



# Planning and Land Services

## Implementing the 2004 Audit

Chuck Kleeberg, Director PALS

Vol. 5

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### Calendar

#### This Week

The Oversight Committee meetings have moved to Thursdays. We are continuing our look at how to prioritize the recommendations.

### News

Clark County's visit is set for February 17<sup>th</sup> meeting of the Oversight Committee. Clark County went through an audit by Zucker and has been through the implementation process and is available to share their experience.

A King County visit is planned for February. The date has not yet been set. They will talk with the Oversight Committee about their experience with their Project Manager Program.

### Backlog Reduction

Next week we will report on how big the backlog was on February 1<sup>st</sup>. We will be tracking backlog from four sections.

Building Division  
Current Planning  
Development Engineering  
Resource Planning

### Space Planning

Jay Peterson, AIA Principal and Wayne Lerch, AIA Principal of Erickson McGovern will lead the project. They will begin by documenting what exists today.

Additionally, they will be meeting with Scott Sissons and his committee on space needs. Then they will meet with each section. As soon as we have a schedule we will get it out.

### Counter / Lobby

Two new workstations will soon be installed in the lobby. They will replace the existing area used to process quick applications.

Lobby activity over the last month:

Customers	1602
Average time waiting	1 Hr - 6 min
Average transaction time	1Hr - 13 min
Longest waiting time	

### Celebrations

The draft implementation report was out for review last week. Please send any comments to Gordon Aleshire at:



[galeshi@co.pierce.wa.us](mailto:galeshi@co.pierce.wa.us)

## Feedback

Feedback on last week's issue:

One person wrote:

"Thank you for the newsletters. They are concise and still informative.

This is not as important of a suggestion as others, but still somewhat valuable. When PALS sections move and re-locate to other spaces in the Annex, I thought it would be helpful to the public to re-number the rooms with a less confusing method. For example, Advance Planning's location in "Room 228" which seems it would be on the second floor. Also, an improvement made to the building's interior signage directing the public to these rooms would be helpful."

## 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

Consultant to work with building inspection section to complete the PALS on PALS process. Received one proposal, two more will be submitted by February 11<sup>th</sup>.

## New Hires

Plans Examiner ads closed Jan 7<sup>th</sup>. Interviews scheduled for February 10<sup>th</sup>.

Building Inspector interviews are not yet scheduled.

Recruitment is under way for:

- ❖ 2 CE IIs for DENG;
- ❖ 1 CE I for DENG;
- ❖ 4 Biologists for Resource Planning. Interviews were last week.
- ❖ Permit Technician position will be advertised no later than 2/14/05. May be posted 2/7/04 watch for the announcement.

## Items to Prioritize

The Oversight Committee is looking at the following list of audit recommendations. Staff will be putting cost estimates with the recommendations to help prioritize them for inclusion in the report for the 2005 work plan.

## **Items With Associated Hard Costs**

- ✓ Item #7 Address PALS management issues - Reorganization and Manager Training
- ✓ Item #35 Improve phone system
- ✓ Item #43 Solve Building Inspector Concerns (out for bid)
- ✓ Item #44 Post job inspection card
- ✓ Item #54 Team approach for plan and ordinance preparation
- ✓ Item #60 Implement project manager approach
- ✓ Item #63 Meet with applicant 20 days after NOA is mailed
- ✓ Items #66 Encourage LUACs early participation in process.
- ✓ Items #67 Determine level of staff support for LUACs.

- ✓ Item #115 Implement project manager system
- ✓ Item #120 Make appointments within 48 hours of request
- ✓ Item #123 Redesign counter layout (bid awarded)
- ✓ Item #131 Revise handout materials

**Items Without Associated Hard Costs.**

Many of these items may have a significant soft cost in employee hours.

- ✓ Item #6 Adopt guidelines for the development permitting system

- ✓ Item #34 Return phone calls the same day
- ✓ Item #55 Prepare indexed policy and procedures manual
- ✓ Item #74 Decrease non-fee administrative work for case planners
- ✓ Item #96 Exempt certain projects from DENG review
- ✓ Item #131 Revise handout materials
- ✓ Item #144 List permits exempt from engineering review
- ✓ Item #145 Study additional permits that can be exempt from review
- ✓ Item #162 Prepare and maintain a policy Handbook