



# DEVELOPMENT SERVICES DEPARTMENT



## Performance Measures for FY 2019

Metrics	Goals	FY2018	FY2018						FY2019					
		Total	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
<b>Rights Determination (RD)</b>														
Number of Rights Determination Applications Submitted	No Goal	49	7	5	2	5	3	0	5	5	5	2	3	6
Number of Final Determinations	No Goal	52	6	4	4	5	2	1	4	4	6	1	5	3
Number of Rights Determination Applications in Inventory	No Goal	63	5	5	5	2	3	3	3	4	4	5	3	6
DSD - Initial Review - Technical Review	20 Days	5	3	1	5	4	1	NA	2	3	6	10	8	4
DSD - Resubmittals - Technical Review	20 Days	3	NA	NA	NA	7	NA	NA	NA	16	3	NA	1	1
<b>Zoning</b>														
Number of Zoning Applications Submitted	No Goal	340	29	34	24	30	24	29	38	31	19	24	17	33
Completeness Review Turnaround Time (Calendar Days)	2 Days	2	2	2	2	2	2	2	9	2	1	1	4	3
Number of Cases Placed on Zoning Commission Agenda	No Goal	503	28	40	37	43	35	35	30	48	46	16	16	28
Number of Cases Moved Forward to Council	No Goal	357	18	28	32	28	27	30	37	19	23	16	3	29
Number of Cases Continued	No Goal	125	9	8	9	14	5	4	7	7	6	3	1	4
Number of Cases Placed on City Council Agenda	No Goal	383	49	22	30	0	67	40	37	19	23	16	3	29
Number of Zoning Verification Letter Requests Submitted	No Goal	662	63	55	40	44	57	69	72	64	47	34	44	36
Number of Zoning Verification Letter Requests Completed	No Goal	694	51	71	32	52	51	68	48	39	56	24	48	39
ZV Letter Average Turnaround Time (Working days)	10 Days	4	3	6	5	6	3	5	10	6	6	7	5	5
Number of ZV Letters Exceeding 10-day Turnaround Goal	No Goal	2	0	1	0	0	0	1	1	0	0	5	2	2
Percent of ZV Letters Meeting 10-day Turnaround Goal	95%	99%	100%	99%	100%	100%	100%	99%	98%	100%	100%	79%	96%	95%
<b>Plat Activity (Major and Minor)</b>														
Number of Applications Submitted for Plat Number	No Goal	615	48	46	64	53	70	56	44	40	78	68	73	50
Lots ICL - Platted/approved	No Goal	2,735	323	192	484	281	139	124	509	743	231	328	348	162
Lots OCL - Platted/approved	No Goal	5,769	308	450	571	982	293	118	106	678	189	152	415	387
<b>Major Plat Activity</b>														
Number of Plats Approved	No Goal	197	11	17	25	16	12	11	15	27	13	12	14	23
Number of Days from Plat # to Technical Submission	No Goal	76	80	52	79	94	79	93	13	17	11	10	33	16
<b>Staff Completeness Review - Longest Time</b>														
Development Services Department	5 Days	3	4	3	2	3	3	3	5	4	4	3	4	2
Historic Department	5 Days	0	0	0	0	0	0	0	0	0	0	0	0	0
Parks & Recreation Department	5 Days	1	1	1	1	1	0	1	1	1	1	1	1	1
SAWS	5 Days	1	0	0	0	8	0	0	1	1	2	0	2	0
CPS Energy	5 Days	2	2	1	2	1	2	1	1	2	1	1	1	1



## Performance Measures for FY 2019

Metrics	Goals	FY2018	FY2018						FY2019					
		Total	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Number of Plats Approved	No Goal	305	30	23	15	29	27	24	31	21	17	19	27	21
Number of Days from Plat # to Technical Submission	No Goal	35	25	55	27	39	34	23	34	13	18	14	11	18
<b>Staff Completeness Review - Longest Time</b>	<b>3 Days</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>2</b>
Development Services Department	<b>3 Days</b>	1	2	2	1	1	1	2	1	2	2	2	4	2
Historic Department	<b>3 Days</b>	0	2	0	0	0	0	0	0	0	0	1	0	0
Parks & Recreation Department	<b>3 Days</b>	0	0	0	0	0	0	0	0	0	1	0	1	1
SAWS	<b>3 Days</b>	0	0	0	0	0	4	0	1	0	0	0	1	0
CPS	<b>3 Days</b>	0	0	3	0	0	0	0	1	0	1	1	1	1
Average	<b>3 Days</b>	1	1	1	0	0	1	0	1	1	1	1	1	1
<b>Technical Review - Longest Time</b>	<b>10 Days</b>	<b>13</b>	<b>10</b>	<b>17</b>	<b>14</b>	<b>10</b>	<b>10</b>	<b>14</b>	<b>12</b>	<b>14</b>	<b>10</b>	<b>18</b>	<b>17</b>	<b>16</b>
Development Services Department	<b>10 Days</b>	8	8	6	8	9	7	9	9	10	10	11	17	16
Land Entitlement	<b>10 Days</b>	8	8	6	8	9	7	9	9	10	10	11	17	16
Tree	<b>10 Days</b>	3	2	3	2	3	2	3	5	3	6	5	6	7
Mapping	<b>10 Days</b>	5	8	5	3	4	4	4	5	6	5	6	6	5
Streets	<b>10 Days</b>	2	2	2	1	2	1	2	2	3	3	4	3	6
TIA	<b>10 Days</b>	3	1	1	4	3	1	6	3	2	5	5	4	7
Average	<b>10 Days</b>	4	4	3	4	4	3	5	5	5	6	6	7	8
Transportation & Capital Improvements (storm water)	<b>10 Days</b>	13	10	17	14	10	10	14	12	14	9	18	12	11
Historic Department	<b>10 Days</b>	1	0	0	3	1	1	0	1	2	6	2	3	2
CPS Energy	<b>10 Days</b>	4	6	5	3	4	2	4	2	7	9	3	5	9
Parks & Recreation Department	<b>10 Days</b>	3	2	3	1	3	2	1	4	1	1	6	10	9
SAWS	<b>10 Days</b>	4	3	3	2	6	4	7	8	5	4	7	11	14
Average	<b>10 Days</b>	5	4	6	5	5	4	5	5	6	6	7	8	9
<b>Customer Re-Submittal - Longest Time</b>	<b>No Goal</b>	<b>64</b>	<b>60</b>	<b>44</b>	<b>52</b>	<b>87</b>	<b>74</b>	<b>40</b>	<b>59</b>	<b>57</b>	<b>63</b>	<b>62</b>	<b>63</b>	<b>60</b>
Development Services Department	<b>No Goal</b>	63	60	44	52	87	74	40	59	57	63	62	62	62
Land Entitlement	<b>No Goal</b>	57	60	31	50	87	41	40	50	57	63	62	62	62
Tree	<b>No Goal</b>	44	30	44	52	84	74	13	53	48	54	54	54	49
Mapping	<b>No Goal</b>	30	29	21	47	26	35	33	32	29	31	31	32	31
Streets	<b>No Goal</b>	29	54	8	43	48	14	26	28	32	30	30	27	29
TIA	<b>No Goal</b>	16	19	2	26	22	30	24	21	19	23	23	23	22
Average	<b>No Goal</b>	35	38	21	44	53	39	27	37	37	38	40	40	39
Transportation & Capital Improvements (storm water)	<b>No Goal</b>	50	59	29	44	62	52	26	43	50	47	44	46	46
Historic Department	<b>No Goal</b>	3	4	0	4	0	1	3	2	2	2	2	2	2
CPS Energy	<b>No Goal</b>	31	37	6	12	52	30	37	27	30	35	29	32	34
Parks & Recreation Department	<b>No Goal</b>	7	3	27	4	3	15	0	10	7	7	9	7	7
SAWS	<b>No Goal</b>	11	14	12	7	13	8	7	9	11	10	10	9	10
Average	<b>No Goal</b>	23	26	16	19	31	24	17	21	23	22	22	22	22
Total City Time	<b>No Goal</b>	15	12	20	15	11	14	16	13	16	12	20	21	18
Total Customer Time	<b>No Goal</b>	99	85	99	79	126	108	63	93.4	70	81	76	74	78

## Performance Measures for FY 2019

Metrics	Goals	FY2018	FY2018						FY2019					
		Total	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Total Processing Time [includes staff's completeness & technical review (Days using longest review time)]	<b>13 Days</b>	15	12	20	15	11	14	16	13	16	12	20	21	18
<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>	79	72	64	67	98	88	56	72	3	3	3	3	3
<b>Average days</b>	<b>No Goal</b>	28	31	22	24	36	29	22	27	71	73	76	79	78
<b>Average months</b>	<b>No Goal</b>	1	1.0	0.7	0.8	1.2	1.0	0.7	0.9	2.4	2.4	2.5	2.6	2.6
<b>Number of Building Plans Submitted</b>														
Walk through Plans (Commercial)	<b>No Goal</b>	346	27	33	30	25	33	22	27	23	16	22	16	34
Minor Plans (Commercial)	<b>No Goal</b>	1,029	80	131	92	94	74	82	115	71	95	116	140	86
Complex Commercial Plans	<b>No Goal</b>	1,408	94	160	174	88	156	101	268	94	72	106	80	171
School District - New Construction	<b>No Goal</b>	53	6	10	26	3	6	1	5	0	6	3	8	9
Site Work	<b>No Goal</b>	243	24	44	23	20	25	17	28	12	13	23	17	19
Residential Plans	<b>No Goal</b>	3,413	315	334	328	317	329	305	250	215	203	356	293	308
<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	5	5	5	5	6	6	7	7	5	5	4	5
Complex Commercial Plans	<b>18 Days</b>	16	14	16	18	18	15	15	17	21	24	20	15	14
School District - New Construction	<b>18 Days</b>	15	12	12	13	6	13	14	19	15	17	19	16	16
Site Work	<b>10 Days</b>	7	6	6	6	7	9	10	10	11	6	7	6	6
Residential Plans	<b>3 Days</b>	3	3	2	2	2	4	4	5	2	2	2	2	2
<b>Number of Inspections</b>														
Plumbing	<b>No Goal</b>	70,366	6,092	6,771	6,237	6,523	7,334	5,395	6,059	6,338	5,391	6,831	6,584	6,508
Electrical	<b>No Goal</b>	49,759	4,287	4,665	4,519	4,434	5,358	3,815	4,843	4,635	3,732	5,073	4,847	4,893
Mechanical	<b>No Goal</b>	27,091	2,118	2,471	2,305	2,425	2,871	2,472	2,756	2,209	1,781	2,346	2,054	2,262
Building	<b>No Goal</b>	42,062	3,301	3,985	3,789	3,886	4,473	3,919	4,068	3,551	3,053	4,103	4,102	4,470
Sign	<b>No Goal</b>	3,847	269	175	300	280	261	177	357	320	433	580	417	360
Fire (Certificate of Occupancy)	<b>No Goal</b>	5,850	483	507	518	482	625	442	421	431	366	513	385	416
Residential Flatwork, New Construction	<b>No Goal</b>	2,245	254	305	185	201	221	178	213	264	156	212	261	256
Construction	<b>No Goal</b>	18,702	1,644	1,640	1,973	1,685	1,497	1,291	1,640	1,365	1,330	1,370	1,541	1,465
<b>% of Inspections as Scheduled</b>														
Plumbing	<b>95%</b>	99%	100%	100%	99%	100%	99%	100%	100%	99%	99%	100%	99%	98%
Electrical	<b>95%</b>	99%	100%	99%	99%	99%	99%	100%	98%	97%	98%	99%	98%	93%
Mechanical	<b>95%</b>	99%	99%	100%	100%	100%	99%	100%	100%	99%	99%	100%	99%	99%
Building	<b>95%</b>	98%	99%	99%	99%	99%	99%	99%	97%	99%	99%	100%	99%	97%
Sign	<b>95%</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%	100%
Fire (Certificate of Occupancy)	<b>95%</b>	98%	98%	98%	99%	98%	98%	99%	100%	98%	99%	99%	97%	98%
Residential Flatwork, New Construction	<b>95%</b>	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Construction	<b>95%</b>	100%	99%	99%	100%	99%	99%	100%	100%	100%	100%	100%	100%	100%
<b>Average Number of Telephone Calls Per Day</b>														

## Performance Measures for FY 2019

Metrics	Goals	FY2018	FY2018						FY2019					
		Total	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Total Calls	No Goal	595	626	630	583	598	600	573	588	657	641	664	659	673
<b>Percent of Telephone Calls Abandoned by Customer</b>														
Department Average	5%	2%	2%	2%	2%	3%	2%	1%	1%	3%	2%	3%	2%	2%
<b>Average Number of Customers per day</b>														
Department Average	No Goal	*182	*	*	146	179	215	214	199	221	154	211	203	230
<b>Average Customer Wait Time at One Stop Counter</b>														
Percent of Customers Served within 10 Minutes	75%	*72%	*	*	53%	77%	78%	75%	78%	77%	73%	69%	74%	68%
Percent of Customers Served within 20 Minutes	90%	*90%	*	*	76%	92%	95%	92%	94%	93%	92%	87%	90%	85%
Percent of Customers Served within 30 Minutes	95%	*97%	*	*	90%	98%	99%	98%	99%	99%	98%	96%	98%	93%
<b>E-Commerce</b>														
Percent of Inspections Scheduled Using the Web	No Goal	50%	51%	48%	48%	55%	52%	50%	50%	55%	50%	48%	49%	50%
Percent of MEP Permits Issued On-Line	No Goal	87%	87%	87%	87%	88%	87%	88%	88%	88%	88%	88%	88%	87%
Percent of New Residential Permits On-Line	No Goal	73%	82%	76%	57%	42%	71%	73%	74%	71%	70%	65%	75%	79%
Percent of Inspections Scheduled Using Mobile App	No Goal	9%	9%	11%	12%	7%	8%	8%	8%	8%	9%	8%	11%	9%
Percent of Inspections Scheduled by an Employee	No Goal	41%	39%	41%	40%	38%	41%	42%	42%	38%	41%	44%	40%	41%
<b>Total Land Development &amp; Building Development</b>														
Land Development Applications	No Goal	919	84	85	90	88	97	85	87	76	102	94	93	89
Building Development Permits	No Goal	78,464	7,488	8,258	7,741	7,849	8,686	6,297	7,707	7,411	5,629	8,389	7,540	7,977
Total	No Goal	79,383	7,572	8,343	7,831	7,937	8,783	6,382	7,794	7,487	5,731	8,483	7,633	8,066
<b>Development Activity Per FTE</b>														
Authorized Positions	282	3,102	282	282	282	282	282	282	285	285	285	285	285	285
Vacant Positions	No Goal	174	20	18	18	15	16	19	17	16	18	16	17	21
Number of Active Employees	No Goal	2,928	262	264	264	267	266	263	268	269	267	269	268	264
Average Activity/Active Employee	No Goal	27	29	32	30	30	33	24	29	28	21	32	28	31