



# Fast Forward

## Performance Measures – Reviews for March 2007

Section		On-Time Performance	Backlog
Building Division	Commercial	75%	24
	Residential	75%	14
Development Engineering	Area Reviews	26%	110 <sup>1</sup>
	Survey Review	68%	8
	Single Family	80%	5
Planning Current		86%	6
Resource Management		66%	9

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.

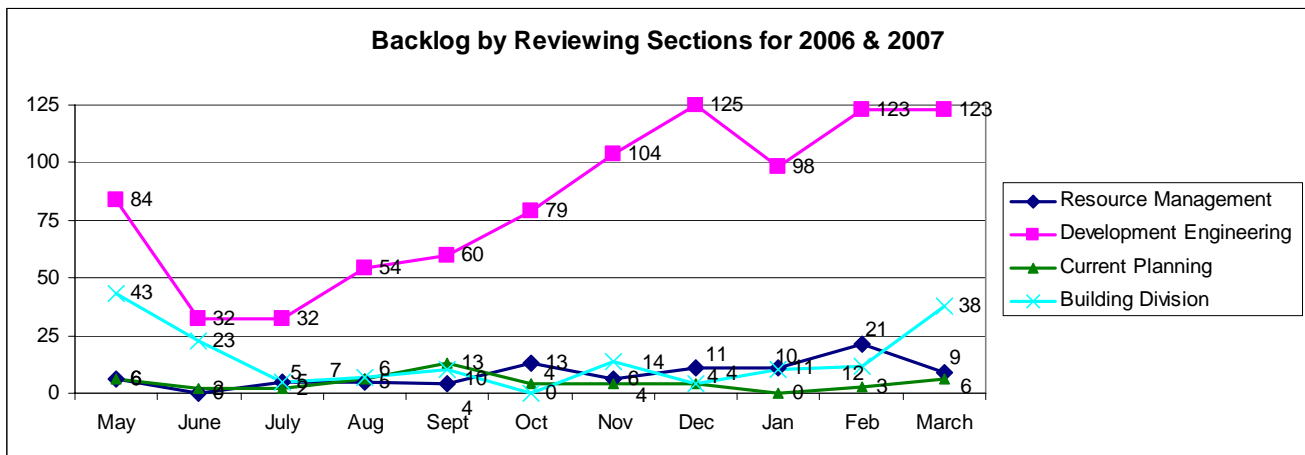
Meeting our performance goals and being 95% efficient is considered a success. At 95% there will always be some backlog. Yet as we continue to work toward the 95% there will be some reviews that are late. Typically, these late reviews are late by a few days to a week or two.

As of March 31<sup>st</sup>

Building Division	38
Current Planning	6
Development Engineering	123
Resource Management	9
<b>Total</b>	<b>176</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 110 in backlog, 20% of those applications have been reviewed and are waiting review from PW - Traffic.

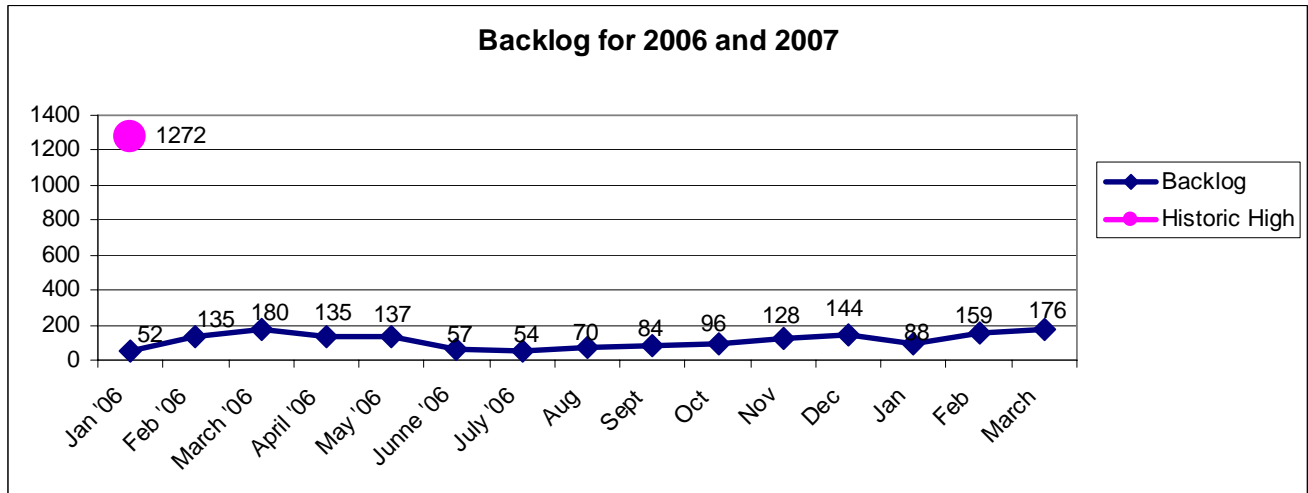


Development Engineering is currently advertising for our open positions. We recently did hire a Civil Engineer 2 (Steve Carstens, from Bridge Engineering) and a Civil Engineer 1 (Gabriel Hess, from Road Design) to work in the Area Review Work Unit. Also, our two Development Engineering Supervisor positions have been filled; Ralph Lucero is the Area Review Supervisor and Ron Bridgman is the Technical Support Supervisor; both were promoted to their respective positions. Welcome and congratulations!

Although backlog continues in our Area Review Work Unit, it is diminishing due to fewer new permit applications. The forecast is for this trend to continue, which will result in less backlog. Some (approximately 20%) of Development Engineering backlogged projects are waiting for PW-Traffic to complete their review. We have advertised in a publication for retired City of Seattle employees in hope of finding an experienced third party reviewer; it is anticipated that such an individual would be able to review complex site development proposals with little training.

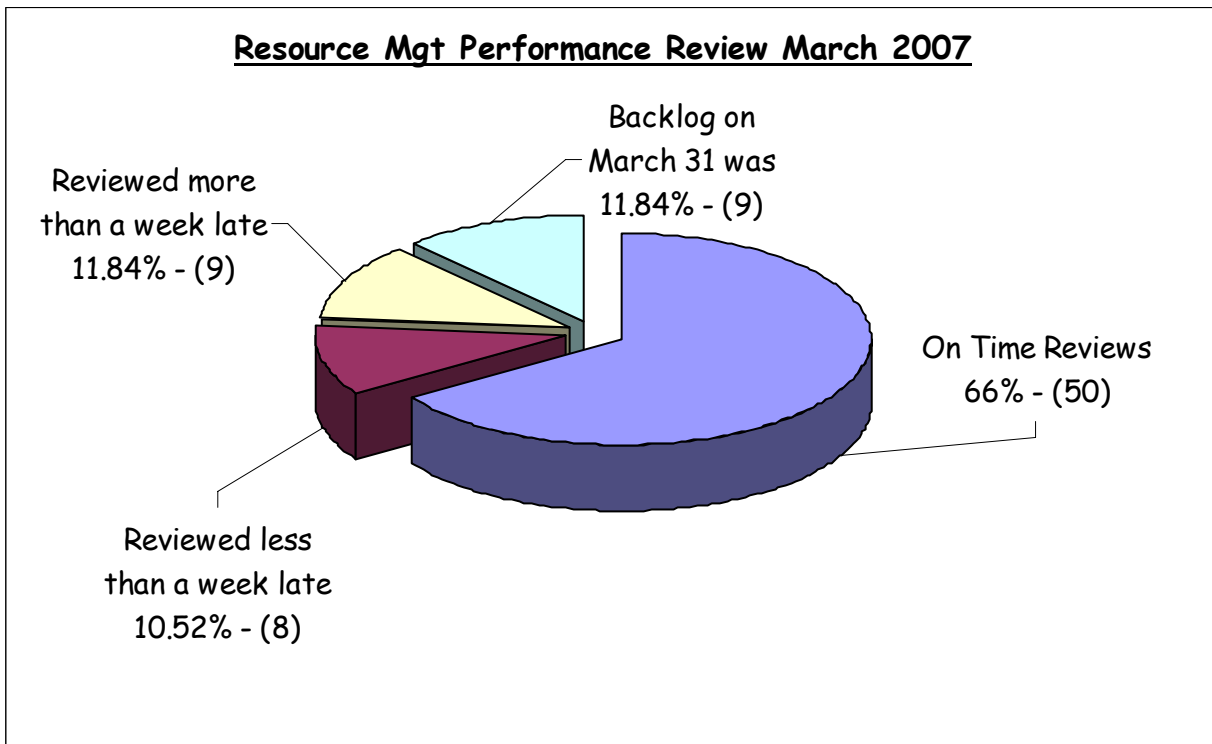
Additional details on backlog and what is being done to address the volume of applications will be in the individual Section reports. Those will be posted to the PALS web-page no later than the 15<sup>th</sup> of the month.

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

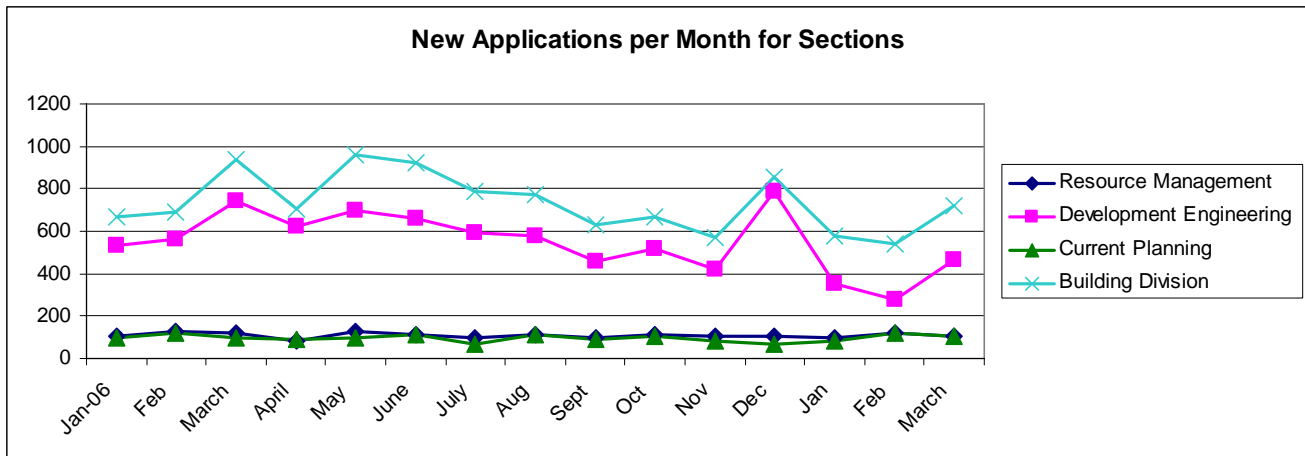


Backlog represents those applications on the last day of the month that should have been reviewed. As noted earlier, most of these applications are days late not months late as they were two years ago. **On-Time Performance** is our performance measure target and measure of success not just backlog.

In an effort to show this relation we are proposing this graphic. Resource Management has broken down their reviews to show the on-time reviews compared to late reviews and backlog. Not all Sections keep the data needed to present the same information. If this looks to be an acceptable model we will look at providing it for all Sections.



# New Applications in March



New applications rose 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.

## Getting to 20 Minutes

Development Center			
March 2007			
	Percent Seen in 20 minutes	Percent Seen in 60 minutes	Percent Left Before Being Called
New Applications (walk-in) 484	65%	94%	3%
Over The Counter (pick up) 690	41%	76%	6%
Appointments (commercial) 43	88%	95%	2%
Information Only 260	21%	47%	5%

