



# Fast Forward

## Getting to 20 Minutes

Last month 45% of our customers making an application were seen in 20 minutes and 61% were seen within the first hour. Breaking down the May numbers:

Customers	Seen in 20 Minutes	Seen Within 1 <sup>st</sup> Hour
Walk in customers: total 222	28 - 13%	42 - 19%
Appointments: total 270	196 - 73%	259 - 96%
Combined 492	224 - 45%	301 - 61%

Of the 492 customers making an application last month only 16% (78) waited more than 3 hours for service. The Development Center tries to monitor those customers who are checked in but do not get service. After two attempts the Division supervisor will try to coordinate service outside normal business hours.

Calling for an appointment is the best way to ensure being seen without extended waiting. Walk-in customers are at a disadvantage. Wait times are dependant on how many people show up the same day they do. Generally, when a customer is put on the "Customer Tracker" list they are given an approximate time they will be called. This allows them to leave to run another errand and come back later. If they don't get back in time they are worked in as soon as possible on their return.

The Development Center continues to offer service outside normal business hours. By using an overtime contract and paying for staff time additional permit intake times can be scheduled. Overtime contracts are based on \$100 per hour and processing time can run up to 90 minutes. Applicants can call the Development Center Information line 253.798.3739 for more details.

New staff members continue their training but are beginning to work independently. This additional staffing should begin to make an impact. The industry subcommittee looking at wait times asked the Development Center not to make further changes until we measure the current success.

## Space Remodel

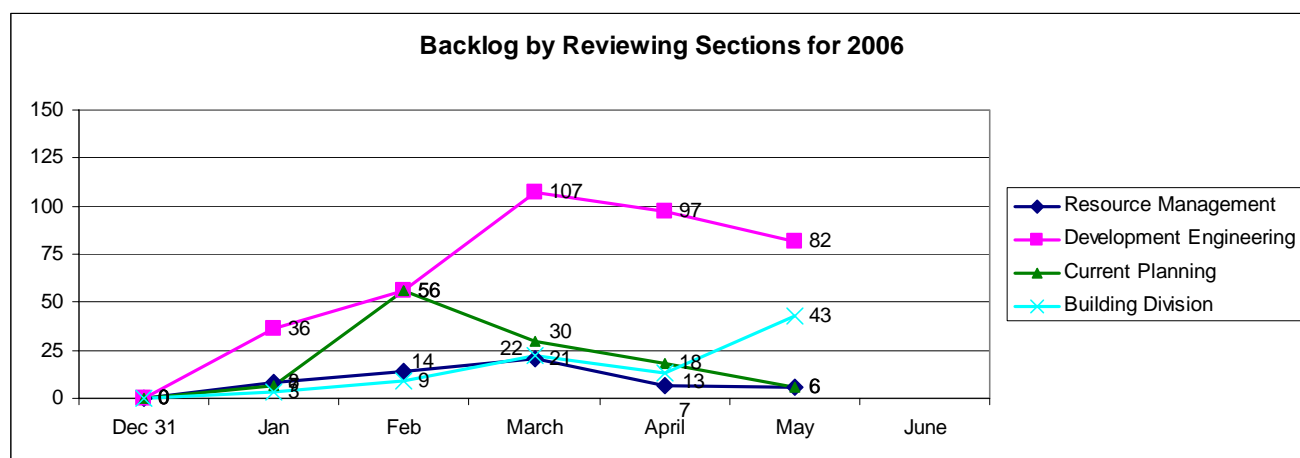
**PALS East** - We extended the bidding process to renovate the new Building Division area by one week to allow prospective contractors to modify their bids to include additional work we would like to see accomplished under the contract. Work has been continuing on the Director's new office. Work is expected to start by mid-July.

**PALS West** - Our Resource Room Committee continues to make progress implementing their plan. In addition to their original charge, they are working to surplus unneeded furniture and equipment. We are very close to having a bid for our new modular office units. It has taken extra time because we have been modifying the proposal. No big changes, we are just trying to balance the needs of the individuals who will occupy these workstations with the organizational need to standardize these workstations as much as possible.

## Performance Measures

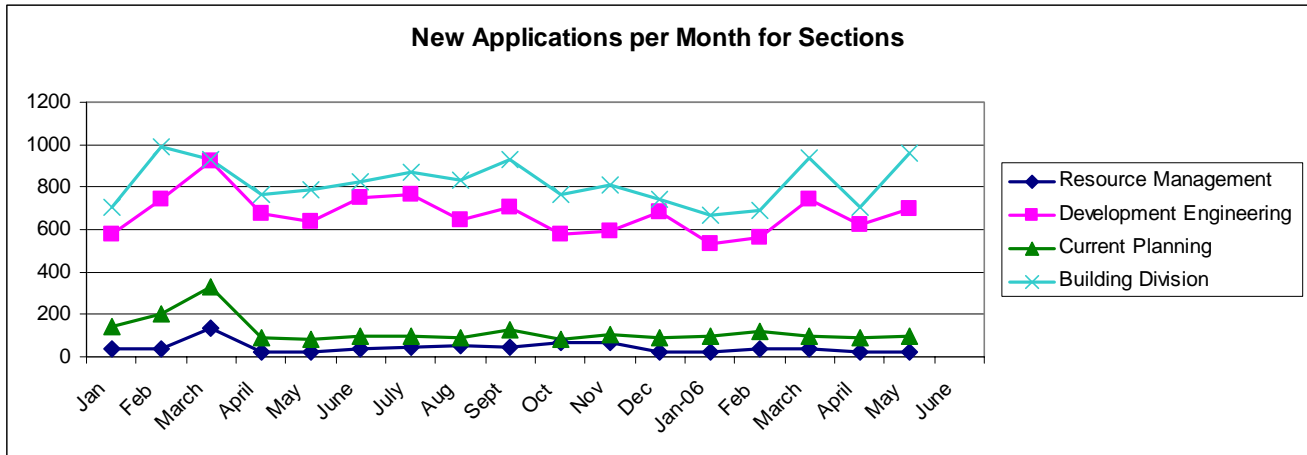
Additional details on backlog and what is being done to address the volume of applications will be in the individual Section reports. Those will be posted to the PALS web-page no later than the 15<sup>th</sup> of June. Three of the four reporting sections reported backlog going down.

	May 31 <sup>st</sup>
Building Division	43
Current Planning	6
Development Engineering	82
Resource Management	6
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	<b>Total 137</b>



Building Division backlog went up as the result of strong rise in the number of new applications in May. There were 706 new applications in April and 958 in May. This is the second month with over 900 new applications this year. Our staffing model is designed for 650 new applications a month. At the current rate new applications are coming in, June should also exceed 900 new applications.

In addition, the plan review section has two vacant plans examiner positions. In our last round of recruitment only four people applied. Only one of those was qualified. We are also looking for short term Extra Hire help and adding a second consultant for plan review services.



**Spending** (Allocation for 2006 was \$200,000 for PALS and \$50,000 for the Fire Marshal)

Consulting PALS	\$ 62,460
Consulting Fire Marshal	\$ 7,425
Overtime and Extra Hire	\$ 45,965
<b>Total</b>	<b>\$115,850</b>

**Staffing**

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

- For January:** 2 of 4 Project managers Development Engineering – Filled  
 Current Planning has one position filled with an interim Project Manager. Recruitment will begin this month to fill the current position and, thanks to Department savings, the September position will be brought on earlier.
- 2 Permit Technicians Filled
- 1 Office Assistant 2 Filled

<b>For June:</b>	1 Permit Technician	An ad will soon be posted.
	1 Civil Engineer 2	Position advertisement closed on 6/5/06. Interviews will be conducted during the next couple of weeks.
	1 Plans Examiner	Ad is out for a second time.
	1 Building Inspector	Filled
<b>For Sept:</b>	1 remaining Project Manager for Development Engineering	

## Additional Recruitments Include:

ET3 in Dev Eng. closed 20 applications.

CE2 in Dev Eng. closed 7 apps. Have 2 apps for 2 level and 3 for 1 level.

Planner 2 Current closed 20 applications

Planning Project Manager closed 7 applications. We will be interviewing in July

CE1 Dev Eng. Counter sending apps to Dept for review. Only 8 apps.

Accounting Assistant 1, interviewed June 7<sup>th</sup>.

Accounting Assistant 2, certified apps to dept 5 internal candidates.

I. T. will review apps for an ITS1 trainee position

Planning is soliciting OA's in the department for the LUAC support position.