

information responding to the proviso, specifically to provide:

1. Information on how permit processing times have changed since the department changed the method of evaluating employee performance and implemented permit processing reforms;
2. Information on the number of hours assumed for each type of permit when developing the fixed fee for each specific permit compared to the actual average of hours to complete each type of permit to which a fixed fee is charged for the period of January through July 2011;
3. The results of a customer survey measuring the level of satisfaction as a result of the departments new 2011 fee structure and the operational changes that the department put in place starting in January 2010; and
4. All other issues specified in Ordinance 16984, Section 82, Proviso P1, and

WHEREAS, the council has reviewed the department of development and environmental services's report;

NOW, THEREFORE, BE IT MOVED by the Council of King County:

The proviso response is hereby accepted and the \$100,000 currently held in reserve in Ordinance 16984, Section 82, Proviso P1, department of development and environmental services, is hereby released.