

Development Services Department Performance Measures for FY 2011												
	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11
Rights Determination (RD)												
Number of Rights Determination Applications Submitted	10	4	7	5	8	6	6	4	11	5	12	15
Number of Re-submittals					3	4	4	0	1	0	2	4
Number of Rights Determination Applications in Inventory					11	2	2	1	11	10	16	19
DSD - Technical Review					8	13	11.3	6	6	11	10	14.75
DSD - Resubmittals - Technical Review					2	6	8	0	0	0	13	13.25
CAO - Technical Review					47	27.16	10.4	16	6	17	16.2	60.25
CAO - Resubmittals - Technical Review					4	80	13	0	7	0	0	9
Zoning												
Number of Zoning Applications Submitted	12	21	17	11	16	30	19	17	24	11	11	24
Completeness Review Turnaround Time (Calendar Days)	2	2	2	2	2	2	2	2	2	2	2	2
Number of Cases Placed on Zoning Commission Agenda	11	13	26	16	8	14	28	29	22	19	11	19
Number of Cases Moved Forward to Council	10	12	24	16	7	12	24	20	17	18	9	15
Number of Cases Continued	1	1	1	0	1	2	4	8	4	1	1	2
Number of Cases Placed on City Council Agenda	24	22	14	22	22	5	17	23	32	0	33	10
Number of Zoning Verification Letter Requests Submitted	18	14	20	31	28	36	43	27	30	46	50	46
ZV Letter Average Turnaround Time (Working days)	5	6.54	4.57	6.73	6.57	5.95	5.3	6.53	6.69	6.2	5.57	5.68
Number of ZV Letters Exceeding 10-day Turnaround Goal	0	0	1	0	0	1	1	4	1	2	1	0
Plat Activity (Major and Minor)												
Number of Applications Submitted for Plat Number	33	30	17	33	25	31	40	29	36	40	32	47
Major Plat Activity												
Number of Plats Approved by Planning Commission	11	7	9	14	8	8	13	11	7	7	5	11
Number of Days from Plat # Issuance to Plat Package Submission	52	180	53	200	154	66	165	84	110	81	167	79
Staff Completeness Review - Longest Time												
Development Services Department	6	8	1	2	1	1	1	2	3	2	1	2
Historic Department	0	8	0	0	0	0	0	0	0	0	0	0
Parks & Recreation Department	6	7	5	27	5	6	5	4	5	4	3	4
SAWS	1	0	0	1	0	0	0	2	3	0	0	1
CPS	0	0	0	1	30	0	0	0	0	0	0	0
Average	3	5	1	6	7	1	1	2	2	1	1	1

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Technical Review - Longest Time	39	72	35	41	58	44	54	51	53	36	44	31
Development Services Department	23	14	20	18	18	19	11	23	24	7	20	12
Land Entitlement	14	14	10	10	12	4	11	15	19	7	10	9
Tree	23	6	18	18	5	19	10	23	24	6	8	10
Mapping	14	11	7	5	4	10	9	4	7	7	3	5
Streets	9	3	0	9	18	8	6	11	20	3	6	12
TIA	8	5	20	17	8	18	11	7	7	5	20	7
Average	14	8	11	12	9	12	9	12	15	6	9	9
PW (storm water)	33	72	35	41	48	44	54	45	40	26	44	31
Historic Department	21	21	9	14	27	10	21	28	35	25	22	21
CPS	39	53	29	37	13	35	47	51	22	29	19	29
Parks & Recreation Department	29	27	28	21	23	31	30	20	28	15	14	16
SAWS	16	16	30	21	58	16	33	50	53	36	12	17
Average	25	33	24	24	30	25	32	34	32	23	20	20
Customer Re-Submittal - Longest Time	67	129	68	76	126	97	99	131	129	46	87	121
Development Services Department	67	113	68	76	126	97	99	131	129	46	76	65
Land Entitlement	67	113	68	76	126	65	99	131	37	46	57	65
Tree	48	95	42	53	49	97	75	68	129	25	49	57
Mapping	11	25	13	17	18	19	13	28	20	20	9	27
Streets	29	2	7	40	18	19	12	52	24	3	55	28
TIA	4	22	6	16	30	29	11	26	22	19	76	2
Average	32	51	27	40	48	46	42	61	46	23	49	36
PW (storm water)	39	129	18	33	73	43	98	61	57	40	87	121
Historic Department	9	8	26	12	6	3	12	0	0	0	5	1
CPS	62	18	56	51	29	56	89	29	102	13	7	35
Parks & Recreation Department	11	25	8	2	0	20	38	0	4	0	0	0
SAWS	47	27	13	9	110	72	31	119	114	29	18	27
Average	33	43	25	25	44	40	52	45	54	17	28	37
Total City Time	45	80	40	68	88	50	59	55	58	40	47	35
Total Customer Time	119	309	121	276	280	163	264	215	239	127	254	200
Total Processing Time [includes staff's completeness & technical review and customer re-submittal cycle time (Months)]	4	7	4	5	7	5	5	6	6	3	4	5
Total Time [Total Processing Time put cycle time to submit plat package after receiving a plat number] (Months)	5	13	5	11	12	7	11	9	10	6	10	8
Average days	113	260	103	255	235	132	250	165	198	122	216	137
Average months	4	9	3	9	8	4	8	5	7	4	7	5

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Minor Plat Activity												
Number of Plats Approved	13	13	15	21	15	24	14	22	16	14	20	23
Number of Days from Plat # Issuance to Submission	90	33	57	41	102	54	41	44	28	32	88	104
Staff Completeness Review - Longest Time												
Development Services Department	0	1	1	1	1	1	1	1	1	1	1	1
Historic Department	0	1	0	0	0	0	0	0	0	0	0	0
Parks & Recreation Department	0	0	0	0	1	0	0	1	0	0	0	0
SAWS	0	0	0	0	0	0	0	0	0	0	0	0
CPS	0	0	0	0	0	0	0	0	0	0	0	0
Average	0	0	0	0								
Technical Review - Longest Time												
Development Services Department	10	11	12	12	12	11	23	9	5	5	6	13
Land Entitlement	5	7	4	5	5	9	4	4	5	4	5	6
Tree	5	4	3	3	5	4	4	4	5	3	5	5
Mapping	2	6	3	4	3	9	2	3	1	0	2	5
Streets	2	7	3	5	5	4	2	4	5	4	5	6
TIA	1	2	1	2	2	2	2	3	2	1	2	3
Average	2	5	3	4	4	5	2	4	3	2	3	4
PW (storm water)	10	11	12	12	12	11	8	9	2	4	4	7
Historic Department	1	3	4	2	3	5	3	7	3	1	5	5
CPS	2	4	8	10	8	7	23	8	6	5	6	13
Parks & Recreation Department	0	1	2	1	2	1	1	1	0	1	1	1
SAWS	2	3	3	4	3	3	7	1	2	1	2	2
Average	3	4	5	5	5	5	7	5	3	2	4	5
Customer Re-Submittal - Longest Time												
Development Services Department	29	25	26	28	60	25	36	27	18	15	19	72
Land Entitlement	29	25	26	28	60	25	15	21	12	9	19	72
Tree	9	11	10	16	32	18	36	19	14	2	12	45
Mapping	6	13	9	5	21	8	10	4	5	4	7	37
Streets	4	11	3	15	13	7	7	6	18	2	5	46
TIA	0	7	1	2	21	4	1	6	1	0	11	25
Average	10	13	10	13	29	12	14	11	10	3	11	45
PW (storm water)	8	13	25	11	34	12	22	27	7	15	17	47
Historic Department	0	0	0	5	8	4	0	0	0	0	1	0
CPS	4	12	6	9	11	1	14	11	2	0	7	25
Parks & Recreation Department	0	0	0	0	0	2	0	1	0	0	0	0
SAWS	5	7	5	2	1	2	5	1	2	0	1	1
Average	4	8	8	7	14	6	9	9	4	3	6	20

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Total City Time	10	12	13	13	13	12	24	10	6	6	7	14
Total Customer Time	119	58	83	69	162	79	77	71	46	47	107	176
Total Processing Time [includes staff's completeness & technical review and customer re-submittal cycle time (Months)]	1	1	1	1	2	1	2	1	1	1	1	3
Total Time [Total Processing Time put cycle time to submit plat package after receiving a plat number] (Months)	4	2	3	3	6	3	3	3	2	2	4	6
Average days	97	45	70	53	121	65	58	58	34	38	98	129
Average months	3	2	2	2	4	2	2	2	1	1	3	4
Number of Building Plans Submitted												
Walk through Plans (Commercial)	32	28	14	32	29	40	23	29	22	31	30	28
Minor Plans (Commercial)	73	83	53	80	31	90	73	83	77	68	86	54
Interior Finish-out Plans (Commercial)	35	44	30	62	17	56	66	62	44	30	58	27
New Commercial Construction	28	75	15	32	21	56	30	35	33	45	48	27
School District - New Construction	10	39	7	6	18	21	46	37	22	6	15	19
Site Work									18	15	21	7
Residential Plans	131	204	118	138	114	195	225	219	162	216	230	159
Average Calendar Days for Initial Review												
Walk through Plans (Commercial)	1	1	1	1	1	1	1	1	1	1	1	1
Minor Plans (Commercial)	7	7	7	8	7	8	10	10	10	7	5	5
Interior Finish-out Plans (Commercial)	9	10	13	15	16	16	14	16	16	16	16	16
New Commercial Construction	16	15	20	22	23	21	18	24	23	24	23	23
School District - New Construction	7	8	11	12	9	5	7	11	9	0	0	9
Site Work								12	14	11	9	11
Residential Plans (standard submittals)	1	2	5	4	3	2	2	3	3	2	2	2
Number of Inspections												
Plumbing	4363	4181	4040	3500	3456	4542	3884	4257	4849	4228	4946	4622
Electrical	2844	2622	2522	2476	2334	2875	2735	2925	3102	2972	3516	2987
Mechanical	2025	1813	1944	1750	1450	1846	1697	1847	1823	1841	2164	1900
Building	1859	1601	1624	1484	1345	1764	1642	1768	1980	1977	2254	1957
Sign	386	62	54	64	59	70	55	57	500	413	431	319
Fire (Certificate of Occupancy)	455	462	422	457	361	487	445	456	434	526	611	474
Residential Flatwork, New Construction	189	150	117	32	75	116	99	120	118	113	149	104

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	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11
% of Inspections as Scheduled												
Plumbing	87%	94%	99%	95%	99%	98%	98%	99%	98%	97%	98%	97%
Electrical	94%	89%	97%	96%	95%	97%	94%	96%	95%	98%	98%	98%
Mechanical	96%	99%	99%	97%	99%	99%	99%	98%	99%	97%	98%	99%
Building	87%	91%	95%	97%	99%	99%	98%	99%	95%	97%	98%	98%
Sign	97%	87%	74%	98%	95%	94%	73%	93%	99%	99%	97%	96%
Fire (Certificate of Occupancy)	98%	98%	97%	99%	98%	99%	97%	99%	99%	98%	98%	98%
Residential Flatwork, New Construction	94%	82%	96%	97%	88%	95%	95%	96%	96%	96%	97%	98%
Construction	100%	100%	100%	100%	100%	99%	100%	100%	100%	96%	98%	
Average Number of Telephone Calls Per Day												
Total Calls	675	649	569	586	564	588	642	658	652	633	638	634
Percent of Telephone Calls Abandoned by Customer												
Department Average	4%	4%	3%	2%	2%	1%	3%	4%	3%	3%	4%	8%
Average Customer Wait Time at One Stop Counter												
Percent of Customers Served within 10 Minutes	73%	64%	60%	66%	57%	54%	50%	57%	68%	76%	71%	75%
Percent of Customers Served within 20 Minutes	87%	82%	77%	80%	73%	72%	69%	71%	83%	91%	89%	90%
Percent of Customers Served within 30 Minutes	92%	91%	89%	90%	84%	84%	85%	82%	91%	97%	96%	96%
E-Commerce												
Percent of Permits Issued On-Line	56%	56%	59%	56%	56%	55%	56%	57%	63%	59%	61%	57%
Percent of MEP Permits Issued On-Line	73%	76%	79%	77%	78%	77%	79%	77%	83%	80%	82%	78%
Percent of Inspections Scheduled On-Line	58%	65%	67%	63%	56%	64%	65%	66%	68%	65%	67%	66%
Percent of New Residential Permits On-Line	73%	80%	79%	72%	61%	73%	76%	70%	70%	73%	72%	65%
Total Land Development & Building Development Applications/Permits												
Land Development Applications	55	55	41	49	49	67	65	50	71	56	55	86
Building Development Permits	5,280	5,072	5,172	5,506	4,403	5,799	5,364	5,900	6,146	5,468	6,618	5,611
Total	5,335	5,127	5,213	5,555	4,452	5,866	5,429	5,950	6,217	5,524	6,673	5,697
Development Activity Per FTE												
Authorized Positions	212	212	212	212	212	212	212	212	212	212	212	212
Vacant Positions	36	36	36	36	34	33	32	31	33	36	38	22
Number of Active Employees	176	176	176	176	178	179	180	181	179	176	174	190
Average Activity/Active Employee	30	29	30	32	25	33	30	33	35	31	38	30