

Audit Oversight Committee

Minutes for January, February, March, and April 2007

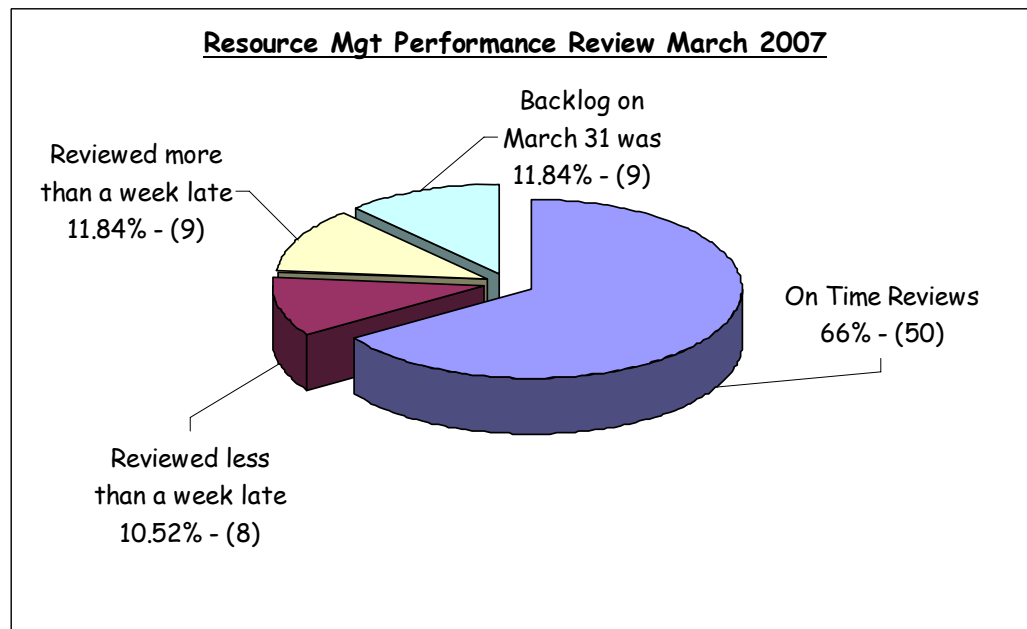
"The purpose and scope of the committee is to assist PALS in implementing audit recommendations through consensus building, feedback, continuity, and monitoring."

Staff and the Oversight Committee have met monthly this year to continue the process of implementing the audit of the permit process done in 2004 with an update in 2006. The primary focus has been to prioritize which recommendations to do first and then to review how they were implemented.

Our agenda has generally followed the bulleted items below. The following is a summary of the meetings this year.

1. Monthly Performance Report.

- a. Backlog or Efficiency. Each month we have been reporting on backlog, the number of applications on the last day of the month that were not reviewed but should have been. As the year began we started to focus on what our on-time efficiency was.
- b. As it turned out you need both to tell the story of how well a reviewing section is. This graph was the result of discussions with the County Council and the Oversight Committee. Dominique Senzig, in Resource Management developed the idea.



2. Priorities – Which Recommendations Should we be Working On in 2007

Our industry representatives listed the following as items of interest to watch this year. All recommendations are scheduled to be completed this year but these had interest and were placed on our priority list. Page number is from the 2004 Zucker Systems Audit.

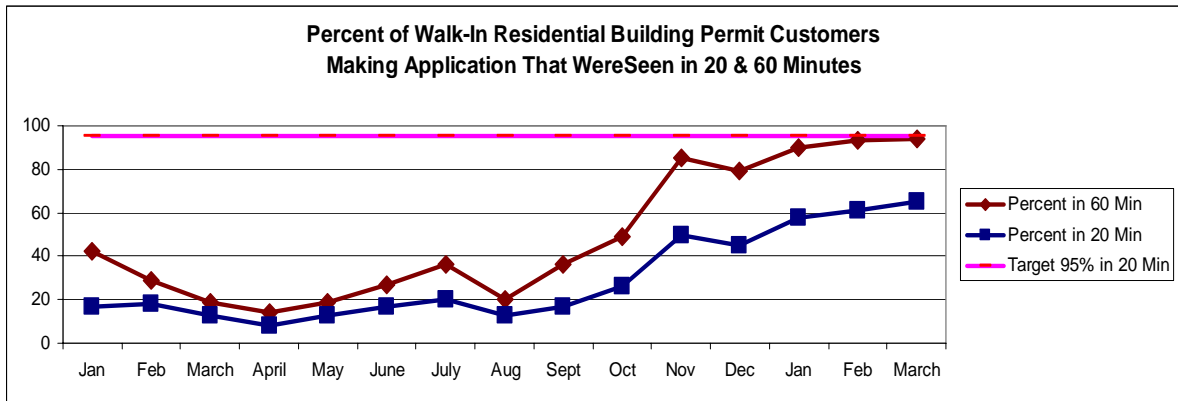
Recommendations – Industry Watch List	Responsibility	Page
57. Add two Planner III positions and one Planner II	County Executive, County Council	123
64. Mail information to applicant within 28 days of NOA	Current Planning Manager	128
66. Encourage Land Use Advisory Commissions early participation in process	Current Planning Manager	129
73. Re-structure pre-application and pre-development meetings	Current Planning Manager	134
93. Create clear thresholds for project review	All PALS divisions	158
94. Create standard plan details	All PALS divisions	158
95. Exempt certain projects from DENG Review	Development Engineering	158
96. Re-instate Lobby Service Attendant	Development Center Managers	159
101. Assign two Permit Technicians to phone system	Development Center Managers	160
102. Better training for Permit Technicians	With each phase of PALS Plus that is released the staff is getting training. Additional training will follow the conversion.	161
114. First priority of Technical Support staff to be customers at counter	Development Center Managers	171

Recommendations – Industry Watch List	Responsibility	Page
117. Lobby waits to be no more than 20 minutes	Development Center Managers	173
118. Complete Information and Quick Processing in 30 minutes	Development Center Managers	173
129. Hire two new Permit Technicians	County Executive and County Council	176
138. Add one engineer and one engineer tech/inspector for enforcement	County Executive and County Council	186
140. Create Surveyor job classifications	Human Resources Department	186
141. In-house training program for engineers	Development Engineer Supervisor	187
147. Public Works to communicate directly to applicants	Public Works	190
150. Monitor timelines	CE III	191
158. Meet with Public Works staff for final acceptance	Development Engineer Supervisor and Public Works Director	194
161. Add three Engineer I positions.	County Executive and County Council	196
162. Prepare and maintain a policy handbook	Resource Management Supervisor	203
167. Add one biologist in addition to any needed for Directions Pkg	County Executive and County Council	210

Recommendations – Industry Watch List	Responsibility (other than PALS)	Page
174. Monitor staffing needs	Fire Marshall	215
178. Staff to meet 15 day review for reviews	Public Works	218
182. Remove notarization requirement	Public Works	219
183. Revise approach to incomplete applications	Public Works	219
188. Complete first review in 10 working days	Public Works	226
189. Use standby consultants as needed to meet timelines	Public Works	226

3. Getting to a 20 Minute Wait

- a. Last September with the help of the Oversight Committee we revised the application process. Since then we have focused on getting to our walk-in residential applicants within 20 minutes. This graph shows our process.
- b. Zucker Systems is returning in May for another look at the process and the lobby.



4. Project Managers - Update

Effective March 12, 2007, Pierce County Current Planning implemented the area assignments, as noted below:

TEAMS	CASE PLANNERS	LUACs	AREAS	PROJECT MANAGER
1	Rob Jenkins*, Trish Byers, Mike Jimenez	PSMAC FAC	Parkland, Spanaway, Midland Frederickson and Northeast Pierce County (*Parks & Cascadia)	Marcia Greeson
2	Ty Booth*, Mojgan Carlson, New Planner (anticipated start date is 4/16/07)	PAC, New(KPAC)	Key Peninsula, Gig Harbor and Fox Island (*Park Junction)	Sam Yekalam
3	Bob Witzl, Deirdre Wilson*, New Planner (anticipated start date is 4/16/07)	SHAC, MCAC	South Hill, Northeast Tacoma/ Fife, Summit Waller, NCCC, and Summit View (*Sunrise)	Sam Yekalam
4	Terry Belieu, Tiffany O'Dell, Lorrie Chase	GAC, UNAC, (AMAC)	Graham, Upper Nisqually, Alderton/McMillin, Crystal Village, Greenwater, Foothills Plateau, and Southeast/Southwest P.C.	Sam Yekalam

TECHNICAL SUPPORT PLANNERS	AREAS	PROJECT MANAGER
Rob Wenman (Lead)	Key Peninsula, Gig Harbor, Summit Waller, Southwest Pierce County, and Upper Nisqually	Marcia Greeson
Natalie Kamieniecki	Parkland, Spanaway, Midland, Alderton/McMillin, and Foothills Plateau	Marcia Greeson
Ray Hoffmann	NCCC, Summit View, South Hill, Frederickson, Graham, & Northeast P.C.	Marcia Greeson

Sam Yekalam (253-798-7371) is responsible for Canterwood and Sunrise Upland.

Marcia Greeson (253-798-2789) is back-up for Cascadia and will continue to process most cases currently assigned to her.

5. Audit Recommendations – Division/Section Updates

- a. Each section has a monthly report and updates on performance as well as progress on recommendations can be found there.
www.piercecountywa.org/PALS

**Meeting Schedule 2007
1:30 PM Conference Room D, Annex**

May 17
June 21
July 12

Aug 16
Sept 20
Oct 11

Nov 15
Dec 20