



# Planning and Land Services

Activity Report

July 2008

## Initiatives for 2008:

### **Permit Intake Process**

The needed PALS Plus enhancements to create the self-help kiosk process are in the testing process. A small group of frequent permit customers will help us Beta test the software prior to launching the kiosk project in August.

### **PALS Plus Enhancements to our Permit Tracking System and Web Page**

A new version of the cash register software was deployed on June 19th. This version fixed several bugs and added some new functionality to the cashiering system. The development team has started testing the lobby self-service kiosk system and the PALS Plus changes needed to support it. We are also testing several fixes and enhancements that will be deployed at the same time. We continue to provide support and work on other items from the enhancement request list as time allows.

### **Revisions to the LUAC Process**

The work continues with the membership of the LUAC Coordination/Communication Committee on ideas or suggestions that were made by PALS staff and the Chair's of the LUACs.

The Committee has reviewed the topics that were presented in a matrix and a priority has been assigned to each action. The next step is to develop a work program divided between legislative decisions, budget and administrative decisions. The program will also have corresponding timelines assigned for completion.

### **Expanding and Clarifying the Role of Project Managers**

**Development Engineering** uses the project management model recommended in the Zucker Audit. Each reviewer in our Area Review Work Unit is the project manager for the site development projects assigned to them. Reviewers are responsible for the following project management tasks: acting as the primary point of contact for the status of a project, assuring that projects requiring review by other departments are routed in a timely manner, contacting other departments or sections whose portions of a review are overdue, resolving issues with consultants and developers, and notifying their supervisors when a consultant is not addressing their comments thoroughly.

The two supervisors in the Area Review Work Unit also have project management responsibilities. They provide a second point of contact regarding the status of projects and contact project proponents when a consultant is not performing. Additionally, they step into coordinate a solution when a review engineer and consultant cannot agree and can contact supervisors in other sections of the County (Traffic Engineering, Surface Water Management, etc.) to keep projects moving. Lastly, they monitor and rebalance staff workloads as necessary to meet timelines.

Development Engineering provides project management on larger site development projects such as road and storm drainage construction for subdivisions, and access and drainage improvements for commercial developments.

The additional project management staffing that has been approved for Development Engineering in recent years has allowed them to better monitor the progress of projects, and has allowed quicker troubleshooting and problem solving to keep projects moving. The result has been significant improvements in timeliness and fewer problems obtaining permit approval, and happier clients.

The Project Managers in **Current Planning** have been busy tracking the progress of final plat applications. As a single source of contact, the Project Managers continue to work on developing a tracking program for preliminary plats, and are a contact person for various issues regarding other land use applications. The Project Managers have been assigned to a team to coordinate with Public Works on right of way acquisitions and Thun Air Field future improvements. Also, large developments and controversial land use violations have been placed on their workload.

Current Planning is continuing to develop a program that would efficiently and effectively track preliminary plat applications. Having an appropriate tracking system has been a barrier to managing these application types.

#### **PALS Audit Oversight Committee**

The last meeting of the committee was July 10<sup>th</sup>. The committee reviewed the ongoing work on the Department's major initiatives for 2008. As reported above, the progress on the initiatives is moving well. Reaction from committee members is positive and the exchange of information and ideas has been helpful to the implementation process.

The next meeting of the committee is scheduled for October 9<sup>th</sup>.

# Performance of Reviews for June 2008

## **Building Division**

At the end of June, 99% of the reviews needed to achieve zero backlog were completed.

During May we saw a 20% increase in new applications over April's activity. This increase in new applications had a small carry over impact for our June backlog of two commercial applications.

## **Development Engineering**

At the end of June, 93% of the reviews needed to achieve zero backlog were completed.

The pie chart on page 5 shows that 34 applications (7%) of the reviews for May were in backlog status. Of the 34 in backlog, 26 have been reviewed by DENG and are waiting for external reviews.

## **Current Planning**

At the end of June, 93% of the reviews needed to achieve zero backlog were completed.

Current Planning continues to work towards keeping backlog to a minimum even though the number of monthly applications to review remains over 184. The pie chart for June, on page 5, shows a modest improvement in each category when compared with the May report. Even so, we have not been successful bringing the backlog down to zero. At the end of June we had a backlog of 25 un-reviewed applications.

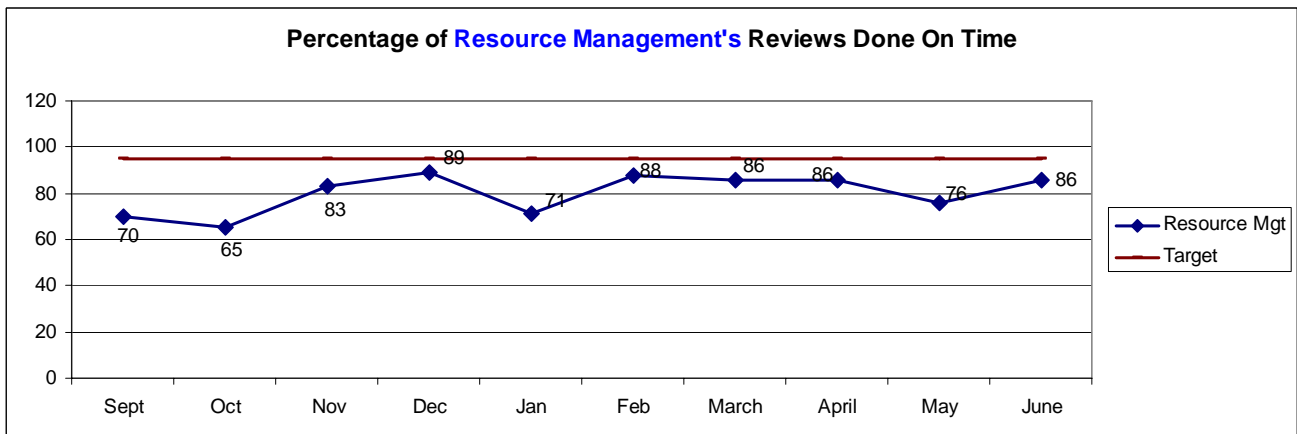
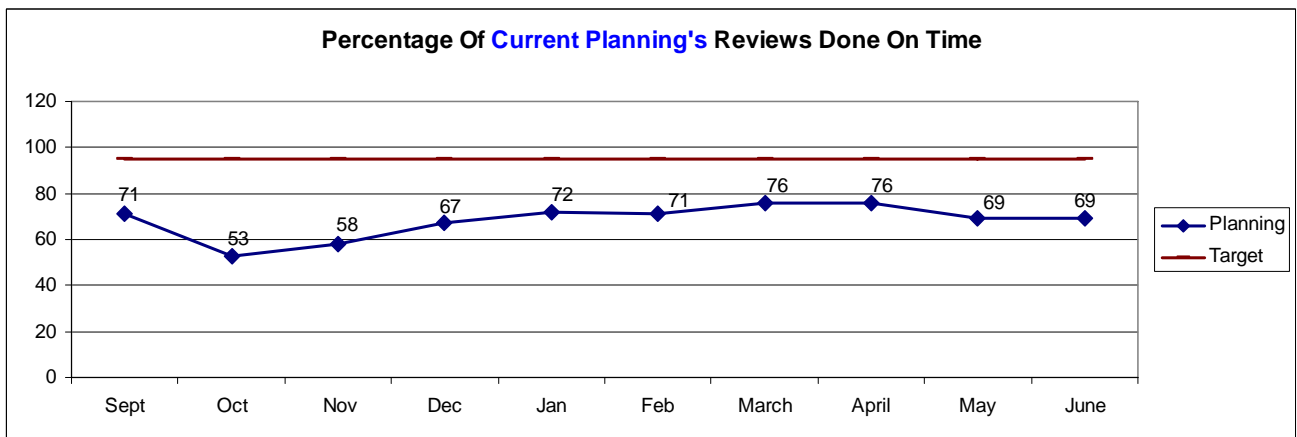
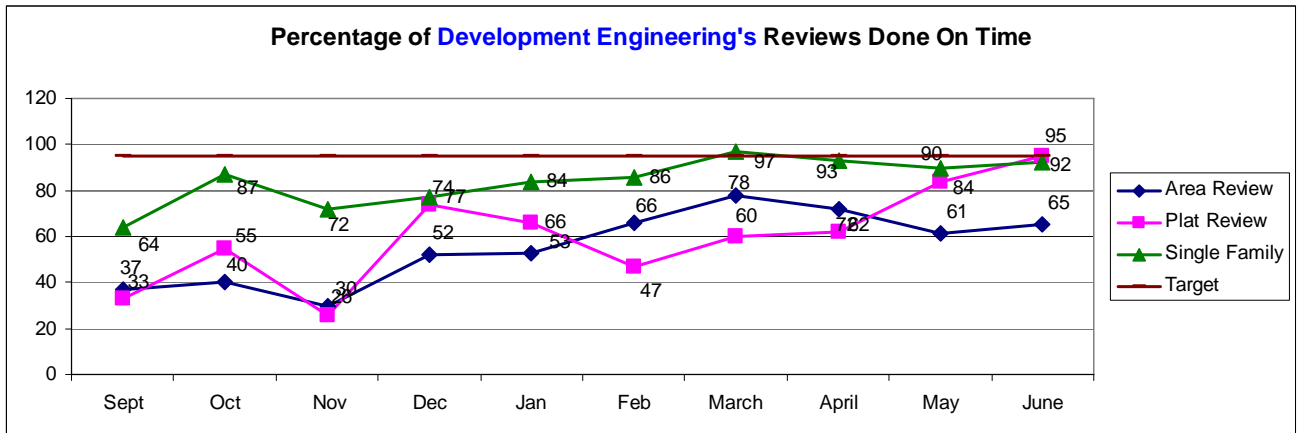
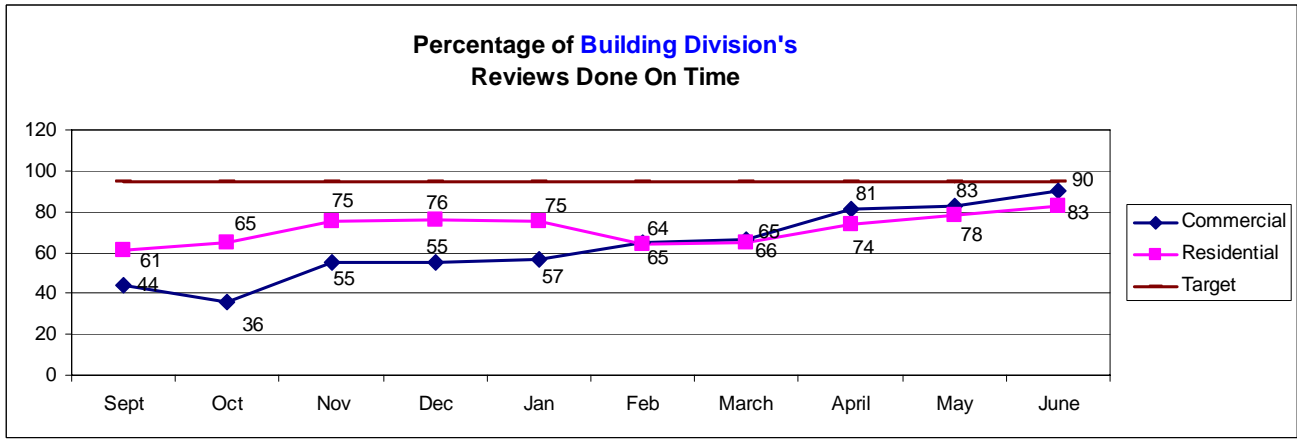
## **Resource Management**

At the end of June, 99% of the reviews needed to achieve zero backlog were completed.

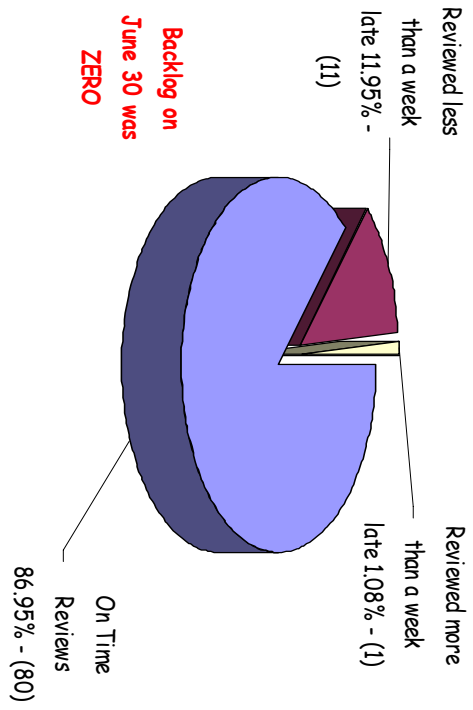
When combined, the Resource Management on-time reviews plus their less-than-a-week-late reviews equals **98.91%**.

## **Development Center**

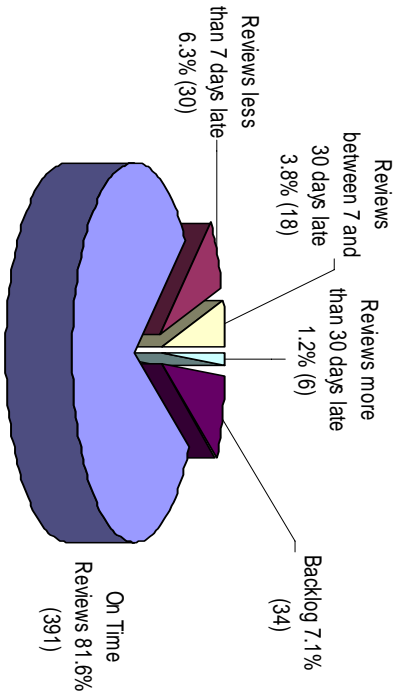
In June, 78% of customers in all categories were seen in 20 minutes. The table on page 7 of this report breaks out four categories of customers that we currently track.



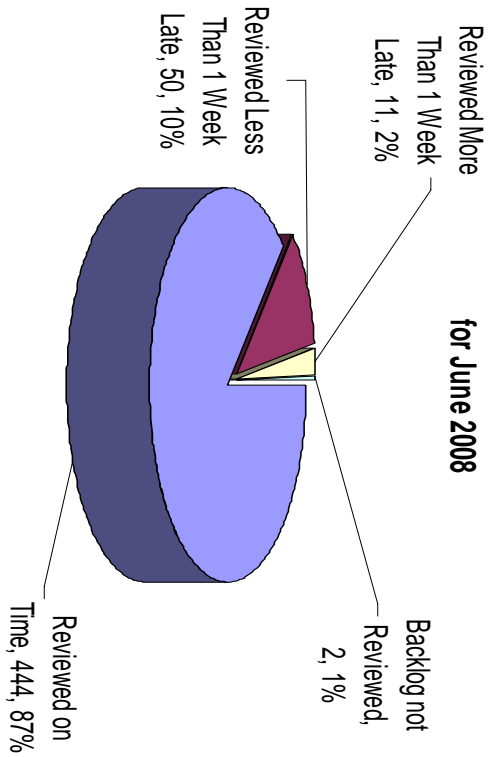
**Resource Mgt Performance Review June 2008**



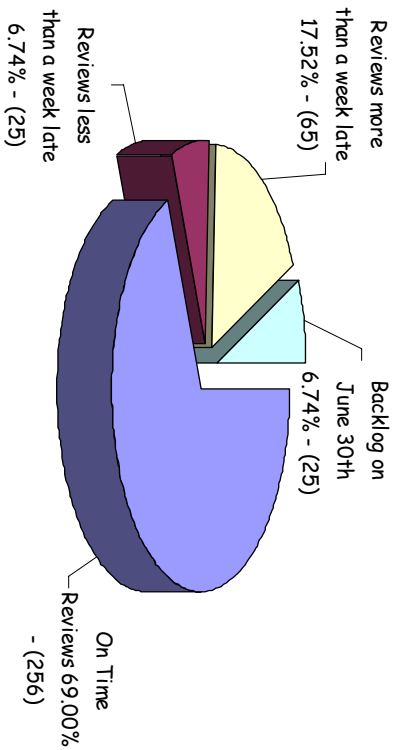
**Development Engineering Review Performance June 2008**



**BLDG Plan Review Performance for June 2008**

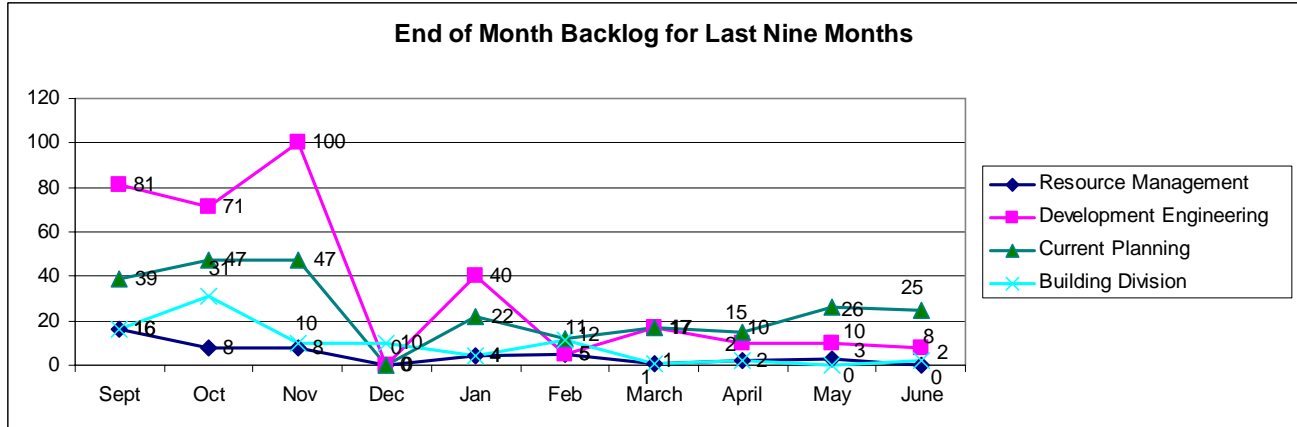


**Current Planning Performance Review June 2008**



# 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.

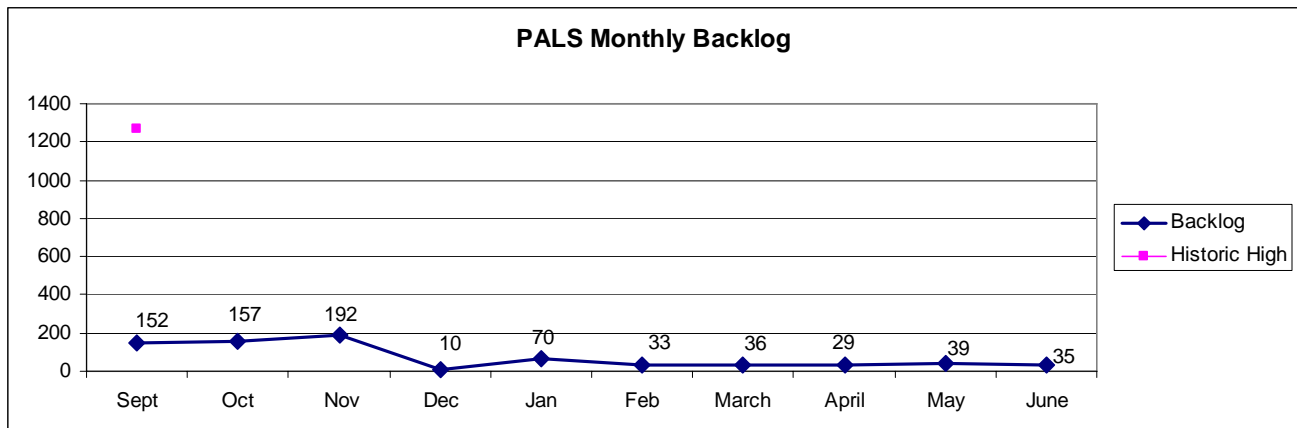


Additional details on backlog and what is being done to address the volume of applications will be in the individual Section reports. Those will be posted to the PALS web-page no later than the 15<sup>th</sup> of the month.

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

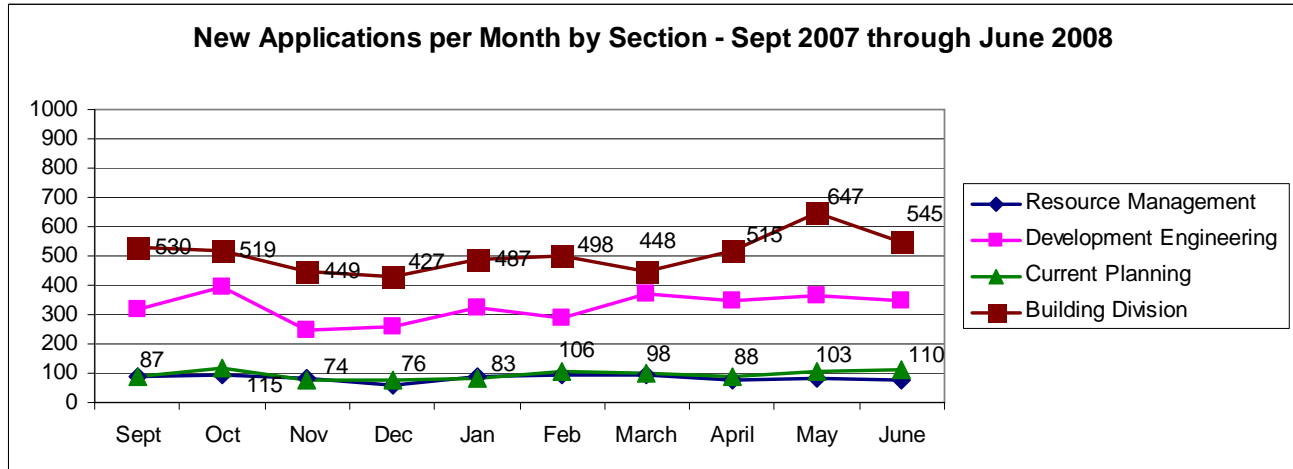
Meeting our performance goals of being 95% efficient is considered a success. At 95% there will always be some backlog.

	As of June 30 <sup>th</sup>
Building Division	2
Current Planning	25
Development Engineering	8 <sup>1</sup>
Resource Management	0
<b>Total</b>	<b>35</b>



<sup>1</sup> Of the 34 reviews shown in backlog in the pie chart on the previous page, 26 were reviewed by DENG and were waiting for PW&U to review.

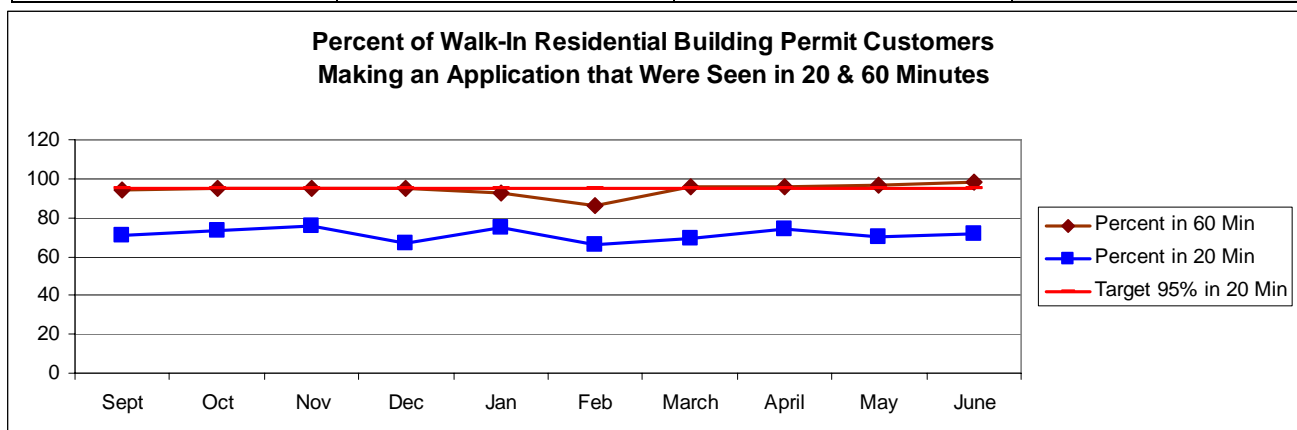
# New Applications in June



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			
June 2008			
	Percent Seen in 20 minutes	Percent Seen in 60 minutes	No Data <sup>2</sup>
New Applications (walk-in) 321	72%	98%	%
Over The Counter (pick up) 538	80%	98%	%
Appointments (commercial) 35	100%	100%	%
Information Only 309	72%	99%	1%



<sup>2</sup> Formerly reported as a percentage of customers leaving before getting service. In actuality it is the percentage of customers who checked in but were not checked out. They show up as "No Data" in the report.