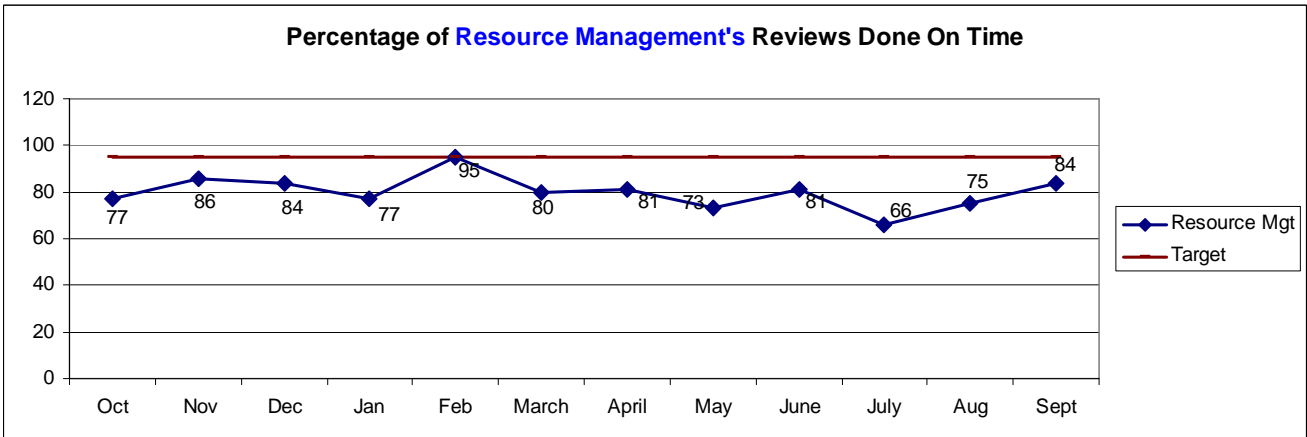
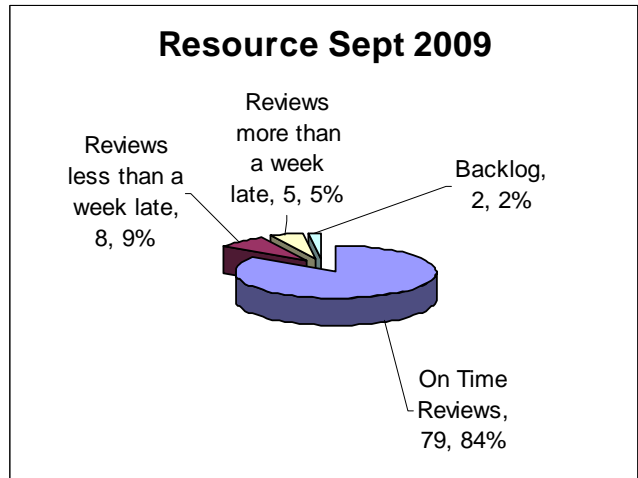
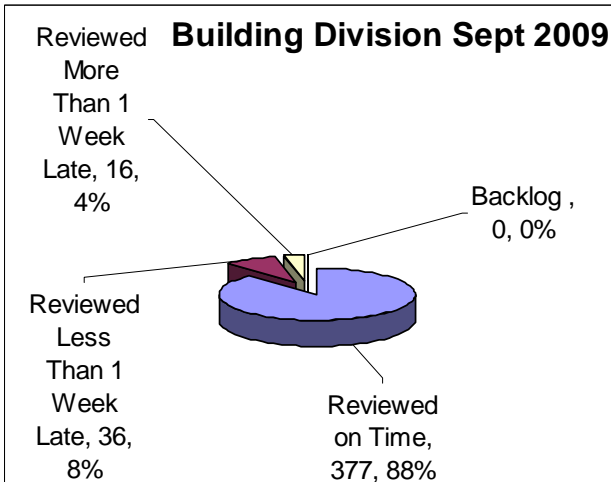
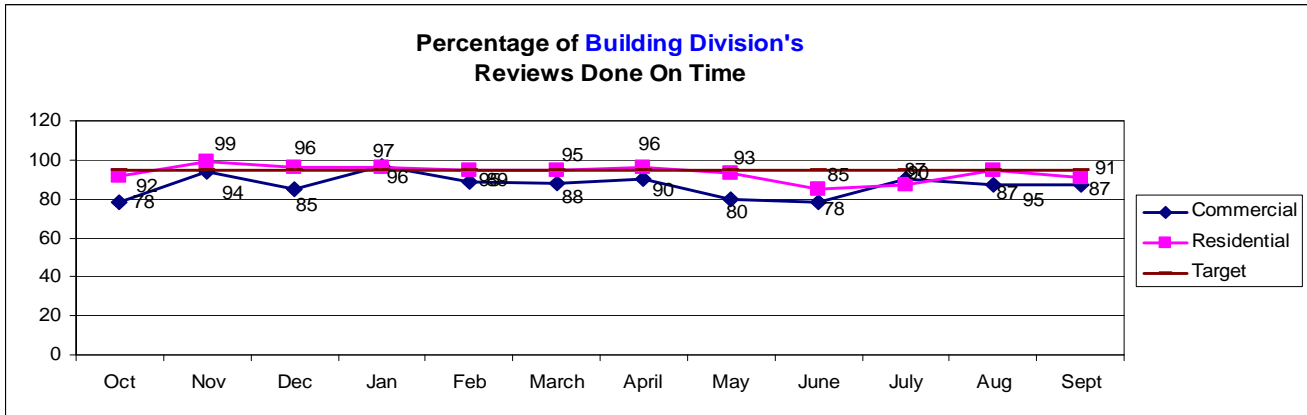




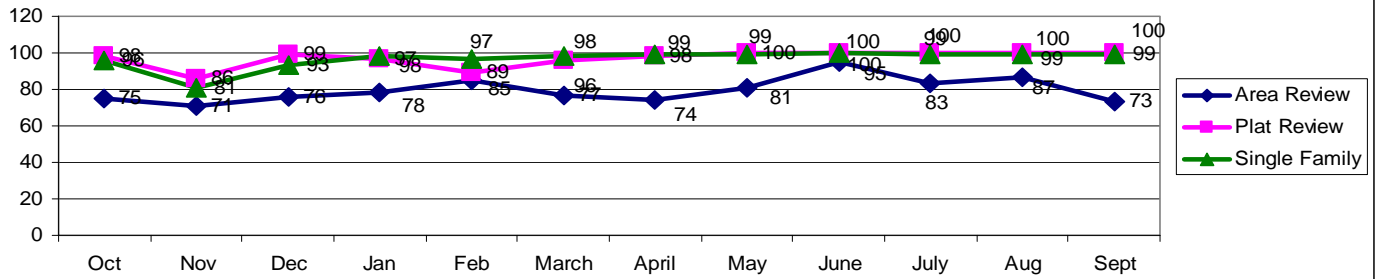
Planning and Land Services

Activity Report for September 2009

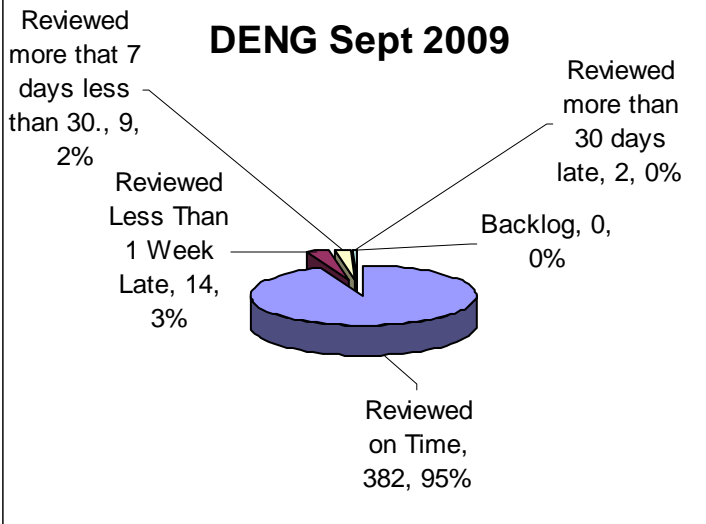
Performance of Reviews for September 2009



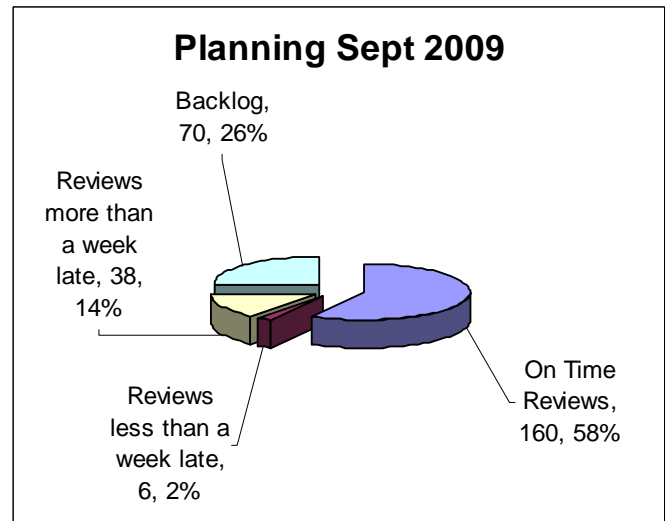
Percentage of Development Engineering's Reviews Done On Time



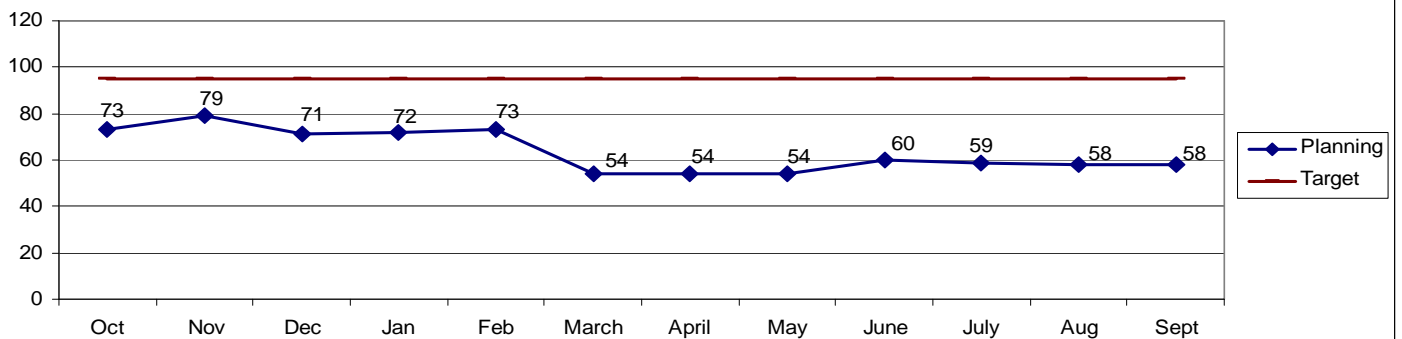
DENG Sept 2009



Planning Sept 2009

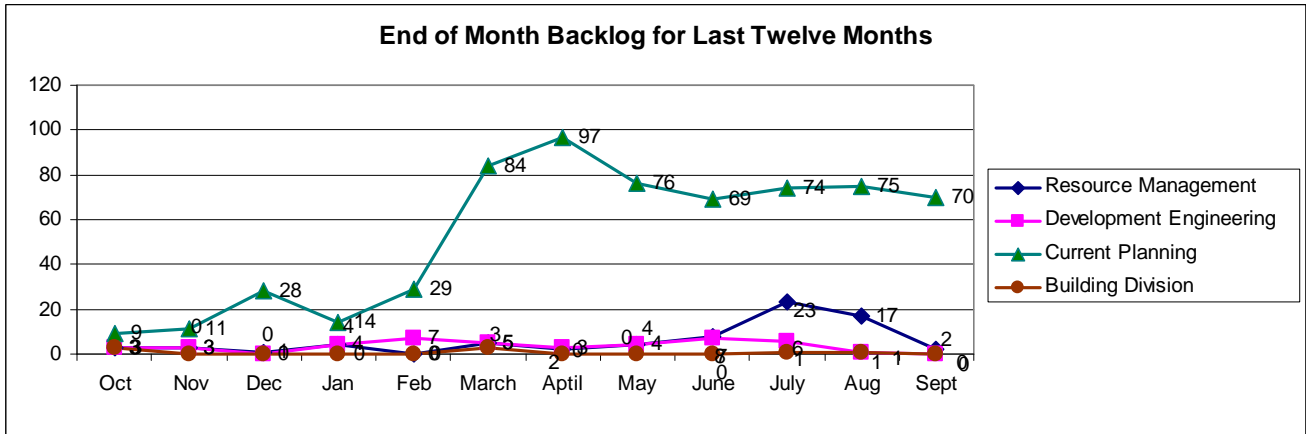


Percentage Of Current Planning's Reviews Done On Time



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.

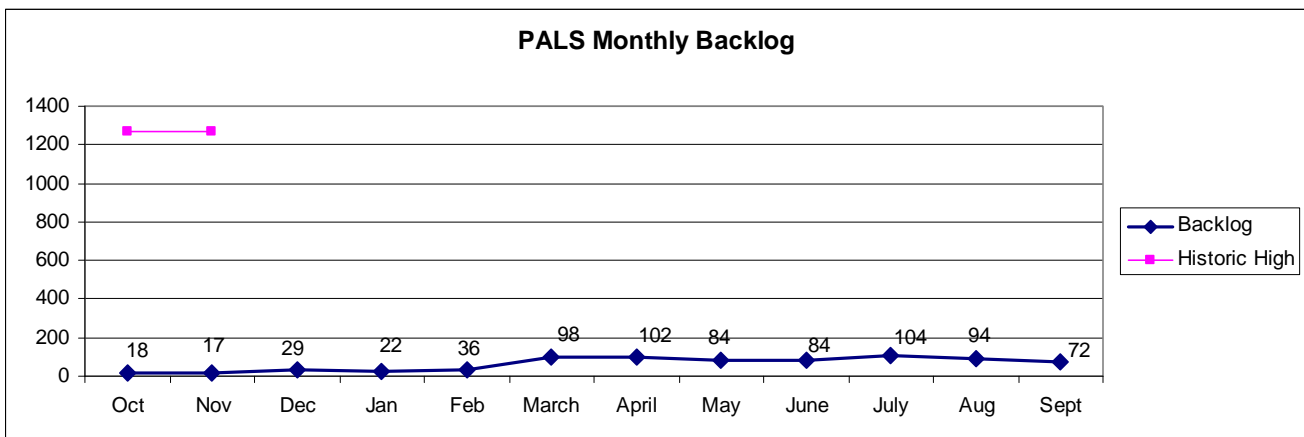


Additional details on backlog and what is being done to address the volume of applications will be in the individual Section reports. Those will be posted to the PALS web-page no later than the 15th of the month.

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

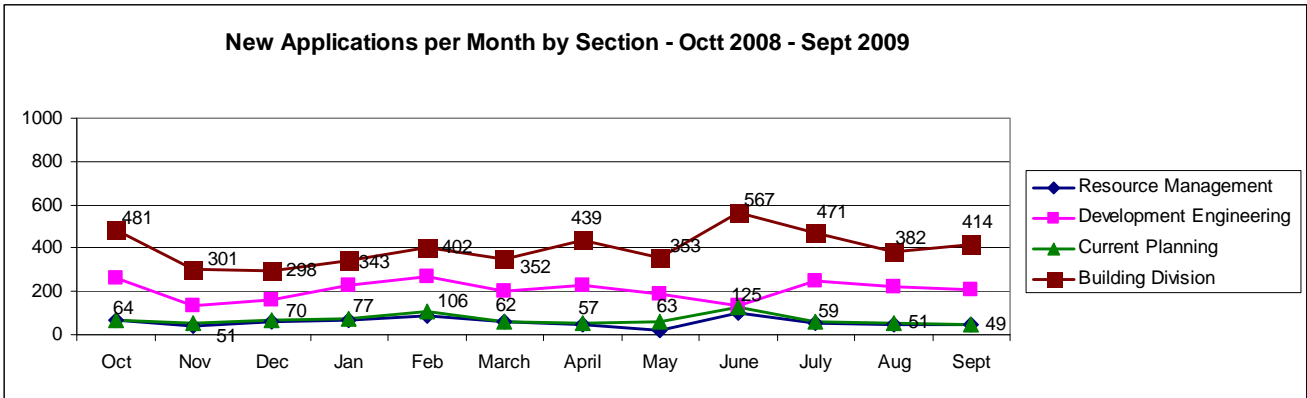
Meeting our performance goals of being 95% efficient is considered a success. At 95% there will always be some backlog.

| | |
|-------------------------|----------------------------------|
| | As of September 30 th |
| Building Division | 0 |
| Current Planning | 70 |
| Resource Management | 2 |
| Development Engineering | 0 ¹ |
| Total | 72 |



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

New Applications in September



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

| September 2009 | Percent Seen in 20 minutes | Percent Seen in 60 minutes |
|--|----------------------------|----------------------------|
| New Applications and Information (walk-in) 482 | 84% | 100% |
| Over The Counter (pick up) 234 | 89% | 100% |
| Appointments (commercial) 15 | 100% | 100% |

