



## Development Services Department Performance Measures for FY 2013



	Goals	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
<b>Rights Determination (RD)</b>													
Number of Rights Determination Applications Submitted	No Goal	4	3	1	9	9	7	4	6	6	7	5	7
Number of Final Determinations	No Goal	9	2	3	4	10	5	7	5	6	5	3	3
Number of Rights Determination Applications in Inventory	No Goal	5	2	3	8	7	9	5	3	6	4	3	12
DSD - Initial Review - Technical Review	20 Days	8	1	16	8.75	9.6	10	NA	4.5	8	5.5	5.6	10.5
DSD - Resubmittals - Technical Review	20 Days	14	NA	5	5	10.75	7	6	4	5.5	NA	19	NA
CAO - Initial Review - Technical Review	20 Days	23	21	9	NA	16	20.6	12.5	13	10	17	3	14
CAO - Resubmittals - Technical Review	20 Days	22.6	17.6	NA	NA	10.6	11	3	9	NA	20	9	NA
<b>Zoning</b>													
Number of Zoning Applications Submitted	No Goal	18	20	17	17	16	18	22	21	12	23	22	15
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	24	36	18	17	22	20	25	33	12	20	26	22
Number of Cases Moved Forward to Council	No Goal	17	30	17	14	15	15	21	19	7	14	23	20
Number of Cases Continued	No Goal	5	6	0	3	6	3	3	7	2	6	3	2
Number of Cases Placed on City Council Agenda	No Goal	21	23	15	29	18	22	16	26	25	0	23	26
Number of Zoning Verification Letter Requests Submitted	No Goal	63	49	60	25	45	37	50	45	110	45	87	45
Number of Zoning Verification Letter Requests Completed	No Goal	51	43	52	46	44	37	46	45	102	40	80	58
ZV Letter Average Turnaround Time (Working days)	10 Days	2.61	2.84	2.4	2.17	3.11	2.35	3.07	4.11	5.42	5.975	5.11	4.83
Number of ZV Letters Exceeding 10-day Turnaround Goal	No Goal	0	0	0	0	0	1	0	1	0	0	0	0
Percent of ZV Letters Meeting 10-day Turnaround Goal	95%	100%	100%	100%	100%	100%	97%	100%	98%	100%	100%	100%	100%
<b>Plat Activity (Major and Minor)</b>													
Number of Applications Submitted for Plat Number	No Goal	47	35	54	63	41	206	29	36	40	43	51	38
Lots ICL	No Goal												92
Lots OCL	No Goal												437
<b>Major Plat Activity</b>													
Number of Plats Approved by Planning Commission	No Goal	10	11	7	19	17	13	15	11	17	12	15	11
Number of Days from Plat # Issuance to Plat Package Submission	No Goal	81	95	192	109	150	79	200	87	125	64	69	102
<b>Staff Completeness Review - Longest Time</b>													
Development Services Department	5 Days	4	4	0	3	3	3	3	4	3	4	2	3
Historic Department	5 Days	0	0	0	0	0	0	0	0	0	0	0	0
Parks & Recreation Department	5 Days	5	3	2	2	2	2	2	2	1	2	2	1
SAWS	5 Days	0	2	1	1	1	2	1	1	2	2	1	0
CPS	5 Days	0	0	0	0	0	15	0	0	0	20	0	0
Average	5 Days	2	2	1	1	1	4	1	1	1	6	1	1
<b>Technical Review - Longest Time</b>													
Development Services Department	34 Days	32	33	30	31	31	28	27	31	33	32	32	25
Development Services Department	34 Days	22	20	16	21	13	19	15	29	22	22	23	15





## Development Services Department Performance Measures for FY 2013



	Goals	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Parks & Recreation Department	<b>3 Days</b>	0	0	0	0	0	0	0	0	0	0	0	0
SAWS	<b>3 Days</b>	1	0	0	0	4	0	0	0	0	0	0	2
CPS	<b>3 Days</b>	0	0	0	0	0	0	0	0	0	0	0	0
Average	<b>3 Days</b>	1	0	0	0	1	0	0	0	1	1	1	1
<b>Technical Review - Longest Time</b>													
Development Services Department	<b>10 Days</b>	<b>15</b>	<b>8</b>	<b>6</b>	<b>9</b>	<b>9</b>	<b>8</b>	<b>10</b>	<b>9</b>	<b>8</b>	<b>10</b>	<b>9</b>	<b>8</b>
Land Entitlement	<b>10 Days</b>	<b>12</b>	<b>8</b>	<b>6</b>	7	7	6	5	9	7	7	5	8
Tree	<b>10 Days</b>	0	0	3	0	0	0	0	0	0	1	1	0
Mapping	<b>10 Days</b>	8	5	5	4	8	8	10	7	8	10	9	6
Streets	<b>10 Days</b>	1	1	1	1	1	1	1	1	1	1	1	0
TIA	<b>10 Days</b>	3	1	3	2	1	1	1	1	1	1	2	1
Average	<b>10 Days</b>	5	3	4	3	3	3	3	4	3	4	4	3
PW (storm water)	<b>10 Days</b>	<b>15</b>	5	5	5	6	6	4	6	5	4	6	4
Historic Department	<b>10 Days</b>	5	4	4	5	5	6	6	6	5	4	6	4
CPS	<b>10 Days</b>	6	8	2	9	9	4	2	8	2	5	2	3
Parks & Recreation Department	<b>10 Days</b>	2	3	0	3	2	1	1	2	2	1	1	2
SAWS	<b>10 Days</b>	3	5	2	4	3	3	3	2	3	2	3	3
Average	<b>10 Days</b>	6	5	3	5	5	4	3	5	3	3	4	3
<b>Customer Re-Submittal - Longest Time</b>													
Development Services Department	<b>No Goal</b>	<b>27</b>	<b>50</b>	<b>30</b>	<b>55</b>	<b>35</b>	<b>21</b>	<b>28</b>	<b>33</b>	<b>28</b>	<b>16</b>	<b>21</b>	<b>34</b>
Land Entitlement	<b>No Goal</b>	17	50	30	43	28	21	18	30	28	16	21	34
Tree	<b>No Goal</b>	27	50	28	43	18	19	28	33	18	12	13	17
Mapping	<b>No Goal</b>	17	36	26	29	32	16	10	23	10	12	7	15
Streets	<b>No Goal</b>	18	29	22	55	24	11	3	24	18	8	6	27
TIA	<b>No Goal</b>	16	9	1	0	6	13	0	7	7	5	6	8
Average	<b>No Goal</b>	19	35	21	34	22	16	12	23	16	11	11	20
PW (storm water)	<b>No Goal</b>	17	33	23	47	35	18	13	28	23	6	14	8
Historic Department	<b>No Goal</b>	1	0	0	12	0	0	1	0	0	5	2	0
CPS	<b>No Goal</b>	20	23	27	47	32	17	12	26	24	15	5	33
Parks & Recreation Department	<b>No Goal</b>	0	0	1	17	0	0	0	0	3	1	0	11
SAWS	<b>No Goal</b>	4	0	6	4	4	9	2	18	4	10	7	9
Average	<b>No Goal</b>	10	15	13	27	15	10	7	16	12	8	6	14
Total City Time		17	10	7	10	13	10	12	11	11	13	12	10
Total Customer Time	<b>No Goal</b>	67	134	62	126	80	60	67	70	66	55	85	106
<b>Total Processing Time [includes staff's completeness &amp; technical review (Days using longest review time)]</b>													
	<b>13 Days</b>	17	10	7	10	13	10	12	11	11	13	12	10



**Development Services Department  
Performance Measures for FY 2013**



	Goals	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
<b>Total Time [Total Processing Time - staff completeness and technical review and customer re-submittal time] (Days using longest review time)</b>	<b>No Goal</b>	44	60	37	65	48	31	40	44	39	29	33	44
<b>Average days</b>	<b>No Goal</b>	17	20	16	32	21	14	10	21	16	12	11	18
<b>Average months</b>	<b>No Goal</b>	0.6	0.7	0.5	1.1	0.7	0.5	0.3	0.7	0.5	0.4	0.4	0.6
<b>Number of Building Plans Submitted</b>													
Walk through Plans (Commercial)	<b>No Goal</b>	22	20	15	29	18	19	16	26	18	22	31	22
Minor Plans (Commercial)	<b>No Goal</b>	18	21	6	25	31	38	65	35	28	32	53	27
Interior Finish-out Plans (Commercial)	<b>No Goal</b>	90	72	46	106	93	126	31	96	70	100	70	66
New Commercial Construction	<b>No Goal</b>	30	40	19	37	36	35	43	59	44	62	40	46
School District - New Construction	<b>No Goal</b>	14	11	10	6	14	32	24	43	45	51	64	67
Site Work	<b>No Goal</b>	11	13	4	13	13	23	28	49	18	39	19	16
Residential Plans		171	181	90	196	202	302	214	282	223	211	252	135
<b>Average Calendar Days for Initial Review</b>													
Walk through Plans (Commercial)	<b>1 Day</b>	1	1	1	1	1	1	1	1	1	1	1	1
Minor Plans (Commercial)	<b>8 Days</b>	6	4	3	5	4	3	3	4	3	5	3	4
Complex Commercial Plans	<b>18 Days</b>	19	19	19	17	15	14	13	13	16	15	14	13
School District - New Construction	<b>15 Days</b>	7	12	16	10	6	8	13	8	9	7	8	5
Site Work	<b>8 Days</b>	10	11	8	8	7	6	5	6	6	4	4	3
Residential Plans (standard submittals)	<b>3 Days</b>	3	3	2	3	3	2	2	2	2	2	2	2
<b>Number of Inspections</b>													
Plumbing	<b>No Goal</b>	5127	4327	3711	4891	4116	4629	4717	4786	4407	4886	5027	4235
Electrical	<b>No Goal</b>	3476	2858	2393	3130	2884	2857	2876	3000	2811	3145	3295	2825
Mechanical	<b>No Goal</b>	1937	1666	1287	1773	1478	1458	1659	1731	1758	1873	1990	1809
Building	<b>No Goal</b>	2268	2066	1531	2113	1881	2063	1921	2322	2128	2389	2731	2588
Sign	<b>No Goal</b>	216	171	83	133	231	223	328	739	791	385	216	235
Fire (Certificate of Occupancy)	<b>No Goal</b>	511	429	333	445	345	352	393	491	331	430	603	427
Residential Flatwork, New Construction	<b>No Goal</b>	106	114	102	93	104	65	95	110	112	109	90	96
Construction	<b>No Goal</b>	1343	1380	970	1190	1457	1648	1719	1604	1552	1652	2451	1718
<b>% of Inspections as Scheduled</b>													
Plumbing	<b>95%</b>	82%	86%	93%	98%	96%	99%	99%	99%	99%	98%	99%	99%
Electrical	<b>95%</b>	90%	97%	97%	98%	97%	99%	99%	99%	100%	99%	100%	99%
Mechanical	<b>95%</b>	97%	98%	98%	99%	99%	99%	99%	99%	98%	99%	99%	99%
Building	<b>95%</b>	95%	99%	98%	99%	99%	98%	98%	98%	97%	98%	99%	99%
Sign	<b>95%</b>	100%	99%	99%	100%	91%	34%	15%	62%	83%	98%	100%	99%
Fire (Certificate of Occupancy)	<b>95%</b>	97%	97%	96%	98%	97%	97%	97%	98%	97%	98%	96%	97%
Residential Flatwork, New Construction	<b>95%</b>	98%	96%	92%	97%	96%	92%	95%	95%	94%	94%	99%	97%



**Development Services Department  
Performance Measures for FY 2013**



	Goals	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Construction	<b>95%</b>	98%	98%	98%	99%	99%	98%	99%	99%	100%	100%	100%	100%
<b>Average Number of Telephone Calls Per Day</b>													
Total Calls	<b>No Goal</b>	523	511	480	480	506	500	534	507	512	511	523	522
<b>Percent of Telephone Calls Abandoned by Customer</b>													
Department Average	<b>5%</b>	2%	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%	2%
<b>Average Customer Wait Time at One Stop Counter</b>													
Percent of Customers Served within 10 Minutes	<b>65%</b>	73%	70%	72%	64%	77%	61%	66%	71%	76%	79%	69%	62%
Percent of Customers Served within 20 Minutes	<b>80%</b>	86%	89%	87%	83%	91%	78%	83%	86%	88%	93%	85%	82%
Percent of Customers Served within 30 Minutes	<b>85%</b>	94%	96%	95%	91%	97%	89%	92%	94%	94%	97%	94%	90%
<b>E-Commerce</b>													
Percent of Permits Issued On-Line	<b>No Goal</b>	62%	55%	61%	58%	60%	58%	62%	58%	57%	64%	63%	56%
Total Number of Inspections Scheduled	<b>No Goal</b>	67%	72%	72%	71%	70%	69%	68%	66%	65%	65%	65%	64%
Percent of MEP Permits Issued On-Line	<b>No Goal</b>	79%	73%	82%	75%	83%	80%	82%	76%	74%	83%	84%	70%
Percent of New Residential Permits On-Line	<b>No Goal</b>	74%	62%	70%	76%	72%	65%	74%	69%	64%	73%	71%	50%
<b>Total Land Development &amp; Building Development Applications/Permits</b>													
Land Development Applications	<b>No Goal</b>	69	58	72	89	66	231	55	63	58	73	78	60
Building Development Permits	<b>No Goal</b>	5832	4964	3967	5421	4940	5238	5678	5794	6080	5603	5720	5453
Total	<b>No Goal</b>	5901	5022	4039	5510	5006	5469	5733	5857	6138	5676	5798	5513
<b>Development Activity Per FTE</b>													
Authorized Positions	<b>218</b>	218	218	218	218	218	218	218	218	218	218	218	218
Vacant Positions	<b>22</b>	22	20	21	18	16	18	18	19	16	16	18	20
Number of Active Employees	<b>196</b>	196	198	197	200	202	200	200	199	202	202	200	198
<b>Average Activity/Active Employee</b>	<b>26</b>	<b>30</b>	<b>25</b>	<b>21</b>	<b>28</b>	<b>25</b>	<b>27</b>	<b>29</b>	<b>29</b>	<b>30</b>	<b>28</b>	<b>29</b>	<b>28</b>