



Planning and Land Services

Activity Report

November 2008

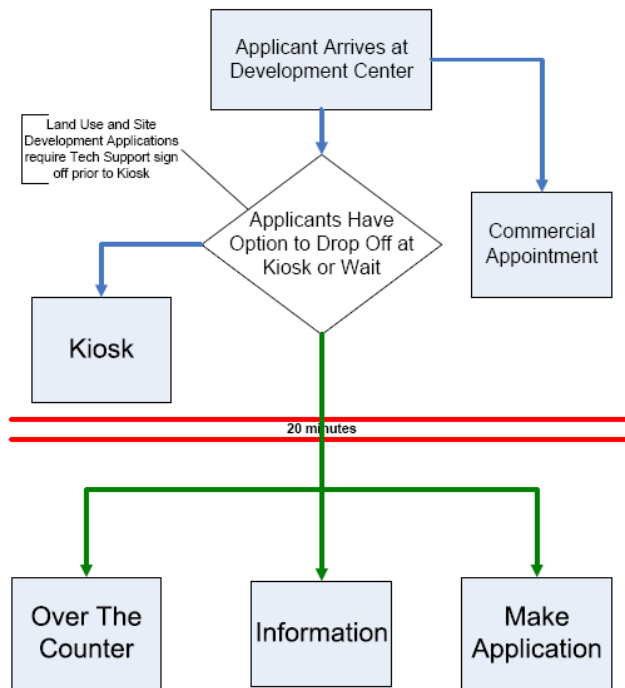
Initiatives for 2008:

✚ Permit Intake Process

The Self Help Kiosk implemented on August 1st, continues to work well. On November 3rd the program was expanded to allow most application types to be processed through the Kiosk.

Commercial building permit applications will continue to be by appointment. Land Use and Site Development may use the Kiosk after a Section Technical Support Reviewer has screened the application materials.

The goal of the Kiosk option is to allow customers a choice. If they can't or don't want to wait they can use the Kiosk. We still expect many of our customers will choose to wait. For that reason our monthly stats will still show some wait time exceeding the 20 minute goal.



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

While continuing to work on the major enhancements/changes the PALS Plus team also deployed a couple of minor changes to the cashiering and permitting system in October. The cashiering change delivered greater flexibility to the user when collecting fees that are not related to an application/permit.

In PALS Plus we enhanced some of the reports used by the Accounting staff and fixed an issue related to calculating a permit's expiration date. The main focus of our work in the past month is the continued development of an improved interface and collecting additional data related to storing electronic documents in PALS Plus. We have also been correcting the relationships of some of the Project data between a Submittal Standard and a Project.

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 has not been scheduled.

Performance of Reviews for June 2008

Building Division

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

The number of applications in October rose slightly over the previous month. After normalizing for training and vacations, plan review staffing was at 80%, including 2 inspectors temporarily assigned to the review section,. After adjusting for anomalies in the PALS Plus data, our combined on-time performance was 90%.

Development Engineering

At the end of October, 97% of the reviews needed to achieve zero backlog were completed.

The pie chart on page 5 shows that 11 applications (3%) of the reviews for October were in backlog status. Of the 11 in backlog, 8 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 again exceeded their timeliness goal of 95%. While the third work unit did not meet the timeliness goal, their timeliness score of 75% is still much improved over previous years.

Current Planning

At the end of October, 97% of the reviews needed to achieve zero backlog were completed.

Current Planning had a backlog of 9 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.

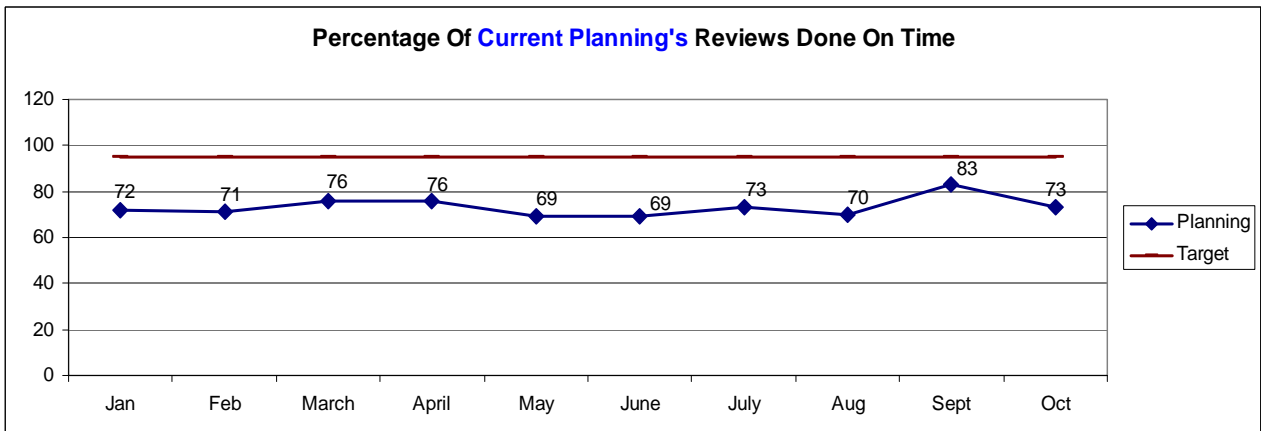
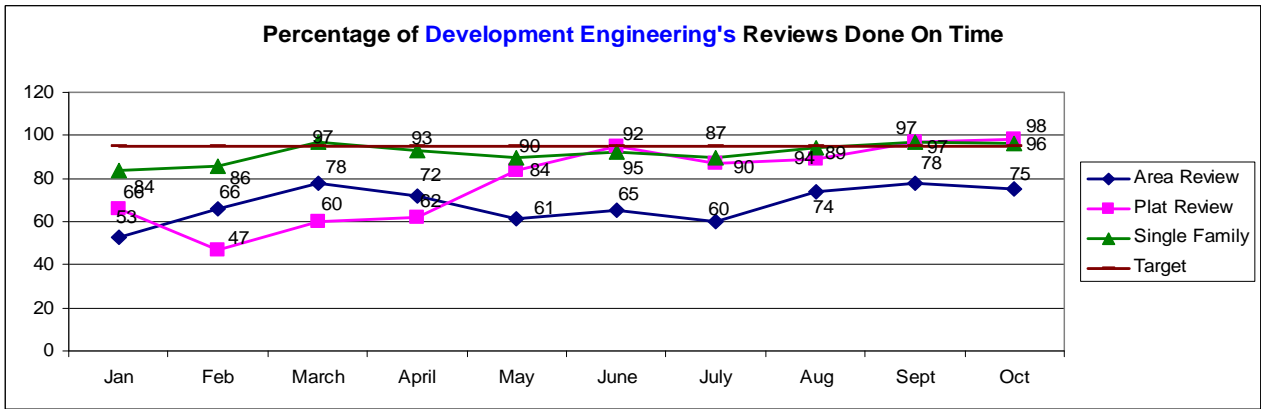
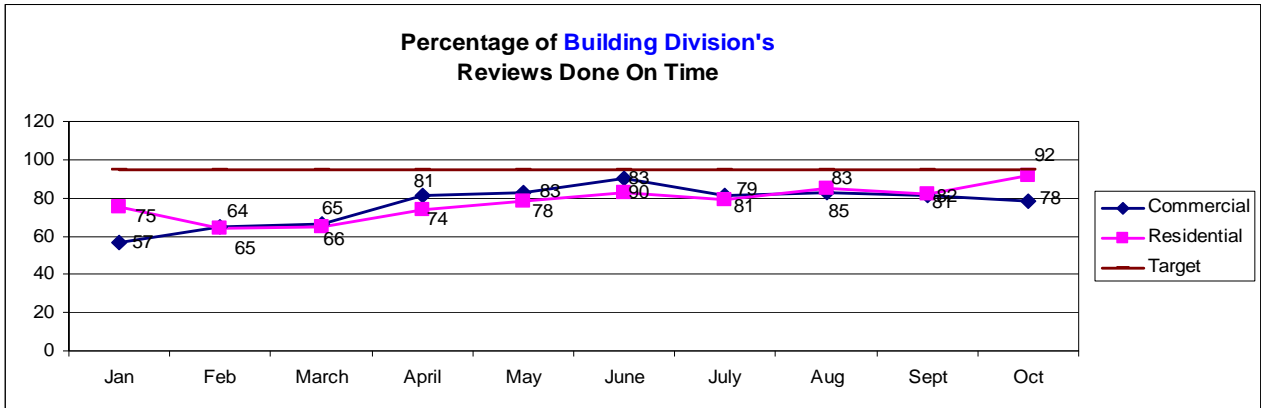
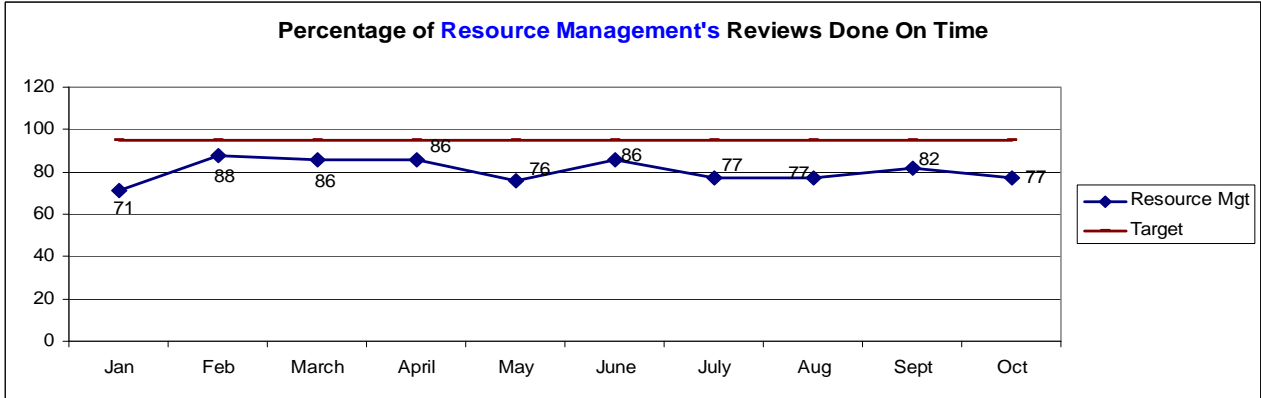
Resource Management

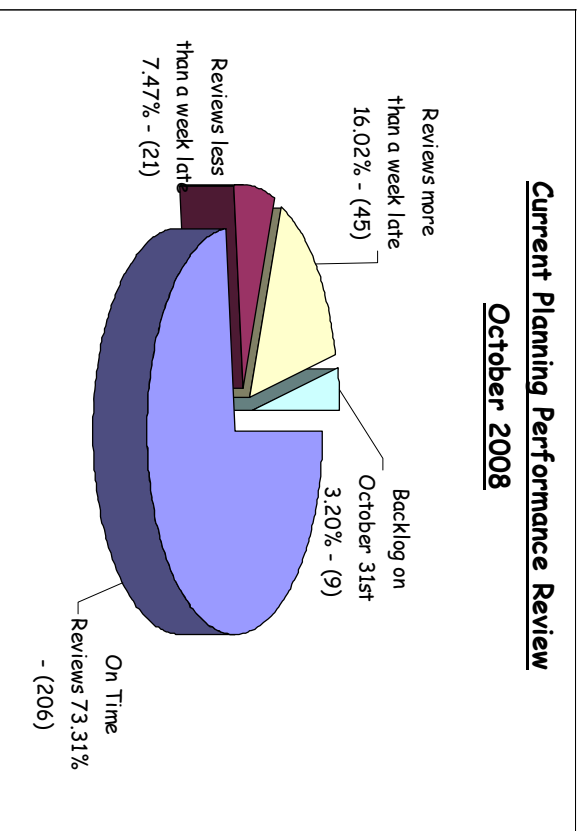
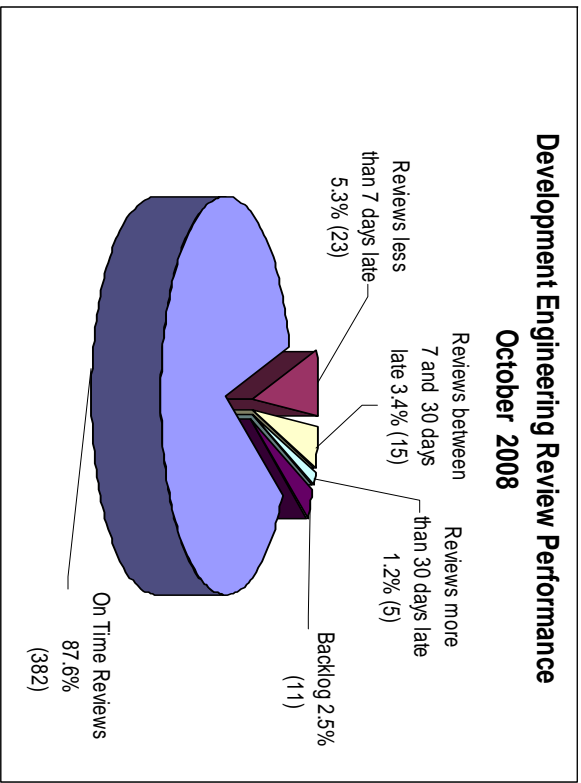
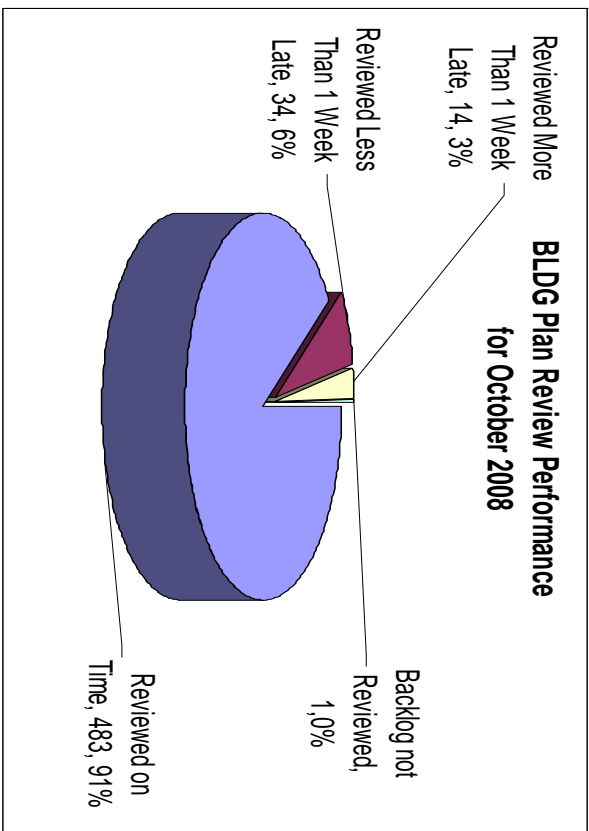
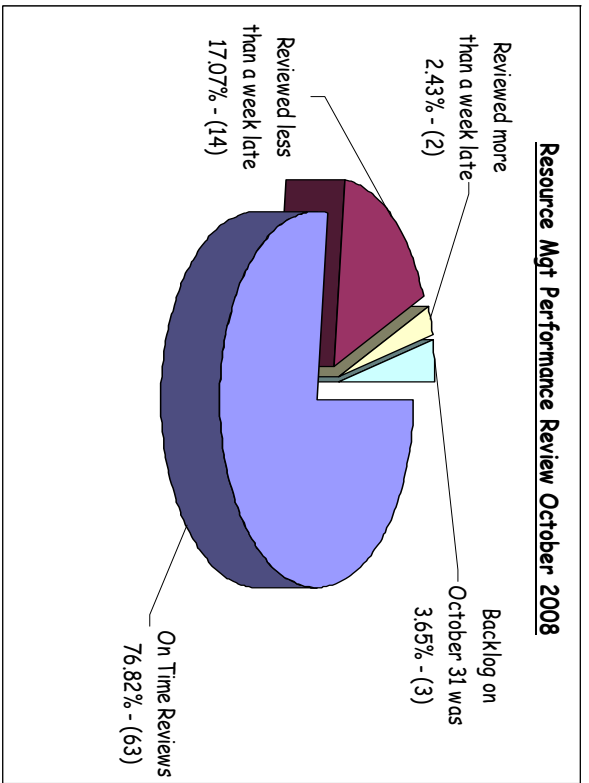
At the end of October, 96% of the reviews needed to achieve zero backlog were completed.

When combined, the Resource Management on-time reviews plus their less-than-a-week-late reviews equal **93.90%**. Resource Management is at about 86% of last year's application submittals, and we are down 2 full time biologists.

Development Center

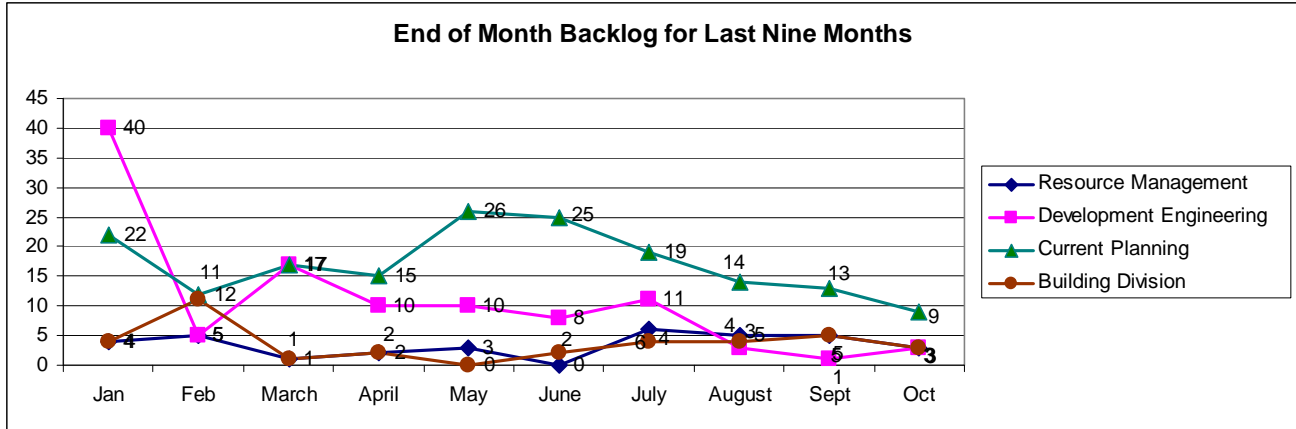
In October, 81% of customers in all categories were seen in 20 minutes. The table on page seven of this report breaks out four categories of customers we currently track.





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.

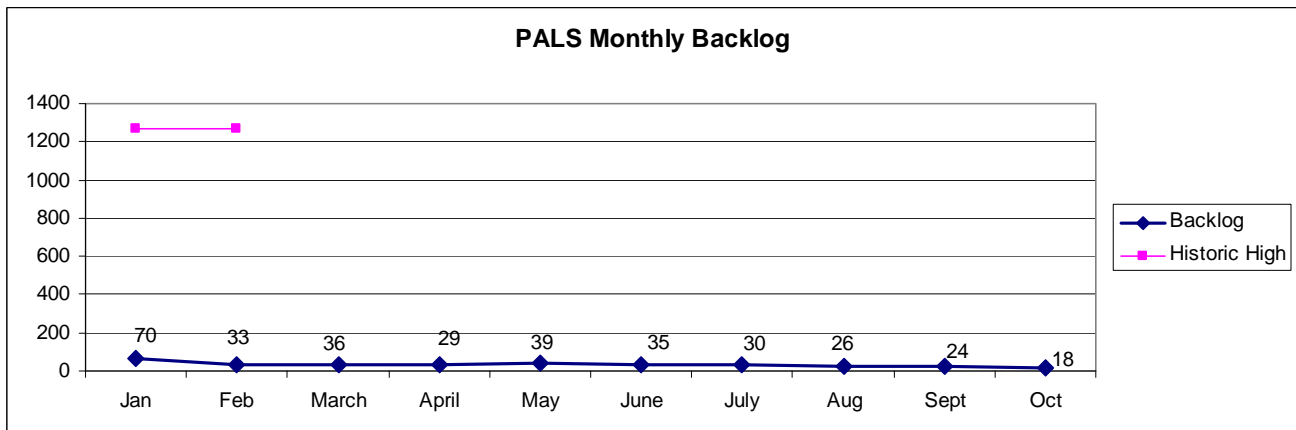


Additional details on backlog and what is being done to address the volume of applications will be in the individual Section reports. Those will be posted to the PALS web-page no later than the 15th of the month.

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

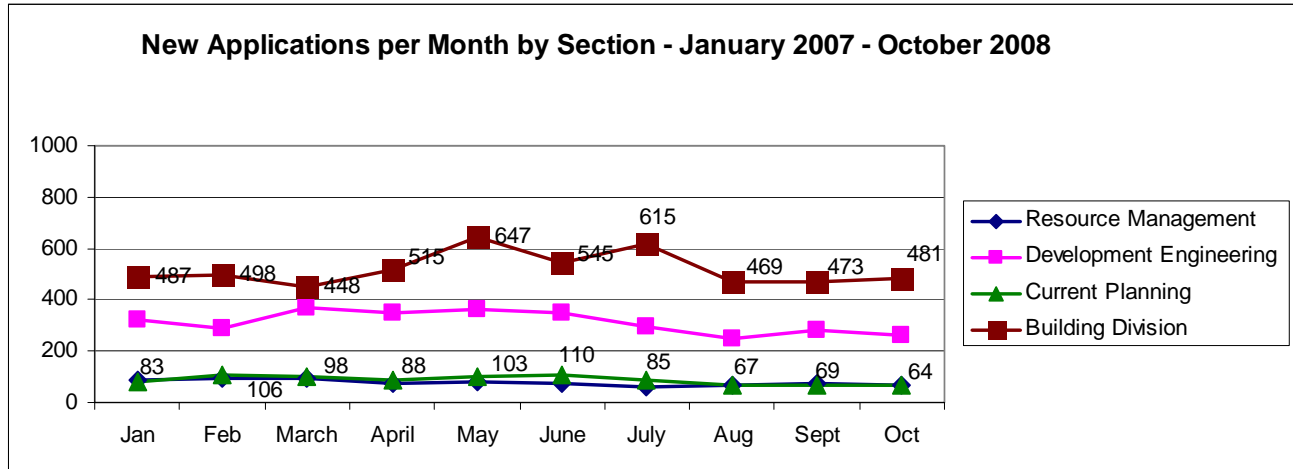
Meeting our performance goals of being 95% efficient is considered a success. At 95% there will always be some backlog.

	As of October 31 st
Building Division	3
Current Planning	9
Development Engineering	3 ¹
Resource Management	3
Total	18



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.

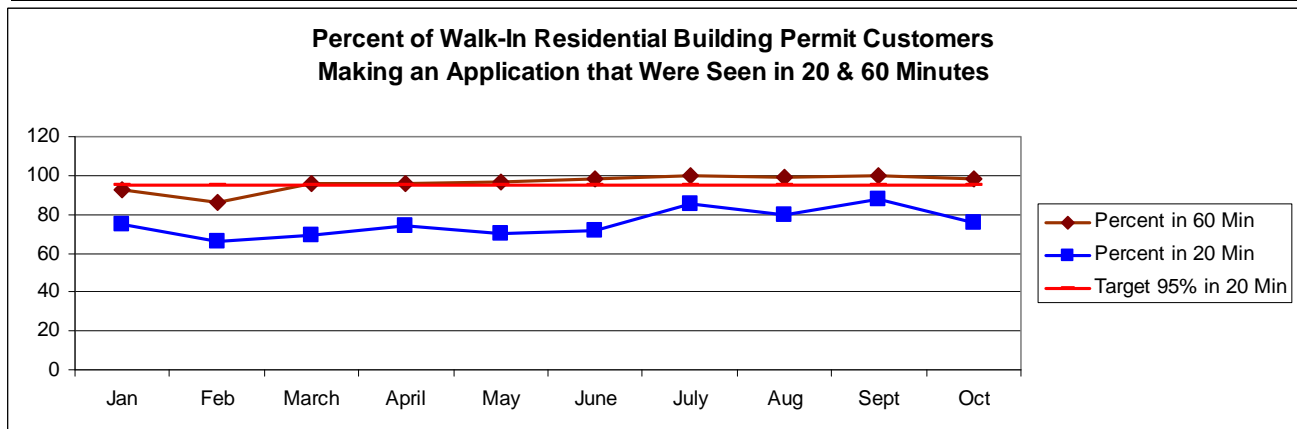
New Applications in October



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			
October 2008			
	Percent Seen in 20 minutes	Percent Seen in 60 minutes	No Data ²
New Applications and Information (walk-in) 441	76%	98%	%
Over The Counter (pick up) 358	87%	99%	%
Appointments (commercial) 22	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.