



Association of California Construction Managers

March 4, 2010

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Mr. Dave Thorman, AIA
Ms. Kathy Hicks
Division of the State Architect
1102 Q Street, suite 5100
Sacramento, CA 95811

Dear Dave and Kathy:

You invited us during your CASH presentation to submit ideas for the Performance Measures which could help DSA improve its performance and the perception of DSA by the school design and construction community.

There is an old saw that the customer's last impression is the lasting impression. Many of us have expressed in the last year that DSA's focus on plan check and bin time measurement has left the management of DSA's construction phase responsibilities behind the times and unmeasured. And it is these construction phase processes that are often the source of irritation and poor perception of DSA by school districts and the professionals working on their projects.

Attached are some sheets which list the data we think you should routinely keep on the different construction phase processes and then the management report questions you would expect your staff to know, analyze, and act on.

We wish you great success in implementing performance measures and making the resulting improvements at DSA.

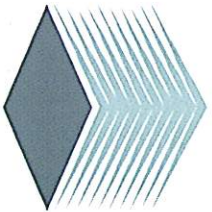
Please call me if I can answer any questions. I look forward to working with you on this issue.

Sincerely,

Dick Cowan, PE PMP DBIA LEEDAP
Officer at Large, ACCM

David Walrath, Legislative Advocate
Murdoch, Walrath & Holmes

1130 K Street, Suite 210 ■ Sacramento, California 95814 ■ Tel:(916) 441-3300



Association of California Construction Managers

1. CHANGE ORDERS

- MEASURE: Date Change Order sent by Architect or District for approval
 Date Change Order received returned by Architect or District approved
 Date Change Order received returned by Architect or District not approved

REPORT: For this office, such as Sacramento,

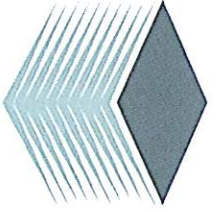
What are the five oldest Change Orders submitted for DSA Approval not yet approved and received by the Architect or District? When will they be approved?

As of last Friday, what proportion of Change Orders for DSA Approval submitted in the last month have been processed and received back by the architect or District within 5 business days? Is this a better number than last week?

As of last Friday, what is our median number of days between submission and receipt back approved for Change orders in the last month? Is that a better number than last week?

As of last week, what proportion of change orders submitted in the last month were not approved? Is that a better number than the previous week?

Of Change Orders returned not approved by DSA, What are the leading two reasons for non-approval? What can we do about improving the quality of change order submissions?



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2. FIELD CHANGE DOCUMENTS

MEASURE: Date Field Change Document sent by Architect or District for approval

Date Field Change Document received returned by Architect or District approved

Date Field Change Document received returned by Architect or District not approved

REPORT: For this office, such as Sacramento,

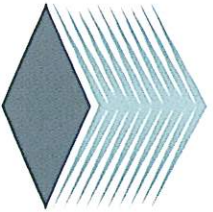
What are the five oldest Field Change Documents submitted for DSA Approval not yet approved and received by the Architect or District? When will they be approved?

As of last Friday, what proportion of Field Change Documents for DSA Approval submitted in the last month have been processed and received back by the architect or District within 5 business days? Is this a better number than last week?

As of last Friday, what is our median number of days between submission and receipt back approved for Field Change Documents in the last month? Is that a better number than last week?

As of last week, what proportion of Field Change Documents submitted in the last month were not approved? Is that a better number than the previous week?

Of Field Change Documents returned not approved by DSA, What are the leading two reasons for non-approval? What can we do about improving the quality of Field Change Document submissions?



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3. ADDENDA

MEASURE: Date Addendum sent by Architect or District for approval

Date Addendum received returned by Architect or District approved

Date Addendum received returned by Architect or District not approved

REPORT: For this office, such as Sacramento,

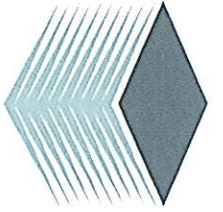
What are the five oldest Addendums submitted for DSA Approval not yet approved and received by the Architect or District? When will they be approved?

As of last Friday, what proportion of Addendums for DSA Approval submitted in the last month have been processed and received back by the architect or District within 5 business days? Is this a better number than last week?

As of last Friday, what is our median number of days between submission and receipt back approved for Addendums in the last month? Is that a better number than last week?

As of last week, what proportion of Addendums submitted in the last month were not approved? Is that a better number than the previous week?

Of Addendums returned not approved by DSA, What are the leading two reasons for non-approval? What can we do about improving the quality of Addendum submissions?



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4. REVISIONS

- MEASURE:
- Date Revision sent by Architect or District for approval
 - Date Revision received returned by Architect or District approved
 - Date Revision received returned by Architect or District not approved

REPORT: For this office, such as Sacramento,

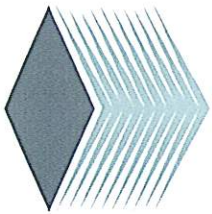
What are the five oldest Revisions submitted for DSA Approval not yet approved and received by the Architect or District? When will they be approved?

As of last Friday, what proportion of Revisions for DSA Approval submitted in the last month have been processed and received back by the architect or District within 5 business days? Is this a better number than last week?

As of last Friday, what is our median number of days between submission and receipt back approved for Revisions in the last month? Is that a better number than last week?

As of last week, what proportion of Revisions submitted in the last month were not approved? Is that a better number than the previous week?

Of Revisions returned not approved by DSA, What are the leading two reasons for non-approval? What can we do about improving the quality of Revision submissions?



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5. DEFERRED APPROVAL SUBMISSIONS

MEASURE:

Date Deferred Approval Submission sent by Architect or District for approval

Date Deferred Approval Submission received returned by Architect or District approved

Date Deferred Approval Submission received returned by Architect or District not approved

Category of Deferred Approval Submission—such as Fire suppression, Elevator Guide Rail, Bleacher, etc.

REPORT: For this office, such as Sacramento, for each category of deferred approval submission:

What are the five oldest Deferred Approval Submissions submitted for DSA Approval not yet approved and received by the Architect or District? When will they be approved?

As of last Friday, what proportion of Deferred Approval Submissions for DSA Approval submitted in the last month have been processed and received back by the architect or District within 5 business days? Is this a better number than last week?

As of last Friday, what is our median number of days between submission and receipt back approved for Deferred Approval Submissions in the last month? Is that a better number than last week?

As of last week, what proportion of Deferred Approval Submissions submitted in the last month were not approved? Is that a better number than the previous week?

Of Deferred Approval Submissions returned not approved by DSA, What are the leading two reasons for non-approval? What can we do about improving the quality of Deferred Approval Submission submissions?

