



Planning and Land Services

Activity Report and Implementation Wrap Up

January 2009

Permit Intake Process

The Self Help Kiosk continues to be an alternative to waiting in the Development Center. On November 3rd, the program was expanded to allow most application types to be processed through the Kiosk. As volumes have declined, most customers prefer to wait the short amount of time to complete the application process in lieu of using the Self Help Kiosk. In October, 28% of customers used the kiosk, only 9% took advantage of dropping off their application in November.

PALS Plus Enhancements to our Permit Tracking System and Web Page

The PALS Plus team has deployed new upgrades to the system this past year. They include 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. Work continues on support and development of other enhancements as time allows.

Revisions to the LUAC Process

The LUAC Coordination/Communication Committee had their last meeting in August 2008. The Committee developed a Work Program to accomplish the agreed upon changes. Staff will work to comply with Resolution No. R2008-72, which requires keeping the County Council informed of the on-going efforts of Planning and Land Services and the Land Use Advisory Commissions in bettering the coordination between the parties. PALS will provide a written report to the Council's Community Development Committee on the status of the efforts on a quarterly basis.

Expanding and Clarifying the Role of Project Managers

Development Engineering and **Current Planning** are providing Project Manager services. As outlined in earlier reports 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 Project Managers in **Current Planning** have been busy tracking the progress of final plat applications. Serving as a single source of contact for applicants has been a success and the Project Manger's involvement has increased. It is the intent of Current Planning to continue to advance the role of these individuals as time permits.

The July 2008 Final Plat Report indicates that 5 plats were recorded, with a total of 347 lots. The total number of lots approved this year was 1,144.

Performance of Reviews for December 2008

Building Division

At the end of December, 100% of the reviews needed to achieve zero backlog were completed. New applications in December were at our lowest level for the year. See graph on the top of page 7. We issued 1,039 permits for new single family homes in 2008.

Development Engineering

At the end of December, 100% of the reviews needed to achieve zero backlog were completed.

The pie chart on page 3 shows that 3 applications (1%) of the reviews for August were in backlog status. Of the 3 in backlog, all have been reviewed by DENG and are waiting for external reviews.

Current Planning

At the end of December, 86% of the reviews needed to achieve zero backlog were completed.

Current Planning continues to work towards meeting performance measures. In December 71% of the initial reviews met established performance targets.

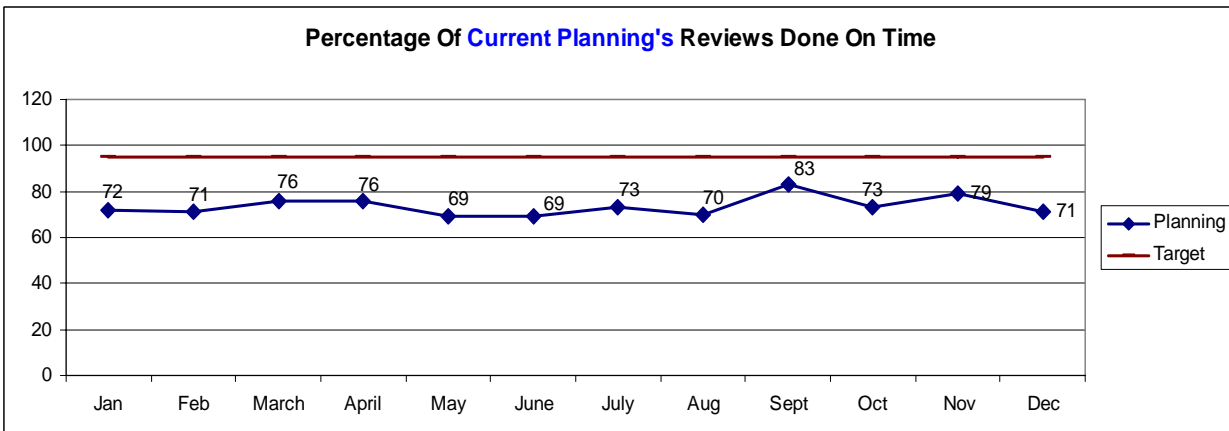
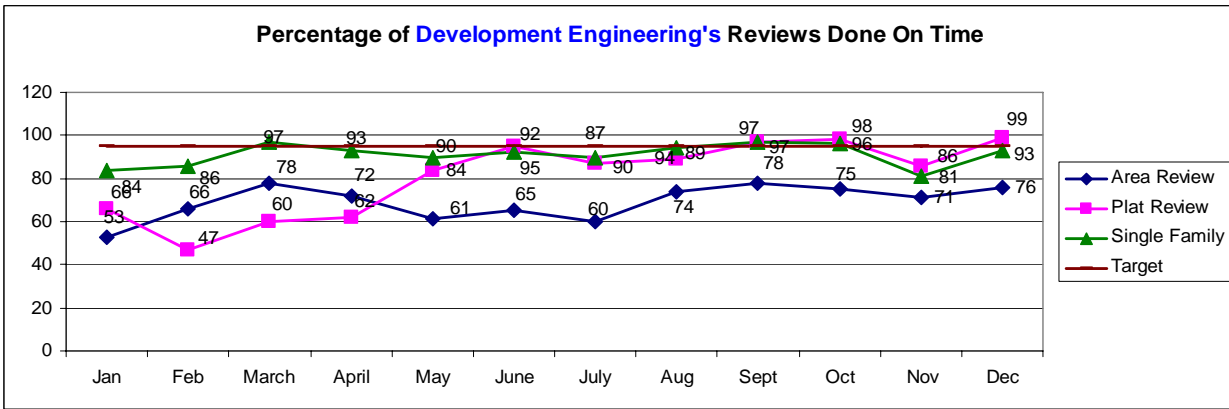
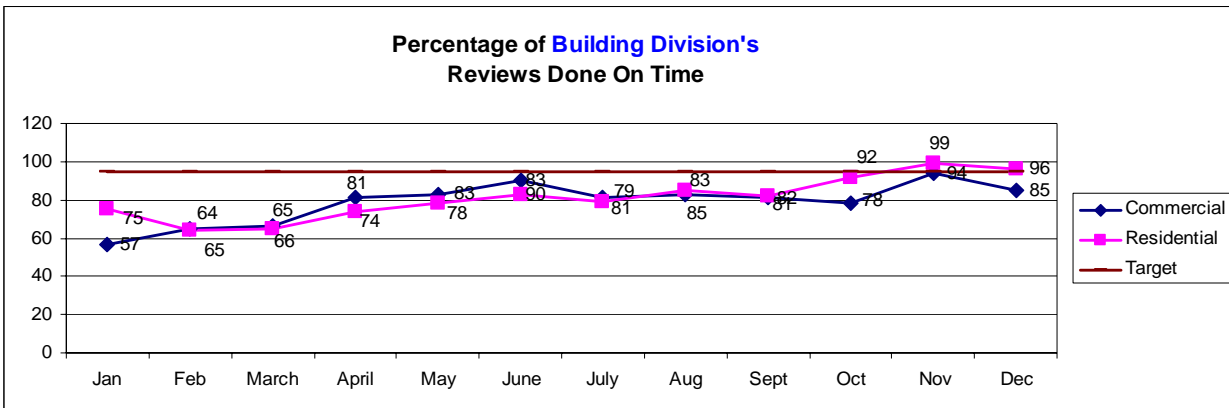
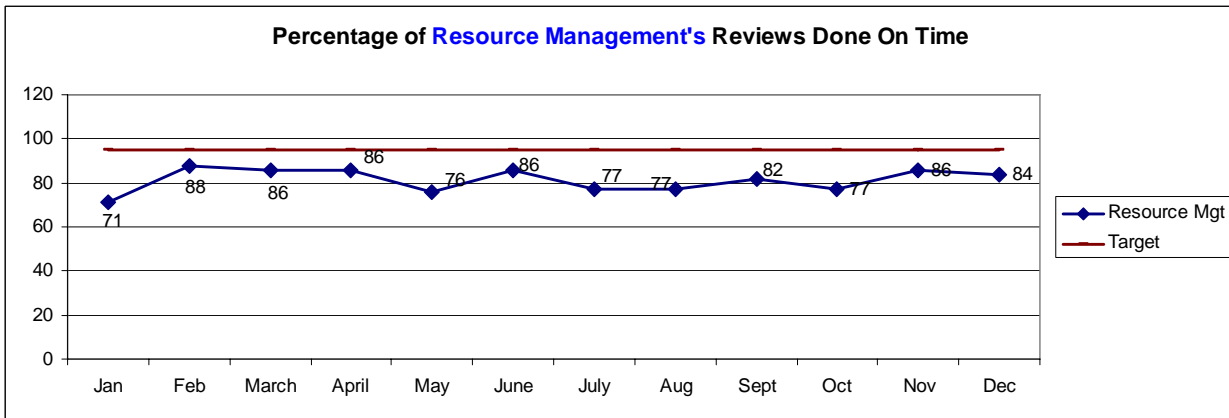
Resource Management

At the end of December, 98% of the reviews needed to achieve zero backlog were completed.

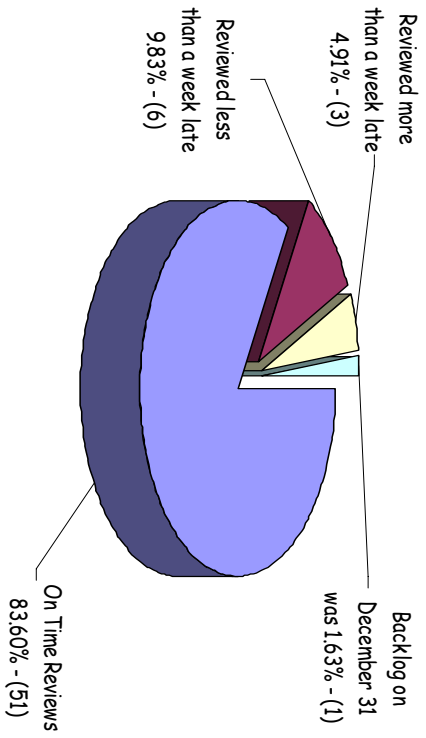
Resource Management reviews were on time or less than one week late **93.44%** of the time. In fact, in most of those cases, the reviews were only one or two days late. We had just one application that became backlog in December.

Development Center

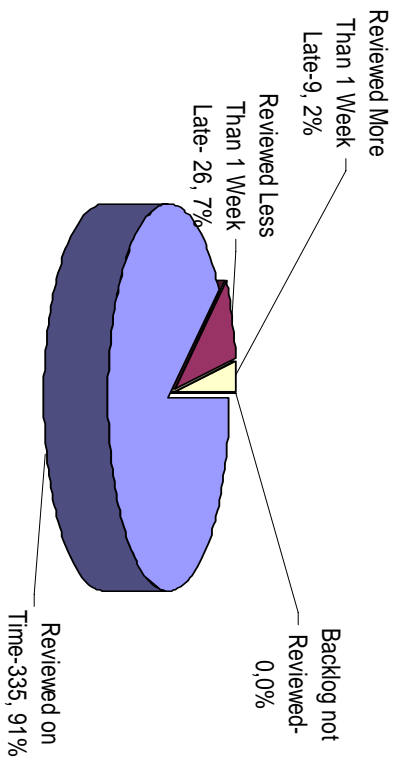
In December, 86% of customers in all categories were seen in 20 minutes. The table on page seven of this report breaks out four categories of customers we currently track.



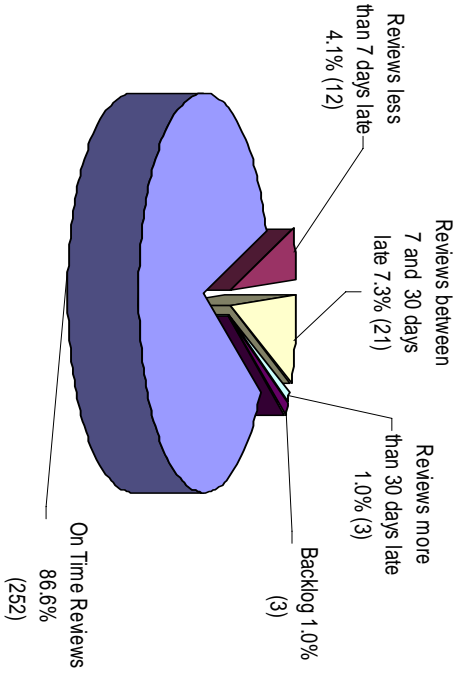
Resource Mgt Performance Review December 2008



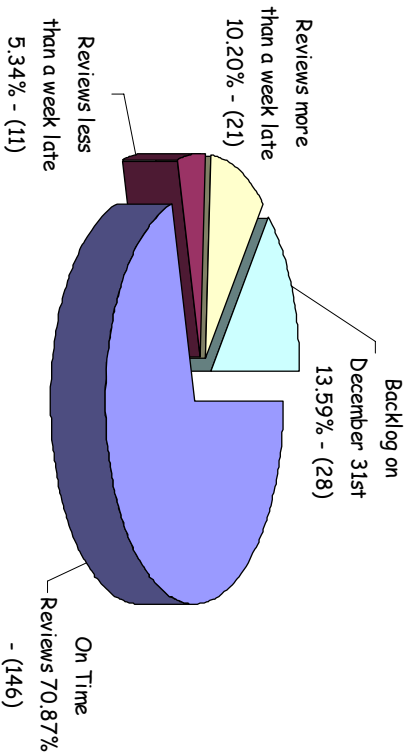
BLDG Plan Review Performance for December 2008



Development Engineering Review Performance December 2008

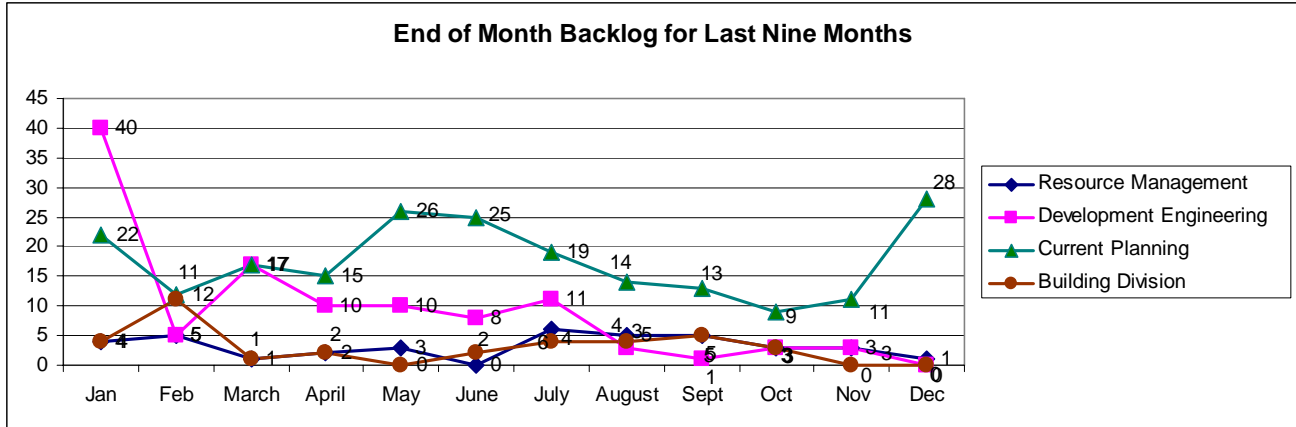


Current Planning Performance Review December 2008



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.

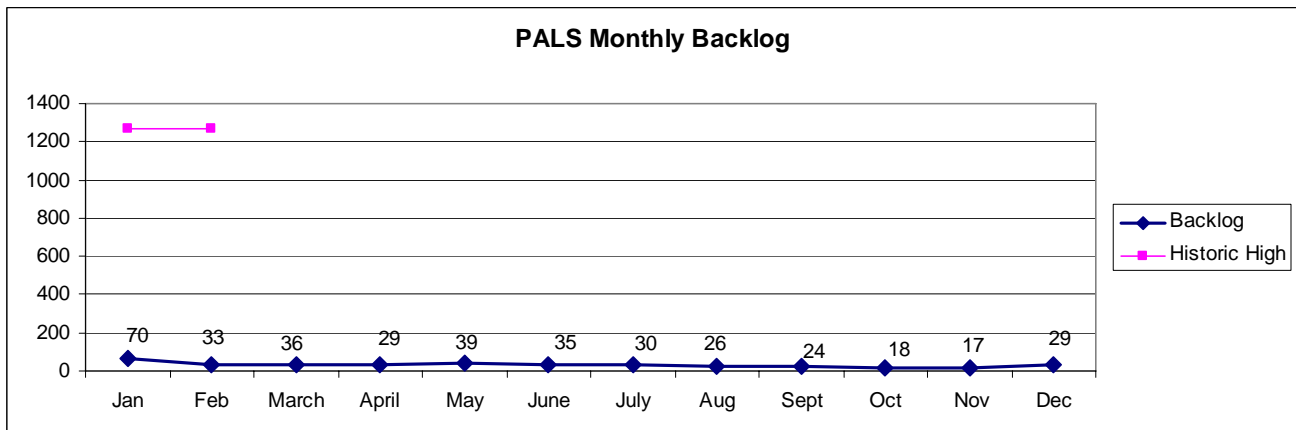


Additional details on backlog and what is being done to address the volume of applications will be in the individual Section reports. Those will be posted to the PALS web-page no later than the 15th of the month.

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

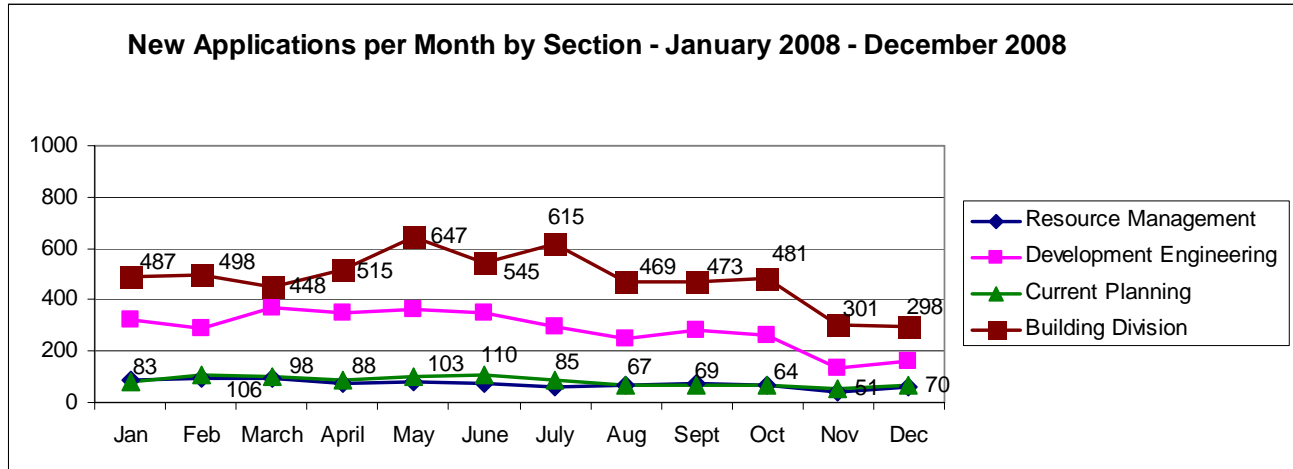
Meeting our performance goals of being 95% efficient is considered a success. At 95% there will always be some backlog.

	As of December 31 st
Building Division	0
Current Planning	28
Development Engineering	0 ¹
Resource Management	1
Total	29



¹ Of the 3 reviews shown in backlog in the pie chart on the previous page, all were reviewed by DENG and were waiting for PW&U to review.

New Applications in December



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

December 2008	Percent Seen in 20 minutes	Percent Seen in 60 minutes
New Applications and Information (walk-in) 329	86%	100%
Over The Counter (pick up) 252	94%	100%
Appointments (commercial) 15	100%	100%

