



# Fast Forward

## Getting to 20 Minutes

The subcommittee looking at this issue continues to refine a new application process. The group discussed ways to minimize time spent with each applicant at the intake process while assuring the application package is complete. Separating the intake process into two steps may reduce the time the applicant is waiting in the Development Center.

Two proposals that were mentioned in the last report included: 1) having a Counter Technician talk with each applicant who is waiting for service and, 2) pre-reviewing plats for Development Engineering requirements. Both steps have been implemented and continue to show positive results.

## PALS Plus - Permit Tracking Software

The latest release of PALS Plus included the permits and inspections for the Fire Marshal. We experienced a few minor problems with the release consistent with past releases. Once the release was stable the software development team spent two weeks looking at performance.

System speed has been a concern so the team looked for data flow bottlenecks. They made several changes and the system appears to have picked up some speed. We will continue to monitor this issue and look for other opportunities to enhance efficiencies.

Beginning this week the team will resume meeting with Sewer Utilities to develop their permits. This is the last permit phase that needs to be developed. Once all the permits are in place the cash register will be incorporated into the permit system. The team will then turn their attention to reports and other enhancements.

## Space Remodel

**PALS East** - We are planning on developing the RFP next week to begin the bidding process for the work that will be done for the Building Division and Administration area. It takes about 45 days to go through this process before we have a contractor selected, so we are going to get the process started now given that we will be moved into the new Development Center before we get going in this area.

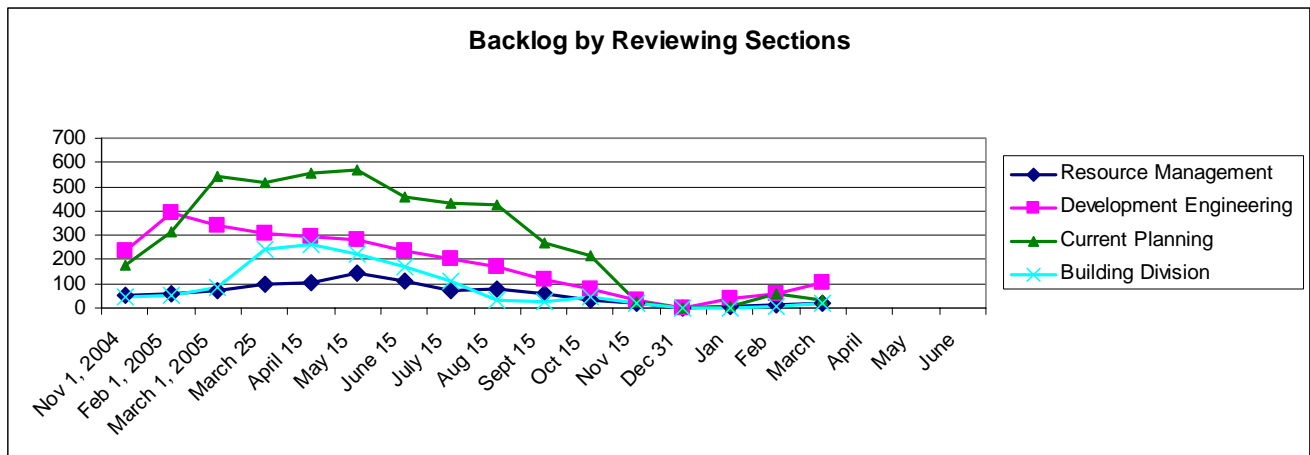
**PALS West** - Our new resource room is almost complete. We will be ready to organize this room and start moving into it this next week. Once this is accomplished we can start setting up the new workstations in the area outside it.

# Performance Measures

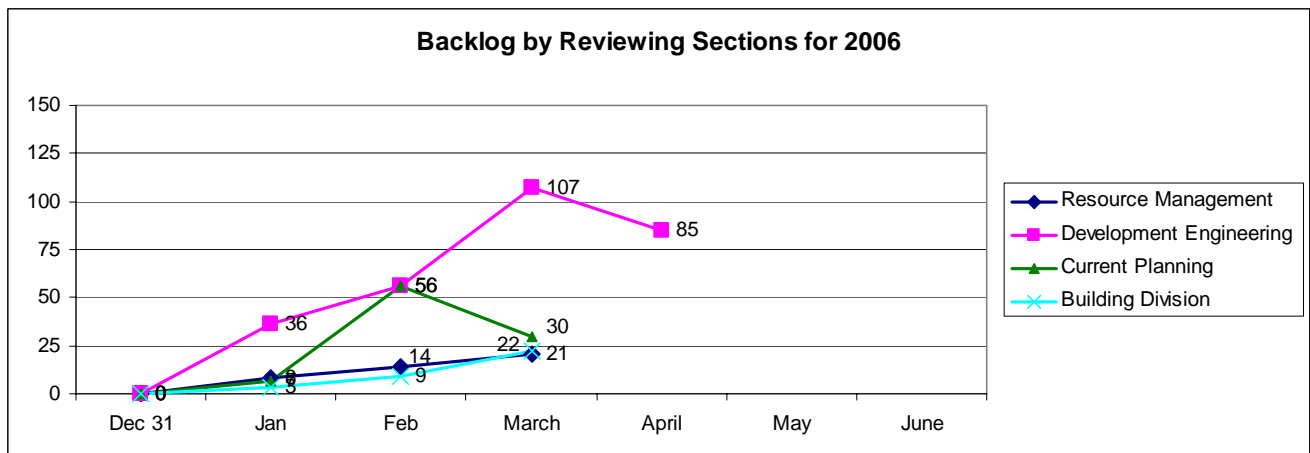
While the rate of backlog growth has decreased, PALS is stepping up monitoring analysis and management of the backlog, especially in the Development Engineering section. Their backlog has already been reduced by 22 since the first of April.

In addition, the Audit Oversight Committee has recommended that the County provide better training on new regulations, charge extra fees for multiple resubmittals, conduct first reviews face to face with applicants, conduct subsequent reviews with approval authority present, use 1-2 "effective" dates per year for new regulations, and increase Traffic review staff.

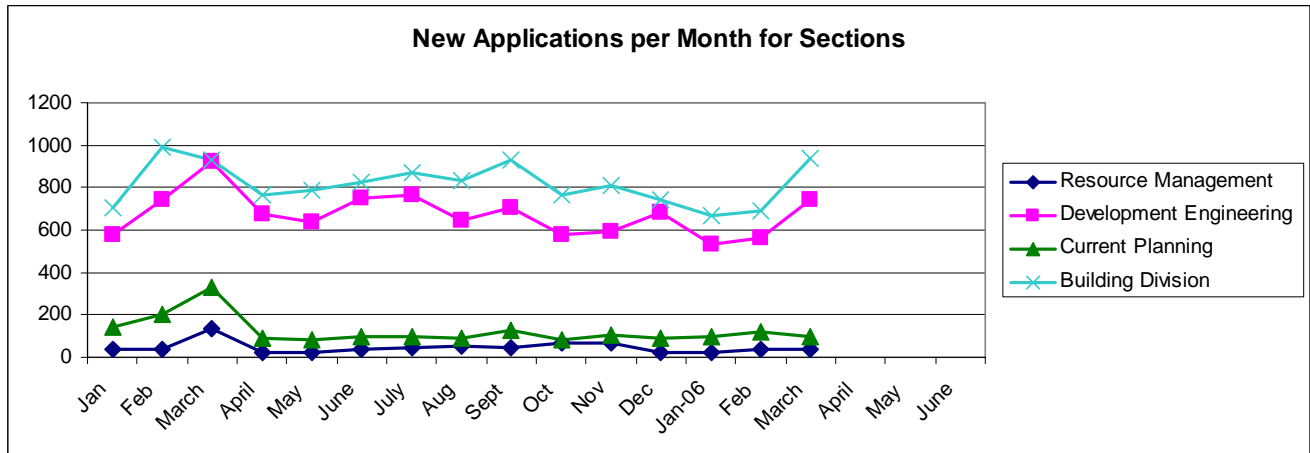
	January 31 <sup>st</sup>	February 28 <sup>th</sup>	March 31 <sup>st</sup>
Building Division	1	9	22
Current Planning	7	56	30
Development Engineering	36	56	107 (Reduced to 85 by April 17 <sup>th</sup> !)
Resource Management	8	14	21
<b>Total</b>	<b>52</b>	<b>135</b>	<b>180 (158)</b>



Below is the same information but at a different scale to make it easier to see how each section is performing. DENG was the only section asked to provide a mid April update.



Additional details on backlog and what is being done to address the increase will be in the individual Section reports. Those were posted to the PALS web-page on the 15<sup>th</sup> of April.



## Staffing

There were 11 positions on the 2006 budget. Hiring dates were staggered to help balance the Department's budget. The positions approved were as follows:

- |   |   |
|---|---|
| <p>For January: 2 of 4 Project managers</p>   | <p>Recruitment for Development Engineering's Project Manager is complete and position is filled.</p> <p>Current Planning's Project Manager is in the final selection process.</p> |
| <p>2 Permit Technicians<br/>(Plus 2 vacant)</p>   | <p>Three positions have been filled with a 4<sup>th</sup> to be offered soon. A hiring ladder will be established to facilitate the June hiring.</p>                              |
| <p>1 Office Assistant 2</p>   | <p>Final interview by 4/28.</p>   |
| <p>For June: 1 Permit Technician<br/>1 Civil Engineer 2<br/>1 Plans Examiner<br/>1 Building Inspector</p> |   |
| <p>For Sept. 2 remaining Project Managers</p>   |   |