

Audit Oversight Committee

Minutes

April 13, 2006

Conference Room D

1:30 to 3:30

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

Discussion Items

1. Back log Discussion

Backlog: Chuck Kleeberg reported on his analysis of the growing backlog. While high sick leave did not seem a factor (offset by lower annual leave) nor did any change in paid requests for third party review (they really haven't dropped off), there was evidence that Development Engineering workload has been high (March was a record breaker), that DENG engineers have been catching up on neglected tasks such as enforcement, that DENG volunteers for overtime have dropped precipitously, that PWU's Traffic Engineering was falling behind, and that the bulge of reviewed applications going back to private engineering companies in December resulted in a rash of resubmittals (some of poor quality) in the first quarter. PALS has tried to manage this increase with reassignments, outsourcing, increased monitoring and limited vacation approvals. PALS proposes to beef up monitoring, analysis and managing of the backlog. While the AOC liked some of the additional efforts to be employed they also asked for better industry training on new regs, extra fees for repetitive submittals, first reviews to be done face to face, second reviews with a person authorized to approve, using 1-2 "effective" dates a year rather than many, and using surplus fees to increase staffing for Traffic Review at PWU.

I would suggest that we send the monthly report to Council with this note added to the backlog section;

"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. 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, and increase Traffic review staff."

2. Combined Enforcement. Diana Raney

- a. Section supervisors met on April 6th to begin exploring this recommendation. At their next meeting they will look at reports on the number of complaints and look for overlaps. Supervisors were also concerned at the impact enforcement has on our ability to maintain plan review times and keep backlog down.
- b. **Combined Enforcement:** Di Raney discussed efforts to date to combine enforcement in the Department. This was one of the audit recommendations to free up technical staff time for applications.

3. Zucker March Report: The AOC thought that the ideas advanced in the report were worth further study and asked the Department to pursue them when beneficial.

4. Twenty Minute Wait: The AOC reconvened as the Twenty Minute Wait Subcommittee and spent most of the next hour critiquing a new flow for application review. Field trips are being planned to DSHS and Snohomish County

Meeting Schedule 2006

(3rd Thursday where I could get a room, a couple 2nd Thursdays)

May 18	Aug 17	Nov 16
June 15	Sept 21	Dec 21
July 13 (2 nd)	Oct 12 (2 nd)	