

**STATE OF NEW MEXICO
CONSTRUCTION INDUSTRIES DIVISION**

MINUTES

The Construction Industries Commission held a special meeting on May 31, 2003 in the Regulation and Licensing Department Conference Room, 725 St. Michael's Drive, Santa Fe, New Mexico.

Officially attending the meeting were:

Thomas A. Montañó, Member
(Representing Organized Labor)
David Dallago, Member
(Representing Residential Construction)
Michael Brogdon, Member
(Representing General Construction Industry)
Larry Shed, Member
(Representing Subcontracting Industry)
Steve Crespín, Member
(Representing the Licensed Mechanical Contractors)
John Renner, Member
(Representing LP Gas Industry)
Shawn Brown, Assistant Attorney General
Lisa D. Martínez, Director/CID
Kate Baca, General Counsel/CID
Fermin Aragon, General Construction Bureau Chief
Jan Janecka, Mechanical Bureau Chief
Rem Pacheco, Electrical Bureau Chief
Marvin Vaughn, LP Gas Bureau Chief

Not Present:

Bobby McDade, Member, (Representing Licensed Electrical Contractors)
Paul Wood, Member (Representing Public Sector)
Dale Dekker, Member, (Representing the Registered and Practicing Architects)

Others Attending: **See Attachment A.**

ITEM NO. 1 - DETERMINATION OF QUORUM

Commissioner Montano advised there was a quorum and called the special meeting to order at 9:06 a.m. All Commission members and the audience introduced themselves.

Chairman Montano announced there was only one agenda item for consideration. The item pertains to the division's strategic plan.

MOTION: Commissioner Crespín moved to approve the Agenda. Commissioner Dallago seconded the Motion.

VOTE: All voted in favor of the Motion.

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ITEM NO. 1 – STRATEGIC PLANNING

Lisa Martinez, Director, thanked everyone for attending on a Saturday during this busy time of the year. She expressed her appreciation to everyone for their time and assistance with the strategic planning project, which is being conducted by the Department and Division.

Director Martinez informed the Commission and the audience that she has spent time traveling in the field and visiting with field staff to collect input and suggestions regarding the direction they would like to see the division move in. The next step in the strategic planning process is to meet with industry for added direction for the division in the next few years. This will bring in thoughts and ideas to develop a plan to move forward with the division's goals.

Director Martinez stated that in her role as division director, she feels privileged to have the opportunity to lead people in the various levels in the organization, to carry out the purposes of the organization, and to be accountable for the work for which the division is responsible.

Director Martinez outlined for the group what the division would like to accomplish today. The first step in the strategic planning will be to define the purposes of the organization through a Mission Statement. Director Martinez stated the views of everyone in the room are very different and she would like to see the group come together with one understanding of the purpose of the organization in order that the division work toward one primary goal. Director Martinez stated she would like to see a plan that has a goal and is achievable by all affected parties by following a defined path. Director Martinez added that the group needs to define goals, outline potential problems and define solutions.

Director Martinez presented the Department's goal which states, "Balancing Public Health, Safety and Welfare with Business and Economic Development." She further presented a base mission statement she developed for Construction Industries Division (CID), which states, "We have a commitment to serve the public in a way that recognizes both purpose and need, such that

defined goals will lead to desired results.” Director Martinez continued by outlining three concepts that tie in with the strategic planning process. She discussed ideas about goals, problems and solutions, and personal achievement. Director Martinez stated that one of the items that will be critical to the division’s success is a clear understanding of what the leaders and users want. Director Martinez asked the participants to be open and honest and to inform the division of what is happening out in the industry and to be specific about industry needs.

Director Martinez thanked everyone who is responsible for organizing the meeting.

Director Martinez introduced Craig Deforrest, who will facilitate the meeting. Mr. Deforrest is currently working with the Department on the strategic planning project.

Mr. Deforrest stated the goal of today’s planning session is to develop three major pieces of work within subgroups. The work will upgrade the Mission Statement, identify issues, problems and opportunities by placing priorities; conduct problem solving.

The following information summarizes the information gathered during the strategic planning session:

MISSION STATEMENTS

- Group 1. To meet and enforce the statutory objective of the division in support of the public expectation for construction projects that are consistent with established health, safety & welfare standards. In meeting this goal, recognizing the importance of educating all members of the team affecting the construction process. (Yvonne)
- Group 2. To serve the public and the industry in a way that balances public safety with economic development such that opportunity is promoted and public safety and welfare are ensured. (Lisa)
- Group 3. To promote and ensure safety and service to the public through education and outreach programs in a manner that promotes economic growth. (Carmen)
- Group 4. To provide consistent compliance with the most updated codes in a way that provides for economic growth such that it will preserve the culture and environment, and provide safety for the citizens, of the state of New Mexico. (Lonnie)
- Group 5. A commitment to serve the public and industry to bring about a partnership for the betterment of New Mexico by: ensuring public safety in a built environment while respecting and valuing each other’s goals.
- Group 6. A commitment to serve the public in a manner that creates a positive relationship between business, industry and the consumer, based on trust and confidence through greater efficiency, consistency and responsiveness that creates an environment that sustains strong economic growth.

ISSUES, PROBLEMS AND OPPORTUNITIES

After establishing the mission statements, the group moved on to identify opportunities and challenges. Eleven categories of opportunities for improvement were identified, and then prioritized in order of importance. They are as follows:

1. Increase in Public Outreach; Education; CID Image and Credibility (25)
2. Uniform Statewide Code Adoption (23)
3. Inadequate resources – specifically revenue and FTE (19)
4. Revision of the Construction Industries Licensing Act and Related Rules (19) – some suggested topics for revision were:
 - a. Continuing Education
 - b. Pay Incentives
 - c. Consumer Protection
 - d. License Classification Revision
 - e. Licensing Requirements
 - f. Complaint/Disciplinary Processes
 - g. Journeymen
 - h. Economic Development Support
5. Uniform Code Interpretation and Application/Enforcement (10)
6. Improved Communication: Inter/Intra – Departmental and Other State Agencies (6)
7. Expand Guidelines for Investigators (1)
8. Diverse Competencies of Industry Users (1)
9. Slowness in Responding to Advances in Technology (0)
10. Resistance to Change by Industry and Staff (0)
11. Staff Not Available in One Location (0)

PROBLEM SOLVING

High Potential Idea: NM CID partner with other government agencies.

- Who would benefit? The other agencies, CID, and the people of NM
Suggested Agencies: State Fire Marshal's Office; NM State Police; Local Law Enforcement; Tax and Revenue; Workers' Comp. Administration; NM OSHA; Local Code Enforcers; Dept. of Labor; Courts; Environment Dept.
- What are the benefits? Maximize resources; improve public safety; assist enforcement; borrow expertise in specialized fields.
- Possible Barriers? Jealousy; turf wars; privacy rules/laws; different communication technology; statutes; lack of understanding. (Possible barriers see self explanatory)
- Achievable Objectives: Initiate discussions with potential agencies by 12/31/03, and implement any agreements by 7/1/04.
- Approach? Allow CID Director to choose most appropriate approach for each agency identified. (Architect)

GENERATING A PATH FORWARD

1. What do you think should happen next with your topic?

Group 1 – Adoption of the new codes

The bureau chiefs would gather for the purpose of developing a set of criteria that would be used by anybody and everybody (TACs, industry groups, trade groups, staff) in the review of the codes. (Between now and the next CIC meeting – July 18, 2003) an invitation extended to everybody who would like to have input to those criteria – to be thinking about what that input would be to come to the CIC meeting because the division will request that an agenda item be placed on the next CIC agenda for the purposes of discussing establishing this criteria.

Question to group. Are you soliciting input from around the State at that meeting or in writing before then? Submit in writing. Commission can only take action at an Open Meeting.

Group 2 – Provides sufficient resources

Group thinks there should be continuing effort to effort by director to lobby the legislature and also to educate the legislature throughout the State, even maybe ride along with inspectors, visit our offices, survey legislature (What they think of CID) develop a questionnaire of 10-15 top questions that would be important to ask legislature and have them rate from 1-5. (Why they feel that way).

Group 3 - CID/Partners Agency Committee

Group thinks CID if CID is interested in pursuing any of the partnerships, then they should initiate contact by letter with potential partners. The intent of the partnership should be outlined in the letter.

Group 4 – Public Outreach/Public Awareness and Understanding of CID.

Town Hall meetings in conjunction with CIC meetings. The public having an understanding what the Commission's role and responsibility is very important to develop rapport with the industry.

Group 5 – Consistency of Code Enforcement throughout the State

Internal process within CID to share an experience from lessons learned. A lot of times with code interpretation, it isn't the first time it's come up. It might be with an individual inspector that a problem has come up, but it's probably been faced before and an interpretation been made and make a greater effort in getting those sorts of interpretation to all groups rather than just the specifics of the code. Developing a continuing education requirement for builders, actually inspectors do have a continuing education component in their training because they need to certify every year. Discussed about journeymen and contractors and keeping them more current with codes. Educating contractors on the administrative process of inspections and permitting.

Group 6 –

Task force to review the statute.

2. Who should be involved with CID resources to bring the appropriate perspectives to the topic?

Group 1 – Not quite sure what this meant.

Group 2 – Superintendent's office should be involved. Talk to legislature. Very important that inspectors need to become public relations people. They are dealing with consumer daily, so the impression of CID comes from them. Need to train inspectors in public relations to change the impression of CID. Inspectors need to be CID's Ambassadors.

Group 3 - CID themselves and any agencies CID wants to partner with. Suggested list.

Group 4 – The division and the commission along with the agency.

Group 5 - None

Group 6 - Task force that didn't come in with emotions and get a targeted group not CIC but a targeted group to participate that is small enough and imaginable enough to reach out to the resources. **Work product added:** Division has already set up on June 30, 2003 for Legislative Action Committee to begin this process. Time and place to be announced.

3. What can you commit to?

Group 1 – All of group is committed

Group 2 – Commissioner Renner has committed to meet with his legislator and give them his perspective of CID and answer questions and get them straighten in their minds their perception. Marvin committed to developing check list for questionnaire and conduct training on how to approach consumers in a reasonable and diplomatic manner.

Group 3 – Steve Crespin available for anything CID needs. Fire Marshall, Ruidoso, make himself whenever his work allows on a committee or find someone in fire service.

Group 4 – Commission, division and staff

Group 5 – None

Group 6 – Take phone numbers.

Craig Deforrest directed the group to take a few minutes to conduct an audit of the process.

Commissioner Renner stated the group did a great job of identifying issues and problems that are worthy of consideration. He believes it will take a smaller group to consolidate the action items and to provide a schedule for follow through.

Jack Milarch stated the day went well. However, pulling it together is always the trick. Overall the planning session went well.

Chairman Montano stated it was a very good meeting. There was a diverse group with good ideas that came in with an open mind and willingness to share their ideas. Chairman Montano complimented the Director for organizing the strategic planning session.

Director Martinez stated she cannot claim the strategic planning session was only her idea. She stated she attended a meeting with the area Homebuilders, AGC and other interested parties where a discussion was held on various topics. At that time, it was mentioned that the division had a similar planning session several years ago with the Commission and the public. Director Martinez stated that since strategic planning is being conducted throughout the Department, she felt it would be a good idea to get the Commission and other interested parties involved. Director Martinez reported that the information collected will be presented to the Department at Monday's Strategic Planning Session where everyone's work will be recognized. She thanked everyone, again, for taking time out of their weekend to participate in this important planning session.

Chairman Montano thanked Mr. Craig Deforrest for facilitating the planning session.

MOTION: With no further business, Commissioner Crespín moved to adjourn the meeting at 4:00 p.m. Commissioner Brogdon seconded the Motion.

VOTE: All voted in favor of the Motion.

Thomas A. Montano, Chairman

Attest:

Lisa Martinez, Secretary