



Planning and Land Services

Activity Report for May 2009

Performance Report

This report 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.

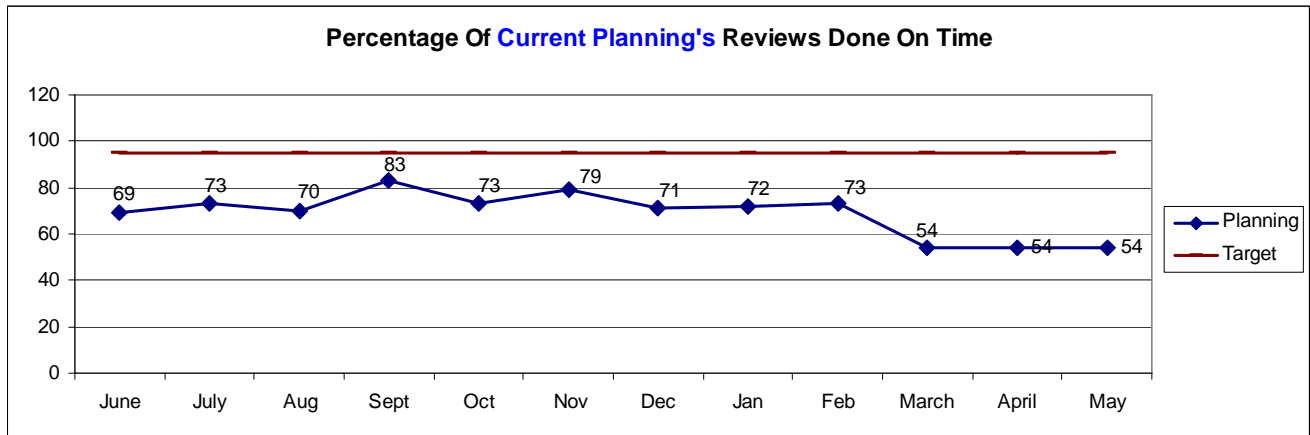
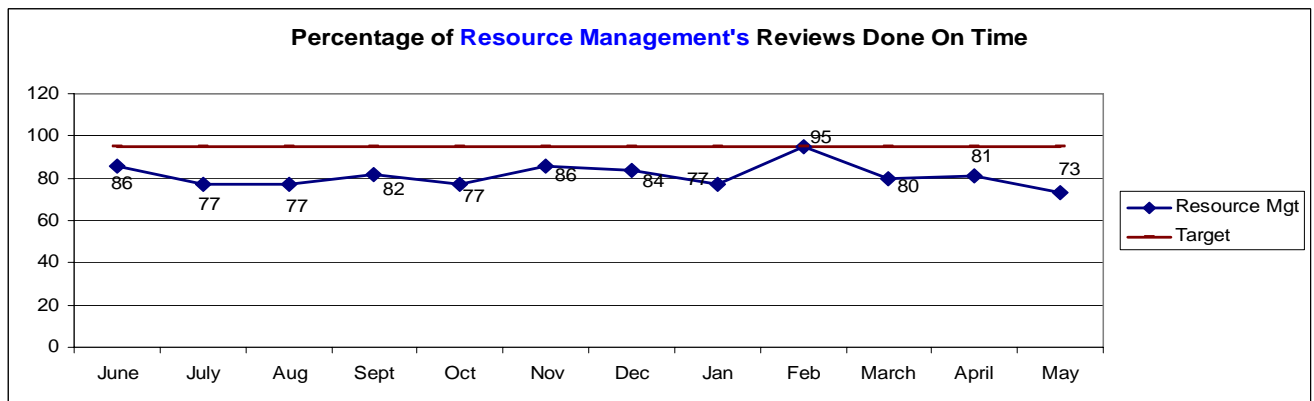
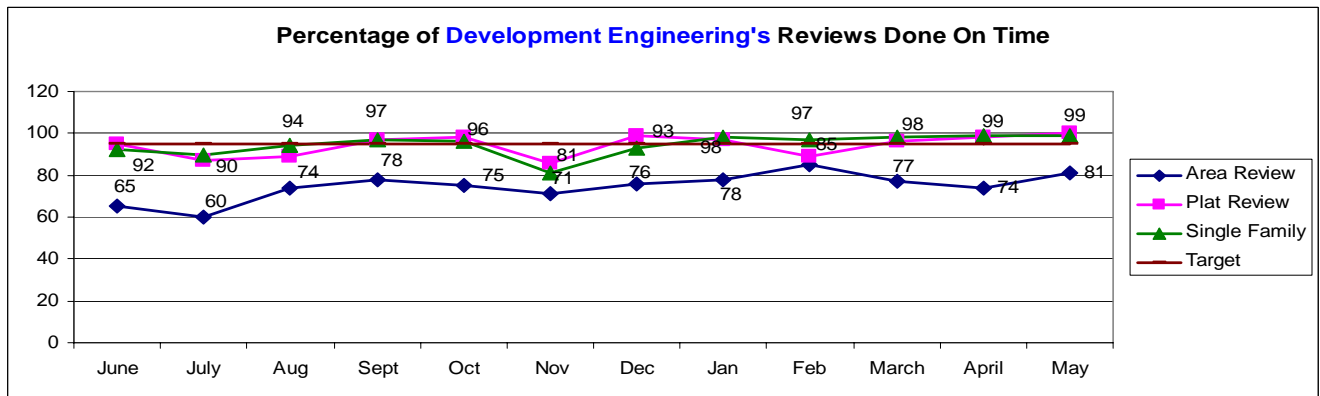
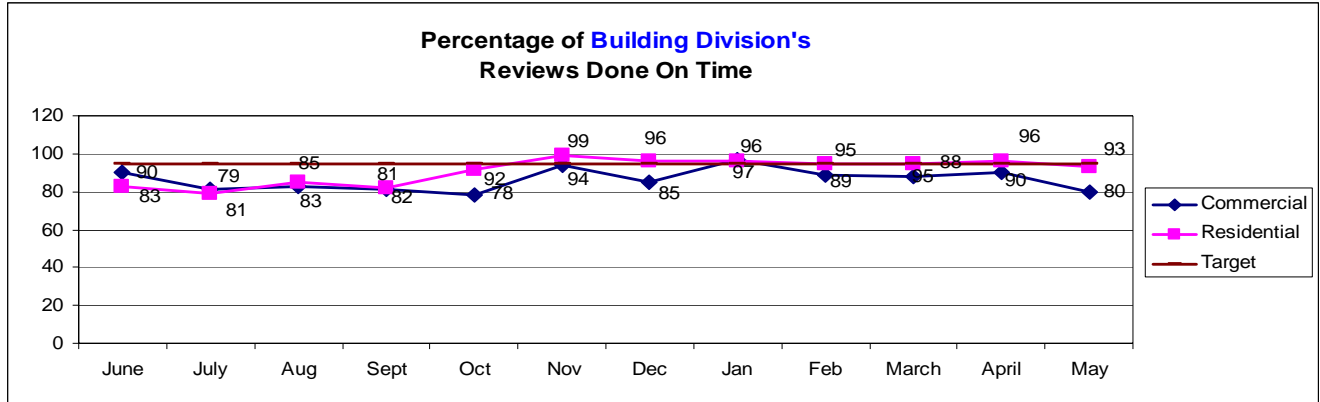
www.piercecountywa.org/PALS "Performance Audit"

There is very little change from the performance report for April. The percent of on-time reviews remained steady as did the number of new applications.

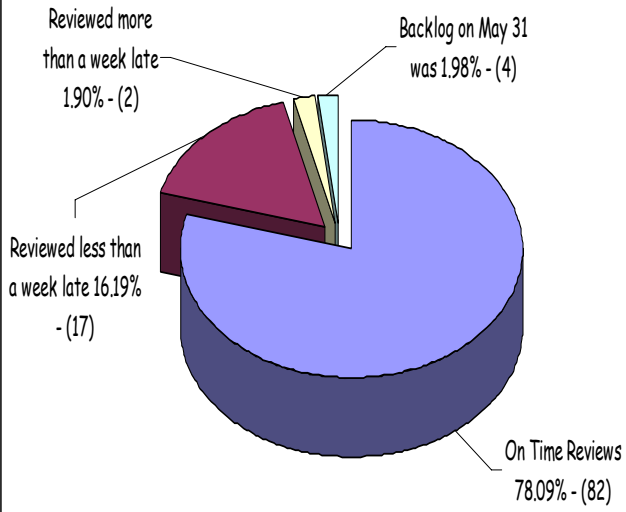
Respectfully submitted,

Gordon Aleshire, Assistant Director

Performance of Reviews for May 2009

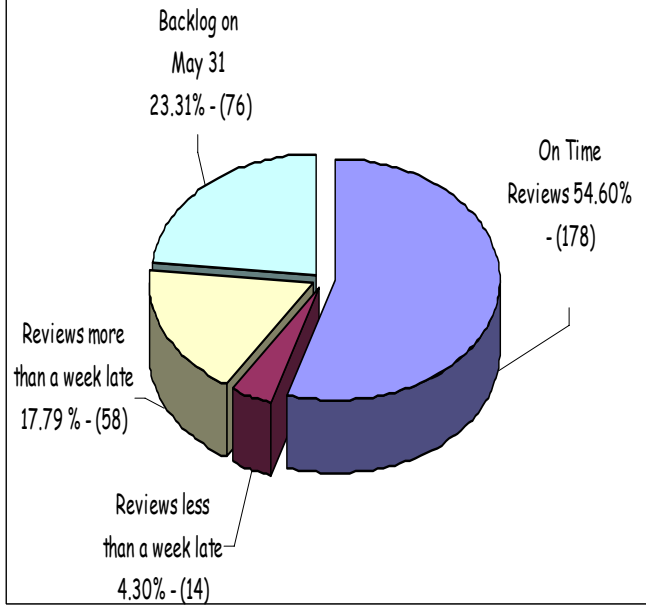


Resource Mgt Performance Review May 2009

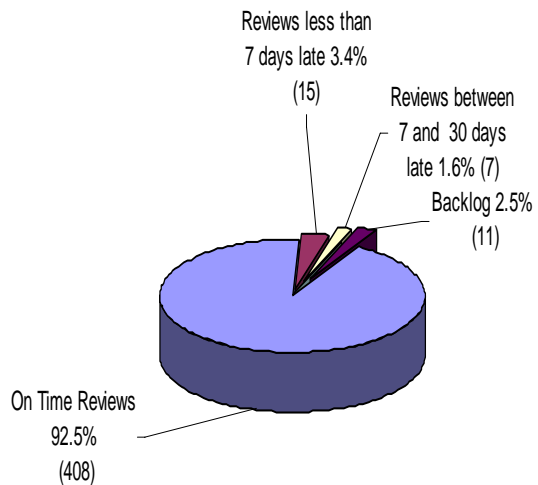


Current Planning Performance Review

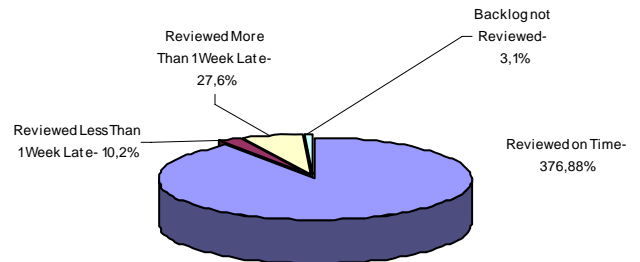
May 2009



Development Engineering Review Performance May 2009

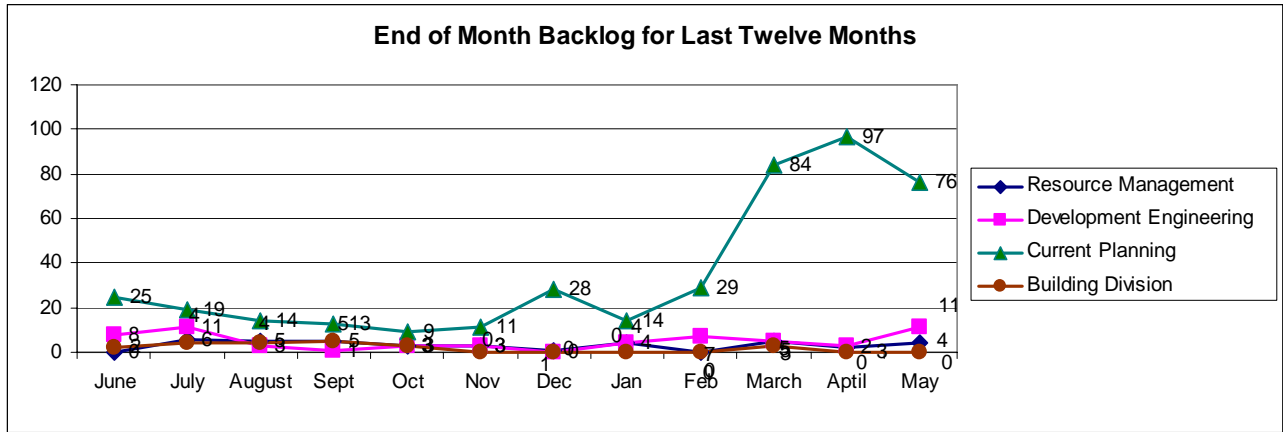


BLDG Plan Review Performance for May 2009



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



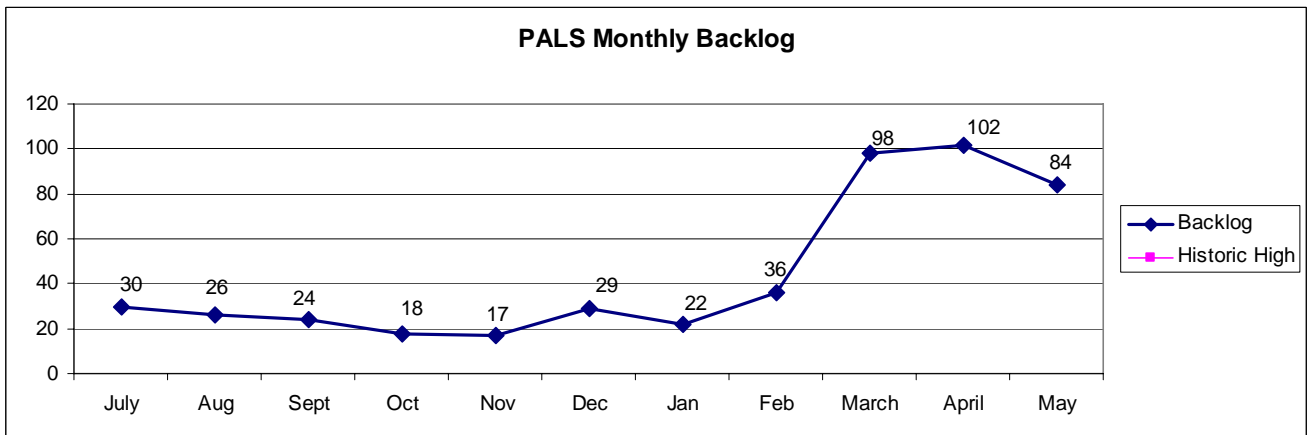
Additional details on backlog and what is being done to address the volume of applications will be in the individual Section reports. Those will be posted to the PALS web-page no later than the 15th of the month.

<http://piercecounitywa.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.

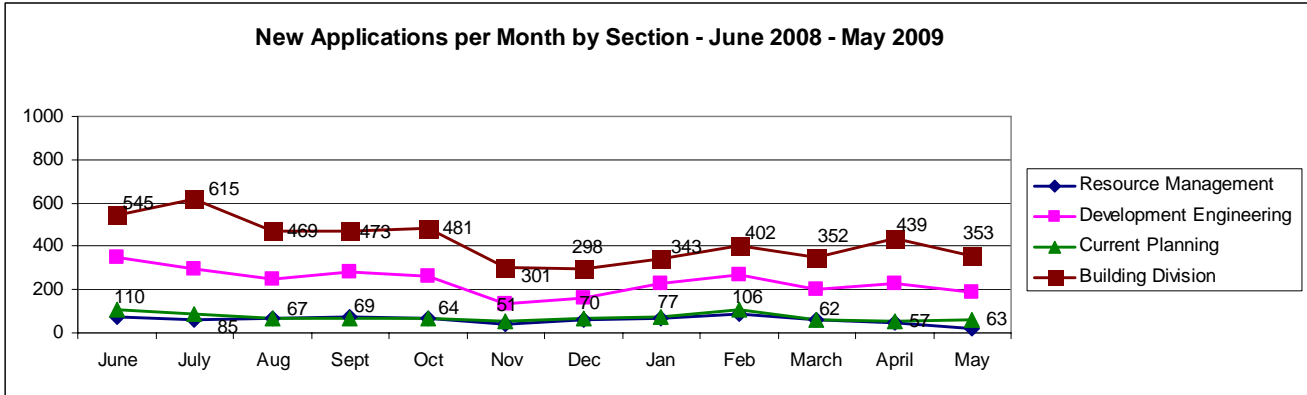
As of May 31st

Building Division	0
Current Planning	76
Development Engineering	4 ¹
Resource Management	4
Total	84



¹ Of the 11 reviews shown in backlog in the pie chart of the previous page, 7 were reviewed by DENG and were waiting for PW & U to review.

New Applications in May



Each permit represented here generates a review by the other sections. For example, 100 building permits can generate 300 reviews within PALS. For details on workload by reviewing Sections please look at the Section reports on our webpage. www.Piercecountywa.org/PALS Look under "Performance Audit" in the left column.

Customer Service - Development Center

May 2009	Percent Seen in 20 minutes	Percent Seen in 60 minutes
New Applications and Information (walk-in) 518	95%	100%
Over The Counter (pick up) 303	97%	100%
Appointments (commercial) 23	100%	100%

