

Project Fast Forward

Minutes

June 9, 2005

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

Discussion Items

Most of the meeting was dedicated to looking at the report catalog and roughing out a draft report. The draft report was presented to Council Committee on July 5, 2005 and is attached to these minutes.

Backlog reduction business plans were presented from Current Planning, Development Engineering, and Resource Management. The plans were accepted and sections are implementing them.

New Business - Next Meeting June 23rd Cancelled.

Committee Members include:

Van Collins, AGC
Dave Graff, Harr Family Homes, MBA
Rick Brunaugh, Pacific Resource Development, MBA
Tiffany Speir, MBA staff
Catherine Rudolph, Realtors
Claudia Finseth, Parkland-Spanaway-Midland Advisory Commission
Jan Schmalenberg, Tri Park Development
Rich Larson, Larson and Associates
Rick Talbert, Pierce County Performance Audit
Hugh Taylor, County Council Staff
Joe Phillips, Pierce County Executive's Office
Brian Ziegler, Director of Public Works and Utilities
Lyle Quasim, Chief of Staff

Participating PALS Staff

Chuck Kleeberg, Director PALS
David Rosenkranz, Assistant Director PALS
Mitch Brells, DENG Supervisor
Vicki Diamond, Current Planning Supervisor
Mike Noot, Plans Examiner Supervisor
Bob Witzl, Permit Coordinator
Kathleen Larrabee, Resource Management Supervisor
Carol Johnson, Development Center Supervisor
Chip Vincent, Supervisor Advance Planning
Gordon Aleshire, Building Official

Also Attending

William (Bud) Rehberg, GAC

Project Fast Forward

A DRAFT Report from the Oversight Committee

July 5, 2005

At the request of the County Council the Oversight Committee reviewed the data sources and monitoring measures needed to effectively monitor application status and the effort expended in staff hours to complete the review of applications. The report(s) should enable the Council, the Department, and public to easily understand the staff resources needed to ensure timely review of applications.

The Oversight Committee determined the following should satisfy the request:

1. Effectively monitor application status.

A. Provide on-line access to specific applications with the following information:

- a. A list of sections statused for review
- b. The status of the review for each section
- c. Contact information or reviewer (once it has been reviewed)

B. Provide reports to monitor Performance Standards

Building Division:

1. Complete first review of 95% of custom residential plan review within 14 calendar days of application submittal & second reviews within 5 days.
2. Complete review of 95% of all residential base plans the same day as submitted.
3. Complete first review of 95% of the commercial building plan reviews within 28 calendar days of the application date, second reviews in 10 days & third reviews in 5 days.
4. Customer Feedback surveys every 2 years. Perform a quality control check, building code plan review and inspection services for a minimum of 1% of the building permits issued per year.
5. Complete 95% of building inspection during the next working day after requested.

Current Planning:

1. Give first response to 95% of applicants **without** public hearings within 60 calendar days.
2. Give first response to 95% of applicants **with** public hearings within 30 calendar days.
3. Complete processing 95% of all second reviews within 14 calendar days.

Development Center:

1. 95% of customers shall wait no longer than 60 minutes before being assisted.
2. 90% of all requests for information and quick processing shall be completed within an average of 30 minutes from the time the transaction starts.
3. 90% of all scheduled appointments shall be concluded within 90 minutes from the time they start.
4. All customers requesting an appointment shall be seen within 14 calendar days of making the request.

Development Engineering:

1. Complete 95% of first plan review within 30 calendar days and corrections within 14 calendar days.

Resource Management:

1. Complete 95% of first reviews within 30 calendar days and second reviews within 14 calendar days.

Wetland Review Applications:

- SF Verification/Categorization/Delineation-95% in 15 calendar days.
- General Verification/Categorization (non-residential)-95% in 20 calendar days.
- Analysis Report-90% for first response in 20 calendar days and 10 calendar days for second.
- Non Compensatory Mitigation Plan-90% in 30 calendar days.

2. Monitor the effort expended in staff hours to fully complete all stages of application review.

Listing of selected reports from the PALS Plus catalog of reports.

- A. Employee Activity on Administrative Projects
- B. Percent of Billable time by Section
- C. Backlog Reports
- D. Total hours by reviewer on a selected application (part of 1. A)
- E. Fee Record Report
- F. Inspection Timeline Objective PALS Plus
- G. Unique Customer Report

3. Develop a report(s) that enables the Council, the Department, and public to easily understand the staff resources needed to ensure timely review of applications.

As these various reports are finalized a presentation style will be developed. The Oversight Committee will review a mix of summary and detailed screens that help readers get to the information they want to see.

Data Sources

The primary data source for permit activity and section/individual productivity is the permit tracking software package called PALS Plus.

Customer feedback: Hand entered database.