Development Services

	FY16 Actual	FY17 Actual	FY18 Projection	FY18 Target	FY19 Target

Long-Term Issue - Code Enforcement/Construction Inspection Priorities

The growing demand and continued expansion of code enforcement and construction inspection programs, if not addressed, will have a negative impact on customer and citizen satisfaction.

Strategies to address the Long-Term Issue

- *The Code Enforcement Line of Business will monitor its inspection assignment priorities to ensure a timely response and proactive service delivery targets are met.*
- *The code enforcement and construction inspection programs will pursue new technologies to improve efficiencies.*

Strategic Result(s) to measure annual progress on Long-Term Issue

By 2022, Development Services will provide effective code enforcement services as evidenced by maintaining at least 50% citizen satisfaction with Code Enforcement.

		FY16 Actual	FY17 Actual	FY18 Projection	FY18 Target	FY19 Target
244	% of citizens satisfied with code enforcement	37%	38%	38%	37%	39%

Long-Term Issue - Live Release Rate

The demand for an improved animal live release rate without an increased commitment of community resources and community participation will result in higher euthanasia rates and lower citizen satisfaction.

Strategies to address the Long-Term Issue

- *The Animal Welfare Line of Business will continue to coordinate with partner agencies to promote programs and internal services that improve the live release rate of shelter pets and increase pet adoptions and placements.*

Strategic Result(s) to measure annual progress on Long-Term Issue

By 2022, Animal Welfare will provide improved services and coordination as evidenced by achieving at least an 80% live release rate of shelter pets.

		FY16 Actual	FY17 Actual	FY18 Projection	FY18 Target	FY19 Target
245	% of live releases	73%	70%	74%	75%	80%

Development Services

	FY16 Actual	FY17 Actual	FY18 Projection	FY18 Target	FY19 Target

Long-Term Issue - Development Application Review

The increasing complexity of development, if not adequately addressed, will cause increased costs and time delays in the development application review process and reduced customer satisfaction.

Strategies to address the Long-Term Issue

- *The Subdivision and Zoning Line of Business will utilize the Accela automated development process tracking system to decrease processing and review time for development applications.*

Strategic Result(s) to measure annual progress on Long-Term Issue

By 2022, Development Services customers will experience a more timely and efficient development review process as evidenced by:

- *At least 90% of applicants proposing a new preliminary plat will receive a development application decision within 60 days of submission.*
- *At least 90% of applicants will receive a rezoning development application decision within 120 days of application submission.*

		FY16 Actual	FY17 Actual	FY18 Projection	FY18 Target	FY19 Target
246	% of applicants proposing a new preliminary plat that receive a development application decision within 60 days of submission	97%	100%	100%	95%	98%
247	% of applicants that receive a rezoning development application decision within 120 days of application submission	98%	100%	100%	95%	98%

Long-Term Issue - Development Process Coordination

Lack of inter and intra-departmental coordination in the development process impacted by the inability to implement and maintain technology in a timely manner will continue to cause delays in processing development applications and the issuance of construction permits, licenses, and certificates of occupancy.

Strategies to address the Long-Term Issue

- *The Development Services Department will utilize Accela and monthly Construction Inspection reports to track and review response data to identify opportunities for greater efficiency in plan review, permit issuance, and inspections.*
- *The Development Center Line of Business will pursue new technologies to improve efficiencies.*

Strategic Result(s) to measure annual progress on Long-Term Issue

By 2022, the Development Services department will improve the timeliness of reviews and inspections, and customer service, as follows:

- *Complete 90% of initial review of commercial new construction plans within 15 working days of submission.*
- *Complete 90% of initial review of commercial remodel plans within ten working days of submission.*
- *Complete 95% of construction inspections within one working day of request.*
- *At least 70% of phone calls will be answered within 4 minutes.*

		FY16 Actual	FY17 Actual	FY18 Projection	FY18 Target	FY19 Target
248	% of commercial new construction plans initial code review completed within 15 working days	94%	47%	63%	90%	90%

Development Services

		FY16 Actual	FY17 Actual	FY18 Projection	FY18 Target	FY19 Target
Long-Term Issue - Development Process Coordination						
249	% of commercial remodel construction plans initial code review completed within 10 working days	95%	25%	43%	90%	90%
250	% of single family residential new construction plans reviewed within one working day of submission	100%	100%	100%	100%	100%
251	% of phone calls answered within four minutes	N/A	N/A	73%	70%	70%
Long-Term Issue - Animal Control Services						

The growing demand for animal control services and programs to help citizens be responsible pet owners, if not addressed, will result in, increased response times, an inability to respond to requests for service, lower citizen satisfaction, and continued challenges with animal control issues in the community.

Strategies to address the Long-Term Issue

- The Animal Welfare Line of Business will utilize proactive programs, public education and information services, and coordinate with partner agencies to decrease the amount of animal control calls received.
- Animal Welfare Line of Business will pursue new technologies to improve efficiencies.

Strategic Result(s) to measure annual progress on Long-Term Issue

By 2022, in order to provide quality services to our customers Animal Welfare will:

- Provide an initial response to services requested within two business hours for Priority one calls 90% of the time

		FY16 Actual	FY17 Actual	FY18 Projection	FY18 Target	FY19 Target
252	% of Animal Welfare Priority one calls receiving initial response within two business hours	N/A	N/A	29%	52%	52%
Administrative - Executive Leadership						
253	🔑 % of key measures achieved	47%	60%	75%	75%	75%
254	% of full-time equivalent (FTE) employees without an on the job (OJI) in the current fiscal year	87%	89%	94%	100%	95%
255	% of performance evaluations completed by the review date	61%	79%	70%	95%	95%
256	% of terminations submitted to the Personnel Department within three days of the termination date	74%	100%	88%	95%	95%
257	# of full-time employees supported	201	189	170	182	192
258	Dollar amount of operating expenditures managed	18,343,546	18,808,878	18,191,353	17,398,920	19,182,093

Development Services

		FY16 Actual	FY17 Actual	FY18 Projection	FY18 Target	FY19 Target
Animal Welfare - Animal Control						
259	🔑 % of Animal Welfare Calls responded to within specified time frames	N/A	N/A	26%	56%	56%
260	% of Animal Welfare Priority one calls receiving initial response within two business hours	N/A	N/A	29%	52%	52%
261	% of Animal Welfare Priority three calls receiving initial response by the next business day	N/A	N/A	19%	45%	45%
262	% of Animal Welfare Priority two calls receiving initial response within the same business day	N/A	N/A	39%	70%	70%
263	# of Animal Welfare service call responses provided	23,923	16,695	12,648	20,000	20,000
264	# of cruelty cases worked	1,793	2,530	2,478	2,500	2,500
265	# of dangerous animal cases worked	98	91	84	80	80
266	# of menancing animal cases worked	N/A	N/A	N/A	6	6
267	# of animal welfare service calls received	21,237	22,509	22,997	24,000	24,000
268	Expenditure per animal welfare service call provided	N/A	61.21	57.12	60.31	60.31
Animal Welfare - Animal Shelter						
269	🔑 % of live releases	73%	70%	74%	75%	80%
270	# of live animals sheltered	24,129	22,825	22,415	24,000	22,000
271	# of live releases	17,551	16,051	16,605	18,000	17,600
272	# of animal intakes logged	26,241	24,554	24,063	26,000	24,500
Animal Welfare - Community Outreach						
273	🔑 % of requested spay/neuter provided	N/A	78%	78%	79%	101%
274	# of animal adoptions resulting from an outreach event	670	1,249	1,642	1,000	1,000
275	# of animals in foster care	5,417	2,584	3,987	3,000	3,000
276	# of community cats transferred	843	258	1,198	200	1,500
277	# of pet food bank customers served	1,000	1,123	1,158	1,100	1,100
278	# of public spay/neuter performed	4,788	4,174	5,238	4,750	6,050

Development Services

Animal Welfare - Community Outreach

		FY16 Actual	FY17 Actual	FY18 Projection	FY18 Target	FY19 Target
279	# of volunteer hours	12,991	18,056	46,838	50,000	50,000
280	# of public spay/neuter requested	N/A	5,330	6,682	6,000	6,000

Animal Welfare - Veterinary Services

		FY16 Actual	FY17 Actual	FY18 Projection	FY18 Target	FY19 Target
281	🔑 % of animals spayed/neutered	22%	19%	23%	21%	23%
282	% of live animals logged treated for illness or injury	13%	18%	20%	17%	18%
283	🌐 # of animals receiving microchips	N/A	N/A	N/A	N/A	8,000
284	# of animals spayed/neutered	5,249	4,430	5,050	5,000	5,000
285	# of animals treated for illness or injury	3,254	4,003	4,422	4,000	4,000
286	# of euthanasias performed	6,188	6,141	5,738	6,000	6,000
287	# of live animals logged	24,273	22,826	22,415	24,000	22,000

Code Enforcement - Abandoned Buildings

		FY16 Actual	FY17 Actual	FY18 Projection	FY18 Target	FY19 Target
288	🌐 🔑 % of property maintenance violations resolved voluntarily	N/A	71%	77%	70%	75%
289	% of abandoned buildings/property maintenance complaint initial inspections completed within four days	N/A	83%	82%	85%	85%
290	Average number of property maintenance inspections per violation	N/A	N/A	N/A	N/A	6.00
291	# of abandoned buildings where maintenance violations are resolved	N/A	89	95	100	100
292	# of abandoned property notices issued	N/A	364	280	400	300
293	# of proactive property maintenance notices issued	N/A	3,669	2,789	3,000	3,000
294	# of properties declared abandoned by City Council	N/A	253	191	300	200
295	# of property maintenance notices issued	N/A	4,396	3,309	4,000	3,460
296	# of property maintenance complaints received	N/A	4,977	3,713	4,200	4,200

Code Enforcement - Code Inspections

		FY16 Actual	FY17 Actual	FY18 Projection	FY18 Target	FY19 Target
297	🔑 % of designated proactive area properties inspected at least once per month	90%	91%	90%	90%	90%

Development Services

	FY16 Actual	FY17 Actual	FY18 Projection	FY18 Target	FY19 Target
Code Enforcement - Code Inspections					
298 🔑 % of total complaint-based inspections (non-abandoned building/property maintenance) completed within four days	84%	81%	79%	80%	82%
299 # of complaint-based inspections (non-abandoned building/property maintenance) completed within four days	47,358	42,304	34,203	45,600	36,000
300 # of proactive properties inspected monthly	49,404	50,035	49,189	49,405	49,405
301 # of code complaints (non-abandoned building/property maintenance) received	56,285	52,127	43,452	57,000	43,900
302 # of properties in pro-active inspection areas	54,892	54,892	54,892	54,892	54,892
Code Enforcement - Nuisance Abatement					
303 🌐 🔑 % of code violations resolved voluntarily	61%	57%	74%	60%	60%
304 % of citizens satisfied with code enforcement	37%	38%	38%	37%	39%
305 % of weeds/grass and junk/debris complaints abated within 45 days from date of complaint	N/A	N/A	N/A	N/A	80%
306 Average # of days from official notification to contractor order issued for weeds/grass and junk/debris complaints	N/A	N/A	N/A	N/A	26.00
307 # of abatement actions completed	13,014	11,780	6,317	13,000	10,000
308 # of abatement notices issued	13,892	13,601	7,636	15,500	12,000
309 # of violations identified and parking citations issued.	33,630	29,013	21,591	32,500	25,000
Development Center - Construction Inspections					
310 🔑 % of construction related inspections completed within one working day of request	97%	89%	89%	92%	92%
311 % of quality control reviews that do not require correction	77%	73%	79%	70%	70%
312 # of construction related inspections completed	104,737	101,039	99,935	105,000	109,000
313 # of oil and gas inspections completed	N/A	N/A	840	1,200	1,200
314 # of quality control reviews completed	258	426	751	350	450

Development Services

	FY16 Actual	FY17 Actual	FY18 Projection	FY18 Target	FY19 Target
Development Center - Permits and Licensing					
315 🔑 % of construction related permits issued within one working day of request	100%	109%	100%	100%	100%
316 % of phone calls answered within four minutes	N/A	N/A	73%	70%	70%
317 # of construction permits issued	54,584	52,805	50,605	60,000	60,000
318 # of licenses and residential sale permits issued	27,072	25,040	26,052	26,000	26,000
319 # of phone calls received	N/A	N/A	65,914	65,000	72,000
320 # of walk in customers assisted	N/A	N/A	23,000	18,000	18,000
Development Center - Plan Review					
321 🔑 % of commercial new construction plans initial code review completed within 15 working days	94%	47%	63%	90%	90%
322 🔑 % of commercial remodel construction plans initial code review completed within 10 working days	95%	25%	43%	90%	90%
323 % of commercial permits issued within three months	68%	69%	66%	69%	69%
324 % of development community surveyed responding as satisfied with the plan review process	74%	58%	N/A	75%	75%
325 % of single family residential new construction plans reviewed within one working day of submission	100%	100%	100%	100%	100%
326 Average # of working days in permit process for City permit review	6.97	11.51	11.87	11.00	11.00
327 Average # of working days in permit process for developer response	52.68	50.29	43.27	52.00	49.50
328 # of commercial new construction plans reviewed	1,226	1,196	1,065	1,250	1,150
329 # of commercial remodel construction plans reviewed	902	1,132	857	1,000	1,000
330 # of oil and gas applications reviewed	N/A	N/A	34	60	60
331 # of one and two family residential new construction plans reviewed	3,165	2,861	2,646	2,900	2,900

Development Services

	FY16 Actual	FY17 Actual	FY18 Projection	FY18 Target	FY19 Target
Subdivision and Zoning - Subdivision and Zoning					
332 🔑 % of applicants that receive a rezoning development application decision within 120 days of application submission	98%	100%	100%	95%	98%
333 % of applicants proposing a new preliminary plat that receive a development application decision within 60 days of submission	97%	100%	100%	95%	98%
334 Average # of days for applicants proposing a new subdivision to receive a development application decision	0	51	51	45	48
335 # of zoning and subdivision applications processed	436	331	342	350	350