

# Development Services

FY20 Actual    FY21 Actual    FY22 Projection    FY22 Target    FY23 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 2024, Development Services will provide effective code enforcement services as evidenced by achieving at least 42% resident satisfaction with Code Enforcement.*

162	% of residents satisfied with code enforcement	39%	43%	43%	39%	40%
-----	--	-----	-----	-----	-----	-----

## 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 2023, Animal Welfare will provide improved services and coordination as evidenced by achieving at least a 90% live release rate of shelter pets.*

163	% of dog/cat live releases	81%	90%	86%	90%	90%
-----	----------------------------	-----	-----	-----	-----	-----



# Development Services

FY20 Actual    FY21 Actual    FY22 Projection    FY22 Target    FY23 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 electronic plan review with 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

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

- *At least 98% of applicants proposing a new preliminary plat will receive a development application decision within 60 days of submission.*
- *At least 98% of applicants will receive a rezoning development application decision within 120 days of application submission.*

164	% of applicants proposing a new preliminary plat that receive a development application decision within 60 days of submission	100%	100%	100%	98%	98%
165	% of applicants that receive a rezoning development application decision within 120 days of application submission	100%	100%	100%	98%	98%



# Development Services

FY20 Actual    FY21 Actual    FY22 Projection    FY22 Target    FY23 Target

## Long-Term Issue - Development Process Technology Support

Ongoing inter and intra-departmental coordination in the development process without increased support to implement and maintain technology enhancements 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 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.
- The Development Services Department will pursue the utilization of a Business Intelligence Specialist to integrate business processes with new and existing technology to improve service levels for residents and customers.

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

By 2023, the Development Services Department will improve the timeliness of reviews and inspections, and customer service, as follows:

- Complete 80% of initial review of commercial new construction plans within 15 working days of submission.
- Complete 80% of initial review of commercial remodel plans within 10 working days of submission.
- Complete 90% of construction inspections within one working day of request.
- At least 70% of phone calls will be answered within two minutes.

166	% of commercial new construction plans initial code review completed within 15 working days	51%	66%	68%	60%	70%
167	% of commercial remodel construction plans initial code review completed within 10 working days	30%	58%	43%	60%	60%
168	% of single family residential new construction plans reviewed within one working day of submission	99%	17%	1%	90%	30%
169	% of permit-related phone calls answered within two minutes	N/A	72%	44%	70%	70%



# Development Services

FY20 Actual    FY21 Actual    FY22 Projection    FY22 Target    FY23 Target

## Long-Term Issue - Animal Welfare Field Services

The growing demand for animal field 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 field 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 field 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 2024, in order to provide quality services to our customers Animal Welfare will:

		FY20 Actual	FY21 Actual	FY22 Projection	FY22 Target	FY23 Target
170	Provide an initial response to services requested within two business hours for Priority One calls 60% of the time % of Animal Welfare Priority One calls receiving initial response within two business hours	31%	41%	57%	52%	52%



## Administrative - Executive Leadership

171	 % of key measures and strategic results achieved	47%	44%	61%	75%	75%
172	% of performance evaluations completed by the review date	86%	69%	76%	95%	95%

## Animal Welfare - Animal Shelter







173	 % of dog/cat live releases	81%	90%	85%	90%	90%
174	# of all live animals sheltered	21,556	19,765	20,194	21,000	20,000
175	# of dog/cat live releases	14,513	14,289	14,383	17,600	17,600

## Animal Welfare - Community Outreach

176	 % of requested spay/neuter provided	90%	83%	82%	85%	85%
177	 # of volunteer hours at the animal shelter	N/A	4,203	4,471	10,000	4,500
178	# of animal adoptions resulting from an outreach event	1,073	29	19	200	200
179	# of animals in foster care	8,845	6,269	11,375	9,000	10,000
180	# of community cats transferred	1,221	1,335	1,509	1,500	1,500
181	# of public spay/neuter performed	4,051	2,918	2,947	3,000	3,000






# Development Services

		FY20 Actual	FY21 Actual	FY22 Projection	FY22 Target	FY23 Target
<b>Animal Welfare - Field Services</b>						
182	 % of Animal Welfare Calls responded to within specified time frames	39%	51%	58%	56%	56%
183	% of Animal Welfare Priority One calls receiving initial response within two business hours	31%	41%	55%	52%	52%
184	% of Animal Welfare Priority Three calls receiving initial response by the next business day	30%	42%	47%	45%	45%
185	% of Animal Welfare Priority Two calls receiving initial response within the same business day	66%	77%	78%	70%	70%
186	# of Animal Welfare service call responses provided	16,502	16,474	15,480	16,500	16,000
187	# of cruelty cases worked	2,790	3,253	3,032	2,800	2,800
188	Expenditure per animal welfare service call provided	62.33	56.70	52.70	64.60	64.60
<b>Animal Welfare - Veterinary Services</b>						
189	 % of animals spayed/neutered	27%	30%	35%	32%	33%
190	% of live animals logged treated for illness or injury	23%	22%	30%	21%	23%
191	# of animals spayed/neutered	5,796	5,911	6,996	6,000	6,500
192	# of animals treated for illness or injury	4,874	4,340	5,994	4,000	4,500
<b>Code Enforcement - Code Inspections</b>						
193	 % of first complaint-based inspections completed within four days	N/A	87%	82%	70%	82%
194	 % of non-yard parking violations that are proactively identified	N/A	64%	60%	60%	60%
195	% of second inspections completed on scheduled date	N/A	50%	47%	55%	55%
196	# of code complaints received	N/A	22,672	26,547	40,000	25,000
197	Total # of inspections performed	81,520.00	78,812.00	77,838.91	80,000.00	80,000.00
<b>Code Enforcement - Nuisance Abatement</b>						
198	  % of code violations resolved voluntarily	N/A	72%	84%	85%	85%
199	% of residents satisfied with code enforcement	39%	43%	43%	39%	40%





# Development Services

		FY20 Actual	FY21 Actual	FY22 Projection	FY22 Target	FY23 Target
<b>Code Enforcement - Nuisance Abatement</b>						
200	% of weeds/grass and junk/debris complaints abated within 45 days from date of complaint	17%	87%	87%	50%	85%
201	Average # of days from official violation notification to contractor work order issued for dilapidated complaints	N/A	133	109	120	120
202	Average # of days from official violation notification to contractor work order issued for unsecured complaints	N/A	29	29	25	27
203	# of abatement actions completed	7,243	6,734	4,475	7,000	5,500
204	# of abatement notices issued	5,143	3,324	4,465	5,000	5,000
205	# of properties declared abandoned by City Council	N/A	257	223	250	250
206	# of abatement actions requiring a competitive bid	N/A	351	403	200	375
207	# of abatement actions requiring a court order	N/A	330	N/A	200	10
208	# of violations identified for abatement	N/A	19,963	19,195	17,000	19,250
<b>Development Center - Construction Inspections</b>						
209	 % of construction related inspections completed within one working day of request	86%	77%	71%	90%	90%
210	# of construction related inspections completed	120,883	122,258	133,651	121,000	128,000
<b>Development Center - Permits and Licensing</b>						
211	 % of permit-related phone calls answered within two minutes	N/A	72%	48%	70%	70%
212	# of business licenses issued	N/A	12,381	12,274	12,000	12,000
213	# of construction permits issued	62,831	67,163	69,949	65,000	68,000
214	# of permit-related phone calls received	53,667	73,219	78,354	72,000	75,000
215	# of walk in customers assisted	16,622	273	N/A	21,000	6,000
<b>Development Center - Plan Review</b>						
216	 % of commercial new construction plans initial code review completed within 15 working days	51%	66%	77%	60%	70%



# Development Services

		FY20 Actual	FY21 Actual	FY22 Projection	FY22 Target	FY23 Target
<b>Development Center - Plan Review</b>						
217	 % of commercial remodel construction plans initial code review completed within 10 working days	30%	58%	49%	60%	60%
218	% of single family residential new construction plans reviewed within one working day of submission	99%	17%	2%	90%	30%
219	# of commercial new construction plans reviewed	848	1,000	1,270	1,150	1,150
220	# of commercial remodel construction plans reviewed	1,627	1,334	1,184	1,400	1,200
221	# of one and two family residential new construction plans reviewed	3,876	4,201	4,683	4,000	4,400
<b>Subdivision and Zoning - Subdivision and Zoning</b>						
222	 % of applicants that receive a rezoning development application decision within 120 days of application submission	100%	100%	100%	98%	98%
223	% of applicants proposing a new preliminary plat that receive a development application decision within 60 days of submission	100%	100%	100%	98%	98%
224	Average # of days for applicants proposing a new subdivision to receive a development application decision	54	51	51	54	54
225	# of zoning and subdivision applications processed	351	577	613	400	550

