



## Industrial Compliance

The Division of Industrial Compliance (DIC) provides building and construction plans review and inspections of plumbing, electrical and structural systems, elevators, boilers and bedding and upholstered products. Additionally, DIC provides testing, certification, licensing and continuing education services for numerous skilled trades within Ohio's building industry. DIC has three bureaus: Construction Compliance, Operations and Maintenance, and Plans and Specifications. The Division provides administrative support for the Board of Building Standards, Board of Building Appeals, Ohio Construction Industry Examining Board, Ski Tramway Board, and the Historical Boilers Licensing Board.

### Division Drives to Excel

Fiscal Year 2004 saw continued emphasis on enhanced customer focus and customer service in division operations and activities. For its efforts, the division received the Ohio Award for Excellence, Level 1 recognition, Pledge for Excellence. The division is committed to excelling in the award's seven criteria; *Leadership, Strategic Planning, Customer Focus, Measurement, Analysis and Knowledge Management, Human Resources Focus, Process Management, and Agency Results*. These criteria go hand in hand with the core guiding principles of the Ohio Department of Commerce developed by Commerce Director, Lt. Governor Jennette Bradley: Excellent customer service, fiscal accountability, effective consumer protection services, and a commitment to fair and efficient regulation that protects consumers without overburdening businesses. Applying these principles, the division is strategically planning for the future and building on its reputation of providing efficient, effective service to our customers. Recent improvements have included increased inspections due to the implementation of automated scheduling, route planning and dispatch.

The automated program is designed to provide the most responsive and efficient use of available inspector resources while simultaneously addressing on-demand inspection requests for the construction industry with extensive semi-annual and annual operations and safety inspections of installed elevators and boiler systems that are heavily utilized by

the public on a daily basis. To enhance the plan review and approval process, the division instituted an appointment scheduling system for customers to walk-in certain types of plans. This new scheduled appointment process has reduced the amount of time plan submitters are required to be present at the division offices. It also has resulted in a higher rate of approval due to pre-meeting communications and the dedicated service the plans examiners give to the submitting design professional.

To enhance customer service, the division is creating a Performance Excellence Center that will review and assess the analytics of all operations using an improved management information system. This system will provide goals or standards for key division services. The goal standards will then be reviewed by management staff to ensure that the highest levels of customer-focused service are established, communicated, and maintained in all division operations and activities.

Customer surveys and field visits by division managers and supervisors will also provide first-hand information on the quality and responsiveness of division staff in meeting the needs of all our customers. Performance Excellence is more than just a phrase; it is an established requirement for all division personnel as we seek to accomplish our goal of becoming a "model agency in state government services."

## Bureau of Plans and Specifications

During Fiscal Year 04, the bureau initiated an electronic plan review process for the Industrialized Unit (IU) Section. This process allows the IU manufacturers to submit applications and construction documents by e-mail. The bureau's plans examiners can review the plans on the computer monitor. Once approved, the plans are stamped with an approved watermark and secured. The stamped drawing file is e-mailed back to the manufacturer for its records. This process is entirely paperless, and has reduced the turn-around time for approvals.

On January 1, 2004, the bureau implemented an appointment policy for walk-in plan review projects. Prior to this policy there were problems with submitters not having all of the required information at the time of application. The appointment process allows the plans examiners to contact submitters the day before the appointment to discuss the project and the required information. An electronic submittal process for walk-in projects is being studied that would be similar to the current IU process.

As a result of the numerous state university roundtable meetings during FY03, the bureau has had more personal involvement with its largest customer base - the universities and their projects. The Plans and Specifications staff attended numerous meetings in FY04 at the request of university design teams to discuss their proposed projects and DIC's process. These meetings were beneficial to everyone involved.

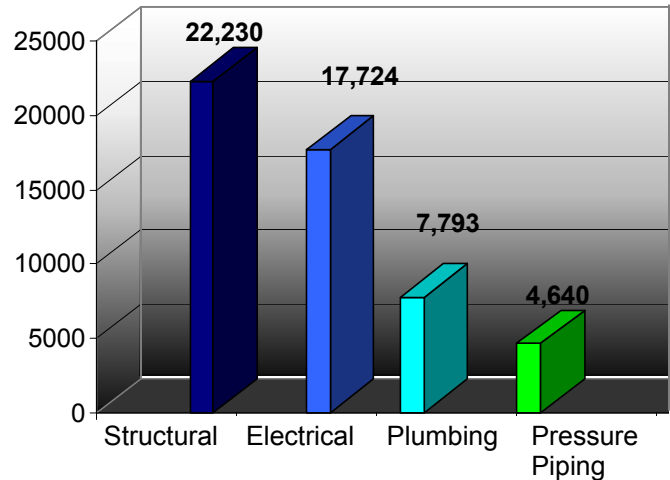
An annual approval process was implemented for the universities that allows them to conduct minor repairs and alterations without submitting plans. The participating universities must have certified inspectors on staff to oversee work completed under the Annual Approval process.

In Fiscal Year 04, 4,742 projects were submitted for review. In addition, 1,095 Industrialized Unit applications were submitted for review and approval.

## Bureau of Construction Compliance

The Bureau of Construction Compliance regulates construction, electrical wiring and the installation of plumbing and medical gas systems in all areas of the state where there is no local certified building department.

## Construction Compliance Inspections FY 04



Responsibilities include inspections of new construction projects as well as major renovations and additions or alterations to existing structures. The bureau also has jurisdiction over buildings and structures owned by the State or built on land owned by the state.

In Fiscal Year 04, the bureau conducted 50,409 inspections while maintaining next-day inspection service under the Ohio Building Code.

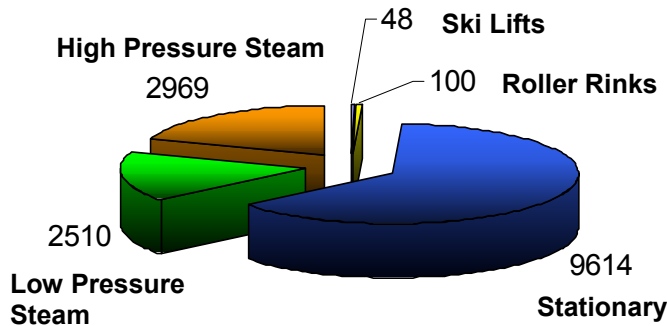
Inspection fees were raised for the first time in 10 years to cover increased costs and maintain services. Inspector training sessions and customer roundtables were held in regional locations to promote consistency and gather customer input.

## Bureau of Operations and Maintenance

The Bureau of Operations and Maintenance oversees the regulation and inspection of boilers, including historical boilers, elevators, bedding, upholstered furniture, and stuffed toys. In addition the bureau also administers and supports the certification and licensing of roller rinks, ski lift equipment, steam engineers, boiler operators, including historical boiler operators, elevator and boiler inspector commissions. The bureau also provides administrative support for the Ski/Tramway Board and the Historical Steam Boiler Board. Periodic meetings are conducted with each type of entity served to share common issues and to maintain a partnership with customers.

The bureau's Chief Bedding Inspector, Chief Chemist, Chief Elevator Inspector, and Chief Boiler Inspector all continue to hold positions of national prominence in

### Licensing and Certification FY 04



organizations that guide the industries they serve.

The Boiler, Elevator, and Bedding Sections utilize experienced and well-trained inspection staff and all three sections continue to use nationally accepted inspection and testing standards to ensure safety.

The Boiler Section received national attention during the year for pioneering another in-house program to develop and train inspectors. Thought to be the first boiler-related program of this type in the country, it was modeled after the bureau's extremely successful elevator inspector training program. Five inspector candidates were selected based on relative experience and abilities. They were given formal classroom instruction, on the job training experiences, and then tested by the National Boiler Board. All five passed on the first attempt, seeking a huge compliment to the entire boiler team. In-house training is the wave of the future because qualified inspectors available for hire are increasingly rare.

The Boiler Section also implemented an electronic interface designed to receive inspection reports electronically from insurance industry inspectors. Insurance inspectors provide some 80% of the inspection reports received in the bureau, and prior to the interface, these reports were all submitted in paper format. Early testing reveals that an office assistant can review and process up to 20 electronic reports in the time it formerly took to review and process one paper report.

During the year the Elevator Section embraced new technology introduced by the vertical transportation industry. The section's inspection staff received formal education and on-the-job training related to new technology. The section conducts an annual re-certification of all inspectors at which time industry representatives have an opportunity to present their specific contributions to new and upcoming technology enhancements.

The Elevator Section continues to lead the nation in the conduct of high-quality intensive escalator inspections. During the year, the section initiated the "Safe Rider" program designed to establish an awareness of the dangers related to elevating devices and to emphasize the

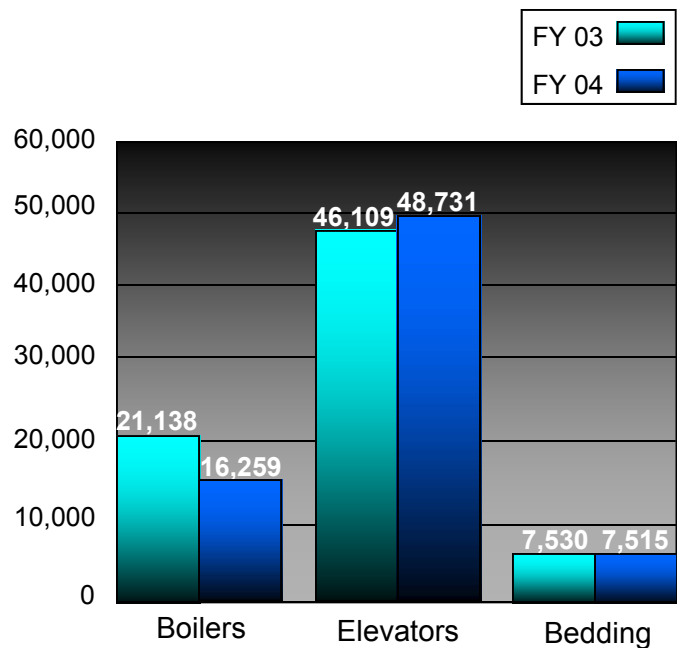
importance of elevator safety practices for both children and adults.

The Bedding Section implemented a revenue recovery operation in March 2003. As of the end of Fiscal Year 04, the operation had netted over \$260,000 in overdue fees. While the additional fees are important, the overall intent is to create a level playing field for all Bedding Section customers and to sustain compliance. The Bedding Section plays an important role for the second-hand furniture industry and for consumer protection as section staff members regularly educate and train this customer segment in the proper application of statutorily required sanitization agents. The Section also maintains a product testing laboratory in Cambridge, Ohio. This facility performs tests on hidden fillings to ensure filling materials are compliant and as stated on product labels.

The Licensing and Certification Section implemented Historical Boiler Operator testing and licensing. Inspections of historical boilers and licensing of their operators by the bureau provides for a safer environment for consumers attending events where historical steam-driven devices are operated.

The Bureau of Operations and Maintenance has placed major emphasis on succession planning and employee cross training for essential operational tasks to enhance quality control.

### Total Inspector Services Fiscal Year 04



## Board of Building Standards

During Fiscal Year 04, the Board of Building Standards held two public hearings. The board amended and adopted 63 rules and rescinded 35 rules. The board also reviewed 249 rules under the Five Year Review requirements of Section 119.032 of the Ohio Revised Code. The board worked with the Department of Commerce's Legislative Section and impacted industry groups to amend Section 4101.44, Revised Code, to obtain statutory authority to place the pressure piping requirements in the Ohio Mechanical Code. The board also created the Ohio Code Academy for the education of newly certified building department personnel. This will be implemented during Fiscal Year 05.

The board's staff provided a copy of the "Commentary OBC Chapter 1 – Administration" to all certified building departments. Staff also conducted training on the new commentary. This commentary puts together, in one place, information that will assist the enforcement and user communities in improving their understanding of the intent of Ohio-specific requirements. The board's staff will update the "Commentary" annually and provide copies to each certified building department.

During Fiscal Year 04 the board's Education Ad-Hoc Committee not only completed its work on the Ohio Code Academy, but the committee also evaluated all of the board's personnel certification requirements. In early FY 05 these changes will be presented at public hearing, and after adoption will be implemented during Fiscal Year 05. The board's staff also reviewed the 2003 International Building, Mechanical and Plumbing Codes. The changes resulting from this review were held at public hearing in August, 2004. These changes will become the 2005 edition of the Ohio Building Code and will become effective on January 1, 2005.

The board also conducted classes on "Increasing the Credibility of the Code Official." Over 2,000 employees of certified building departments attended the credibility course the last quarter of Fiscal Year 04.

## Board of Building Appeals

The Board of Building Appeals consists of five board members and an executive secretary. The board reviews appeals made to adjudication orders issued by the Division of Industrial Compliance's Bureau of Plans and Specifications, Bureau of Construction Compliance, Bureau of Operations and Maintenance's Elevator Section and Boiler Section, or any certified local or county enforcement agency. The board also reviews appeals made to fire citations issued by the State Fire Marshal, or any local fire department with a certified fire safety inspector. The board may reverse or modify an order of

the enforcing agency if it is found to be contrary to a fair interpretation or application of the governing laws or rules, or if it is determined that a variance from the provisions of such laws or rules will not be contrary to the public interest or that a literal enforcement will result in unnecessary hardship.

The board currently conducts hearings on a monthly basis in Reynoldsburg and Canton, Ohio. On average, the board hears 65 cases per month. Over the past few years, the board has experienced an increase in the number of appeals. In order to manage the increase, the board has established additional hearing dates as needed. In FY 2004 the board reviewed 779 cases.

## Ohio Construction Industry Examining Board

The Ohio Construction Industry Examining Board (OCIEB) issues licenses to qualified electrical, Heating Ventilating and Air Conditioning (HVAC), plumbing, hydronics and refrigeration contractors that successfully pass the licensing examination administered by the International Code Council (ICC). The board also oversees the training agencies that provide continuing education classes to license holders. The board was successful by approved legislation signed by the Governor to assist the board in licensing matters to benefit consumers and the contracting industry. SB 179 grants the board additional authority in enforcement matters while providing consumers with additional time to file complaints against individuals violating licensing laws.

In FY 04 the OCIEB issued a total of 19,261 licenses in all five trades. These included 5,812 electrical, 4,323 plumbing, 3,848 HVAC, 2,006 hydronics, 1,484 refrigeration licenses and 1,788 in escrow or inactive status at the licensee's request. The board also authorized 218 training agencies to provide instruction and approved 1,492 classes for selection by contractors to meet their continuing education requirements.



Elevator Inspector Lance Westcamp (center) working with industry customers.