



Fast Forward

Getting to 20 Minutes

In June 54% of our customers making an application were seen within 20 minutes. This was up 9% from our May report. And 67% were seen within the first hour, also up slightly. Breaking down the numbers:

June Customers	Seen in 20 Minutes	Seen Within 1 st Hour
Walk in customers: total 204	34 - 17%	55 - 27%
Appointments: total 284	231 - 73%	274 - 96%
Combined 488	265 - 54%	329 - 67%

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

At the June meeting we were asked about signage that may have had customers leaving the Development Center with no staff contact. There was a sign in our lobby next to the receptionist for a couple of weeks in March of this year. At that time we were down staff and up in permit demand. Nothing was posted on the exterior doors. It is highly unlikely that people would have walked away seeing the sign as they were so close to the receptionist and she was advising people of their options.

In any case, we took it down at the first concern. That was received from Tiffany Speir of the Pierce County MBA. It was not our intent to have people leave without speaking with us. Fully informing our customers was and is our intent. Also, the receptionist was keeping track of those customers we could not get to for inclusion in our reports.

Progress On Recommendations

We did not get a chance in last month's meeting, to respond to the statement that some of the audit recommendations are being "back-burnered" while we tackle the one issue of lobby waits. In fact, the lobby wait issue was so important there are 30 or so recommendations related to it. We are exploring all those related recommendations this year as part of our efforts on lobby waits.

A revised list showing what we have accomplished thus far and what we have left was posted to our web page on July 7th. While we cannot tackle every recommendation at once, nothing is being forgotten. Our plan is to implement all or explain why we couldn't or didn't. And our target is to have this project done, with your support, by the end of 2007.

35 are **Completed**

41 are **Ongoing**. Considered done with an element that requires ongoing monitoring.

61 are **In Progress**

16 are **Outside PALS**. Recommendations are for other Departments.

5 are **Not Implemented**. After review it was determined not to implement.

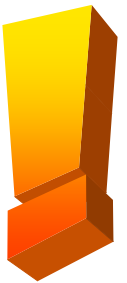
32 are **Not Started**.

A Look at Superior Court

At last month's meeting, Matt Temmel suggested a visit to the Superior Court Clerk's counter to observe their method for managing customer wait times. We visited with Kevin Stock last Thursday and were very impressed. Kevin has 3 staff whose primary function is to serve customers at the counter. Two supervisors also serve customers when necessary to keep wait times brief.

Because of the nature of their business, many of their customers need specialized assistance with understanding the legal process. Kevin has 2 facilitators who meet with these clients on an appointment basis. He estimates they meet with 10 to 12 clients a day for a half hour. Appointments are scheduled out about 1 week. Kevin says he could use a 3rd facilitator as needs have increased.

Friday's are a busy day for them with the filing of motions. When they have unusually high volume, they can call 2 staff from their Probate section to assist. They do not necessarily help customers in the order they arrive, but try to serve the quick needs first and give more time to the more complicated issues. A typical transaction can take 3 – 5 minutes. Their front counter staff are their highest skilled and higher paid staff. Kevin's Department was audited in 1999.



Triage Processing

So, how are we going to get to more customers within 20 minutes? One of the major time constraints is “transaction time”. The process of putting the application into the computer and verifying all the elements for a complete application are included is referred to as transaction time. In June, transaction time averaged over an hour and a half and may include up to three applications.

We will meet with the Oversight Committee this week to finalize a change in the process that moves transaction time behind the scene. The change affects residential building permits only. A team of technicians will review an applicant’s documentation. If complete the application will be forwarded to a processing team. By moving the transaction time we expect to be able to significantly increase the number of customers we can help within the 20 minutes.

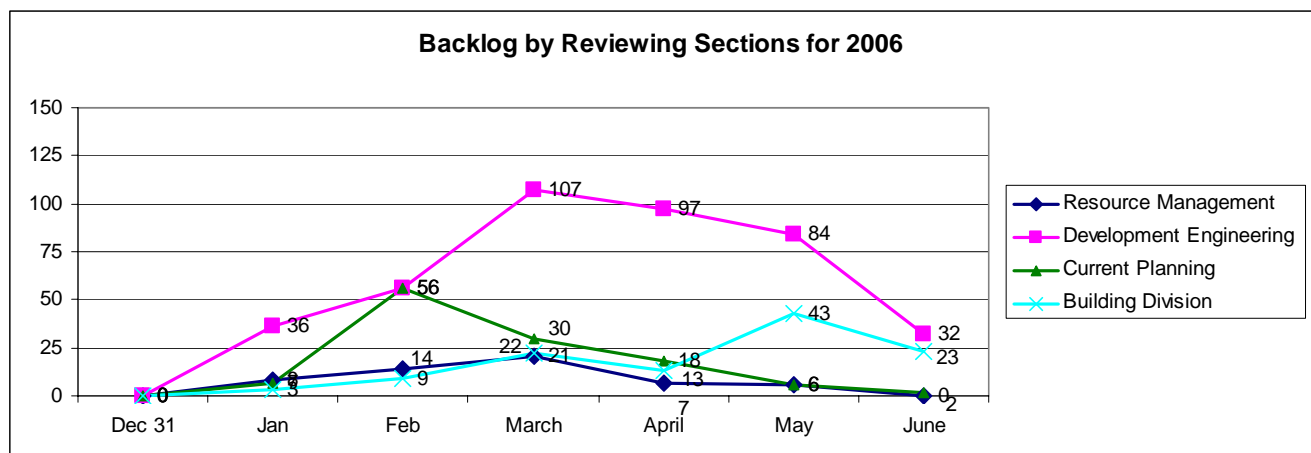
Space Remodel

PALS North-East Corner and Lobby – A contractor has been selected and the contract is being processed. We expect to have a start date soon. The project is planned to take 30 days. This area is where the plans examiners and building inspectors are currently located.

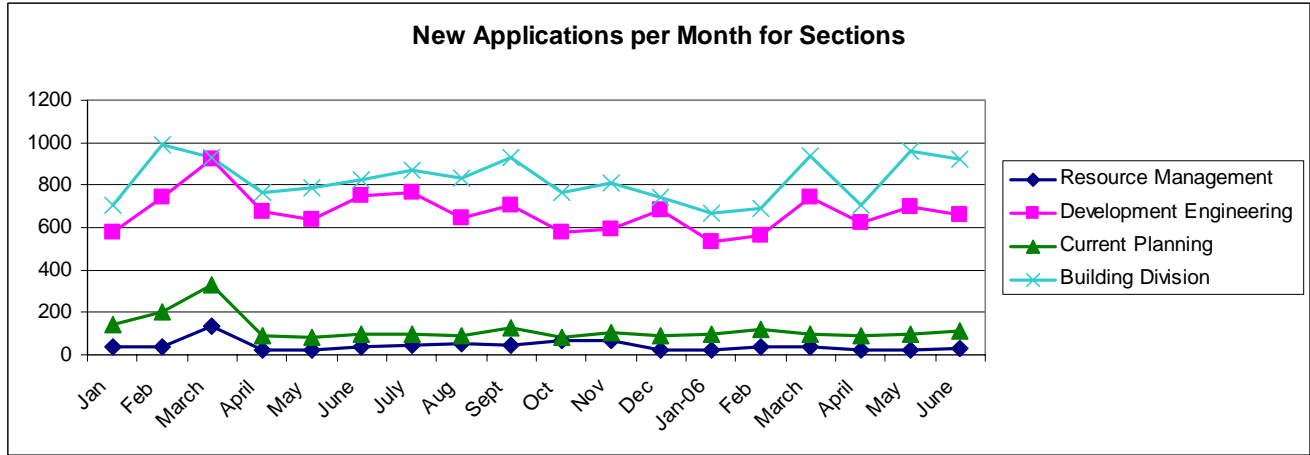
Performance Measures

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 15th of July. All four reporting sections reported backlog going down.

June 30 th	
Building Division	23
Current Planning	2
Development Engineering	32
Resource Management	0
Total	57



For the Building Division this is the third month with over 900 new applications this year. Our staffing model is designed for 650 new applications a month. The building Division still has two plans examiner positions open. They did add one Extra Hire and the backlog is moving down.



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

Consulting PALS	\$ 94,670
Consulting Fire Marshal	\$ 8,370
Overtime and Extra Hire	<u>\$ 60,127</u>
Total	\$163,167

This leaves \$45,000 for PALS consulting and overtime.

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. Interviews 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
For June:	1 Permit Technician	An ad has been posted.
	1 Civil Engineer 2	Position re-advertised until filled
	1 Plans Examiner	Position re-advertised until filled
	1 Building Inspector	Filled
For Sept:	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 7th.

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.

Plans Examiner a second position (vacancy) is also re-advertised until filled