MEMORANDUM

4/25/2014

TO: Diane Jones, Director, Department of Permitting Services

            Harash Segal, Director, Department of Technology Services

FROM: CountyStat

SUBJECT: DPS Performance Review

The following items were identified for follow-up during the 4/23/2014 CountyStat Meeting:

1. DPS will be working with DTS on a solution to eliminate double-entry in the Hansen and Siebel systems when closing cases, etc.

   Responsible parties: DPS, DTS
   Other parties   none
   Deadline: 4/30/2015

2. Ensure that all Plans Reviewers are correctly using the Permit Tracking tool in their day-to-day work

   Responsible parties: DPS
   Other parties   none
   Deadline: 6/30/2014

3. Identify what, if any, permitting departments in the region hold a score of 1 or 2 on the ISO Test

   Responsible parties: DPS
   Other parties   none
   Deadline: 5/9/2014

4. Benchmark, if possible, DPS performance on the average number of days to complete reviews for Public Right-of-Way, Sediment Control, Septic, and Well Permits (new Headline Measures)

   Responsible parties: CountyStat
   Other parties   DPS
   Deadline: 8/29/2014

5. Finalize development of the three new Headline Performance Measures still currently "Under Construction"

   Responsible parties: CountyStat, DPS
   Other parties   none
   Deadline: 6/30/2014

6. Examine DPS Tier 1 vs. Tier 2 MC311 call data to ensure that the DPS transition to MC311 is progressing successfully

   Responsible parties: CountyStat
   Other parties   DPS
   Deadline: 9/30/2014

7. Examine DPS complaints that come in through MC311 via a word map or other tool (specifically Sign complaints)

   Responsible parties: CountyStat
   Other parties   none
   Deadline: 5/30/2014

cc: Timothy Firestine, Chief Administrative
     Fariba Kassiri, Assistant Chief Administrative Officer