

Planning & Development Services Department Performance Measures for FY 2010										
	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10
Vested Rights										
Number of Vested Rights Applications Submitted	0	0	1	2	4	8	8	16	4	3
Number of Vested Rights Applications Approved	0	2	0	0	0	2	1	2	3	1
Number of Vested Rights Applications needing add'l info	0	0	0	0	0	1	0	0	0	0
Number of Vested Rights Applications Denied	0	2	0	0	0	1	2	0	5	1
Completeness Review Turnaround Time (Working Days)	0	0	4	2.5	2.75	3.75	3.75	3.62	4.75	3.66
Analysis - Turnaround Time (Working Days)	0	43.5	0	0	0	35.25	36.6	52	72.62	55.5
Number of Vested Rights Applications in Inventory	5	1	2	4	8	12	17	31	27	28
Planning Commission Appeals										
Number of Vested Rights Appeals	0	1	0	0	0	1	0	1	0	0
Number of Vested Rights Appeal Denials	0	0	1	0	0	0	0	0	0	0
Number of Vested Rights Appeals Approved	0	0	0	0	0	0	0	0	0	0
Number of Vested Rights Appeals Withdrawal	0	0	0	0	0	0	0	0	0	0
City Council Appeals										
Number of Vested Rights Appeals	0	0	0	0	0	0	0	0	0	0
Number of Vested Rights Appeal Denials	0	0	0	0	0	0	0	0	0	0
Number of Vested Rights Appeals Approved	0	0	0	0	0	0	0	0	0	0
Number of Vested Rights Appeals Withdrawal	0	0	0	0	0	0	0	0	0	0
Zoning										
Number of Zoning Applications Submitted	14	8	18	12	20	19	15	14	13	8
Completeness Review Turnaround Time (Calendar Days)	2	2	2	2	2	2	2	2	2	2
Number of Cases Placed on Zoning Commission Agenda	22	9	13	13	15	14	31	12	10	15
Number of Cases Moved Forward to Council	18	6	9	11	12	10	20	8	5	13
Number of Cases Continued	3	2	4	1	2	4	7	2	4	1
Number of Cases Placed on City Council Agenda	29	20	8	10	16	16	12	19	16	0
Number of Zoning Verification Letter Requests Submitted	19	39	42	21	20	24	16	12	15	21
ZV Letter Average Turnaround Time (Working days)	6.74	5.25	4.89	7.8	5.5	6.14	7.21	9.2	6.9	6.04
Number of ZV Letters Exceeding 10-day Turnaround Goal	0	0	0	0	0	0	0	2	0	0
Plat Activity (Major and Minor)										
Number of Applications Submitted for Plat Number	28	29	19	30	44	31	31	37	28	27

Planning & Development Services Department Performance Measures for FY 2010										
	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10
Major Plat Activity										
Number of Plats Approved by Planning Commission	9	14	8	8	2	3	7	6	8	10
Number of Days from Plat # Issuance to Plat Package Submission	257	233	290	202	225	319	75	36	111	153
Staff Completeness Review - Longest Time	35	16	5	4	15	18	5	6	5	3
Planning and Development Services Department	5	1	5	1	6	5	3	4	4	1
Historic Department	0	0	0	0	0	18	0	0	1	0
Parks & Recreation Department	35	16	4	4	15	12	5	6	5	3
SAWS	0	1	0	1	1	1	1	2	1	1
CPS	0	0	0	0	0	0	0	0	0	1
Average	8	4	2	1	4	7	2	2	2	1
Technical Review - Longest Time	39	36	46	36	40	220	47	56	39	31
Planning and Development Services Department	36	17	16	22	40	14	26	24	14	13
Land Entitlement	7	8	5	6	18	14	9	24	10	13
Tree	11	17	16	22	40	4	26	15	2	12
Mapping	6	8	7	4	4	5	4	5	3	6
Streets	9	2	4	7	8	9	11	5	5	4
TIA	36	13	8	4	4	11	3	5	14	13
Average	14	10	8	9	15	9	11	11	7	10
PW (storm water)	24	34	39	36	23	30	47	27	39	31
Historic Department	18	29	27	33	13	23	19	19	36	30
CPS	16	36	12	6	10	8	13	14	17	22
Parks & Recreation Department	8	14	26	17	112	29	21	20	23	24
SAWS	39	23	46	21	27	220	21	56	38	22
Average	20	24	26	20	33	53	22	24	27	23
Customer Re-Submittal - Longest Time	63	74	108	68	136	226	86	98	76	72
Planning and Development Services Department										
Land Entitlement	63	67	53	48	10	178	51	98	45	72
Tree	32	36	54	37	68	207	74	79	30	52
Mapping	9	19	51	38	0	189	18	49	30	6
Streets	11	20	23	16	24	2	37	72	28	10
TIA	50	9	32	36	0	0	16	44	10	24
Average	33	30	43	35	20	115	39	68	29	33
PW (storm water)	22	74	98	36	56	216	86	11	76	63
Historic Department	19	37	0	0	0	3	1	0	13	32
CPS	8	26	108	46	136	209	53	69	18	18
Parks & Recreation Department	0	1	32	0	0	117	16	2	2	35
SAWS	60	41	41	68	14	226	15	11	47	52

Planning & Development Services Department Performance Measures for FY 2010										
	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10
Average	24	35	54	31	38	148	35	27	31	39
Total City Time	74	52	51	40	55	238	52	62	44	34
Total Customer Time	320	307	398	270	361	545	161	134	187	225
Total Processing Time [includes staff's completeness & technical review and customer re-submittal cycle time (Months)]	5	4	5	4	6	15	5	5	4	4
Total Time [Total Processing Time put cycle time to submit plat package after receiving a plat number] (Months)	13	12	15	10	14	26	7	7	8	9
Average days	308	296	372	254	300	527	134	90	171	216
Average months	10	10	12	8	10	18	4	3	6	7
Minor Plat Activity										
Number of Plats Approved	15	15	19	20	13	18	20	14	32	13
Number of Days from Plat # Issuance to Plat Package Submission	34	112	27	75	78	47	46	26	96	77
Staff Completeness Review - Longest Time	2	0	0	1	0	1	0	3	5	0
Planning and Development Services Department	2	0	0	1	0	0	0	0	5	0
Historic Department	0	0	0	0	0	0	0	0	0	0
Parks & Recreation Department	0	0	0	0	0	1	0	0	0	0
SAWS	0	0	0	0	0	0	0	0	0	0
CPS	0	0	0	0	0	0	0	0	0	0
Average	0	0	0	0	0	0	0	0	1	0
Technical Review - Longest Time	14	6	27	8	10	27	27	11	9	8
Planning and Development Services Department	3	3	5	3	4	7	3	6	3	8
Land Entitlement	2	3	4	3	3	2	3	6	3	4
Tree	3	2	5	2	3	7	2	3	2	8
Mapping	3	0	4	2	2	1	3	2	1	5
Streets	2	3	1	2	4	2	1	3	2	2
TIA	1	2	1	1	2	1	1	3	3	2
Average	2	2	3	2	3	3	2	3	2	4
PW (storm water)	4	6	12	8	10	9	6	10	8	8
Historic Department	4	3	6	4	6	5	3	3	9	10
CPS	14	2	27	4	3	5	27	11	6	3
Parks & Recreation Department	1	0	2	1	1	2	1	1	2	1
SAWS	5	3	19	2	3	27	2	6	3	1
Average	5	3	12	4	4	8	7	6	5	5

Planning & Development Services Department Performance Measures for FY 2010										
	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10
Customer Re-Submittal - Longest Time	18	35	38	17	27	70	36	52	20	78
Planning and Development Services Department										
Land Entilement	18	14	38	17	20	20	25	52	14	78
Tree	13	13	19	6	13	62	16	36	20	56
Mapping	17	12	21	10	7	53	13	37	9	54
Streets	6	22	15	9	10	50	7	30	6	34
TIA	0	6	18	0	8	49	4	31	4	1
Average	11	13	22	8	12	47	13	37	11	45
PW (storm water)	6	35	23	17	27	70	36	48	16	56
Historic Department	1	0	0	1	1	6	2	1	1	4
CPS	2	31	19	8	2	0	0	0	4	14
Parks & Recreation Department	0	0	0	2	0	0	0	0	0	0
SAWS	3	10	19	7	2	30	0	17	2	34
Average	4	15	14	7	7	25	9	17	6	25
Total City Time	16	6	27	9	10	28	27	14	14	8
Total Customer Time	52	147	65	92	105	117	82	78	116	155
Total Processing Time [includes staff's completeness & technical review and customer re-submittal cycle time (Months)]	1	1	2	1	1	3	2	2	1	3
Total Time [Total Processing Time put cycle time to submit plat package after receiving a plat number] (Months)	2	5	3	3	4	5	4	3	4	5
Average days	43	130	52	86	90	81	61	49	108	107
Average months	1	4	2	3	3	3	2	2	4	4
Number of Building Plans Submitted										
Walk through Plans (Commercial)	25	37	41	19	15	33	28	36	35	15
Minor Plans (Commercial)	37	54	56	45	48	73	52	78	87	74
Interior Finish-out Plans (Commercial)	38	48	41	37	36	37	33	36	44	36
New Commercial Construction	34	39	23	29	26	50	25	19	34	30
School District - New Construction	12	9	7	8	24	19	14	25	15	9
Residential Plans	104	160	188	190	220	391	196	191	232	188

Planning & Development Services Department Performance Measures for FY 2010										
	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10
Average Calendar Days for Initial Review										
Walk through Plans (Commercial)	1	1	1	1	1	1	1	1	1	1
Minor Plans (Commercial)	4	4	4	5	9	7	6	7	8	5
Interior Finish-out Plans (Commercial)	13	12	12	12	14	19	14	15	16	15
New Commercial Construction	20	19	18	18	20	26	20	23	23	28
School District - New Construction	12	22	10	12	14	10	10	12	7	8
Residential Plans (standard submittals)	1	1	1	3	4	4	3	3	5	3
Number of Inspections										
Plumbing	4924	3946	4101	3628	3900	5223	5063	4355	4807	4556
Electrical	3369	2944	2778	2529	2485	3296	3140	2920	3490	3118
Mechanical	2575	2010	2188	1879	1869	2332	2099	2117	2350	2133
Building	2265	1955	1813	1596	1489	2001	1911	2010	2192	1815
Sign	105	126	144	132	112	135	132	146	398	669
Fire (Certificate of Occupancy)	468	483	531	470	428	548	490	523	527	536
Residential Flatwork, New Construction	223	175	123	123	92	173	190	193	190	131
Construction	1238	1130	1012	1119	1241	1562	1223	1192	1876	1102
% of Inspections as Scheduled										
Plumbing	96%	98%	97%	97%	96%	96%	95%	90%	95%	96%
Electrical	96%	91%	96%	99%	84%	98%	94%	98%	93%	98%
Mechanical	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Building	98%	94%	98%	97%	96%	95%	94%	92%	85%	95%
Sign	43%	69%	58%	100%	100%	88%	98%	99%	96%	99%
Fire (Certificate of Occupancy)	96%	95%	97%	96%	98%	95%	97%	99%	98%	98%
Residential Flatwork, New Construction	91%	94%	98%	97%	92%	87%	86%	85%	88%	90%
Construction	100%	100%	100%	100%	100%	100%	100%	100%	100%	100
Average Number of Telephone Calls Per Day										
Total Calls	592	611	564	639	604	686	699	639	649	645
Percent of Telephone Calls Abandoned by Customer										
Department Average	3%	2%	1%	4%	4%	3%	4%	2%	3%	2%
Average Customer Wait Time at One Stop Counter										
Percent of Customers Served within 10 Minutes	64%	63%	65%	68%	58%	43%	42%	50%	58%	67%
Percent of Customers Served within 20 Minutes	80%	76%	80%	84%	75%	60%	60%	65%	75%	83%
Percent of Customers Served within 30 Minutes	90%	86%	87%	92%	86%	72%	74%	78%	85%	91%

Planning & Development Services Department Performance Measures for FY 2010										
	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10
E-Commerce										
Percent of Permits Issued On-Line	59%	55%	60%	60%	62%	55%	58%	57%	57%	58%
Percent of MEP Permits Issued On-Line	78%	65%	77%	65%	79%	74%	68%	67%	73%	70%
Percent of Inspections Scheduled On-Line	65%	76%	61%	76%	63%	60%	77%	73%	60%	65%
Percent of New Residential Permits On-Line	84%	65%	57%	79%	62%	66%	78%	73%	76%	78%
Development Activity Per FTE										
Land Development Applications	42	38	38	44	68	59	54	68	45	38
Building Development Permits	5,566	4631	4766	4,471	4398	6526	5916	5065	6244	5322
Total	5,608	4,669	4,804	4,515	4,466	6,585	5,970	5,133	6,289	5,360
Authorized Positions	242	242	242	242	242	242	242	242	242	242
Vacant Positions	18	20	24	25	26	27	30	32	35	38
Number of Active Employees	224	222	218	217	216	215	211	210	207	204
Average activity per Active Employee	25	21	22	21	21	31	28	24	30	26
Adjustment for Long Term Planning Active Employees	30	30	30	30	30	30	30	30	30	30
Average activity/Active Employee w/o Long-Term Planning	29	24	26	24	24	36	33	29	36	31