

PIERCE COUNTY AUDIT - JULY 2005

REPORT BY ZUCKER SYSTEMS

A. OVERVIEW

This report is based on a review of the July 5, 2005 Fast Forward report and the July 5 draft, A Report from the Oversight Committee.

B. JULY 5, 2005 FAST FORWARD REPORT

1. Backlog and Applications Per Month

We are pleased to see that the backlog is beginning to fall as expected, even with the increase in activity.

2. Draft Reports

It would be helpful if the draft reports being prepared were sent to Zucker Systems. These include:

- Project Manager program
- LUAC process
- Report on office space
- Solve Building Inspector concerns
- Anything on returning phone calls the same day?

3. Building Division Plan Review

The backlog for residential has dropped and the backlog for commercial has increased. Based on the County's concern for economic development it may be useful to have the opposite the case. This should be a County policy decision.

We note that the target for first review of building plans is 14 days residential and 28 days commercial. The audit recommended 10 days residential and 15 days commercial. The County, at the policy level should make certain this longer timeline is acceptable.

4. Current Planning

It appears that good progress is being made on the backlog and the hiring of a consultant.

The suggested timelines for first review of 30 days and 60 days are longer than the 20 days suggested in the audit. Additionally, it is not clear why applications without public hearings should take 60 days and those with public hearings only 30 days?.

5. Development Engineering

It is good to see the backlog continues to drop.

6. Resource Management

It is good to see that the backlog is beginning to drop.

7. Counter Wait Times

The report continues to use averages that masks too much data. We hope that in future reports our prior recommendation can be implemented using the percent served in 60 minutes, 120 minutes, etc. It would also be useful to chart the wait times using charts similar to those being used for showing the backlogs.

As we said in our June report, we continue to find it hard to understand why so little attention is being given to solving the counter situation. We understand why this is not a concern to the industry but the industry is only one part of the customer base for PALS.

We continue to believe that there is a potential for a major unfortunate customer blow up under this system.

During our April visit we were told that a new phone system was to be installed to set appointments for the early visitors. Is this system in operation?

8. Response To Monthly Reports

We have not received any response to our April, May or June reports.

C. A REPORT FROM THE OVERSIGHT COMMITTEE

As indicated in the discussion above, we believe several of the suggested timelines are too long. These include some of the timelines for:

- Building permits
- Current Planning
- Development Center