



# DEVELOPMENT SERVICES DEPARTMENT



Performance Measures for FY 2017															
	Goals	FY2016	FY 2017												FY2017
			Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	
<b>Rights Determination (RD)</b>															
Number of Rights Determination Applications Submitted	No Goal	77	9	13	4	3	23	2	3	9	10	3	5	10	94
Number of Final Determinations	No Goal	62	8	12	6	0	23	2	3	5	12	2	1	3	77
Number of Rights Determination Applications in Inventory	No Goal	10	7	7	6	6	6	5	6	7	5	5	7	7	74
DSD - Initial Review - Technical Review	20 Days	8	6	7	18	NA	1	2	5	1	2	2	NA	5	5
DSD - Resubmittals - Technical Review	20 Days	1	1	1	12	NA	NA	2	NA	NA	NA	NA	NA	2	4
CAO - Initial Review - Technical Review	20 Days	10	NA	1	NA	NA	NA	15	NA	1	4	NA	7	6	6
CAO - Resubmittals - Technical Review	20 Days	3	NA	NA	NA	NA	NA	1	NA	NA	1	NA	7	1	3
<b>Zoning</b>															
Number of Zoning Applications Submitted	No Goal	285	13	15	21	23	29	28	22	18	23	32	32	35	291
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	341	37	29	26	22	30	26	40	36	31	28	25	52	382
Number of Cases Moved Forward to Council	No Goal	249	27	23	19	3	24	21	30	26	17	22	18	31	261
Number of Cases Continued	No Goal	73	9	1	6	13	4	2	10	8	8	6	7	21	95
Number of Cases Placed on City Council Agenda	No Goal	328	24	15	31	19	17	14	37	32	25	0	44	27	285
Number of Zoning Verification Letter Requests Submitted	No Goal	582	59	39	34	51	30	45	26	52	69	43	64	50	562
Number of Zoning Verification Letter Requests Completed	No Goal	554	27	33	33	51	30	41	28	44	66	38	38	27	456
ZV Letter Average Turnaround Time (Working days)	10 Days	4.01	6.29	6.84	5.21	4.05	2.00	3.00	2.92	3.79	3.42	5.44	6.84	5.96	4.64
Number of ZV Letters Exceeding 10-day Turnaround Goal	No Goal	24	0	7	0	0	0	0	0	2	0	0	0	0	9
Percent of ZV Letters Meeting 10-day Turnaround Goal	95%	96%	100%	82%	100%	100%	100%	100%	100%	95%	100%	100%	100%	100%	98%
<b>Plat Activity (Major and Minor)</b>															
Number of Applications Submitted for Plat Number	No Goal	620	55	56	39	39	49	53	47	65	55	36	70	47	611
Lots ICL - Platted/approved	No Goal	2536	55	94	179	136	139	344	221	594	59	29	205	157	2212
Lots OCL - Platted/approved	No Goal	4319	458	248	272	734	113	374	601	416	442	171	1062	430	5321
<b>Major Plat Activity</b>															
Number of Plats Approved	No Goal	175	9	9	15	19	11	15	19	19	12	9	23	17	177
Number of Days from Plat # to Technical Submission	No Goal	96	112	50	68	68	91	82	65	61	102	32	146	117	83
<b>Staff Completeness Review - Longest Time</b>															
Development Services Department	5 Days	3	1	4	2	4	4	3	3	3	3	3	7	2	3
Historic Department	5 Days	1	0	0	0	0	0	0	1	0	0	0	0	0	0
Parks & Recreation Department	5 Days	1	0	1	0	1	1	1	1	1	1	0	1	1	1
SAWS	5 Days	0	0	0	0	0	0	0	0	0	0	0	7	0	1
CPS Energy	5 Days	3	1	4	1	2	1	1	1	1	1	1	2	2	1

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	Goals	FY2016	FY 2017												FY2017
			Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	
Average	5 Days	1	0	1	1	1	1	1	1	1	1	1	2	1	1
<b>Technical Review - Longest Time</b>	<b>34 Days</b>	<b>-</b>	<b>20</b>	<b>37</b>	<b>26</b>	<b>32</b>	<b>31</b>	<b>32</b>	<b>33</b>	<b>30</b>	<b>26</b>	<b>33</b>	<b>31</b>	<b>31</b>	<b>-</b>
Development Services Department	20 Days	17	12	15	17	18	16	32	26	15	12	15	12	12	18
Land Entitlement	20 Days	15	12	15	17	18	16	14	14	14	11	15	11	12	14
Tree	20 Days	8	3	7	11	11	7	32	26	9	6	11	12	6	13
Mapping	20 Days	17	12	12	18	17	16	16	13	15	12	10	12	15	14
Streets	20 Days	2	2	2	2	2	2	6	3	6	3	4	7	6	4
TIA	20 Days	3	3	1	1	1	2	11	3	3	1	2	2	3	3
Average	34 Days	9	6	7	10	10	9	16	12	9	7	8	9	8	10
Transportation & Capital Improvements (storm water)	34 Days	30	20	37	26	32	31	27	33	30	26	33	31	31	30
Historic Department	34 Days	0	0	1	1	2	1	1	2	1	2	2	2	2	2
CPS Energy	34 Days	16	8	18	14	12	12	12	12	22	10	7	15	13	13
Parks & Recreation Department	34 Days	21	16	22	18	24	22	21	23	27	23	17	19	20	21
SAWS	34 Days	20	12	26	13	18	20	13	16	17	13	15	17	18	16
Average	34 Days	16	10	19	14	16	16	15	16	18	13	14	15	17	15
<b>Customer Re-Submittal - Longest Time</b>	<b>No Goal</b>	<b>-</b>	<b>119</b>	<b>119</b>	<b>110</b>	<b>121</b>	<b>152</b>	<b>125</b>	<b>104</b>	<b>157</b>	<b>134</b>	<b>166</b>	<b>144</b>	<b>144</b>	<b>-</b>
Development Services Department	No Goal	107	119	119	110	121	150	125	104	112	134	140	144	144	128
Land Entitlement	No Goal	107	88	81	110	121	126	125	104	112	67	140	144	144	119
Tree	No Goal	70	98	119	105	74	123	72	38	129	134	80	78	116	95
Mapping	No Goal	67	119	66	63	36	99	82	40	157	92	74	59	91	79
Streets	No Goal	50	15	33	75	55	150	91	35	96	51	6	51	60	67
TIA	No Goal	32	18	6	19	26	80	47	40	85	1	20	38	52	41
Average	No Goal	64	68	61	74	62	116	83	51	116	69	64	74	93	80
Transportation & Capital Improvements (storm water)	No Goal	92	65	85	80	84	152	119	81	102	51	166	100	119	105
Historic Department	No Goal	8	1	0	9	8	25	0	0	0	0	0	0	0	4
CPS Energy	No Goal	87	78	83	27	69	65	69	34	88	73	20	64	70	58
Parks & Recreation Department	No Goal	16	0	1	21	5	32	10	24	5	25	5	1	58	19
SAWS	No Goal	42	21	13	36	18	20	29	18	42	31	6	26	38	26
Average	No Goal	51	39	41	41	41	68	52	35	59	42	44	44	63	49
Total City Time	No Goal	37	34	37	36	38	60	46	32	49	37	40	39	58	44
Total Customer Time	No Goal	173	29	29	28	30	45	34	24	41	35	19	29	48	33
<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>	1.1	0.7	1.4	0.9	1.2	1.2	1.2	1.2	1.1	1.0	1.2	1.3	1.1	1.1
<b>Total Time [Total Processing Time - staff completeness and technical review and customer re-submittal time] (Months using longest review time)</b>	<b>No Goal</b>	5.0	4.7	5.3	4.6	5.2	6.2	5.3	4.7	6.3	5.4	6.7	6.1	5.9	6
<b>Average days</b>	<b>No Goal</b>	68	50	60	55	59	85	68	52	78	56	60	61	81	64
<b>Average months</b>	<b>No Goal</b>	2	2	2	2	2	3	2	2	3	2	2	2	3	2
<b>Minor Plat Activity</b>															
Number of Plats Approved	No Goal	313	12	20	23	22	27	29	22	27	29	34	23	31	299

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	Goals	FY2016	FY 2017											FY2017	
			Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug		Sep
Number of Days from Plat # to Technical Submission	No Goal	28	34	36	24	35	34	22	35	36	21	46	38	28	32
<b>Staff Completeness Review - Longest Time</b>	<b>3 Days</b>	-	1	3	1	1	1	1	2	3	1	2	1	1	-
Development Services Department	3 Days	1	1	2	1	1	1	1	2	3	1	2	1	1	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	1	0	1	0	0	0	0	0	1	0	1	0	0	0
CPS	3 Days	0	0	3	0	0	0	0	0	1	0	0	0	0	0
Average	3 Days	0	0	1	0	0	0	0	0	1	1	1	1	1	1
<b>Technical Review - Longest Time</b>	<b>10 Days</b>	-	13	11	11	11	7	10	10	14	11	17	14	17	-
Development Services Department	10 Days	7	10	8	7	8	7	8	6	8	9	9	10	9	8
Land Entitlement	10 Days	7	10	8	7	8	7	5	5	7	9	9	8	9	8
Tree	10 Days	1	2	1	6	3	1	3	2	2	3	4	4	1	3
Mapping	10 Days	5	4	7	7	7	6	8	6	8	6	4	10	5	7
Streets	10 Days	0	0	0	0	0	0	3	0	0	1	2	2	2	1
TIA	10 Days	1	2	1	0	0	0	6	2	2	1	1	2	1	2
Average	10 Days	3	4	3	4	4	3	5	3	4	4	4	5	4	4
<b>Transportation &amp; Capital Improvements (storm water)</b>	<b>10 Days</b>	<b>9</b>	<b>13</b>	<b>11</b>	<b>11</b>	<b>11</b>	<b>6</b>	<b>10</b>	<b>10</b>	<b>14</b>	<b>11</b>	<b>17</b>	<b>14</b>	<b>17</b>	<b>12</b>
Historic Department	10 Days	0	1	1	0	0	0	1	0	0	0	0	0	1	0
CPS Energy	10 Days	3	3	3	2	2	4	2	2	3	2	2	4	1	3
Parks & Recreation Department	10 Days	1	2	2	1	0	1	1	1	1	1	3	3	2	2
SAWS	10 Days	3	3	2	3	3	3	5	5	2	5	6	2	5	4
Average	10 Days	3	4	4	4	3	3	4	4	4	4	5	5	5	4
<b>Customer Re-Submittal - Longest Time</b>	<b>No Goal</b>		<b>49</b>	<b>66</b>	<b>41</b>	<b>51</b>	<b>24</b>	<b>39</b>	<b>72</b>	<b>64</b>	<b>55</b>	<b>51</b>	<b>73</b>	<b>33</b>	<b>-</b>
Development Services Department	No Goal	40	49	66	41	51	24	39	72	64	55	51	73	33	52
Land Entitlement	No Goal	40	45	66	41	49	24	31	72	56	53	43	62	33	48
Tree	No Goal	28	49	25	38	51	16	39	35	64	55	32	32	33	39
Mapping	No Goal	29	30	26	31	30	20	23	27	37	40	51	73	32	35
Streets	No Goal	22	25	16	9	12	13	25	42	25	15	26	23	23	21
TIA	No Goal	12	37	6	0	7	4	3	27	27	4	10	12	4	12
Average	No Goal	25	37	28	24	30	15	24	41	42	33	32	40	25	31
<b>Transportation &amp; Capital Improvements (storm water)</b>	<b>No Goal</b>	<b>39</b>	<b>45</b>	<b>46</b>	<b>30</b>	<b>40</b>	<b>22</b>	<b>28</b>	<b>62</b>	<b>52</b>	<b>47</b>	<b>44</b>	<b>66</b>	<b>33</b>	<b>43</b>
Historic Department	No Goal	2	0	5	0	0	7	1	1	4	8	0	0	0	2
CPS Energy	No Goal	26	10	50	29	31	14	23	31	41	20	26	36	11	27
Parks & Recreation Department	No Goal	4	0	9	0	10	0	2	5	2	0	25	1	6	5
SAWS	No Goal	9	10	14	7	8	1	6	5	11	2	11	29	12	10
Average	No Goal	17	17	25	15	20	10	14	24	25	18	23	29	15	20
Total City Time	No Goal	12	14	14	12	12	8	11	12	17	12	19	15	18	14
Total Customer Time	No Goal	71	83	102	65	86	58	61	107	100	76	97	111	61	84
<b>Total Processing Time [includes staff's completeness &amp; technical review (Days using longest review time)]</b>	<b>13 Days</b>	12	14	14	12	12	8	11	12	17	12	19	15	18	14

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	Goals	FY2016	FY 2017											FY2017	
			Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug		Sep
<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>	55	63	80	53	63	32	50	84	81	67	70	88	51	65
<b>Average days</b>	<b>No Goal</b>	21	21	30	18	23	13	18	28	30	23	29	34	20	24
<b>Average months</b>	<b>No Goal</b>	1	0.7	1.0	0.6	0.8	0.4	0.6	0.9	1.0	0.8	1.0	1.1	0.7	1
<b>Number of Building Plans Submitted</b>															
Walk through Plans (Commercial)	<b>No Goal</b>	464	45	38	23	39	27	36	23	32	26	26	26	35	368
Minor Plans (Commercial)	<b>No Goal</b>	905	71	71	66	91	100	73	86	130	149	102	92	53	1077
Complex Commercial Plans	<b>No Goal</b>	1569	115	129	131	104	83	194	134	114	147	90	141	70	1485
School District - New Construction	<b>No Goal</b>	6	1	2	6	4	0	2	6	1	1	0	4	4	30
Site Work	<b>No Goal</b>	205	2	12	20	17	11	24	21	29	30	10	23	22	236
Residential Plans	<b>No Goal</b>	2253	166	187	164	245	191	230	207	234	253	223	215	142	2428
<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	1
Minor Plans (Commercial)	<b>8 Days</b>	6	6	6	6	5	6	7	7	6	5	4	5	5	6
Complex Commercial Plans	<b>18 Days</b>	17	19	19	18	14	14	18	18	17	16	16	18	16	17
School District - New Construction	<b>18 Days</b>	12	7	8	9	14	10	17	17	17	16	0	0	14	13
Site Work	<b>10 Days</b>	6	6	7	7	7	6	6	6	5	5	6.4	5	5	6
Residential Plans	<b>3 Days</b>	2	2	3	3	2	3	2	2	3	2	2.5	2	2	2
<b>Number of Inspections</b>															
Plumbing	<b>No Goal</b>	62154	5548	4951	4437	5388	4982	6041	4901	6209	6062	5272	6001	5130	64921
Electrical	<b>No Goal</b>	43729	4130	3696	3288	4115	3615	4151	3576	4108	4239	3925	4444	3964	47255
Mechanical	<b>No Goal</b>	24590	2242	2069	1666	2018	1693	1980	1740	1981	1991	1958	2290	2118	23748
Building	<b>No Goal</b>	36732	3112	3129	2468	3064	2721	3386	2907	3267	3420	3112	3618	3216	37433
Sign	<b>No Goal</b>	3950	257	161	101	158	445	570	524	253	210	285	378	303	3643
Fire (Certificate of Occupancy)	<b>No Goal</b>	5427	455	471	365	473	379	473	372	461	560	487	646	456	5610
Residential Flatwork, New Construction	<b>No Goal</b>	1156	121	77	63	150	109	142	136	156	183	174	220	156	1687
Construction	<b>No Goal</b>	15239	1570	1301	1066	1775	1558	1564	1951	1686	1804	2168	1333	1448	19224
<b>% of Inspections as Scheduled</b>															
Plumbing	<b>95%</b>	91%	89%	95%	95%	95%	90%	91%	91%	92%	94%	95%	95%	94%	93%
Electrical	<b>95%</b>	97%	91%	97%	99%	99%	96%	99%	98%	100%	99%	99%	99%	99%	98%
Mechanical	<b>95%</b>	99%	98%	99%	99%	99%	99%	99%	100%	99%	98%	99%	99%	96%	99%
Building	<b>95%</b>	99%	95%	99%	98%	99%	96%	98%	99%	99%	97%	99%	98%	96%	98%
Sign	<b>95%</b>	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%
Fire (Certificate of Occupancy)	<b>95%</b>	98%	98%	99%	99%	95%	99%	98%	98%	98%	99%	99%	97%	99%	98%
Residential Flatwork, New Construction	<b>95%</b>	98%	87%	100%	86%	100%	96%	99%	99%	99%	99%	100%	100%	99%	98%
Construction	<b>95%</b>	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<b>Average Number of Telephone Calls Per Day</b>															
Total Calls	<b>No Goal</b>	586	607	590	502	576	589	617	603	630	631	656	603	627	602
<b>Percent of Telephone Calls Abandoned by Customer</b>															
Department Average	<b>5%</b>	3%	2%	1%	2%	3%	3%	2%	2%	2%	3%	4%	3%	3%	2%

## Performance Measures for FY 2017

	Goals	FY2016	FY 2017												FY2017
			Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	
<b>Average Number of Customers per day</b>															
Department Average	No Goal	207	186	184	176	210	190	203	203	211	194	199	185	*	190
<b>Average Customer Wait Time at One Stop Counter</b>															
Percent of Customers Served within 10 Minutes	75%	78%	84%	85%	79%	74%	86%	77%	75%	70%	70%	74%	95%	*	77%
Percent of Customers Served within 20 Minutes	90%	92%	94%	96%	90%	91%	97%	94%	93%	91%	91%	91%	93%	*	93%
Percent of Customers Served within 30 Minutes	95%	97%	99%	98%	98%	97%	99%	99%	99%	98%	98%	98%	95%	*	98%
<b>E-Commerce</b>															
Percent of Inspections Scheduled Using the Web	No Goal	57%	58%	56%	58%	58%	57%	56%	54%	56%	56%	52%	53%	55%	56%
Percent of MEP Permits Issued On-Line	No Goal	83%	86%	86%	87%	86%	81%	86%	87%	85%	88%	87%	87%	87%	86%
Percent of New Residential Permits On-Line	No Goal	76%	83%	80%	73%	85%	81%	84%	74%	67%	61%	63%	71%	74%	74%
Percent of Inspections Scheduled Using Mobile App	No Goal	6%	6%	6%	6%	6%	5%	6%	5%	6%	6%	6%	7%	6%	6%
Percent of Inspections Scheduled by an Employee	No Goal	37%	36%	38%	36%	36%	38%	38%	41%	38%	38%	42%	40%	39%	38%
<b>Total Land Development &amp; Building Development Applications/Permits</b>															
Land Development Applications	No Goal	722	77	84	64	65	101	83	72	92	88	71	107	92	961
Building Development Permits	No Goal	78906	7078	6277	5527	6841	6311	7488	6348	7429	7757	6854	7604	6024	81357
Total	No Goal	79628	7155	6361	5591	6906	6412	7571	6420	7521	7845	6925	7711	6116	82318
<b>Development Activity Per FTE</b>															
Authorized Positions	281	255	272	272	272	281	281	279	280	280	280	280	280	280	280
Vacant Positions	16	18	35	36	35	31	29	29	28	24	24	24	24	24	18
Number of Active Employees	265	231	237	236	237	250	252	250	252	256	256	256	256	256	262
Average Activity/Active Employee	No Goal	345	30	27	24	28	25	30	25	29	31	27	30	24	314

Note: \*Average Number of Customers per day and Customer Wait Time metrics will be updated shortly; verifying numbers from Q-matic.