

# PIERCE COUNTY AUDIT - MAY REPORT BY ZUCKER SYSTEMS

## A. OVERVIEW

This will be a brief report since we completed a more extensive review in April. Brief comments or questions are raised in relation to the May Fast Forward reports.

## B. COMMENTS

### 1. Lobby Wait Times

As expected the lobby wait times remain long. It is hoped that for the June report the data can be segmented by customer types and times can begin to be reduced based on recommendations in the April report. Hopefully, action can be taken to add the two permit technician positions suggested in the Audit Committee discussions.

### 2. Overall Permit Backlog

As anticipated the overall permit backlog continues to grow. As new consultants and staff are on board these numbers should begin to change for the June and July reports.

### 3. Consultants vs. Staff

The May 12 memo from Gordon Aleshire suggest, “we believe it is not wise to organize around what might be considered full staffing, rather we suggest a combination of staff coupled with standby consultants to help during peak loads and to assist in meeting performance standards.” We very much concur with this suggested direction.

### 4. Web Page

The web page for Project Fast Forward is a good addition.

### 5. Phone Calls

Although we recognize the difficulty of returning phone calls the same day; we continue to feel progress needs to be made on this item. Staff often complains that returning phone calls the same day keeps them from working on the backlog. However, unless the calls are never returned, the same amount of time is consumed if the calls are answered the same day or a day or two later. The customer service aspect of returning calls the same day received is extremely important.

### 6. % Completed on Time

All of the backlog reporting sheets include a column, “% Completed on Time.”

Since the data must be available to complete the charts in the reports, we assume that this data should also be available and could be added for the June reports?

7. **Current Planning**

The report indicates that no current planners are working on the backlog. Are current planners authorized to work overtime or do they not wish to do so?

8. **Development Engineering**

We were pleased to see that the backlog in Development Engineering continues to drop.