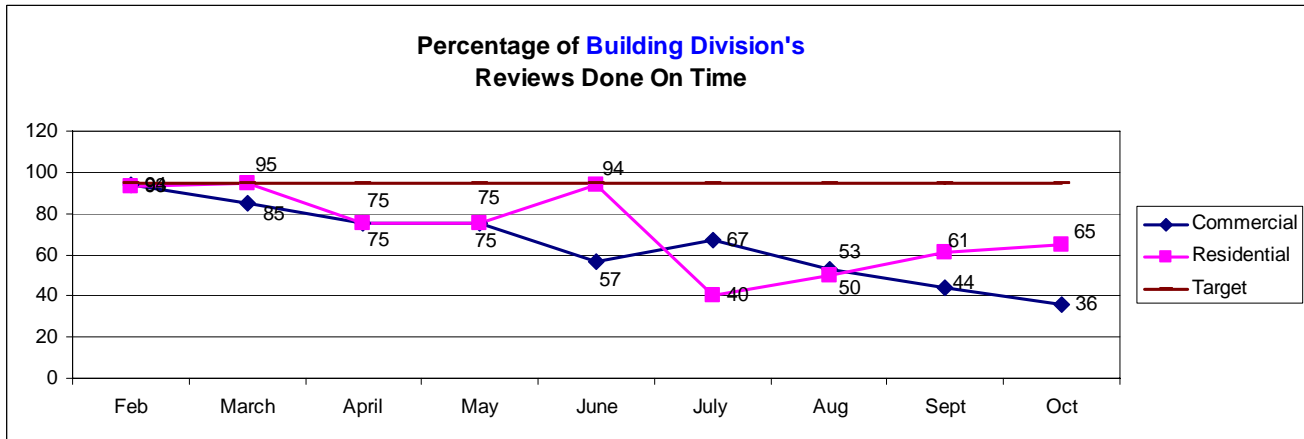




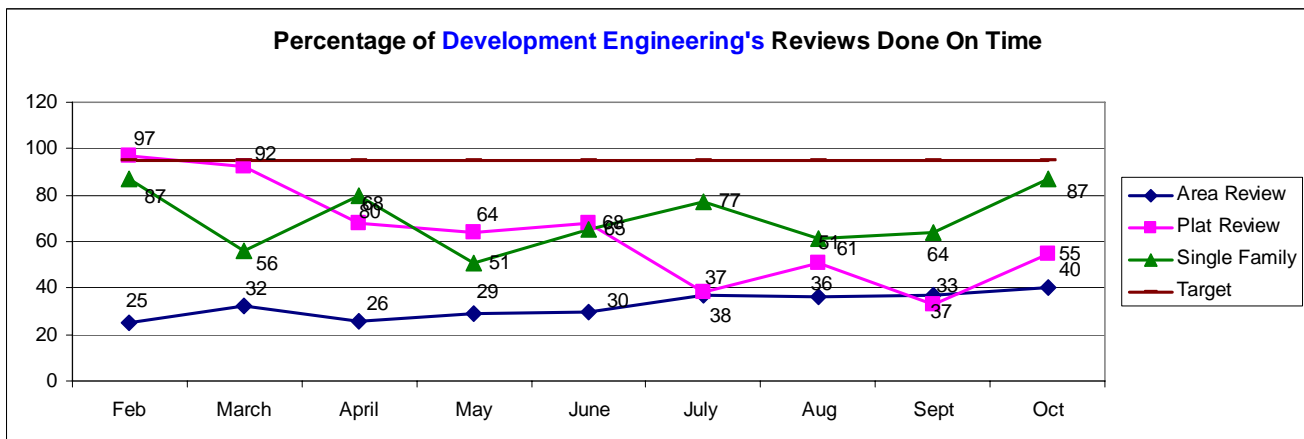
Fast Forward

Performance of Reviews for October 2007

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.

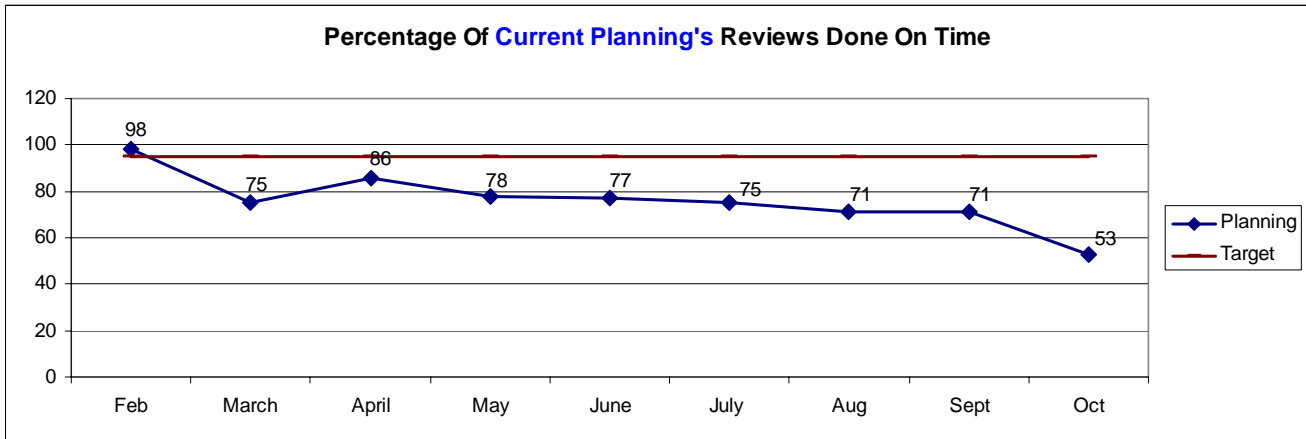


The plan review section now has two Plans Examiner vacancies. The pie chart on page 3 shows that 20% of the late reviews are less than a week late. On-time and less than a week late combine to 77%.

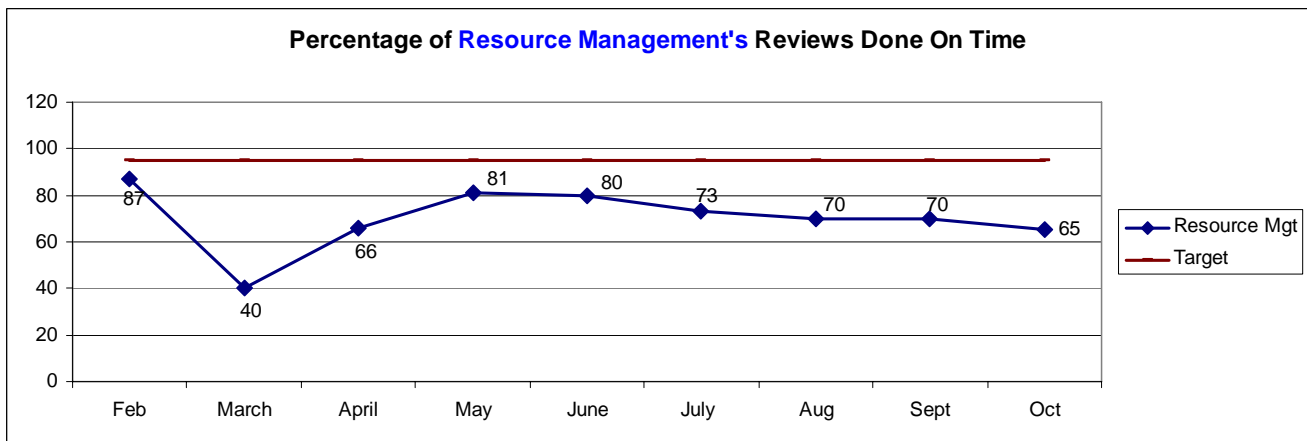


The Development Engineering Section currently has three vacancies. We currently have openings for a CE2 (enforcement), a CE2 (area review) and an Office Assistant 3. We recently hired an experienced CE2 review engineer and a CE1 review engineer. The CE1 review engineer will be backfilling a vacant position in Development Engineering Technical

Support. The inspection work unit has recently hired two new inspectors. One inspector will be working on enforcement and one inspector will be working on subdivisions and commercial projects.

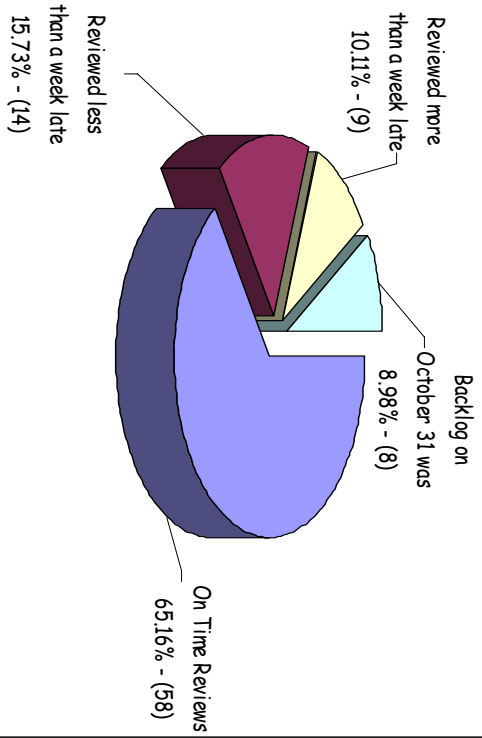


Current Planning is continually working towards accomplishing on time reviews of the various applications types. It is a struggle when applications that are taken in each month exceed the established figure that has been determined to be our Blue Line. The Blue Line figure was determined on the potential complexity of the application type. Research indicates we could be stasued for review on 184 applications a month without developing a backlog. We have exceeded this threshold for a number of months this year.

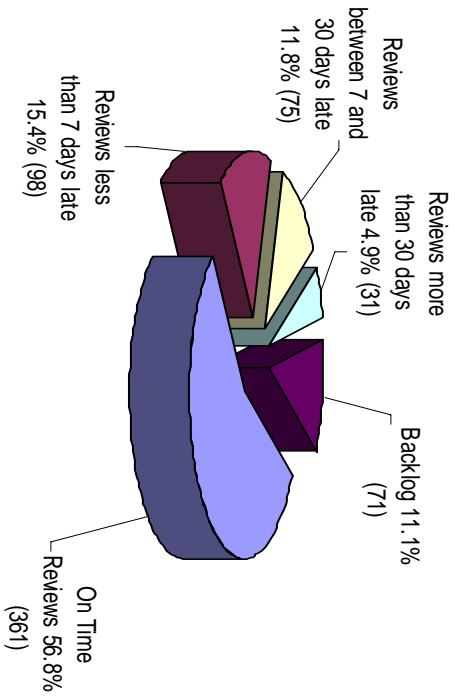


When combined, the Resource Management on-time reviews plus their less-than-a-week-late reviews equals 81%.

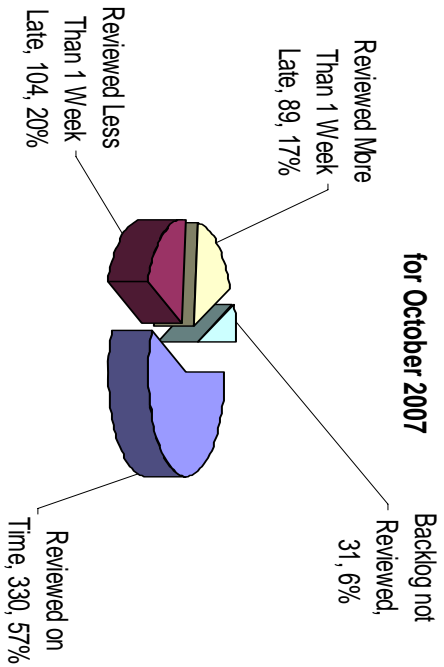
Resource Mgt Performance Review October 2007



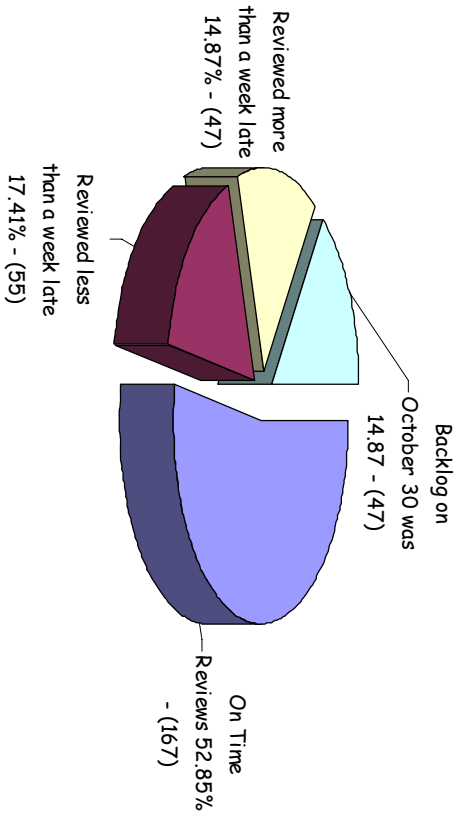
Development Engineering Review Performance Oct 2007



BLDG Plan Review Performance for October 2007

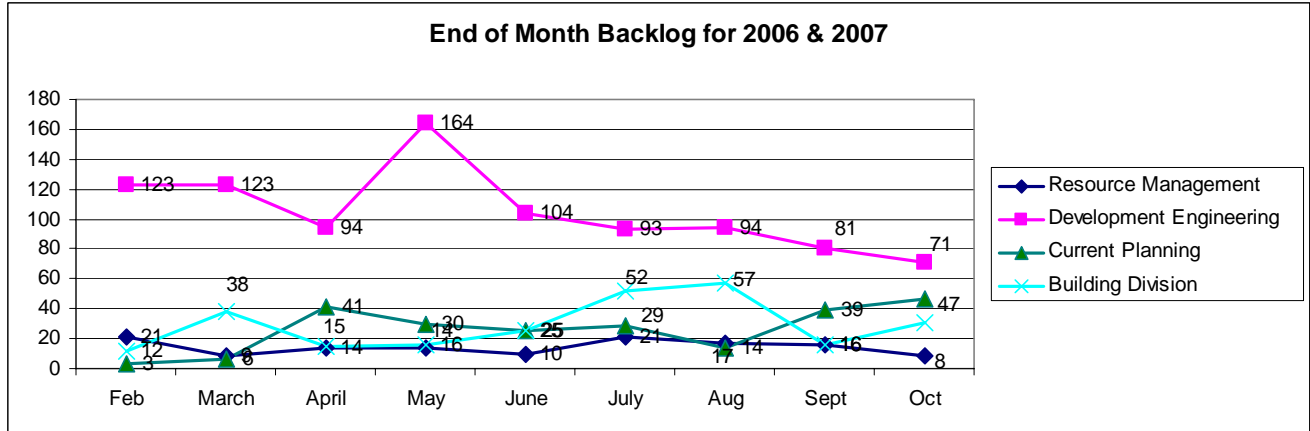


Current Planning Performance Review October 2007



Backlog Summary

Backlog represents those applications on the last day of the month that should have been reviewed. As noted in the pie charts on page 3, most of these applications are days late not months late. **On-Time Performance** is our measure of success not just backlog.

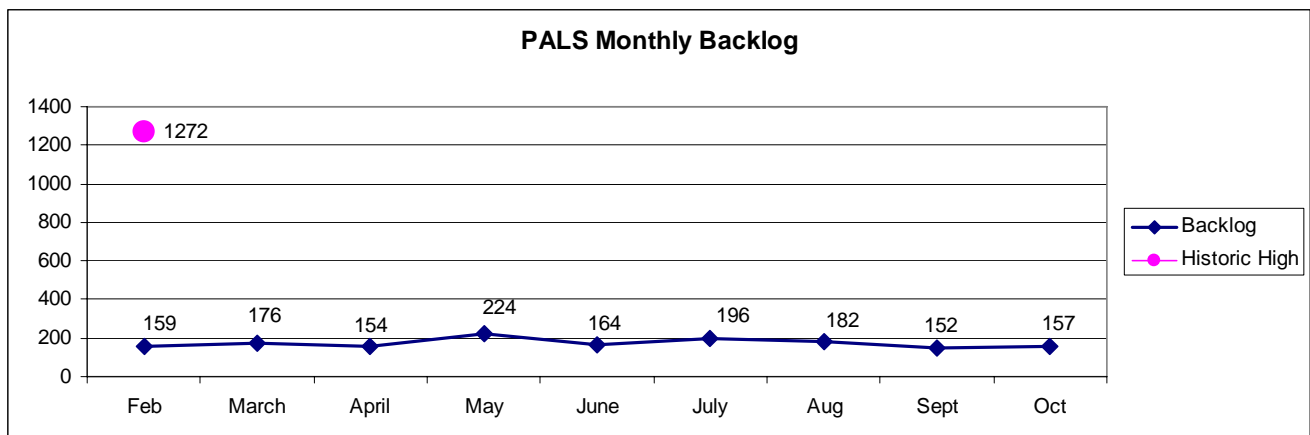


Additional details on backlog and what is being done to address the volume of applications will be in the individual Section reports. Those will be posted to the PALS web-page no later than the 15th of the month.

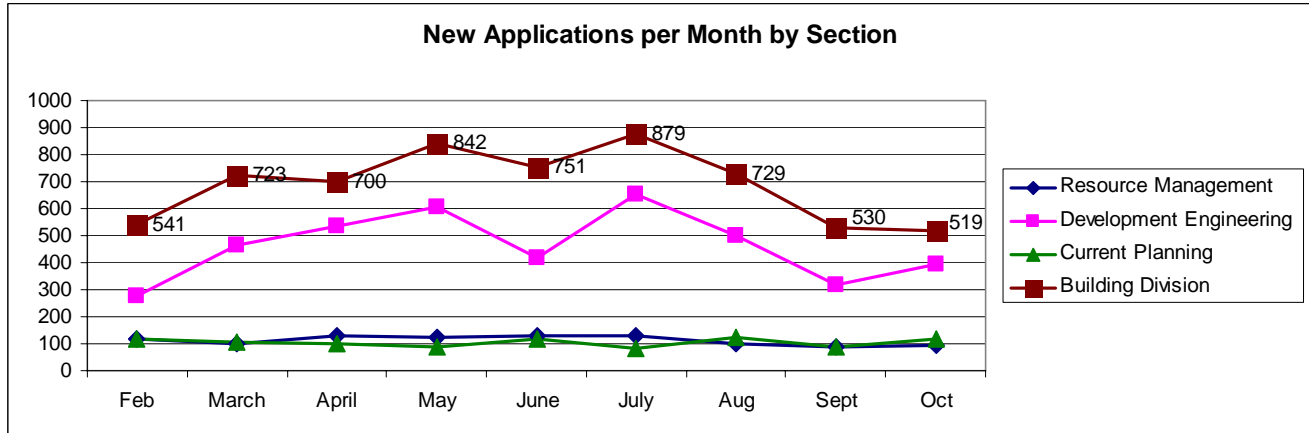
<http://piercecountywa.org/pc/services/home/property/pals/aboutus/reportsandstats.htm>

Meeting our performance goals of being 95% efficient is considered a success. At 95% there will always be some backlog.

	As of October 31st
Building Division	31
Current Planning	47
Development Engineering	71
Resource Management	8
Total	157



New Applications in October



Depending on the type of applications they will be reviewed within 14, 30 or 60 days from their date of application. Each permit represented here, generates a review by the other sections. For example, 100 building permits can generate 300 reviews within PALS.

Getting to 20 Minutes

Development Center			
October 2007	Percent Seen in 20 minutes	Percent Seen in 60 minutes	Percent Left Before Being Called
New Applications (walk-in) 322	73%	95%	1%
Over The Counter (pick up) 567	58%	93%	2%
Appointments (commercial) 29	86%	100%	0%
Information Only 184	47%	79%	4%

The number of commercial appointments rose slightly while in other categories the number of customers dropped.

