

SYN. NO. _____

AGN. NO. _____

MOTION BY SUPERVISOR DON KNABE

February 4, 2003

On January 29, 2003, the Auditor-Controller issued a management audit report on the Department of Regional Planning (DRP). The consulting firm Strategica performed the audit under contract with the Auditor-Controller. The report indicates that the Department needs to aggressively implement changes to modernize its operations in order to improve delivery of its services to County residents.

Currently, most field offices are staffed for only four hours each week and the central office is open only in the afternoon. Also, some locations, particularly the downtown office, are not convenient for customers to travel to. The Auditor-Controller recommends that DRP organize for improved customer service by developing a strategy for deploying staff, functions, and services in the field closer to the customer base and by expanding operating hours.

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A frequent concern of planning applicants is the length of time it takes to get an application approved. The responsibility for ensuring that a case is moved ahead and that all relevant analyses and reviews are performed on time is fractured which hinders expeditious processing. The Auditor-Controller recommends a comprehensive project management approach to project review. Planners, acting as project managers, would be responsible for expediting projects through all necessary approvals including those required by other County agencies.

The Auditor-Controller's also found that the Department does not have an effective tracking system that automatically identifies and lists code enforcement cases that need attention, and to ensure its code enforcement and inspection efforts are coordinated with the code enforcement and inspection efforts of other County departments. The Auditor-Controller also recommends that DRP establish a cross-agency program for addressing violations that cannot be resolved within six months including cross-agency teams to address the most recalcitrant offenders, and the use of more aggressive administrative and legal means to improve compliance.

These and other recommended improvements would modernize the Department operations and improve the delivery of customer service to County residents.

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THEREFORE, I MOVE THAT:

1. The Regional Planning Department's develop a strategy to implement the management audit recommendations as soon as possible.
2. The Chief Administrative Office and Auditor-Controller review and approve the Department's implementation plan and timetable.
3. The departments provide a report to the Board within 90 days on the implementation plan.

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