



Planning and Land Services

Implementing the 2004 Audit

Chuck Kleeberg, Director PALS

Vol. 3

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Calendar

This Week

Friday the 21st Gordon Aleshire will spend the afternoon processing applications at the permit counter.

News

We are getting closer to a name for the project and the newsletter. Front runners include:

Project Fast Track
Project Fast Forward
Partnership Project
Transformation Project
Building Bridges

More suggested names:

Taking Note, Building Trust, Stepping Up, New Priorities, Lights On, Solutions, Perceptions, Re-Formatting, Re-Grouping, Re-Building, Moving Forward, Lifting Anchor, Opportunity, Hang Together, Pressing On, Toe The Line, Touch and Go

Audit
Implementation
Measurement

Per Webster's definition:

Aim = 1. Direction 2. Intend 3. Intention; goal

Send your vote to Gordon this week!

The first meeting of the oversight committee was held on Tuesday the 11th. Members present were:

Lyle Quasim, Chief of Staff
Van Collins AGC
Tiffany Speir, MBA
Rick Talbert, Pierce County Performance Audit
Joe Phillips, Pierce County Executive's Office
Claudia Finseth, Parkland-Spanaway-Midland Advisory Commission
Mitch Brells, DENG Supervisor
Vicki Diamond, Current Planning Supervisor
Kathleen Larrabee, Resource Management Supervisor
Carol Johnson, Development Center Supervisor
Gordon Aleshire, Building Official

Absent

Mike Crowley, MBA
Catherine Rudolph, Realtors

The committee suggested key audit recommendations to focus on in 2005. Items listed included:

1. Reorganization of PALS
 - a. Second assistant director
 - b. Project managers
2. Backlog Reduction Plan
 - a. Define backlog
 - b. Identify tools
3. Development Center
 - a. Space & layout
 - b. Reduce wait times
4. Responding to phones and e-mail
5. Development of Policy manuals
6. LUAC process (under who's authority?, timing and function)

Backlog Reduction

Action plans are being developed. Section and division supervisors are gathering information and reviewing options.

The initial plan outline should be available in next week's issue.

Space Planning

The proposals will be reviewed and a contractor selected this week. We would hope that meetings with staff could begin within a couple of weeks. A definite schedule will be available when we finalize a contract.

A revised schedule has been developed. The revision is due to the availability of the Tacoma Mall Plaza space.

Approximately 3,850 square feet of space will be available April 1st.

Another 4,150 square feet adjacent to the Development Center lobby will be available July 1st.

Some people may move twice in order to get everyone placed where we want.

Counter / Lobby

Future articles in the space would report on changes planned and or implemented in the Development Center area. Additionally we will report on average wait and processing times.

Celebrations

Flat screen monitors were placed on the permit counter. This was one of the audit recommendations. #99



Feedback

Feedback on last week's issue:

news letter is good idea if it continues and we do not get overwhelmed with "...just another ..."
getting the info out to all is a good idea.

In response to your request for suggestions on what information should be highlighted as separate sections in your news letter, here are mine so far:

- "Personnel"
- "Directions Implementation"
- "PALS + Implementation"
- "Space Planning"
- "Customer Service"

Web Page

In February we hope to launch an implementation page. The project name will tie into the web page and the newsletter.

Other Open Projects

Training on how to implement a large scale change initiative. After a follow up discussion on Jan. 7th we are looking at the cost of going to a training event vs. bringing it here.

Consultant to work with building inspectors to complete the PALS on PALS process. Received one proposal which we are reviewing. May need to go get two more before we can complete process.

A meeting with Human Resources to look at the reorganization issues was held. Main focus was to finalize what the PALS organization should look like. Once that is firm we can look at possible impacts.

New Hires

CE III for Development Engineering has been hired

Plans Examiner & Building Inspector ads closed Jan 7th. Interviews should be the week of Jan 31st.

The engineer approved for building division has not yet been advertised. We are still working on the job description. Ad should be out in early February.

Recruitment is under way for:

- ❖ 2 CE IIs for DENG;
- ❖ 1 CE I for DENG;
- ❖ 4 Biologists for Resource Planning;