

Planning & Development Services Department Performance Measures for FY 2009													
	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09
Vested Rights													
Number of Vested Rights Applications Submitted	2	2	3	0	1	1	0	1	0	3	0	0	4
Number of Vested Rights Applications Approved	0	0	3	0	1	3	0	1	0	0	0	1	0
Number of Vested Rights Applications needing add'l info	0	0	0	0	0	0	1	0	0	0	0	0	1
Number of Vested Rights Applications Denied	0	1	0	1	0	0	0	0	0	0	0	1	0
Completeness Review Turnaround Time (Working Days)	3	2	2	0	2	2	0	0	0	4	0	0	2
Analysis - Turnaround Time (Working Days)	0	20	19	39	65	68	25	52	0	0	0	60	31
Number of Vested Rights Applications in Inventory	4	5	5	4	4	2	1	1	1	4	4	2	5
Planning Commission Appeals													
Number of Vested Rights Appeals	0	0	0	0	0	0	2	0	0	0	0	0	0
Number of Vested Rights Appeal Denials	0	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	0
Number of Vested Rights Appeals Withdrawal	0	0	0	0	0	0	0	1	0	1	0	0	0
City Council Appeals													
Number of Vested Rights Appeals	0	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	0
Number of Vested Rights Appeals Approved	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of Vested Rights Appeals Withdrawal	1	0	0	0	0	0	0	0	0	0	0	0	0
Zoning													
Number of Zoning Applications Submitted	13	14	7	14	27	9	13	19	7	13	20	6	15
Completeness Review Turnaround Time (Calendar Days)	2	2	2	2	2	2	2	2	2	2	2	2	2
Number of Cases Placed on Zoning Commission Agenda	31	31	32	18	9	13	22	29	20	29	14	13	20
Number of Cases Moved Forward to Council	20	15	19	15	6	11	16	24	11	15	9	9	7
Number of Cases Continued	8	14	10	1	3	0	6	3	9	10	5	5	2
Number of Cases Placed on City Council Agenda	40	22	22	18	21	11	11	14	23	25	0	20	11
Number of Zoning Verification Letter Requests Submitted	18	20	30	10	15	17	10	15	14	15	16	17	13
ZV Letter Average Turnaround Time (Working days)	8	7	8	9	5	5	4	2	4.07	2.6	3.69	3.88	3.69
Number of ZV Letters Exceeding 10-day Turnaround Goal	0	0	0	3	0	0	0	0	0	0	0	0	0

Planning & Development Services Department Performance Measures for FY 2009													
	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09
Plat Activity (Major and Minor)													
Number of Applications Submitted for Plat Number	30	39	33	31	20	39	25	20	26	30	31	39	40
Major Plat Activity													
Number of Plats Approved by Planning Commission	18	11	14	13	29	11	9	11	9	8	10	10	14
Number of Days from Plat # Issuance to Plat Package Submission	209	122	137	113	93	114	87	207	245	53	189	79	243
Staff Completeness Review - Longest Time	11	4	3	5	29	4	13	4	55	45	65	33	4
Planning and Development Services Department	5	0	2	1	2	3	3	4	2	2	2	5	4
Historic Department	0	0	0	0	0	0	0	0	0	0	1	0	0
Parks & Recreation Department	11	2	3	1	29	2	13	1	55	45	65	33	3
SAWS	3	3	3	5	3	4	3	2	2	2	3	2	1
CPS	0	0	0	0	4	0	0	0	0	0	0	0	0
Average		1	2	1	8	2	4	1	12	10	14	8	2
Technical Review - Longest Time	54	120	48	58	60	68	155	44	54	116	145	56	84
Planning and Development Services Department	21	45	13	13	16	36	16	18	18	12	11	9	11
Land Entitlement	21	7	7	13	12	12	16	13	7	10	7	17	12
Tree	10	45	13	8	16	11	9	11	18	12	15	13	35
Mapping	4	6	8	5	12	6	16	12	14	4	13	5	7
Streets	17	16	12	5	15	9	6	18	4	4	13	11	16
TIA	12	12	9	8	16	36	11	9	5	6	21	19	9
Average		17	10	8	14	15	12	13	10	7	14	13	16
PW (storm water)	28	45	33	38	40	36	38	44	39	28	37	31	40
Historic Department	21	23	23	14	18	24	29	28	26	25	25	18	29
CPS	54	41	30	21	60	68	155	59	31	116	34	56	84
Parks & Recreation Department	14	62	18	0	18	3	53	22	13	13	101	6	17
SAWS	38	120	48	58	50	31	80	42	54	35	145	28	79
Average		51	27	23	33	29	61	35	29	37	59	25	44

Planning & Development Services Department Performance Measures for FY 2009													
	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09
Customer Re-Submittal - Longest Time	138	119	94	63	84	74	148	181	72	82	199	152	144
Planning and Development Services Department													
Land Entitlement	78	81	83	26	47	68	76	89	6	18	26	17	66
Tree	52	75	13	43	58	49	98	75	72	34	84	125	91
Mapping	53	48	49	54	35	24	53	99	16	38	126	113	85
Streets	24	74	46	6	39	12	3	122	42	6	65	102	116
TIA	33	49	40	25	15	9	0	112	10	4	58	108	42
Average		65	46	31	39	32	46	99	29	20	72	93	80
PW (storm water)	138	119	94	63	84	54	148	161	39	37	199	152	144
Historic Department	76	5	28	14	60	74	15	3	20	29	126	4	2
CPS	53	55	82	47	45	60	59	78	11	39	143	61	86
Parks & Recreation Department	18	1	37	7	21	39	3	181	2	82	0	5	1
SAWS	64	88	23	59	37	43	111	55	13	34	131	29	78
Average		56	52	37	48	50	64	96	19	40	112	57	65
Total City Time	65	124	51	63	89	72	168	48	109	161	210	89	88
Total Customer Time	347	241	231	176	177	188	235	388	317	135	388	231	387
Total Processing Time [includes staff's completeness & technical review and customer re-submittal cycle time (Months)]	6.7	8	5	4	6	5	11	8	6	8	14	8	8
Total Time [Total Processing Time put cycle time to submit plat package after receiving a plat number] (Months)	13.7	12	10	8	9	12	13	15	14	10	20	11	16
Average days		230	217	174	182	196	216	339	305	140	374	170	354
Average months		8	7	6	6	7	7	11	10	5	12	6	12
Minor Plat Activity													
Number of Plats Approved	26	43	25	30	19	17	19	30	19	27	24	20	24
Number of Days from Plat # Issuance to Plat Package Submission	56	65	48	53	74	111	83	105	62	49	64	122	48
Staff Completeness Review - Longest Time	3	2	2	2	1	2	1	2	3	2	1	19	8
Planning and Development Services Department	3	2	2	2	0	2	1	2	1	2	1	1	1
Historic Department	0	0	0	0	0	0	0	0	0	0	0	0	0
Parks & Recreation Department	1	0	1	0	0	0	0	0	3	1	0	19	8
SAWS	1	1	1	1	1	1	0	1	1	0	0	0	0
CPS	0	1	0	0	0	0	0	1	0	0	0	0	0
Average		1	1	1	0	1	0	1	1	1	0	4	2

Planning & Development Services Department Performance Measures for FY 2009													
	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09
Technical Review - Longest Time	7	9	9	10	10	21	8	10	10	8	7	13	15
Planning and Development Services Department		5	6	4	5	8	7	6	2	2	2	3	1
Land Entitlement	5	3	6	4	3	7	4	2	2	4	3	3	4
Tree	3	5	5	4	3	8	3	6	5	6	2	13	3
Mapping	2	3	3	4	4	3	7	5	4	5	3	2	4
Streets	3	3	3	2	3	4	1	3	2	3	2	2	2
TIA	3	5	5	4	5	4	2	3	4	1	1	1	2
Average		4	4	4	4	5	3	4	3	4	2	4	3
PW (storm water)	7	9	9	10	7	7	8	10	8	8	7	9	6
Historic Department	6	5	6	6	4	7	8	6	5	4	4	5	6
CPS	4	8	8	8	2	21	7	7	10	8	5	9	12
Parks & Recreation Department	0	1	1	1	6	1	0	1	1	8	2	1	7
SAWS	7	5	6	7	10	11	3	5	4	5	3	4	15
Average		5	6	6	5	9	5	5	5	6	4	5	8
Customer Re-Submittal - Longest Time	37	18	12	25	58	69	30	17	29	23	14	29	34
Planning and Development Services Department													
Land Entitlement	32	18	11	10	8	34	25	9	20	16	12	28	13
Tree	14	14	10	25	58	53	30	12	19	16	14	29	21
Mapping	31	13	12	10	16	69	20	14	6	9	10	20	18
Streets	16	15	5	10	7	50	6	9	14	6	12	11	2
TIA	0	4	1	0	9	33	0	0	10	0	0	0	2
Average		13	8	11	20	48	16	9	14	9	10	18	11
PW (storm water)	37	18	11	12	16	65	29	15	29	13	14	25	34
Historic Department	4	1	0	3	0	0	0	0	0	0	3	0	3
CPS	6	10	2	15	15	12	5	13	16	11	0	5	11
Parks & Recreation Department	0	0	2	1	0	0	0	1	0	0	10	0	0
SAWS	5	15	8	18	6	27	18	17	4	23	6	21	20
Average		9	5	10	9	25	11	9	10	9	7	11	13
Total City Time	10	11	11	12	11	23	9	12	13	10	8	32	23
Total Customer Time	93	83	60	78	132	180	113	122	91	72	78	151	82
Total Processing Time [includes staff's completeness & technical review and customer re-submittal cycle time (Months)]	1.56	1	1	1	2	3	1	1	1	1	1	2	2
Total Time [Total Processing Time put cycle time to submit plat package after receiving a plat number] (Months)	3.43	3	2	3	5	7	4	4	3	3	3	6	4
Average days		81	60	70	89	146	99	120	79	65	75	143	71
Average months		3	2	2	3	5	3	4	3	2	3	5	2

Planning & Development Services Department Performance Measures for FY 2009													
	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09
Number of Building Plans Submitted													
Walk through Plans (Commercial)	38	31	25	19	26	28	25	38	31	39	25	22	36
Minor Plans (Commercial)	87	41	56	29	44	44	55	83	65	82	69	80	67
Interior Finish-out Plans (Commercial)	69	44	62	40	29	49	35	53	37	30	37	34	54
New Commercial Construction	50	68	42	21	21	33	35	24	35	30	56	25	47
School District - New Construction	13	27	20	23	10	36	25	53	85	51	8	12	20
Residential Plans	210	159	115	162	150	219	152	234	266	305	267	249	244
Average Calendar Days for Initial Review													
Walk through Plans (Commercial)	1	1	1	1	1	1	1	1	1	1	1	1	1
Minor Plans (Commercial)	4	10	13	10	10	7	5	5	8	7	7	3	4
Interior Finish-out Plans (Commercial)	15	16	18	20	20	18	13	10	10	14	15	14	11
New Commercial Construction	24	28	32	36	35	28	19	17	12	19	22	22	16
School District - New Construction	0	26	24	21	14	14	26	11	9	10	20	20	0
Residential Plans (standard submittals)	2	4	4	2	1	1	1	1	3	2	2	2	2
Residential Plans (percent approved after initial review)	27%	35%	49%	35%	37%	26%	37%	24%	21%	18%	59%	59%	59%
Number of Inspections													
Plumbing	5368	5532	4228	4335	3830	4053	4578	4108	4336	5116	5025	4952	4725
Electrical	3641	3936	2978	3001	2739	2908	3123	3227	3003	3477	3720	3895	3460
Mechanical	2807	2909	2234	2509	2454	2118	2314	2196	1954	2394	2605	2524	2453
Building	2576	2371	1983	1992	1649	1729	1828	1717	1715	2082	2113	2178	2111
Sign	274	284	160	406	335	305	165	150	180	140	229	136	175
Fire (Certificate of Occupancy)	567	595	503	506	432	393	501	405	395	471	505	581	530
Residential Flatwork, New Construction	137	128	136	108	86	85	134	173	145	128	105	209	171
Construction	1285	1355	1115	999	1193	1495	1271	1162	1457	1195	1126	1300	1571

Planning & Development Services Department Performance Measures for FY 2009													
	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09
% of Inspections as Scheduled													
Plumbing	97%	98%	96%	98%	99%	98%	99%	100%	99%	99%	98%	98%	99%
Electrical	95	98%	97%	98%	98%	98%	99%	99%	99%	99%	89%	95%	96%
Mechanical	100	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Building	100	99%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	99%
Sign	100	100*	98%	100%	99%	87%	91%	87%	100%	96%	39%	63%	66%
Fire (Certificate of Occupancy)	98	95%	97%	96%	96%	97%	97%	94%	96%	95%	96%	92%	96%
Residential Flatwork, New Construction	100	97%	100%	100%	97%	99%	99%	100%	98%	99%	97%	97%	98%
Construction	97%	98%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Average Number of Telephone Calls Per Day													
Total Calls	715	618	658	496	541	604	575	576	617	587	586	596	573
Percent of Telephone Calls Abandoned by Customer													
Department Average	2%	2%	4%	1%	1%	2%	2%	1%	3%	1%	3%	2%	2%
Average Customer Wait Time at One Stop Counter													
Percent of Customers Served within 10 Minutes	69%	69%	64%	81%	76%	70%	66%	59%	65%	59%	59%	64%	68%
Percent of Customers Served within 20 Minutes		85%	82%	93%	93%	85%	83%	74%	82%	77%	75%	81%	80%
Percent of Customers Served within 30 Minutes	92%	92%	93%	99%	96%	94%	92%	83%	90%	88%	84%	89%	89%
E-Commerce													
Percent of Permits Issued On-Line	57%	55%	55%	58%	59%	55%	56%	57%	53%	59%	57%	58%	60%
Percent of MEP Permits Issued On-Line	57%	58%	57%	74%	73%	71%	73%	73%	71%	76%	78%	76%	78%
Percent of Inspections Scheduled On-Line	72%	71%	73%	57%	57%	61%	60%	59%	58%	60%	61%	65%	65%
Percent of New Residential Permits On-Line	66%	75%	79%	84%	82%	76%	75%	79%	69%	78%	74%	74%	78%
Development Activity Per FTE													
Land Development Applications	45	55	43	45	48	49	40	40	33	46	51	45	59
Building Development Permits	4618	5790	4488	4274	4222	5209	5923	5274	5308	6456	6770	5928	5927
Total	4,663	5,845	4,531	4,319	4,270	5,258	5,963	5,314	5,341	6,502	6,821	5,973	5,986
Authorized Positions													
Authorized Positions	272	283	283	283	283	283	242	242	242	242	242	242	242
Vacant Positions	66	36	31	31	31	41	4	10	15	16	17	21	21
Number of Active Employees	206	247	252	252	252	242	238	232	227	226	225	221	221
Average activity per Active Employee	23	24	18	17	17	22	25	23	24	29	30	27	27
Adjustment for Long Term Planning Active Employees	28	29	30	30	30	30	30	30	30	30	30	30	30
Average activity/Active Employee w/o Long-Term Planning	23	27	20	19	19	25	29	26	27	33	35	31	31