



Fast Forward

Performance Measures – Reviews for January 2007

Section		On-Time Performance	Backlog
Building Division	Commercial	94% in 28 days	9
	Residential	93% in 14 days	1
Development Engineering	Area Reviews	25% in 30 days	89 ¹
	Survey Review	97% in 30 days	2
	Single Family	87% in 30 days	7
Planning Current		98% in 30 days	0
Resource Management		87% in 30 days	11

Performance measure targets are that 95% of all new applications are to be reviewed within 14, 28, or 30 days as noted. Percentage shown is the actual performance for the reporting period.

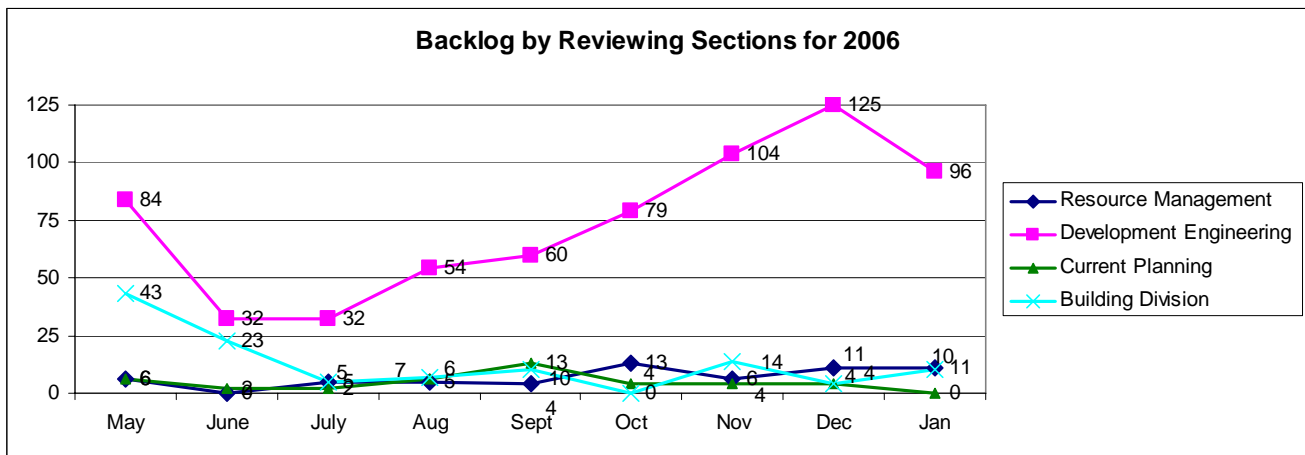
Meeting our performance goals and being 95% efficient is considered a success. At 95% there will always be some backlog. Yet as we continue to meet the 95% or stay above 85%, backlogged applications are not late very long, typically a week or two

January 31st

Building Division	10
Current Planning	0
Development Engineering	98 ¹
Resource Management	11
Total	117

- Green – Meeting Performance Measure Target 95% or better.
- Yellow – Below Target, monitoring required, action plan recommended. 75% to 94%
- Red – Significantly Below Target, action plan required. Below 75%

¹ The number of applications in backlog is 98. However, 23% of those applications have been reviewed and are waiting review from PW - Traffic.



Development Engineering continues to work with Area Reviews. However, there is a reduction in backlog while maintaining the same performance percentage. As footnoted on page one, several plans have been reviewed but are waiting for PW-Traffic to complete their review.

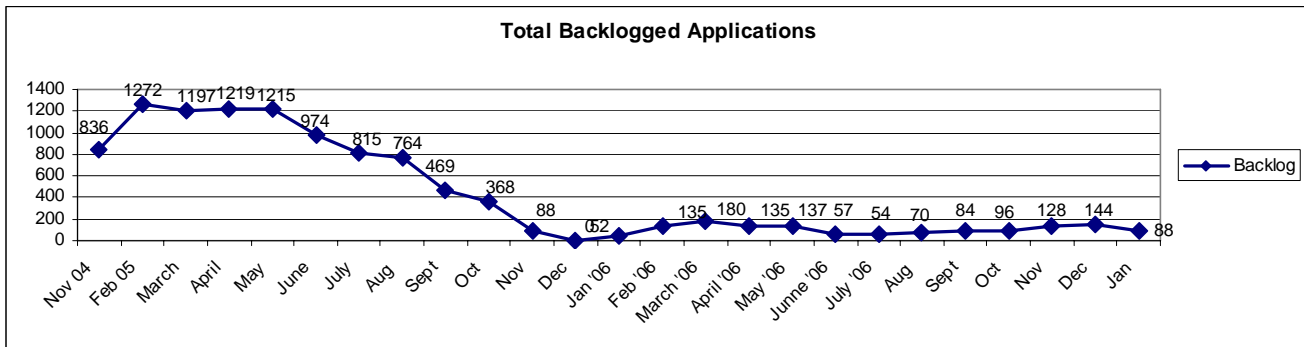
We currently have four openings ranging from a CE1 level to Development Engineering Supervisor level in the Area Review Work Unit. We also have a Development Engineering Supervisor level opening in the Single Family Review Work unit. All these positions are currently advertised as “open until filled” in the Tacoma, Olympia and Seattle newspapers.

They are also advertised in at least two other places. We have been working with Public Works and Human Resources on retention and recruitment issues and will make a report to Council at the end of the first quarter. We have been attending local job fairs such as the recent job fairs at the University of Washington and the Tacoma Dome and we plan on attending more. On April 1st of this year three new staff positions will become available as a result of the 2007 budget process. These three positions consist of two ET3’s and one CE 2. These positions are for inspection, and enforcement.

We have been receiving some applications for the positions that are currently available to be filled and are in the process of interviewing candidates for these openings

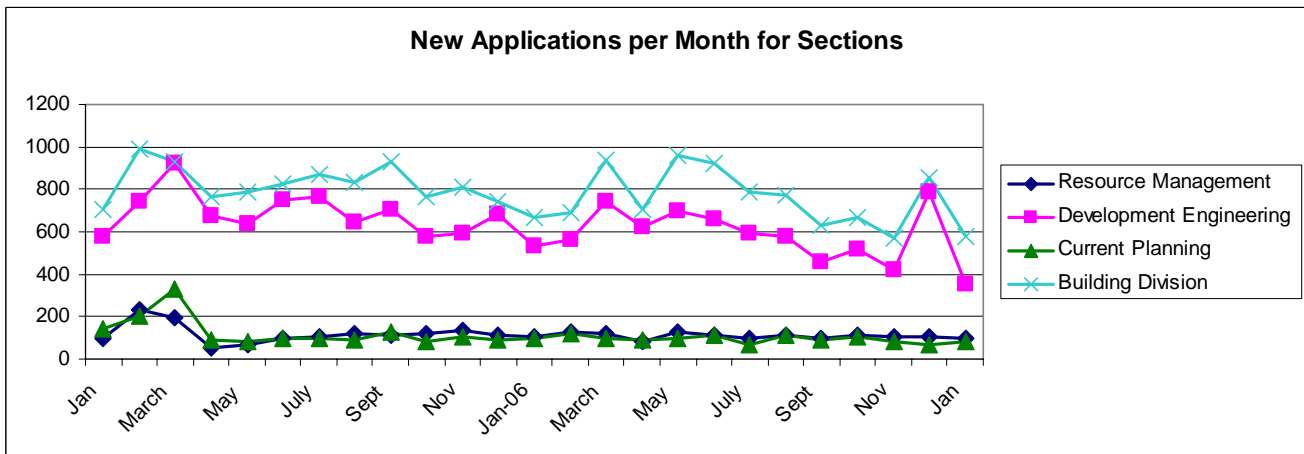
Additional details on backlog and what is being done to address the volume of applications will be in the individual Section reports. Those will be posted to the PALS web-page no later than the 15th of the month.

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



Three of the four reviewing Sections have been able to keep their performance (percent on time) at a high level. Generally these sections have kept their performance above 85% most above 90%. This **On-Time Performance** is our performance measure target and measure of success.

New Applications in January

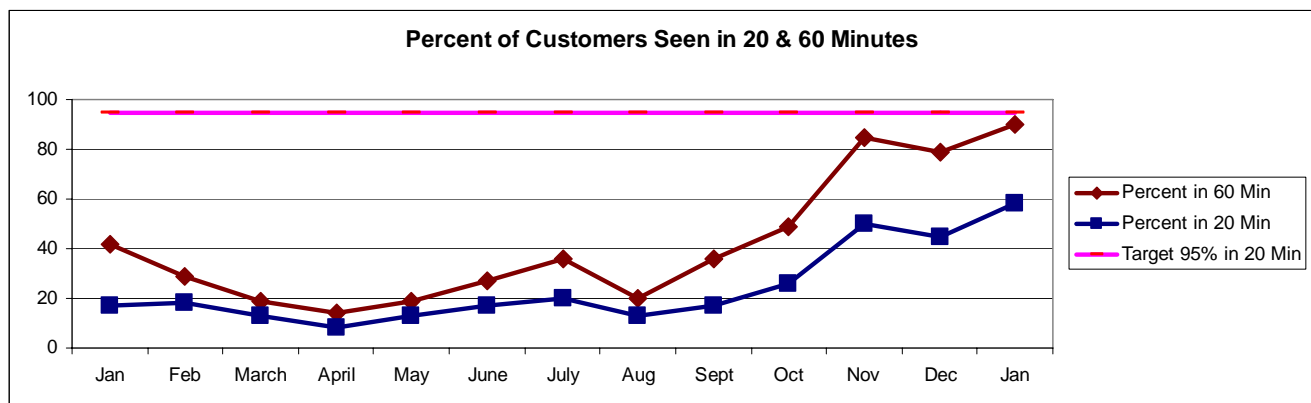


In an effort to make application before the traffic impact fees went into effect, there was a spike of activity in December. Activity in January has moderated as expected in January.

Additional minor things completed such as some additional painting, but nothing that compares with what was completed in 2006.

Getting to 20 Minutes

Development Center			
January 2007			
	Percent Seen in 20 minutes	Percent Seen in 60 minutes	Percent Left Before Being Called
New Applications (walk-in) 341	57%	90%	5%
Over The Counter (pick up) 623	42%	77%	7%
Appointments (commercial) 37	84%	92%	8%
Information Only 234	24%	65%	5%



December saw the expected rush to beat the traffic impact fee. Many applicants waited until the last week to come in and make applications. The rush did result in some delays getting to people within the 20 minute target.

In January we set new highs for the percentage of customers seen in 20 minutes and in 60 minutes. This week we meet with our oversight committee to review progress.