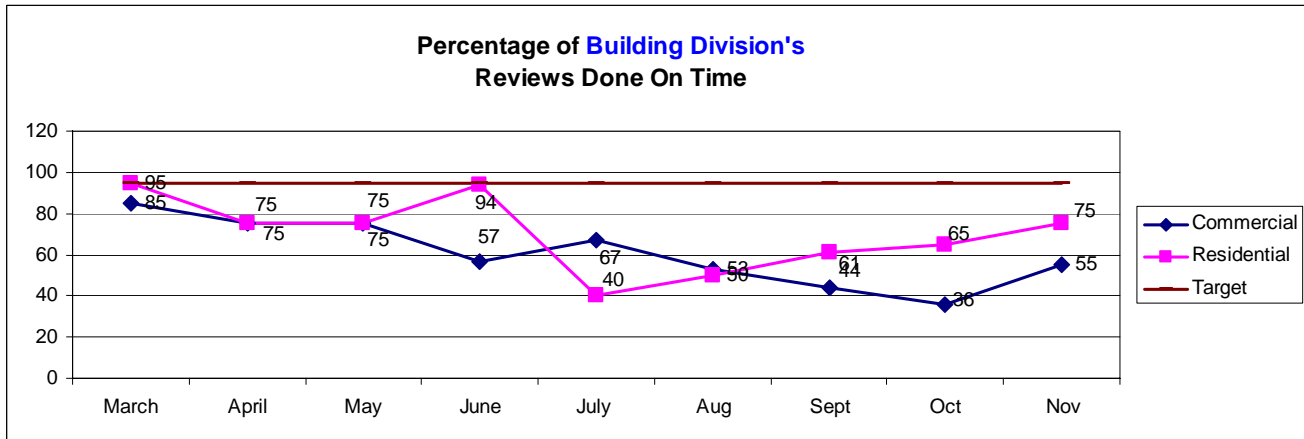




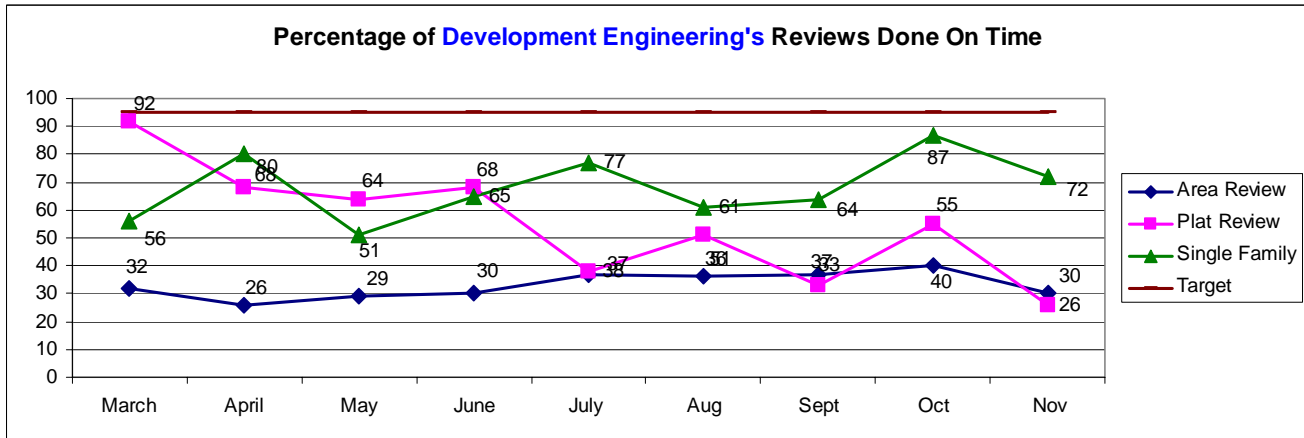
Fast Forward

Performance of Reviews for November 2007

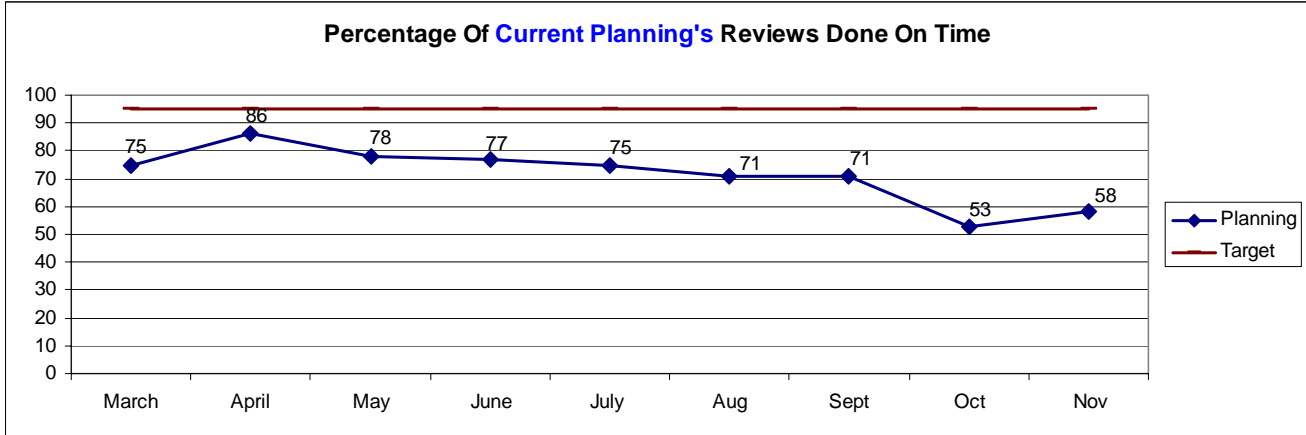
Performance measure targets are for 95% of all applications to be reviewed within 14, 28, 30, or 60 days depending on reviewing Section or Division and the type of application. Percentages shown here represent a summary for the Section for the applications reviewed within the reporting period.



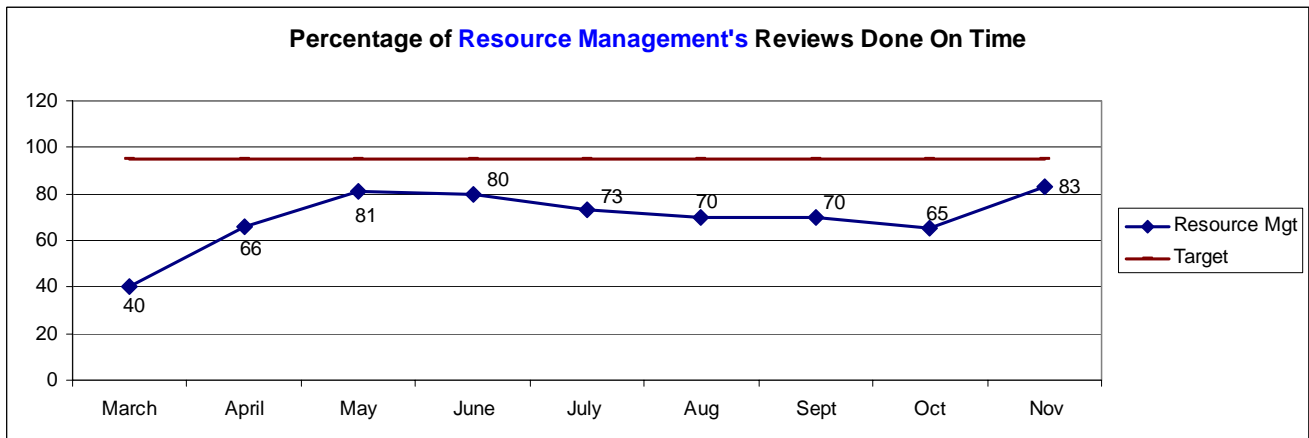
The plan review section now has two Plans Examiner vacancies. The pie chart on page 3 shows 4% of the reviews were in backlog status. On-time and less than a week late combine to 80%, up 3% from November.



The Development Engineering Section currently has two vacancies. We have a Civil Engineer 2 position available in our Enforcement Work Unit and a Civil Engineer 2 position available in our Area Review Work Unit. We continue to actively recruit for these positions. The pie chart on page 3 provides a good illustration of our timeliness and backlog.

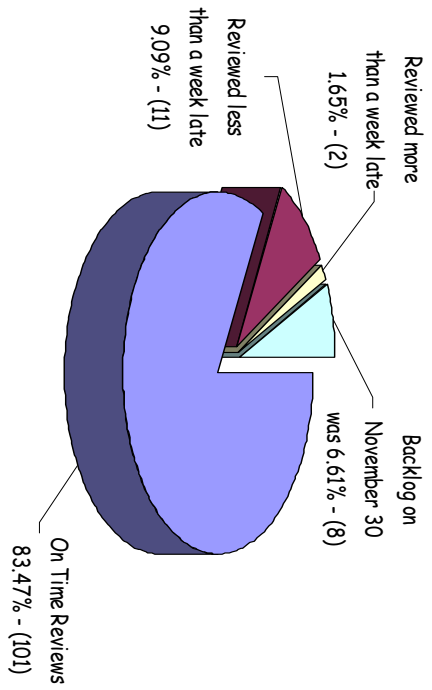


Current Planning is continually working towards accomplishing on time reviews of the various applications types. It is a struggle when applications that are taken in each month exceed the established figure that has been determined to be our Blue Line. The Blue Line figure was determined on the potential 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.



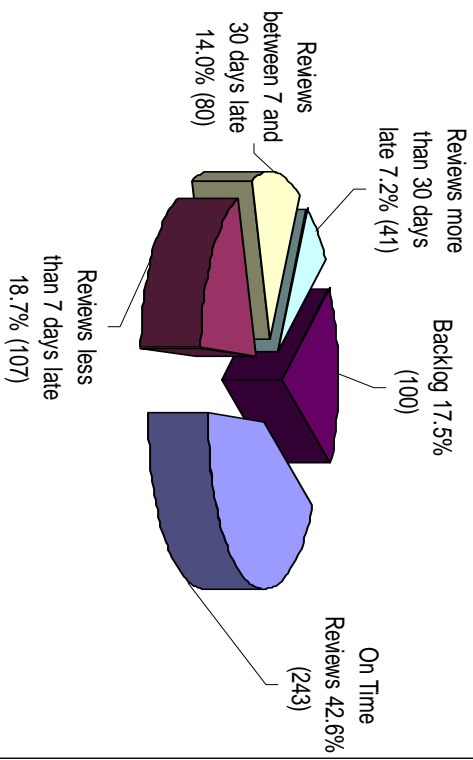
When combined, the Resource Management on-time reviews plus their less-than-a-week-late reviews equals 93%.

Resource Mgt Performance Review November 2007



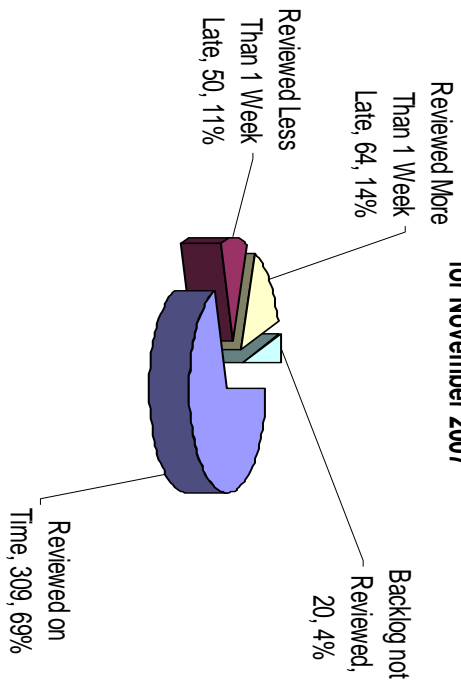
Development Engineering Review Performance

Nov 2007



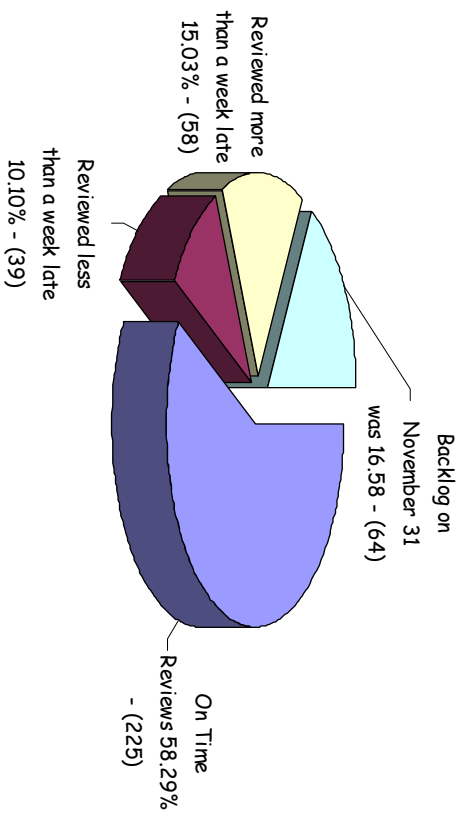
BLDG Plan Review Performance

for November 2007



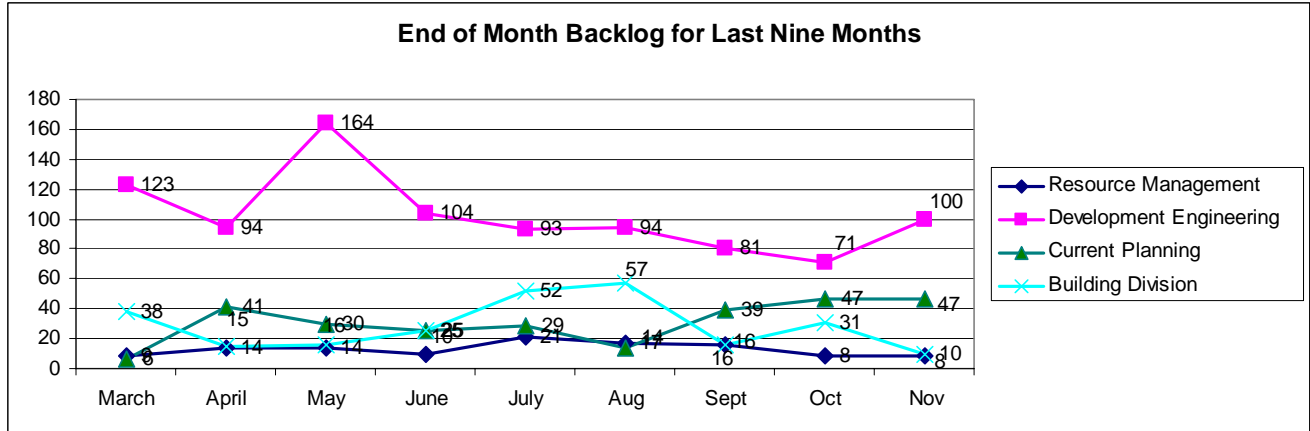
Current Planning Performance Review

November 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.

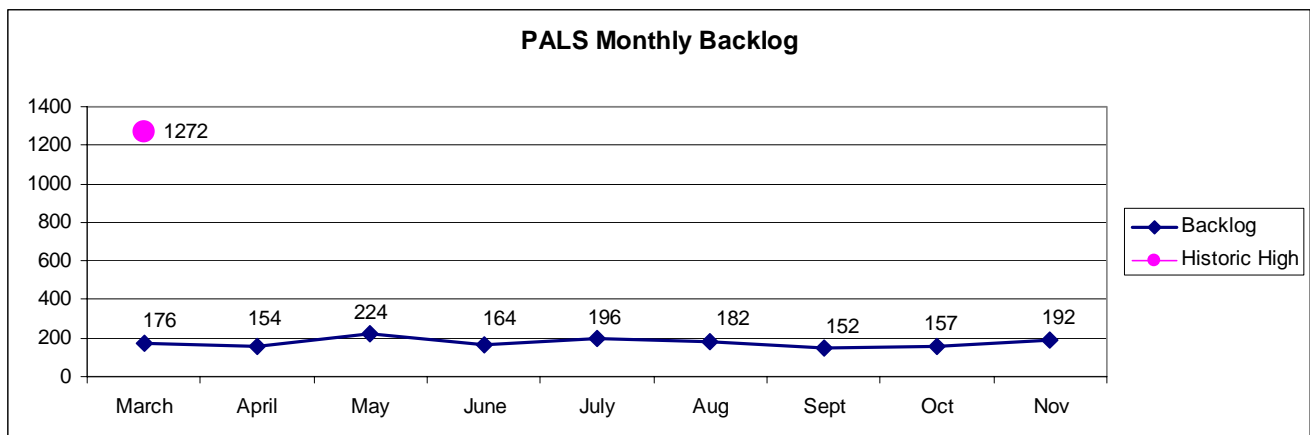


Additional details on backlog and what is being done to address the volume of applications will be in the individual Section reports. Those will be posted to the PALS web-page no later than the 15th of the month.

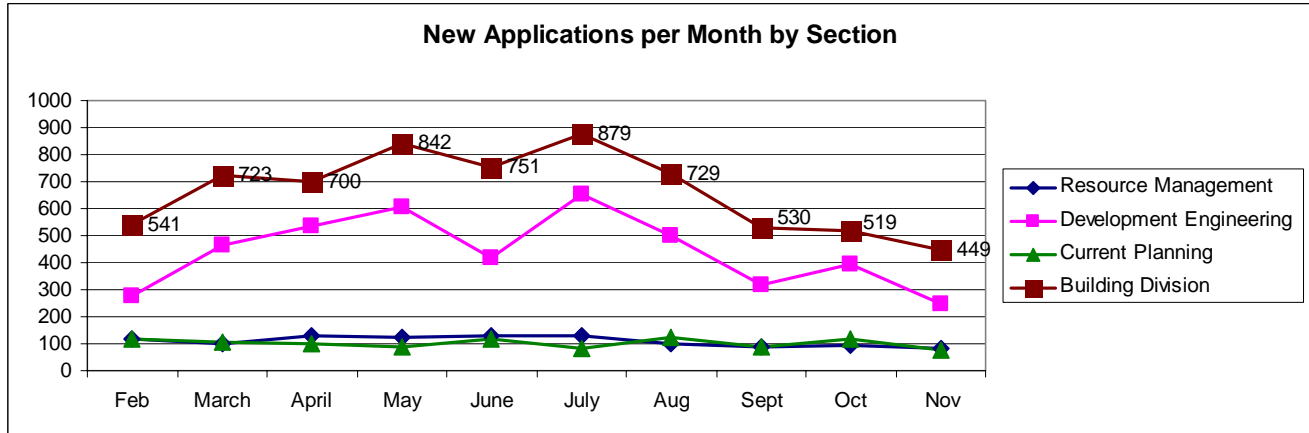
<http://piercecountywa.org/pc/services/home/property/pals/aboutus/reportsandstats.htm>

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

	As of November 30 th
Building Division	20
Current Planning	64
Development Engineering	100
Resource Management	8
Total	192



New Applications in November



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			
November 2007			
	Percent Seen in 20 minutes	Percent Seen in 60 minutes	Percent Left Before Being Called
New Applications (walk-in) 273	76%	95%	1%
Over The Counter (pick up) 448	71%	93%	2%
Appointments (commercial) 21	100%	100%	0%
Information Only 181	66%	92%	0%

Interesting note, the information customer volume stays fairly consistent while other categories drop.

