

Development Services Department Performance Measures - FY 2008												
	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08
Vested Rights												
Number of Vested Rights Applications Submitted	2	2	0	1	4	4	5	6	1	1	3	2
Number of Vested Rights Applications Approved	2	1	1	0	1	2	2	2	4	1	0	0
Number of Vested Rights Applications needing add'l info	6	0	0	0	0	0	0	0	0	0	0	0
Number of Vested Rights Applications Denied	1	0	0	0	0	2	1	4	2	0	2	0
Completeness Review Turnaround Time (Working Days)	2	1	0	1	2	2	2	3	2	1	2	3
Analysis - Turnaround Time (Working Days)	15.1	13	16	0	16	14	25	25	19	15	19.5	0
Number of Vested Rights Applications in Inventory	0	1	0	1	4	4	6	6	1	1	2	4
Planning Commission Appeals												
Number of Vested Rights Appeals	0	1	0	0	1	0	1	0	0	0	0	0
Number of Vested Rights Appeal Denials	0	0	0	0	0	0	0	0	0	0	0	0
Number of Vested Rights Appeals Approved	0	0	0	0	1	1	0	1	0	0	0	0
Number of Vested Rights Appeals Withdrawal	0	0	0	0	0	0	0	0	0	0	0	0
City Council Appeals												
Number of Vested Rights Appeals	0	0	0	0	0	0	0	0	0	0	0	0
Number of Vested Rights Appeal Denials	0	0	0	0	0	0	0	0	0	0	0	0
Number of Vested Rights Appeals Approved	0	0	0	0	0	0	0	0	0	0	0	0
Number of Vested Rights Appeals Withdrawal	0	0	0	0	0	0	0	0	0	0	0	1
Zoning												
Number of Zoning Applications Submitted	27	24	13	26	22	27	20	24	22	34	17	13
Completeness Review Turnaround Time (Calendar Days)	2	2	2	2	2	2	2	2	2	2	2	2
Number of Cases Placed on Zoning Commission Agenda	25	41	26	20	30	33	34	32	30	30	44	31
Number of Cases Moved Forward to Council	18	38	20	14	20	24	20	20	21	19	25	20
Number of Cases Continued	3	7	3	4	5	8	11	7	4	5	10	8
Number of Cases Placed on City Council Agenda	23	22	29	30	12	20	24	23	31	0	29	40
Number of Zoning Verification Letter Requests Submitted	55	41	31	33	33	28	31	39	31	22	9	18
ZV Letter Average Turnaround Time (Working days)	4.6	3.2	3.3	4.5	3.6	4.57	4.48	4.15	3.3	3.45	2.66	7.72
Number of ZV Letters Exceeding 10-day Turnaround Goal	2	0	0	0	0	0	0	0	0	0	0	0
Plat Activity (Major and Minor)												
Number of Applications Submitted for Plat Number	48	60	42	47	42	60	32	53	65	56	47	30

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	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08
Major Plat Activity												
Number of Plats Approved by Planning Commission	26	21	12	15	21	21	16	23	18	18	18	18
Number of Days from Plat # Issuance to Plat Package Submission	107	122	75	97	126	77	130	113	169	169	204	209
Staff Completeness Review - Longest Time	4	8	5	4	3	5	5	3	78	3	4	11
Planning and Development Services Department	0	1	5	2	1	5	5	1	1	3	10	5
Historic Department	0	8	0	0	0	0	0	0	0	0	0	0
Parks & Recreation Department	1	3	0	0	2	0	1	1	78	0	4	11
SAWS	4	4	3	4	3	3	2	3	3	3	3	3
CPS	0	0	0	0	0	0	0	3	3	0	0	0
Technical Review - Longest Time	42	54	28	43	30	52	46	52	52	48	54	54
Planning and Development Services Department	26	34	19	21	17	23	33	30	32	45	16	21
Land Entitlement	16	12	12	13	10	12	13	9	11	11	11	21
Tree	10	9	10	9	11	10	12	14	10	12	12	10
Mapping	3	8	4	3	6	3	2	5	5	4	8	4
Streets	26	34	19	21	16	23	25	30	20	16	20	17
TIA	4	8	7	3	17	12	17	15	19	16	23	12
PW (storm water)	42	54	23	43	29	20	33	18	32	45	32	28
Historic Department	21	20	20	17	16	16	24	21	14	17	17	21
CPS	33	26	28	27	13	25	7	27	52	14	54	54
Parks & Recreation Department	7	40	24	1	2	0	0	3	0	1	5	14
SAWS	21	20	23	26	30	52	46	52	45	48	53	38
Customer Re-Submittal - Longest Time	89	136	76	77	91	49	95	84	116	156	144	138
Planning and Development Services Department												
Land Entitlement	49	121	53	47	91	49	51	31	79	116	116	78
Tree	40	55	43	65	61	49	35	77	45	62	45	52
Mapping	37	91	68	31	63	20	23	49	24	29	61	53
Streets	28	59	52	13	62	32	48	47	23	119	72	24
TIA	0	38	0	15	42	1	32	28	13	29	30	33
PW (storm water)	72	92	63	77	79	33	95	67	75	99	144	138
Historic Department	2	0	0	0	20	3	4	32	27	20	0	76
CPS	89	120	39	62	46	45	54	84	91	156	109	53
Parks & Recreation Department	22	8	8	0	2	0	21	18	38	44	0	18
SAWS	19	61	16	14	16	34	36	29	10	34	51	64

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Total City Time	46	62	33	47	33	57	51	55	130	51	58	65
Total Customer Time	196	258	151	174	217	126	225	197	248	325	348	347
Total Processing Time (Months)	4.5	6.6	3.63	4.13	4.13	3.53	4.86	4.63	8.2	6.9	6.7	6.7
Total Time (Months)	8.06	10.6	6.13	7.36	8.33	6.1	9.2	8.4	13.8	12.5	13.53	13.7
Minor Plat Activity												
Number of Plats Approved	23	17	26	35	19	28	29	27	31	35	29	26
Number of Days from Plat # Issuance to Plat Package Submission	46	54	53	84	40	62	127	43	76	79	46	56
Staff Completeness Review - Longest Time	6	2	2	2	1	2	10	3	15	1	5	3
Planning and Development Services Department	2	1	2	2	1	2	10	3	4	0	5	3
Historic Department	0	0	0	0	0	0	0	0	15	0	0	0
Parks & Recreation Department	6	0	0	1	0	0	0	2	0	1	1	1
SAWS	0	2	1	1	1	1	1	1	1	1	1	1
CPS	0	0	0	0	0	0	0	0	0	0	0	0
Technical Review - Longest Time	19	12	11	11	6	13	8	14	6	10	9	7
Planning and Development Services Department												
Land Entitlement	12	6	5	3	3	4	6	6	6	4	6	5
Tree	4	2	2	3	3	3	3	4	3	3	4	3
Mapping	0	0	1	1	2	1	1	2	1	1	2	2
Streets	3	2	5	5	3	4	4	2	4	5	6	3
TIA	2	3	2	4	5	5	4	5	4	8	5	3
PW (storm water)	19	12	4	6	4	6	8	14	6	5	8	7
Historic Department	4	4	11	11	6	4	3	4	4	4	9	6
CPS	6	3	2	4	1	13	3	3	5	8	4	4
Parks & Recreation Department	0	0	0	0	0	0	0	0	0	0	0	0
SAWS	4	4	8	5	6	7	5	5	6	10	9	7
Customer Re-Submittal - Longest Time	34	31	35	31	21	30	35	19	59	26	22	37
Planning and Development Services Department												
Land Entitlement	34	31	33	31	21	26	35	18	59	26	13	32
Tree	11	15	11	17	8	5	9	10	16	15	17	14
Mapping	14	29	11	9	9	10	15	5	13	8	11	31
Streets	8	25	18	17	7	11	14	7	20	10	6	16

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TIA	4	17	12	5	2	1	0	6	0	0	3	0
PW (storm water)	29	31	35	15	9	30	18	7	22	14	10	37
Historic Department	0	0	0	0	0	0	0	0	0	0	0	4
CPS	14	3	4	6	0	5	8	7	5	12	7	6
Parks & Recreation Department	0	26	14	0	0	5	0	1	3	0	0	0
SAWS	8	16	16	6	14	10	11	19	3	9	22	5
Total City Time	25	14	13	13	7	15	18	17	21	11	14	10
Total Customer Time	80	85	88	115	61	92	162	62	135	105	68	93
Total Processing Time (Months)	1.9	1.5	1.6	1.46	0.93	1.5	1.76	1.2	2.66	1.23	1.2	1.56
Total Time (Months)	3.5	3.3	3.36	4.26	2.26	3.56	6	2.63	5.2	3.89	2.73	3.43
Number of Building Plans Submitted												
Walk through Plans (Commercial)	47	25	50	38	47	26	22	30	68	35	29	38
Minor Plans (Commercial)	133	111	85	106	101	64	72	57	88	71	97	87
Interior Finish-out Plans (Commercial)	46	22	38	43	49	56	67	50	53	44	76	69
New Commercial Construction	59	32	42	40	62	46	41	30	54	51	50	50
School District - New Construction	11	7	5	12	9	6	15	21	111	43	21	13
Residential Plans	235	159	164	213	284	288	245	245	325	234	254	210
Average Calendar Days for Initial Review												
Walk through Plans (Commercial)	1	1	1	1	1	1	1	1	1	1	1	1
Minor Plans (Commercial)	7	7	6	5	4	3	#REF!	5	4	4	6	4
Interior Finish-out Plans (Commercial)	17	15	19	16	17	16	1	17	18	20	16	15
New Commercial Construction	27	29	33	24	22	25	6	27	28	32	24	24
School District - New Construction	29	20	14	14	0	22	13	21	22	0	0	0
Residential Plans (standard submittals)	2	2	2	2	3	2	2	3	2	3	2	2
Residential Plans (percent approved after initial review)	24%	35%	34%	26%	20%	19%	23%	23%	17%	24%	22%	27%
Number of Inspections												
Plumbing	5500	5020	4877	4339	4853	4840	4814	5083	5073	5401	5125	5368
Electrical	4506	4197	3793	3425	3823	3488	3669	3666	3807	3853	3771	3641
Mechanical	2459	2198	2401	1917	1843	1934	2480	2691	2810	2783	2674	2807
Building	2689	2375	2380	2096	2170	2058	2028	1987	2066	2481	2383	2576
Sign	412	376	398	481	470	516	424	399	210	167	325	274

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	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08
Vacant Positions	27	29	23	25	28	33	39	36	45	48	49	66
Number of Active Employees	254	250	249	247	244	239	233	236	227	224	223	206
Average activity per Active Employee	26	23	19	22	23	23	26	27	30	28	27	23