



ARIZONA PERMIT TECHS Minutes

"Promoting Communication and Uniformity"

July 2017

Board Members and Contact Information

Chair:

Patti Schechter,
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Vice Chair: (Past Chair)

Ella Ochoa,
City of El Mirage
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Secretary:

Tabitha
Villaverde
Town of Gilbert
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Treasurer:

Jill Lindhorst
City of Peoria
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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: Wednesday July 12, 2017

Time: 10:00- 12:00pm

Place: City of El Mirage, 13601 N. El Mirage Rd, El Mirage AZ 85335

Attendance (18)

Julia Dominguez, City of Glendale	Courtney Baker, City of Apache Junction
Christine Reed, City of Peoria	Jill Lindhorst, City of Peoria
Stacey Frederico, Litchfield Park	Sandra Vasquez, Willdan
Sharon Bonesteel, Salt River Project	Patti Schechter, Brown & Associates
Ella Ochoa, City of El Mirage	Tabitha Villaverde, Town of Gilbert
Belinda Gomez, City of Tolleson	Don Brown, City of Phoenix
Jewel Waters, Salt River, Pima-Maricopa	Garland Hatch, Maricopa County Assessor's Office
Nicole Smart, Town of Youngtown	Tracie Wilgus, Town of Florence
Erika Peterson, City of Yuma	John Williams, Town of Oro Valley

Meeting began at 10:10am

Self-Introductions & Welcome- Patti Schechter

Featured topic: "Customer Service"

We welcomed our guest Mr. Robert Goodhue, Deputy Director of Development, Development and Engineering Department, of City of Peoria. Bob presented a power point, of which included a lot of information and good pointers. The class had a lot of participation with questions and discussions amongst all. Item of discussion included: Pro's & Con's.

Of which some were: Pro's: Positive reflection on the municipality, Makes job easier, win-win situation

Con's: Are there any? Are you "giving away the farm"?

Who are your customers? External & Internal

The discussion also led to discussion about "Does appearance matter"? Absolutely!!

Casual -vs- Formal.

Other items were:

"The more professional you look, the more serious you will be taken".

Bob also had the class involved with the topic of "Professional Development".

Do you want to be a permit tech your entire professional career? What other jobs interest you?

What can you do to further your career?

He gave strong advice for a positive outcome that "The more you learn about your department definitely makes you more valuable & increases your knowledge in the customer service area".

Don Brown, current Chair of AZBO, added to discussion by stating that "Networking" plays an important part of the jobs we do today. He invited all to join the AZBO committee, go to classes & training when available, and meet new people. He elaborated a little on what committees there are and encouraged involvement. Don also mentioned for anyone interested in scholarship availability & requirements to get in contact with their local chapters as there are always some available for the institutes. Next institute is scheduled for October 23rd-27th In Mesa AZ.

Sharon Bonesteel of SRP announced that she also has scholarships available for two classes she's sponsoring:

Energy Storage Safety; Plan Review.

Contacted Sharon directly if interested. Sharon.bonesteel@srpnet.com

Business meeting & open group discussion:

Patti gave a brief history on the Arizona Permit Tech Committee's history; Created in 1997 as a MAG Forum, and then became a Committee of AZBO 2004.

Discussion and votes were taken on how many meetings to have per year. It was decided to have Quarterly meetings with 2 of them being full-day sessions, with offering ICC CEU credits. Eloy, Gilbert, Prescott, City of Maricopa, Peoria have graciously offered their sites for potential meeting locations. A list of Past Topics was handed out to everyone to see if any of the topics would be of interest again, or for any suggestions. We will also be getting our permit tech booth display out of storage so that it can be updated on a regular basis and posted at each of our meetings and at the institutes.

We had a variety of our newest Permit Tech logo items available for viewing and a total of 9 door prizes were given of our newest products from <http://www.cafepress.com/azbo>

Our Facebook and Twitter pages are growing daily with more and more likes and shares! ☺

After the class, the board made a decision on the Treasurer vacancy to be: Jill Lindhorst of City of Peoria. Jill has accepted her new role, and we welcome her to our committee and look forward to having a full board for a successful year ahead and many more upcoming.

Next meeting is scheduled for: Wednesday September 27th, at the City of Maricopa. Mr. Robert Mathias, CPE, CBO, Development Manager/Building Official will be presenting ***"Electronic Plan Review, how it's changed the job of the Permit Tech"***

A lot of interest was expressed as the City of Maricopa has announced that they are officially 100% paperless!

Watch for additional information to be distributed.

Reminders: Permit Tech logo items can be purchase anytime via the website at: <http://www.cafepress.com/azbo> and delivered to your doorstep! AZBO logo items are also available using the same link.

Some of the items are shown here:



Meeting adjourned at 12:10pm



As a reminder, please share our class list with anyone that would like to be a part of our committee. Your ideas and participation are greatly appreciated! Please feel free to contact any board members with any suggestions. ☺