



Planning and Land Services

Activity Report for February 2009

The Lobby – Development Center

	Total Customers	Permit Technicians	20 Minute Goal met	% Paying Customers	% Information Customers
Jan/Feb 2007	4736	14	43%	42%	58%
Jan/Feb 2008	3663	14	70%	40%	60%
Jan/Feb 2009	2851	11	93%	39%	61%

In the first two months of the last three years we have seen a decrease in customers of 37% and have more than doubled our on-time performance with fewer Permit Technicians.

The reason for the disproportionate increase in on-time performance is the result of fewer single family home permits. Prior to 2007 we averaged 240 single family applications a month. This year we are averaging 50 a month. It normally takes 40 minutes to enter permit information into PALS+.

The time saved by not creating the additional single family applications has allowed us to help more customers. When single family picks up again, the impact will hit quickly and customer wait times will increase.

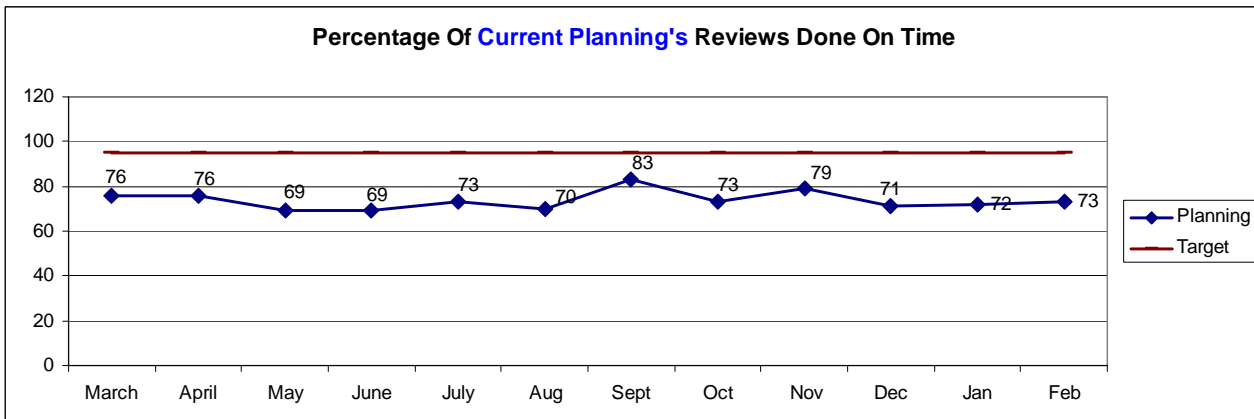
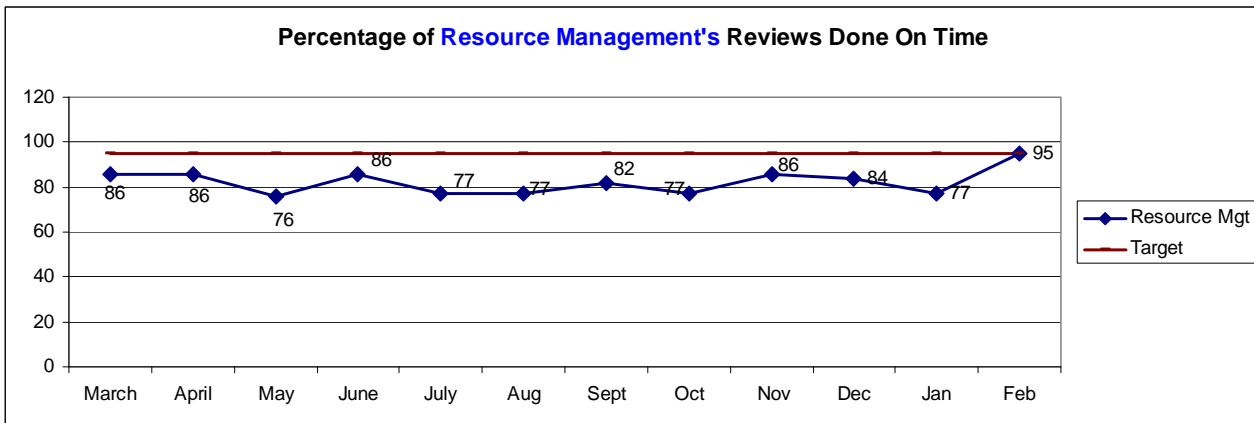
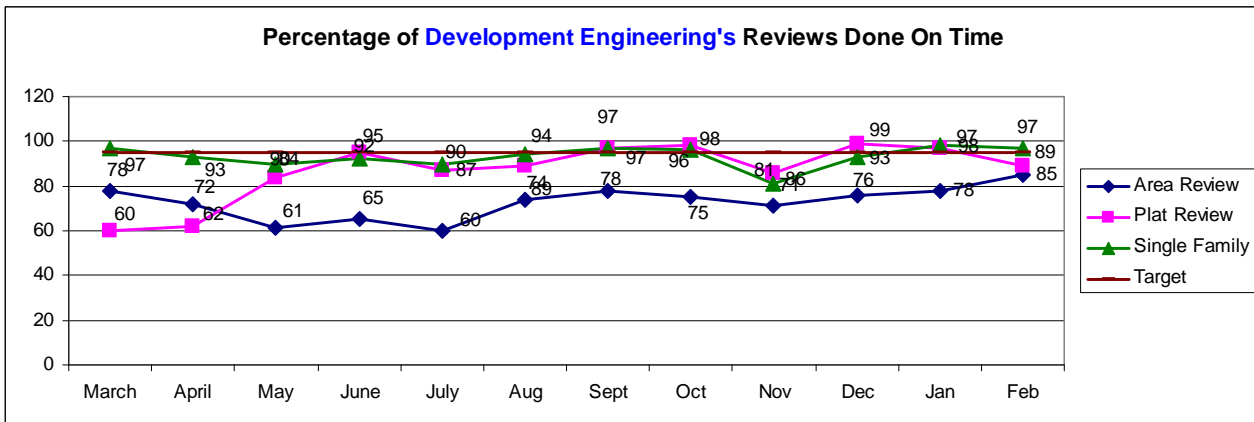
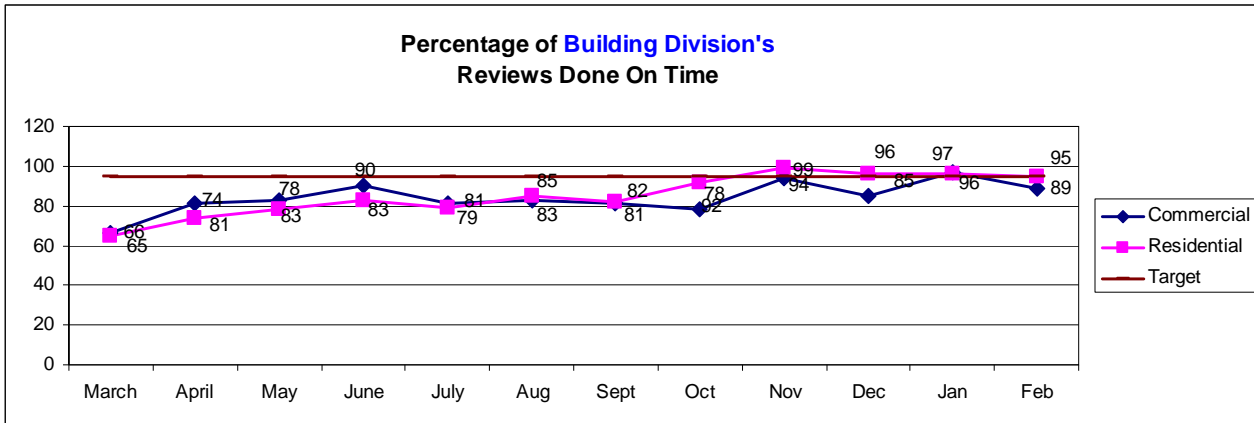
The self-help kiosk will be a buffer to increased wait times when housing picks up again. Continuing to develop an on-line application option will likely be the most effective solution for long term customer service.

Performance Report

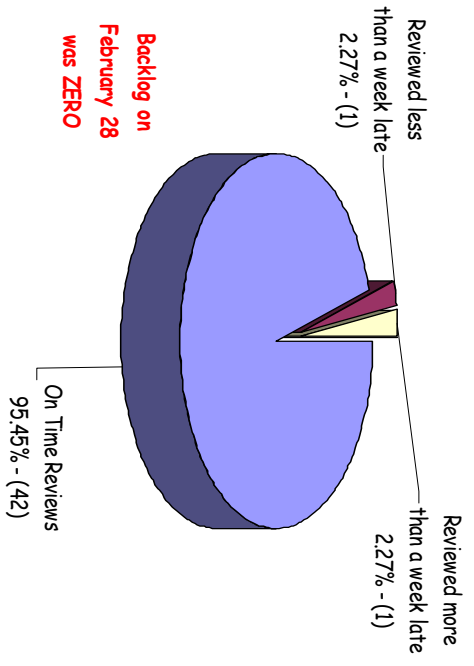
The following performance data is a continuation of our 2008 report format. We continue to include at least a years worth of data for comparative purposes. Older data is available on the PALS web site as are more detailed reports from each PALS Section.

www.piercecountywa.org/PALS "Performance Audit"

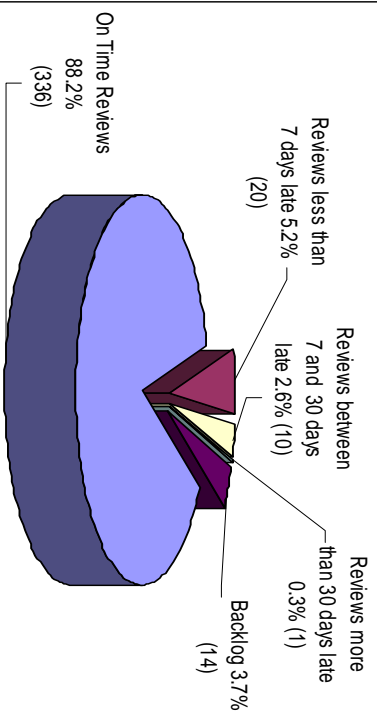
Performance of Reviews for February 2009



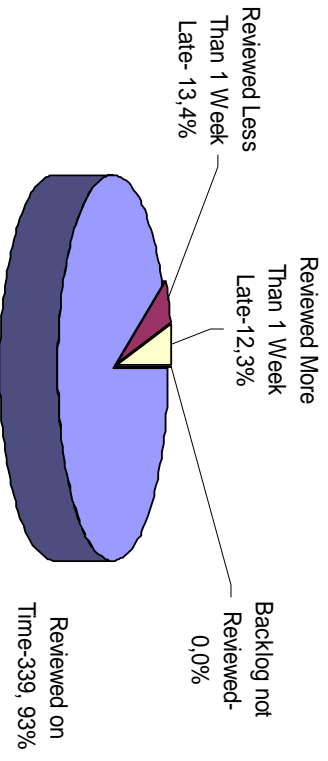
Resource Mgt Performance Review February 2009



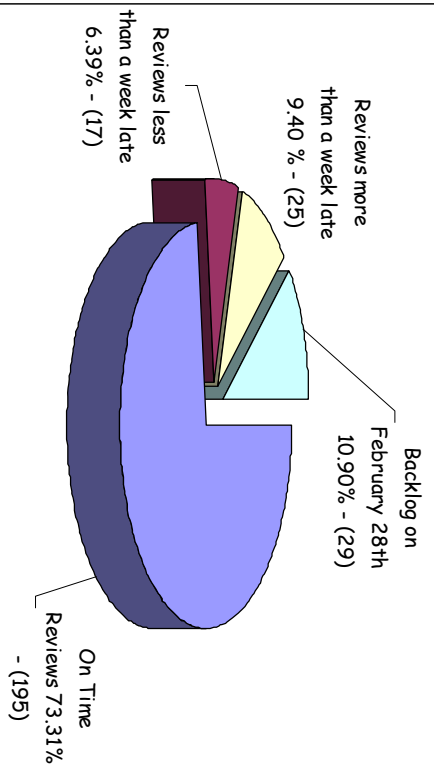
Development Engineering Review Performance February 2009



BLDG Plan Review Performance for February 2008

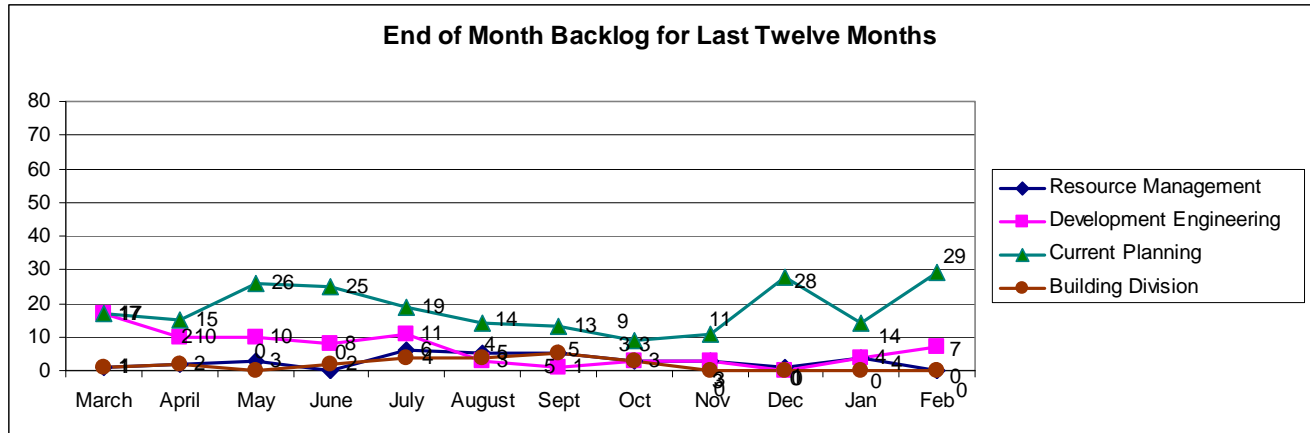


Current Planning Performance Review February 2009



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.

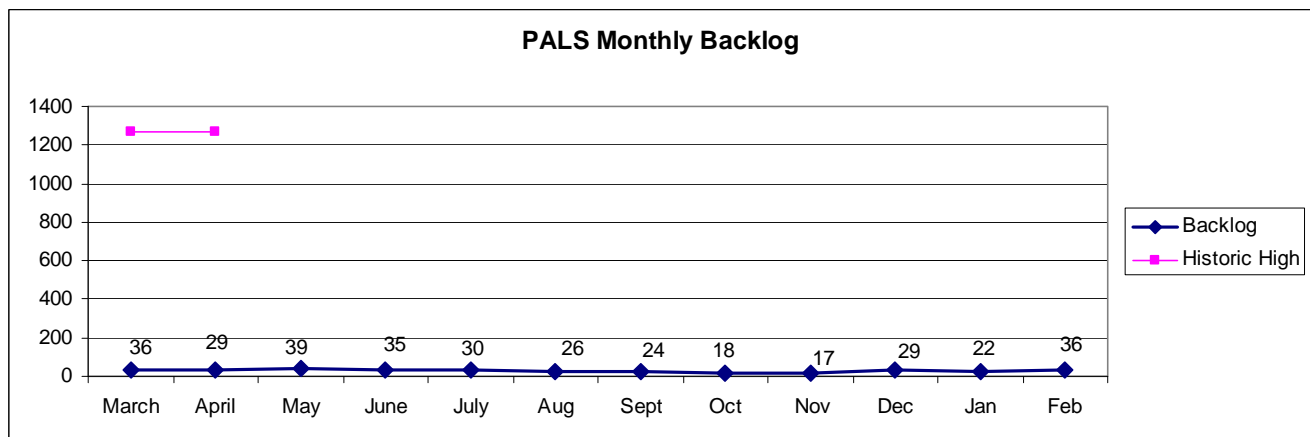


Additional details on backlog and what is being done to address the volume of applications will be in the individual Section reports. Those will be posted to the PALS web-page no later than the 15th of the month.

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

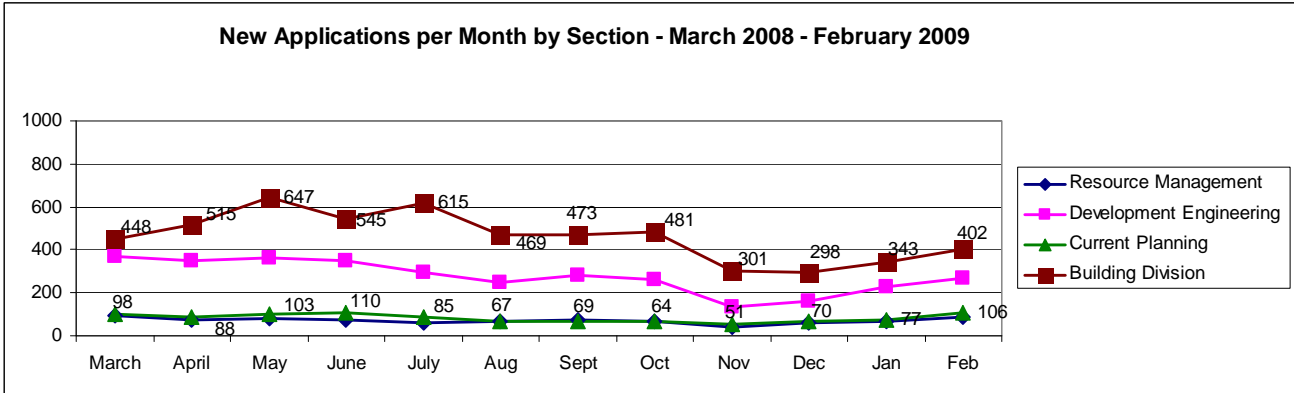
Meeting our performance goals of being 95% efficient is considered a success. At 95% there will always be some backlog.

	As of February 28 th
Building Division	0
Current Planning	29
Development Engineering	7 ¹
Resource Management	0
Total	36



¹ Of the 14 reviews shown in backlog in the pie chart on the previous page, 7 were reviewed by DENG and were waiting for PW&U to review.

New Applications in February



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

February 2009	Percent Seen in 20 minutes	Percent Seen in 60 minutes
New Applications and Information (walk-in) 467	88%	98%
Over The Counter (pick up) 313	95%	100%
Appointments (commercial) 28	100%	100%

