



# DEVELOPMENT SERVICES DEPARTMENT



Performance Measures for FY 2020																	
Metrics	Goals	FY2019	FY2020														FY2020
			Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept		
<b>Rights Determination (RD)</b>																	
Number of Rights Determination Applications Submitted	No Goal	64	1	3	3	1	2	1	4	4	3	4	7	1	5	38	
Number of Final Determinations	No Goal	58	2	2	1	5	1	1	3	4	2	2	4	4	2	31	
Number of Rights Determination Applications in Inventory	No Goal	6	5	6	6	4	4	4	4	2	1	1	6	2	1	3	
DSD - Initial Review - Technical Review	20 Days	7	5	7	8	6	3	NA	3	4	1	3	3	7	3	4	
DSD - Resubmittals - Technical Review	20 Days	4	NA	NA	NA	0	NA	1	NA	4	4	0	2	3	6	3	
<b>Zoning</b>																	
Number of Zoning Applications Submitted	No Goal	333	23	39	32	21	30	40	24	19	19	24	25	21	23	317	
Completeness Review Turnaround Time (Calendar Days)	2 Days	4	3	1	1	2	5	1	2	1	2	3	1	1	1	2	
Number of Cases Placed on Zoning Commission Agenda	No Goal	334	32	29	48	23	15	20	11	8	47	43	34	33	30	341	
Number of Cases Moved Forward to Council	No Goal	220	20	22	25	10	17	9	14	12	2	44	7	43	28	233	
Number of Cases Continued	No Goal	36	0	1	0	0	0	1	0	0	0	1	1	1	1	6	
Number of Cases Placed on City Council Agenda	No Goal	242	30	31	30	19	26	11	17	12	2	44	13	55	38	298	
Number of Zoning Verification Letter Requests Submitted	No Goal	687	51	61	39	56	61	53	49	35	19	34	52	39	55	553	
Number of Zoning Verification Letter Requests Completed	No Goal	626	40	56	48	36	51	66	67	31	23	30	58	36	49	551	
ZV Letter Average Turnaround Time (Working days)	10 Days	6	2	4	3	2	3	6	10	5	5	3	5	3	4	4	
Number of ZV Letters Exceeding 10-day Turnaround Goal	No Goal	46	0	1	0	0	2	1	1	0	0	0	2	0	0	7	
Percent of ZV Letters Meeting 10-day Turnaround Goal	95%	92%	100%	98%	100%	100%	96%	98%	99%	100%	100%	100%	97%	100%	100%	99%	
<b>Plat Activity (Major and Minor)</b>																	
Number of Applications Submitted for Plat Number	No Goal	654	62	59	47	49	77	53	53	53	49	56	57	59	79	691	
Lots ICL - Platted/approved	No Goal	3,901	140	336	72	347	184	357	379	40	598	385	351	497	521	4,067	
Lots OCL - Platted/approved	No Goal	5,430	379	663	1,076	287	1,008	1,207	692	618	2,077	1,178	813	1,004	623	11,246	
<b>Major Plat Activity</b>																	
Number of Plats Approved	No Goal	220	13	20	24	6	17	25	8	13	30	21	18	22	18	222	
Number of Days from Plat # to Technical Submission	No Goal	17	12	31	15	5	5	1	13	2	35	5	9	9	1	11	
<b>Staff Completeness Review - Longest Time</b>																	
Development Services Department	5 Days	3	2	2	3	3	2	0	3	6	2	13	8	9	5	5	
Historic Department	5 Days	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	
Parks & Recreation Department	5 Days	1	2	1	1	1	1	0	2	1	1	0	0	0	0	1	
SAWS	5 Days	1	1	1	0	3	0	0	1	6	0	13	8	9	5	4	
CPS Energy	5 Days	1	1	0	1	1	1	0	2	2	1	2	2	2	2	1	
Average	5 Days	1	1	1	1	1	1	0	2	2	1	3	2	3	1	2	
<b>Technical Review - Longest Time</b>																	
Development Services Department	20 Days	18	28	25	20	17	16	20	37	42	37	36	30	22	13	26	
Land Entitlement	20 Days	16	18	15	20	17	16	20	16	24	20	18	17	19	11	18	
Tree	20 Days	11	10	16	13	15	14	18	22	21	16	27	29	20	13	19	
Mapping	20 Days	12	14	9	6	6	10	5	8	6	8	7	8	6	4	7	

Streets	20 Days	12	13	12	4	1	12	11	13	4	8	5	10	7	5	8
Engineering TIA Review	20 Days	9	28	25	16	17	14	19	37	42	37	36	30	22	9	25
Average	34 Days	12	17	15	12	11	13	15	19	19	18	19	19	15	8	15
Public Works (Storm Water)	34 Days	23	17	19	17	37	27	25	22	28	23	29	31	29	24	26
Historic Department	34 Days	4	4	4	2	3	4	8	5	7	11	7	8	9	11	7
CPS Energy	34 Days	13	12	15	11	10	12	8	13	16	10	8	11	16	10	12
Parks & Recreation Department	34 Days	22	14	29	16	14	31	37	18	32	29	32	23	38	27	27
SAWS	34 Days	19	19	19	10	4	15	10	18	15	13	11	10	21	18	14
Average	34 Days	16	13	17	11	14	18	18	15	20	17	17	17	23	18	17
<b>Customer Re-Submittal - Longest Time</b>	<b>No Goal</b>	<b>111</b>	<b>110</b>	<b>79</b>	<b>48</b>	<b>85</b>	<b>56</b>	<b>67</b>	<b>95</b>	<b>70</b>	<b>88</b>	<b>117</b>	<b>56</b>	<b>126</b>	<b>94</b>	<b>82</b>
Development Services Department	No Goal	108	108	79	48	34	56	67	95	70	85	117	56	126	94	77
Land Entitlement	No Goal	108	108	16	20	0	24	4	61	10	63	37	55	68	65	35
Tree	No Goal	82	82	79	48	34	41	65	95	70	85	117	53	64	49	67
Mapping	No Goal	53	53	9	13	18	38	26	23	22	38	30	8	24	26	23
Streets	No Goal	67	68	46	17	0	56	30	45	33	41	39	38	126	94	47
Engineering TIA Review	No Goal	45	46	19	47	0	35	67	6	25	44	84	56	68	78	44
Average	No Goal	71	71	34	29	10	39	38	46	32	54	61	42	70	62	43
Public Works (Storm Water)	No Goal	109	110	65	26	8	33	42	66	53	58	113	46	104	59	56
Historic Department	No Goal	23	24	1	7	44	5	12	18	0	15	0	11	8	0	10
CPS Energy	No Goal	71	73	42	29	85	38	35	35	25	88	71	46	118	44	55
Parks & Recreation Department	No Goal	52	51	24	0	0	0	14	0	12	3	5	24	43	13	12
SAWS	No Goal	34	33	17	8	0	15	41	29	16	50	44	20	50	31	27
Average	No Goal	58	58	30	14	28	18	29	29	21	43	47	29	65	29	32
Total City Time	No Goal	29	30	31	23	40	33	37	40	48	39	49	39	47	32	38
Total Customer Time	No Goal	128	122	110	63	90	61	68	108	72	123	122	65	135	95	93
<b>Total Processing Time</b> <b>[includes staff's completeness &amp; technical review</b> <b>(Months using longest review time)</b>	<b>1.3 months</b>	<b>1.0</b>	<b>1.0</b>	<b>1.0</b>	<b>0.8</b>	<b>1.3</b>	<b>1.1</b>	<b>1.2</b>	<b>1.3</b>	<b>1.6</b>	<b>1.3</b>	<b>1.6</b>	<b>1.3</b>	<b>1.6</b>	<b>1.1</b>	<b>1.3</b>
<b>Total Time [Total Processing Time - staff completeness and</b> <b>technical review and customer re-submittal time] (Months</b> <b>using longest review time)</b>	<b>No Goal</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>4</b>
<b>Average days</b>	<b>No Goal</b>	<b>158</b>	<b>161</b>	<b>97</b>	<b>67</b>	<b>64</b>	<b>89</b>	<b>100</b>	<b>111</b>	<b>94</b>	<b>133</b>	<b>147</b>	<b>109</b>	<b>175</b>	<b>120</b>	<b>109</b>
<b>Average months</b>	<b>No Goal</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>4</b>
<b>Minor Plat Activity</b>																
Number of Plats Approved	No Goal	282	30	27	32	23	31	20	30	19	30	36	33	41	18	340
Number of Days from Plat # to Technical Submission	No Goal	15	6	8	7	0	42	2	0	2	143	17	22	22	0	22
<b>Staff Completeness Review - Longest Time</b>	<b>3 Days</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>6</b>	<b>1</b>	<b>10</b>	<b>10</b>	<b>7</b>	<b>3</b>	<b>4</b>
Development Services Department	3 Days	2	1	0	0	0	0	0	2	0	1	0	0	0	0	0
Historic Department	3 Days	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Parks & Recreation Department	3 Days	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SAWS	3 Days	1	0	1	0	0	0	0	4	6	1	10	10	7	3	4
CPS	3 Days	1	0	0	0	0	0	0	1	1	0	1	1	2	1	1
Average	3 Days	1	0	0	0	0	0	0	1	1	0	2	2	2	1	1
<b>Technical Review - Longest Time</b>	<b>10 Days</b>	<b>15</b>	<b>14</b>	<b>15</b>	<b>13</b>	<b>14</b>	<b>12</b>	<b>14</b>	<b>17</b>	<b>17</b>	<b>11</b>	<b>12</b>	<b>19</b>	<b>11</b>	<b>14</b>	<b>14</b>
Development Services Department	10 Days	14	14	10	13	14	10	9	9	17	6	10	12	8	14	11
Land Entitlement	10 Days	12	10	9	10	10	10	9	7	9	5	7	9	7	9	8
Tree	10 Days	7	11	10	6	6	5	8	9	17	6	6	11	8	14	9
Mapping	10 Days	5	3	2	3	3	5	4	3	3	4	3	3	3	2	3
Streets	10 Days	4	3	4	2	3	4	2	3	2	2	2	2	3	3	3

Engineering TIA Review	10 Days	9	14	7	13	14	6	7	9	12	3	10	12	6	9	9
Average	10 Days	7	8	6	7	7	6	6	6	9	4	6	7	5	7	6
Public Works (Storm Water)	10 Days	10	8	8	9	9	8	10	10	11	10	10	10	11	9	10
Historic Department	10 Days	3	2	2	2	2	2	3	3	3	3	4	4	5	4	3
CPS Energy	10 Days	6	6	5	4	5	3	4	3	3	2	3	3	3	5	4
Parks & Recreation Department	10 Days	7	14	15	11	12	12	14	17	11	11	12	19	9	3	12
SAWS	10 Days	7	7	6	6	7	7	7	8	6	9	7	7	10	9	7
Average	10 Days	6	7	7	6	7	6	8	8	7	7	7	9	8	6	7
<b>Customer Re-Submittal - Longest Time</b>	<b>No Goal</b>	<b>61</b>	<b>62</b>	<b>62</b>	<b>77</b>	<b>101</b>	<b>50</b>	<b>68</b>	<b>41</b>	<b>58</b>	<b>44</b>	<b>38</b>	<b>54</b>	<b>71</b>	<b>103</b>	<b>64</b>
Development Services Department	No Goal	61	62	62	77	101	50	68	41	48	44	36	54	71	103	63
Land Entitlement	No Goal	51	51	38	39	28	18	45	26	43	36	36	47	61	43	38
Tree	No Goal	52	52	62	77	101	50	68	41	48	30	33	54	71	103	62
Mapping	No Goal	33	33	13	19	12	11	12	11	22	27	15	26	40	32	20
Streets	No Goal	29	29	42	38	42	22	29	35	39	44	25	45	58	24	37
Engineering TIA Review	No Goal	24	24	3	17	13	14	23	11	19	11	25	18	34	8	16
Average	No Goal	38	38	31	38	39	23	36	25	34	30	27	38	56	52	36
Public Works (Storm Water)	No Goal	41	39	23	27	27	30	38	19	51	35	38	21	66	37	34
Historic Department	No Goal	8	15	7	12	6	1	3	8	9	2	7	0	7	51	9
CPS Energy	No Goal	32	32	20	30	50	17	37	33	58	11	15	44	57	59	36
Parks & Recreation Department	No Goal	12	14	11	33	19	12	12	24	13	20	21	29	47	16	21
SAWS	No Goal	14	20	7	13	13	17	17	6	6	13	23	12	22	24	14
Average	No Goal	22	24	12	23	23	15	21	18	27	16	20	21	40	37	23
Total City Time	No Goal	17	15	16	13	14	12	14	21	23	12	22	29	18	17	18
Total Customer Time	No Goal	76	68	70	84	101	92	70	41	60	187	55	76	93	103	86
<b>Total Processing Time [includes staff's completeness &amp; technical review (Days using longest review time)]</b>	<b>13 Days</b>	<b>17</b>	<b>15</b>	<b>16</b>	<b>13</b>	<b>14</b>	<b>12</b>	<b>14</b>	<b>21</b>	<b>23</b>	<b>12</b>	<b>22</b>	<b>29</b>	<b>18</b>	<b>17</b>	<b>18</b>
<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>	<b>9</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>7</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>3</b>
<b>Average days</b>	<b>No Goal</b>	<b>74</b>	<b>78</b>	<b>57</b>	<b>74</b>	<b>76</b>	<b>51</b>	<b>71</b>	<b>58</b>	<b>78</b>	<b>57</b>	<b>62</b>	<b>78</b>	<b>110</b>	<b>104</b>	<b>73</b>
<b>Average months</b>	<b>No Goal</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>2</b>
<b>TIA Study</b>																
TIA Scoping Meetings	No Goal								17	9	3	16	13	8	8	74
Scoping Meeting - Completeness Review	3 Days						4	6	6	5	3	4	5	3	3	4
Scoping Meeting - Technical Review	10 Days						14	25	11	16	19	13	14	2	10	14
New TIA Studies Received	No Goal								7	19	15	8	14	12	5	80
TIA Reviews Completed	No Goal								25	35	21	43	37	42	18	221
TIA Review - Completeness Review	3 Days						2	3	3	2	2	2	3	1	1	2
TIA Review - Technical Review	20 Days						27	31	24	26	37	21	40	16	20	27
<b>Number of Building Plans Submitted</b>																
Walk through Plans (Commercial)	No Goal	343	38	43	13	14	18	21	16	12	9	12	11	3	3	167
Minor Plans (Commercial)	No Goal	1,336	99	91	58	62	64	58	68	48	56	54	61	92	83	799
Complex Commercial Plans	No Goal	1,553	162	114	101	103	85	79	225	85	81	154	67	104	57	1,225
School District - New Construction	No Goal	39	0	2	1	2	2	3	4	19	1	1	1	1	0	38
Site Work	No Goal	236	20	27	12	13	27	25	38	28	18	17	17	21	23	260
Residential Plans	No Goal	3,781	353	458	309	293	392	357	429	260	226	436	398	358	406	4,314
<b>Average Days for Initial Review (Longest Review)</b>																
Walk through Plans (Commercial)	3 Days	2	2	2	1	1	1	1	2	1	2	1	2	3	2	2
Minor Plans (Commercial)	8 Days	5	5	5	6	4	5	5	5	5	5	5	5	5	5	5

Complex Commercial Plans	18 Days	18	16	17	12	14	14	13	15	16	16	13	13	14	14	13
School District - New Construction	18 Days	17	17	7	6	0	16	16	10	18	13	16	5	18	18	9
Site Work	10 Days	9	9	9	4	5	6	6	7	6	6	5	6	7	7	7
Residential Plans	3 Days	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
<b>Number of Inspections</b>																
Plumbing	No Goal	81,704	7,368	7,935	7,166	6,640	8,470	7,601	8,167	60	6,579	7,744	7,987	7,457	7,870	90,518
Electrical	No Goal	60,352	5,633	5,805	5,484	4,500	6,441	5,379	5,777	59	4,370	4,863	5,098	4,918	5,508	63,108
Mechanical	No Goal	29,554	2,685	3,113	2,801	2,800	3,357	2,872	3,249	30	2,926	3,231	3,156	3,110	3,208	36,833
Building	No Goal	51,739	4,752	5,283	4,673	4,033	5,528	5,119	5,500	46	4,149	4,819	4,975	4,945	4,990	58,825
Sign	No Goal	4,013	139	212	225	170	459	383	472	16	218	156	133	285	1,441	3,538
Fire (Certificate of Occupancy)	No Goal	5,300	464	418	401	381	447	387	362	22	430	328	445	457	464	4,902
Residential Flatwork, New Construction	No Goal	3,039	268	318	325	249	267	274	316	0	307	214	198	246	261	3,235
Construction	No Goal	17,706	1,459	1,763	1,689	1,414	1,890	1,207	1,250	23	1,365	1,520	1,295	1,822	1,441	16,679
<b>% of Inspections as Scheduled</b>																
Plumbing	95%	99%	98%	99%	99%	100%	99%	98%	99%	99%	99%	98%	98%	96%	96%	99%
Electrical	95%	97%	91%	94%	89%	95%	94%	98%	91%	99%	99%	99%	99%	94%	91%	96%
Mechanical	95%	99%	98%	97%	97%	97%	98%	99%	97%	99%	99%	99%	99%	98%	98%	98%
Building	95%	98%	95%	95%	97%	96%	96%	97%	92%	99%	99%	99%	100%	95%	98%	99%
Sign	95%	100%	100%	99%	100%	100%	99%	99%	100%	99%	100%	100%	100%	100%	100%	97%
Fire (Certificate of Occupancy)	95%	98%	98%	98%	99%	98%	95%	98%	98%	98%	99%	99%	99%	98%	98%	98%
Residential Flatwork, New Construction	95%	99%	100%	100%	88%	89%	96%	97%	96%	99%	97%	99%	97%	95%	92%	95%
Construction	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<b>Average Number of Telephone Calls Per Day</b>																
Total Calls	No Goal	684	738	724	744	754	787	748	759	734	815	838	757	776	734	764
<b>Percent of Telephone Calls Abandoned by Customer</b>																
Department Average	5%	2%	3%	3%	3%	5%	3%	2%	3%	7%	14%	22%	23%	22%	24%	11%
<b>Average Number of Customers per day*</b>																
Department Average	No Goal	217	231	187	283	199	191	214	161	58	79	81	46*	47*	40*	44**
<b>Average Customer Wait Time at One Stop Counter*</b>																
Percent of Customers Served within 10 Minutes	75%	73%	66%	71%	70%	56%	53%	52%	57%	NA	NA	NA	NA	NA	NA	NA
Percent of Customers Served within 20 Minutes	90%	90%	87%	91%	88%	85%	79%	76%	78%	NA	NA	NA	NA	NA	NA	NA
Percent of Customers Served within 30 Minutes	95%	97%	97%	98%	98%	96%	94%	92%	91%	NA	NA	NA	NA	NA	NA	NA
<b>E-Commerce</b>																
Percent of Inspections Scheduled Using the Web	No Goal	51%	51%	50%	45%	50%	45%	48%	48%	45%	44%	48%	47%	50%	43%	48%
Percent of MEP Permits Issued On-Line	No Goal	88%	88%	89%	88%	89%	86%	87%	87%	91%	93%	94%	94%	95%	94%	91%
Percent of New Residential Permits On-Line	No Goal	70%	76%	72%	81%	75%	67%	69%	77%	74%	65%	71%	72%	70%	79%	72%
Percent of Inspections Scheduled Using Mobile App	No Goal	9%	11%	11%	10%	10%	10%	10%	12%	12%	10%	11%	11%	11%	11%	11%
Percent of Inspections Scheduled by an Employee	No Goal	39%	39%	39%	45%	39%	44%	41%	41%	43%	47%	41%	41%	40%	46%	41%
<b>Total Land Development &amp; Building Development</b>																
Land Development Applications	No Goal	1,051	86	101	82	71	109	94	81	76	71	84	89	81	107	1,046
Building Development Permits	No Goal	97,824	8,746	10,810	8,355	7,486	9,274	8,185	8,987	7,392	7,043	8,838	9,495	9,350	8,789	104,004
Total	No Goal	98,875	8,832	10,911	8,437	7,557	9,383	8,279	9,068	7,468	7,114	8,922	9,584	9,431	8,896	105,050
<b>Development Activity Per FTE</b>																
Authorized Positions	282	288	293	301	301	301	301	301	301	301	301	301	301	301	301	301
Vacant Positions	No Goal	20	17	28	24	22	23	18	17	17	18	19	20	20	23	21
Number of Active Employees	No Goal	268	276	273	277	279	278	283	284	284	283	282	281	281	278	280

\* Cliff Morton Development and Business Center closed to the public March 27, 2020. July, August and September 2020 "Average Number of Customers Served per day" reported was based on the Total Customer Requests Processed by the Permit Counter divided by the number of business days in the month.

\*\* YTD Average Number of Customers Per Day based on 4th Quarter (July - September) results only; Represents the Average Number of Customer Requests Processed by the Permit Counter per day.