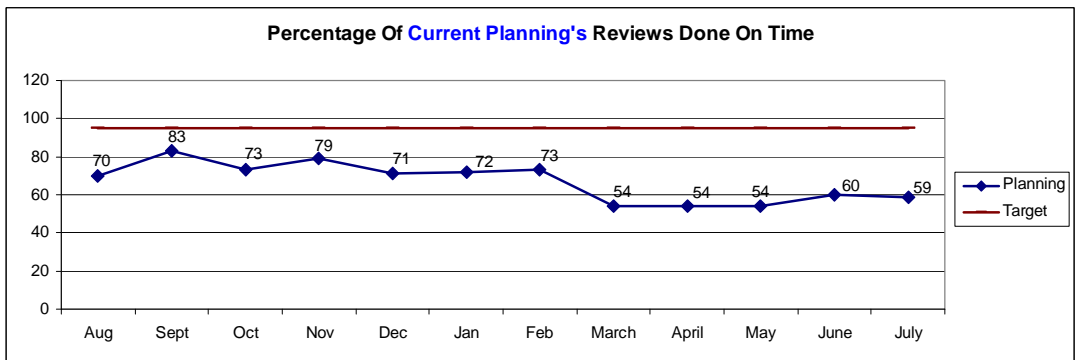
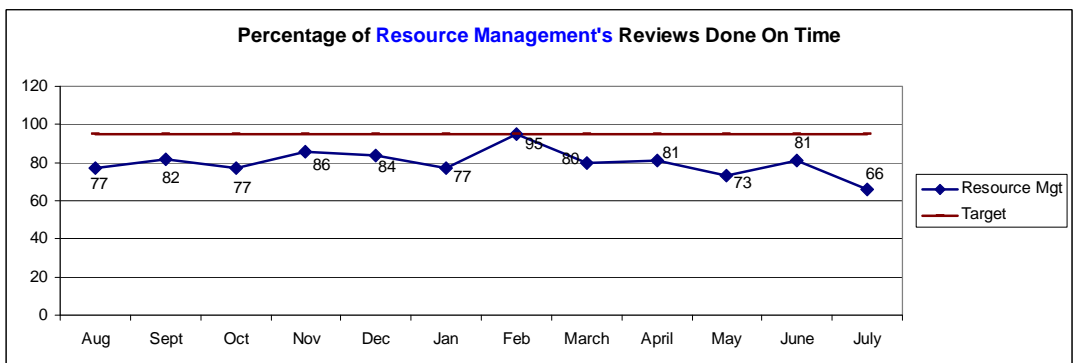
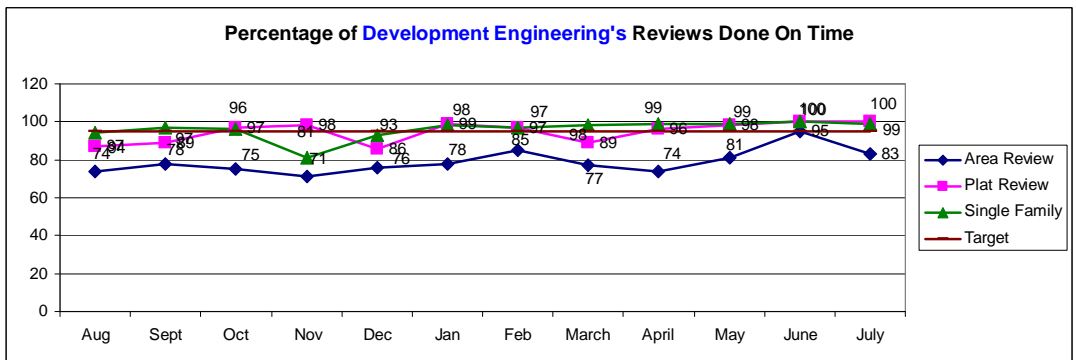
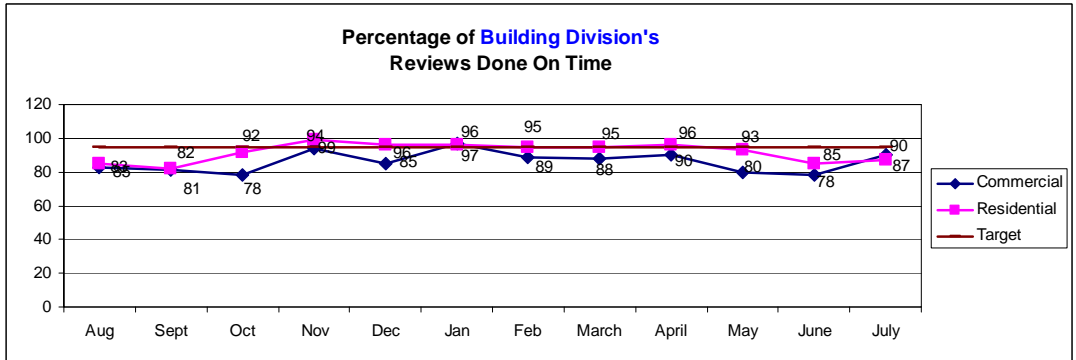




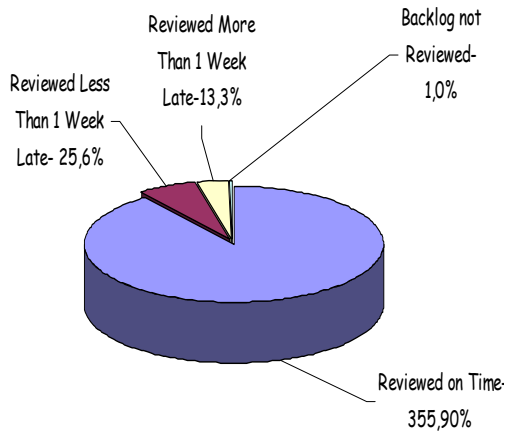
Planning and Land Services

Activity Report for July 2009

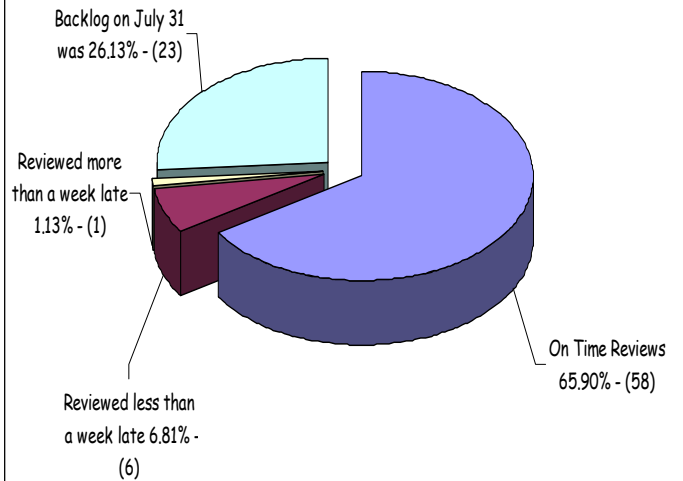
Performance of Reviews for July 2009



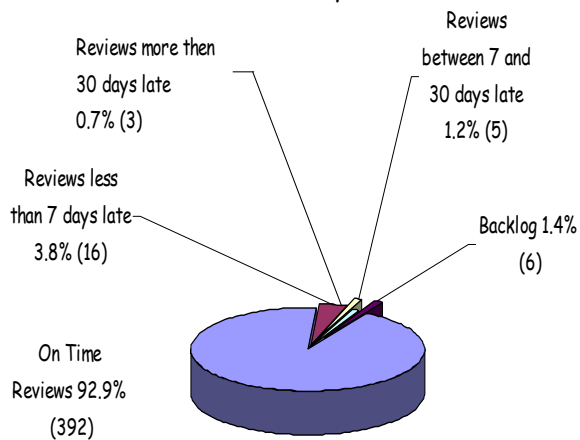
BLDG Plan Review Performance for July 2009



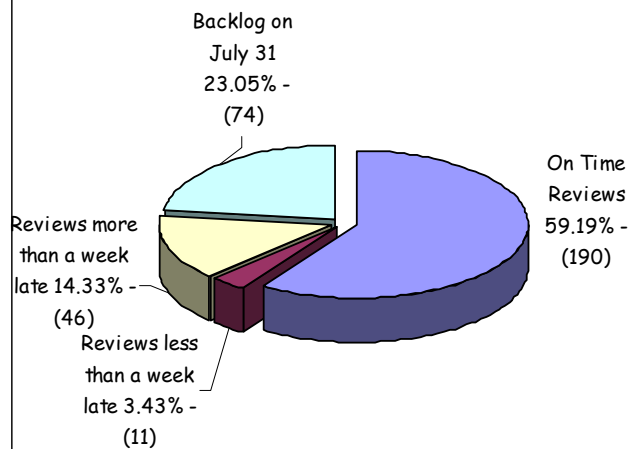
Resource Mgt Performance Review July 2009



Development Engineering Review Performance July 2009

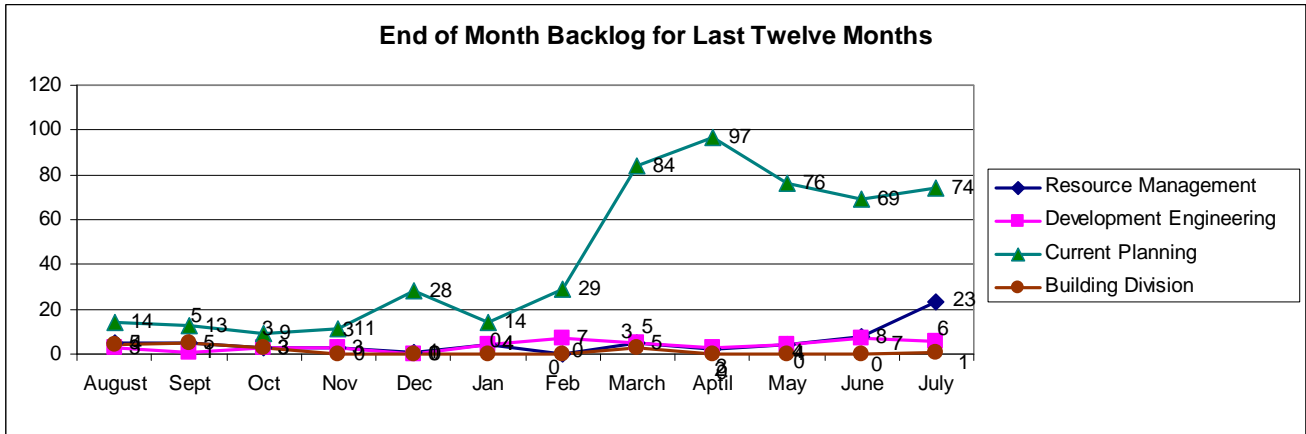


Current Planning Performance Review July 2009



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



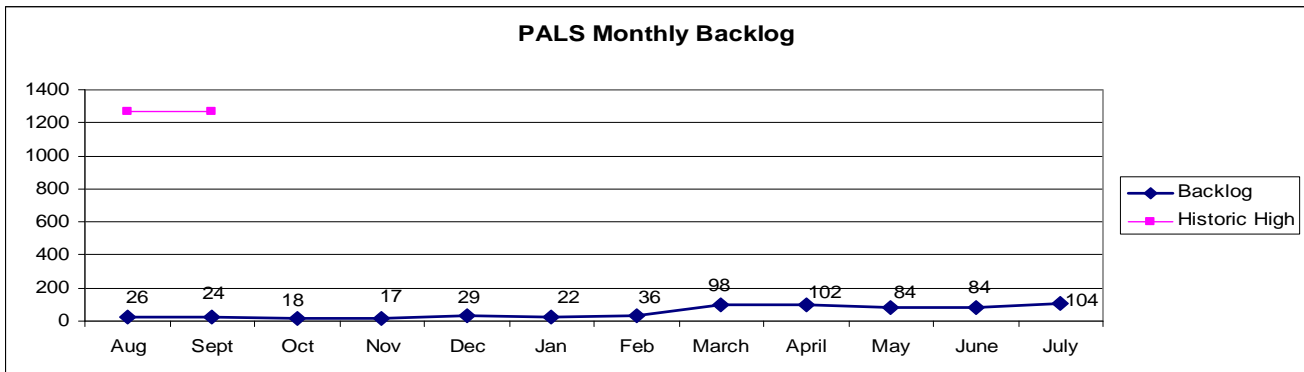
Additional details on backlog and what is being done to address the volume of applications will be in the individual Section reports. Those will be posted to the PALS web-page no later than the 15th of the month.

<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.

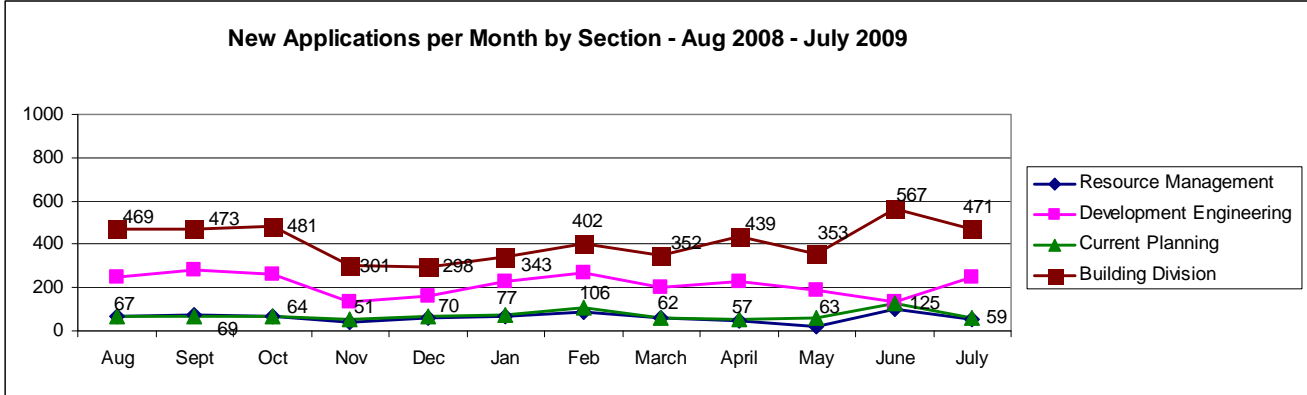
As of July 31st

Building Division	1
Current Planning	74
Resource Management	23
Development Engineering	6 ¹
Total	104



¹ Of the 6 applications shown as backlog in the pie chart on page 2, all have been reviewed by Development Engineering and none are waiting for comments from Public Works.

New Applications in July



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

July 2009	Percent Seen in 20 minutes	Percent Seen in 60 minutes
New Applications and Information (walk-in) 556	87%	99%
Over The Counter (pick up) 305	94%	100%
Appointments (commercial) 19	100%	100%

