Goal 5: Measure 1.3 – Customer Confidence
Increasing Timely Delivery of State Services:
Electrical Inspections within 48 Hours of Request

Department of Labor & Industries
Joel Sacks, Director
Stephen Thornton, Program Manager
Dave Woodey Prime Electric, Customer
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Background: Timely electrical inspections are essential to the economy and ensuring safety to life and property

- L&I performed 209,000 electrical inspections last year. 26 cities do their own inspections.

- An inspection is considered timely when done within 48 hours of the request.

- Timely electrical inspections are essential for maintaining project schedules.
In the last year, 91% of all electrical inspections (190,000 of the 209,000) were timely (within 48 hours of request). Prior to the recession, 98% were timely.

As the construction season peaks, demand for inspections increases, resulting in longer wait times for inspections.

Last year, over 18,000 projects waited more than 48 hours for an inspection.
Problem/Opportunity: Vacancy Rate Contributes to Missed Goal

**Gap - Inspection Response**

- **Preferred State**: 94%
- **Current State**: 91%
- **Gap**: 3%

- Over the last four quarters, our response average was 91%. The goal of 94% or better was not met.

**Gap - Vacant Inspector Positions**

- **Preferred State**: 119
- **Filled**: 103.5
- **Gap**: 15.5

- Inspector recruitment/retention is not keeping pace with demand. Factors contributing to the 13% vacancy rate:
  - Fierce competition with the private and public sectors for qualified candidates due to inability to pay market rate salaries
  - More openings available - gained authorization to restore several positions eliminated during the recession
  - Aging workforce - retirements.

- 48% of our inspection staff have been with us for three years or less.

**Goal 5: 1.3 Electrical Inspections Performed Within 48 Hours**

**Preferred State**

- 94%

**Current State**

- 91%

**Gap**

- 3%
Goal 5: 1.3 Electrical Inspections Performed Within 48 Hours

**Notes:**
1 Current vacancies
2 Average of 4 previous quarters
Strategies in place to Improve Timeliness

1. Apply Lean Principles - Lean journey began in 2010. Identifying and removing waste to improve customer confidence and make processes as effective and efficient as possible.
   - Train new inspectors with standard work processes developed by their predecessors, build Lean culture.

2. Update our Technology to Improve Service
   - Transition toward real time delivery of inspection results.
   - Increase communication - provide automated inspection status notifications throughout the inspection process.

3. Maintain Inspection Capacity
   - Working to close the vacancy gap and fill open positions.
     - State wide recruitment / interviews and hiring
     - Succession Planning Inspectors
     - Trainer and training program
## Action Plan

<table>
<thead>
<tr>
<th>Task</th>
<th>Task Lead</th>
<th>Partners</th>
<th>Expected Outcome</th>
<th>Status</th>
<th>Due Date</th>
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</thead>
<tbody>
<tr>
<td>Hire and train 14 inspectors for current vacancies</td>
<td>Stephen Thornton, Program Manager</td>
<td>LNI Driven</td>
<td>Meet our 94% or better within 48 hour inspection response goal</td>
<td>At risk</td>
<td>6/30/2015</td>
</tr>
<tr>
<td>Hire and train 6 succession planning inspectors</td>
<td>Stephen Thornton, Program Manager</td>
<td>LNI Driven</td>
<td>Maintain staffing levels by having a trained pool available to fill retirement vacancies</td>
<td>At risk</td>
<td>6/30/2015</td>
</tr>
<tr>
<td>Investigate new technologies for mobile inspection platform under development</td>
<td>IT</td>
<td>LNI Field Staff</td>
<td>Improved customer experience and inspector productivity.</td>
<td>On track</td>
<td>09/01/2015 2017 Rollout</td>
</tr>
<tr>
<td>Hiring &amp; retention Kaizen</td>
<td>José Rodríguez, AD, FSPS</td>
<td>LNI Field Staff</td>
<td>Recommend hiring &amp; retention counter measures</td>
<td>On track</td>
<td>09/15/2015</td>
</tr>
<tr>
<td>Evaluate controllable internal process of hiring &amp; retention of advanced-level inspectors.</td>
<td>Stephen Thornton, Program Manager</td>
<td>LNI Field Staff</td>
<td>Provide areas of opportunity to advance hiring and retention of qualified inspectors.</td>
<td>Not Started</td>
<td>9/15/2015</td>
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<tr>
<td>Review non-technical duties of inspectors. Review and recommend resource shift.</td>
<td>Stephen Thornton, Program Manager</td>
<td>LNI Field staff</td>
<td>Create efficiency in inspections tasks thus, freeing up inspectors to spend more time in the field conducting inspections</td>
<td>Not Started</td>
<td>7/1/2015</td>
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Goal 5: 1.3 Electrical Inspections Performed Within 48 Hours
Prime Electric
Dave Woodey, COO & Administrator

LEAN Construction & Today’s Marketplace

- Today’s aggressive construction practices require each discipline to perform tasks on schedule
- The LEAN process builds efficiencies and ultimately cost savings by eliminating wasted time and movement
- Communication & tracking via technology would be a positive step for the department to develop

Untimely or Delayed Inspections

- Untimely or missed inspections have a ripple affect on the overall project, not just the electrical contractor
- Breaking of “Commitments” within the schedule create inefficiencies in successor’s work and ultimately impacts overall costs
- Safety – Hazards are created when trenches or vault installation are required to remain open longer than necessary
Where You Can Help

• Continue to support investments in the electrical program (mobile technology, staffing etc.). Currently, investments are funded in the Governor’s budget and in both the House and Senate budgets.