



# Planning and Land Services

Activity Report

October 15, 2008

## **Initiatives for 2008:**

### **+ Permit Intake Process**

Since implementation August 1, 2008, **92** applications have been taken in using the Self Help Kiosk process. Customers comment that it is simple to use, fast, and they can get help if needed from the Permit Technician located in the lobby.

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

PALS Plus was changed to re-set the Application Date when a payment is first made and the application status changes to Accepted. Previous to this change the Application Date reflected the date the information was first entered into the system. If there was a delay between the data entry and payment being received it would calculate the review time improperly.

A new version of the cashiering software was also deployed. This version addressed some issues with credit card processing, security and usability. The PALS Plus user community just finished a system enhancement prioritization exercise giving the PALS Plus development team direction on which requested changes they will work on next. As always, 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. As of the end of September we have not implemented those actions that have been scheduled to be done by the end of 2008.

However, Current Planning has been developing a Continuing Education Training Workshop for October 28, 2008, at the Pierce County Annex. All members of the LUACS have been invited to attend. The presentations at the Workshop will cover Environmental Review/SEPA and Design Standards.

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

**Development Engineering** continues to perform their project management responsibilities utilizing the model recommended in the Zucker Audit. Currently Development Engineering does not have any proposals to expand the role or responsibilities of their project management system.

**Current Planning** continues to advance the role of project managers as time permits. At present, these positions serve as single point of contact for projects, tracking Final Plat progress and supervise a team of Case Planners.

## **PALS Audit Oversight Committee**

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

# Performance of Reviews for September 2008

## **Building Division**

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

The number of applications in September rose slightly over the previous month. Plan review staffing was at 70% in September with illness and vacations, but bolstered by inspector assistance. Our on-time performance was at 84%.

## **Development Engineering**

At the end of September, 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 September were in backlog status. Of the 11 in backlog, 10 have been reviewed by DENG and are waiting for external reviews. It should also be noted that two of the three review work units within Development Engineering exceeded their timeliness goal of 95%. While the third work unit did not meet the timeliness goal, their timeliness score of 78% matched their previous record high score.

## **Current Planning**

At the end of September, 96% of the reviews needed to achieve zero backlog were completed.

Current Planning had a backlog of 13 cases that were not reviewed in the stipulated time frame as outlined in Title 18. Current Planning case work has slowed down somewhat, but the Planning Technical Support has been busy with general information questions. These questions have centered towards clearing up violations and during this down turn of economy how to keep an application active.

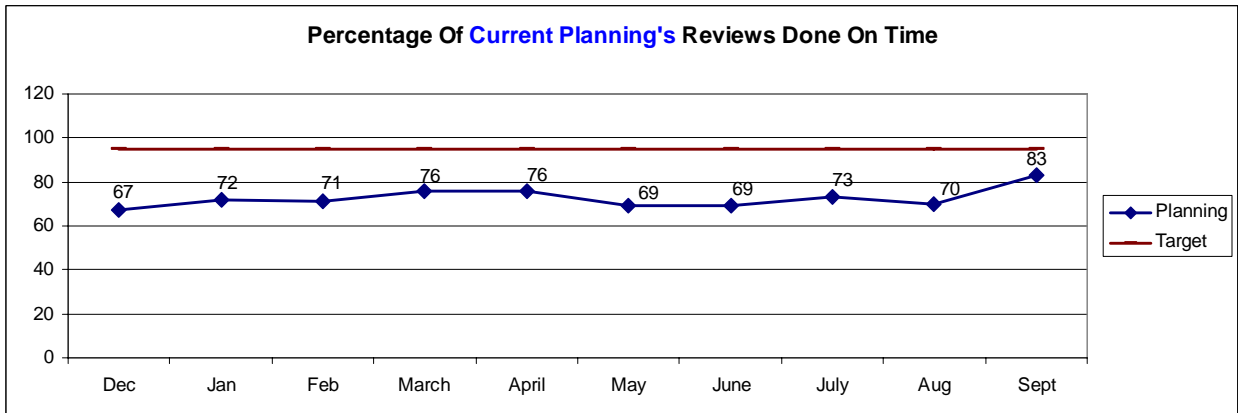
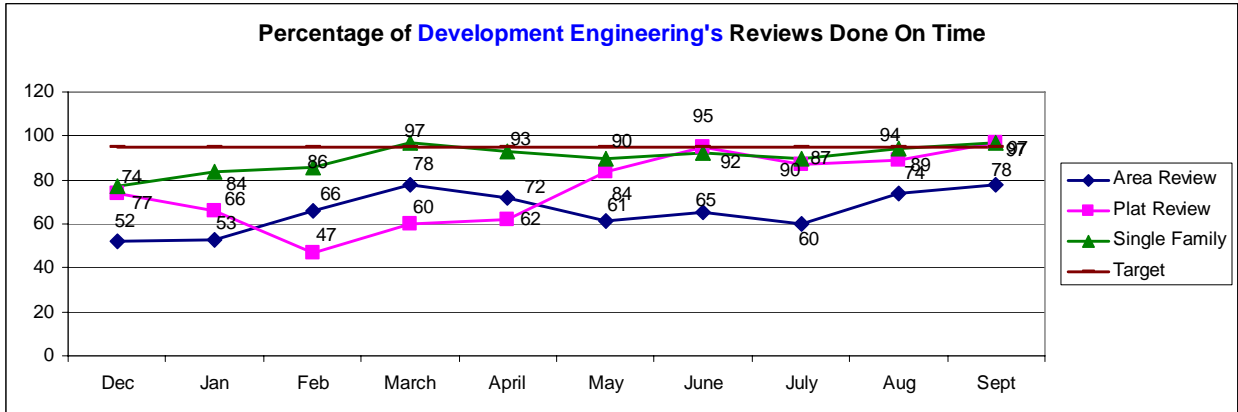
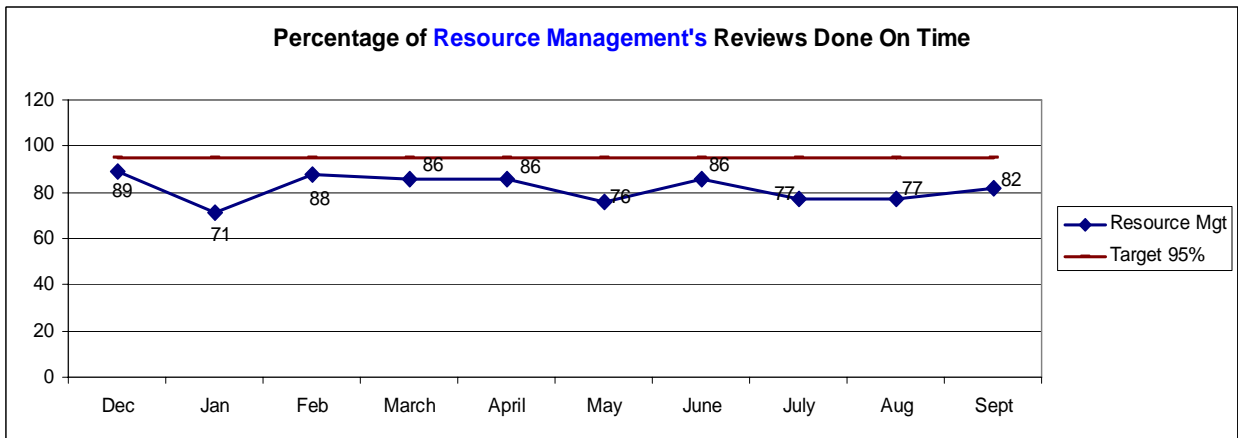
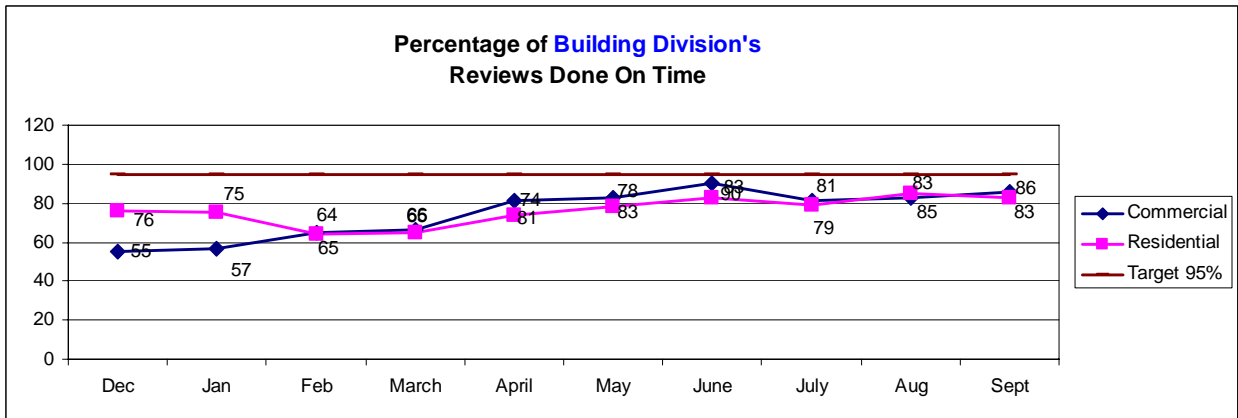
## **Resource Management**

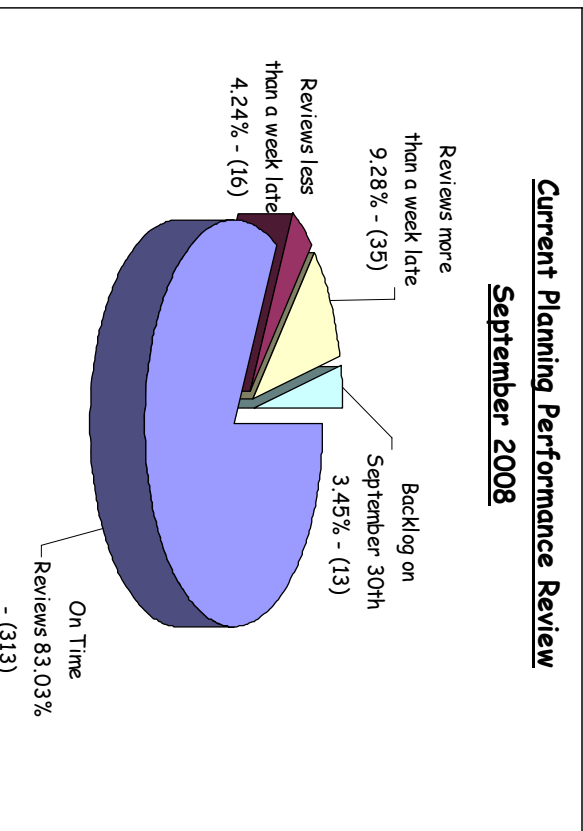
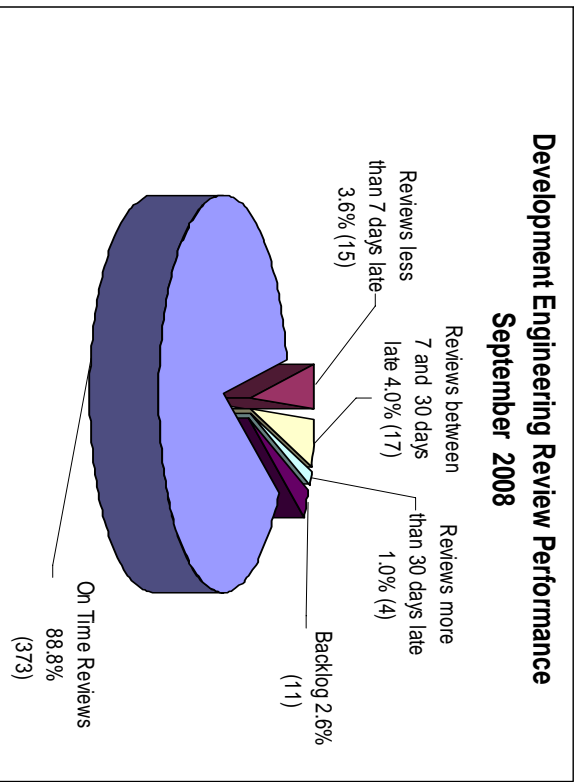
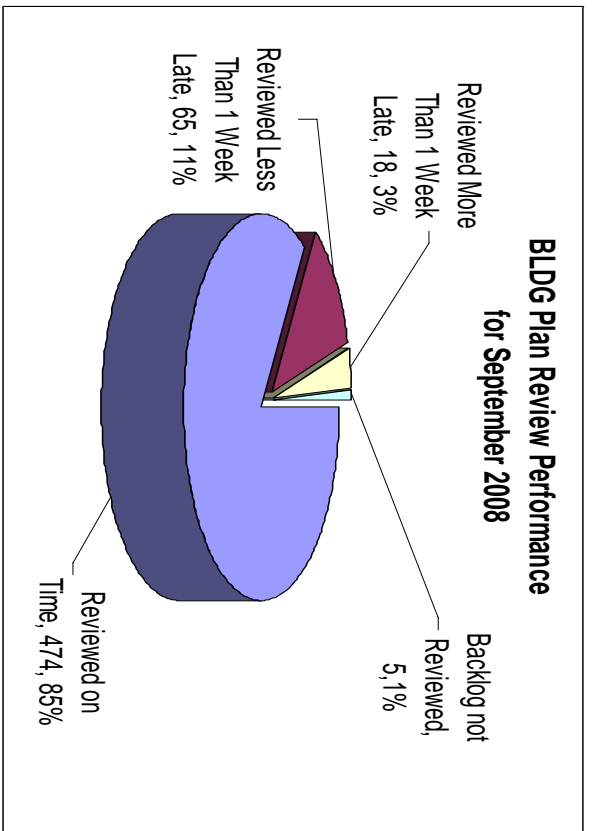
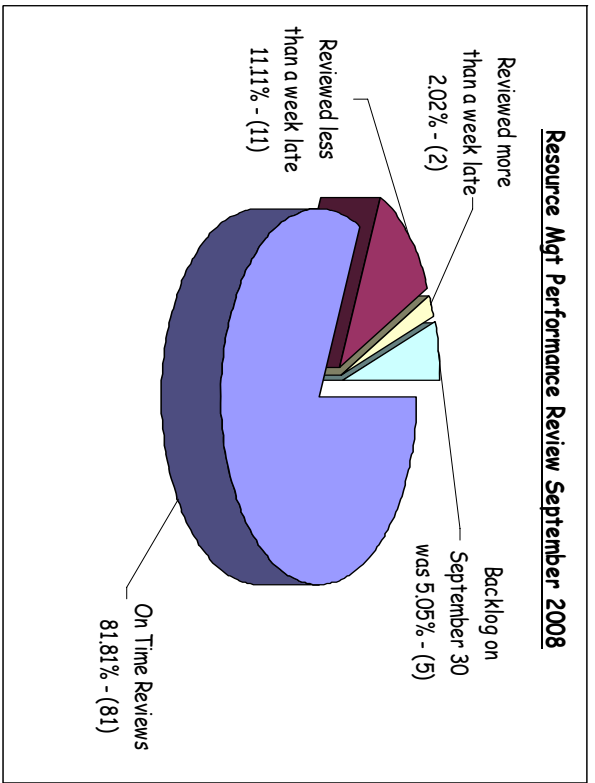
At the end of September, 95% of the reviews needed to achieve zero backlog were completed.

When combined, the Resource Management on-time reviews plus their less-than-a-week-late reviews equal **92.92%**. Resource Management is at about 72% of last year's application submittals, and we are down 2 full time biologists. Our efficiency was respectable in September.

## **Development Center**

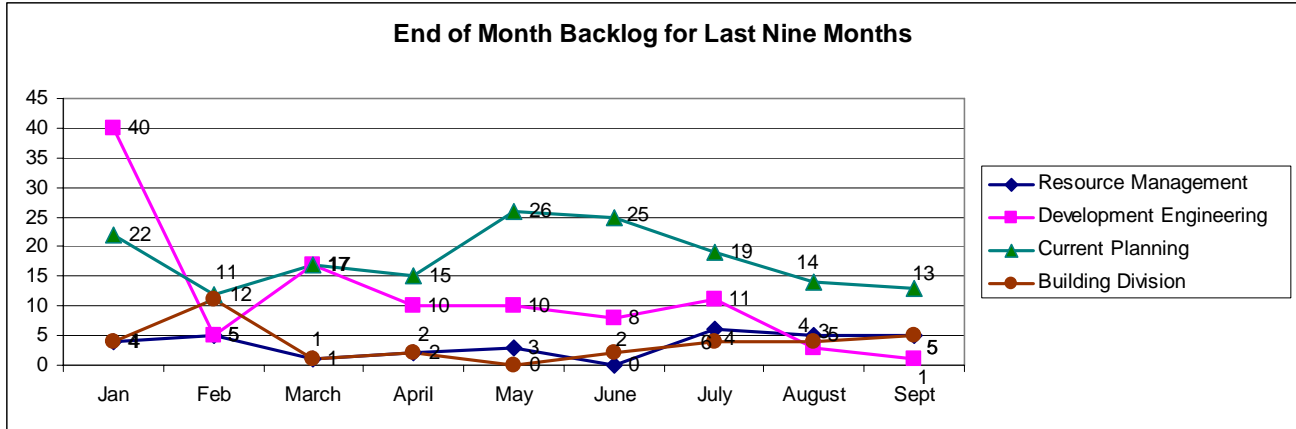
In September, 91% of customers in all categories were seen in 20 minutes. The table on page seven of this report breaks out four categories of customers we currently track.





# 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.

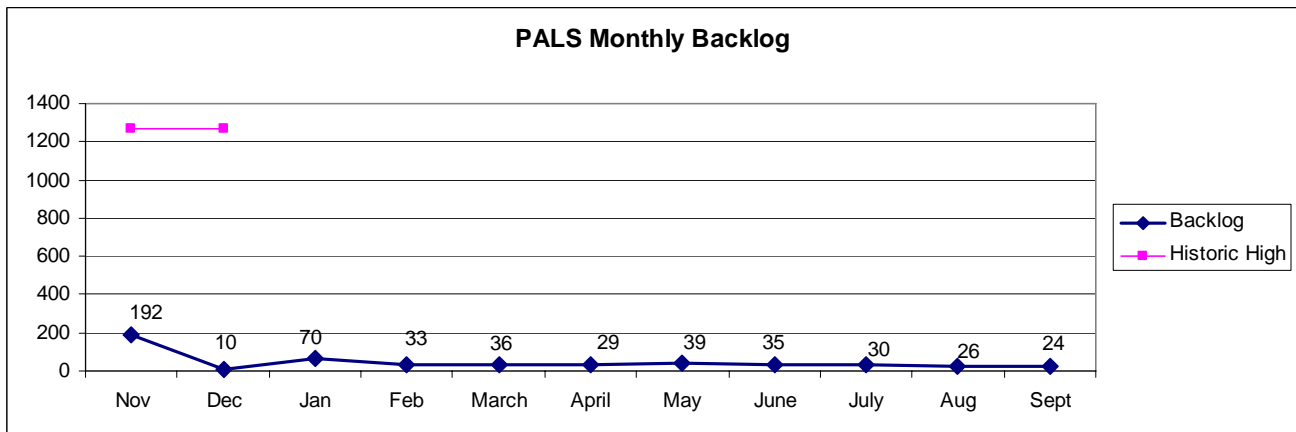


Additional details on backlog and what is being done to address the volume of applications will be in the individual Section reports. Those will be posted to the PALS web-page no later than the 15<sup>th</sup> of the month.

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

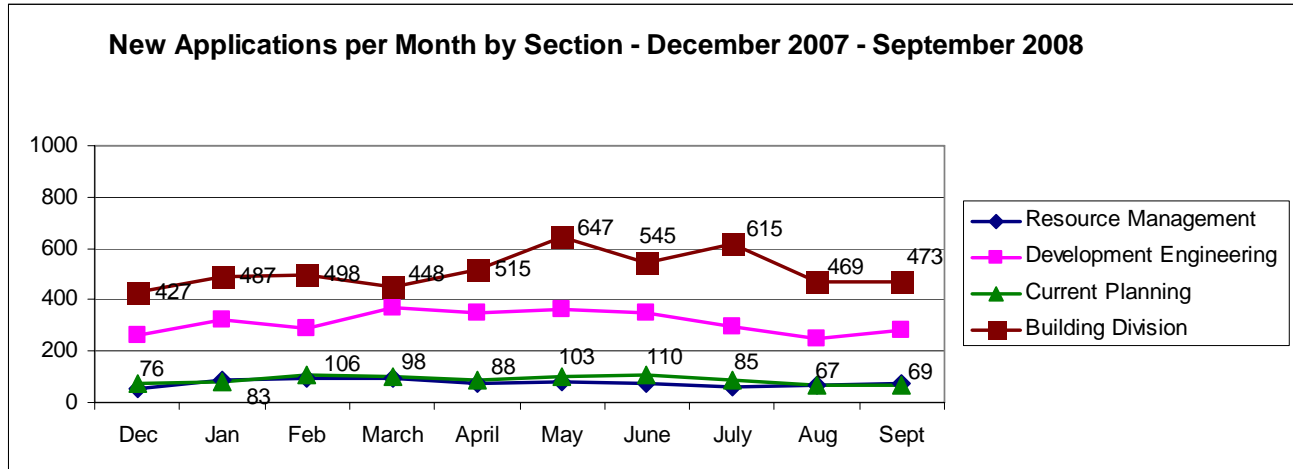
Meeting our performance goals of being 95% efficient is considered a success. At 95% there will always be some backlog.

	As of September 30 <sup>th</sup>
Building Division	5
Current Planning	13
Development Engineering	1 <sup>1</sup>
Resource Management	5
<b>Total</b>	<b>24</b>



<sup>1</sup> Of the 11 reviews shown in backlog in the pie chart on the previous page, 10 were reviewed by DENG and were waiting for PW&U to review.

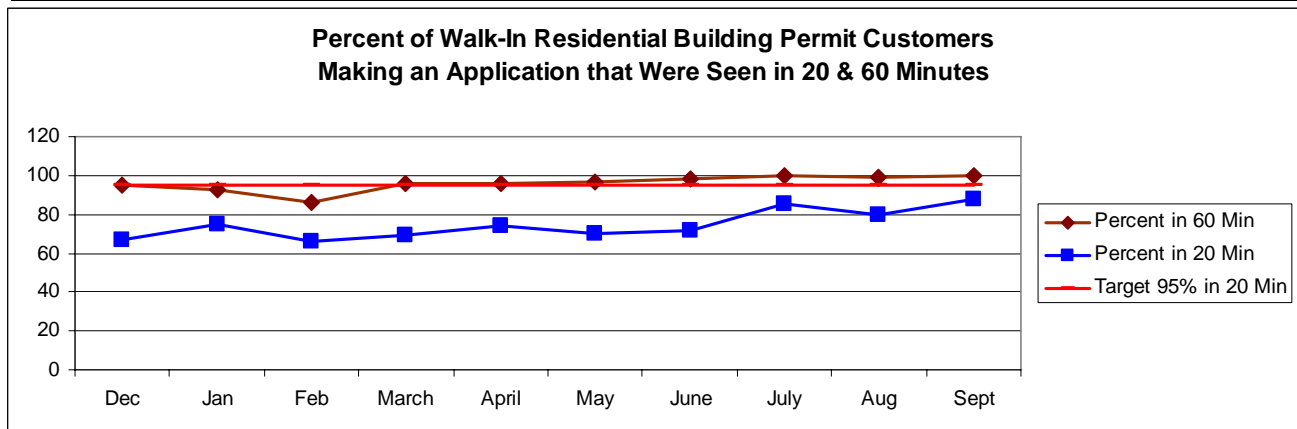
# New Applications in September



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			
September 2008			
	Percent Seen in 20 minutes	Percent Seen in 60 minutes	No Data <sup>2</sup>
New Applications and Information (walk-in) 490	88%	100%	%
Over The Counter (pick up) 353	95%	99%	%
Appointments (commercial) 31	100%	100%	%



<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.