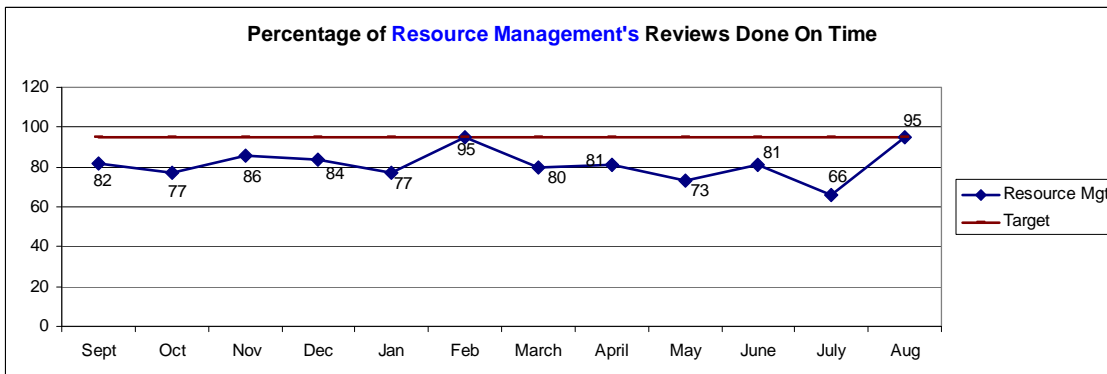
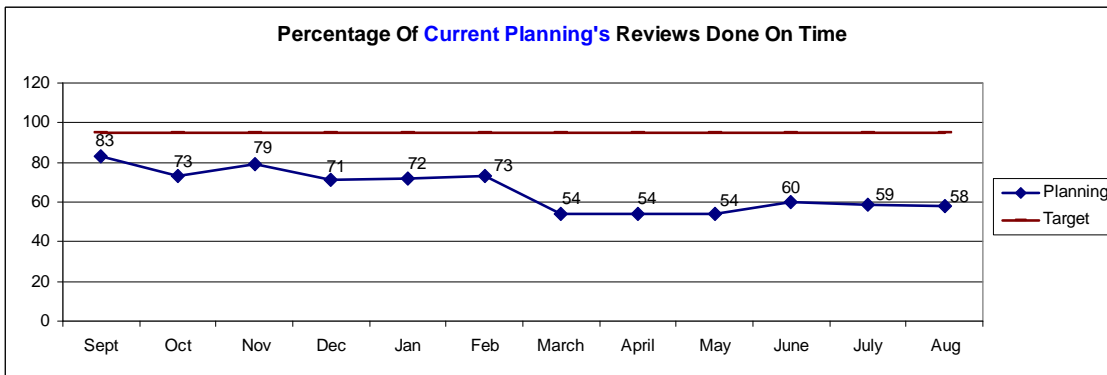
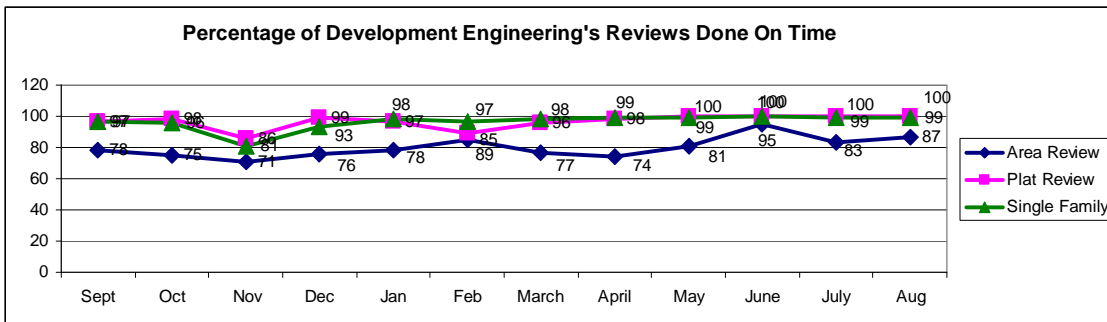
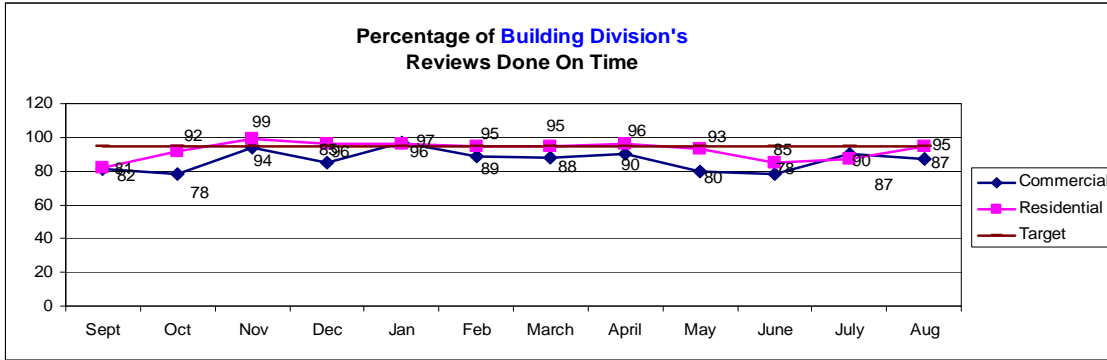


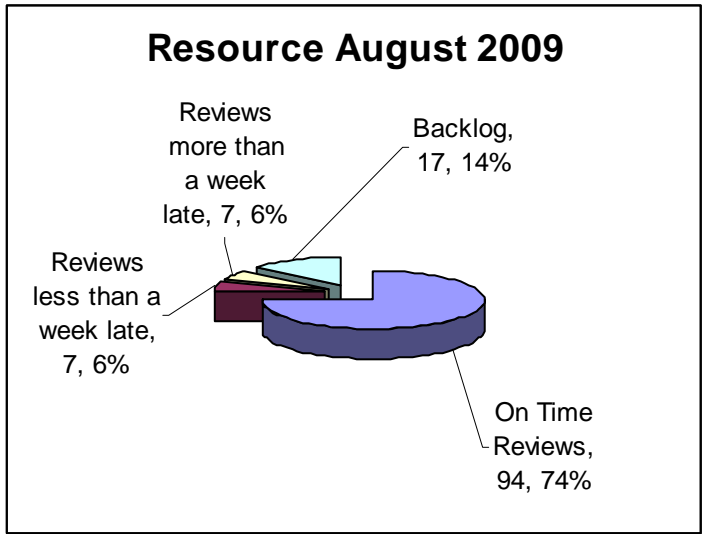
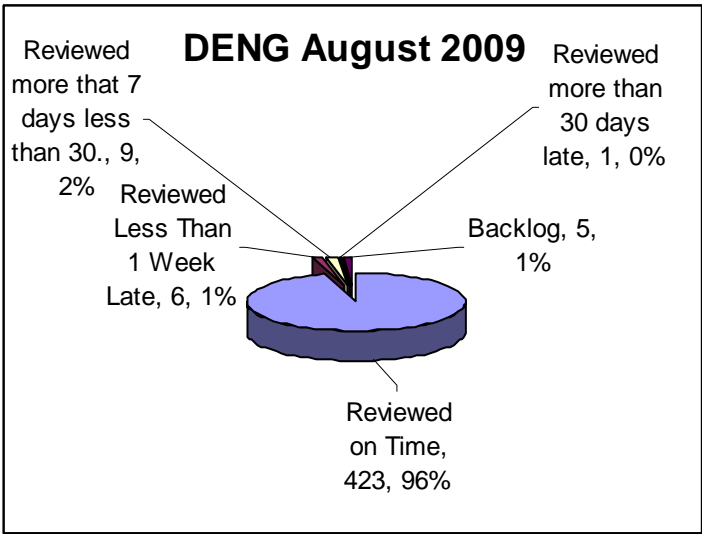
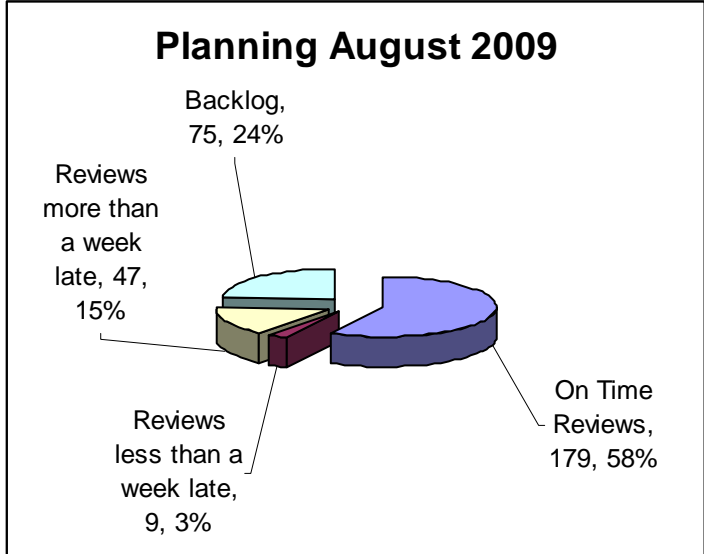
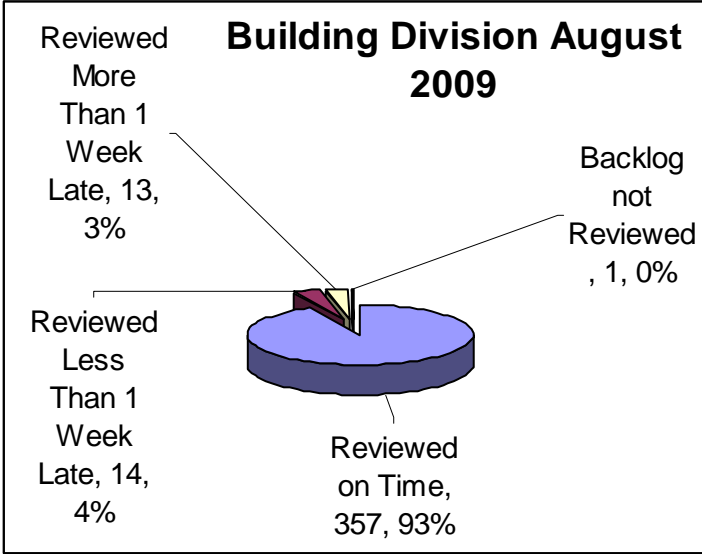


Planning and Land Services

Activity Report for August 2009

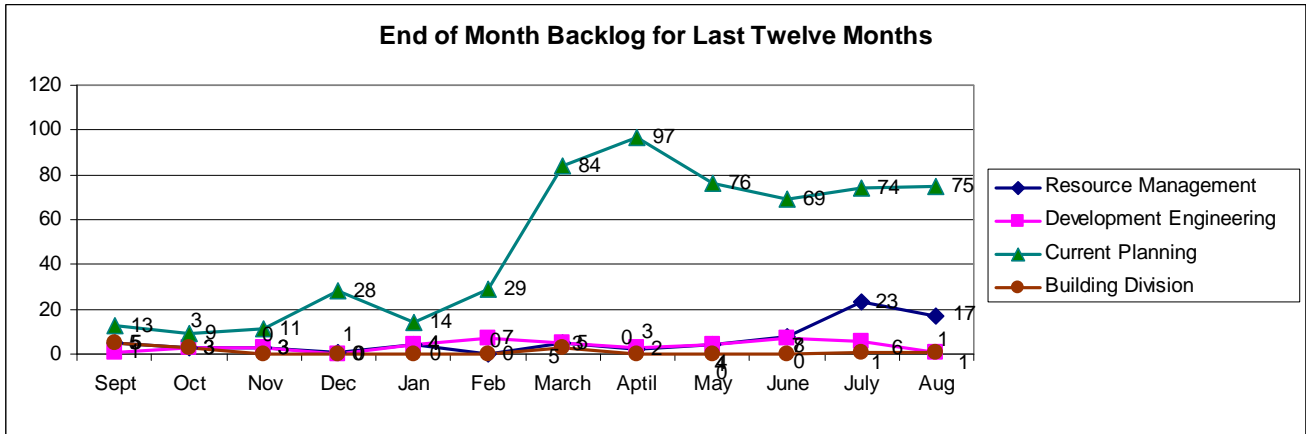
Performance of Reviews for August 2009





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.



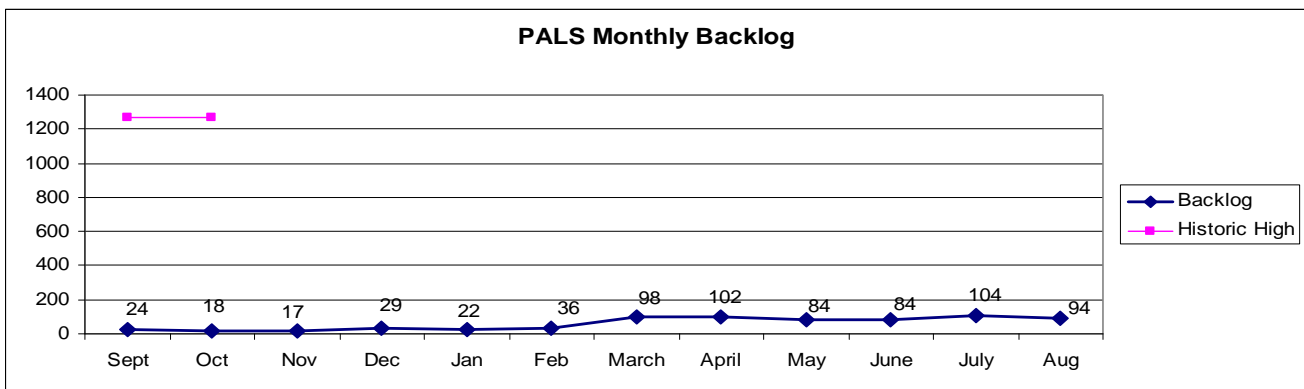
Additional details on backlog and what is being done to address the volume of applications will be in the individual Section reports. Those will be posted to the PALS web-page no later than the 15th of the month.

<http://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.

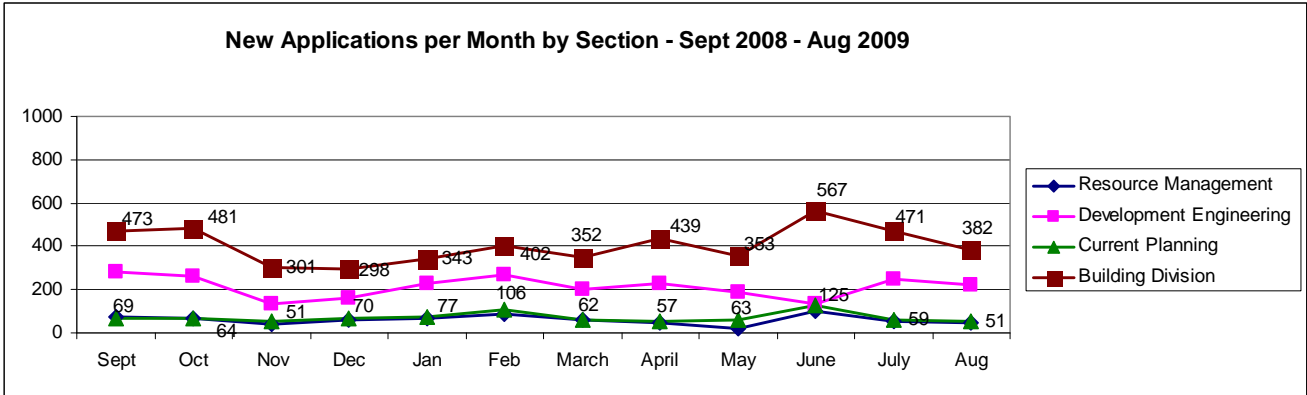
As of August 31st

Building Division	1
Current Planning	75
Resource Management	17
Development Engineering	1 ¹
Total	94



¹ Of the 5 applications shown as backlog in the pie chart on page 2, 4 have been reviewed by Development Engineering and none are waiting for comments from Public Works.

New Applications in August



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

August 2009	Percent Seen in 20 minutes	Percent Seen in 60 minutes
New Applications and Information (walk-in) 467	89%	100%
Over The Counter (pick up) 272	96%	100%
Appointments (commercial) 10	100%	100%

