



## Development Services Department Performance Measures for FY 2015



Metrics	Goals	2015												FY2015
		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
<b>Rights Determination (RD)</b>														
Number of Rights Determination Applications Submitted	<b>No Goal</b>	11	3	4	3	3	5	5	2	6	3	6	3	54
Number of Final Determinations	<b>No Goal</b>	4	6	4	1	7	6	1	5	2	2	0	1	39
Number of Rights Determination Applications in Inventory	<b>No Goal</b>	22	13	13	17	8	7	6	5	8	8	11	12	11
DSD - Initial Review - Technical Review	<b>20 Days</b>	13	16	14	NA	9	3	3	NA	NA	NA	NA	1	8
DSD - Resubmittals - Technical Review	<b>20 Days</b>	2	1	NA	NA	1	1	1	NA	NA	NA	NA	1	1
CAO - Initial Review - Technical Review	<b>20 Days</b>	8	20	9	23	11	6	NA	10	2	2	NA	NA	10
CAO - Resubmittals - Technical Review	<b>20 Days</b>	2	16	3	0	NA	0.4	NA	3	2	NA	NA	NA	4
<b>Zoning</b>														
Number of Zoning Applications Submitted	<b>No Goal</b>	30	21	24	32	21	41	20	26	26	24	21	24	310
Completeness Review Turnaround Time (Calendar Days)	<b>2 Days</b>	2	2	2	2	2	2	2	2	2	2	2	2	2
Number of Cases Placed on Zoning Commission Agenda	<b>No Goal</b>	27	35	32	22	30	34	50	37	29	31	35	28	390
Number of Cases Moved Forward to Council	<b>No Goal</b>	19	27	28	13	24	18	35	24	21	24	20	24	277
Number of Cases Continued	<b>No Goal</b>	5	2	6	8	1	6	3	5	4	6	13	5	64
Number of Cases Placed on City Council Agenda	<b>No Goal</b>	19	21	23	35	18	21	13	36	34	33	45	34	332
Number of Zoning Verification Letter Requests Submitted	<b>No Goal</b>	59	63	50	69	46	47	64	42	33	26	35	26	560
Number of Zoning Verification Letter Requests Completed	<b>No Goal</b>	60	41	72	61	37	50	32	56	34	30	34	19	526
ZV Letter Average Turnaround Time (Working days)	<b>10 Days</b>	1.98	1.51	3.29	1.98	3.4	3.8	8.43	8.73	7.59	5.13	4.03	5.94	4.65
Number of ZV Letters Exceeding 10-day Turnaround Goal	<b>No Goal</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
Percent of ZV Letters Meeting 10-day Turnaround Goal	<b>95%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<b>Plat Activity (Major and Minor)</b>														
Number of Applications Submitted for Plat Number	<b>No Goal</b>	61	59	40	42	58	57	45	43	60	52	56	44	617
Lots ICL - Platted/approved	<b>No Goal</b>	59	125	133	71	67	477	48	309	97	128	188	189	1891
Lots OCL - Platted/approved	<b>No Goal</b>	117	257	310	535	505	744	313	741	153	513	529	199	4916
<b>Major Plat Activity</b>														
Number of Plats Approved	<b>No Goal</b>	13	10	14	16	14	31	9	23	9	14	26	8	187
Number of Days from Plat # to Technical Submission	<b>No Goal</b>	149	132	140	127	167	331	77	108	71	45	68	105	127
<b>Staff Completeness Review - Longest Time</b>														
Development Services Department	<b>5 Days</b>	7	1	2	4	2	13	9	3	4	2	2	3	3
Historic Department	<b>5 Days</b>	0	0	0	0	0	0	0	0	0	0	0	0	0



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Metrics	Goals	2015												FY2015
		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
Parks & Recreation Department	5 Days	0	1	1	1	0	1	0	1	0	0	0	1	1
SAWS	5 Days	0	0	0	2	1	0	9	0	0	0	0	0	1
CPS Energy	5 Days	7	1	1	4	0	13	0	2	0	1	1	1	3
Average	5 Days	2	1	1	2	1	3	2	1	1	1	1	1	1
<b>Technical Review - Longest Time</b>	<b>34 Days</b>	<b>32</b>	<b>44</b>	<b>34</b>	<b>50</b>	<b>32</b>	<b>37</b>	<b>33</b>	<b>32</b>	<b>31</b>	<b>36</b>	<b>32</b>	<b>56</b>	<b>34</b>
Development Services Department	20 Days	17	11	14	16	14	20	15	23	21	29	24	21	19
Land Entitlement	20 Days	17	11	14	16	14	20	15	23	21	29	24	21	19
Tree	20 Days	2	15	3	2	6	1	2	2	6	1	2	2	4
Mapping	20 Days	13	11	12	16	11	18	11	17	10	17	18	15	14
Streets	20 Days	1	4	2	1	1	5	3	3	0	2	4	1	2
TIA	20 Days	1	7	2	4	1	1	1	5	3	9	3	0	3
Average	34 Days	7	10	7	8	7	9	6	10	8	12	10	8	8
Transportation & Capital Improvements (storm water)	34 Days	26	36	32	50	32	30	33	29	31	36	32	36	34
Historic Department	34 Days	5	1	0	3	2	1	4	0	3	0	0	0	2
CPS Energy	34 Days	13	44	34	32	30	37	28	32	19	26	22	56	31
Parks & Recreation Department	34 Days	12	22	18	19	18	21	10	21	11	14	17	21	17
SAWS	34 Days	32	33	34	31	21	29	30	15	24	23	21	27	27
Average	34 Days	16	24	21	24	18	21	19	18	16	18	17	25	20
<b>Customer Re-Submittal - Longest Time</b>	<b>No Goal</b>	<b>51</b>	<b>107</b>	<b>71</b>	<b>112</b>	<b>136</b>	<b>86</b>	<b>149</b>	<b>81</b>	<b>135</b>	<b>82</b>	<b>71</b>	<b>232</b>	<b>90</b>
Development Services Department	No Goal	26	107	71	112	82	56	149	56	127	82	63	232	97
Land Entitlement	No Goal	26	107	71	112	82	56	85	56	127	70	58	232	90
Tree	No Goal	31	41	50	104	68	50	149	45	47	82	63	46	65
Mapping	No Goal	14	51	31	46	77	56	124	54	100	37	46	68	59
Streets	No Goal	11	7	20	24	46	27	28	18	43	40	25	43	28
TIA	No Goal	3	14	25	75	26	18	25	12	61	14	36	20	27
Average	No Goal	17	44	39	72	60	41	82	37	76	49	46	82	54
Transportation & Capital Improvements (storm water)	No Goal	30	39	47	58	136	79	147	65	91	53	71	111	77
Historic Department	No Goal	11	0	3	21	35	10	7	5	9	10	2	0	9
CPS Energy	No Goal	26	42	45	101	87	42	38	53	34	66	66	128	61
Parks & Recreation Department	No Goal	0	6	14	41	13	22	0	6	2	25	18	17	14
SAWS	No Goal	51	17	17	29	122	86	64	81	135	76	19	27	60



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Metrics	Goals	2015												FY2015
		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
Average	No Goal	23	25	28	54	75	47	56	41	58	46	37	61	46
Total City Time	No Goal	39	45	36	54	34	50	42	35	35	38	34	59	42
Total Customer Time	No Goal	200	239	211	239	303	417	226	189	206	127	139	337	236
<b>Total Processing Time</b> [includes staff's completeness & technical review (Months using longest review time)]	<b>1.3 months</b>	1.3	1.5	1.2	1.8	1.1	1.7	1.4	1.2	1.2	1.3	1.1	2.0	1.4
<b>Total Time [Total Processing Time - staff completeness and technical review and customer re-submittal time] (Months using longest review time)</b>	<b>No Goal</b>	3.0	5.1	3.6	5.5	5.7	4.5	6.4	3.9	5.7	4.0	3.5	9.7	5.0
<b>Average days</b>	<b>No Goal</b>	41	50	49	79	94	71	77	60	75	65	55	86	67
<b>Average months</b>	<b>No Goal</b>	1	2	2	3	3	2	3	2	2	2	2	3	2
<b>Minor Plat Activity</b>														
Number of Plats Approved	No Goal	33	27	23	31	28	29	31	38	28	34	27	20	349
Number of Days from Plat # to Technical Submission	No Goal	48	22	24	34	23	50	32	26	41	28	21	31	32
<b>Staff Completeness Review - Longest Time</b>	<b>3 Days</b>	1	3	1	2	1	1	1	1	2	3	1	1	2
Development Services Department	3 Days	1	3	1	2	1	1	1	1	2	3	1	1	2
Historic Department	3 Days	0	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	0
SAWS	3 Days	0	0	0	0	0	0	0	0	0	0	0	1	0
CPS	3 Days	0	0	0	0	0	0	0	0	0	0	0	0	0
Average	3 Days	0	1	0	0	0	0	0	0	0	1	0	0	0
<b>Technical Review - Longest Time</b>	<b>10 Days</b>	15	11	11	9	10	10	11	9	13	10	8	9	9
Development Services Department	10 Days	5	5	7	7	10	10	11	9	13	9	7	9	9
Land Entitlement	10 Days	5	5	7	7	10	10	11	9	13	9	7	9	9
Tree	10 Days	0	0	1	0	0	0	0	0	0	0	0	0	0
Mapping	10 Days	5	7	9	7	5	7	6	6	5	6	5	6	6
Streets	10 Days	0	0	0	0	0	0	0	0	0	0	0	0	0
TIA	10 Days	1	0	0	1	5	1	3	2	1	4	1	3	2
Average	10 Days	2	2	3	3	4	4	4	3	4	4	3	4	3
Transportation & Capital Improvements (storm water)	10 Days	9	11	11	9	8	9	0	9	11	10	8	5	8
Historic Department	10 Days	0	2	2	1	1	0	0	0	0	0	0	0	1



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Metrics	Goals	2015												FY2015
		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
CPS Energy	10 Days	15	3	4	5	3	6	5	5	6	3	2	2	5
Parks & Recreation Department	10 Days	1	1	1	2	0	1	1	1	3	1	0	1	1
SAWS	10 Days	2	3	1	4	4	3	2	7	3	2	1	1	3
Average	10 Days	5	4	4	4	3	4	2	4	4	3	2	2	3
<b>Customer Re-Submittal - Longest Time</b>	<b>No Goal</b>	<b>40</b>	<b>46</b>	<b>52</b>	<b>40</b>	<b>37</b>	<b>25</b>	<b>27</b>	<b>33</b>	<b>59</b>	<b>33</b>	<b>41</b>	<b>29</b>	<b>35</b>
Development Services Department	No Goal	34	46	32	38	37	25	22	25	51	32	24	29	33
Land Entitlement	No Goal	34	46	32	31	32	25	18	24	44	32	24	25	31
Tree	No Goal	20	43	35	38	37	19	22	12	51	27	19	24	29
Mapping	No Goal	16	39	17	29	34	9	16	25	29	21	20	29	24
Streets	No Goal	10	18	6	21	28	8	10	7	21	28	20	25	17
TIA	No Goal	5	27	2	16	16	4	1	8	9	4	12	13	10
Average	No Goal	17	35	18	27	29	13	13	15	31	22	19	23	22
Transportation & Capital Improvements (storm water)	No Goal	40	41	52	40	33	22	18	33	59	17	41	23	35
Historic Department	No Goal	4	4	11	3	3	12	5	3	10	1	0	0	5
CPS Energy	No Goal	11	9	46	17	23	19	18	21	28	33	8	17	21
Parks & Recreation Department	No Goal	0	5	9	2	1	0	0	1	2	0	0	0	2
SAWS	No Goal	14	10	11	27	7	5	27	14	30	15	6	1	14
Average	No Goal	14	17	25	19	16	12	14	15	27	15	12	11	16
Total City Time	No Goal	16	14	12	11	11	11	12	10	15	13	9	10	12
Total Customer Time	No Goal	88	68	76	74	60	75	59	59	100	61	62	60	70
<b>Total Processing Time [includes staff's completeness &amp; technical review (Days using longest review time)]</b>	<b>13 Days</b>	16	14	12	11	11	11	12	10	15	13	9	10	12
<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>	56	60	64	51	48	36	39	43	74	46	50	39	51
<b>Average days</b>	<b>No Goal</b>	19	22	29	24	20	16	16	19	32	19	15	13	20
<b>Average months</b>	<b>No Goal</b>	0.6	0.7	1.0	0.8	0.7	0.5	0.5	0.6	1.1	0.6	0.5	0.4	1
<b>Number of Building Plans Submitted</b>														
Walk through Plans (Commercial)	No Goal	34	41	41	40	38	24	41	37	45	26	29	33	429
Minor Plans (Commercial)	No Goal	121	93	53	89	71	92	113	86	71	115	71	81	1055



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Metrics	Goals	2015												FY2015
		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
Complex Commercial Plans	<b>No Goal</b>	136	95	179	130	145	159	267	176	154	145	89	119	1800
School District - New Construction	<b>No Goal</b>	3	5	16	15	2	3	1	1	2	1	0	1	46
Site Work	<b>No Goal</b>	19	10	12	12	14	24	22	7	12	22	22	15	191
Residential Plans	<b>No Goal</b>	205	157	215	185	171	190	299	198	183	175	116	172	2266
<b>Average Days for Initial Review (Longest Review)</b>														
Walk through Plans (Commercial)	<b>1 Day</b>	1	1	1	1	1	1	1	1	1	1	1	1	1
Minor Plans (Commercial)	<b>8 Days</b>	5	4	4	3	4	5	4	5	5	5	5	6	5
Complex Commercial Plans	<b>18 Days</b>	15	15	14	14	14	16	15	15	19	18	17	16	17
School District - New Construction	<b>15 Days</b>	6	7	7	11	8	4	7	9	0	12	20	20	10
Site Work	<b>8 Days</b>	5	6	6	3	4	5	5	8	5	5	3	4	6
Residential Plans	<b>3 Days</b>	2	2	2	2	2	2	2	3	2	2	3	2	2
<b>Number of Inspections</b>														
Plumbing	<b>No Goal</b>	5497	4400	4650	5162	4679	5099	5229	4654	5111	5603	5177	5133	60406
Electrical	<b>No Goal</b>	3710	2737	2946	3170	2845	3051	3189	2874	3210	3402	3358	3501	37996
Mechanical	<b>No Goal</b>	2201	1438	1544	1734	1783	1869	2150	1968	1990	2177	2211	2279	23351
Building	<b>No Goal</b>	3089	2356	2328	2526	2472	2633	2545	2399	2567	2697	2983	2886	31483
Sign	<b>No Goal</b>	327	339	320	394	411	267	318	368	351	390	234	270	3990
Fire (Certificate of Occupancy)	<b>No Goal</b>	498	376	350	425	411	444	441	439	452	474	535	460	5323
Residential Flatwork, New Construction	<b>No Goal</b>	149	79	127	138	96	93	97	91	105	125	103	153	1356
Construction	<b>No Goal</b>	1935	1580	1756	1288	1629	1358	1865	1359	1836	1449	1674	1405	19134
<b>% of Inspections as Scheduled</b>														
Plumbing	<b>95%</b>	95%	96%	99%	99%	97%	99%	99%	98%	99%	95%	92%	91%	97%
Electrical	<b>95%</b>	98%	99%	99%	99%	99%	99%	100%	100%	98%	99%	99%	99%	99%
Mechanical	<b>95%</b>	99%	99%	99%	100%	100%	99%	100%	100%	100%	99%	99%	98%	99%
Building	<b>95%</b>	96%	98%	99%	99%	99%	99%	99%	100%	99%	99%	99%	99%	99%
Sign	<b>95%</b>	98%	99%	99%	99%	99%	98%	97%	100%	99%	98%	100%	100%	99%
Fire (Certificate of Occupancy)	<b>95%</b>	97%	97%	97%	96%	98%	98%	98%	98%	99%	98%	96%	94%	97%
Residential Flatwork, New Construction	<b>95%</b>	98%	99%	92%	96%	100%	99%	97%	100%	94%	98%	98%	93%	97%
Construction	<b>95%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<b>Average Number of Telephone Calls Per Day</b>														
Total Calls	<b>No Goal</b>	539	519	511	510	538	559	575	561	582	606	599	595	558



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Metrics	Goals	2015												
		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	FY2015
<b>Percent of Telephone Calls Abandoned by Customer</b>														
Department Average	<b>5%</b>	2%	2%	1%	2%	3%	4%	3%	3%	4%	5%	4%	4%	3%
<b>Average Number of Customers per day</b>														
Department Average	<b>No Goal</b>	195	175	176	193	197	200	200	195	199	177	171	187	185
<b>Average Customer Wait Time at One Stop Counter</b>														
Percent of Customers Served within 10 Minutes	<b>75%</b>	85%	81%	81%	89%	84%	84%	82%	80%	78%	77%	70%	68%	80%
Percent of Customers Served within 20 Minutes	<b>90%</b>	96%	92%	92%	97%	95%	94%	93%	94%	93%	92%	90%	87%	93%
Percent of Customers Served within 30 Minutes	<b>95%</b>	99%	98%	97%	99%	98%	98%	97%	99%	99%	97%	97%	96%	98%
<b>E-Commerce</b>														
Percent of Inspections Scheduled Using the Web	<b>No Goal</b>	61%	59%	58%	59%	59%	59%	59%	59%	59%	59%	58%	60%	58%
Percent of MEP Permits Issued On-Line	<b>No Goal</b>	80%	82%	76%	83%	76%	85%	86%	81%	79%	82%	84%	82%	81%
Percent of New Residential Permits On-Line	<b>No Goal</b>	70%	63%	67%	56%	59%	72%	70%	74%	84%	77%	76%	87%	70%
Percent of Inspections Scheduled Using Mobile App	<b>No Goal</b>	5%	5%	6%	6%	6%	6%	5%	6%	6%	6%	6%	6%	6%
Percent of Inspections Scheduled by an Employee	<b>No Goal</b>	34%	35%	36%	35%	36%	36%	36%	36%	35%	35%	36%	35%	35%
<b>Total Land Development &amp; Building Development Applications/Permits</b>														
Land Development Applications	<b>No Goal</b>	102	83	68	77	82	103	70	71	68	57	64	49	673
Building Development Permits	<b>No Goal</b>	6433	4854	5465	5361	5280	5548	6137	5820	6581	6594	5834	5818	69729
Total	<b>No Goal</b>	6535	4937	5533	5438	5362	5651	6207	5891	6649	6651	5898	5867	70402
<b>Development Activity Per FTE</b>														
Authorized Positions	<b>230</b>	230	230	230	230	230	230	230	230	230	230	230	230	230
Vacant Positions	<b>22</b>	20	17	16	20	16	18	11	15	11	10	11	10	15
Number of Active Employees	<b>208</b>	210	213	214	210	214	212	219	215	219	220	219	220	215
<b>Average Activity/Active Employee</b>	<b>26</b>	<b>31</b>	<b>23</b>	<b>26</b>	<b>26</b>	<b>25</b>	<b>27</b>	<b>28</b>	<b>27</b>	<b>30</b>	<b>30</b>	<b>27</b>	<b>27</b>	<b>327</b>