

Development Services Department Performance Measures for FY 2012													
	Goals	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12
Rights Determination (RD)													
Number of Rights Determination Applications Submitted	No Goal	9	2	8	2	7	6	11	12	4	4	3	1
Number of Resubmittals/Final Determinations (as of July)	No Goal	7	2	2	3	3	4	7	10	14	9	2	3
Number of Rights Determination Applications in Inventory	No Goal	6	3	7	7	14	14	18	14	9	5	2	3
DSD - Initial Review - Technical Review	20 Days	6	20	5	11	7	15	9	11.5	6.5	8	1	16
DSD - Resubmittals - Technical Review	20 Days	11	0	0	0	0	0	NA	10.5	5.86	14	NA	5
CAO - Initial Review -Technical Review	20 Days	29	46	11	19	28	31	17.3	16.25	14.6	23	21	9
CAO - Resubmittals - Technical Review	20 Days	11	52	7	36	23	0	20.5	20	13.2	22.6	17.6	NA
Zoning													
Number of Zoning Applications Submitted	No Goal	10	14	23	12	29	25	19	21	19	18	20	17
Completeness Review Turnaround Time (Calendar Days)	2 Days	2	2	2	2	2	2	2	2	2	2	2	2
Number of Cases Placed on Zoning Commission Agenda	No Goal	19	21	16	7	27	30	26	35	27	24	36	18
Number of Cases Moved Forward to Council	No Goal	11	17	14	6	23	27	12	22	16	17	30	17
Number of Cases Continued	No Goal	6	4	1	0	4	3	11	11	4	5	6	0
Number of Cases Placed on City Council Agenda	No Goal	20	16	19	21	16	22	0	34	25	21	23	15
Number of Zoning Verification Letter Requests Submitted	No Goal	116	43	50	25	73	76	57	39	24	63	49	60
Number of Zoning Verification Letter Requests Completed	No Goal	82	61	49	48	69	69	56	50	20	51	43	52
ZV Letter Average Turnaround Time (Working days)	10 Days	5.5	7	7.18	4.6	3	4.9	4.3	2.42	4.05	2.61	2.84	2.4
Number of ZV Letters Exceeding 10-day Turnaround Goal	No Goal	3	7	5	3	2	1	0	2	1	0	0	0
Percent of ZV Letters Meeting 10-day Turnaround Goal	95%	96%	89%	90%	94%	97%	99%	100%	96%	95%	100%	100%	100%
Plat Activity (Major and Minor)													
Number of Applications Submitted for Plat Number	No Goal	50	49	46	42	22	53	35	43	39	47	35	54
Major Plat Activity													
Number of Plats Approved by Planning Commission	No Goal	5	5	7	6	8	13	13	22	8	10	11	7
Number of Days from Plat # Issuance to Plat Package Submission	No Goal	89	92	76	93	139	118	105	137	153	81	95	192
Staff Completeness Review - Longest Time													
Development Services Department	5 Days	5	4	4	1	5	3	4	3	4	4	4	0
Historic Department	5 Days	1	0	0	0	0	0	0	0	0	0	0	0
Parks & Recreation Department	5 Days	4	5	6	4	8	6	5	5	4	5	3	2
SAWS	5 Days	1	0	1	1	0	0	1	14	1	0	2	1
CPS	5 Days	0	0	112	29	0	36	12	9	0	0	0	0
Average	5 Days	2	2	25	7	3	9	4	6	2	2	2	1
Technical Review - Longest Time													
Development Services Department	34 Days	38	56	126	33	32	47	35	36	28	32	33	30
Land Entitlement	34 Days	17	31	24	9	24	45	20	16	16	22	20	16
Tree	34 Days	17	2	8	8	21	45	19	4	2	9	3	5
Mapping	34 Days	8	8	6	4	7	9	6	8	4	10	8	16
Streets	34 Days	4	13	9	0	0	3	1	6	4	3	1	5
TIA	34 Days	3	13	5	3	9	4	12	6	9	5	3	8
Average	34 Days	10	11	10	5	12	18	12	8	7	10	7	10

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PW (storm water)	34 Days	26	13	24	27	32	30	35	36	26	26	33	30
Historic Department	34 Days	6	23	13	9	12	19	8	15	12	13	15	26
CPS	34 Days	38	41	126	33	25	47	33	28	22	32	21	16
Parks & Recreation Department	34 Days	18	18	30	20	21	25	23	21	20	27	21	19
SAWS	34 Days	23	56	47	13	17	25	21	14	28	20	33	26
Average	34 Days	20	27	42	18	20	27	22	20	19	21	22	21
Customer Re-Submittal - Longest Time													
Development Services Department	No Goal	46	107	58	47	96	98	108	95	57	70	162	155
Land Entitlement	No Goal	46	107	58	47	92	79	108	95	57	70	91	112
Tree	No Goal	20	107	13	25	92	79	108	95	55	45	60	112
Mapping	No Goal	46	45	51	47	34	59	92	61	57	70	91	34
Streets	No Goal	3	13	53	5	58	54	57	44	33	12	42	14
TIA	No Goal	14	17	36	0	7	10	0	38	44	28	18	53
Average	No Goal	7	60	14	1	36	26	49	40	36	23	51	26
PW (storm water)	No Goal	18	48	33	16	45	46	61	56	45	36	52	
Historic Department	No Goal	22	44	58	17	96	56	94	65	36	22	27	124
CPS	No Goal	0	0	0	0	0	1	14	2	0	0	0	0
Parks & Recreation Department	No Goal	5	81	10	24	39	98	73	59	18	41	162	17
SAWS	No Goal	0	0	0	0	17	0	11	2	0	1	2	12
Average	No Goal	21	45	20	11	41	53	29	14	27	44	16	155
Total City Time	No Goal	11	36	20	11	40	42	47	33	21	24	43	62
Total Customer Time	No Goal	43	61	238	62	40	83	47	50	32	37	37	32
	No Goal	135	199	134	140	235	216	213	232	210	151	257	347
Total Time [Total Processing Time - staff completeness and technical review and customer re-submittal time] (Months using longest review time)													
	No Goal	3.0	5.6	9.9	3.6	4.5	6.0	5.2	4.8	3.0	3.6	6.6	6.2
Average days	No Goal	33	65	87	36	62	79	73	59	42	47	67	83
Average months	No Goal	1	2	3	1	2	3	2	2	1	2	2	3
Minor Plat Activity													
Number of Plats Approved	No Goal	22	21	26	20	25	18	20	32	26	26	25	18
Number of Days from Plat # Issuance to Submission	No Goal	43	39	62	45	63	30	78	110	35	40	84	32
Staff Completeness Review - Longest Time													
Development Services Department	3 Days	2	3	7	8	1	2	2	1	3	2	2	1
Historic Department	3 Days	2	1	7	1	1	1	2	1	1	2	2	1
Parks & Recreation Department	3 Days	0	0	4	0	0	0	0	0	0	0	0	0
SAWS	3 Days	1	1	0	0	0	0	0	0	0	0	0	0
CPS	3 Days	0	0	0	0	0	0	0	0	0	1	0	0
Average	3 Days	0	3	6	8	1	2	2	0	3	0	0	0
	3 Days	1	1	3	2	0	1	1	0	1	1	0	0
Technical Review - Longest Time													
Development Services Department	10 Days	10	15	22	13	8	7	9	6	8	15	8	6
Land Entitlement	10 Days	6	6	7	6	7	7	7	6	8	12	8	6
Tree	10 Days	6	6	7	6	7	7	7	6	8	12	8	6
Mapping	10 Days	6	0	1	0	0	0	0	1	0	0	0	3
Streets	10 Days	3	3	3	3	5	3	3	3	6	8	5	5
	10 Days	1	1	1	1	2	1	2	2	1	1	1	1

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	Goals	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12
TIA	10 Days	2	2	3	3	6	2	5	1	2	3	1	3
Average	10 Days	4	2	3	3	4	3	3	3	3	5	3	4
PW (storm water)	10 Days	4	4	4	9	5	2	5	3	3	15	5	5
Historic Department	10 Days	4	2	4	3	3	4	5	4	5	5	4	4
CPS	10 Days	10	15	22	13	8	3	9	5	6	6	8	2
Parks & Recreation Department	10 Days	2	2	2	2	0	1	2	2	1	2	3	0
SAWS	10 Days	2	1	1	5	3	3	2	2	3	3	5	2
Average	10 Days	4	4	6	6	4	3	4	3	4	6	5	3
Customer Re-Submittal - Longest Time													
Development Services Department	No Goal	36	25	22	47	37	30	51	24	27	27	50	30
Land Entitlement	No Goal	36	25	18	47	37	30	51	24	27	27	50	30
Tree	No Goal	9	25	16	46	28	9	48	23	14	27	50	28
Mapping	No Goal	10	15	9	20	19	21	28	16	10	17	36	26
Streets	No Goal	21	10	11	7	19	17	42	12	18	18	29	22
TIA	No Goal	7	4	4	24	14	6	13	12	4	16	9	1
Average	No Goal	17	16	12	29	23	17	36	17	15	19	35	21
PW (storm water)	No Goal	20	12	5	19	26	4	16	22	8	17	33	23
Historic Department	No Goal	0	1	4	0	1	0	2	0	0	1	0	0
CPS	No Goal	11	1	22	6	13	11	6	14	10	20	23	27
Parks & Recreation Department	No Goal	0	8	2	0	0	0	0	2	0	0	0	1
SAWS	No Goal	1	0	1	5	8	3	7	4	2	4	0	6
Average	No Goal	8	6	8	10	12	6	11	10	6	10	15	13
Total City Time		12	18	29	21	9	9	11	7	11	17	10	7
Total Customer Time	No Goal	79	64	84	92	100	60	129	134	62	67	134	62
Total Processing Time [includes staff's completeness & technical review (Days using longest review time)]	13 Days	12	18	29	21	9	9	11	7	11	17	10	7
Total Time [Total Processing Time - staff completeness and technical review and customer re-submittal time] (Months using longest review time)	No Goal	48	43	51	68	46	39	62	31	38	44	60	37
Average days	No Goal	13	12	17	17	16	9	16	13	10	17	20	16
Average months	No Goal	0.4	0.4	0.6	0.6	0.5	0.3	0.5	0.4	0.3	0.6	0.7	0.5
Number of Building Plans Submitted													
Walk through Plans (Commercial)	No Goal	21	32	21	12	23	21	39	21	21	22	20	15
Minor Plans (Commercial)	No Goal	58	72	95	58	78	135	129	115	76	18	21	6
Interior Finish-out Plans (Commercial)	No Goal	46	35	50	41	43	24	36	43	29	90	72	46
New Commercial Construction	No Goal	45	34	48	23	47	28	53	36	29	30	40	19
School District - New Construction	No Goal	21	17	10	20	41	38	32	22	7	14	11	10
Site Work	No Goal	14	9	7	16	21	13	17	3	11	11	13	4
Residential Plans		285	263	137	219	244	215	238	230	181	171	181	90
Average Calendar Days for Initial Review													
Walk through Plans (Commercial)	1 Day	1	1	1	1	1	1	1	1	1	1	1	1
Minor Plans (Commercial)	8 Days	3	9	4	5	3	3	3	3	4	6	4	3

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	Goals	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12
Complex Commercial Plans	18 Days	20	20	19	21	20	19	18	18	19	19	19	19
School District - New Construction	15 Days	4	7	16	13	15	12	11	12	8	7	12	16
Site Work	8 Days	11	9	11	9	9	10	10	13	6	10	11	8
Residential Plans (standard submittals)	3 Days	4	4	2	2	2	2	2	2	3	3	3	2
Number of Inspections													
Plumbing	No Goal	4325	3671	4649	4528	4729	4983	5296	5415	4237	5127	4327	3711
Electrical	No Goal	2687	2598	2888	2748	3177	3035	3274	3359	2812	3476	2858	2393
Mechanical	No Goal	1760	1608	1678	1638	2063	1937	1909	2146	1564	1937	1666	1287
Building	No Goal	1913	1777	1672	1774	2144	2230	2425	2345	1874	2268	2066	1531
Sign	No Goal	104	96	124	80	126	533	525	460	158	216	171	83
Fire (Certificate of Occupancy)	No Goal	490	421	413	450	452	397	375	558	459	511	429	333
Residential Flatwork, New Construction	No Goal	109	93	94	104	90	90	101	117	110	106	114	102
Construction	No Goal	1038	890	1115	1181	1305	1162	1349	1781	1099	1343	1380	970
% of Inspections as Scheduled													
Plumbing	95%	98%	99%	99%	99%	98%	95%	95%	95%	92%	82%	86%	93%
Electrical	95%	99%	99%	98%	98%	97%	98%	96%	96%	97%	90%	97%	97%
Mechanical	95%	99%	99%	99%	99%	99%	99%	97%	99%	98%	97%	98%	98%
Building	95%	99%	99%	96%	91%	88%	86%	94%	94%	96%	95%	99%	98%
Sign	95%	82%	93%	100%	100%	100%	100%	100%	99%	100%	100%	99%	99%
Fire (Certificate of Occupancy)	95%	98%	99%	97%	98%	97%	97%	97%	97%	98%	97%	97%	96%
Residential Flatwork, New Construction	95%	97%	97%	96%	97%	100%	99%	93%	93%	100%	98%	96%	92%
Construction	95%	100%	100%	91%	83%	94%	95%	96%	100%	98%	98%	98%	98%
Average Number of Telephone Calls Per Day													
Total Calls	No Goal	485	463	502	512	501	511	510	510	498	523	511	480
Percent of Telephone Calls Abandoned by Customer													
Department Average	5%	1%	1%	2%	2%	2%	2%	3%	5%	3%	2%	1%	1%
Average Customer Wait Time at One Stop Counter													
Percent of Customers Served within 10 Minutes	65%	57%	62%	50%	54%	61%	59%	56%	64%	72%	73%	70%	72%
Percent of Customers Served within 20 Minutes	80%	78%	82%	69%	75%	79%	79%	75%	80%	89%	86%	89%	87%
Percent of Customers Served within 30 Minutes	85%	91%	93%	82%	87%	90%	91%	87%	89%	96%	94%	96%	95%
E-Commerce													
Percent of Permits Issued On-Line	No Goal	56%	55%	52%	57%	56%	60%	58%	55%	58%	62%	55%	61%
Total Number of Inspections Scheduled	No Goal		72%	51%	66%	63%	63%	70%	71%	70%	67%	72%	72%
Percent of MEP Permits Issued On-Line	No Goal	77%	78%	80%	68%	77%	82%	76%	71%	77%	79%	73%	82%
Percent of New Residential Permits On-Line	No Goal	55%	43%	51%	69%	63%	70%	80%	65%	66%	74%	62%	70%
Total Land Development & Building Development Applications/Permits													
Land Development Applications	No Goal	69	65	77	56	58	84	65	76	62	69	58	72
Building Development Permits	No Goal	4763	3846	5036	4786	5243	5440	4873	5953	5007	5832	4964	3967
Total	No Goal	4832	3911	5113	4842	5301	5524	4938	6029	5069	5901	5022	4039

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	Goals	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12
Development Activity Per FTE													
Authorized Positions	218	214	214	214	214	214	214	214	214	214	218	218	218
Vacant Positions	22	32	28	29	23	29	28	24	19	16	22	20	21
Number of Active Employees	196	182	186	185	191	185	186	190	195	198	196	198	197
Average Activity/Active Employee	26	27	21	28	25	29	30	26	31	26	30	25	21