



Planning and Land Services

Quarterly Report 2nd Quarter 2009

Integration of Departments into PALS Plus Permit Tracking System

(1) how all departments in the planning and permitting process are being integrated into the PALS Plus system;

All departments in the planning and permitting process have been integrated into the PALS Plus permit tracking system. PALS and FPB are fully integrated, in that all of our permitting and inspection activity is within PALS Plus.

HEALTH has their own permit system for septic systems. They have access to PALS Plus and enter review comments and their approval on building permits and land use applications.

All sections of PW&U have access to PALS Plus. The Sewer Utilities section process their applications in PALS Plus and enters review comments and approvals on building permit and land use applications.

The Surface Water Management Division and Traffic Engineering Division can use PALS Plus to enter review comments but they typically route their requirements through Development Engineering.

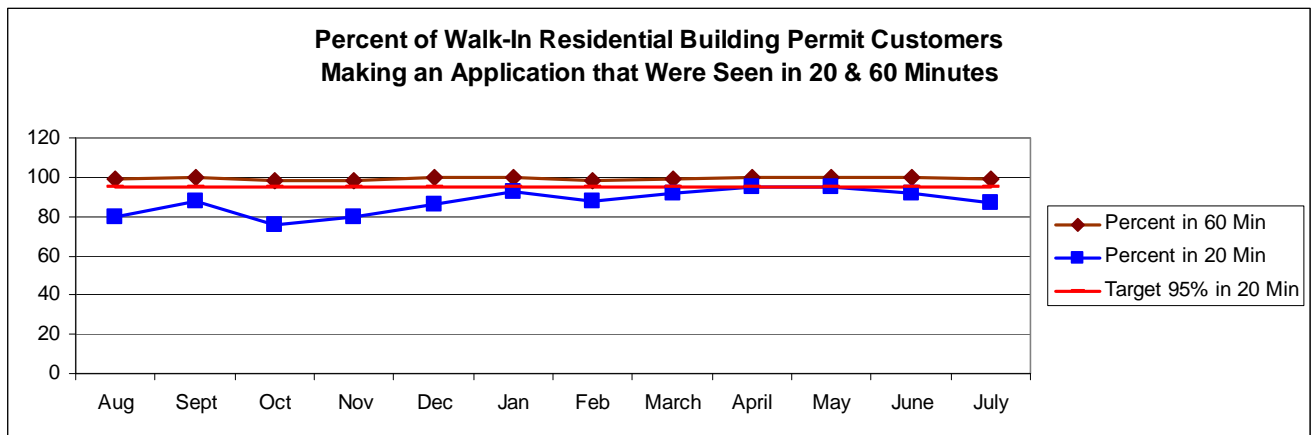
20 Minute Lobby Wait

(2) how and to what extent the Department is progressing relative to meeting the 20-minute wait time goal;

Audit recommendation #117. No customer shall be required to wait in the lobby more than 20 minutes before being assisted by a staff member.

Meeting this performance measure has proven to be one of our most elusive. So much depends on the mix of customers each day and how many come in at the same time. Even so, we have improved our wait times and have achieved a level of consistency that customers can rely on.

The mix or ratio of Permit Technicians and Technical Support has changed over the last year. A staff committee is looking at the permit intake process with renewed interest. We are exploring how more appointments would affect service times. At some point we will ask the PALS Oversight Committee to reconvene and review any proposed modifications to our permit intake process.



Goals, Objectives, Performance Measures and the PALS Oversight Committee

(3) how the Department is accomplishing the goals, objectives, and performance measures as established by the Zucker Systems evaluation of the development process and the PALS Oversight Committee.

The recommendations from all three phases of the Audit are now implemented to the extent we can and we are now in a maintenance/tweaking/streamlining mode. We now have a revised business model, new reports, performance measures, and initiatives to maintain.

The majority of the recommendations in the three phases of the Audit were implemented as suggested. Some were modified with concurrence of the PALS Audit Oversight Committee to avoid changing preferred business practices.

The stakeholders group that was established in 2005 to monitor and assist in the implementation process was named the PALS Audit Oversight Committee. The committee has not met in 2009 but is expected to reconvene and review any proposed modifications to our permit intake process..

Our Department web page www.piercecountywa.org/PALS under the heading "Performance Audits" contains the following information:

- Project Description including the full text of the Audit.
- Final Report
- A link to monthly reports from each reviewing Section in PALS
- Monthly performance measure reports
- Meeting minutes
- Newsletters