



DEVELOPMENT SERVICES DEPARTMENT



Performance Measures for FY 2018

Metrics	Goals	FY2017	FY2018												
		Total	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Total
Rights Determination (RD)															
Number of Rights Determination Applications Submitted	No Goal	94	7	5	4	3	2	6	7	5	2	5	3	0	49
Number of Final Determinations	No Goal	77	12	7	3	1	2	5	6	4	4	5	2	1	52
Number of Rights Determination Applications in Inventory	No Goal	6	6	8	6	7	6	7	5	5	5	2	3	3	63
DSD - Initial Review - Technical Review	20 Days	5	5	5	9	7	NA	6	3	1	5	4	1	NA	5
DSD - Resubmittals - Technical Review	20 Days	4	1	1	NA	1	NA	3	NA	NA	NA	7	NA	NA	3
CAO - Initial Review - Technical Review	20 Days	6	9	8	6	NA	12	NA	NA	6	NA	1	5	9	7
CAO - Resubmittals - Technical Review	20 Days	3	1	1	NA	NA	11	NA	NA	1	NA	NA	1	2	3
Zoning															
Number of Zoning Applications Submitted	No Goal	291	22	31	22	35	32	28	29	34	24	30	24	29	340
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	382	50	36	52	31	62	54	28	40	37	43	35	35	503
Number of Cases Moved Forward to Council	No Goal	261	31	12	41	23	48	39	18	28	32	28	27	30	357
Number of Cases Continued	No Goal	95	16	25	7	5	12	11	9	8	9	14	5	4	125
Number of Cases Placed on City Council Agenda	No Goal	285	32	15	39	47	32	10	49	22	30	0	67	40	383
Number of Zoning Verification Letter Requests Submitted	No Goal	562	54	48	39	64	49	80	63	55	40	44	57	69	662
Number of Zoning Verification Letter Requests Completed	No Goal	456	70	49	43	52	85	70	51	71	32	52	51	68	694
ZV Letter Average Turnaround Time (Working days)	10 Days	4.64	5.62	4.36	5.17	5.66	5.56	2.9	3.39	5.74	5.06	5.61	3.37	5.24	4.34
Number of ZV Letters Exceeding 10-day Turnaround Goal	No Goal	9	0	0	0	0	0	0	0	1	0	0	0	1	2
Percent of ZV Letters Meeting 10-day Turnaround Goal	95%	98%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	99%	99%
Plat Activity (Major and Minor)															
Number of Applications Submitted for Plat Number	No Goal	611	32	41	45	59	51	50	48	46	64	53	70	56	615
Lots ICL - Platted/approved	No Goal	2212	121	158	304	165	282	162	323	192	484	281	139	124	2,735
Lots OCL - Platted/approved	No Goal	5321	262	496	532	479	891	387	308	450	571	982	293	118	5,769
Major Plat Activity															
Number of Plats Approved	No Goal	177	11	24	21	16	17	16	11	17	25	16	12	11	197
Number of Days from Plat # to Technical Submission	No Goal	83	3	144	55	74	65	94	80	52	79	94	79	93	76
Staff Completeness Review - Longest Time															
Development Services Department	5 Days	3	3	2	3	10	3	2	4	3	2	8	3	3	4
	5 Days	3	3	2	2	2	3	2	4	3	2	3	3	3	3

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		Total	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Total
Historic Department	5 Days	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Parks & Recreation Department	5 Days	1	1	0	1	1	1	1	1	1	1	1	0	1	1
SAWS	5 Days	1	0	0	3	0	0	0	0	0	0	8	0	0	1
CPS Energy	5 Days	1	1	2	1	10	1	1	2	1	2	1	2	1	2
Average	5 Days	1	1	1	1	3	1	1	1	1	1	3	1	1	1
Technical Review - Longest Time	34 Days	-	32	35	31	36	33	30	33	32	34	32	33	33	-
Development Services Department	20 Days	18	14	16	12	17	18	15	23	13	13	14	16	12	15
Land Entitlement	20 Days	14	14	8	12	12	13	14	16	9	9	12	16	12	12
Tree	20 Days	13	7	10	9	7	13	15	23	8	13	4	8	12	11
Mapping	20 Days	14	11	16	9	17	18	10	11	13	13	14	13	11	13
Streets	20 Days	4	5	7	7	6	7	9	9	12	12	5	10	11	8
TIA	20 Days	3	1	3	5	2	1	0	2	2	1	2	9	4	3
Average	34 Days	10	8	9	8	9	10	10	12	9	10	7	11	10	9
Transportation & Capital Improvements (storm water)	34 Days	30	32	35	31	33	33	30	33	32	34	32	33	30	32
Historic Department	34 Days	2	2	2	2	1	2	2	2	3	2	2	1	1	2
CPS Energy	34 Days	13	15	13	11	36	27	20	14	20	18	16	9	33	19
Parks & Recreation Department	34 Days	21	21	20	25	20	26	20	26	21	19	23	13	17	21
SAWS	34 Days	16	13	15	14	12	14	17	14	14	20	14	15	16	15
Average	34 Days	15	16	16	15	18	19	16	17	16	17	16	14	18	16
Customer Re-Submittal - Longest Time	No Goal	-	91	122	81	124	92	104	88	146	92	100	98	136	-
Development Services Department	No Goal	128	91	94	72	124	92	104	88	146	92	100	82	134	102
Land Entitlement	No Goal	119	79	94	72	124	92	63	60	146	92	100	69	134	94
Tree	No Goal	95	91	55	56	94	41	104	30	104	74	57	61	111	73
Mapping	No Goal	79	46	88	48	48	70	44	88	81	45	34	82	36	59
Streets	No Goal	67	44	49	33	29	38	30	36	106	51	41	53	100	51
TIA	No Goal	41	25	11	9	1	14	14	15	79	20	22	79	52	28
Average	No Goal	80	57	59	44	59	51	51	46	103	56	51	69	87	61
Transportation & Capital Improvements (storm water)	No Goal	105	72	122	81	92	83	83	54	98	81	78	98	136	90
Historic Department	No Goal	4	0	5	4	0	3	3	0	4	0	5	12	59	8
CPS Energy	No Goal	58	79	66	34	35	21	59	31	75	56	70	19	119	55
Parks & Recreation Department	No Goal	19	31	12	14	42	37	14	41	28	71	83	66	21	38
SAWS	No Goal	26	20	18	36	19	21	26	17	23	34	56	27	26	27
Average	No Goal	49	43	47	35	41	36	39	31	55	50	57	48	75	47
Total City Time	No Goal	44	41	45	34	38	34	37	29	47	49	58	45	73	44
Total Customer Time	No Goal	33	36	32	26	29	25	30	25	39	43	55	36	62	37
Total Processing Time [includes staff's completeness & technical review (Months using longest review time)	1.3 months	1.1	1.2	1.2	1.1	1.5	1.2	1.1	1.2	1.2	1.2	1.3	1.2	1.2	1.2

Performance Measures for FY 2018

Metrics	Goals	FY2017	FY2018												
		Total	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Total
Total Time [Total Processing Time - staff completeness and technical review and customer re-submittal time] (Months using longest review time)	No Goal	6	4.2	5.3	3.8	5.7	4.3	4.5	4.2	6.0	4.3	4.7	4.5	5.7	5
Average days	No Goal	64	60	63	53	60	56	57	48	74	68	74	63	92	64
Average months	No Goal	2	2	2	2	2	2	2	2	2	2	2	2	3	2
Minor Plat Activity															
Number of Plats Approved	No Goal	299	32	25	17	27	26	30	30	23	15	29	27	24	305
Number of Days from Plat # to Technical Submission	No Goal	32	29	27	38	32	56	29	25	55	27	39	34	23	35
Staff Completeness Review - Longest Time	3 Days	-	2	1	1	2	1	1	2	3	1	1	4	2	-
Development Services Department	3 Days	1	2	1	1	2	1	1	2	2	1	1	1	2	1
Historic Department	3 Days	0	0	0	0	0	0	0	2	0	0	0	0	0	0
Parks & Recreation Department	3 Days	0	0	0	0	0	0	1	0	0	0	0	0	0	0
SAWS	3 Days	0	0	0	0	0	0	0	0	0	0	0	4	0	0
CPS	3 Days	0	0	0	0	0	0	1	0	3	0	0	0	0	0
Average	3 Days	1	1	1	1	1	1	1	1	1	0	0	1	0	1
Technical Review - Longest Time	10 Days	-	13	11	15	13	17	14	10	17	14	10	10	14	-
Development Services Department	10 Days	8	9	9	8	8	9	6	8	6	8	9	7	9	8
Land Entitlement	10 Days	8	6	9	8	8	9	6	8	6	8	9	7	9	8
Tree	10 Days	3	2	2	2	2	2	5	2	3	2	3	2	3	3
Mapping	10 Days	7	3	4	8	5	4	5	8	5	3	4	4	4	5
Streets	10 Days	1	9	1	1	1	2	2	2	2	1	2	1	2	2
TIA	10 Days	2	6	3	1	1	1	3	1	1	4	3	1	6	3
Average	10 Days	4	5	4	4	3	4	4	4	3	4	4	3	5	4
Transportation & Capital Improvements (storm water)	10 Days	12	13	11	15	13	17	14	10	17	14	10	10	14	13
Historic Department	10 Days	0	0	0	0	1	0	0	0	0	3	1	1	0	1
CPS Energy	10 Days	3	3	5	2	4	3	5	6	5	3	4	2	4	4
Parks & Recreation Department	10 Days	2	1	0	10	3	1	3	2	3	1	3	2	1	3
SAWS	10 Days	4	3	2	4	4	2	3	3	3	2	6	4	7	4
Average	10 Days	4	4	4	6	5	4	5	4	5	4	5	4	5	5
Customer Re-Submittal - Longest Time	No Goal	-	56	69	42	77	94	77	60	44	52	87	74	40	64
Development Services Department	No Goal	52	56	69	36	65	94	77	60	44	52	87	74	40	63
Land Entitlement	No Goal	48	56	69	36	65	94	55	60	31	50	87	41	40	57
Tree	No Goal	39	28	37	38	24	24	77	30	44	52	84	74	13	44
Mapping	No Goal	35	36	31	32	29	14	26	29	21	47	26	35	33	30
Streets	No Goal	21	15	26	15	29	56	15	54	8	43	48	14	26	29
TIA	No Goal	12	8	9	12	13	25	7	19	2	26	22	30	24	16
Average	No Goal	31	29	34	27	32	43	36	38	21	44	53	39	27	35
Transportation & Capital Improvements (storm water)	No Goal	43	47	60	35	77	76	35	59	29	44	62	52	26	50
Historic Department	No Goal	2	4	4	2	9	0	0	4	0	4	0	1	3	3

Performance Measures for FY 2018

Metrics	Goals	FY2017	FY2018												
		Total	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Total
CPS Energy	No Goal	27	22	33	42	37	36	25	37	6	12	52	30	37	31
Parks & Recreation Department	No Goal	5	10	2	9	4	0	8	3	27	4	3	15	0	7
SAWS	No Goal	10	13	7	15	8	19	10	14	12	7	13	8	7	11
Average	No Goal	20	21	23	22	28	29	19	26	16	19	31	24	17	23
Total City Time	No Goal	14	15	12	16	15	18	15	12	20	15	11	14	16	15
Total Customer Time	No Goal	84	85	96	80	109	150	106	85	99	79	126	108	63	99
Total Processing Time [includes staff's completeness & technical review (Days using longest review time)]	13 Days	14	15	12	16	15	18	15	12	20	15	11	14	16	15
Total Time [Total Processing Time - staff completeness and technical review and customer re-submittal time] (Days using longest review time)	No Goal	65	71	81	58	92	112	92	72	64	67	98	88	56	79
Average days	No Goal	24	26	28	28	34	34	24	31	22	24	35	29	22	28
Average months	No Goal	1	0.9	0.9	0.9	1.1	1.1	0.8	1.0	0.7	0.8	1.2	1.0	0.7	1
Number of Building Plans Submitted															
Walk through Plans (Commercial)	No Goal	368	32	31	19	37	33	23	27	33	30	25	33	22	346
Minor Plans (Commercial)	No Goal	1077	66	96	54	93	72	88	80	131	92	94	74	82	1,029
Complex Commercial Plans	No Goal	1485	162	82	80	155	88	80	94	160	174	88	156	101	1,408
School District - New Construction	No Goal	30	10	2	7	5	9	22	6	10	26	3	6	1	53
Site Work	No Goal	236	18	15	16	13	9	19	24	44	23	20	25	17	243
Residential Plans	No Goal	2428	228	200	202	241	295	316	315	334	328	317	329	305	3,413
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	6	6	6	6	4	3	5	5	5	5	5	6	6	5
Complex Commercial Plans	18 Days	17	16	14	16	17	17	14	14	16	18	18	15	15	16
School District - New Construction	18 Days	13	16	15	15	17	18	7	12	12	13	6	13	14	15
Site Work	10 Days	6	6	7	7	5	5	4	6	6	6	7	9	10	7
Residential Plans	3 Days	2	2	2	2	2	3	3	3	2	2	2	4	4	3
Number of Inspections															
Plumbing	No Goal	64921	5647	5104	4127	5609	5419	6106	6092	6771	6237	6523	7334	5395	70,366
Electrical	No Goal	47255	4016	3738	2849	3854	3995	4228	4287	4665	4519	4434	5358	3815	49,759
Mechanical	No Goal	23748	2146	1996	1726	2258	2023	2278	2118	2471	2305	2425	2871	2472	27,091
Building	No Goal	37433	3511	3157	2411	3067	3189	3364	3301	3985	3789	3886	4473	3919	42,062
Sign	No Goal	3643	288	339	352	420	468	518	269	175	300	280	261	177	3,847
Fire (Certificate of Occupancy)	No Goal	5610	486	475	362	534	459	477	483	507	518	482	625	442	5,850
Residential Flatwork, New Construction	No Goal	1687	123	135	109	146	168	220	254	305	185	201	221	178	2,245
Construction	No Goal	19224	1660	1350	1312	1473	1672	1505	1644	1640	1973	1685	1497	1291	18,702
% of Inspections as Scheduled															
Plumbing	95%	93%	98%	98%	95%	95%	100%	99%	100%	100%	99%	100%	99%	100%	99%
Electrical	95%	98%	99%	99%	97%	94%	98%	100%	100%	99%	99%	99%	99%	100%	99%

Performance Measures for FY 2018

Metrics	Goals	FY2017	FY2018												
		Total	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Total
Mechanical	95%	99%	99%	99%	98%	94%	99%	99%	99%	100%	100%	100%	99%	100%	99%
Building	95%	98%	95%	96%	95%	95%	99%	100%	99%	99%	99%	99%	99%	99%	98%
Sign	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Fire (Certificate of Occupancy)	95%	98%	98%	99%	99%	91%	100%	97%	98%	98%	99%	98%	98%	99%	98%
Residential Flatwork, New Construction	95%	98%	98%	92%	98%	95%	99%	99%	100%	100%	100%	100%	100%	100%	99%
Construction	95%	100%	100%	100%	100%	100%	100%	100%	99%	99%	100%	99%	99%	100%	100%
Average Number of Telephone Calls Per Day															
Total Calls	No Goal	602	577	603	547	608	591	609	626	630	583	598	600	573	595
Percent of Telephone Calls Abandoned by Customer															
Department Average	5%	2%	2%	2%	2%	3%	1%	1%	2%	2%	2%	3%	2%	1%	2%
Average Number of Customers per day															
Department Average	No Goal	190	*	*	*	*	*	*	*	*	146	179	215	214	*182
Average Customer Wait Time at One Stop Counter															
Percent of Customers Served within 10 Minutes	75%	77%	*	*	*	*	*	*	*	*	53%	77%	78%	75%	*72%
Percent of Customers Served within 20 Minutes	90%	93%	*	*	*	*	*	*	*	*	76%	92%	95%	92%	*90%
Percent of Customers Served within 30 Minutes	95%	98%	*	*	*	*	*	*	*	*	90%	98%	99%	98%	*97%
E-Commerce															
Percent of Inspections Scheduled Using the Web	No Goal	56%	53%	54%	52%	50%	50%	48%	51%	48%	48%	55%	52%	50%	50%
Percent of MEP Permits Issued On-Line	No Goal	86%	86%	87%	87%	89%	86%	85%	87%	87%	87%	88%	87%	88%	87%
Percent of New Residential Permits On-Line	No Goal	74%	74%	84%	81%	75%	72%	76%	82%	76%	57%	42%	71%	73%	73%
Percent of Inspections Scheduled Using Mobile App	No Goal	6%	7%	7%	6%	7%	8%	9%	9%	11%	12%	7%	8%	8%	9%
Percent of Inspections Scheduled by an Employee	No Goal	38%	40%	39%	42%	43%	42%	43%	39%	41%	40%	38%	41%	42%	41%
Total Land Development & Building Development															
Land Development Applications	No Goal	961	61	77	71	97	85	84	84	85	90	88	97	85	919
Building Development Permits	No Goal	81357	6566	6284	4714	7028	6473	7377	7488	8258	7741	7849	8686	6297	78,464
Total	No Goal	82318	6627	6361	4785	7125	6558	7461	7572	8343	7831	7937	8783	6382	79,383
Development Activity Per FTE															
Authorized Positions	282	280	282	282	282	282	282	282	282	282	282	282	282	282	3,102
Vacant Positions	No Goal	18	16	12	10	15	16	18	20	18	18	15	16	19	174
Number of Active Employees	No Goal	262	266	270	272	267	266	264	262	264	264	267	266	263	2,928
Average Activity/Active Employee	No Goal	314	25	24	18	27	25	28	29	32	30	30	33	24	27

*FY18 Total only captures June thru Sept in Nemo Q