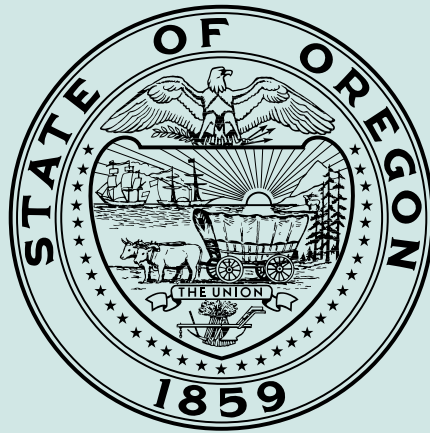




Department of Consumer
and Business Services



Building Codes Division

Strategic Plan

Strategic Plan

Oregon Building Codes Division

**Creating the foundation for
safe, efficient, affordable
buildings in Oregon**

Excellent customer service

Solution
oriented

Consistent

Reasonable

Knowledgeable

Responsive

Collaborative

Professionalism

Who We Are:

The Oregon Building Codes Division partners with seven advisory boards to collaboratively adopt and administer the state's building code, issue trade licenses, and support economic development in Oregon. Our team of thought leaders support cutting-edge technology, safety-focused consumer protection, environmental stewardship, and unparalleled customer service. **Our building code system ensures equal consumer protection for all Oregonians and is a model for the nation.**

BCD Sections:

- » Licensing
- » Training & Outreach
- » Policy & Technical Services
- » ePermitting
- » Enforcement
- » Statewide Operations Field Services
- » Statewide Inspection Field Services
- » Fiscal & Customer Services

Our Vision for the Future:

All Oregonians live, work, and play in safe, efficient, affordable buildings supported by a highly trained, diverse workforce.

BCD Strategic Plan

Background and Process

This strategic plan for the Oregon Building Codes Division was developed by a steering committee of BCD managers and staff in 2022. The committee did an environmental scan and brainstormed ways to strategically focus and improve BCD operations and customer service. The steering committee broke into workgroups and recruited additional subject matter experts to develop specific issue statements and short- and long-term goals. Feedback was sought from BCD staff and stakeholders via surveys and individual outreach about our updated mission, vision, and values.

Themes and Areas of Focus

The strategic planning process highlighted several themes and areas of focus for the division, all of which are joined by a common need to adapt appropriately to the hybrid world.

First and foremost, reflected in the top value and cornerstone of our foundation, is our commitment to customer service. 2022 saw us exiting the pandemic period and refocusing on our core purpose to serve our customers and support safety and efficiency.

Another theme from the planning process was that there are areas we can improve internal and external communication, and adapt in the hybrid working world. Collaboration, breaking down silos, and putting together appropriate groups to help address cross-sectional and cross-divisional issues on an ongoing basis is one of the key deliverables from the plan.

The final theme is around recruiting, training, and retaining excellent staff, and doing appropriate succession planning in a changing environment.



None of the themes identified are unique to BCD, but the division is positioned well to navigate challenges and make improvements because our core strength is ultimately our employees, who share a commitment to take on the challenges that face us and adapt to meet the changing needs of our customers.

Maintaining our Commitment

The strategic plan recommendations contain short- and long-term deliverables, and we want to ensure the commitments contained in this plan are not lost with the passage of time. We are committed to reviewing the plan at least annually as a leadership team, as well as reviewing our progress and goals in our all-staff meetings.

