



# Planning and Land Services

## Activity Report for January 2009

The Self Help Kiosk is an alternative to waiting in the Development Center. In November the program was expanded to allow most application types to be processed through the Kiosk. As volumes have declined, most customers still prefer to wait for traditional service.

Our goal is to continue encouraging customers to get used to using the KIOSK. When activity picks up we will require some permit types to use this option. So, we will continue to encourage use of the KIOSK.

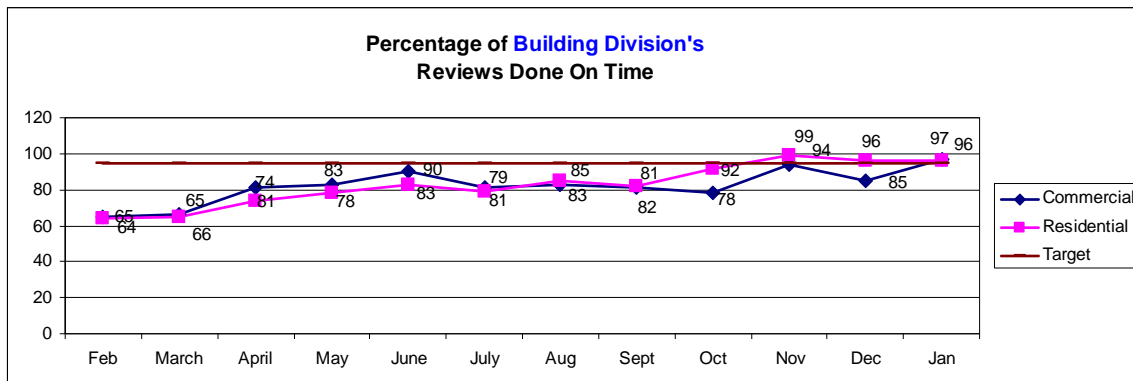
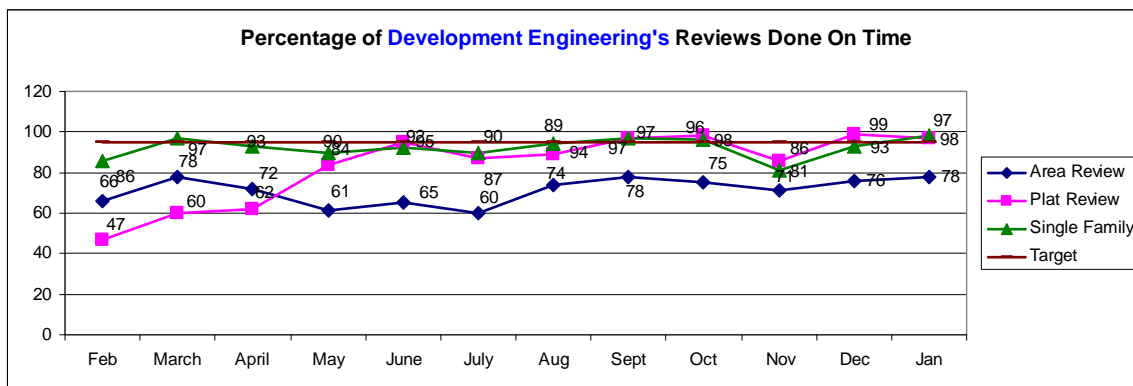
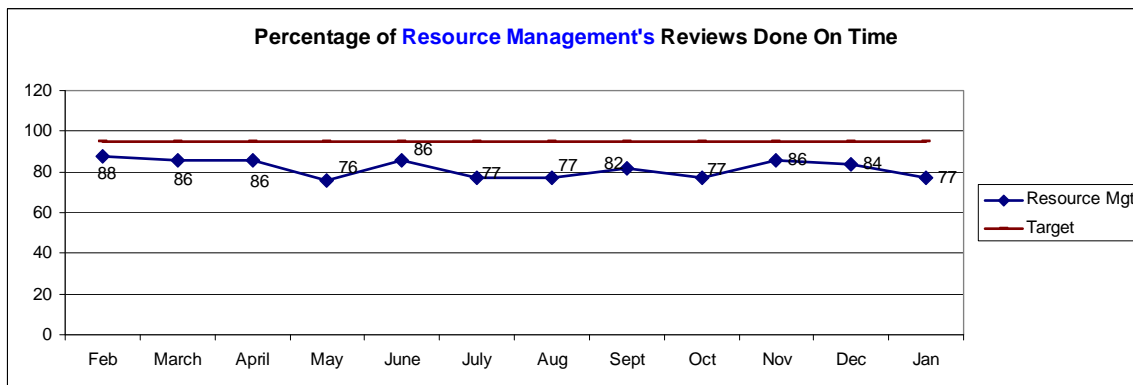
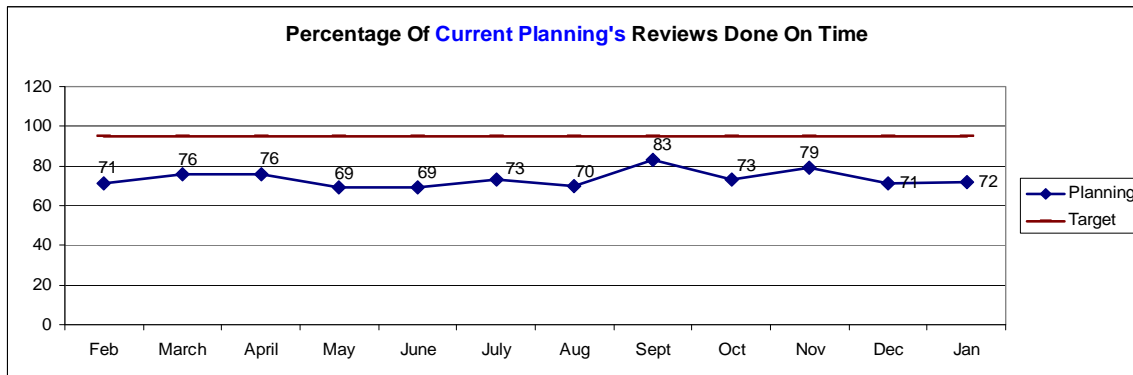
The PALS Plus team has deployed new upgrades to the system this past year. They include several enhancements aimed at streamlining some review and inspection processes. Staff can now renew an application/permit or change the expiration date in one step instead of the two or three steps it previously took.

We also made changes to the processes used to re-activate an application by removing steps that required redundant review comments. We've completed the requirements gathering needed to start working on changing how the application date is set when an application is created. Work continues on support and development of other enhancements as time allows.

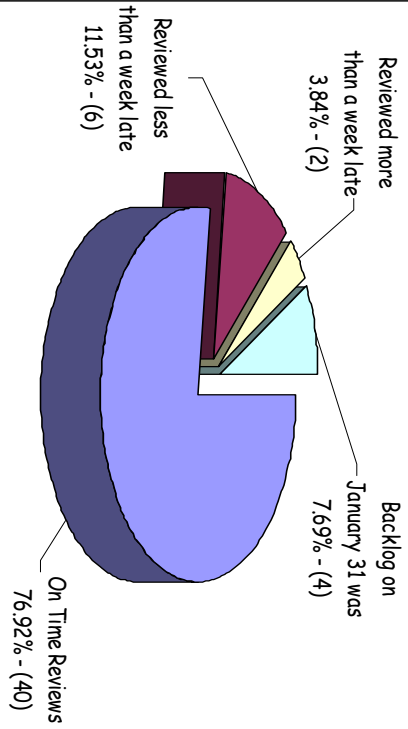
The following performance data is a continuation of our 2008 data. We continue to include at least a years worth of data for comparative purposes. Older data is available on the PALS web site as are more detailed reports from each PALS Section.

[www.piercecountywa.org/PALS](http://www.piercecountywa.org/PALS) "Performance Audit"

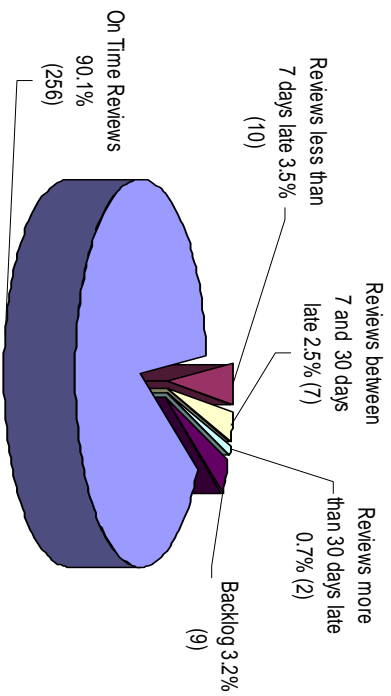
# Performance of Reviews for January 2009



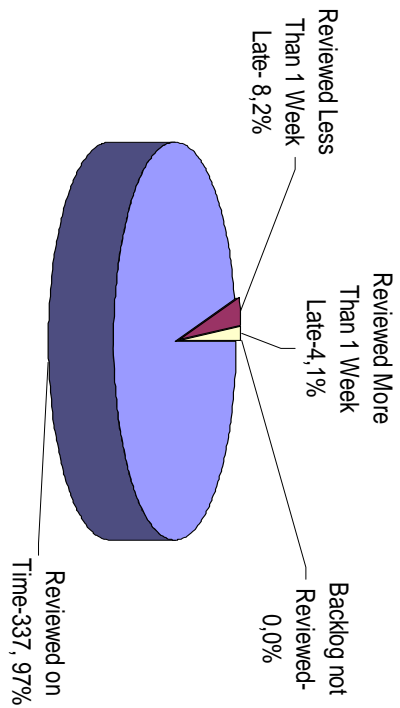
**Resource Mgt Performance Review January 2009**



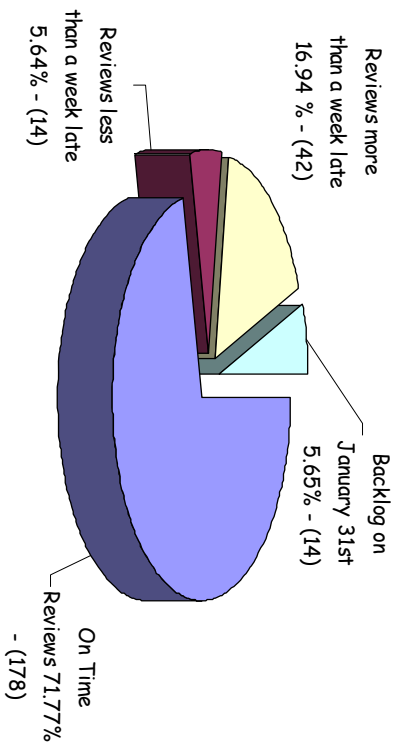
**Development Engineering Review Performance January 2009**



**BLDG Plan Review Performance for January 2008**

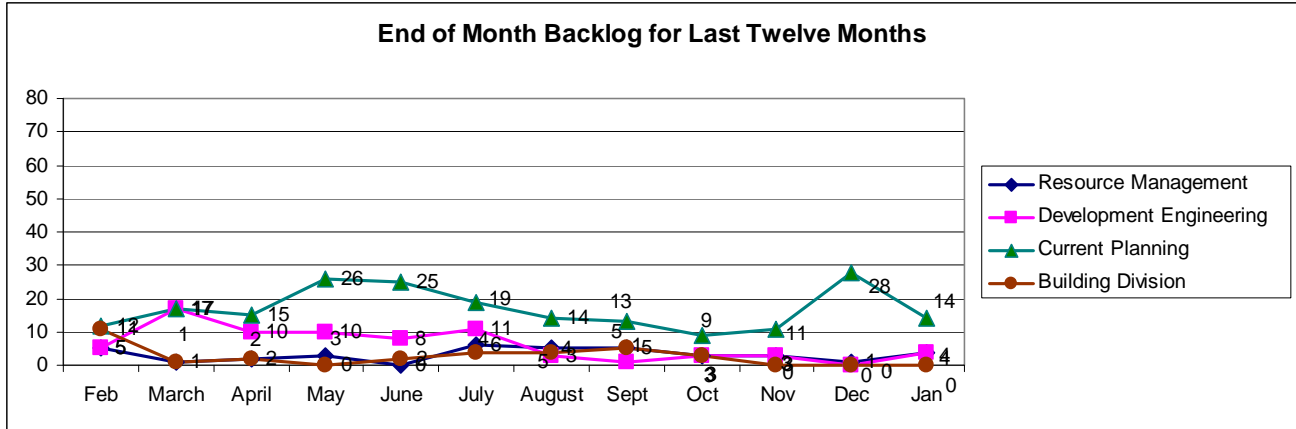


**Current Planning Performance Review January 2009**



# 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 5, most of these applications are days late not months late. **On-Time Performance** is our measure of success not just backlog.

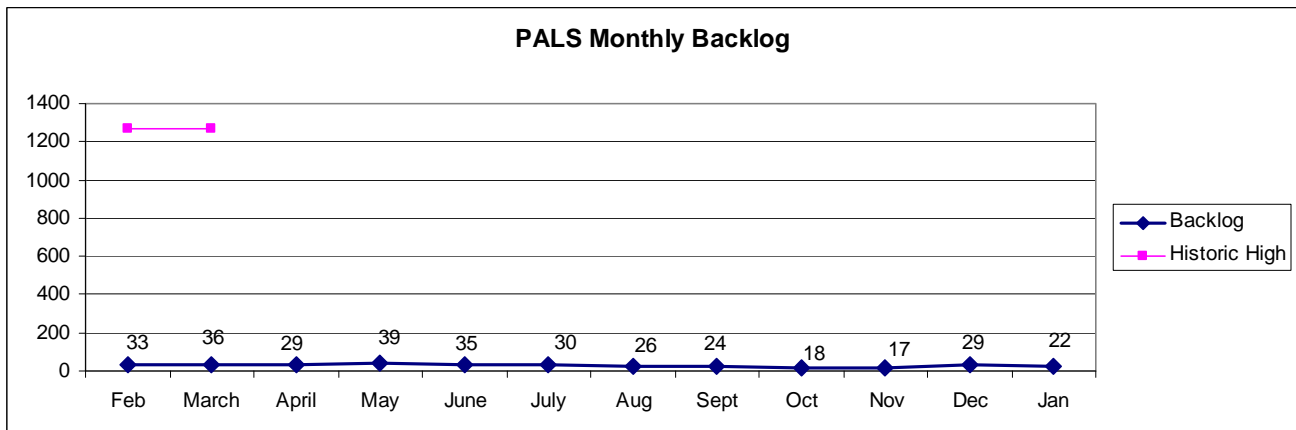


Additional details on backlog and what is being done to address the volume of applications will be in the individual Section reports. Those will be posted to the PALS web-page no later than the 15<sup>th</sup> of the month.

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

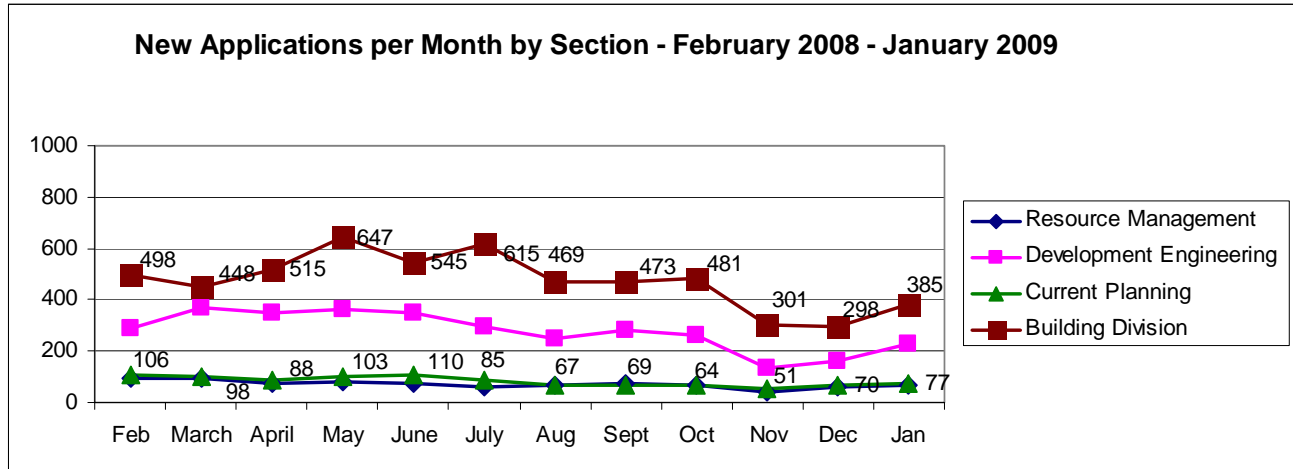
Meeting our performance goals of being 95% efficient is considered a success. At 95% there will always be some backlog.

|                         | As of January 31 <sup>st</sup> |
|-------------------------|--------------------------------|
| Building Division       | 0                              |
| Current Planning        | 14                             |
| Development Engineering | 4 <sup>1</sup>                 |
| Resource Management     | 4                              |
| <b>Total</b>            | <b>22</b>                      |



<sup>1</sup> Of the 9 reviews shown in backlog in the pie chart on the previous page, 5 were reviewed by DENG and were waiting for PW&U to review.

# New Applications in January



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.

## Customer Service - Development Center

|  | Percent Seen in 20 minutes | Percent Seen in 60 minutes |
|--|----------------------------|----------------------------|
| January 2009                                   |                            |                            |
| New Applications and Information (walk-in) 354 | 93%                        | 100%                       |
| Over The Counter (pick up) 286                 | 95%                        | 100%                       |
| Appointments (commercial) 25                   | 100%                       | 100%                       |

