outcome: Energy efficiency for all projects constructed using the KBC.

Strategy 6.1.1. Maintain continuing education for plan review and inspection staff (Department and local jurisdictions) of energy conservation code compliance and enforcement.

Action Plan

Task/Activity	By When	Person Responsible
1. Provide Classes	Ongoing	Department approved Providers and/or Internal Staff

Strategy 6.1.2. Continue to provide outreach/information to the general public, design community and builders regarding energy code compliance.

Action Plan

Task/Activity	By When	Person Responsible
1. Public service announcements	Ongoing	Director, Assistant Director, Field Operation Manager, Administrative Supervisor, Cabinet Office of Communication and Public Outreach Executive Director
2. Training	Ongoing	Internal Staff and/or Approved Provider

Goal 7: Expand public relations and public outreach.

Objective 7.1. Expand/increase the awareness of building codes and Department services with the general public, local officials and design/construction industries.

Performance Indicators

Output: Provide multiple diverse points of contact to the general public, local officials and design/construction industries regarding the application of building codes and access to services.

Outcome: Provide information and efficient service to all consumers to provide safe structures throughout the Commonwealth.

Strategy 7.1.1. Increase awareness and provide information about services to the general public.

Action Plan

Task/Activity	By When	Person Responsible
1. Co-op opportunities with schools	Ongoing	Director, Assistant Director, Field Operation Manager, Technical Advisor Manager, Administrative Supervisor
2. Update/promote website	Ongoing	Director, Assistant Director, Technical Advisor Manager, Administrative Supervisor
3. Career opportunities within BCE	Ongoing	Director, Assistant Director, Field Operation Manager, Administrative Supervisor Technical Advisor Manager, Human Resources
4. Attending trade shows, conventions State Fair	August 2018	Field Operation Manager

Strategy 7.1.2. Provide information and efficient service to all clients in the construction and design industries.

Action Plan

Task/Activity	By When	Person Responsible
1. Establish newsletter	July 2017	Director, Assistant Director, Field Operation Manager, Administrative Supervisor Technical Advisor Manager, Human Resources
2. Update/promote website	Ongoing	Administrative Supervisor, Commissioner's Office, Information Technology Developmental Staff

Strategy 7.1.3. Provide information, assistance and efficient service to all local jurisdictions.

Action Plan

Task/Activity	By When	Person Responsible
1. Establish email contacts	April 2014	Field Operation Manager
2. Establish Newsletter	July 2017	Director, Assistant Director, Field Operation Manager, Administrative Supervisor Technical Advisor Manager, Human Resources
3. Update/program	Ongoing	Administrative Supervisor

<p>Accomplishment Strategy 7.1.3 Database established including contact information for local building inspectors.</p>

Goal 8: Establish and maintain funding to achieve a balanced operating budget while meeting staffing and equipment needs in order to assure a high level of service to all clients.

Objective 8.1. Obtain additional funding via an increase in fees.

Performance Indicators

Output: Fund the deficit for retirement contributions while meeting and maintaining staffing needs (current and future).

Outcome: Provide funding to maintain/increase staffing and equipment as needed.

Strategy 8.1.1. Pursue fee increase.

Action Plan

Task/Activity	By When	Person Responsible
1.Determine budget shortfall	April 2014	Director, Assistant Director, Technical Advisor Manager, Field Operation Manager, Budget Officer, Administrative Supervisor
2.Determine required fee increase	April 2014	Director, Assistant Director, Technical Advisor Manager, Field Operation Manager, Administrative Supervisor, Board of Housing, Buildings and Construction, Budget Officer
3.Implement fee increase	August 2015	Budget Officer, General Counsel, Board of Housing, Buildings and Construction, Legislation, Staff

<p>Accomplishment Strategy 8.1.1. The fee increase was approved by the General Assembly and implemented on April 1, 2015.</p>
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Strategy 8.1.2. Seek other funding resources such as grants to maintain/increase staffing and equipment as needed

Action Plan

Task/Activity	By When	Person Responsible
Seek funding sources	Ongoing basis	Policy Advisor, Director, Assistant Director, Technical Advisor Manager, Commissioner's Office

Elevators

Goal 1: Ensure the safety of the public who use elevators, escalators, moving walks, and lifts.

Objective 1.1. Through timely inspections, promote safe operation of all new and existing elevators, escalators, moving walks, and lifts.

Performance Indicators

Output: Provide for public safety through periodic inspection of all applicable systems per statute/code.

Outcome: All applicable systems receive repairs/maintenance throughout the life of the system to provide a high safety level.

Strategy 1.1.1. Maintain staffing levels to ensure that regular inspections continue to be made on elevators, escalators, moving walks, and lifts.

Action Plan

Task/Activity	By When	Person(s) Responsible
1. Assess personnel needs	May 2015	Director, Assistant Director, Elevator Supervisor
2. Expand cap if needed	August 2016	Director, Assistant Director, Elevator Supervisor, Budget Office, Human Resources
3. Create register	September 2016	Human Resources
4. Review applications	within 5 days	Assistant Director, Elevator Supervisor
5. Interviews	within 10 days	Assistant Director, Elevator Supervisor, Human Resources
6. Approve candidates	within 14 days	Human Resources
7. Offer/Hire two additional Inspectors.	upon approval	Director, Assistant Director, Elevator Supervisor, Human Resources
8. Reallocation of resources/personnel to reduce any delay of processes or services as needed	Ongoing	Director, Assistant Director, Technical Advisor Manager

Accomplishment

Strategy 1.1.1. The field staff have been maintained in order to ensure that regular inspections continue to be made on elevators, escalators, moving walks, and lifts.

Goal 2: Submit reports directly from the field electronically thereby reducing paperwork and complying with the Governor's Green Initiatives.

Objective 2.1. Devise and implement methods to prepare/submit/store system inspections and other relevant data electronically.

Performance indicators

Output: Provide electronic submittal, storage and retrieval for project data by 2018.

Outcome: Achieve the Governor's Green Initiative, use less storage space, and reduce costs.

Strategy 2.1.1. Update existing computer technology and utilize Jurisdiction Online to enhance services/efficiency by providing electronic storage/access to applications, plans, permits, inspections, corrective actions, and other project related information.

Action Plan

Task/Activity	By When	Person(s) Responsible
1. Determine technology needs	July 2017	Director, Assistant Director, Elevator Supervisor, IT Staff, Praeses
2. Budgeting	July 2017	Director, Assistant Director
3. Implement/train	Jan. 2018	IT Staff, Praeses

Accomplishment

Strategy 2.1.1. The existing computer technology has been updated to utilize the Jurisdiction Online program as a means to provide electronic storage/access for permit applications, inspections reports and corrective actions.

Goal 3: Provide continuing education training for field inspectors emphasizing new technology/
new codes in the elevator industry.

Objective 3.1. Elevator inspectors receive relevant training to assure knowledge of advancing elevator technology and codes.

Performance Indicators

Output: Inspectors receive annual training in current system technology and elevator codes and standards.

Outcome: Elevator inspectors help to assure safe system operation by keeping current with industry practices.

Strategy 3.1.1. Maintain QEI training to keep inspectors abreast of new technology in the elevator industry.

Action Plan

Task/Activity	By When	Person(s) Responsible
1. Attend annual training	Annual	Director, Elevator Staff, Commissioner's Office

Accomplishment:
Strategy 3.1.1. Elevator Inspector III employees have maintained QEI training to keep inspectors abreast of code related new technology in the elevator industry.

Goal 4: Equip all field inspectors with current elevator code books/standards.

Objective 4.1. Provide all inspectors with current code books/standards by the end of 2014.

Performance Indicators

Output: All elevator inspectors have current codes/standards to utilize during inspections.

Outcome: Safety levels are increased through inspections utilizing current information.

Strategy 4.1.1. Budget funding to purchase current codes/standards.

Action Plan

Task/Activity	By When	Person(s) Responsible
1. Request funding	ongoing	Director, Assistant Director, Elevator Supervisor

Accomplishment
Strategy 4.1.1. Funding and purchased updated 2015 Editions of ASME Standards Code Books for Elevator Field/Staff.

Goal 5: Provide a safe and cost efficient vehicle fleet.

Objective 5.1. Place all field staff who regularly travel 8,000 miles or more in an agency owned vehicle.

Performance Indicators

Output: Replace all vehicles currently exceeding 150,000 miles and all leased vehicles by 2016.

Outcome: All vehicles will operate safer and more efficient reducing overall recurring operating/repair costs.

Strategy 5.1.1. Develop a systemic plan to replace use of leased vehicles with agency vehicles by presenting management with recommendations of cost savings as opposed to higher travel reimbursements.

Strategy 5.1.2. Replace vehicles as they reach 150,000 miles or five years of service.

Action Plan

Task/Activity	By When	Person(s) Responsible
1. Identify all leased vehicles	May 2014	Director, Assistant Director, Elevator Supervisor
2. Identify all vehicles exceeding 150,000 miles	June 2015	Director, Assistant Director, Elevator Supervisor
3. Lease/operating cost analysis	ongoing	Director, Assistant Director, Elevator Supervisor
4. Budget	July 2016-18	Director, Assistant Director, Elevator Supervisor , Budget Officer

Accomplishment

Strategy 5.1.2. Agency owned vehicles that exceeded 150,000 odometer miles used by elevator field inspectors have been replaced with new dependable vehicles.

Manufacturing Housing Section

Goal 1: Provide timely and efficient plan review, field inspections, and administrative functions to perform the required duties of the section.

Objective 1.1. Provide timely plan review of modular and temporary structures and perform on-site inspections.

Performance Indicators:

Output: Perform plan reviews within two weeks of receiving plan submittals, and perform on-site inspections within 30 days of request for inspections.

Outcome: Plans submitted receive timely and thorough plan review; and homeowners receive timely and thorough site inspection, which will allow for safe use and/or occupancy.

Strategy 1.1.1. Hire one plan reviewer to perform in-office plan review of modular and temporary structures and assist in performing the administrative duties of the office.

Strategy 1.1.2. Expand number of field inspectors to reduce drive time, due to large territories. This allows for faster response time to consumer inspection requests. This increases numbers of inspections that can be reasonably accomplished.

Action Plan

Task/Activity	By When	Person Responsible
1. Assess personnel needs	Ongoing	Director, Assistant Director, Technical Advisor Manager
2. Expand cap by two new staff.	August 2017	Director, Assistant Director, Technical Advisor Manager, Human Resources, Commissioner's Office
3. Create register	September 2016	Human Resources
4. Review applications	within 5 days	Assistant Director, Technical Advisor Manager, Human Resources
5. Interviews	within 10 days	Assistant Director, Technical Advisor Manager, Human Resources
6. Approve candidates	within 14 days	Human Resources
7. Offer/Hire-1 plan reviewer and two field inspectors.	October 2016	Director, Assistant Director, Technical Advisor Manager

8. Reallocation of resources/personnel to reduce any delay of processes or services as needed.	Ongoing	Director, Assistant Director, Technical Advisor Manager
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Accomplishment

Strategy 1.1.1. Two inspector vacancies were filled due to retirements. One position remains open. Field territories are continually being analyzed and changes are made to accomplish efficient response to requested inspections.

Goal 2: Ensure new manufactured housing meets federal standards.

Objective 2.1. Maintain licensing programs.

Performance Indicators:

Output: Maintain current files on approved manufacturers.

Outcome: Homeowner confidence in home being manufactured to federal standards by certified manufacturers.

Strategy 2.1.1. Utilize JO for recordkeeping.

Objective 2.2. Maintain and expand inspections of new homes.

Performance Indicators:

Output: Inspection of homes to federal and state regulations.

Outcome: Homeowner confidence in home being safe to live in.

Strategy 2.2.1. Enhanced number of inspections of manufactured homes.

Action Plan

Task/Activity	By When	Person (s) Responsible
1. Maintain Electronic Files in JO.	Ongoing	Director, Assistant Director, Technical Advisor Manager, Information Technology Developmental Staff, Praeses
2. Expand number of Inspections.	Ongoing	Technical Advisor Manager, Field Supervisor

Accomplishment

Strategy 2.2.1. Jurisdiction Online is utilized for licensing and tracking of approved manufacturers.

Goal 3: Consumer protection.

Objective 3.1. Ensure retailers are knowledgeable and licensed.

Performance Indicators:

Output: Maintain proper licensure of retailers in compliance with applicable regulations.

Outcome: Consumer protection from unscrupulous retailers.

Strategy 3.1.1. Maintain administrative staff to process applications and complaints.

Objective 3.2. Expand number of homes inspected for proper installation.

Performance Indicators:

Output: Inspect an increased number of homes for proper installation.

Outcome: Consumer protection from improper and unsafe installations.

Strategy 3.2.1. Expand number of field inspectors to inspect increased number of home installations.

Action Plan

<u>Task/Activity</u>	By When	Person (s) Responsible
1. Maintain retailer files	Ongoing	Director, Assistant Director, Technical Advisor Manager, Information Technology Developmental Staff, Praeses
2. Expand number of inspections	Ongoing	Technical Advisor Manager, Field Supervisor

Accomplishment

Strategy 3.2.1 There have been ten unlicensed retailer complaints are handled and resolved by field staff.

Goal 4: Educated Public about Manufacturing Housing.

Objective 4.1. Ensure consumers, manufacturers, retailers, and installers are aware of state and federal regulations.

Performance Indicators:

Output: Increase access to state and federal regulations.

Outcome: Consumers, Manufacturers, retailers, and installers have access to pertinent information.

Strategy 4.1.1. Manufactured Housing Internet web page to include links applicable to state and federal regulations and include pending and/or new state legislation.

Strategy 4.1.2. Collaborate with HUD to ensure compliance and safety of consumers, manufactures, retailers and installers.

Action Plan

Task/Activity	By When	Person (s) Responsible
1. Re-develop Web Page	Ongoing	Information Technology Developmental Staff Manufacturing Housing Field Operations Supervisor
2. Create and implement HUD State Plan	Ongoing	Manufacturing Housing Field Operations Supervisor BCE Director BCE Assistant Director
3. Attend HUD Conferences and Trainings	Ongoing	Manufacturing Housing Field Operations Supervisor Field Supervisor

Accomplishments

Strategy 4.1.1. Collaborate with Information Technology staff to provide necessary links for the web site to provide access to state and federal information for citizens.

Strategy 4.1.2. Participated in the National HUD Conference in April 2015 including networking with other State Administrative Agencies. Gained understanding of roles and responsibilities for state agency's role with HUD.

Strategy 4.1.3. The Subdivision of Manufacturing Housing has updated and is recognized as an Approved State Administrative Agency. The State Installation Program was also updated and in compliance of HUD.

Goal 5: Provide for safe and cost efficient vehicle fleet:

Objective 5.1. Provide agency owned vehicles for all field inspectors.

Performance Indicators:

Output: Place all field inspectors in safe agency owned vehicles.

Outcome: Safe and efficient means of travel for field staff. Reduced operating and repair costs associated with high mileage vehicles. Visibility and identification for field staff on site.

Strategy 5.1.1. Identify and replace older, high mileage vehicles with newer, more efficient vehicles.

Action Plan

Task/Activity	By When	Person Responsible
1. Identify all leased vehicles	May 2014	Director, Assistant Director, Technical Advisor / Manager
2. Identify all exceeding 150K	May 2014	Director, Assistant Director, Technical Advisor / Manager
3. Lease/Operating Cost analysis	June 2015	Director, Assistant Director, Technical Advisor / Manager
4. Budget	July 2015	Director, Assistant Director, Technical Advisor / Manager

Accomplishment

Strategy 5.1.1. Agency owned vehicles that exceeded 150,000 odometer miles used by field inspectors have been replaced with dependable vehicles.

Goal 6: Utilize technology for enhanced productivity.

Objective 6.1. Utilize JO to connect to the internet to be able to enter and track inspections.

Objective 6.2. Utilize technology to connect to JO from remote locations.

Performance Indicators:

Output: Inspectors will have access and the ability to track and update inspections in JO while on site.

Outcome: Inspection information will be ready accessible to field and office staff.

Strategy 6.2.1. Obtain new technology, including training to enable remote access to JO.

Performance Indicators:

Output: Inspectors will be able to access JO from site locations and input data as needed.

Outcome: Real time data entry and reduced risk of incomplete or inaccurate recordkeeping.

Action Plan

Task/Activity	By When	Person (s) Responsible
1. Provide Computer Training Support	Immediately	IT Developmental Staff, Praeses
2. Provide for Remote Access	Ongoing	IT Developmental Staff

Accomplishment

Strategy 6.2.1. In November and December 2014, field staff were trained and provided tablets. The field staff also received updated smart phones for instant connectivity to tablets. This allows quick connection to JO for inspectors to complete paperwork on work site.

Goal 7: Provide a career path for employees.

Objective 7.1. Attract and retain most qualified and experienced employees.

Performance Indicators:

Output: Employees will have the ability to grow in their career.

Outcome: Educated and experienced employees.

Strategy 7.1.1. Develop an employee career path.

Action Plan

Task/Activity	By When	Person (s) Responsible
1. Develop Employee Career Path	Immediately	Director, Assistant Director, Technical Advisor Manager, Supervisors, Human Resources, Commissioner's Office

Accomplishment

Strategy 7.1.1. Career path has been drafted in the Department's reorganization and is in process for Cabinet approval. Career paths will establish an additional classification for field inspectors, as well as create a field supervisor position.

Goal 8: Increase revenue to provide adequate staffing and delivery of services to the public.

Objective 8.1. Increase revenue by increasing fees

Performance Indicators:

Output: To fund inspections for manufacturing housing to maintain and increase the level of services.

Outcome: Maintain and increase inspection services to consumers.

Strategy 8.1.1. Pursue fee increase. Increase number of field inspectors by one (1).

Action Plan

Task/Activity	By When	Person (s) Responsible
1.Determine Budget Shortfall	April 2015	Director, Assistant Director, Technical Advisor Manager, Budget Officer
2.Determine Required Fee Increase	December 2015	Director, Assistant Director, Technical Advisor Manager, Budget Officer
3.Implement Fee Increase	January 2016	Director, Assistant Director, Technical Advisor Manager, General Counsel, Board of Housing Committee, Commissioner's Office

Accomplishment

Strategy 8.1.1. Regulations are being drafted for the General Assembly to make the necessary changes that will require inspection of all new manufactured home installations to include a required fee of \$150.00.

Electrical Division

Goal 1: Provide the highest quality services to our regulatory communities and the public in an efficient, timely and courteous manner.

Objective 1.1. Maintain service capabilities through full staffing of each Section.

Performance Indicators

Output: Fill all positions as needed.

Outcome: Staff replacements are completed within 90/120 days of vacancy.

Strategy 1.1.1. Hire staff replacements as vacancies occur due to retirement or departure.

Strategy 1.1.2. Create a team to develop standard operating procedures for the Division.

Action Plan

Task/Activity	By When	Party Responsible
1. Name Team	June 2014	Acting Director Assistant Director Supervisors
2. Establish regular meeting dates	Ongoing	Team, Policy Advisor
3. Complete a needs assessment on current procedures	Ongoing	Team, Policy Advisor
4. Review and prioritize results of assessment on developing procedures	Ongoing	Team, Policy Advisor
5. Draft of Electrical Division Standard Operating Procedures	July 2015	Team, Policy Advisor,
6. Finalize Electrical Division Standard Operating Procedures	August 2015	Team, Policy Advisor,
7. Establish regular reviews of Electrical Division Standard Operating Procedures	Quarterly	Team, Policy Advisor

Accomplishment

Strategy 1.1.2. In June 2015, created and implemented Standard Operating Procedures for the Electrical Division.

Goal 2: Work with Information Technology Developmental Staff to develop a plan to provide education and training to all staff in capabilities and use of JO.

Objective 2.1. Enhance the administration and operational capabilities of the Division through use of evolving technologies and proper equipment.

Performance Indicators

Output: Work with IT Developmental Staff to develop a plan to provide education and training to all staff in capabilities and use of JO.

Outcome: Training complete by October 2014 and supplemental training provided as needed through Information Technology Developmental Staff.

Strategy 2.1.1. Fully implement and utilize Jurisdiction Online (JO) software and other software to increase the efficiency and accuracy of office and field operations, enhance record production and maintenance and greatly reduce the reliance on paper, striving to achieve a virtually paperless workplace.

Action Plan

Task/Activity	By When	Party Responsible
1. Identify capabilities available in J.O. and other software relevant to tasks of various positions in Division.	May 2014	Team, IT Staff, Praeses
2. Conduct a survey of all employees for applications desired and suggested training priorities.	May 2016	Team, IT Staff, Praeses
3. Identify and request development of additional J.O. custom applications useful to the Division.	Ongoing	Team, IT Staff, Praeses
4. Determine appropriate training from available resources.	Ongoing	Team, Information Technology Developmental Staff, Praeses
5. Create and recommend training plan.	Ongoing	Team, IT Staff, Praeses
6. Review plan	Ongoing	Commissioner's Office
7. Revise plan if necessary	Ongoing	Team
8. Implement training plan.	Ongoing	Director, IT Staff, Supervisors
9. Monitor utilization.	Ongoing	Director, IT Staff, Supervisors
10. Revise plan as changes in needs are identified	Ongoing	Team

Accomplishment

Strategy 2.1. Have issued to all inspectors, tablets and smartphones including training. Also have worked with the IT Staff to develop and provide in-house training for software such as WORD and EXCEL.

Goal 3: Provide a career path for employees.

Objective 3.1. Attract and retain most qualified and experienced employees.

Performance Indicators

Output: Employees will have the ability to grow in their career.

Outcome: Educated and experienced employees.

Strategy 3.1.1. Develop an employee career path.

Action Plan

<u>Task/Activity</u>	By When	Person (s) Responsible
1. Develop Employee Career Path	August 2015	Director, Supervisors, Human Resources, Commissioner's Office
2. Create staff awareness to understand the career path available	Ongoing	Director, Supervisors, Human Resources, Commissioner's Office

Accomplishment

Strategy 3.1.1. Career Paths were established in June 2015 as part of the Department's reorganization plan, which is at the Cabinet level for approval.

Strategy 3.1.2. Establish a Field Operations Manager Position

Action Plan

<u>Task/Activity</u>	By When	Person (s) Responsible
1. Assess personnel needs	Ongoing	Director, Assistant Director
2. Expand cap	August 2017	Director, Assistant Director, Human Resources, Commissioner's Office
3. Create register	September 2016	Human Resources
4. Review applications	within 5 days	Director, Assistant Director, Human Resources
5. Interviews	within 10 days	Director, Assistant Director, Human Resources
6. Approve candidates	within 14 days	Human Resources, Commissioner's Office
7. Offer/Hire Staff	upon approval	Director, Assistant Director, Human Resources

Accomplishment

Strategy 3.1.2. Field Operations Manager Position has been established through the June 2015 reorganization.

Objective 3.2. Assist with participation of inspectors at state and national professional meetings.

Strategy 3.2.1. Change 815 KAR 35:015 to require 18 continued education hours for Electrical Inspectors.

Action Plan:

<u>Task/Activity</u>	<u>By When</u>	<u>Person (s) Responsible</u>
1. Make the necessary changes to 815 KAR 35:015 through Legislative process.	August 2017	Director, Assistant Director, General Counsel, Commissioner's Office

Strategy 3.2.2. Strengthen partnership between Electrical Division, Departments and IAEI Leadership.

Action Plan:

<u>Task/Activity</u>	<u>By When</u>	<u>Person (s) Responsible</u>
1. Establish a meeting date to come together to discuss ways to partner	July 2016	Director, Assistant Director, Supervisors, Commissioner's Office
2. Send invitation to attend the meeting at the Department	15 days before established meeting date	Director, Assistant Director, Supervisors, Commissioner's Office

Objective 3.3. Provide badges to inspectors

Strategy 3.3.1. Provide training to inspectors regarding usage of badges.

Action Plan.

<u>Task/Activity</u>	<u>By When</u>	<u>Person (s) Responsible</u>
1. Establish a meeting with Executive Management to discuss badge issue	August 2016	Director, Inspection Supervisor, General Counsel
2. Create and train inspectors on proper procedures to use badge	October 2016	Director, Inspection Supervisor, General Counsel

Goal 4. Increase safety equipment provided to inspectors

Objective 4.1. Establish a list of needed safety equipment.

<u>Task/Activity</u>	By When	Person (s) Responsible
1. Complete a needs assessment of safety equipment	July 2015	Director, Assistant Director, Inspection Supervisor, Inspectors
2. Create a list of safety equipment to be provided	July 2015	Director, Assistant Director, Inspection Supervisor, Inspectors
3. Purchase equipment	July 2016	Director, Inspection Supervisor, Inspectors, Administrative Services

Division of Fire Prevention

Goal 1: Develop career path for Division of Fire Prevention employees. Identify professional development opportunities using state sponsored classes.

Objective 1.1. Division management will identify specific certifications associated with various positions within the discipline by July 2014.

Performance Indicators

Output: Work through budget to identify means to support career development. Require each employee to attend at least three classes for career development.

Outcome: Complete career path established for specific jobs.

Strategy 1.1.1. Identify and pull together specific job/position descriptions.

Action Plan

Task/Activity	By When	Person Responsible
1. Create task force of Fire Prevention employees to review position descriptions	May 2014	State Fire Marshal, Human Resources
2. Task force meets to review position descriptions	May 2014	State Fire Marshal Task Force, Human Resources
3. Meet with Executive Leadership to review.	June 2014	State Fire Marshal, Commissioner's Office

Accomplishments

1.1.1. The Division has filled two vacant managers position with internal candidates that will provide the needed management oversight to programs within the Division.

Goal 2: Replace Fire Prevention fleet with agency owned vehicles.

Objective 2.1 Identify fleet vehicles to be replaced based on maintenance and mileage overages.

Performance Indicators

Output: Develop replacement schedule for fleet vehicles.

Outcome: End fleet vehicles and have agency owned vehicles.

Strategy 2.1.1. Prioritize operating budget in a manner that sets aside revenues for the purchase of two to three vehicles to replace fleet vehicles.

Action Plan

Task/Activity	By When	Person Responsible
1. Audit current fleet vehicles	August 2014	Director, Assistant Director
2. Identify cost savings	January 2015	Director, Assistant Director, Commissioner's Office
3. Purchase vehicles	July 2015	Director, Assistant Director, Commissioner's Office

Accomplishments

2.1.1. The Division of Fire Prevention secured five 2014 Transit utility vehicles for the sprinkler section. The vehicles are agency owned, and are better suited for transporting the type of equipment needed to perform the responsibilities associated with the position.

Goal 3: Develop and host a life safety public education conference.

Objective 3.1. Host an annual conference which creates an opportunity/track of continuing education for trade professionals.

Objective 3.2. Host an annual conference which creates an opportunity/track of continuing education for fire service personnel.

Strategy 3.1.1. Create a team and host an organizational meeting.

Action Plan

Task/Activity	By When	Person Responsible
1. Create and name a Life Safety Public Education Conference Team	January 2015	State Fire Marshal
2. Establish and hold an organization meeting	January 2017	State Fire Marshal, Commissioner's Office
3. Elect a Chair and Vice Chair at Organization Meeting	January 2017	Chair, Commissioner's Office
4. Establish regular meetings	January 2017	Team, Commissioner's Office
5. Distribute action plan and activities to team members	January 2017	Chair/State Fire Marshal

Accomplishments

3.1.1. The Division continues to provide training for firefighters as well as Sprinkler and Fire Alarm contractors across the state. It is estimated that the Division has provided continuing education and other training hours for approximately 400 individuals, the ultimate goal is to hold a conference focused on inspection and safety education.

Goal 4: Increase Division's workplace efficiencies through use of new technologies.

Objective 4.1. Provide the Division of Fire Prevention personnel with equipment and knowledge to deliver expedient, quality service to customers.

Strategy 4.1.1. Apply for state and federal grants to assist with securing equipment and programs.

Action Plan

Task/Activity	By When	Person Responsible
1. Seek funding sources (Federal and/or National Associations)	Ongoing	Policy Advisor, State Fire Marshal, Assistant Director, Commissioner's Office

Goal 5: Replace personnel lost to budget cuts.

Objective 5.1. Apply for state and federal grants to assist with personnel

Strategy 5.1.1. Provide career path for employees.

Action Plan

Task/Activity	By When	Person (s) Responsible
1. Develop employee career path	August 2015	State Fire Marshal, Assistant Director, Human Resources, Commissioner's Office
2. Create staff awareness so they understand the career path available	Ongoing	State Fire Marshal, Assistant Director, Supervisors, Human Resources, Commissioner's Office

Accomplishment

5.1.1. The top priority for the year was a review and reclassification of Deputy State Fire Marshals within the General Inspection Section. Employee growth and opportunity had been stagnated; working with members of the section we have been able to propose revised position descriptions that will develop highly effective and knowledgeable employees. Information involving the reclassification was submitted early in the 2014 fiscal year, but has not been acted upon by personnel.

Strategy 5.1.2. Seek to realign organizational structure with adequate supervisory and management in place to provide proper oversight.

Action Plan

Task/Activity	By When	Person Responsible
1. Review Organizational Structure	July 2014	Director, Assistant Director, Commissioner's Office
2. Discuss with Executive Leadership	July 2014	Director, Human Resources, Commissioner's Office
3. Implement new organization structure	August 2014	Director, Human Resources, Commissioner's Office

Goal 6: Implement a wireless program to allow field staff to enter inspections in real time.

Objective 6.1. Equip all field staff with tablets and phone with data program capability allowing access to wireless reporting systems utilized by the Division.

Performance Indicators

Outcome: All field inspectors will be equipped with tablets as well as phones that utilize wireless functionality.

Strategy 6.1.1. Implement new Windows based tablets and phones that will operate with current data systems utilized by the Division for the purpose of increasing proficiency for the field staff, making the Division more productive.

Action Plan

Task/Activity	By When	Person Responsible
1. Equip all field staff with Smart phones	Fall 2014	Field Operations Manager
2. Equip all field staff with Windows based Tablets	Fall 2014	Field Operations Manager
3. Provide Training for use of new phones and tablets	Fall 2014	Field Operations Manager
4. Training on updated and/or new programs	Ongoing	Field Operations Manager, IT Developmental Staff

Accomplishments

6.1.1. The entire division is now equipped with smart phones, and tablets as well as other tools and equipment that prove beneficial within the day to day work responsibilities performed by Division employees.

6.1.1. By the end of September 2015 all but Sprinklers Section within the Division should have access and been properly trained to use the Jurisdiction on Line reporting system. The program will broaden communication abilities within the section as well as across the department; it will also serve as an invaluable management tool.

Division of HVAC

Goal 1: Retain current staff by developing an attainable career path.

Objective 1.1. Program re-organization that includes Administrative Section, Plan Review, and new position of Field Supervisor for field staff.

Strategy 1.1.1. Includes training of staff to obtain certifications required for new positions to be funded by fee increases and new fees from continuing education.

Action Plan

Task/Activity	By When	Person Responsible
1. Establish Administrative Section.	January 2015	Director
2. Establish Field Supervisor position.	July 2015	Director
3. Establish HVAC Plan Review program, process, and position.	July 2016	Director
4. Establish Compliance Section	July 2017	Director
5. Training for certifications.	On going	Field Ops Manager

Accomplishments

Strategy 1.1.1 Used vacant field section F to establish an administrative section on 2/1/15. Hired an Administrative Section Supervisor on 4/16/15. Dedicated administrative section included in the re-org submitted to Cabinet in May of 2015.

Strategy 1.1.1 Submitted a re-organization plan for Cabinet consideration in May 2015 which includes establishment of a Field Supervisor position.

Strategy 1.1.1 Per HBC General Counsel, requires statutory change. February 2015, HVAC Board requests that Department drafts language for statutory changes in the 2016 General Assembly. Requested changes include establishment of a plan review program.

Strategy 1.1.1 In June 23, 2015, the division posts two internal mobility positions for compliance officers using existing HVAC Inspector II title. Expect to have in place by 8/1/15.

Strategy 1.1.1 Between 7/1/2014 and 6/30/2015, seven inspectors achieved one or more certifications in the categories of mechanical, energy, and/or building certification in the Kentucky Certified Building Inspectors Program.

Goal 2: Complete Permitting & Inspection program by seeking to expand statutes and regulations to include replacement HVAC systems.

Objective 2.1: Position the Division, through re-organization, to be able to handle the additional workload associated with potentially more than doubling the number of permits received.

Strategy 2.1.1. Sponsor Cabinet and HVAC Board approved bills through the legislative process.

Action Plan

Task/Activity	By When	Person Responsible
1. Prove to HVAC Board that Division is maintaining existing workload.	May 2015	Director
2. Draft Department sponsored change to existing statutes.	August 2015	Director, General Counsel, Policy Advisor
3. Find Legislative Sponsor to file a Bill.	2016 General Assembly	Commissioner's Office, General Counsel
4. If passed, develop implementation plan and fees.	July 2016	Commissioner's Office, General Counsel, Budget Officer
5. Hire additional staff.	September 2016	Director, Field Operation Manager
6. Implement plan	January 2017	Director, Field Operation Manager

Accomplishments

Strategy 2.1.1. In the February 2015 meeting of the Board of HVAC Contractors, the Division proved to the Board that replacement permitting and inspection was needed and that the Division has been taking steps to accommodate the additional work load for commercial replacements through its strategic initiatives.

Strategy 2.1.1. The HVAC Board requests that the Department draft language for statutory changes in the 2016 General Assembly. Requested changes include expanding permitting and inspection program to include commercial replacements. A Draft has been completed and will go before the HVAC Board on July 30, 2015.

Goal 3: Attract and retain HVAC licensees by relaxing existing statutes that currently limit or restrict new applications and/or renewals.

Objective 3.1: Submit Department drafted language to a legislative sponsor to change existing statutes in each session of the General Assembly until it passes.

Action Plan

Task/Activity	By When	Person Responsible
KRS 198B.664-Change from a 90 day grace period for license renewal to 3 years.	2014 Session	Director, Commissioner's Officer, General Counsel, Policy Advisor
Change to allow inactive status for journeyman licenses.	2014 Session	Director, Commissioner's Officer, General Counsel, Policy Advisor
KRS 198B.658-Change to allow military or out of state HVAC experience to qualify for master and journeyman licensure.	2014 Session	Director, Commissioner's Officer, General Counsel, Policy Advisor

Accomplishment

3.1.1. The General Assembly passed HB 337 in April 2014 achieving the goal in each task. Statutes took effect July 15, 2014. Regulations establishing fees for the statutory changes were passed in February 2015 with an effective date of March 1, 2015.

Goal 4: Elevate consumer awareness through education programs and public service announcements to minimize HVAC problems and complaints.

Objective 4.1: Work with Cabinet to secure money for public service announcements. Also, funds could possibly come from federal grants and revenue from continuing education class.

Action Plan:

Task/Activity	By When	Person Responsible
1. Billboard campaign, especially in border towns.	January 2017	Cabinet Office of Communications and Outreach Executive Director, Commissioner's Office
2. Radio PSA's	January 2016	Cabinet Office of Communications and Outreach Executive Director, Commissioner's Office

Goal 5: Enhance continuing education program to increase skill level of licensees and improve submission process for renewal.

Objective 5.1: Develop division taught classes that teach HVAC to licensees. Align HVAC with other divisions within HBC to provide electronic submission of CEU credit by the provider to the Division.

Action Plan:

Task/Activity	By When	Person Responsible
1. Electronic CEU submission.	April 2015	Director
2. Develop Division taught code class.	July 2016	Team
3. Develop a plan to implement the class.	October 2016	Team
4. Implement training class	January 2017	Director, Field Operation Manager

Accomplishment

Strategy 5.1.1. Request has been made to HBC IT in June 2014 to bring HVAC online for electronic CEU processing like Electrical and Plumbing. Praeses (Jurisdiction Online) is working on the development of the request.

Division of Plumbing

Goal 1: The Division of Plumbing would like to institute a plan where each employee would be given the opportunity for attaining self-motivated goals that would advance their careers through education and the acceptance of added responsibilities.

Objective 1.1. Create a more efficient career path for employees who are willing to take on added responsibilities that will help the division be more proficient in the services it provides to the citizens of the Commonwealth of Kentucky.

Performance Indicators

Output: Maintain a staffing level of a minimum of 70 employees.

Outcome: Have staffing replacements completed within 90 days of vacancy.

Strategy 1.1.1. Study and determine economic impact on the current budget.

Action Plan

Task/Activity	By When	Person Responsible
Work with office of State Budget Director to determine overall expenditures of career path plan.	May 2015	Director, Departmental Budget Analyst
Work with HR to create new position descriptions for each position.	August 2015	Director, Internal Policy Analyst III, Human Resources
Present career path plan to State Plumbing Code Committee for review and discussion with regard to the amount of expenditures applied to the plan.	June 1 2015	Director
Implement training of the Kentucky Residential Building Code for plumbing inspectors.	February 2016	Director of Plumbing, Director of Building Code Enforcement
Provide examinations once yearly for those who qualify	As applicants meet qualifications per position description	Division of Plumbing, ICC Online Testing

Accomplishments

Strategy 1.1.1. The Division has created a career path for its employees. This plan would include self-motivated education by requiring B1 + M1 certification before a Plumbing Inspector I could be promoted to a Plumbing Inspector II position. This plan also includes the requirement of an ASSE 6020 Certification before the employee could be promoted to Supervisor.

Strategy 1.1.1. The career path for the Division of Plumbing has been placed on hold until such time that we have the funding to support the increase in payroll. We have maintained a full staff of 70 employees and all replacement have been completed within 90 days.

Strategy 1.1.1.

The career path plan is going to be dependent upon how much of an increase in revenue is created by the growth of the construction industry. The career path plan is projected to cost the Division an estimated \$120,000 annually to put into place.

Goal 2: Balance budget for Division of Plumbing so that our expenditures are in line with revenue.

Objective 2.1. Increase revenue through plumbing permits fee increase.

Performance Indicators

Output: Create a balanced budget where we maintain staffing at no less than 70 employees, institute a vehicle replacement policy, create an active career path plan, pay for annuity retirement charges, pay for all Jurisdiction Online fees and cover all costs associated with COT.

Outcome: To have a balanced budget for Fiscal Year 2016 and beyond.

Strategy 2.1.1. Present a transparent budget analysis to the Plumbing Code Committee so that they are more aware of our current expenditures and revenue projections.

Action Plan

Task/Activity	By When	Person Responsible
Create a balanced budget maintaining staffing at no less than 70 employees	August 2014	Director, Internal Policy Analyst II, Internal Policy Analyst III, Budget Officer, Commissioner's Office
Present complete financial analysis report to State Plumbing Code Committee for review and discussion concerning plumbing installation permit fees	August 2014	Director, Internal Policy Analyst II, Internal Policy Analyst III, Budget Officer, Commissioner's Office
Prepare outline budget for approval by State Plumbing Code Committee for review and approval	August 2014	Director, Internal Policy Analyst II, Internal Policy Analyst III, Budget Officer, Commissioner's Office
Submit approved budget recommendations to Cabinet	October 2014	General Counsel, Director, Budget Officer, Commissioner's Office
Submit approved budget recommendations along with fee increases to LRC	As approved by Cabinet and	General Counsel, Director, Budget Officer, Commissioner's Office,

	office of Legal Services	
Implement all plans related to budget approval	Immediately upon approval by LRC	Director, Budget Officer, Commissioner's Office

Accomplishment

Strategy 2.1.1. The increase of fees collected for plumbing installation permits is due to successfully raising the permit fees for commercial openings from \$10.00 to \$15.00 and Medical gas openings from \$5.00 to \$15.00. We also raised the base permit fee for medical gas permits from \$35.00 to \$45.00. These fees are estimated to increase our revenue by more than \$560,000 annually. These increases, along with the projected growth of construction projects, should balance the budget for the Division of Plumbing. The balanced budget has allowed us to purchase 10 new vehicles during the 2014 – 2015 Fiscal Year and approval for the purchase of 12 more vehicles during the 2015 – 2016 Fiscal Year.

Goal 3: Develop and enact legislation to implement a tracking program for testable backflow devices.

Objective 3.1. For the safety of the water distribution systems located within the buildings of the Commonwealth of Kentucky, the Division of Plumbing would implement a program that would track the testing of all testable backflow devices located therein.

Performance Indicators

Output: Create a safe water distribution system whereby foreign substances cannot be introduced in potable water systems.

Outcome: Provide a safe source of potable water for citizens of the Commonwealth.

Strategy 3.1.1. Gather research data for the purpose of determining scope of project and economic impact upon the Division.

Action Plan

Task/Activity	By When	Person Responsible
Gather quantitative data so as to be able to accurately perform economic impact analysis for a better understanding of how many testable backflow prevention devices are installed in Kentucky.	January 2016	Director, Internal Policy Analyst II, Internal Policy Analyst III
Review data with Plumbing Code Committee so that an understanding is made as to how many devices we are dealing with and the size and scope of program required.	February 2016	Director, Internal Policy Analyst II, Internal Policy Analyst III, Commissioner's Office
Present preliminary program to the Cabinet for review.	March 2016	Director, Internal Policy Analyst II, Internal Policy Analyst III, Commissioner's Office

Upon Cabinet approval present final program submission to Plumbing Code Committee for final approval.	May 2016	Director, Internal Policy Analyst II, Internal Policy Analyst III, Commissioner's Office
Upon approval of Plumbing Code Committee, forward to office of Legal Counsel for submission to LRC.	Contingent upon Approval	Director, Internal Policy Analyst II, Internal Policy Analyst III, Commissioner's Office

Accomplishments

Strategy 3.1.1. The Division has been involved with various backflow associations and municipalities in discussing the needs of a statewide program. The Division has also spoken with J.O. officials to discuss the development of a portal that could be utilized by certified backflow testers to document their inspections and for tracking the certification of the backflow testers.

Strategy 3.1.1. The next scheduled meeting with the various backflow prevention associations is scheduled for August 13, 2015. The meeting will discuss the language of the legislation required to create the program.

Goal 4: Implement a wireless program to allow field staff to enter inspections in real time.

Objective 4.1. Equip all field staff with tablets and phone with data program capability allowing access to wireless reporting systems utilized by the Division.

Performance Indicators:

Outcome: All field inspectors will be equipped with tablets as well as phones that utilize wireless functionality.

Strategy 4.1.1. Implement new Windows based tablets and phones that will operate with current data systems utilized by the Division for the purpose of increasing proficiency for the field staff, making the Division more productive.

Action Plan

Task/Activity	By When	Person Responsible
1. Equip all field staff with Smart phones	Fall 2014	Field Operations Manager
2. Equip all field staff with Windows based Tablets	Fall 2014	Field Operations Manager
3. Provide Training for use of new phones and tablets	Fall 2014	Field Operations Manager
4. Training on updated and/or new programs	Ongoing	Field Operations Manager, IT Developmental Staff

Accomplishment**Strategy 4.1.1**

The Division has successfully provided all field staff with new tablets and cell phones that allows the field staff access to the Jurisdiction Online system at all times. They now have the ability to enter inspections, answer consumer complaints, and enter violations anywhere they have cell phone signal.

Goal 5: Develop and implement a re-organization within the Division of Plumbing.

Objective 5.1. To more accurately reflect the Division's current size and scope of services currently being provided. The Division needs to implement a re-organization for the purpose of improved services and productivity.

Performance Indicators:

Outcome: A more streamlined operating production model.

Strategy 5.1.1. Evaluate positions and locations being utilized by the Division to serve the citizens of the Commonwealth.

Action Plan:

Task/Activity	By When	Person Responsible
1. Update all position descriptions.	January 2015	Director, Internal Policy Analyst II, Internal Policy Analyst III, Human Resources
2. Present Updated Position Descriptions to employees for signature.	June 2015	Director, Internal Policy Analyst II, Internal Policy Analyst III, Human Resources
3. Review all aspects of career path plan with Human Resources so that these positions will fall within new position descriptions.	August 2015	Director, Internal Policy Analyst II, Internal Policy Analyst III, Human Resources
4. Implement all updated position descriptions.	January 2016	Director, Internal Policy Analyst II, Internal Policy Analyst III, Human Resources

Accomplishment

Strategy 5.1.1. The Division has reviewed its organizational charts and is currently working with our human resources representative to make corrections or changes to our organization model that will more accurately reflect the structure of the Division.

Strategy 5.1.1. Work with human resources to make sure that once the reorganization it complete it accurately reflects the structure of the Division.

Boiler Inspection Section

Goal 6: To fully implement the regulatory requirements of 815 KAR Chapter 15 Section 5 for all repairs to be made in accordance with the National Board Inspection Code.

Objective 6.1. Require all contractors performing repairs to hold a National Board “R” stamp and submit all the appropriate National Board “R” forms.

Performance Indicators

Output: Require all contractors performing repairs to hold a National Board “R” Stamp and submit appropriate National Board “R” forms.

Outcome: By January 2, 2015, require all applicable repairs to have “R” Stamp applied.

Strategy 6.1.1. Implement requirement for all repairs to be performed in accordance to the National Board Inspection Code by “R” stamp holders.

Action Plan

Task/Activity	By When	Person Responsible
1. Review requirements in 815 KAR 15.	July 2014	Boiler Board, Chief Inspector
2. Meet with Legal to determine action.	Ongoing	Chief Inspector, General Counsel
3. Draft notification letter.	July 2014	Chief Inspector, General Counsel
4. Mail notification letter.	July 2014	Chief Inspector, General Counsel
5. Implement R Stamp requirement.	January 2015	Boiler Section

Accomplishment

Strategy 6.1.1. As of January 1, 2015, all Boiler contractors are required to hold a National Board “R” stamp as per 815 KAR Chapter 15 Section 5.

Goal 7: To Provide updated and specific training through the National Board of Boiler and Pressure Vessels on the latest code.

Objective 7.1. Ensuring that all inspectors are working off of the same information and training to ensure uniformity of inspections across the Commonwealth.

Performance Indicators

Outcome: Uniformity of inspections across the Commonwealth.

Strategy 7.1.1. Utilize the training facility at the National Board Boiler and Pressure Vessel Inspectors, in Columbus, Ohio, to ensure that all inspectors are trained on the latest codes, inspection procedures and requirements.

Action Plan

Task/Activity	By When	Person Responsible
1. Determine the training needed as well as expenses	July 2014	Chief Inspector
2. Determine availability and scheduling	July 2014	Chief Inspector
3. Begin rotation of inspectors and training programs	August 2014	Chief Inspector
4. Have all inspector training completed	December 2015	Chief Inspector

Accomplishment

Strategy 7.1.1 All Boiler inspectors have taken an on-line training course provided by the national Board of Boilers and Pressure Vessels. This training ensures that all inspectors are inspecting installations so that they comply with latest code requirements.

Goal 8: To increase inspection staff to ensure complete coverage of the inspection areas and provide better service to the contractors and general public for both new and existing object inspections.

Objective 8.1. Increase current staffing levels.

Performance Indicators

Outcome: Increase productivity and services to the Commonwealth for inspections on boiler vessels.

Strategy 8.1.1. Provide needs analysis for position increases to Human Resources and Office of State Budget Director.

Action Plan

Task/Activity	By When	Person Responsible
1. Evaluate the number of employees needed	July 2014	Chief Inspector
2. Begin justification process	July 2014	Chief Inspector
3. Post positions for availability.	August 2014	Chief Inspector, Human Resources
4. Interview and fill needed positions.	December 2014	Chief Inspector, Human Resources, Commissioner's Office

Accomplishment

Strategy 8.1.1. The Boilers Section is currently working on gathering information on CO2 pressure vessels that are currently in operation but have not been inspected. This information is being requested from CO2 providers with the benefit of having existing CO2 vessels inspected at a rate of \$40.00 vs. an estimated \$130.00 for a CO2 pressure vessel that would be considered a new installation. This will provide the Division with much needed accurate information that could be utilized for justification of new Boiler Inspectors.

Strategy 8.1.1. Once the information from the CO2 providers is obtained, the Division will be able to verify the number of inspectors required to perform inspections once every three years on the CO2 pressure vessels.