

# Development Services

FY17 Actual    FY18 Actual    FY19 Projection    FY19 Target    FY20 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.*

239	% of citizens satisfied with code enforcement	38%	38%	38%	39%	39%
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## 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.*

240	% of live releases	N/A	79%	87%	80%	90%
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## 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.*

241	% of applicants proposing a new preliminary plat that receive a development application decision within 60 days of submission	100%	100%	100%	98%	98%
242	% of applicants that receive a rezoning development application decision within 120 days of application submission	100%	100%	100%	98%	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.*

243	% of commercial new construction plans initial code review completed within 15 working days	47%	64%	32%	90%	90%
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<b>Long-Term Issue - Development Process Coordination</b>						
244	% of commercial remodel construction plans initial code review completed within 10 working days	25%	56%	30%	90%	90%
245	% of single family residential new construction plans reviewed within one working day of submission	100%	100%	100%	100%	100%
246	% of phone calls answered within four minutes	N/A	29%	5%	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





247	% of Animal Welfare Priority one calls receiving initial response within two business hours	N/A	26%	24%	52%	52%
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## Administrative - Executive Leadership

248	 % of key measures achieved	60%	69%	56%	75%	75%
249	% of full-time equivalent (FTE) employees without an on the job (OJI) in the current fiscal year	91%	94%	96%	87%	87%
250	% of performance evaluations completed by the review date	79%	73%	84%	95%	95%
251	% of terminations submitted to the Personnel Department within three days of the termination date	100%	90%	97%	95%	95%
252	# of full-time employees supported	185	169	173	192	192
253	Dollar amount of operating expenditures managed	18,808,878	16,666,156	17,399,503	19,182,093	19,182,093








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		FY17 Actual	FY18 Actual	FY19 Projection	FY19 Target	FY20 Target
<b>Animal Welfare - Animal Control</b>						
254	 % of Animal Welfare Calls responded to within specified time frames	N/A	26%	26%	56%	56%
255	% of Animal Welfare Priority one calls receiving initial response within two business hours	N/A	26%	24%	52%	52%
256	% of Animal Welfare Priority three calls receiving initial response by the next business day	N/A	19%	19%	45%	45%
257	% of Animal Welfare Priority two calls receiving initial response within the same business day	N/A	40%	46%	70%	70%
258	# of Animal Welfare service call responses provided	16,695	12,769	13,806	20,000	20,000
259	# of cruelty cases worked	2,530	2,301	2,376	2,500	2,500
260	# of dangerous animal cases worked	91	77	92	80	80
261	 # of menacing animal cases worked	N/A	N/A	9	6	10
262	# of animal welfare service calls received	22,509	23,050	24,785	24,000	24,000
263	Expenditure per animal welfare service call provided	61.21	58.23	56.06	62.61	62.61
<b>Animal Welfare - Animal Shelter</b>						
264	 % of live releases	N/A	79%	87%	80%	90%
265	# of live animals sheltered	22,825	21,821	22,004	22,000	22,000
266	# of live releases	16,051	17,198	16,651	17,600	17,600
267	# of animal intakes logged	24,554	23,437	23,605	24,500	24,500
<b>Animal Welfare - Community Outreach</b>						
268	 % of requested spay/neuter provided	78%	76%	93%	80%	90%
269	# of animal adoptions resulting from an outreach event	1,249	1,771	1,756	1,000	1,750
270	# of animals in foster care	2,584	3,603	5,264	3,000	5,000
271	# of community cats transferred	258	1,456	1,656	1,500	1,500
272	# of pet food bank customers served	1,123	1,126	911	1,100	1,100
273	# of public spay/neuter performed	4,174	4,639	4,495	4,800	4,500







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<b>Animal Welfare - Community Outreach</b>						
274	# of volunteer hours	18,056	59,442	133,220	50,000	130,000
275	# of public spay/neuter requested	5,330	6,080	4,852	6,000	5,000
<b>Animal Welfare - Veterinary Services</b>						
276	 % of animals spayed/neutered	19%	23%	27%	23%	25%
277	% of live animals logged treated for illness or injury	18%	20%	23%	18%	18%
278	 # of animals receiving microchips	N/A	N/A	6,896	8,000	7,000
279	# of animals spayed/neutered	4,430	5,056	5,960	5,000	5,500
280	# of animals treated for illness or injury	4,003	4,311	5,055	4,000	4,000
281	# of euthanasias performed	6,141	4,246	3,083	4,400	3,000
282	# of live animals logged	22,826	21,821	22,004	22,000	22,000
<b>Code Enforcement - Abandoned Buildings</b>						
283	  % of property maintenance violations resolved voluntarily	71%	65%	61%	75%	75%
284	% of abandoned buildings/property maintenance complaint initial inspections completed within four days	83%	84%	82%	85%	85%
285	Average number of property maintenance inspections per violation	N/A	0.94	1.07	6.00	6.00
286	# of abandoned buildings where maintenance violations are resolved	89	109	130	100	100
287	# of abandoned property notices issued	364	362	373	400	400
288	# of proactive property maintenance notices issued	3,669	3,076	3,148	3,000	3,000
289	# of properties declared abandoned by City Council	253	244	265	200	200
290	# of property maintenance notices issued	4,396	3,543	3,558	3,460	3,460
291	# of property maintenance complaints received	4,977	4,008	3,998	4,200	4,200
<b>Code Enforcement - Code Inspections</b>						
292	 % of designated proactive area properties inspected at least once per month	91%	89%	80%	90%	90%






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<b>Code Enforcement - Code Inspections</b>						
293	 % of total complaint-based inspections (non-abandoned building/property maintenance) completed within four days	81%	78%	75%	82%	82%
294	# of complaint-based inspections (non-abandoned building/property maintenance) completed within four days	42,304	34,646	35,561	36,000	36,000
295	# of proactive properties inspected monthly	50,035	49,072	43,899	49,405	49,405
296	# of code complaints (non-abandoned building/property maintenance) received	52,127	44,289	47,713	43,900	43,900
297	# of properties in pro-active inspection areas	54,892	54,892	54,892	54,892	54,892
<b>Code Enforcement - Nuisance Abatement</b>						
298	  % of code violations resolved voluntarily	57%	61%	67%	60%	60%
299	% of citizens satisfied with code enforcement	38%	38%	38%	39%	39%
300	% of weeds/grass and junk/debris complaints abated within 45 days from date of complaint	N/A	N/A	N/A	80%	80%
301	Average # of days from official notification to contractor order issued for weeds/grass and junk/debris complaints	N/A	N/A	N/A	26.00	26.00
302	# of abatement actions completed	11,780	7,374	7,450	10,000	10,000
303	# of abatement notices issued	13,601	8,291	10,560	12,000	12,000
304	# of violations identified and parking citations issued.	29,013	22,289	22,699	25,000	25,000
<b>Development Center - Construction Inspections</b>						
305	 % of construction related inspections completed within one working day of request	89%	89%	93%	92%	92%
306	% of quality control reviews that do not require correction	73%	83%	79%	70%	80%
307	# of construction related inspections completed	101,039	104,054	109,924	105,000	105,000
308	# of oil and gas inspections completed	N/A	1,073	985	1,200	1,200
309	# of quality control reviews completed	426	889	1,065	450	900




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<b>Development Center - Permits and Licensing</b>						
310	 % of construction related permits issued within one working day of request	109%	100%	100%	100%	100%
311	% of phone calls answered within four minutes	N/A	29%	5%	70%	70%
312	# of construction permits issued	52,805	53,290	53,894	60,000	60,000
313	# of licenses and residential sale permits issued	25,040	24,912	22,207	26,000	26,000
314	# of walk in customers assisted	N/A	22,076	20,962	18,000	21,000
<b>Development Center - Plan Review</b>						
315	 % of commercial new construction plans initial code review completed within 15 working days	47%	64%	32%	90%	90%
316	 % of commercial remodel construction plans initial code review completed within 10 working days	25%	56%	30%	90%	90%
317	% of commercial permits issued within three months	69%	70%	68%	69%	69%
318	% of development community surveyed responding as satisfied with the plan review process	58%	51%	51%	75%	75%
319	% of single family residential new construction plans reviewed within one working day of submission	100%	100%	100%	100%	100%
320	Average # of working days in permit process for City permit review	11.51	11.74	12.59	11.00	11.00
321	Average # of working days in permit process for developer response	50.29	49.06	51.91	49.50	49.50
322	# of commercial new construction plans reviewed	1,196	1,131	1,009	1,150	1,150
323	# of commercial remodel construction plans reviewed	1,132	905	1,100	1,000	1,000
324	# of oil and gas applications reviewed	N/A	34	46	60	60
325	# of one and two family residential new construction plans reviewed	2,861	2,883	2,875	2,900	2,900



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<b>Subdivision and Zoning - Subdivision and Zoning</b>						
326	 % of applicants that receive a rezoning development application decision within 120 days of application submission	100%	100%	100%	98%	98%
327	% of applicants proposing a new preliminary plat that receive a development application decision within 60 days of submission	100%	100%	100%	98%	98%
328	Average # of days for applicants proposing a new subdivision to receive a development application decision	51	48	48	48	48
329	# of zoning and subdivision applications processed	331	315	272	350	350

