



Planning and Land Services

Activity Report

September 2008

Initiatives for 2008:

+ Permit Intake Process

The Self Help Kiosk implemented August 1st continues to work well. Visitors to the Development Center comment on how well they like having a Permit Technician available in the lobby area to assist on using the kiosk and answering processing questions.

+ PALS Plus Enhancements to our Permit Tracking System and Web Page

The PALS+ team has just deployed a new upgrade to the system which includes several enhancements aimed at streamlining some review and inspection processes. Staff can now renew an application/permit or change the expiration date in one step instead of the two or three steps it previously took. We also made changes to the processes needed to re-activate an application to remove steps that required redundant review comments. We've completed the requirements gathering needed to start working on changing how the application date is set when an application is created. We are also testing a new set of files that may improve the overall performance/speed of PALS+. Testing continues on a new version of the cashiering software and the team continues to provide support and develop other enhancements as time allows.

+ Revisions to the LUAC Process

The LUAC Coordination/Communication Committee developed a work program that has been delivered to the County Council, as outlined in Resolution No. R2008-72. The following actions have been taken from the Program and have been scheduled to be completed by the end of 2008:

1. Letter of Expectations sent to the existing Land Use Advisory Commissions outlining what is expected of the membership as relating to attendance at meetings and training.
2. Reserve one half hour prior to the Land Use Advisory Meeting for informal presentations for a potential project proposal. The request is at the Agent or Applicant discretion.
3. Provide time at the end of the Land Use Advisory Meeting agenda for approximate 30 minutes or less to discuss for Code Changes, Training or Brainstorming, and open floor discussions.
4. Send site visit pictures to Land Use Advisory Commissions as it relates to the case that would come before them for a recommendation(s).

5. Formalize a Contact Person for the Land Use Advisory Commissions from Planning and Land Services.

As these actions are accomplished, an update will be provided by Current Planning.

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.

It is the intent of **Current Planning** to continue to advance the role of these individuals as time permits.

The August 2008 Final Plat Report indicates that there were no final plats recorded this month.

PALS Audit Oversight Committee

The next meeting of the committee is scheduled for October 9th.

Performance of Reviews for June 2008

Building Division

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

There were 146 fewer applications in August than the previous month; a 24% decrease. Staffing was at 82% in August with illness and vacations, up from 80% in June. Performance was 85% for the month, a 5% increase over last month.

With full staffing we assume we can review 540 new applications per month. Our staff level for August reduced our capacity to about 440 applications. There were 469 applications in August. We had 4 projects (1%) that did not get reviewed. Our on-time performance was at 85%.

Development Engineering

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

The pie chart on page 5 shows that 11 applications (1%) of the reviews for August were in backlog status. Of the 11 in backlog, 8 have been reviewed by DENG and are waiting for external reviews.

Current Planning

At the end of August, 95% of the reviews needed to achieve zero backlog were completed.

Current Planning has exercised diligence to keep backlog of cases to a minimum. At the end of August 2008, the backlog was 14, which was 4.65% of what was needed to attain zero backlog at the end of the month. Current Planning has continued to receive application reviews during 2008 that have exceeded the number of 184 reviews per month, which has reduced the Sections ability to maintain timely reviews.

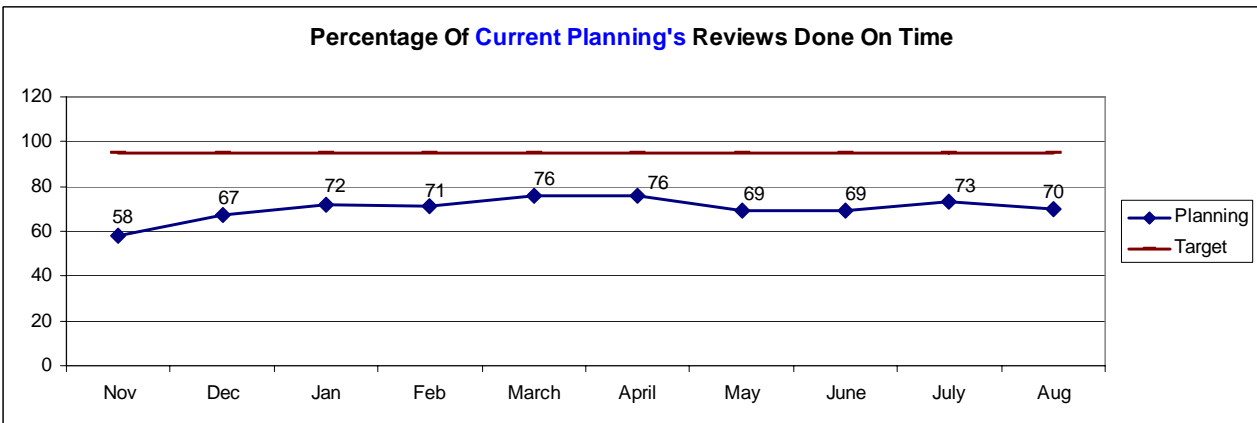
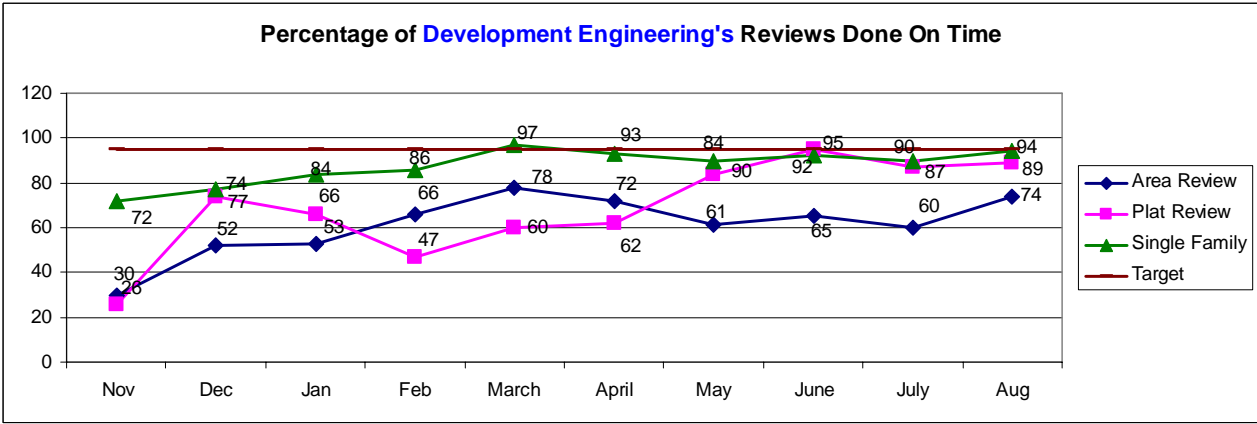
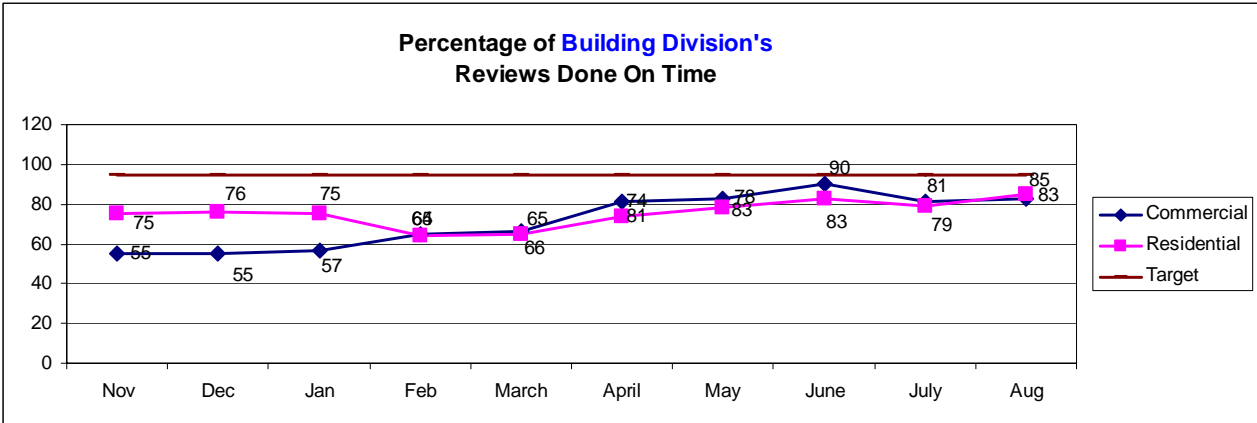
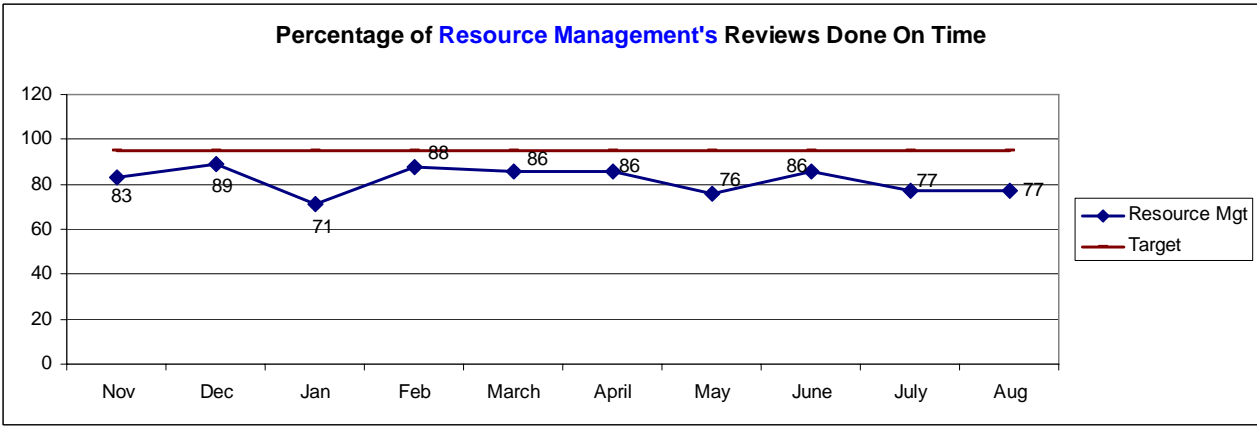
Resource Management

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

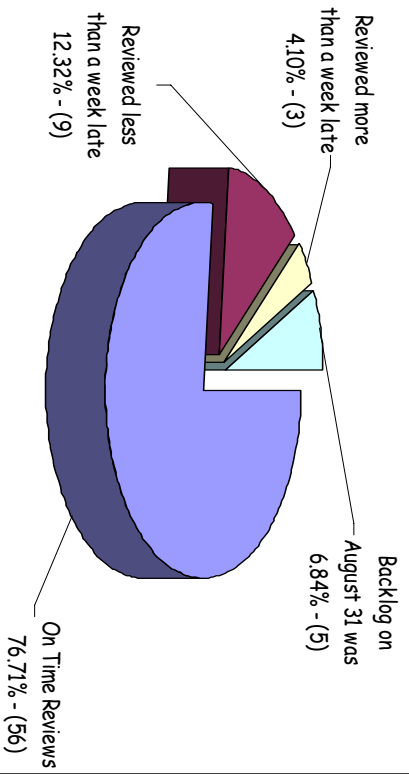
Resource Management application submittals remain high; they are at about 86% of the average for each month for the past year. While our applications remain high, our staffing level has decreased by two full-time biologists (one is on family leave) in that same time period. We will be losing a third biologist in September. Given those facts, we have continued to keep our backlog at a reasonable number. However, our efficiency calculation (77%) reflects our reduced staffing and the significant loss of productive time during August due to vacations.

Development Center

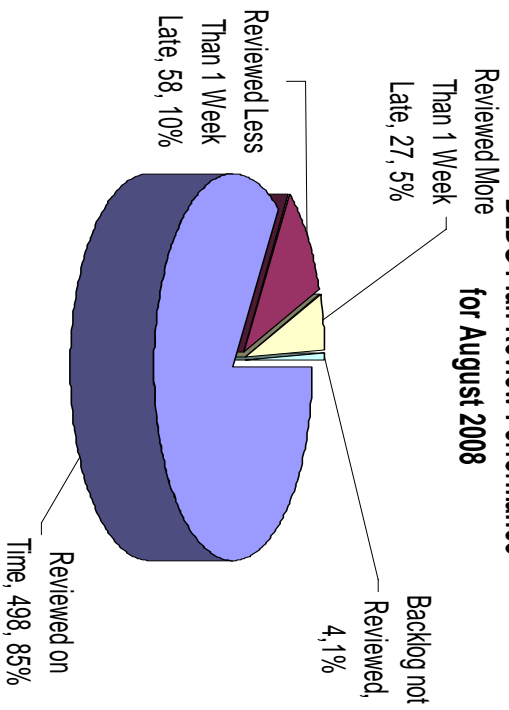
In August, 85% of customers in all categories were seen in 20 minutes. The table on page seven of this report breaks out four categories of customers we currently track.



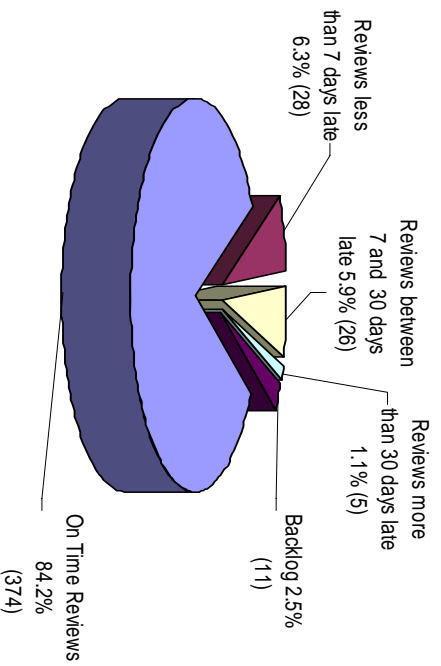
Resource Mgt Performance Review August 2008



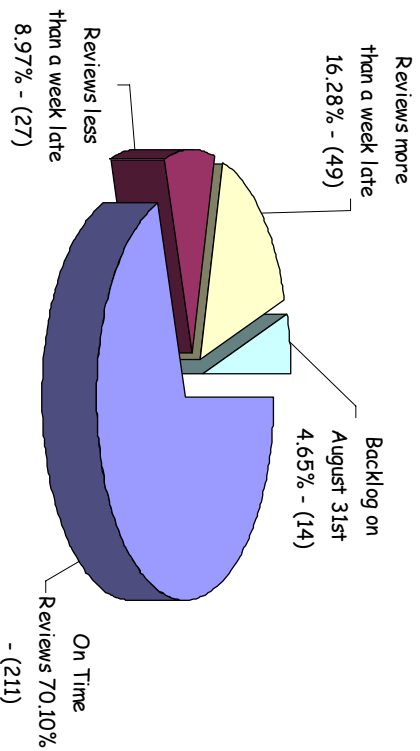
BLDG Plan Review Performance for August 2008



Development Engineering Review Performance August 2008

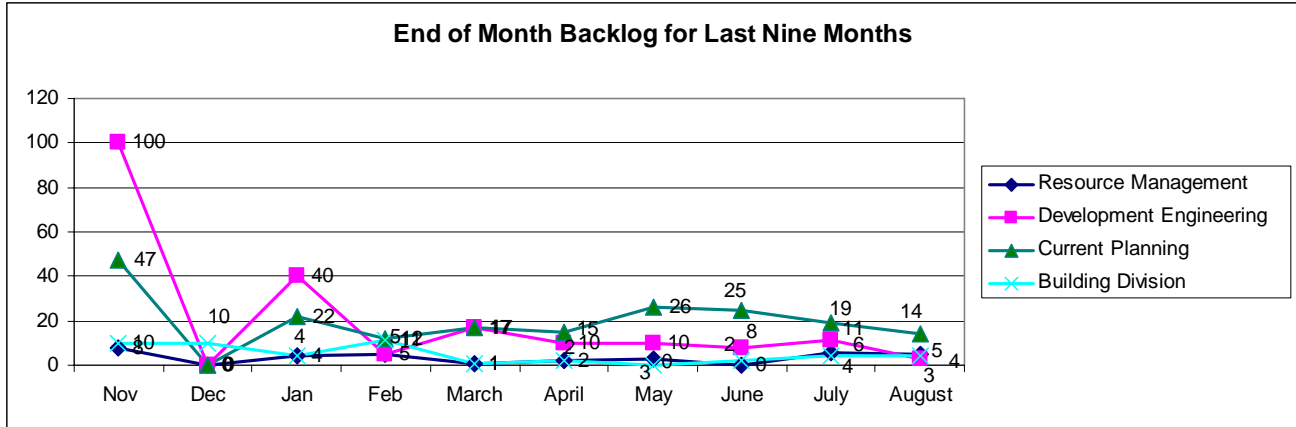


Current Planning Performance Review August 2008



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.

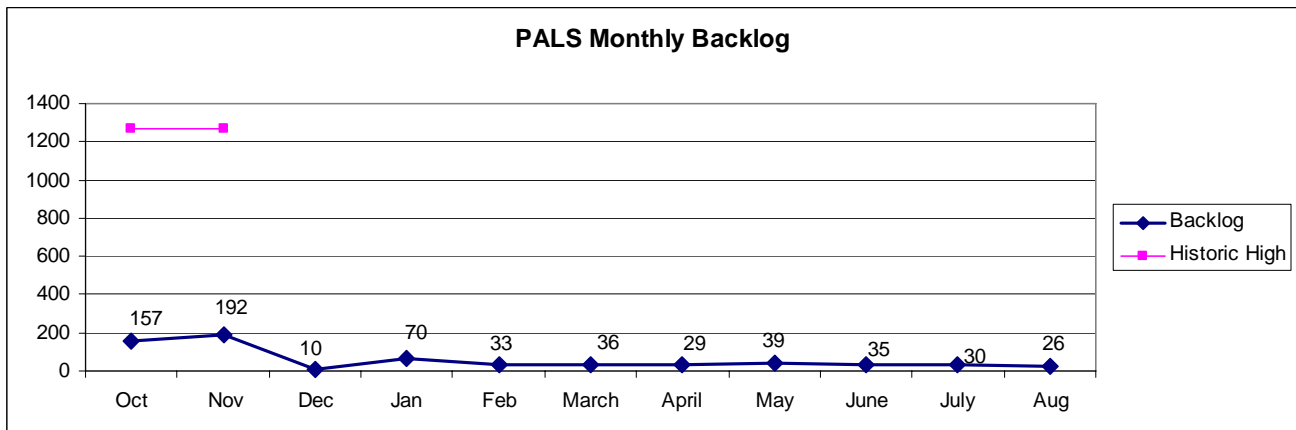


Additional details on backlog and what is being done to address the volume of applications will be in the individual Section reports. Those will be posted to the PALS web-page no later than the 15th of the month.

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

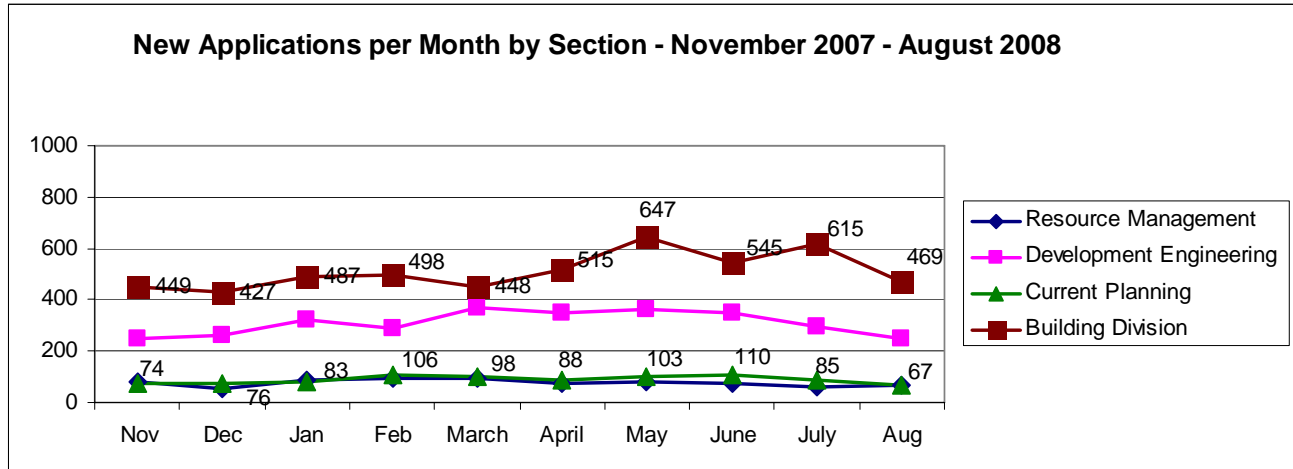
Meeting our performance goals of being 95% efficient is considered a success. At 95% there will always be some backlog.

	As of August 31 st
Building Division	4
Current Planning	14
Development Engineering	3 ¹
Resource Management	5
Total	26



¹ Of the 11 reviews shown in backlog in the pie chart on the previous page, 8 were reviewed by DENG and were waiting for PW&U to review.

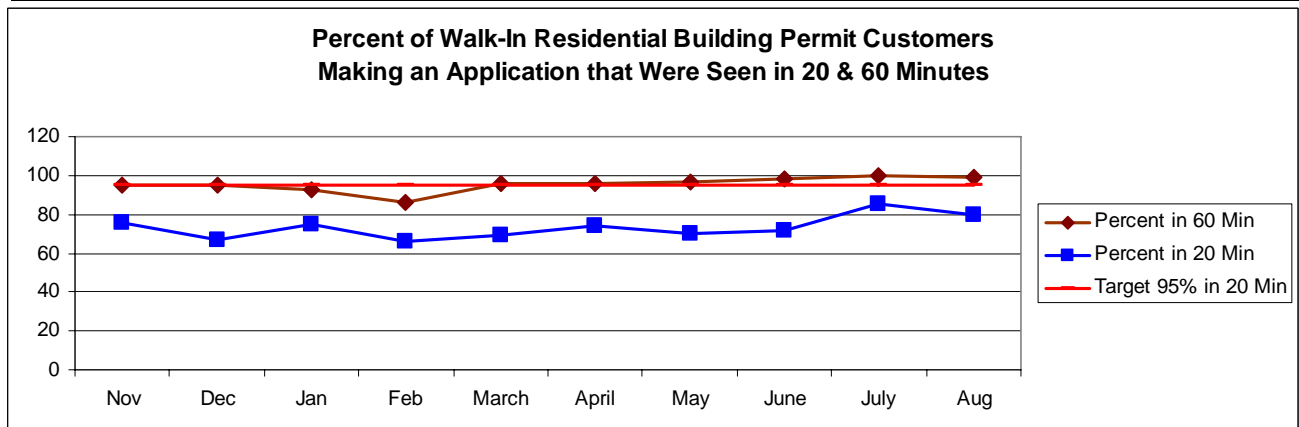
New Applications in August



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			
August 2008			
	Percent Seen in 20 minutes	Percent Seen in 60 minutes	No Data ²
New Applications and Information (walk-in) 499	80%	99%	%
Over The Counter (pick up) 440	90%	98%	%
Appointments (commercial) 29	100%	100%	%



² 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.