Development Services

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.

		FY18 Actual	FY19 Actual	FY20 Projection	FY20 Target	FY21 Target
212	% of citizens satisfied with code enforcement	38%	38%	38%	39%	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.

		FY18 Actual	FY19 Actual	FY20 Projection	FY20 Target	FY21 Target
213	% of live releases	N/A	84%	84%	90%	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.*

		FY18 Actual	FY19 Actual	FY20 Projection	FY20 Target	FY21 Target
214	% of applicants proposing a new preliminary plat that receive a development application decision within 60 days of submission	100%	100%	100%	98%	98%
215	% 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.*

		FY18 Actual	FY19 Actual	FY20 Projection	FY20 Target	FY21 Target
216	% of commercial new construction plans initial code review completed within 15 working days	64%	16%	23%	90%	90%

Development Services

	FY18 Actual	FY19 Actual	FY20 Projection	FY20 Target	FY21 Target
Long-Term Issue - Development Process Coordination					
217 % of commercial remodel construction plans initial code review completed within 10 working days	56%	23%	35%	90%	90%
218 % of single family residential new construction plans reviewed within one working day of submission	100%	109%	112%	100%	100%
219 % of phone calls answered within four minutes	29%	44%	55%	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

	FY18 Actual	FY19 Actual	FY20 Projection	FY20 Target	FY21 Target
220 % of Animal Welfare Priority one calls receiving initial response within two business hours	26%	24%	25%	52%	52%
Administrative - Executive Leadership					
221 🔑 % of key measures and strategic results achieved	69%	56%	47%	75%	75%
222 % of full-time equivalent (FTE) employees without an on the job (OJI) in the current fiscal year	94%	95%	96%	85%	94%
223 % of performance evaluations completed by the review date	73%	84%	87%	95%	95%
224 % of terminations submitted to the Personnel Department within three days of the termination date	90%	91%	77%	95%	95%
225 # of full-time employees supported	169	182	183	197	177
226 Dollar amount of operating expenditures managed	16,666,156	18,400,662	17,885,041	19,871,313	18,335,567

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	FY18 Actual	FY19 Actual	FY20 Projection	FY20 Target	FY21 Target
Animal Welfare - Animal Control					
227 🔑 % of Animal Welfare Calls responded to within specified time frames	N/A	32%	37%	56%	56%
228 % of Animal Welfare Priority one calls receiving initial response within two business hours	26%	24%	29%	52%	52%
229 % of Animal Welfare Priority three calls receiving initial response by the next business day	19%	27%	28%	45%	45%
230 % of Animal Welfare Priority two calls receiving initial response within the same business day	40%	54%	63%	70%	70%
231 # of Animal Welfare service call responses provided	12,769	16,177	17,063	20,000	20,000
232 # of cruelty cases worked	2,301	2,515	2,875	2,500	2,500
233 # of dangerous animal cases worked	77	93	64	80	80
234 ⚙ # of menacing animal cases worked	N/A	10	21	10	10
235 # of animal welfare service calls received	23,050	26,102	26,305	24,000	24,000
236 Expenditure per animal welfare service call provided	58.23	56.73	58.98	75.84	75.84
Animal Welfare - Animal Shelter					
237 🔑 % of live releases	N/A	84%	78%	90%	90%
238 # of live animals sheltered	21,821	22,428	21,910	22,000	22,000
239 # of live releases	17,198	15,984	15,380	17,600	17,600
240 # of animal intakes logged	23,437	24,120	23,635	24,500	24,500
Animal Welfare - Community Outreach					
241 🔑 % of requested spay/neuter provided	76%	95%	91%	90%	90%
242 # of animal adoptions resulting from an outreach event	1,771	1,634	1,443	1,750	1,750
243 # of animals in foster care	3,603	5,176	8,942	5,000	5,000
244 # of community cats transferred	1,456	1,509	1,508	1,500	1,500
245 # of pet food bank customers served	1,126	948	713	1,100	1,100
246 # of public spay/neuter performed	4,639	4,705	4,665	4,500	4,500

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	FY18 Actual	FY19 Actual	FY20 Projection	FY20 Target	FY21 Target
Animal Welfare - Community Outreach					
247 # of volunteer hours	59,442	123,832	198,736	130,000	130,000
248 # of public spay/neuter requested	6,080	4,942	5,125	5,000	5,000
Animal Welfare - Veterinary Services					
249 🔑 % of animals spayed/neutered	23%	25%	28%	25%	25%
250 % of live animals logged treated for illness or injury	20%	23%	24%	18%	18%
251 # of animals receiving microchips	N/A	6,915	7,796	7,000	7,000
252 # of animals spayed/neutered	5,056	5,637	6,089	5,500	5,500
253 # of animals treated for illness or injury	4,311	5,156	5,183	4,000	4,000
254 # of euthanasias performed	4,246	3,000	4,336	3,000	3,000
255 # of live animals logged	21,821	22,582	21,720	22,000	22,000
Code Enforcement - Abandoned Buildings					
256 🌐🔑 % of property maintenance violations resolved voluntarily	65%	63%	64%	75%	65%
257 % of abandoned buildings/property maintenance complaint initial inspections completed within four days	84%	84%	72%	85%	70%
258 Average number of property maintenance inspections per violation	N/A	5.56	5.56	6.00	6.00
259 # of abandoned buildings where maintenance violations are resolved	109	115	129	100	110
260 # of abandoned property notices issued	362	425	471	400	400
261 # of proactive property maintenance notices issued	3,076	2,974	2,954	3,000	2,800
262 # of properties declared abandoned by City Council	244	254	296	200	240
263 # of property maintenance notices issued	3,543	3,378	3,104	3,460	3,000
264 # of property maintenance complaints received	4,008	4,149	3,559	4,200	4,000
Code Enforcement - Code Inspections					
265 🔑 % of designated proactive area properties inspected at least once per month	89%	83%	96%	90%	90%

Development Services

	FY18 Actual	FY19 Actual	FY20 Projection	FY20 Target	FY21 Target
Code Enforcement - Code Inspections					
266 🔑 % of total complaint-based inspections (non-abandoned building/property maintenance) completed within four days	78%	62%	44%	82%	70%
267 # of complaint-based inspections (non-abandoned building/property maintenance) completed within four days	34,646	29,814	18,243	36,000	30,800
268 # of proactive properties inspected monthly	49,072	45,481	52,433	49,405	49,405
269 Total # of Inspections Performed *	N/A	N/A	80,869.33	90,000.00	82,000.00
270 # of code complaints (non-abandoned building/property maintenance) received	44,289	48,256	41,116	43,900	44,000
271 # of properties in pro-active inspection areas	54,892	54,892	54,892	54,892	54,892
Code Enforcement - Nuisance Abatement					
272 🏠🔑 % of code violations resolved voluntarily	61%	65%	90%	60%	90%
273 % of citizens satisfied with code enforcement	38%	38%	38%	39%	39%
274 % of weeds/grass and junk/debris complaints abated within 45 days from date of complaint	N/A	N/A	N/A	80%	80%
275 Average # of days from official notification to contractor order issued for weeds/grass and junk/debris complaints	N/A	25.63	24.63	26.00	25.00
276 # of abatement actions completed	7,374	7,374	8,511	10,000	9,000
277 # of abatement notices issued	8,291	9,416	6,538	12,000	9,000
278 # of violations identified and parking citations issued.	22,289	21,126	19,360	25,000	20,000
Development Center - Construction Inspections					
279 🔑 % of construction related inspections completed within one working day of request	89%	94%	85%	92%	90%
280 % of quality control reviews that do not require correction	83%	78%	77%	80%	80%
281 # of construction related inspections completed	104,054	106,221	118,582	105,000	110,000
282 # of oil and gas inspections completed	1,073	1,124	910	1,200	1,200
283 # of quality control reviews completed	889	975	1,287	900	900

Development Services

	FY18 Actual	FY19 Actual	FY20 Projection	FY20 Target	FY21 Target
Development Center - Permits and Licensing					
284 🔑 % of construction related permits issued within one working day of request	100%	100%	100%	100%	100%
285 % of phone calls answered within four minutes	29%	44%	57%	70%	70%
286 # of construction permits issued	53,290	53,728	61,023	60,000	60,000
287 # of licenses and residential sale permits issued	24,912	21,089	19,348	26,000	26,000
288 # of walk in customers assisted	22,076	21,226	22,174	21,000	21,000
Development Center - Plan Review					
289 🔑 % of commercial new construction plans initial code review completed within 15 working days	64%	16%	50%	90%	90%
290 🔑 % of commercial remodel construction plans initial code review completed within 10 working days	56%	23%	27%	90%	90%
291 % of commercial permits issued within three months	70%	67%	163%	69%	69%
292 % of development community surveyed responding as satisfied with the plan review process	51%	62%	62%	67%	23%
293 % of single family residential new construction plans reviewed within one working day of submission	100%	109%	101%	100%	100%
294 Average # of working days in permit process for City permit review	11.74	12.18	12.88	11.00	11.00
295 Average # of working days in permit process for developer response	49.06	37.03	42.53	49.50	49.50
296 # of commercial new construction plans reviewed	1,131	1,117	871	1,150	1,150
297 # of commercial remodel construction plans reviewed	905	1,166	1,704	1,000	1,000
298 # of oil and gas applications reviewed	34	38	26	60	25
299 # of one and two family residential new construction plans reviewed	2,883	2,916	3,739	2,900	2,900

Development Services

	FY18 Actual	FY19 Actual	FY20 Projection	FY20 Target	FY21 Target
Subdivision and Zoning - Subdivision and Zoning					
300 🔑 % of applicants that receive a rezoning development application decision within 120 days of application submission	100%	100%	100%	98%	98%
301 % of applicants proposing a new preliminary plat that receive a development application decision within 60 days of submission	100%	100%	100%	98%	98%
302 Average # of days for applicants proposing a new subdivision to receive a development application decision	48	50	50	48	48
303 # of zoning and subdivision applications processed	315	314	335	350	350