



Project Fast Forward

SCORECARD REPORT FOR PLANNING AND LAND SERVICES

April 4, 2005

Department Overview

Committee Activity

The full committee last met March 17, 2005. A special meeting on LUACs was held March 31, 2005. A draft of proposed changes to the LUAC process was worked on. The committee is scheduled to meet twice more in April.

Data

PALS is currently developing a new permit tracking system. Building and Development Engineering permits are in the new system. Current and Resource Planning, Fire Marshal, and Public Works & Utilities are not yet. The Health department has a separate system.

Part of the conversion process is to recreate old reports and develop new ones. The report package needed to report on the backlog reduction effort will be available sometime in June. Until then some information will be hand counted and some will not be available until the July report.

Requests For Proposals (RFP)

Building Division received responses to a rfp for plan review services on April 1, 2005. Interviews are to be scheduled beginning the week of April 4th. A selection is expected by weeks end with a contract by the 15th of April.

Current Planning has a rfp in the final stages of development. It should be published by mid April.

Development Engineering has three existing contracts that are being updated. Backlog applications will be sent out beginning this week. It is anticipated that a RFQ will be sent out this week to retain additional firms.

Resource Management received # responses to a rfp for plan review services. Interviews are to be scheduled beginning April 4th. A selection is expected by weeks end with a contract by the 15th of April.

Recruitment

Advance Planning: Screening is complete. Sending list to supervisor for final decision.

Building Division: Four new positions were approved in the 2005 budget. The new plans examiner has been hired. Interviews have been held and selection is pending on the CE II and two building inspectors. A vacant plans examiner position has also been filled and should start by April 18th.

Code Enforcement: Applications are in the final screening process.

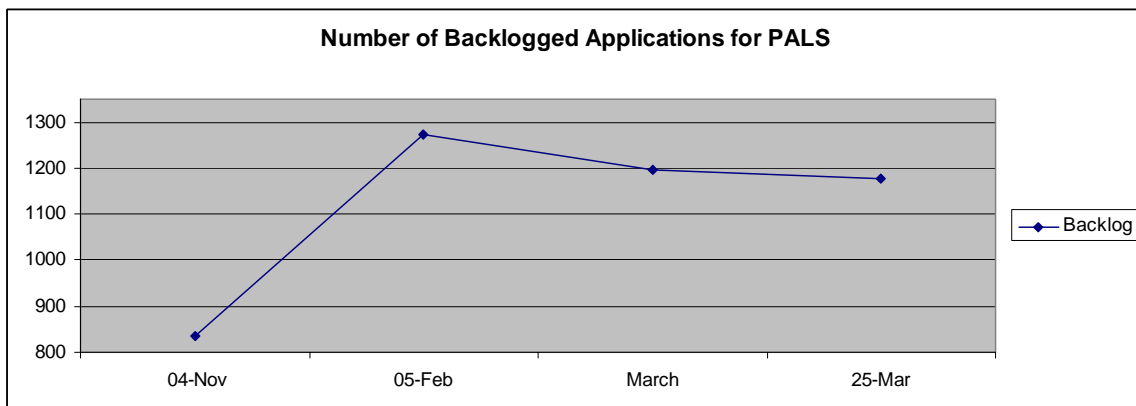
Current Planning:

Development Center: Twelve interviews were held out of sixty applicants for Counter Tech. Results of the interviews should be available by the 10th of April. A vacant Office Assistant position will be filled from the new OA registry by mid month.

Development Engineering: Oral boards for the two open CE II positions were held the week of March 28th. Final interviews for an open CE I were held and a selection will be made this week. An additional CE II position will become available mid year.

Resource Management: Five biologist have been hired. A forest Practice planner decision is pending a reference check. Three biologist positions remain to be filled.

Backlog



As of March 25th the backlog was 1,176 applications that were not reviewed on time. For consistency future reports will be from the 15th of the month.

Fund Allocation

Consultants	\$0	\$0
Overtime	\$0	\$0
Extra Hire	\$0	\$0
Total	\$0	\$0





Audit Implementation Report

Audit recommendation #97 was completed on March 31st. A wireless connection for internet access was installed in the Development Center lobby. People may now access the internet with their laptop computers.

Audit recommendation #66 and 67 from the priority list were worked on in March. A recommendation is in draft form. The Oversight Committee will be reviewing in April.

Prioritized Audit Recommendations

Audit Recommendations by Committee Priority	Audit # and page #	Status
Reduction of the Permit Backlog	# 9 - page 67	Additional funds allocated on March 29, 2005. Projects may now be sent to third party reviewers.
Additional Space and Lobby Functionality	#11 - page 69 # 19 - page 80	Space consultant is developing a space utilization plan. Plan due by June 2005. PW&U will complete their relocation by July. PALS relocation should be complete by August 2005.
Implement Project Manager Approach/System	#60 - page 125 #115 - page 171	Oversight committee has had one meeting to discuss this idea. PALS is working on a proposal and additional discussion is scheduled for April 21st.
Team Approach for Plan/Ordinance Preparation	#54 - page 120	No action to date.
Solve Building Inspector Concerns	#43 - page 107	Consultant has been hired and has been working since February.
Encourage LUACs Early Participation.	#66 - page 129	Two meetings have been held on this topic.
Determine Level of Staff Support for LUACs	#67 - page 130	Two meetings have been held on this topic.
Return Phone Calls the Same Day	34 - page 96	No action to date

	Completed
	In Progress
	Requires Funding
	Not Yet Addressed/Study Preliminary/

The Department will focus resources on the eight (8) items in the prioritized list from the Audit Oversight Committee. As time and resources permit the Department may look at other recommendations identified by the Audit Oversight Committee. For full description of the items please see the audit report.

Audit Recommendations Listed by the Oversight Committee but not Prioritized

Recommendations	Audit #	Status
Adopt guidelines for the development permitting system	6	No action to date
Address PALS management issues - Reorg, Asst Mgr and Super Training	7	No action to date
Improve phone system	35	No action to date
Post job inspection card	44	No action to date
Review adopting new performance standards (seven items in the report on this topic)	46, 76, 117 120, 149, 150, 168	No action to date
Prepare indexed policy and procedures manual	55, 116, 162	No action to date
Meet with applicant 20 days after NOA is mailed	63	No action to date
Decrease non-fee administrative work for case planners	74	No action to date
Exempt certain projects from DENG review	96	No action to date
Development Center Wait time Development Center Wait time	117, 118	No action to date
Make appointments within 48 hours of request	120	No action to date
Redesign counter layout	123	Space Planner hired
Revise handout materials	131	No action to date
List permits exempt from engineering review	144	No action to date
Study additional permits that can be exempt from review	145	No action to date
Prepare and maintain a policy Handbook	162	No action to date



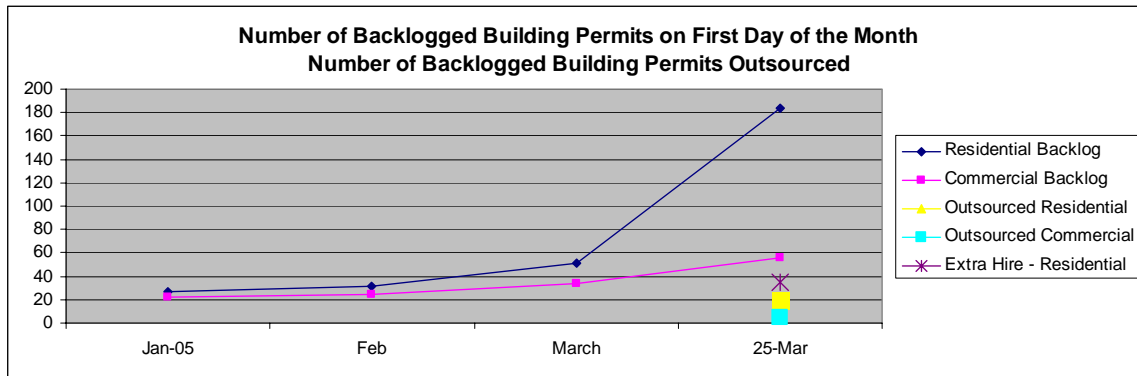
Project Fast Forward

SCORECARD REPORT FOR BUILDING DIVISION

April 4, 2005

Backlog Monitoring Report for Building Division

Backlog and Outsource Monitoring



Details

Based on activity in February and March the following intervention measures were taken:

Consultant:

Commercial: Expect to send 5 projects by the end of April.

Residential: Expect to send 20 projects by the end of April.

Overtime:

Commercial: Accepting contracts for expedited service only.

Residential: Accepting contracts for expedited service only.

Extra Hire:

Commercial: none

Residential: April 14, 2005 - Will propose to Oversight Committee

One Position - Assigned 35 + projects per month.

Fund Allocation

	April	YTD
Consultants	\$0	\$0
Overtime	\$0	\$0
Extra Hire	\$0	\$0
Total	\$0	\$0

Categories	BACKLOG REPORT AS OF:			
	2/1/05	3/1/05	3/25/05	
Backlogged Applications (number of applications with late reviews)	55	85	240	
Activity For Prior Month				
Number of Reviews by Third Party				
Dollars Expended for Third Party*				
Number of Reviews by Other Means (assistance from other departments or sections)				
Dollars Expended for Other Means*				
Number of Reviews by Staff (performed during regular work day)				
Number of Reviews by Extra Hire (performed during regular work day)				
Dollars Expended for Extra Hire*				
Notes: * Using Council Allocation				

Expedited Reviews				
Number Done Overtime Contract				
Number Done Third Party Contract				

Division Performance Standard Report (days are calendar days)

Building Division	<u>Target for 1st Review</u>	<u>% Completed on Time</u>	<u>- Target</u>
Residential	14 Days	%	90%
Commercial	28 Days	%	90%

Target for Subsequent Reviews - % Completed on Time - Target

Residential	3-5 days	%	90%
Commercial	7 days	%	90%

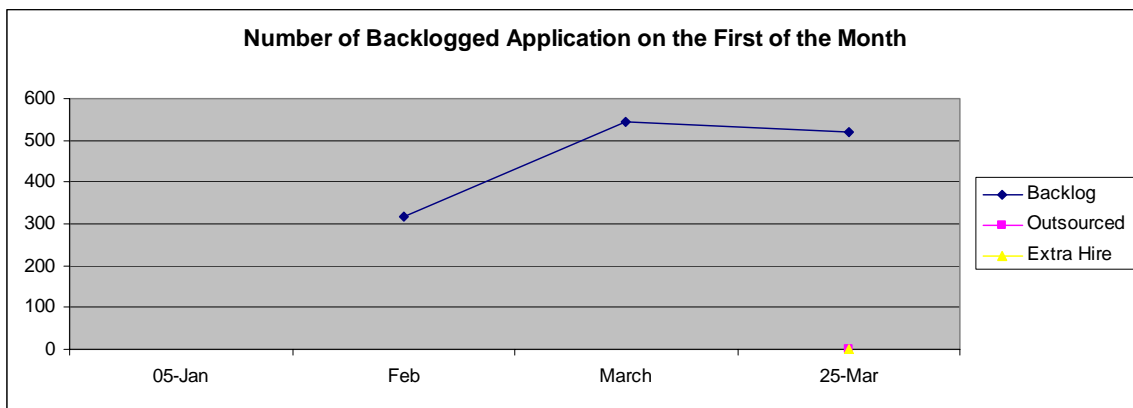


Project Fast Forward

SCORECARD REPORT FOR CURRENT PLANNING

April 4, 2005

Backlog Monitoring Report for Current Planning



Details

Consultant:

Overtime:

Extra Hire:

Fund Allocation

	April	YTD
Consultants	\$0	\$0
Overtime	\$0	\$0
Extra Hire	\$0	\$0
Total	\$0	\$0

Categories	BACKLOG REPORT AS OF:			
	2/1/05	3/1/05	3/25/05	
Backlogged Applications (number of applications with late reviews)	316	542	519 ⁽¹⁾	
Activity For Prior Month				
Number of Reviews by Third Party				
Dollars Expended for Third Party*				
Number of Reviews by Other Means (assistance from other departments or sections)				
Dollars Expended for Other Means*				
Number of Reviews by Staff (performed during regular work day)				
Number of Reviews by Extra Hire (performed during regular work day)				
Dollars Expended for Extra Hire*				
Notes: * Using Council Allocation				
(1) The Accessory Element Inspection, Appeals, Reconsideration and Time Extension applications were deleted from the previous total. The Building Permits from PALS + that Planning has been stautused on have been added.				

Expedited Reviews				
Number Done Overtime Contract				
Number Done Third Party Contract				

Section Performance Standard Report (days are calendar days)

	Target for 1 st Review	% Completed on Time	- Target
Applications with Public Hearings	30 days	%	90%
Applications without Public Hearings	60 days	%	90%
Subsequent Reviews	14 days	%	

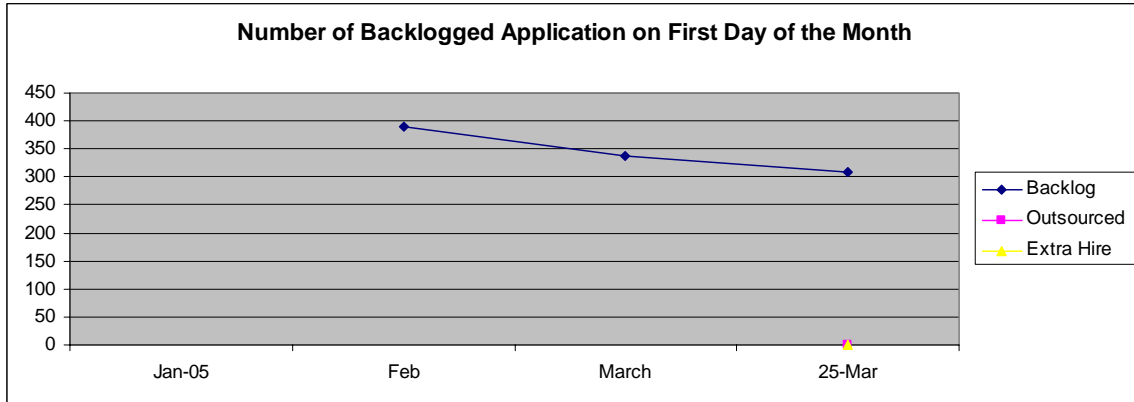


Project Fast Forward

SCORECARD REPORT FOR DEVELOPMENT ENGINEERING

April 4, 2005

Backlog Monitoring Report for Development Engineering



Details

Consultant: Three contracts being updated. A RFQ for additional consultants is being sent out.

Overtime: April 14, 2005 - Will propose to Oversight Committee using some overtime for backlogged applications.

Extra Hire:

Fund Allocation

	<u>April</u>	<u>YTD</u>
Consultants	\$0	\$0
Overtime	\$0	\$0
Extra Hire	\$0	\$0
Total	\$0	\$0

Categories	BACKLOG REPORT AS OF:			
	2/1/05	3/1/05	3/25/05	
Backlogged Applications (number of applications with late reviews)	391	338	309	
Activity For Prior Month				
Number of Reviews by Third Party				
Dollars Expended for Third Party*				
Number of Reviews by Other Means (assistance from other departments or sections)				
Dollars Expended for Other Means*				
Number of Reviews by Staff (performed during regular work day)				
Number of Reviews by Extra Hire (performed during regular work day)				
Dollars Expended for Extra Hire*				
Notes: * Using Council Allocation				

Expedited Reviews				
Number Done Overtime Contract				
Number Done Third Party Contract				

Section Performance Standard Report (days are calendar days)

Target for 1st Review % Completed on Time - Target

New Applications	30 days	%	90%
Subsequent Reviews	14 days	%	

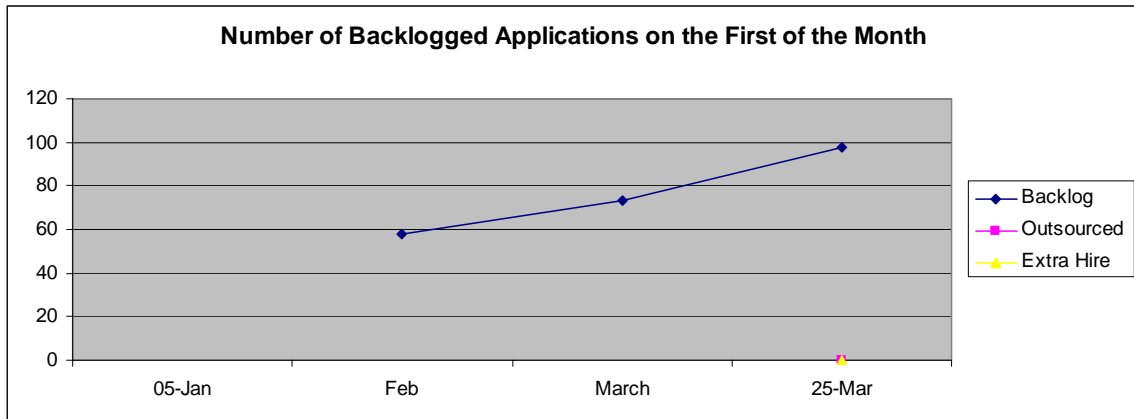


Project Fast Forward

SCORECARD REPORT FOR RESOURCE PLANNING

April 4, 2005

Backlog Monitoring Report for Resource Management



Details

Consultant:

Overtime:

Extra Hire:

Fund Allocation

	<u>April</u>	<u>YTD</u>
Consultants	\$0	\$0
Overtime	\$0	\$0
Extra Hire	\$0	\$0
Total	\$0	\$0

Categories	BACKLOG REPORT AS OF:			
	2/1/05	3/1/05	3/25/05	
Backlogged Applications (number of applications with late reviews)	200 [58 ⁽¹⁾]	211 [73 ⁽¹⁾]	98 ⁽¹⁾	
Activity For Prior Month				
Number of Reviews by Third Party				
Dollars Expended for Third Party*				
Number of Reviews by Other Means (assistance from other departments or sections)				
Dollars Expended for Other Means*				
Number of Reviews by Staff (performed during regular work day)				
Number of Reviews by Extra Hire (performed during regular work day)				
Dollars Expended for Extra Hire*				
Notes: * Using Council Allocation				
(1) This number is down from the low 200s because we previously counted <u>all</u> monitoring reports that were past due; our recount only includes monitoring reports that have been submitted but not reviewed				

Expedited Reviews				
Number Done Overtime Contract				
Number Done Third Party Contract				

Section Performance Standard Report (days are calendar days)

Target for 1st Review % Completed on Time - Target

Applications with Public Hearings	30 days	%	90%
Applications without Public Hearings	60 days	%	90%
Subsequent Reviews	14 days	%	