



Fast Forward

Getting to 20 Minutes

The recommendation for a lobby wait time comes from recommendation #117 "Lobby waits to be no more than 20 minutes", The following list of recommendations are related to this main issue. One of the 14 recommendations listed here is already complete.

Adopting guidelines for the development permitting process #6

Modify Chapter 18 of County Code #15

Declare planning permits complete on acceptance of application. #16 (Completed)

Adopt overtime rules #21

Consider requiring electronic final plat submittals #29

Install optical imaging system #30

Improve phone system #35

Expand e-government #36

Create clear thresholds for project review #93

Exempt certain projects from DENG review #95

Reinstate the LSA #96

Dedicate 5 workstations to Tech Support #111

Accept planning applications by current planner #112

Planning applications to receive priority by permit techs. #113

As the subcommittee meets to look at processing options these recommendations will also be reviewed. As they are reviewed we will report back on the disposition of each recommendation.

There are two specific proposals that are moving forward. The first is to have a counter technician talk to everyone who is waiting for service. The purpose is to see if they have the documentation they need to apply once they are called to the counter. We are trying to do this pre-screening within 20 minutes of their checking in with the reception desk.

The second proposal is to pre-review new plats for Development Engineering requirements. By doing the pre-review Development Engineering would not need to review the building permit application at the counter. This would reduce the transaction time for making an application. The concept was presented at this month's Master Builders meeting and was well received.

PALS Plus - Permit Tracking Software

The Fire Marshal's permits and inspection processes have been put into production. There were a few adjustments the first week but overall it seems to be operating fine. There may be some further adjustments in the next week or so.

There has been one meeting with Public Works & Utilities to get started on requirements gathering for sewer permits. These are the last permits that need to move from the old HP to the new PALS Plus server. There has also been a meeting with key supervisors on the productivity reports and what changes we need.

The conversion to PALS Plus addresses the issues in recommendation #18 "Resolve PALS data issues", with other related recommendations. The related recommendations include six others:

Create integrated time system and payroll system #17

Develop a public awareness program #24

Install field computer system #26 (Completed test version – now field testing)

Support PALS+ expenditure needs #31 (Completed)

Prepare data entry specifications for PALS Plus #32 (Completed with each phase)

Incorporate PALS+ improvement needs into budget #33 (Completed)

Performance Measures

Performance measures are the key indicators that we look for to determine success of the permit process. Most of the performance measures assume that some work may not get done within the target time. On page 15 of the audit, recommended performance measures are listed. Two examples include:

Building Division

- Residential plans 95% Reviewed within 10 working days
- Subsequent reviews 95% Reviewed within 5 working days

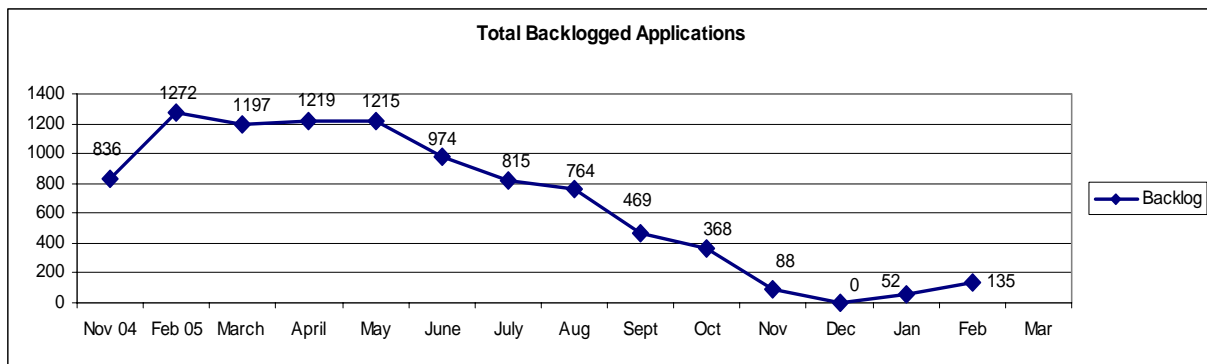
Measures like this assume there may be a small percentage of applications that are late being reviewed. In the April report we hope to be able to have a comprehensive report on all of our current performance measures. We are not yet using the proposed performance measures found in the audit.

As of January 31st the backlog was 52. February is expected to be a little higher. All four sections have sent work to their consultants to mitigate the rising backlog.

	January 31 st	February 28 th (preliminary 135)
Building Division	1	9
Current Planning	7	56
Development Engineering	36	56
Resource Management	8	14

In the January report I noted that early indications on the backlog were that it was going to stay at zero. That prediction proved to be too optimistic. There are a few things that may be contributing to the modest rise in backlog.

1. Staff burnout on overtime, fewer people are volunteering to work OT.
2. Deferred training – some training was put off last year to get through the backlog.
3. Deferred enforcement – some case work put on hold last year to focus on backlog.
4. New Mid-County regulations have caused a moderate increase in applications.
5. There were 3,411 applications in the 1st two months, 278 more applications than we normally see. Excluding last year, the 4 year average for the 1st two months of a year is 3,132 applications.
6. In addition, with the push to get to zero at the end of the year we are now receiving a large volume of re-submittals. These resubs have a much shorter turn around making it harder to keep up with new applications.



The number in the graph for February is an estimate. Each section will publish a February performance report by the 15th of March at:

www.PierceCountyWA.org/PALS

Space Remodel

PALS East- We are working with the Facilities Dept. to finish the small amount of work remaining in our new Development Center. They have decided to outsource the remaining work through the competitive bidding process which will start right away. Our hope is to get this work done as soon as possible so that we can set a firm move in date for the area. We are as anxious as everyone to get this move underway but we don't want to move prematurely and have to deal with the impacts of additional construction in our new work area as a result. More on this later. Training for the Sonitrol Panic Buttons has been scheduled for the staff who are going to occupy the new Development Center.

PALS West- If all goes according to plan we will have a signed contract with T. Miller Construction to do the balance of the demolition and construction work at this end of the building. From that time, this firm has 10 days to get all of the work completed. The majority of the work will be done on weekends and evenings for this short duration. The goal is to minimize the types of impacts we had the last time this type of work was done in this area. We will begin moving our plotters, printers, copiers and map storage units into our future resource room next week.

Staffing

There were 11 positions on the 2006 budget. Hiring dates were staggered to help balance the Department's budget. The positions approved were as follows:

For January:	2 of 4 Project managers	Recruitment for Development Engineering's Project Manager position closes on March 24 th . Current Planning's Project Manager is expected to be in place by April 10 th .
	2 Permit Technicians	Plus 2 current vacancies – interviews for the 4 positions will be during the week of March 13 th . A hiring ladder will be established to facilitate the June hiring.
	1 Office Assistant 2	Interviews March 13 th .
For June:	1 Permit Technician 1 Civil Engineer 2 1 Plans Examiner 1 Building Inspector	
For Sept.	2 remaining Project Managers	