



DEVELOPMENT SERVICES DEPARTMENT



Performance Measures for FY 2016

Metrics	Goals	FY2015	2016												FY2016
			Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	
Rights Determination (RD)															
Number of Rights Determination Applications Submitted	No Goal	54	2	3	11	2	7	9	3	5	11	11	5	8	77
Number of Final Determinations	No Goal	39	3	1	10	2	2	5	5	4	11	8	8	3	62
Number of Rights Determination Applications in Inventory	No Goal	11	8	9	7	6	13	13	10	10	9	8	10	13	10
DSD - Initial Review - Technical Review	20 Days	8	23	6	6	8	NA	18	7	6	8	4	2	2	8
DSD - Resubmittals - Technical Review	20 Days	1	1	1	NA	1	NA	NA	N/A	0.5	1	1	1	1	1
CAO - Initial Review - Technical Review	20 Days	10	1	NA	13	NA	11	NA	N/A	N/A	N/A	15	7	12	10
CAO - Resubmittals - Technical Review	20 Days	4	10	NA	1	NA	NA	NA	N/A	N/A	N/A	1	1	1	3
Zoning															
Number of Zoning Applications Submitted	No Goal	310	15	26	33	16	17	27	19	22	19	22	31	30	285
Completeness Review Turnaround Time (Calendar Days)	2 Days	2	2	2	2	2	2	2	2	2	2	2	2	2	2
Number of Cases Placed on Zoning Commission Agenda	No Goal	390	30	26	26	30	42	28	34	29	18	28	21	29	341
Number of Cases Moved Forward to Council	No Goal	277	24	19	17	21	27	20	29	15	14	23	18	22	249
Number of Cases Continued	No Goal	64	6	7	5	8	12	11	5	5	2	4	4	4	73
Number of Cases Placed on City Council Agenda	No Goal	332	34	25	21	22	29	14	29	22	30	42	41	19	328
Number of Zoning Verification Letter Requests Submitted	No Goal	560	38	39	28	22	20	75	64	35	44	26	53	81	582
Number of Zoning Verification Letter Requests Completed	No Goal	526	34	37	28	25	14	70	55	27	44	26	53	53	554
ZV Letter Average Turnaround Time (Working days)	10 Days	4.65	3.41	2.43	3.50	4.16	5.5	4.02	7.41	2.85	4.65	2.1	3.01	5.14	4.01
Number of ZV Letters Exceeding 10-day Turnaround Goal	No Goal	0	0	0	10	0	0	0	12	0	0	0	0	2	24
Percent of ZV Letters Meeting 10-day Turnaround Goal	95%	100%	100%	100%	100%	100%	100%	100%	82%	100%	98%	100%	100%	96%	96%
Plat Activity (Major and Minor)															
Number of Applications Submitted for Plat Number	No Goal	617	64	65	35	40	48	69	52	36	56	52	53	51	620
Lots ICL - Platted/approved	No Goal	1891	257	251	193	178	131	294	238	71	105	291	91	436	2536
Lots OCL - Platted/approved	No Goal	4916	271	703	235	435	771	284	144	280	120	570	66	440	4319
Major Plat Activity															
Number of Plats Approved	No Goal	187	16	22	8	18	17	12	18	9	10	19	11	15	175
Number of Days from Plat # to Technical Submission	No Goal	127	95	72	149	93	133	100	80	63	73	99	78	113	96
Staff Completeness Review - Longest Time															
Development Services Department	5 Days	3	2	2	10	4	3	2	1	2	1	1	2	3	3
Historic Department	5 Days	0	0	0	10	0	0	0	0	1	0	0	0	0	1
Parks & Recreation Department	5 Days	1	0	1	0	1	1	0	1	1	0	1	1	1	1
SAWS	5 Days	1	0	0	0	2	0	0	0	0	0	0	0	0	0

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			Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug		Sept
CPS Energy	5 Days	3	2	1	9	4	3	2	1	2	1	1	2	3	3
Average	5 Days	1	1	1	1	2	1	0	1	1	0	0	1	1	1
Technical Review - Longest Time	34 Days	34	31	33	28	32	33	31	33	32	24	29	26	30	30
Development Services Department	20 Days	19	21	21	20	18	18	15	16	17	17	13	18	15	17
Land Entitlement	20 Days	19	21	18	12	18	16	12	16	15	8	13	18	15	15
Tree	20 Days	4	0	1	4	8	14	5	12	12	17	7	6	9	8
Mapping	20 Days	14	17	21	20	16	18	15	19	17	14	12	15	14	17
Streets	20 Days	2	4	1	1	2	1	2	2	3	1	2	1	3	2
TIA	20 Days	3	1	7	0	1	1	5	1	11	2	1	7	2	3
Average	34 Days	8	8	10	7	9	10	8	10	12	8	7	9.4	9	9
Transportation & Capital Improvements (storm water)	34 Days	34	29	31	28	32	33	31	33	32	24	29	26	30	30
Historic Department	34 Days	2	0	0	0	0	1	1	0	0	0	1	1	1	0
CPS Energy	34 Days	31	31	33	11	18	11	11	15	24	10	8	12	12	16
Parks & Recreation Department	34 Days	17	16	25	24	19	23	17	22	22	18	24	19	25	21
SAWS	34 Days	27	30	23	14	13	23	28	19	31	12	13	12	18	20
Average	34 Days	20	20	20	14	15	17	16	17	20	12	14	13	16	16
Customer Re-Submittal - Longest Time	No Goal	90	113	135	119	127	85	192	127	101	79	90	95	130	116
Development Services Department	No Goal	97	87	135	86	121	85	192	127	99	79	90	95	130	111
Land Entitlement	No Goal	90	80	135	86	121	82	192	127	99	79	84	70	130	107
Tree	No Goal	65	42	57	33	85	85	86	110	71	18	90	95	67	70
Mapping	No Goal	59	86	44	52	68	41	146	75	10	36	75	82	88	67
Streets	No Goal	28	87	29	23	32	22	57	53	30	53	62	56	96	50
TIA	No Goal	27	51	25	40	25	13	43	35	15	18	62	11	41	32
Average	No Goal	54	57	58	47	66	49	105	80	45	41	75	63	84	64
Transportation & Capital Improvements (storm water)	No Goal	77	105	76	53	127	70	156	116	101	58	70	73	96	92
Historic Department	No Goal	9	2	14	0	0	2	0	13	0	9	9	32	10	8
CPS Energy	No Goal	61	113	78	119	110	53	166	124	48	70	69	31	67	87
Parks & Recreation Department	No Goal	14	4	26	0	2	6	0	41	2	21	35	33	19	16
SAWS	No Goal	60	26	65	24	30	19	161	42	18	16	54	27	21	42
Average	No Goal	46	48	53	40	56	33	98	69	36	36	52	43	50	51
Total City Time	No Goal	42	42	35	38	36	36	33	34	34	25	48	40	44	37
Total Customer Time	No Goal	236	239	207	268	220	218	292	207	164	152	45	34	35	173
Total Processing Time [includes staff's completeness & technical review (Months using longest review time)]	1.3 months	1.4	1.4	1.2	1.3	1.2	1.2	1.1	1.1	1.1	0.8	1.0	0.9	1.1	1.1
Total Time [Total Processing Time - staff completeness and technical review and customer re-submittal time] (Months using longest review time)	No Goal	5.0	5.2	5.7	5.2	5.4	4.0	7.5	5.4	4.5	3.5	4	4.1	5.4	5.0
Average days	No Goal	67	69	74	55	73	51	114	86	57	48	66	57	67	68

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			Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	
Average months	No Goal	2	2	2	2	2	2	2	4	3	2	2	2	2	2
Minor Plat Activity															
Number of Plats Approved	No Goal	349	37	19	32	27	23	27	20	21	32	26	24	25	313
Number of Days from Plat # to Technical Submission	No Goal	32	35	26	28	18	23	37	33	30	28	26	25	23	28
Staff Completeness Review - Longest Time	3 Days	2	1	0	2	0	0	1	2	1	1	9	1	2	2
Development Services Department	3 Days	2	1	0	2	0	0	1	0	1	1	3	1	2	1
Historic Department	3 Days	0	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	0
SAWS	3 Days	0	0	0	0	0	0	0	2	0	0	9	0	0	1
CPS	3 Days	0	0	0	0	0	0	1	0	0	0	0	0	0	0
Average	3 Days	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Technical Review - Longest Time	10 Days	9	9	8	9	8	10	9	11	9	9	11	11	13	9
Development Services Department	10 Days	9	8	8	8	6	7	5	6	9	8	6	6	5	7
Land Entitlement	10 Days	9	8	8	8	6	7	5	6	9	8	6	6	5	7
Tree	10 Days	0	0	1	1	1	1	1	1	2	2	1	4	1	1
Mapping	10 Days	6	5	6	8	6	5	4	3	5	5	6	5	7	5
Streets	10 Days	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TIA	10 Days	2	1	0	1	0	2	0	4	0	0	2	0	5	1
Average	10 Days	3	3	3	4	3	3	2	3	3	3	3	3	4	3
Transportation & Capital Improvements (storm water)	10 Days	8	9	7	9	8	10	9	11	6	9	11	11	13	9
Historic Department	10 Days	1	1	0	0	0	0	0	0	0	0	0	0	0	0
CPS Energy	10 Days	5	4	2	2	2	3	2	2	2	4	3	2	4	3
Parks & Recreation Department	10 Days	1	1	1	1	2	1	1	1	0	2	1	1	1	1
SAWS	10 Days	3	1	1	2	2	2	6	4	3	3	3	1	2	3
Average	10 Days	3	3	2	3	3	3	3	3	2	4	4	3	4	3
Customer Re-Submittal - Longest Time	No Goal	35	64	41	41	31	41	36	35	39	46	37	74	65	46
Development Services Department	No Goal	33	64	25	38	28	41	36	35	39	46	31	74	40	41
Land Entitlement	No Goal	31	64	25	38	28	41	36	35	39	46	31	51	40	40
Tree	No Goal	29	52	20	20	20	8	16	21	25	26	25	44	56	28
Mapping	No Goal	24	48	10	23	28	23	24	25	28	10	22	74	37	29
Streets	No Goal	17	9	9	26	17	28	7	22	26	16	20	48	36	22
TIA	No Goal	10	12	3	18	2	18	3	11	0	11	21	4	40	12
Average	No Goal	22	22	13	25	19	24	17	23	24	22	24	44	42	25
Transportation & Capital Improvements (storm water)	No Goal	35	53	41	41	31	32	29	28	24	24	37	64	65	39
Historic Department	No Goal	5	0	7	2	1	1	0	0	0	0	1	5	8	2
CPS Energy	No Goal	21	13	6	37	6	22	29	4	23	44	18	62	50	26
Parks & Recreation Department	No Goal	2	3	0	5	0	15	0	1	15	0	0	4	1	4
SAWS	No Goal	14	6	7	13	3	12	12	2	7	7	10	21	6	9
Average	No Goal	16	16	12	21	10	18	15	10	15	16	15	33	29	17
Total City Time	No Goal	12	12	8	11	8	10	10	13	10	10	20	12	15	12

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Metrics	Goals	FY2015	2016												FY2016
			Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	
Total Customer Time	No Goal	70	69	67	69	49	64	73	68	69	74	63	99	88	71
Total Processing Time [includes staff's completeness & technical review (Days using longest review time)]	13 Days	12	12	8	11	8	10	10	13	10	10	20	12	15	12
Total Time [Total Processing Time - staff completeness and technical review and customer re-submittal time] (Days using longest review time)	No Goal	51	50	49	52	39	51	46	48	49	56	57	86	80	55
Average days	No Goal	20	20	15	24	13	21	18	13	18	20	18	36	33	21
Average months	No Goal	1	1	0.5	0.8	0.4	0.7	0.6	0.4	0.6	0.7	0.6	1.2	1.1	1
Number of Building Plans Submitted															
Walk through Plans (Commercial)	No Goal	429	38	34	21	47	44	45	43	40	45	41	22	44	464
Minor Plans (Commercial)	No Goal	1055	105	80	39	65	65	117	67	78	61	67	85	76	905
Complex Commercial Plans	No Goal	1800	177	84	105	174	190	166	102	101	110	91	132	137	1569
School District - New Construction	No Goal	46	0	0	0	4	0	0	1	0	0	0	1	0	6
Site Work	No Goal	191	17	9	16	14	16	2	27	22	21	24	23	15	205
Residential Plans	No Goal	2266	193	131	148	170	174	243	201	286	213	177	166	152	2253
Average Days for Initial Review (Longest Review)															
Walk through Plans (Commercial)	1 Day	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Minor Plans (Commercial)	8 Days	5	6	5	5	4	4	4	6	8	5	6	8	7	6
Complex Commercial Plans	18 Days	17	16	17	15	15	16	16	15	16	18	18	18	17	17
School District - New Construction	18 Days	10	7	7	0	0	14	16	17	0	8	0	0	0	12
Site Work	10 Days	6	6	4	5	5	7	5	5	6	5	6	6	8	6
Residential Plans	3 Days	2	2	2	2	2	3	3	2	3	2	2	2	2	2
Number of Inspections															
Plumbing	No Goal	60406	5469	4547	4480	4891	5237	5424	5154	5072	5638	5202	5606	5434	62154
Electrical	No Goal	37996	3419	2887	2732	2906	4002	4271	3832	3662	4053	3819	4195	3951	43729
Mechanical	No Goal	23351	2122	1898	1885	1895	2190	2223	1858	1879	2024	2063	2331	2222	24590
Building	No Goal	31483	3027	2583	2630	3136	3223	3378	2882	2936	3072	3102	3533	3230	36732
Sign	No Goal	3990	281	146	109	625	444	445	389	358	382	236	252	283	3950
Fire (Certificate of Occupancy)	No Goal	5323	471	394	396	404	407	503	443	490	440	393	618	468	5427
Residential Flatwork, New Construction	No Goal	1356	79	116	63	125	97	88	96	75	111	84	109	113	1156
Construction	No Goal	19134	1349	1156	1068	1,198	1462	1339	1745	1063	1058	955	1321	1525	15239
% of Inspections as Scheduled															
Plumbing	95%	97%	94%	94%	96%	91%	82%	91%	75%	93%	93%	86%	95%	99%	91%
Electrical	95%	99%	98%	96%	99%	99%	91%	97%	98%	92%	97%	95%	99%	98%	97%
Mechanical	95%	99%	99%	99%	99%	100%	99%	100%	100%	100%	99%	99%	99%	100%	99%
Building	95%	99%	99%	99%	100%	100%	100%	100%	100%	99%	99%	98%	99%	99%	99%
Sign	95%	99%	100%	99%	100%	100%	100%	100%	100%	100%	99%	99%	100%	100%	100%
Fire (Certificate of Occupancy)	95%	97%	98%	98%	97%	99%	99%	99%	97%	96%	99%	98%	97%	98%	98%
Residential Flatwork, New Construction	95%	97%	100%	100%	98%	98%	100%	88%	100%	97%	100%	94%	98%	99%	98%

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			Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept		
Construction	95%	100%	100%	100%	100%	100%	100%	100%	100%	75%	100%	100%	100%	100%	100%	98%
Average Number of Telephone Calls Per Day																
Total Calls	No Goal	558	551	543	596	543	577	542	631	598	621	631	589	613	586	
Percent of Telephone Calls Abandoned by Customer																
Department Average	5%	3%	3%	3%	3%	2%	3%	3%	6%	4%	5%	4%	3%	2%	3%	
Average Number of Customers per day																
Department Average	No Goal	185	185	185	177	193	193	199	215	206	159	194	200	204	207	
Average Customer Wait Time at One Stop Counter																
Percent of Customers Served within 10 Minutes	75%	80%	80%	84%	74%	72%	72%	83%	75%	67%	82%	84%	88%	79%	78%	
Percent of Customers Served within 20 Minutes	90%	93%	94%	96%	89%	89%	87%	92%	89%	84%	92%	97%	97%	92%	92%	
Percent of Customers Served within 30 Minutes	95%	98%	99%	99%	96%	97%	97%	97%	96%	93%	96%	100%	100%	98%	97%	
E-Commerce																
Percent of Inspections Scheduled Using the Web	No Goal	58%	59%	58%	56%	50%	58%	57%	57%	58%	57%	60%	56%	57%	57%	
Percent of MEP Permits Issued On-Line	No Goal	81%	81%	87%	84%	82%	82%	85%	88%	86%	86%	79%	79%	86%	83%	
Percent of New Residential Permits On-Line	No Goal	70%	71%	81%	86%	75%	63%	79%	68%	80%	67%	83%	76%	76%	76%	
Percent of Inspections Scheduled Using Mobile App	No Goal	6%	6%	6%	6%	4%	5%	6%	7%	5%	6%	5%	6%	6%	6%	
Percent of Inspections Scheduled by an Employee	No Goal	35%	35%	36%	38%	46%	37%	37%	37%	36%	37%	35%	38%	36%	37%	
Total Land Development & Building Development Applications/Permits																
Land Development Applications	No Goal	673	68	70	48	44	57	80	57	43	69	65	60	61	722	
Building Development Permits	No Goal	69729	6468	4923	5343	5655	6098	6415	6025	7252	8088	7464	7897	7278	78906	
Total	No Goal	70402	6536	4993	5391	5699	6155	6495	6082	7295	8157	7529	7957	7339	79628	
Development Activity Per FTE																
Authorized Positions	248	230	248	248	248	248	248	248	248	248	248	255	255	255	255	
Vacant Positions	22	15	18	18	19	20	17	15	15	16	17	21	19	20	18	
Number of Active Employees	226	215	216	215	216	216	216	216	217	217	217	217	217	217	216	
Average Activity/Active Employee	26	327	30	23	25	26	28	30	28	34	38	35	37	34	368	