



Fast Forward

Performance Measures – Reviews for April 2007

Section		On-Time Performance	Backlog
Building Division	Commercial	75%	11
	Residential	75%	4
Development Engineering	Area Reviews	29%	76 ¹
	Survey Review	64%	0
	Single Family	51%	18
Planning Current		78%	41
Resource Management		81%	14

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.

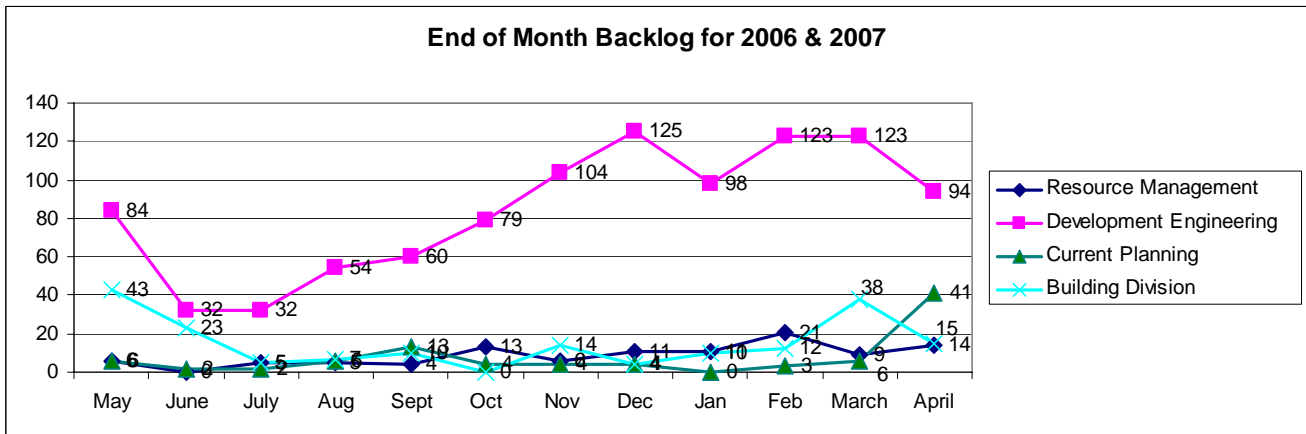
Meeting our performance goals and being 95% efficient is considered a success. At 95% there will always be some backlog. Yet as we continue to work toward the 95% there will be some reviews that are late. Typically, these late reviews are late by a few days to a week or two.

As of April 30th

Building Division	15
Current Planning	41
Development Engineering	94
Resource Management	14
Total	154

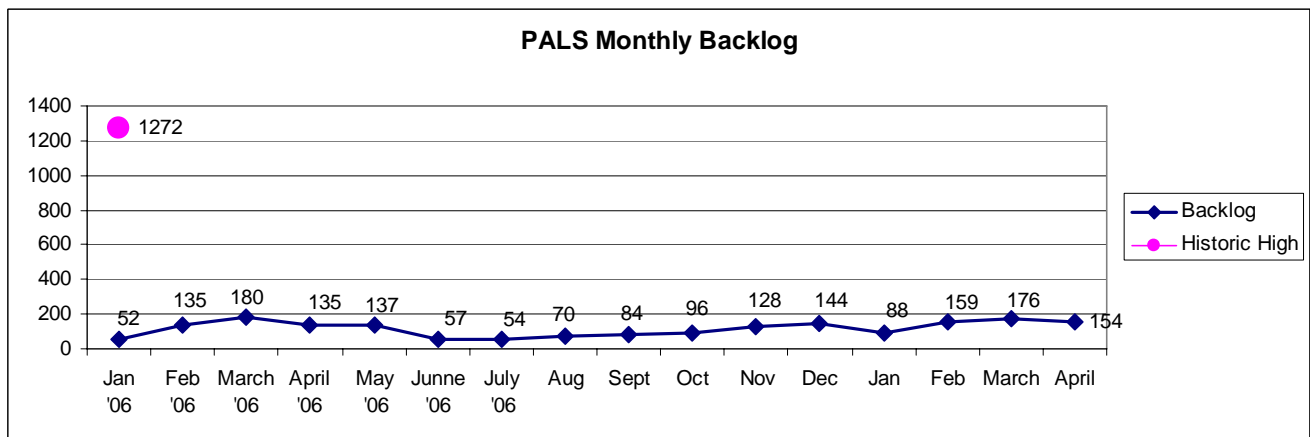
- Green – Meeting Performance Measure Target 95% or better.
- Yellow – Below Target, monitoring required, action plan recommended. 75% to 94%
- Orange – Significantly Below Target, action plan required. Below 75%

¹ Of the 110 in backlog, 20% of those applications have been reviewed and are waiting review from PW - Traffic.



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.

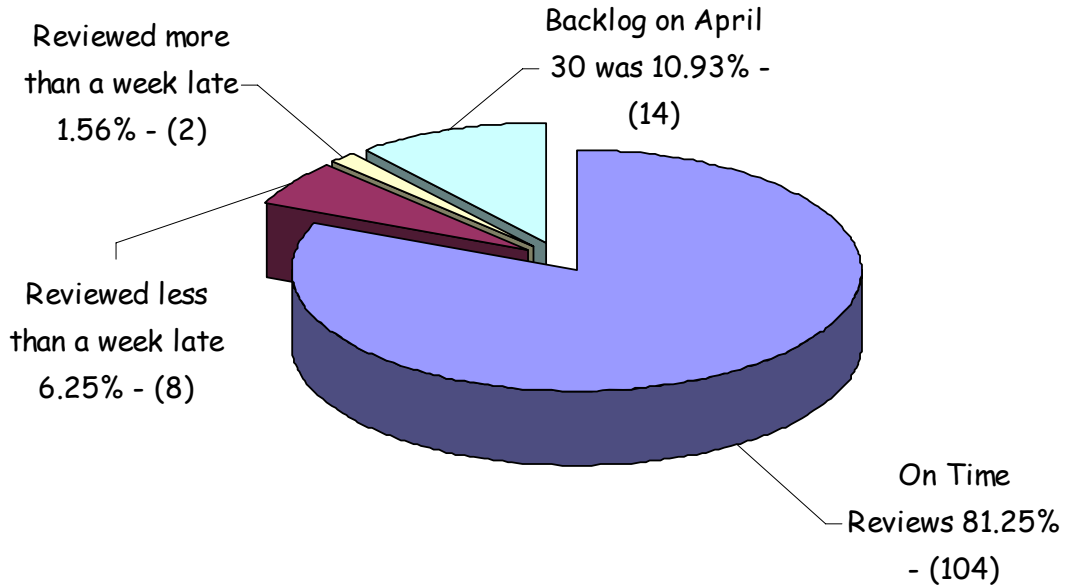
<http://piercecountywa.org/pc/services/home/property/pals/aboutus/reportsandstats.htm>



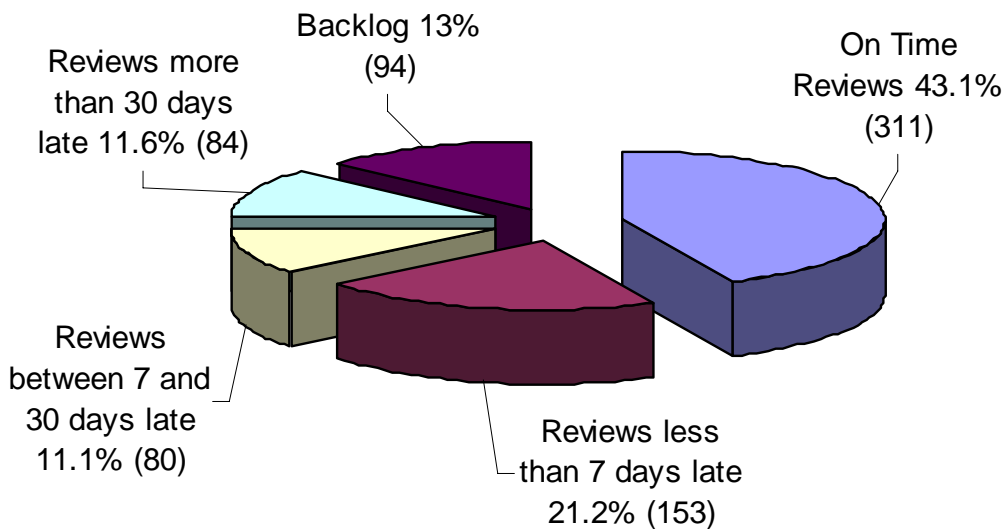
Backlog represents those applications on the last day of the month that should have been reviewed. As noted earlier, most of these applications are days late not months late as they were two years ago. **On-Time Performance** is our performance measure target and measure of success not just backlog.

In an effort to show this relation we are proposing this graphic. We are now including a pie-chart that shows on-time reviews, late reviews, and backlog.

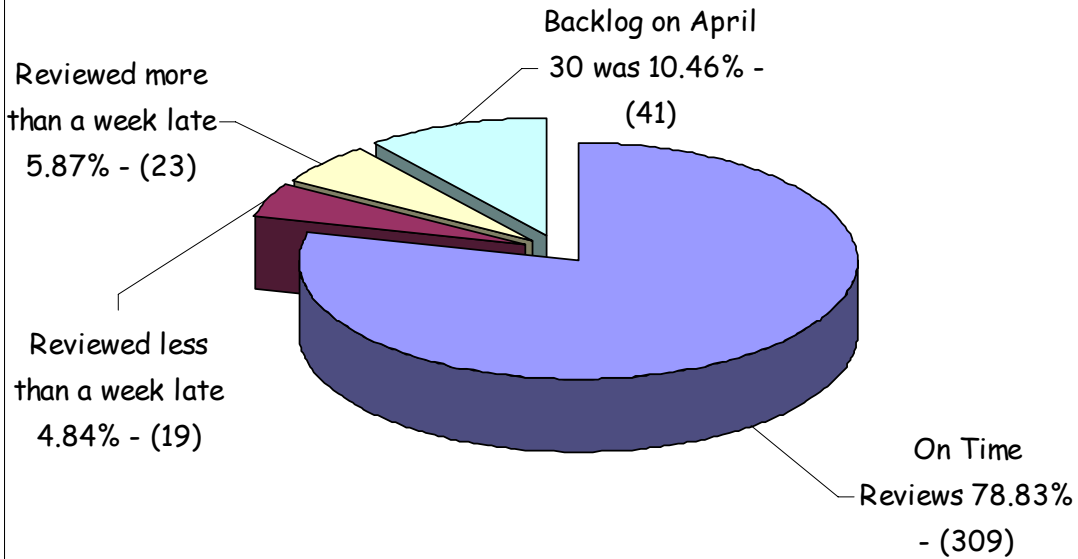
Resource Mgt Performance Review April 2007



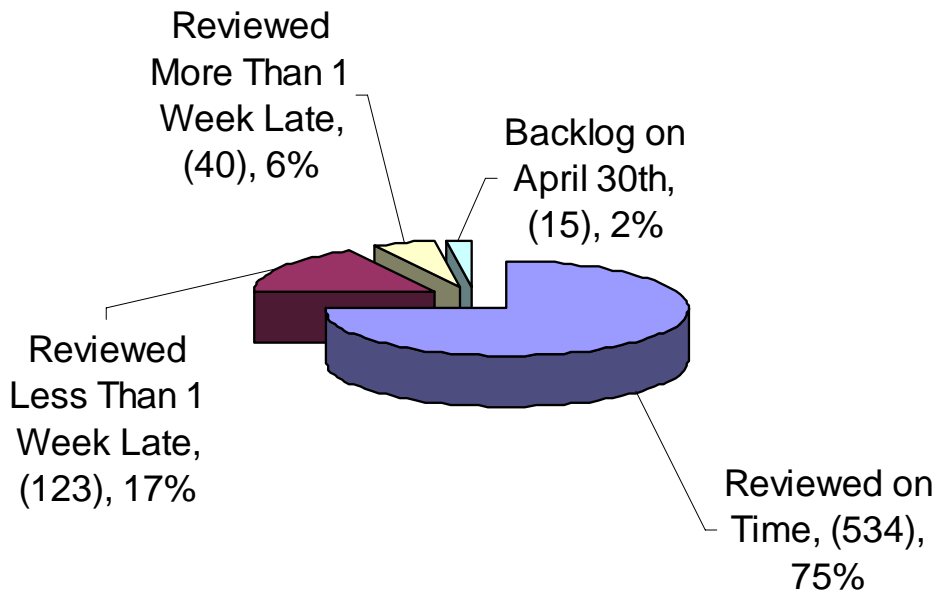
Development Engineering Review Performance April 2007



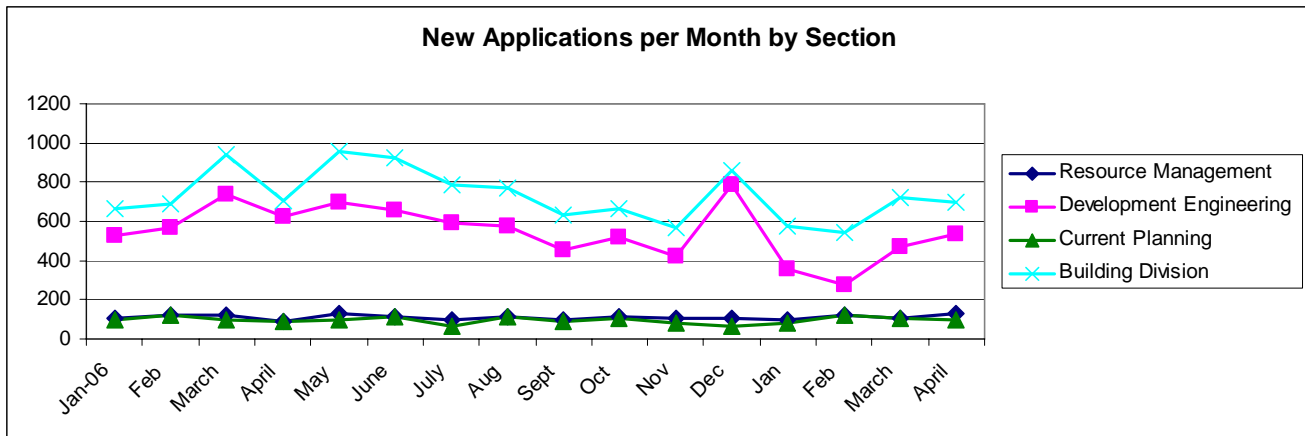
Current Planning Performance Review April
2007



Building Division Performance Review April 2007



New Applications in April



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) 491	67%	95%	3%
Over The Counter (pick up) 632	35%	67%	7%
Appointments (commercial) 41	90%	100%	2%
Information Only 207	18%	45%	10%

