



ARIZONA PERMIT TECHS MINUTES

"Promoting Communication and Uniformity"

January 14, 2021

Board Members and Contact Information

Chair:

Tabby Villaverde

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Past Chair

Patti Schechter

Brown & Associates

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MISSION

***To represent the
interest of the Building
Departments, promote
professionalism and
share information with
Building Departments
and Professional
Organizations across
the State of Arizona***

Arizona Permit Techs
is a Committee of AZBO
(Arizona Building Officials)



Date: January 14, 2021

Time: 10:00 am – 12:00 pm

Place: Western Permit Tech Training Zoom Meeting

Attendance: (77 participants including presenter)

Tabby Villaverde, Town of Gilbert
Patti Schechter, Brown & Associates
Tracie Wilgus, Town of Cave Creek
Alan Kircher, City of Yuma
Lynn Flaaen-Hanna, City of Tempe
Sharlene McNeil, City of Tempe
Adela Angulo, City of Goodyear
Destyne Rosas, City of Surprise
Leticia Hodnett, City of Surprise
Dawn Dillon, Town of Florence
Keith Eaton, Town of Florence
May Vang, Town of Oro Valley
Jason Soifer, Yavapai County
Christine Floyd, Town of Payson
Jessica Kunzler, Town of Chino Valley
Normalinda Zuniga, Yavapai County
Cindi Brennen, ASU
Kim Bridwell, SVABO
Susan McLendon, NORCAL
Amanda Contreras, YCICC
LaWana Bluford, YCICC
Meagan Mayer, YCICC
Audra Wonsyld, OPTA
Donna Williams, OPTA
Joshua Bacher, OPTA
Ami Dougherty, OPTA
Lindsey Holloway, OPTA
Michelle Conklin, OPTA
Ian Cullen, OPTA
Tracy Sargent, OPTA
Lisa Stone, WSAPT
Kelly Wallace, WSAPT
Chelbi Browne, WSAPT
Sarah Kress, WSAPT
Cathy Rizzo, WSAPT
Bradley Clark, WSAPT
Four (4) telephonic appearances

Stephanie Johnson, Yavapai County
Ella Brambila, City of El Mirage
Sahara Martin Del Campo, City of Yuma
Beatrice Williams, City of Casa Grande
Nina Adams, City of Tempe
Tiersa Johnson, Pinal county
Ashley Cordova, City of Surprise
Jamie Lopez, City of Surprise
Kelly Padilla, Pinal County
Gloria Bean, Town of Florence
James Allen, Town of Florence
Cheryl Mullis, City of Peoria
Tasha Aldeguer, City of Surprise
Trevor Dunn, City of Tempe
Doris Moore, Town of Chino Valley
Lisa Carnevale, Town of Camp Verde
Jessi Borgman, NORCAL
Kelly Shotigian, SVABO
Carol Isenberg, YCICC
Stephanie Ruiz, YCICC
Tamisha Mitchell, YCICC
Lorna Mason, YCICC
Carol Wedman, OPTA
Tara Campbell-Alvarez, OPTA
Sandy Wyland-Bennett, OPTA
Terese Jarvis, OPTA
Katie Borden, OPTA
Marilyn Tiboni, OPTA
Taylor Schmitt, OPTA
Cheryl Martinis, WSAPT
Helia Johnston, WSAPT
Kerri Kinnaird, WSAPT
Josh McDrummond, WSAPT
Tela Gardner, WSAPT
Tara Snelson, WSAPT
Patty McGallian, WSAPT

MEET 'N GREET

Meeting began at: 10:00 am

Welcome by: Patti Schechter

Featured Topic: **Customer Service During COVID**



We welcomed and thanked Steve Burger for being our presenter today and thanked Patti Schechter for her coordination of this event. This unique training opportunity is the first time we have included involvement from other State jurisdictions. Thank you to NORCAL/SVABO, YCICC, OPTA and WSAPT for joining us for this presentation! Steve talked to the group about the variety of things that have been taking place during the last year that have affected the way we do business and the way we handle customer service. Steve pointed out that not only are things such as COVID, wildfires, politics and working from home affecting our customers, but they are affecting us too and the way we deal with and handle our customers. It was a good opportunity to remember that we are all being affected both positively and negatively. This understanding can be used to help us relate better to our customers and ultimately provide better service. Steve discussed the things that have not changed, such as permits are still needed and being requested, customers still need guidance and help, and the job still needs to get done. Steve also discussed with the group some things that have changed such as submitting electronic documents and conducting electronic plan reviews and the use of technology to handle the processing of permits in the absence of in-person contacts and interactions. Steve summarized it well when he said, "Getting further away from each other shouldn't mean we distance ourselves from our customers!"

Thank you, Steve Burger, for a fabulous presentation!
Thank you AZBO for allowing use of the Zoom and EventSquid accounts!

Business Meeting

Tabby addressed the group and thanked everyone for their participation in this training event. Best wishes for a great 2021 to all!

Upcoming Events

Save the dates for the next ICC Learn Live online training event April 19 – 22, 2021.

Next Meeting

The next meeting topic will be **Battery Storage** presented by Sharon Bonesteel on **March 17, 2021** from **10:00 am to 12:30 pm** via Zoom. Watch for the Agenda to be distributed. As a reminder, our meetings are not just for Permit Techs (or like job titles/responsibilities) anyone is welcome & encouraged to attend. This is **our** organization and it will only succeed with **your** participation.

Membership

- We'd like to remind everyone that in order to be considered a "member" of AZBO, and/or the Permit Tech Committee: you must be a member of one of the following Chapters;
 - *Central Arizona Chapter
 - *Southern Arizona Chapter
 - *Grand Canyon ChapterIf you have any questions, please inquire with any of the board members.

Job Postings

- Visit AZBO's website at <https://www.azbo.us/JobOps.html>

AZPT/AZBO Logo Items

- Logo items can be purchased anytime via Café Press:
<https://www.cafepress.com/azbo>. Items will be delivered to your doorstep!

Meeting Adjourned at 12:00 pm

Please share these Minutes with your co-workers. If anyone would like to be part of this Committee please contact us with their email address.

Your ideas and participation are greatly appreciated! Please feel free to contact any board members with any suggestions.

