



Fast Forward

Performance Measures – Reviews

Section		On-Time Performance	Backlog
Building Division	Commercial	92% in 28 days	9
	Residential	93% in 14 days	5
Development Engineering	Area Reviews	28% in 30 days	99
	Survey Review	98% in 30 days	0
	Single Family	94% in 30 days	5
Planning Current		98% in 30 days	4
Resource Management		85% in 30 days	6

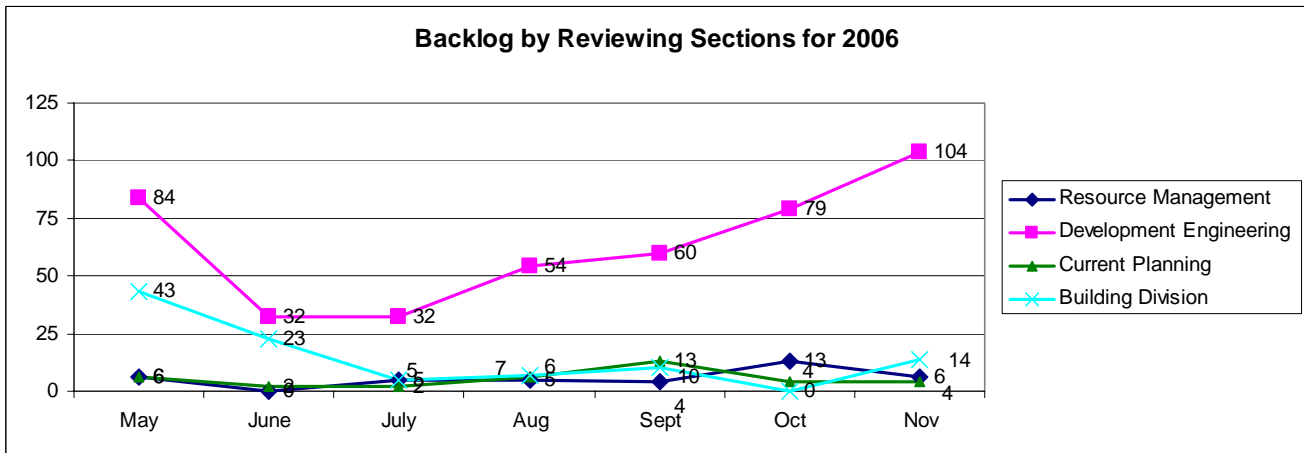
Performance measure targets are that 95% of all new applications are to be reviewed within 14, 28, or 30 days as noted. Percentage shown is the actual performance for the reporting period.

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 meet the 95% or stay above 85% backlogged applications are not late very long, typically less than a week

November 30th

Building Division	14
Current Planning	4
Development Engineering	104
Resource Management	6
Total	128

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

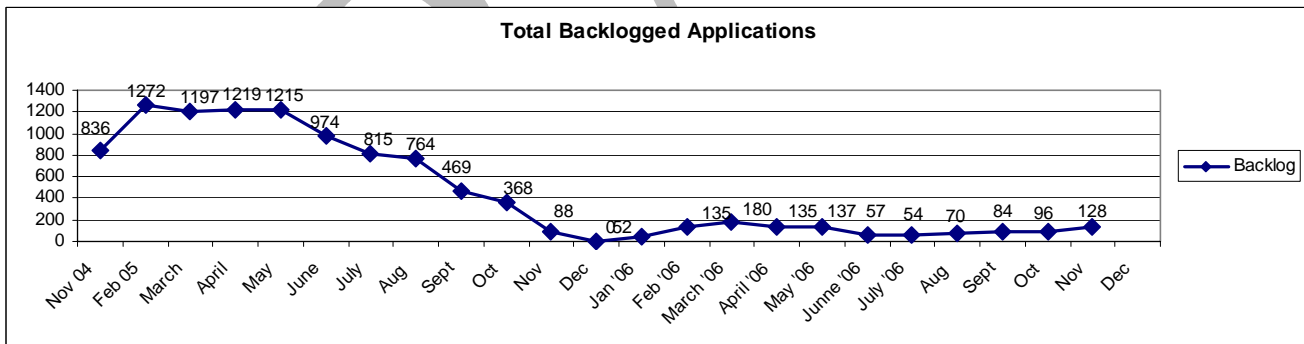


Development Engineering continues to struggle with Area Reviews. The Section still has vacant positions. Recruitment is being pursued.

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>

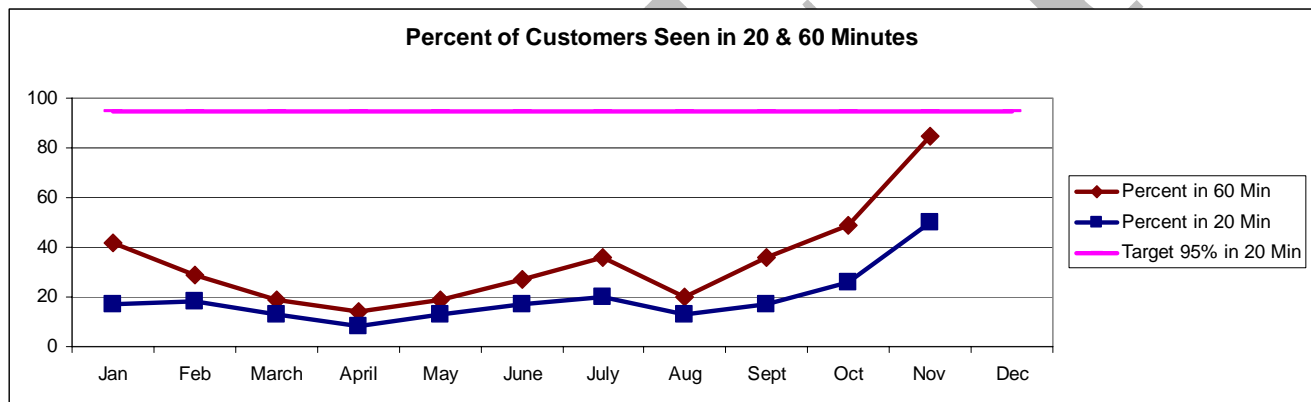
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Three of the four reviewing Sections have been able to keep their performance (percent on time) at a high level. Generally these sections have kept their performance above 85% most above 90%. This **On-Time Performance** is our performance measure target.

Getting to 20 Minutes

Development Center			
November 2006			
	Percent Seen in 20 minutes	Percent Seen in 60 minutes	Percent Left Before Being Called
New Applications (walk-in) 380	50%	85%	1%
Over The Counter (pick up) 478	37%	69%	<1%
Appointments (commercial) 43	79%	95%	6%
Information Only 248	22%	48%	2%



November saw a continued improvement in the number of customers seen within 20 minutes. Two factors have helped with the continued improvement. First is the lower customer volume. Second, staff is getting more comfortable with the change and that is helping to speed up decision making.

Space Remodel

PALS East - Facilities staff reviewed the work in the Building Division area today with our contractor and developed a "punch list" to complete the renovation of the area. The new carpet for this area and the lobby is complete. Ten new work stations were ordered for the Plans Examiners. They are expected before the end of the year.

Spending Allocation for 2006 was \$200,000

	BUDGET	12/3/2006
		YTD
<u>Resource Management:</u>		
OT/Extra Hire		\$ 6,302.23
Consultant		\$ <u>58,487.26</u>
Total		\$ 64,789.49
<u>DENG:</u>		
OT/Extra Hire		\$ 98,243.70
Consultant		\$ <u>18,684.20</u>
Total		\$ 116,927.90
<u>Current Planning:</u>		
OT/Extra Hire		\$ 6,044.86
Consultant		\$ <u>65,657.37</u>
Total		\$ 71,702.23
<u>Building:</u>		
OT/Extra Hire		\$ 12,088.13
Consultant		\$ <u>59,049.34</u>
Total		\$ 71,137.47
<u>Development Center:</u>		
OT/Extra Hire		\$ -
Consultant		\$ <u>3,300.00</u>
Total		\$ 3,300.00
TOTAL	\$ 200,000.00	\$ 327,857.09
Total OT/Extra Hire		\$ 122,678.92
Total Consultant		\$ <u>205,178.17</u>
		\$ 327,857.09