



Development Services Department Performance Measures for FY 2014



Metrics	Goals	2013			2014								
		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep
Rights Determination (RD)													
Number of Rights Determination Applications Submitted	No Goal	7	3	4	6	3	11	5	4	6	6	8	6
Number of Final Determinations	No Goal	9	8	3	4	4	2	1	3	6	12	8	4
Number of Rights Determination Applications in Inventory	No Goal	5	5	6	10	7	17	17	21	18	13	12	15
DSD - Initial Review - Technical Review	20 Days	5	15	1	1	NA	12	NA	8	11	12	13	NA
DSD - Resubmittals - Technical Review	20 Days	NA	NA	1	1	NA	1	NA	1	4	1	1	NA
CAO - Initial Review - Technical Review	20 Days	11	7.4	4	1	6	NA	16	NA	15	16	17	11
CAO - Resubmittals - Technical Review	20 Days	13	3	1	1	3	NA	NA	NA	6	1	13	3
Zoning													
Number of Zoning Applications Submitted	No Goal	27	20	14	30	31	10	31	21	14	23	29	18
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	18	30	30	19	27	29	30	33	17	24	31	40
Number of Cases Moved Forward to Council	No Goal	12	25	27	16	20	17	21	27	12	17	18	24
Number of Cases Continued	No Goal	3	4	2	0	6	5	3	3	4	5	8	10
Number of Cases Placed on City Council Agenda	No Goal	19	19	32	21	19	21	17	27	35	0	33	21
Number of Zoning Verification Letter Requests Submitted	No Goal	78	48	32	50	24	49	56	44	38	48	48	32
Number of Zoning Verification Letter Requests Completed	No Goal	62	58	36	43	24	44	46	56	33	59	43	36
ZV Letter Average Turnaround Time (Working days)	10 Days	5.68	5.88	4.69	4.3	5.75	5.52	5.46	6.14	4.64	6.05	3.04	2.16
Number of ZV Letters Exceeding 10-day Turnaround Goal	No Goal	0	0	0	0	0	0	0	0	0	1	0	1
Percent of ZV Letters Meeting 10-day Turnaround Goal	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%	100%	100%
Plat Activity (Major and Minor)													
Number of Applications Submitted for Plat Number	No Goal	62	35	34	30	47	43	42	55	54	55	42	63
Lots ICL - Platted/approved	No Goal	192	26	642	79	46	284	74	127	108	99	234	330
Lots OCL - Platted/approved	No Goal	208	2	587	72	196	232	337	910	99	106	346	208
Major Plat Activity													
Number of Plats Approved	No Goal	11	2	23	10	6	17	15	31	5	9	16	13
Number of Days from Plat # to Technical Submission	No Goal	158	19	140	149	145	104	104	137	232	131	134	165
Staff Completeness Review - Longest Time													
Development Services Department	5 Days	3	2	4	4	3	4	4	5	6	4	4	19
Historic Department	5 Days	0	0	0	1	3	1	0	0	0	0	3	0



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Parks & Recreation Department	5 Days	1	0	1	1	1	1	1	1	0	4	2	1
SAWS	5 Days	0	1	1	0	2	1	0	5	2	0	0	0
CPS Energy	5 Days	1	0	0	0	2	2	0	1	0	1	1	19
Average	5 Days	1	1	1	1	2	2	1	2	2	2	2	4
Technical Review - Longest Time	34 Days	37	23	31	31	30	27	35	35	36	38	34	36
Development Services Department	20 Days	17	11	22	21	26	25	35	23	32	22	20	15
Land Entitlement	20 Days	17	11	22	21	26	25	35	23	32	22	20	15
Tree	20 Days	4	0	7	6	4	21	3	3	4	5	1	1
Mapping	20 Days	15	6	16	10	11	14	10	12	7	9	11	15
Streets	20 Days	2	0	4	3	1	4	2	2	6	3	3	6
TIA	20 Days	2	2	3	5	1	10	3	4	14	1	1	3
Average	34 Days	8	4	10	9	9	15	11	9	13	8	7	8
Transportation & Capital Improvements (storm water)	34 Days	27	21	27	31	30	27	31	35	30	32	28	36
Historic Department	34 Days	20	23	19	11	21	20	20	20	16	15	10	4
CPS Energy	34 Days	37	3	31	19	21	25	25	30	31	34	23	22
Parks & Recreation Department	34 Days	24	6	22	15	24	18	17	21	17	22	18	23
SAWS	34 Days	25	10	25	12	17	22	22	32	36	38	34	34
Average	34 Days	24	11	22	16	20	21	21	24	24	25	20	21
Customer Re-Submittal - Longest Time	No Goal	94	18	72	127	114	50	59	69	119	119	105	58
Development Services Department	No Goal	94	18	54	114	80	50	59	59	119	119	58	43
Land Entitlement	No Goal	94	7	54	35	66	50	19	59	119	93	58	43
Tree	No Goal	27	18	44	114	22	49	59	69	61	30	56	57
Mapping	No Goal	49	5	26	96	80	14	42	38	17	119	34	51
Streets	No Goal	34	14	21	41	21	42	25	6	17	79	49	55
TIA	No Goal	78	9	11	23	2	23	22	18	84	17	27	25
Average	No Goal	56	11	31	62	38	36	33	38	60	68	45	46
Transportation & Capital Improvements (storm water)	No Goal	80	0	68	112	114	38	42	66	67	51	105	47
Historic Department	No Goal	0	0	0	0	0	0	0	2	8	0	7	17
CPS Energy	No Goal	31	0	72	82	28	38	48	69	72	79	81	43
Parks & Recreation Department	No Goal	7	0	23	3	2	1	2	9	46	3	6	28



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		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep
SAWS	No Goal	39	12	38	127	38	10	8	41	54	77	16	58
Average	No Goal	36	4	39	64	37	20	22	38	51	46	43	40
Total City Time	No Goal	40	25	35	35	33	31	39	40	42	42	38	55
Total Customer Time	No Goal	252	37	212	276	259	154	163	206	351	250	239	223
Total Processing Time [includes staff's completeness & technical review (Months using longest review time)]	1.3 months	1.3	0.8	1.2	1.2	1.1	1.0	1.3	1.3	1.4	1.4	1.3	1.8
Total Time [Total Processing Time - staff completeness and technical review and customer re-submittal time] (Months using longest review time)	No Goal	4.5	1.4	3.6	5.4	4.9	2.7	3.3	3.6	5.4	5.4	4.8	3.8
Average days	No Goal	60	16	62	82	59	43	44	64	76	73	65	65
Average months	No Goal	2	1	2	3	2	1	1	2	3	2	2	2
Minor Plat Activity													
Number of Plats Approved	No Goal	44	24	29	20	26	22	25	26	29	24	21	24
Number of Days from Plat # to Technical Submission	No Goal	91	41	46	32	45	26	31	25	58	21	21	26
Staff Completeness Review - Longest Time	3 Days	2	2	2	3	2	3	4	2	1	1	2	1
Development Services Department	3 Days	2	2	2	3	2	3	2	2	1	1	2	1
Historic Department	3 Days	0	0	0	0	0	0	0	0	0	0	0	0
Parks & Recreation Department	3 Days	0	0	0	0	0	0	0	0	0	0	0	0
SAWS	3 Days	0	0	0	0	0	0	1	0	0	0	0	0
CPS	3 Days	0	0	0	2	0	0	4	0	0	0	0	0
Average	3 Days	0	0	0	1	0	1	1	0	0	0	0	0
Technical Review - Longest Time	10 Days	11	9	8	10	10	10	9	11	10	12	12	9
Development Services Department	10 Days	9	9	8	10	10	10	9	10	8	8	8	9
Land Entitlement	10 Days	9	9	8	10	10	10	9	10	8	8	8	7
Tree	10 Days	2	1	0	0	0	0	0	0	0	0	0	0
Mapping	10 Days	8	7	4	5	5	4	5	3	5	4	3	9
Streets	10 Days	1	0	0	1	1	0	0	0	0	0	0	0
TIA	10 Days	1	2	1	2	1	1	0	1	1	1	2	3
Average	10 Days	4	4	3	4	3	3	3	3	3	3	3	4



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		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep
Walk through Plans (Commercial)	No Goal	20	27	17	18	34	40	33	36	34	40	44	30
Minor Plans (Commercial)	No Goal	23	36	46	59	87	77	65	69	48	105	76	70
Interior Finish-out Plans (Commercial)	No Goal	51	52	14	55	67	55	37	46	50	76	37	52
New Commercial Construction	No Goal	41	62	26	35	59	56	40	39	36	63	48	58
School District - New Construction	No Goal	1	26	7	3	0	16	10	11	8	8	6	8
Site Work	No Goal	20	12	5	14	23	32	11	14	18	24	18	27
Residential Plans	No Goal	133	167	170	198	292	284	309	307	252	175	172	199
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	5	5	4	6	4	5	5	3	4	3	4	4
Complex Commercial Plans	18 Days	14	15	15	16	14	16	19	19	16	15	14	15
School District - New Construction	15 Days	12	7	9	5	0	6	6	8	3	1	0	0
Site Work	8 Days	4	4	3	2	5	4	0	2	3	1	4	4
Residential Plans (standard submittals)	3 Days	3	2	2	2	3	3	2	2	2	1	2	3
Number of Inspections													
Plumbing	No Goal	4995	4049	3580	5051	4296	4973	5437	5356	5455	5531	5330	5428
Electrical	No Goal	3367	2643	2246	2887	2667	2937	3119	3037	3135	3409	3509	3468
Mechanical	No Goal	1986	1548	1364	1724	1536	1611	1690	1822	1749	1919	2021	2045
Building	No Goal	3099	2194	1918	2399	2210	2425	2901	2901	2986	2948	2741	2767
Sign	No Goal	352	288	532	387	337	360	534	541	496	669	262	256
Fire (Certificate of Occupancy)	No Goal	558	406	279	378	348	428	370	357	410	375	558	421
Residential Flatwork, New Construction	No Goal	156	68	74	108	105	105	115	130	134	179	131	162
Construction	No Goal	2566	1526	1577	1262	1782	1905	1781	1740	1752	1851	2324	1459
% of Inspections as Scheduled													
Plumbing	95%	98%	96%	98%	98%	99%	99%	99%	98%	98%	99%	99%	98%
Electrical	95%	99%	99%	100%	99%	98%	99%	98%	98%	99%	100%	99%	100%
Mechanical	95%	99%	99%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%
Building	95%	99%	100%	99%	99%	99%	100%	100%	100%	100%	100%	100%	99%
Sign	95%	82%	100%	99%	100%	98%	99%	96%	97%	96%	100%	96%	92%
Fire (Certificate of Occupancy)	95%	96%	99%	98%	97%	99%	98%	98%	96%	97%	98%	99%	96%



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		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep
Residential Flatwork, New Construction	95%	99%	100%	93%	100%	99%	100%	99%	100%	100%	100%	98%	97%
Construction	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Average Number of Telephone Calls Per Day													
Total Calls	No Goal	548	543	584	499	518	519	556	555	519	531	533	567
Percent of Telephone Calls Abandoned by Customer													
Department Average	5%	4%	2%	4%	2%	3%	2%	3%	2%	2%	3%	2%	3%
Average Number of Customers per day													
Department Average	No Goal	188	189	126	181	177	186	189	168	176	165	173	188
Average Customer Wait Time at One Stop Counter													
Percent of Customers Served within 10 Minutes	75%	52%	59%	46%	61%	67%	63%	66%	75%	78%	64%	66%	76%
Percent of Customers Served within 20 Minutes	90%	72%	77%	69%	77%	84%	83%	85%	90%	92%	84%	86%	90%
Percent of Customers Served within 30 Minutes	95%	84%	88%	87%	89%	92%	93%	94%	96%	98%	93%	95%	97%
E-Commerce													
Percent of Inspections Scheduled Using the Web	No Goal	64%	64%	48%	61%	55%	58%	57%	56%	58%	57%	57%	62%
Percent of MEP Permits Issued On-Line	No Goal	71%	71%	59%	56%	54%	62%	60%	58%	58%	59%	60%	80%
Percent of New Residential Permits On-Line	No Goal	63%	63%	77%	71%	62%	67%	68%	69%	67%	67%	68%	84%
Percent of Inspections Scheduled Using Mobile App	No Goal	4%	4%	3%	6%	5%	4%	4%	4%	5%	5%	5%	5%
Percent of Inspections Scheduled by an Employee	No Goal	36%	35%	49%	33%	40%	39%	39%	40%	38%	39%	39%	33%
Total Land Development & Building Development Applications/Permits													
Land Development Applications	No Goal	96	58	52	66	81	64	78	80	74	84	79	87
Building Development Permits	No Goal	5919	7601	5820	5622	6363	6733	6357	6868	6345	6387	6117	6684
Total	No Goal	6015	7659	5872	5688	6444	6797	6435	6948	6419	6471	6196	6771
Development Activity Per FTE													
Authorized Positions	230	230	230	230	230	230	230	230	230	230	230	230	230
Vacant Positions	22	19	19	24	21	22	19	15	16	14	23	22	19
Number of Active Employees	208	211	211	206	209	208	211	215	214	216	207	208	211
Average Activity/Active Employee	26	29	36	29	27	31	32	30	32	30	31	30	32