



Planning and Land Services

Implementing the 2004 Audit

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What's The Plan?

By March 1, 2005 we are to submit and the County Council adopt, a resolution on how we propose to implement the audit recommendations. The report needs to include a plan to eliminate the permit backlog by December 31, 2005.

This initial resolution will be more of an overview on how we will approach implementation. Except for the plan to reduce backlog, other issues will need the input from customers and staff.

A committee of interested business and citizen leaders will also meet with us to provide input on developing the plan.

Space Planning

By mid January we will have selected a firm to do the space planning recommended in the audit (#19). Comments in the audit are on page 80.

The consultants have seen the audit. In addition to those comments the selected firm will interview many of you to see what we do, how we interact with each other, and how we process various applications.

They will work closely with Scott Sissons and our established committee for space needs. We may expand the committee to ensure a good cross department representation.

The current schedule has the new space available April 1, 2005. After which we could start with any cleaning and painting that might need to be done.

A Measured Approach

While many of the 188 recommendations have already been completed, there is no intent to do all the rest of them this year.

Some changes may take legislation. Most will require input from staff and customers. Both of these take time. Getting rid of our initial backlog will take much of our energy this year.

Directions implementation, moving workspaces around, backlog reduction and other initiatives are already underway. The old cliché "Change is constant" will be very true for us, this year and beyond.

We plan to be smart and set a very measured pace. We need to keep improving and moving towards a customer centered government.

"Implementing the 2004 Audit" as a name for an ongoing process for improvement, isn't exactly inspiring. If you have an idea for a name let me know. **It's worth a free lunch!**

Getting Involved

There will be a variety of ways to be involved in the implementation of the 2004 audit.

We will make use of ongoing venues like:

SCORE
Congress
Regular Staff Meetings
All Department Meetings (monthly?)

In addition there will be special focus groups for specific topics.

The best way to be involved is to let your supervisor know of your interest. We will continue to update everyone through this news letter and our web page.

To Date:

December was a busy month gearing up for the development of an implementation plan. The initial steps included:

1. Appointment of Gordon Aleshire as lead to prepare the initial implementation plan.
2. Solicited 3 proposals for space planning. Due back Jan 14th.
3. Soliciting 3 proposals for a consultant to work with building inspectors to complete the PALS on PALS process. Due back late Jan.
4. Finalizing a proposal to review our ordinances regarding enforcement.

The report would be used to consider centralizing code enforcement. Audit #14.
5. Letters to Local 17 and 120 requesting comments on the audit.
6. Meeting with Information Services was held to look at their resources for next year to help with audit issues.
7. A meeting is scheduled in early January with Human Resources to look at the reorganization issues.
8. A meeting is scheduled in early January with oversight committee. Members represent the County Council, Executive's Office, Realtors, MBA, AGC, LUAC, & PALS.
9. Held initial discussion with a facilitator/trainer on providing training on how to implement a large scale change initiative. Follow up discussion set for Jan 7th.
10. Held meeting with 5 supervisors responsible to develop backlog reduction plans. Plans due Jan 14th.
11. Developed model for weekly reporting to the Executive's office.
12. Started a newsletter.