



Project

Fast Forward

PLANNING AND LAND SERVICES

February 6, 2006

Getting to 20 Minutes

The focus this year is to reduce the time customers need to wait for service. The Oversight Committee has established a subcommittee to tackle this issue.

Early meetings have focused on getting to know what we are doing now, i.e., how the system works. They have made one off site visit to Clark County to see how they do things. The Oversight Committee will also be taking an in depth look at the model proposed in the audit.

We will closely watch the impacts of the additional staff and the lobby redesign. As the Oversight Committee continues their review we will complete the relocation of the development center. We will get the new counter technicians trained and be ready to implement any changes the Oversight Committee and the PALS team recommends.

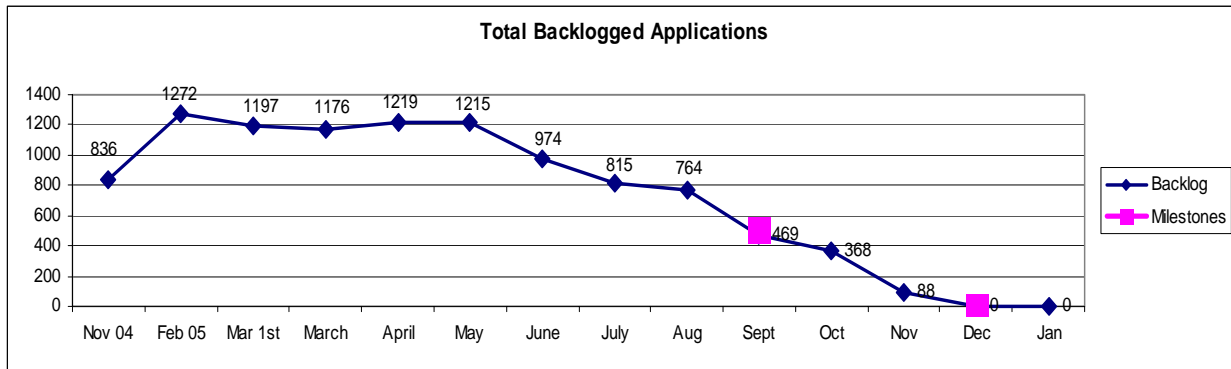
PALS Plus - Permit Tracking Software

In 1985 we installed a permit system called the "Development Center Information System" (DCIS). It was developed by our Information Technology Department (IT). The system operated on a Hewlett Packard (HP) computer and operating system. Over many years the system operated very well. Because it was an old operating system it did present some challenges.

About 4 years ago HP informed us the particular computer and operating system we were using was being phased out. This meant we would no longer be able to get upgrades, support, or parts. We began looking at options for a new system and decided to have IT build a replacement.

Over the past two years we have developed a comprehensive permit system that we have named PALS Plus. Currently, all of the permits that PALS issues are in the new system. The Fire Marshal's permits are close to being brought over. In the next few months we will be looking at Public Works & Utility's sewer connection permits.

Backlog



As of December 31 the backlog was zero and early indications are that trend continued through January. Each section will publish a monthly report on backlog by the 15th of the month. The reports will be on line at www.PierceCountyWA.org/PALS Look in "About PALS" and you will find "Reports and Statistics". There you will find the two to three page report from each section focusing on backlog that was part of the monthly report last year.

Space Remodel

PALS East: Our data and phone contractors (INSI) have been pulling wires and setting up connections to our new modular office furniture in what will be our new Development Center area. They plan to finish up on Jan 30th. The five remaining work stations which will complete the technical support area are being built and will also be finished. We are getting much closer to having this area operational.

PALS Central and West: The advance billing regarding the removal of the temporary walls between PALS Central and West lived up to expectations last month. By the end of January the seven new work stations will be finished and hooked up with power, data, and phone lines. These are temporary connections in order to keep people working with as little interruption as possible. We will come back through and install permanent power, data, and phone lines inside power poles in the near future. Some staff have already started moving into their new work stations and the remaining stations will be occupied the first of February. Work will continue in this area next week. Beginning Monday the 30th, night construction will begin on a new resource room for copiers, printers, plotters, and storage. On Tuesday the contractors will be installing carpet in the remaining areas that are now exposed with concrete.