



# Fast Forward

## Performance Measures – Reviews for February 2007

Section		On-Time Performance	Backlog
Building Division	Commercial	85%	12
	Residential	95%	0
Development Engineering	Area Reviews	32%	108 <sup>1</sup>
	Survey Review	92%	4
	Single Family	56%	11
Planning Current		75%	3
Resource Management		40%	21

Performance measure targets are that 95% of all applications are to be reviewed within 14, 28, 30, or 60 days depending on reviewing Section or Division and the type of application. Percentages shown here represent a summary for the Section for the applications reviewed within the reporting period.

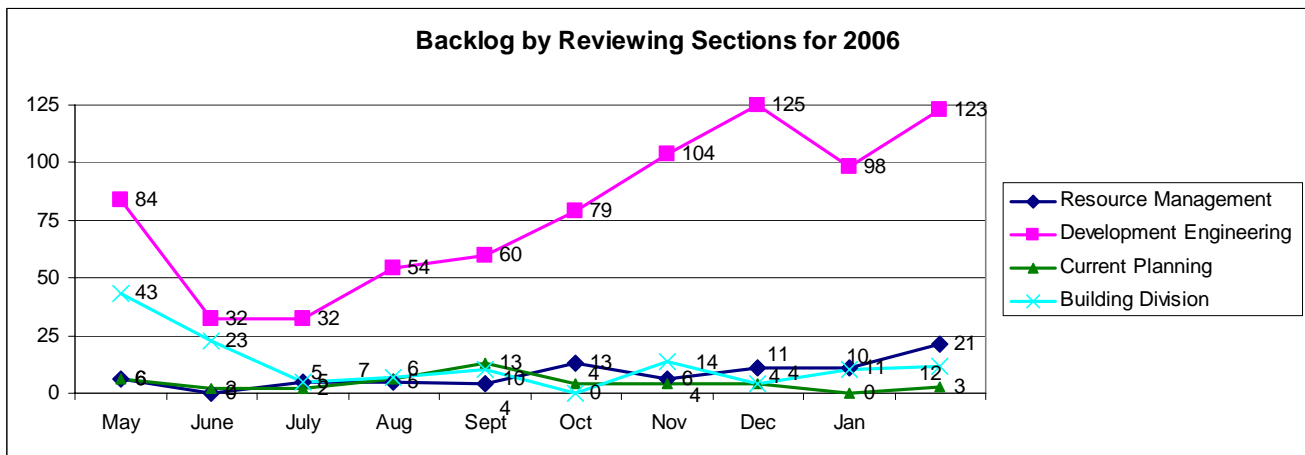
Meeting our performance goals and being 95% efficient is considered a success. At 95% there will always be some backlog. Yet as we continue to work toward the 95% there will be some reviews that are late. Typically, these late reviews are late by a few days to a week or two.

### February 28<sup>th</sup>

Building Division	12
Current Planning	3
Development Engineering	123
Resource Management	21
<b>Total</b>	<b>159</b>

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

<sup>1</sup> Of the 108 in backlog, 23 of those applications have been reviewed and are waiting review from PW - Traffic.

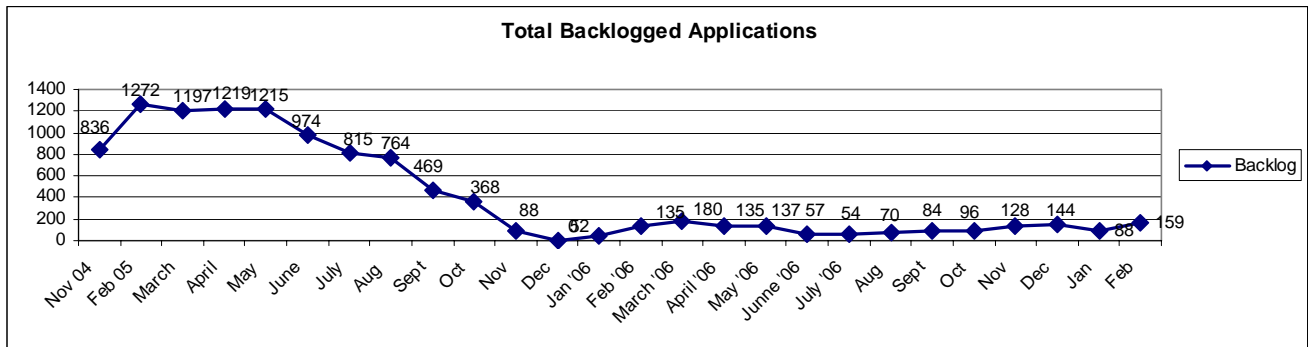


Development Engineering is in the midst of interviewing for all of our open positions. We have had some success and have recently hired a Civil Engineer 2 and a Civil Engineer 1 to work in the Area Review Work Unit. We also have received a number of qualified applicants for our two Development Engineering Supervisor openings. We anticipate filling these two openings by the end of March. Backlog continues in our Area Review Work Unit. As footnoted on page one, several plans have been reviewed but are waiting for PW-Traffic to complete their review. We are diligently working toward full staffing as the primary means to cure our chronic Area Review backlog situation. We are currently working with Human Resources to make employment with Development Engineering more attractive for recruitment and retention purposes and hope to have some of these measures in place this month or early next month.

The appearance of a slight backlog in the Single Family Review Work Unit is due in part to the fact that this work unit is down by one staff member and due to staff vacations and sick leave. The slight backlog in the Survey Review Work Unit is due to a spike of resubmittals for this work unit. We anticipate that the backlog in the Survey and Single Family work units will be resolved within the next week.

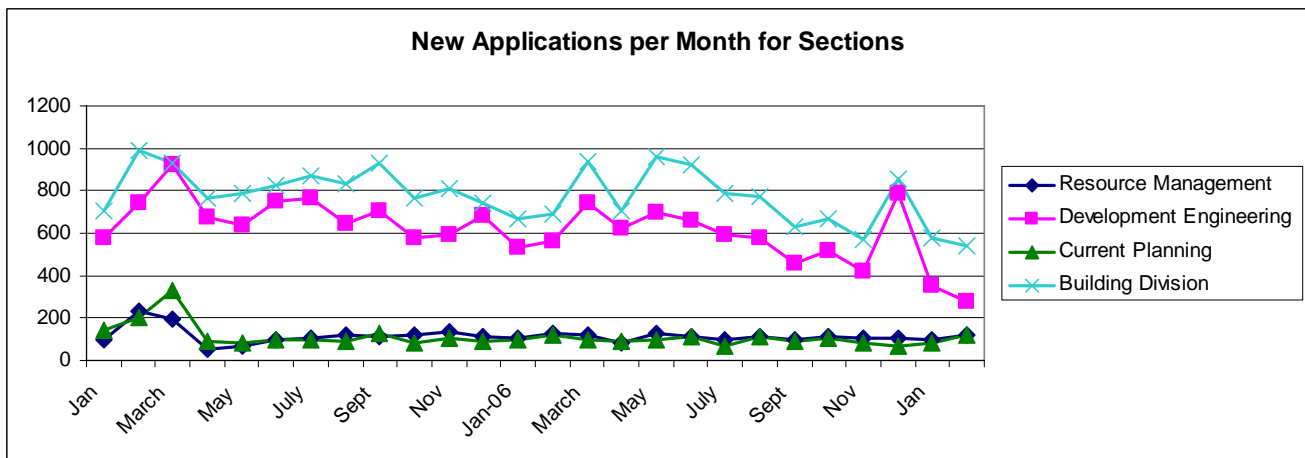
Additional details on backlog and what is being done to address the volume of applications will be in the individual Section reports. Those will be posted to the PALS web-page no later than the 15<sup>th</sup> of the month.

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



Backlog represent those applications on the last day of the month that should have been reviewed. As noted earlier most of these applications are days late not months late as they were two years ago. **On-Time Performance** is our performance measure target and measure of success.

## New Applications in February

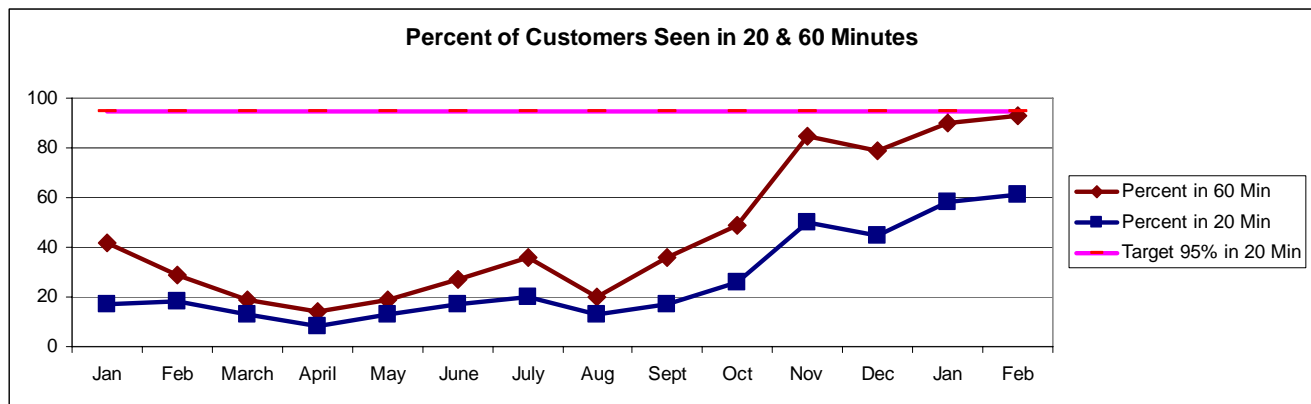


New applications dropped for Building and Development Engineering in the single family category. Depending on the type of application these applications will be reviewed within 14, 30 or 60 days from their date of application. The spike of activity in December was to avoid the implementation of the Traffic Impact fee. While new applications are going down, issued permits for new homes is on a similar pace as last year.

Single Family	Feb 2007	Feb 2006	YTD 2007 Jan/Dec	YTD 2006 Jan/Dec
No. of Valuation	<b>Custom</b> 69 \$ 12,450,356	58 \$ 9,940,973	128 \$ 22,186,459	125 \$ 20,595,012
No. of Valuation	<b>Base Plans</b> 166 \$ 24,675,802	150 \$ 22,418,202	274 \$ 41,326,392	294 \$ 45,317,971

# Getting to 20 Minutes

Development Center			
February 2007			
	Percent Seen in 20 minutes	Percent Seen in 60 minutes	Percent Left Before Being Called
New Applications (walk-in) 386	61%	93%	3%
Over The Counter (pick up) 548	35%	71%	7%
Appointments (commercial) 40	83%	98%	2%
Information Only 215	19%	48%	19%



## Expanding On-Line Services

We were asked to see what resources it would take to modify our web page to be able to take in a wider range of permits. With the help of the Information Technology Department (IT) we developed a brief scope of work that would allow our residential builders to apply for their Base Plan permits on line.

The estimate is 800 - 900 hrs, or about 20 to 23 wks. @ \$100 - \$125 per hr. \$80,000 to \$112,000.

The estimate is presented as an information item at this time. We are evaluating the merits of putting it in as a 2008 budget request.