

Audit Oversight Committee

Minutes

July 12, 2007

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. Priorities – Report from Section supervisors on any up dates or challenges in implementing recommendations.
 - a. Carol Johnson presented an update on 6 items.

Development Center

#	Development Center	Priority	Completed?	Comments
96	Reinstate Lobby Service Attendant	1	No	Staffing levels have not been attained that allow for designating a Permit Tech to this function. The addition of one OA receptionist allows for more interaction with the customer to assist with basic information.
101	Assign Two Permit Techs to phone system	1	No	Again, staffing levels have not been attained to allow for designating two Permit Techs to this function. Enhancements to the permit information line are planned for 2008 that will allow the caller to know where they are in the queue and leave a message.
102	Better Training for Permit Technicians	1	Ongoing	Training schedules are in place for on-going training.
117	Lobby waits to be no more than 20 minutes	2	No	As of 2 nd quarter 2007, 41% of customers in all categories were being served within 20 minutes. 51% of customers making application were served within 20 minutes.
118	Complete information and quick processing in 30 minutes	2	No	As of 2 nd quarter 2007, 20% of information customers were being served within 20 minutes, as were 34% of quick processing customers.
129	Hire two new Permit Techs	1	Yes/No	Budget positions exist, the two unfilled Permit Tech positions are frozen.

- b. Mitch Brells pointed out that the challenges to further implementation by all sections are staff vacancies and the outsourcing and overtime freeze.

2. Lobby Wait Study 2007

- a. Next steps – Matt Temmel, Performance Audit Coordinator reviewed the County Charter requirement for an “Action Plan” to be presented at an evening meeting of the Council’s Performance Audit Committee. The meeting is tentatively scheduled for September.
- b. There was general discussion about the scope of what might be included in an action plan. Matt Temmel pointed out that the auditor may not always be right and the audit is not so much a checklist of things to do as it is a guide towards an expected outcome.
- c. There was discussion about the kind of public testimony that might be expected.
- d. Since this is the first audit since the Charter change there are some unknowns. Will the Performance Audit Committee (PAC) officially approve the action plan presented by PALS? Will the PAC approve or recommend priorities?
- e. An action plan draft will be forwarded to Matt Temmel by August 30th.

3. Monthly Performance report for June activity was reviewed.

- a. There was a recommendation to change the performance graph on page one to show previous month’s efficiencies.

Meeting Schedule 2007 (3rd Thursday and one 2nd Thursday)

Aug 16
Sept 20

Oct 11 (2nd)
Nov 15

Dec 20

Committee Members Present:

Tiffany Speir, MBA staff
Rich Larson, Larson and Associates
Joe Phillips, Pierce County Exec’s Office
Matt Temmel, Performance Audit Coordinator

Participating PALS Staff

Chuck Kleeberg, Director PALS
David Rosenkranz, Asst. Director PALS
Mitch Brells, DENG Supervisor
Vicki Diamond, Current Planning Super
Mike Noot, Plans Examiner Supervisor
Kathleen Larrabee, Resource Management Supervisor
David Risvold, Resource Management
Diana Ranes, Code Enforcement Supervisor
Carol Johnson, Dev. Center Supervisor
Gordon L. Aleshire, Building Official