



# Project Fast Forward

## Department Overview

### Committee Activity

The Audit Oversight Committee met on April 14<sup>th</sup> and was briefed on the status of the eight recommendations we are working on. They also reviewed this report format and a work plan from Building Division.

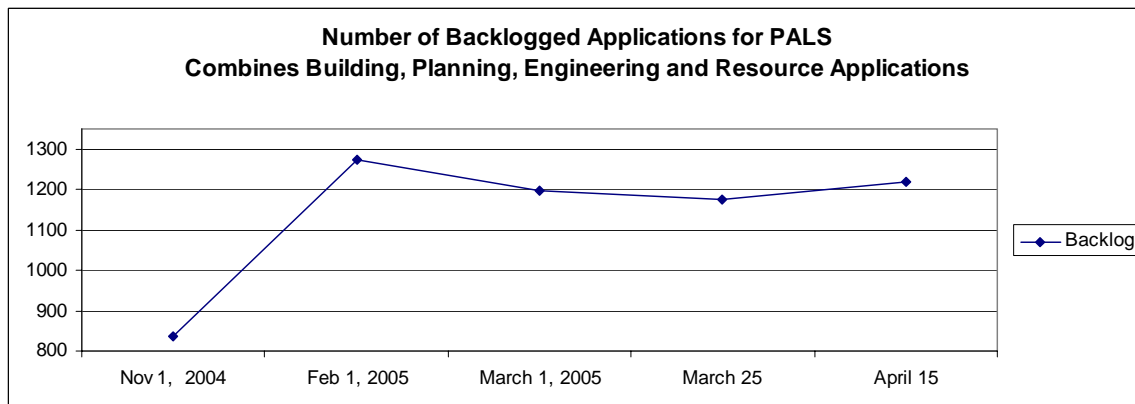
King County made a presentation on Project Managers at the meeting on April 21<sup>st</sup>. This is the second time King County has visited with the committee. On May 19<sup>th</sup> we hear from King County contractors.

### Web Page

We are pleased to announce a web page for Project Fast Forward. In the yellow left margin of the PALS main page, look for the link "Performance Audit".

There is a wide range of information presented. There is a brief project description with a link to the audit. A project schedule is posted with information on the top 8 recommendations. Information on the Audit Oversight Committee and copies of our newsletters are also available.

### Backlog



As of April 15<sup>th</sup> the backlog was 1,219 applications that were not reviewed on time.

## Requests For Proposals (RFP)

**Building Division:** We selected Kolke Consulting Group, Inc. Contract was finalized last week and we will be delivering the first group of backlogged applications on May 2<sup>nd</sup>.

**Current Planning:** RFP #785 has an advertising date set with the Eatonville Dispatch for April 27, 2005, and a closing date of May 13, 2005. Advertisement has also been requested in the News Tribune, Pierce County Herald, and the Daily Journal of Commerce. Estimated date of contract execution is June 2005. Initial contract period shall be from June 2005 to June 2006.

**Development Engineering:** One consultant contract extension has been forwarded to Pierce County Budget and Finance for signature. Two other contract extensions are on hold as consultants try to determine if they can service them. A new rfp has been publicized and closes May 6<sup>th</sup>.

**Resource Management:** They received only 2 responses to an rfp for plan review services. They have re-advertised as part of RFP #785.

## Recruitment

**Advance Planning:** Screening is complete. Reviewing for final decision.

**Building Division:** Two full time building inspectors and an additional contract inspector will start on May 16<sup>th</sup>. A new plans examiner will start on May 9<sup>th</sup>.

**Code Enforcement:** Applications are in the final screening process.

**Current Planning:** Current Planning is currently in the initial interview process for the position of an Office Assistant for the Development Processing Front Lobby.

**Development Center:** One new counter tech has started. A vacant Office Assistant position will be filled from the new OA registry by mid month.

**Development Engineering:** Three persons were promoted from CE I to CE II. Interviews for the CE I positions will be scheduled soon.

**Resource Management:** Four biologist positions remain unfilled. The Planner has been hired and will start on May 16.

## Fund Allocation

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

## Audit Implementation Report

Audit recommendation #66 and #67 from the priority list were worked on in March and April. The committee is scheduled to meet on May 5<sup>th</sup> to finalize a proposal to change the LUAC process for reviewing proposed projects.

Audit recommendations that have already been completed.

- #1 Distribute report for review
- \*#2 Agree on an implementation Plan
- \*#3 Adopt short term implementation Plan
- #9 Allocate \$400,000 for consultants and backlog
- #8 Calculate backlog of cases
- #16 Declare permits "complete" on acceptance of application
- #22 Increase commitment to PALS on PALS
- #25 Review sick leave data
- #31 Support PALS+ expenditure needs
- #33 Incorporate PALS+ improvement needs into budget
- #39 Add two Building Inspectors
- #40 Add one Plans Examiner
- #46 Establish new time goals for plan check
- #45 Add a Civil Engineer III to building (CE II was added)
- #37 Budget to allow for small equipment
- #75 Complete assessment of backlog
- #80 Create private office for Current Planning Supervisor
- \*#97 Install wireless router in lobby
- \*#98 Make all of PALS a wireless hotspot
- #134 Add a Civil Engineer III position to DENG
- #155 Small plan corrections to be field verified

\* Added to this list for the first time.

## Active Top Eight Audit Recommendations

(A proposed schedule to be confirmed by PALS Oversight Committee.)

Audit Recommendations by Committee Priority	May	June	July	Aug	Sept	Oct	Nov	Dec
Reduction of the Permit Backlog	Complete RPFs				Reduced by 50%			No Backlog
Additional Space and Lobby Functionality	Consultant work in progress	Report Due	Review for 06 budget?	Complete initial move in to PW&U space				
Implement Project Manager Approach/System	Input from KC MBA	1 <sup>st</sup> Draft Due	Test project		Trial Program?			
Team Approach for Plan/Ordinance Preparation	1 <sup>st</sup> Presentation to Committee							
Solve Building Inspector Concerns	Consultant work in progress			Wrap up				
Encourage LUACs Early Participation.	Combined into one project.							
Determine Level of Staff Support for LUACs	Finalize proposal							
Return Phone Calls the Same Day	Not started							



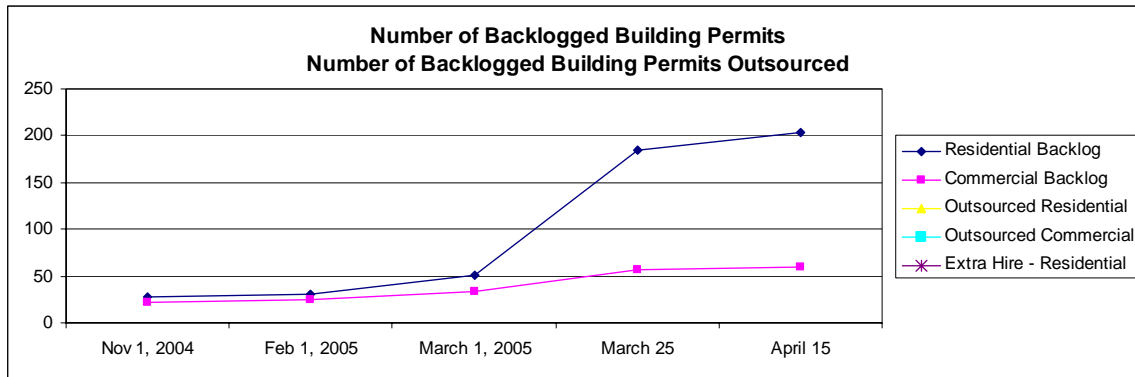
# Project Fast Forward

SCORECARD REPORT FOR BUILDING DIVISION

May 2, 2005

## Backlog Monitoring Report for Building Division as of April 15<sup>th</sup> Mike Noot, Plans Examiner Supervisor

### Backlog and Outsource Monitoring



### Details

The rise in backlog applications is moderating. The moderate increase should further abate as the remaining new staff members are hired. One new plans examiner will start on May 9<sup>th</sup>. One of our commercial plans examiners will be returning soon after several months recuperating from shoulder surgery. The following intervention measures have been taken:

**Consultant:** Sent a large High School remodel and six apartment buildings on May 2<sup>nd</sup>.

**Overtime:** Accepting contracts for expedited service only.

**Extra Hire:** One Position - Assigned 35 + residential projects per month began work on April 18<sup>th</sup>.

### Fund Allocation

	April 15 - May 15	YTD
Consultants	\$0	\$0
Overtime	\$0	\$0
Extra Hire	\$0	\$0
<b>Total</b>	<b>\$0</b>	<b>\$0</b>

Categories	BACKLOG REPORT AS OF:			
	2/1/05	3/1/05	3/25/05	4/15/05
Backlogged Applications (number of applications with late reviews)	55	85	240	262
<b>Activity For April 1<sup>st</sup> to the 15<sup>th</sup></b>				
Number of Reviews by Third Party				0
Dollars Expended for Third Party*				\$0
Number of Reviews by Other Means (assistance from other departments or sections)				0
Dollars Expended for Other Means*				\$0
Number of Reviews by Staff (performed during regular work day)				61
Number of Reviews by Extra Hire (performed during regular work day)				0
Dollars Expended for Extra Hire*				\$0
Notes: * Using Council Allocation				

Expedited Reviews				
Number Done Overtime Contract				14
Number Done Third Party Contract				0

**Division Performance Standard Report** <sup>1</sup> (days are calendar days)

<b>Building Division</b>	<u>Target for 1<sup>st</sup> 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%

<sup>1</sup> Data for this section is not yet available. A report is expected for the July 5<sup>th</sup> report.



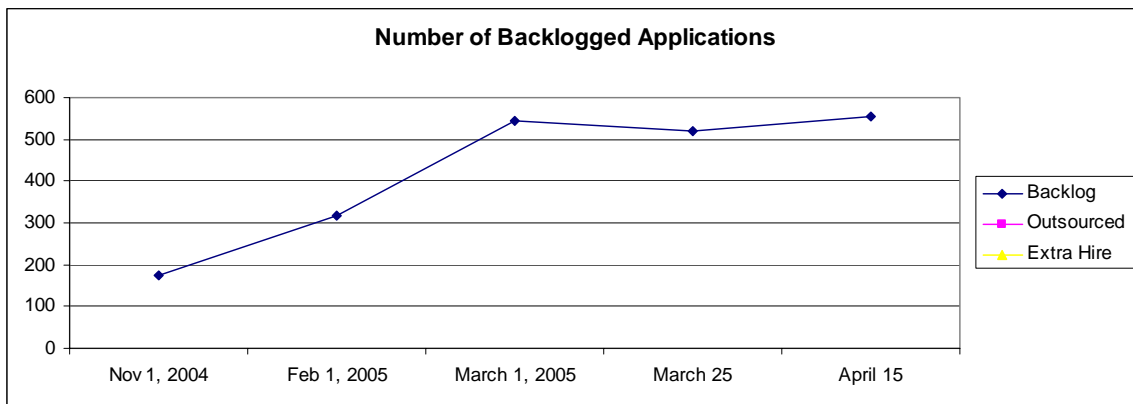
# Project Fast Forward

SCORECARD REPORT FOR CURRENT PLANNING

May 2, 2005

Vicki Diamond, Supervisor Current Planning

## Backlog Monitoring Report for Current Planning



### Details

**Consultant:** RFP #785 has an advertising date set with the Eatonville Dispatch for April 27, 2005, and a closing date of May 13, 2005. Advertisement has also been requested in the News Tribune, Pierce County Herald, and the Daily Journal of Commerce. Estimated date of contract execution is June 2005. Initial contract period shall be from June 2005 to June 2006.

**Overtime:** We have not dedicated any overtime toward backlog.

**Extra Hire:** We do not have extra hire staff to work on backlog.

### Fund Allocation

	April 15 - May 15	YTD
Consultants	\$0	\$0
Overtime	\$0	\$0
Extra Hire	\$0	\$0
<b>Total</b>	<b>\$0</b>	<b>\$0</b>

Categories	BACKLOG REPORT AS OF:			
	2/1/05	3/1/05	3/25/05	4/15/05
Backlogged Applications (number of applications with late reviews)	316	542	519 <sup>(1)</sup>	556
<b>Activity For Prior Month</b>				
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)				87
Number of Reviews by Extra Hire (performed during regular work day)				
Dollars Expended for Extra Hire*				
<b>Notes: * Using Council Allocation</b>				
(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** <sup>2</sup> (days are calendar days)

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

<sup>2</sup> Data for this section is not yet available. A report is expected for the July 5<sup>th</sup> report.  
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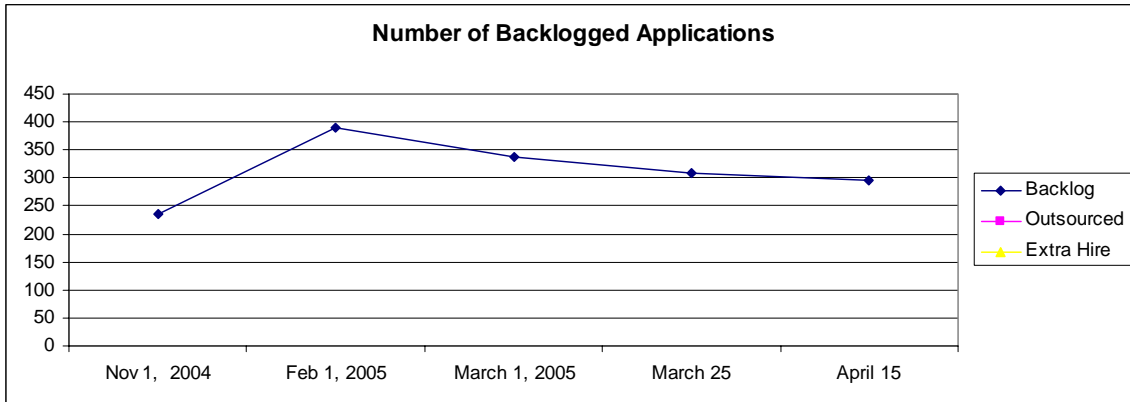


# Project Fast Forward

SCORECARD REPORT FOR DEVELOPMENT ENGINEERING

May 2, 2005

## Mitch Brells, Supervisor Development Engineering Backlog Monitoring Report for Development Engineering



### Details

**Consultant:** One consultant contract extension has been forwarded to Pierce County Budget and Finance for signature. Two other contract extensions are on hold as consultants try to determine if they can service them. A new rfp has been publicized and closes May 6<sup>th</sup>.

**Overtime:** We continue to work overtime on expedited review contracts and some on backlogged applications. Up to six engineers from PW&U have offered to work overtime to assist on backlog reduction. It is anticipated that they will begin reviewing application the week of April 25<sup>th</sup>.

**Extra Hire:** No extra hire currently in use.

### Fund Allocation

	April 15 - May 15	YTD
Consultants	\$0	\$0
Overtime	\$0	\$0
Extra Hire	\$0	\$0
<b>Total</b>	<b>\$0</b>	<b>\$0</b>

Categories	BACKLOG REPORT AS OF:			
	2/1/05	3/1/05	3/25/05	4/15/05
Backlogged Applications (number of applications with late reviews)	391	338	309	296
<b>Activity For Prior Month</b>				
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** <sup>3</sup> (days are calendar days)

	Target for 1 <sup>st</sup> Review	% Completed on Time	- Target
New Applications	30 days	%	90%
Subsequent Reviews	14 days	%	90%

<sup>3</sup> Data for this section is not yet available. A report is expected for the July 5<sup>th</sup> report.  
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 April 4, 2005  
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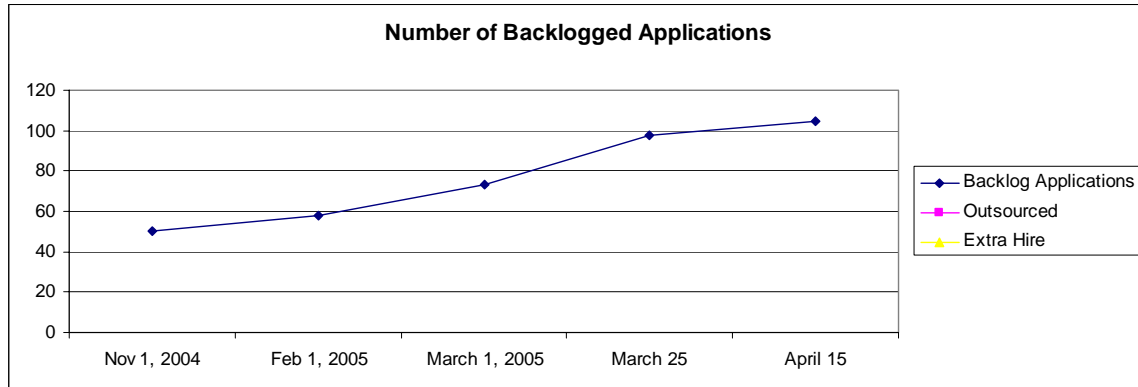


# Project Fast Forward

SCORECARD REPORT FOR RESOURCE PLANNING

May 2, 2005

## Kathleen Larrabee, Supervisor Resource Management Backlog Monitoring Report for Resource Management



### Details

**Consultant:** Proposals are being reviewed for consultant use for backlog.

**Overtime:** May consider using overtime, but won't know until proposals have been evaluated.

**Extra Hire:** Extra-hires have not been used.

### Fund Allocation

	April 15 - May 15	YTD
Consultants	\$0	\$0
Overtime	\$0	\$0
Extra Hire	\$0	\$0
<b>Total</b>	<b>\$0</b>	<b>\$0</b>

Categories	BACKLOG REPORT AS OF:			
	2/1/05	3/1/05	3/25/05	4/15/05
Backlogged Applications (number of applications with late reviews)	200 [58 <sup>(1)</sup> ]	211 [73 <sup>(1)</sup> ]	98 <sup>(1)</sup>	105
<b>Activity For Prior Month</b>				
Number of Reviews by Third Party				0
Dollars Expended for Third Party*				0
Number of Reviews by Other Means (assistance from other departments or sections)				na
Dollars Expended for Other Means*				na
Number of Reviews by Staff (performed during regular work day)				17
Number of Reviews by Extra Hire (performed during regular work day)				0
Dollars Expended for Extra Hire*				0
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; now our recount only includes monitoring reports that have been submitted but not reviewed				

Expedited Reviews				
Number Done Overtime Contract				1
Number Done Third Party Contract				

**Section Performance Standard Report** <sup>4</sup> (days are calendar days)

Target for 1<sup>st</sup> Review    % Completed on Time    - Target

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

<sup>4</sup> Data for this section is not yet available. A report is expected for the July 5<sup>th</sup> report.