

Audit Oversight Committee

Minutes

May 18, 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. Reviewing the top eight priorities of 2005

a. Reduction of Backlog – Gordon

The goal to get to zero by December 31, 2005 was met. Since then backlog has increased slightly.

- i. We consider any review that is not done within established performance standards as "**Backlog**". The backlog number we report is a point in time.
- ii. **Efficiency:** Number of reviews done on time in a month divided by the number of the number of reviews done on time plus the number of reviews done late plus the number of applications that should have been done (backlog).

Examples:

iii.
$$\frac{\text{Number of reviews on time}}{\text{On time} + \text{late} + \text{Not Done (backlog)}} = \frac{95}{95 + 5 + 0} = .95$$

95% on time with zero backlog

iv.
$$\frac{\text{Number of reviews on time}}{\text{On time} + \text{late} + \text{Not Done (backlog)}} = \frac{5}{5 + 95 + 0} = .05$$

5% on time with zero backlog

v.
$$\frac{\text{Number of reviews on time}}{\text{On time} + \text{late} + \text{Not Done (backlog)}} = \frac{95}{95 + 0 + 5} = .95$$

95% on time with backlog of 5

b. Additional Space - Chip

- i. We reported last year that several thousand square feet became available to PALS.
- ii. Much remodeling has occurred already as we report in the monthly newsletter.

c. Project Managers – Vicki & Mitch

- i. DENG Project Manager is on board.
- ii. Planning continues to operate with the interim Project Manager.

d. Team Approach – Vicki & Mitch

- i. A revised procedure for development of regulations was adopted last year.

e. Building Inspector Concerns – Gordon

- i. In mid 2005 we hired a consultant to come in and see how he might facilitate communication toward resolving the concerns.
- ii. The effort failed to get anywhere.
- iii. We have a second consulting team on board. The initial feeling is one of optimism.

f. Early LUAC Involvement in Case Review – Vicki

- i. A proposed procedure was developed in 2005. LUACs have reviewed and made comments. No update has been done. Applicants are encouraged to work with the LUACs using the proposed process. Some of them are.

g. LUAC Support – Vicki

- i. Additional funding was provided in 2006.

h. Returning Phone Calls – Chuck

- i. Revised policy was adopted late last year.
- ii. A customer survey is planned to set a performance benchmark.

2. 20 Minute Wait- Carol

3. Performance Audit Office - Rick Talbert – April report from Zucker Systems.

Meeting Schedule 2006

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

July 13 (2nd)
Aug 17

Sept 21
Oct 12 (2nd)

Nov 16
Dec 21

Committee Members include:

Todd Lord, Reich Const. MBA
Rick Brunaugh, Pacific Resource
Development, MBA
Tiffany Speir, MBA staff
Wayne Flood, LUAC Chair
Rich Larson, Larson and Associates
Joe Phillips, Pierce County Exec's Office
Brian Ziegler, Director of P W & U
Leslie Swalley, Assistant for Council
Member Muri

Participating PALS Staff

Chuck Kleeberg, Director PALS
Mitch Brells, DENG Supervisor
Vicki Diamond, Current Planning Super
Mike Noot, Plans Examiner Supervisor
Kathleen Larrabee, Resource Mgmt Super
Carol Johnson, Dev. Center Supervisor
Chip Vincent, Supervisor Advance Planning
Gordon L. Aleshire, Building Official
Robbyn Young, Permit Tech
Donna Belieu, Permit Tech
Sam Yekalam, Project Manager
Ken Cook, Project Manager
Dorian Waller, CARLS Tech