



# Fast Forward

## Performance Measures – Reviews for June 2007

Section		On-Time Performance	Backlog
Building Division	Commercial	79%	18
	Residential	44%	7
Development Engineering	Area Reviews	31%	84 <sup>1</sup>
	Survey Review	49%	6
	Single Family	50%	14
Planning Current		74%	25
Resource Management		84%	10

Performance measure targets are for 95% of all applications 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.

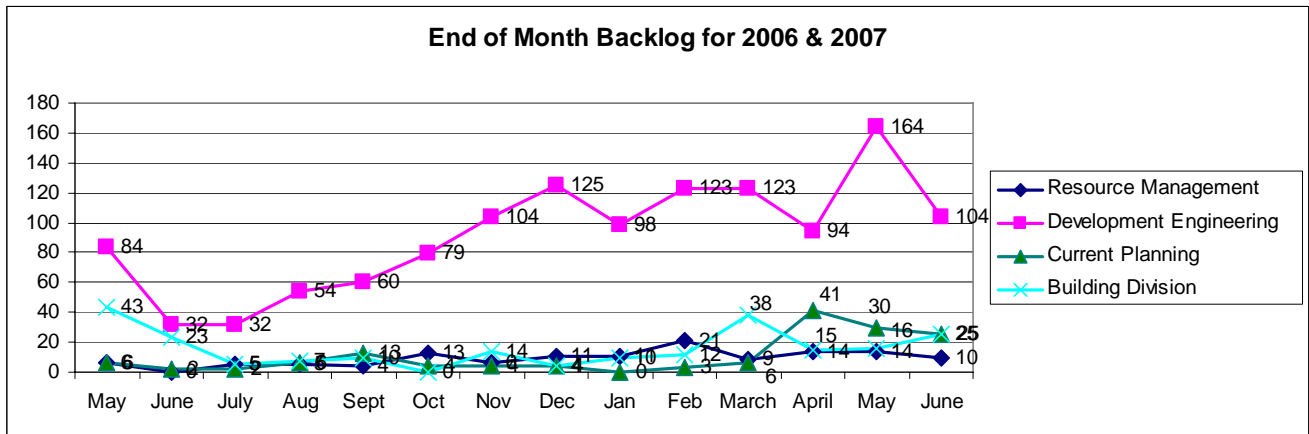
Meeting our performance goals and being 95% efficient is considered a success. At 95% there will always be some backlog. Yet as we continue to work toward the 95% there will be some reviews that are late. Typically, these late reviews are late by a few days to a week or two.

As of June 30<sup>th</sup>

Building Division	25
Current Planning	25
Development Engineering	104
Resource Management	10
<b>Total</b>	<b>164</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%

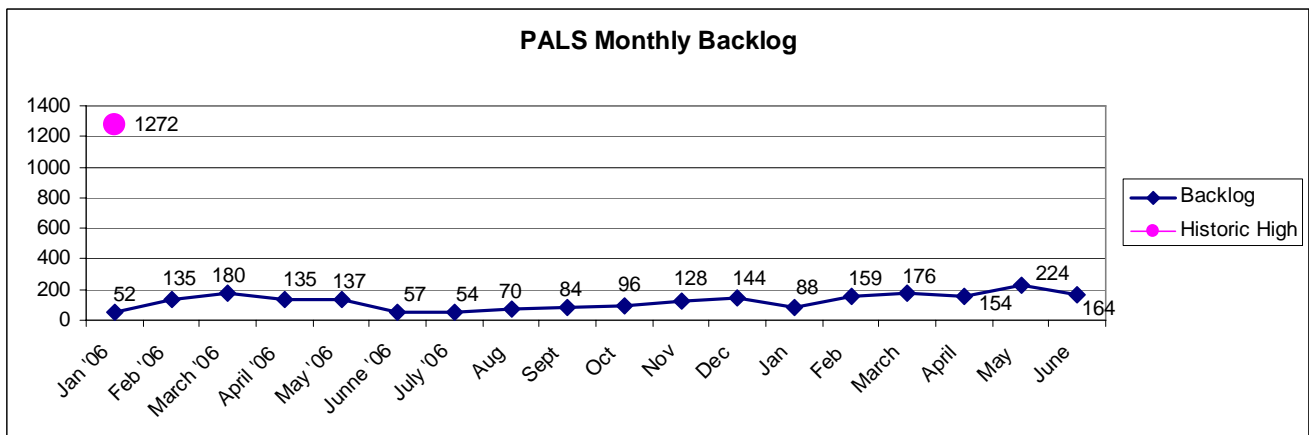
<sup>1</sup> Of those in backlog, 20% have been reviewed and are waiting review from PW - Traffic.



Development Engineering had a significant reduction in backlog in June. 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.

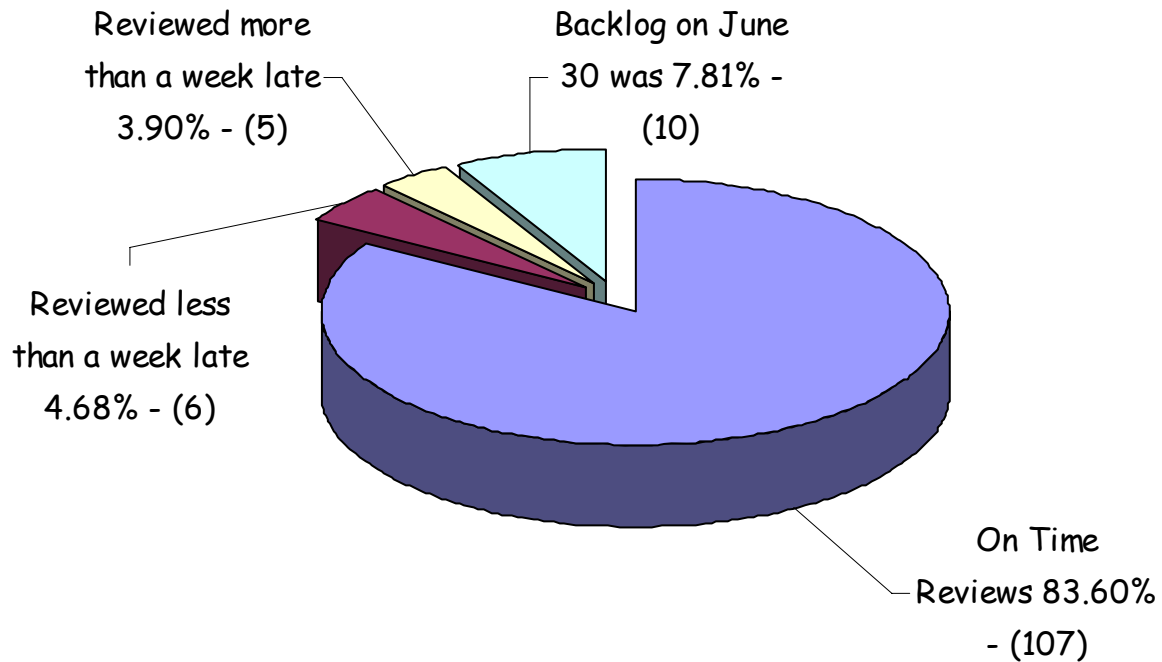
<http://piercecountywa.org/pc/services/home/property/pals/aboutus/reportsandstats.htm>

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.

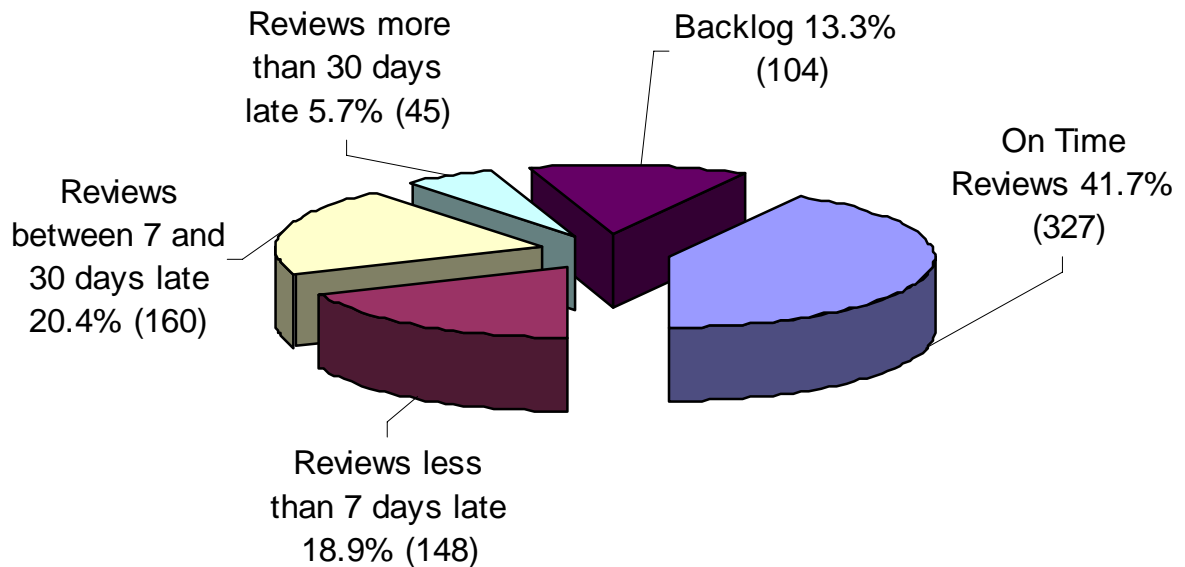


In an effort to show this relation we include the graphs on the next two pages that shows on-time reviews, late reviews, and backlog. The graphs combine all categories of review for each section.

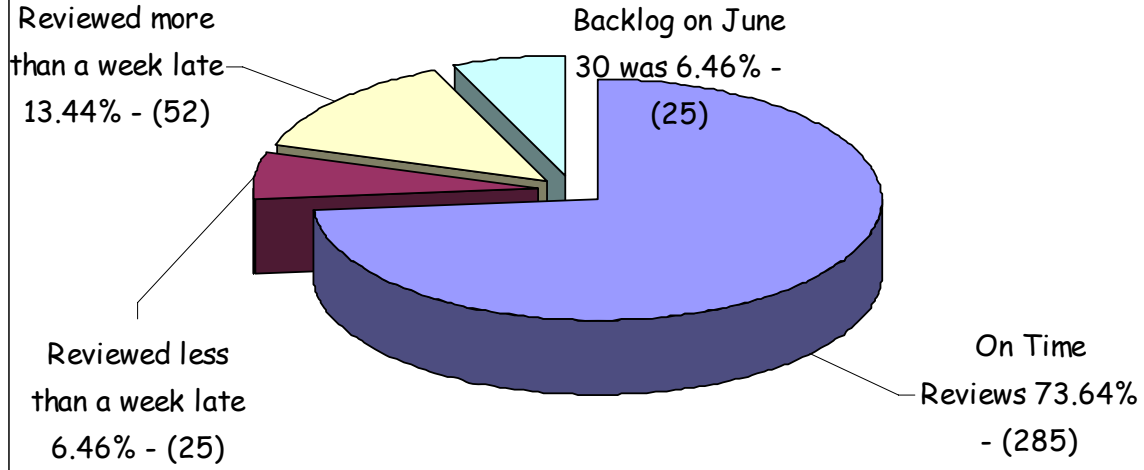
## Resource Mgt Performance Review June 2007



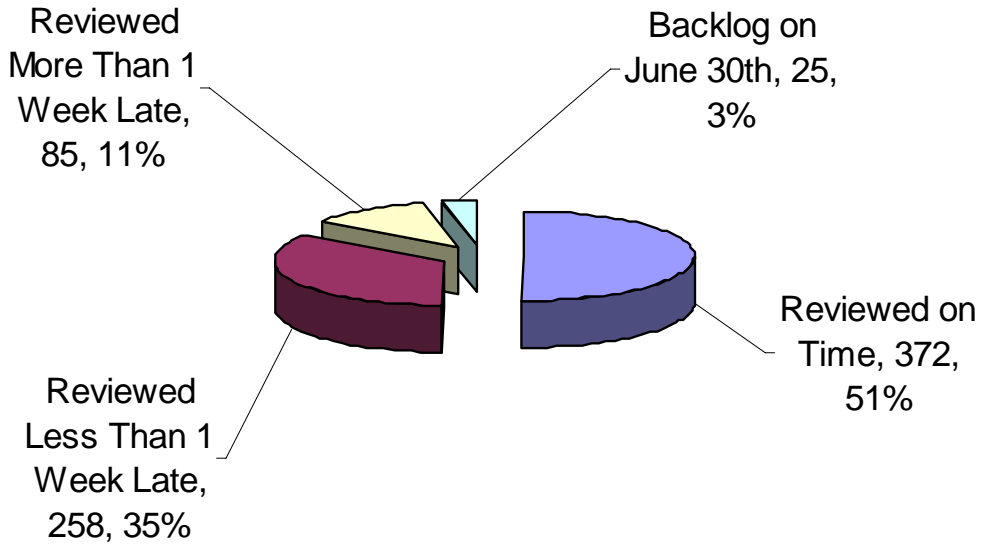
## **Development Engineering Review Performance June 2007**



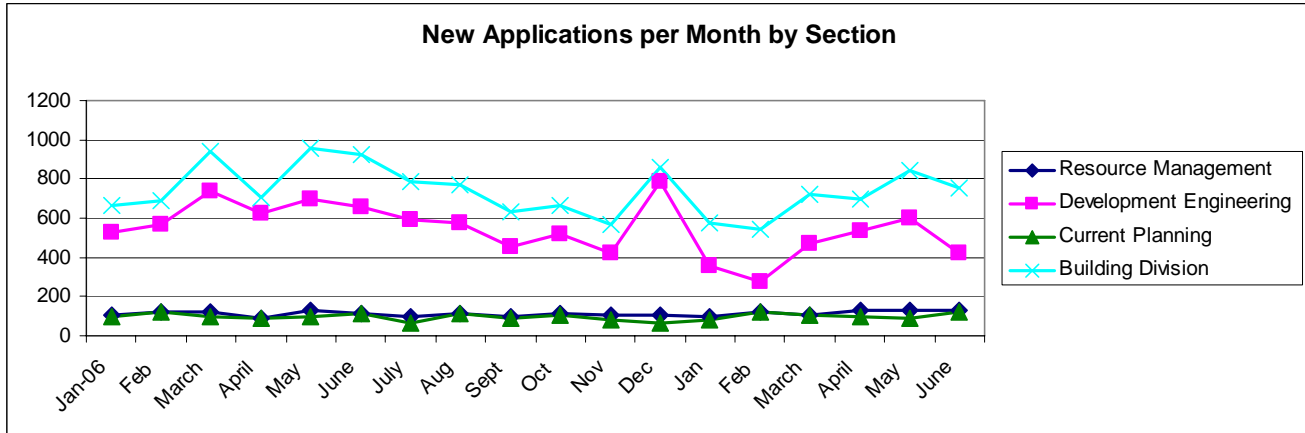
**Current Planning Performance Review**  
**June 2007**



**Building Division Performance for June 2007**



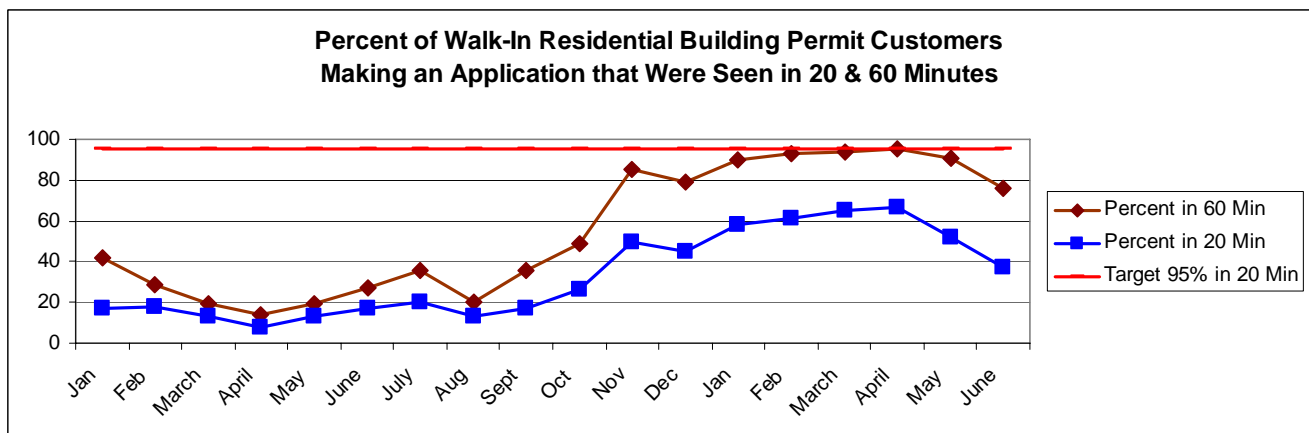
# New Applications in June



New applications fell for Building and Development Engineering. Depending on the type of applications they will be reviewed within 14, 30 or 60 days from their date of application.

## Getting to 20 Minutes

Development Center			
June 2007	Percent Seen in 20 minutes	Percent Seen in 60 minutes	Percent Left Before Being Called
New Applications (walk-in) 632	37%	76%	<1%
Over The Counter (pick up) 582	35%	66%	1%
Appointments (commercial) 32	94%	100%	0
Information Only 207	23%	52%	10%



The Development Center has two vacant permit technician positions since April. As customer volumes rise the performance has taken a down turn.

# Status of the 2004 Audit Recommendations

Of the 188 final recommendations they were distributed as follows:

County Executive and/or County Council	30	27 completed	90%
Planning and Land Services	141	90 complete	64%
Fire Marshal	1	completed	100%
Health Department	3	completed	100%
Public Works & Utilities (revised from the June report)	<b>13</b>	<b>12 completed</b>	<b>92%<sup>(1)</sup></b>

(1) There were two additional items listed within the PALS portion of the Audit that applied to PW&U.

## **PALS Break Out:**

Of the 51 items not completed they are distributed as follows:

	Started	Not Started
All Functions		1
Current Planning	10	2
Development Center	15	3
Development Engineering	5	10
Resource Management	<u>3</u>	<u>2</u>
Total	33	18

**“Completed”** means the recommendation was reviewed by the Department and implemented in some way. On rare occasion the recommendation may not have been implemented. In order to not implement an item the PALS Audit Oversight Committee had to concur. Completed may also mean the implementation requires an on-going monitoring to maintain the initiative.

The PALS Oversight Committee is scheduled to meet on July 12<sup>th</sup> to review the “Lobby Wait Study” released last month. In addition they will hear from PALS on any other implementation progress.