

Project Fast Forward

Minutes

January 19, 2005

Conference Room D

1:30 to 3:30

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

Discussion Items

The Committee convened at 1:30.

2005 Wrap-up: Kleeberg presented a report by Gordon and staff on 2005 accomplishments. Not only was the backlog eliminated, but new records were set for applications processed. This year's focus will be on the new computer system and the 20 minute lobby waits, but status reports on prior efforts will be made. The OC questioned whether we will be able to keep backlog down in 2006 (yes, with resources supplied by Council)

Twenty Minute Wait/Clark County Visit: Carol, Todd, Robyn and Tiffany reported on their trip to Clark County to look at how they accomplish the 20 minute waits. There were questions on the distinctions between Pierce and Clark Counties.

The subcommittee met at 2:30 to explore issues in more depth.

LUAC/CAB: The Council has scheduled nothing on CAB this year, but has suggested that one of the LUACs try out some CAB concepts on a pilot basis. We should go ahead with our LUAC proposals.

Review of December Zucker Report: Deferred to next month as Rick Talbert had an excused absence today.

Other Business: We are still trying to visit Snohomish County. May hire Bob Derrick as extra hire to help with the project. Jan Schmalenberg would like more discussion on our customer service model. If any members have specific ideas on how to better it, please write. (Todd suggested we get more out to customers on our policies and interpretations of codes)

Members Attending:**Committee Members include:**

Dave Graff, Harr Family Homes, MBA
Tiffany Speir, MBA staff
Todd Lord, MBA
Jan Schmalenberg, TriPark
Rich Larson, Larson and Associates

Participating PALS Staff

Chuck Kleeberg, Director PALS
Mitch Brells, DENG Supervisor
Mike Noot, Plans Examiner Supervisor
Kathleen Larrabee, Resource Management Supervisor
Carol Johnson, Dev. Center Supervisor
Robbyn Young, Counter Tech.
Donna Belieu, Counter Tech
Chip Vincent, Supervisor Advance Planning