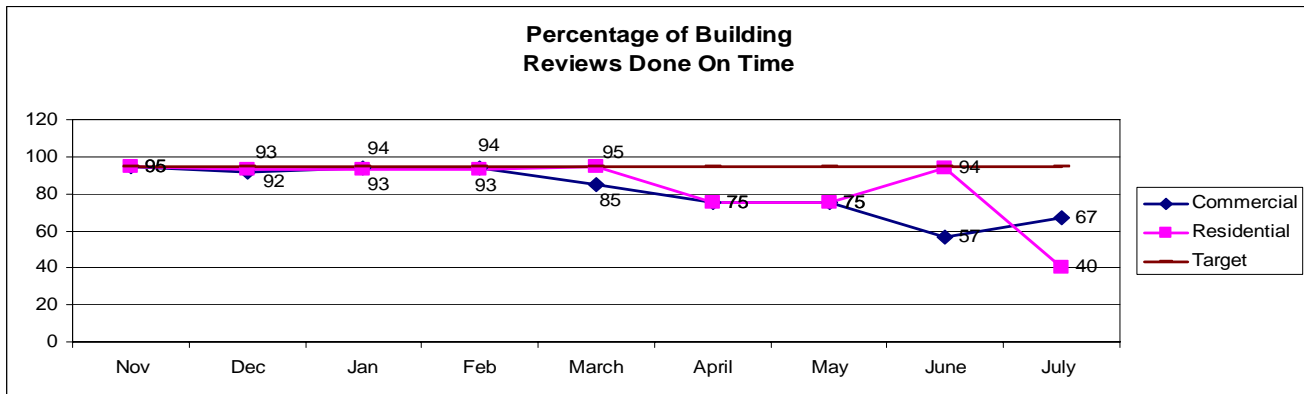




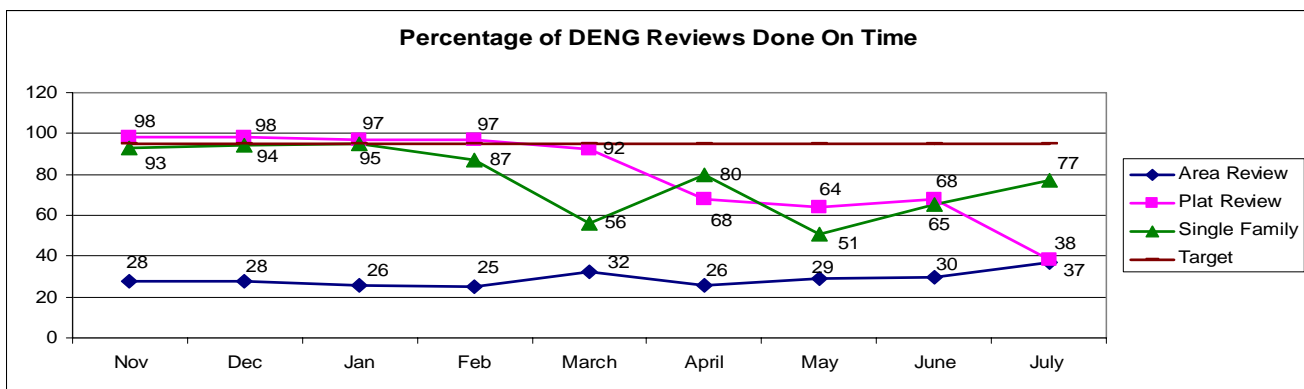
Fast Forward

Performance of Reviews for July 2007

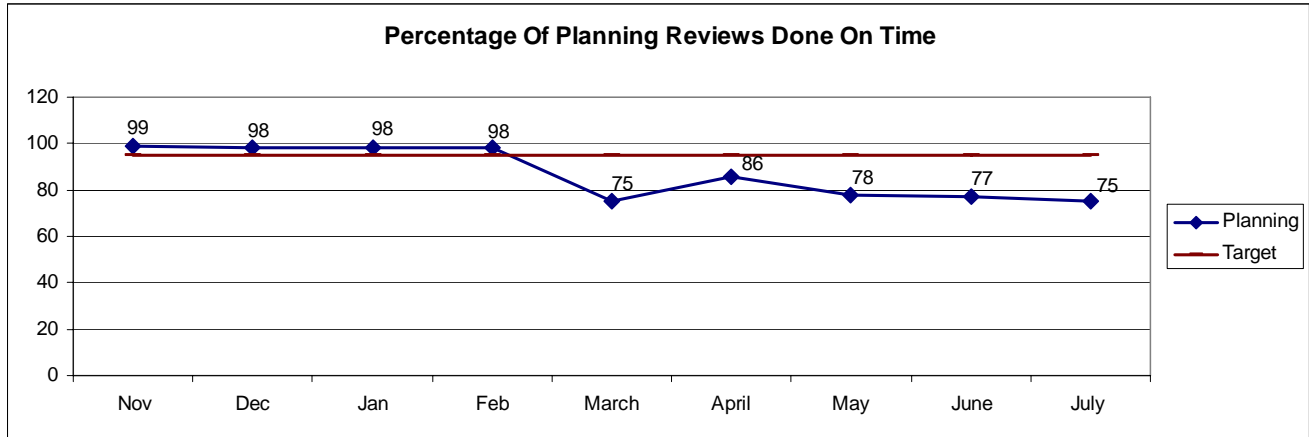
Performance measure targets are for 95% of all applications to be reviewed within 14, 28, 30, or 60 days depending on reviewing Section or Division and the type of application. Percentages shown here represent a summary for the Section for the applications reviewed within the reporting period



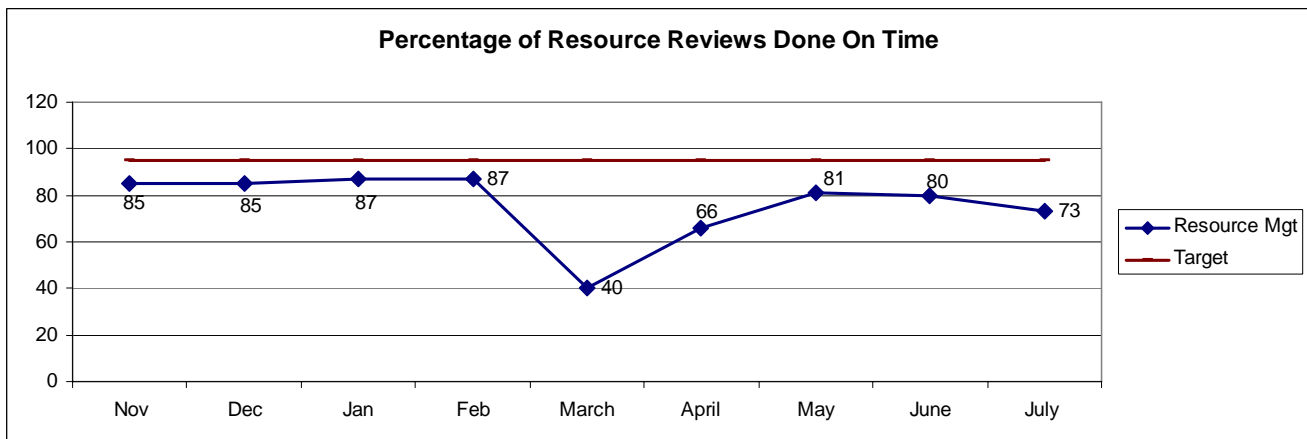
The plan review section has one plans examiner vacancy with a second on extended leave for the month of July. In addition, new applications are not coming in at an even pace. With a 14 day target, this cycling causes temporary backlogs driving the performance percentage down. The pie chart on page 3 shows that most of the late reviews are less than a week late.



As seen above the timeliness of the Area Review Work Unit is on the increase. This is in part due to a decline in the number of submittals from June's all time high. The Plat Review Work Unit's timeliness has decreased due to the volume of incoming submittals. We are now in our sixth straight month of greater than 120 submittals/month. The two reviewers in the Plat Review Work Unit can produce on average 85 reviews per month without working overtime. The Area Review Work Unit still has four vacancies. We are still actively trying to fill these positions. Additional detail on the above data can be found in the section report on the Department's web page.

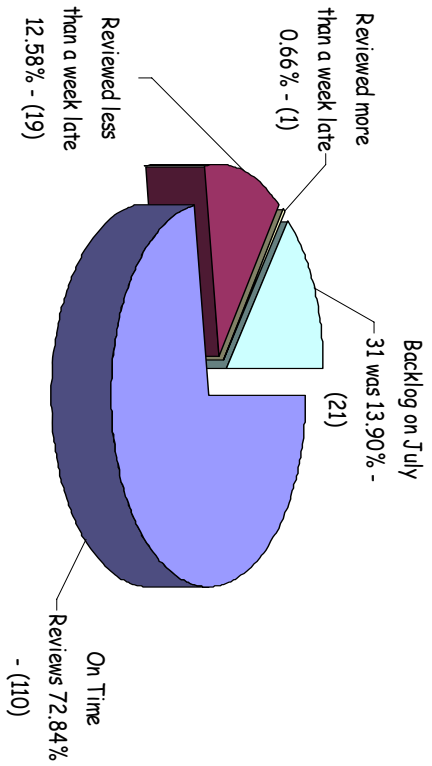


Current Planning continues to exceed the number of applications that are allowable to keep the Section from creating backlog. We no longer outsource some application types to a consultant and have assigned those cases to staff. Taking into consideration both of those elements, the Performance Measure of on time reviews has been reduced starting in April 2007.

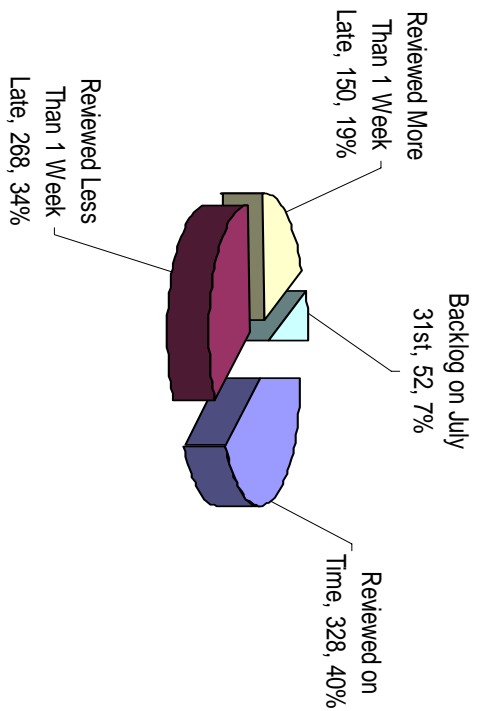


The “efficiency” of Resource Management went down during July because of the rather large number of applications submitted in May. The fact is that more applications were actually reviewed on time (110) during July than in previous months with the same number of staff.

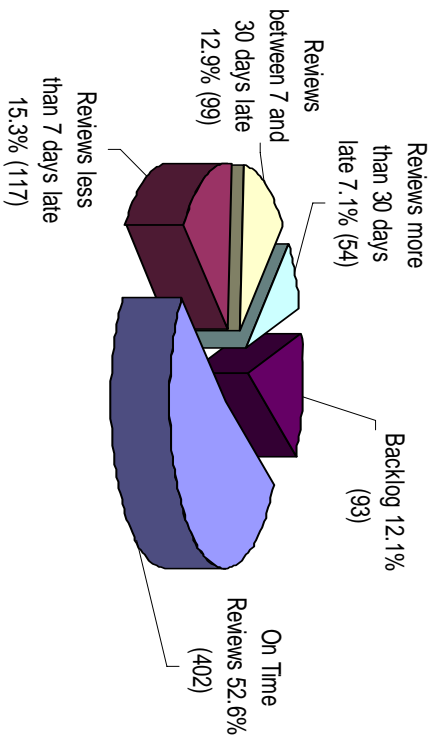
Resource Mgt Performance Review July 2007



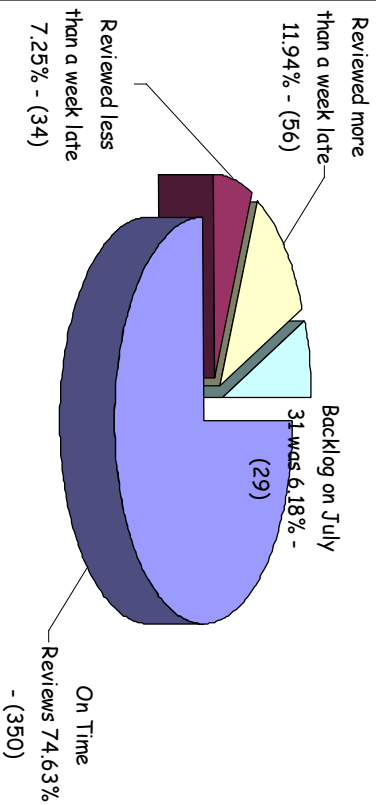
Building Division Performance for July 2007



Development Engineering Review Performance July 2007

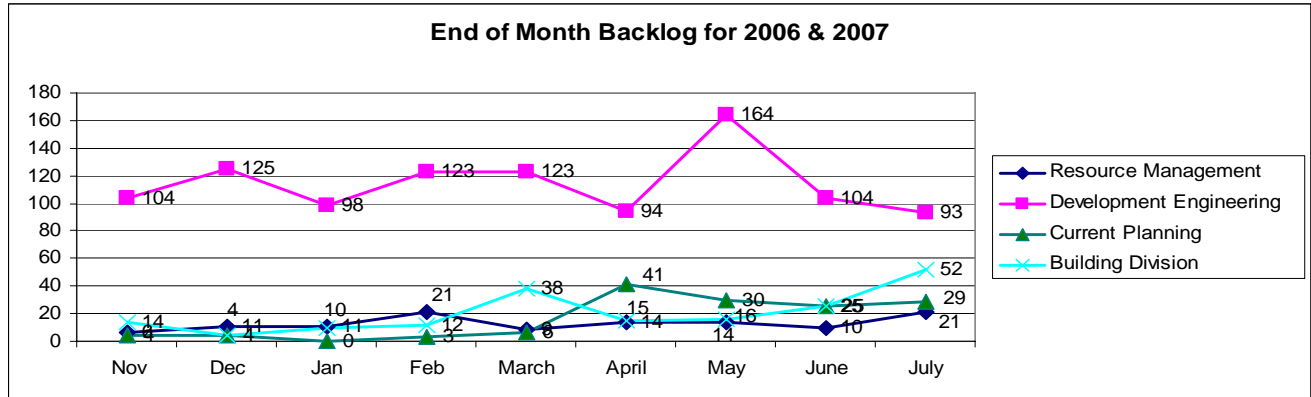


Current Planning Performance Review July 2007



Backlog Summary

Backlog represents those applications on the last day of the month that should have been reviewed. As noted in the pie charts on page 3, most of these applications are days late not months late. **On-Time Performance** is our measure of success not just backlog.

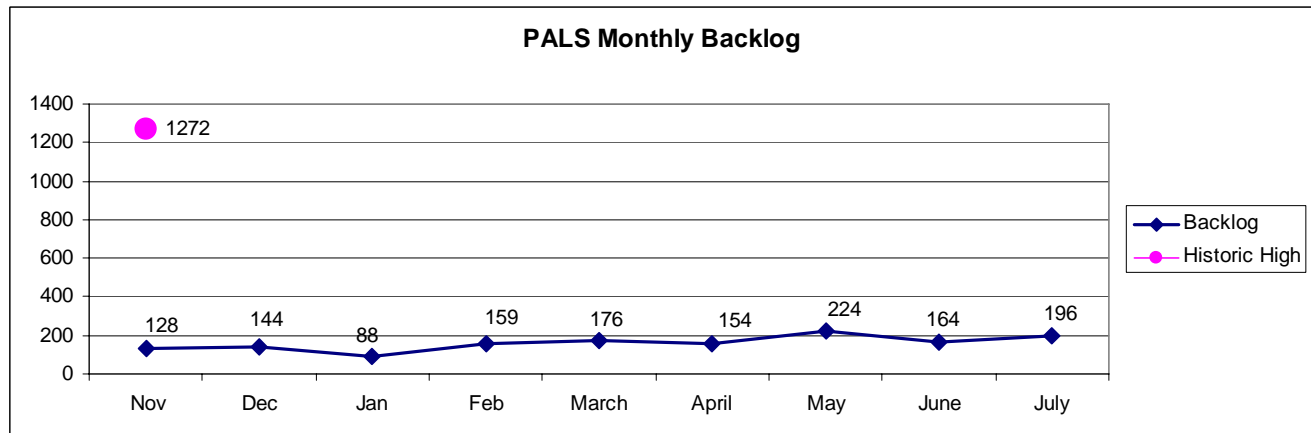


Additional details on backlog and what is being done to address the volume of applications will be in the individual Section reports. Those will be posted to the PALS web-page no later than the 15th of the month.

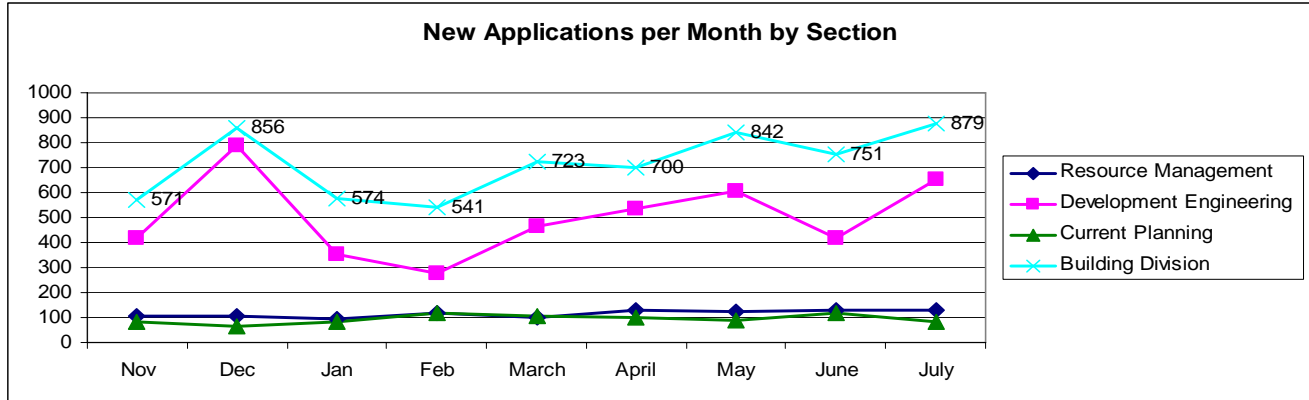
<http://piercecountywaw.org/pc/services/home/property/pals/aboutus/reportsandstats.htm>

Meeting our performance goals of being 95% efficient is considered a success. At 95% there will always be some backlog.

	As of July 31 st
Building Division	52
Current Planning	29
Development Engineering	93
Resource Management	21
Total	193



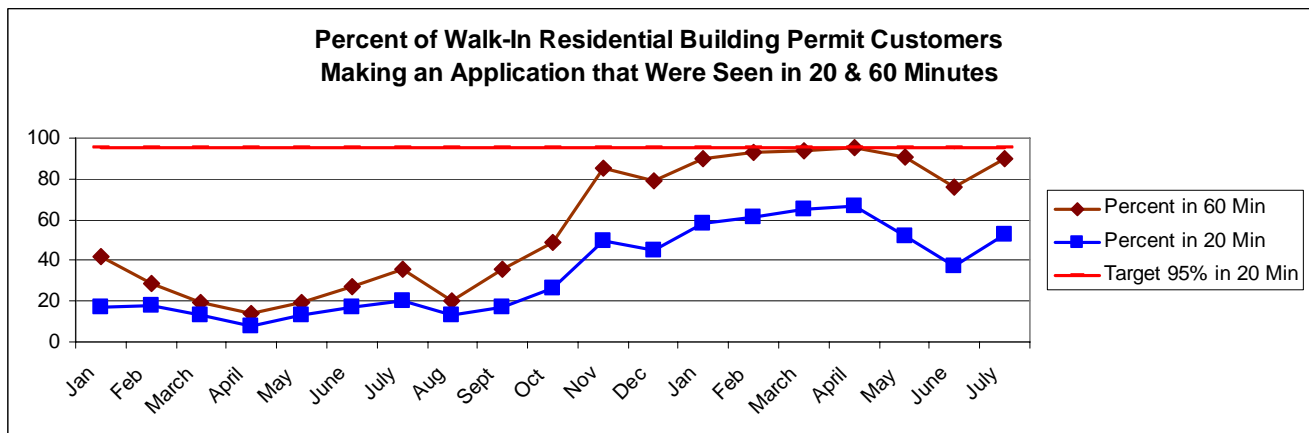
New Applications in July



New applications rose for Building and Development Engineering. Depending on the type of applications they will be reviewed within 14, 30 or 60 days from their date of application. Each permit represented here, generates a review by the other sections. For example, 100 building permits can generate 300 reviews within PALS. That's why the pie charts on page 3, might show more reviews than this graph shows as new permits for the same section.

Getting to 20 Minutes

Development Center			
July 2007			
	Percent Seen in 20 minutes	Percent Seen in 60 minutes	Percent Left Before Being Called
New Applications (walk-in) 484	53%	90%	2%
Over The Counter (pick up) 560	42%	73%	4%
Appointments (commercial) 17	94%	100%	0
Information Only 157	26%	57%	7%



The Development Center has two vacant permit technician positions since April.

Status of the 2004 Audit Recommendations

Of the 188 final recommendations they were distributed as follows:

County Executive and/or County Council	30	27 completed	90%
Planning and Land Services	141	90 complete	64%
Fire Marshal	1	completed	100%
Health Department	3	completed	100%
Public Works & Utilities (revised from the June report)	13	12 completed	92% ⁽¹⁾

(1) There were two additional items listed within the PALS portion of the Audit that applied to PW&U.

“Completed” means the recommendation was reviewed by the Department and implemented in some way. On rare occasion the recommendation may not have been implemented. In order to not implement an item the PALS Audit Oversight Committee had to concur. Completed may also mean the implementation requires an on-going monitoring to maintain the initiative.

The PALS Oversight Committee will meet on August 16th to look at a proposed action plan for the “Lobby Wait Study” from Zucker Systems. PALS and the committee will be reviewing options to present at a public meeting scheduled for early September.

The Lobby Wait study clarified the focus from previous studies. In addition of the target of no more than a twenty minute wait for each customer, an additional focus on best customer service for each individual customer. For instance, there may be customers who wish to wait for an answer to their questions provided the wait is reasonable (but perhaps longer than 20 minutes). Other customers may wish to drop off an application for review later, much less than 20 minutes. Still others may wish to have a prescribed list from us or a written idea of the timeframes we expect that review of their application will take.

In order to come up with a system capable of being customized to the needs of the individual customer, we must first explore the different types of customers and discuss with each their needs. Then we need to create a system that respects the boundaries of resources, law and policy we have while best responding to customer needs.

And finally, we must fold into our considerations new legislation which prompts local jurisdictions to provide customers with more information about the permit process.