

Development Services

FY21 Actual FY22 Actual FY23 Projection FY23 Target FY24 Target

Long-Term Issue - Development Process Support

Without increased support to implement and maintain process enhancements, the growing number of applications and the ongoing need to have effective and efficient inter and intra-departmental coordination in the development process 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 Center Line of Business 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 work with other departments that are involved in the private development process to improve efficiencies.*
- *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 2024, the Development Center Line of Business 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.*

145	% of commercial new construction plans initial code review completed within 15 working days	66%	57%	39%	70%	65%
146	% of commercial remodel construction plans initial code review completed within 10 working days	58%	39%	26%	60%	45%
147						
148	% of permit-related phone calls answered within two minutes	72%	47%	54%	70%	70%



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Long-Term Issue - Animal Welfare Services

The growing demand for animal welfare services and programs to help residents be responsible pet owners and respond to growing animal populations, if not addressed, will result in continued shelter capacity issues, increased response times and an inability to respond to requests for service, lower resident satisfaction, and continued challenges with animal 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 and animal intakes/surrenders received.
- The Animal Welfare Line of Business will pursue technology enhancements to improve efficiencies.
- 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 animals and increase pet adoptions and placements.


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

By 2025, 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 60% of the time
- Provide improved services and coordination as evidenced by achieving at least a 90% live release rate of shelter animals.

		FY21 Actual	FY22 Actual	FY23 Projection	FY23 Target	FY24 Target
149	% of Animal Welfare Priority One calls receiving initial response within two business hours	41%	58%	63%	52%	52%
150	% of dog/cat live releases	90%	86%	82%	90%	90%



Administrative - Executive Leadership

151	 % of key measures and strategic results achieved	44%	50%	44%	75%	75%
152	% of performance evaluations completed by the review date	69%	87%	87%	95%	95%

Animal Welfare - Animal Shelter





153	 % of dog/cat live releases	90%	86%	86%	90%	90%
154	# of all live animals sheltered	19,765	20,734	21,771	20,000	20,000
155	# of dog/cat live releases	14,289	14,781	14,827	17,600	17,600

Animal Welfare - Community Outreach

156	 % of requested spay/neuter provided	83%	85%	89%	85%	90%
157	 # of volunteer hours at the animal shelter	4,203	8,623	11,513	4,500	8,500









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Animal Welfare - Community Outreach						
158	# of animals in foster care	6,269	10,936	11,763	10,000	12,000
159	# of community cats transferred	1,335	1,273	1,094	1,500	1,500
160	# of public spay/neuter performed	2,918	4,123	5,107	3,000	6,000
Animal Welfare - Field Services						
161	 % of Animal Welfare Calls responded to within specified time frames	51%	59%	60%	56%	56%
162	% of Animal Welfare Priority One calls receiving initial response within two business hours	41%	58%	60%	52%	52%
163	% of Animal Welfare Priority Three calls receiving initial response by the next business day	42%	48%	49%	45%	45%
164	% of Animal Welfare Priority Two calls receiving initial response within the same business day	77%	77%	77%	70%	70%
165	# of Animal Welfare service call responses provided	16,474	16,705	18,010	16,000	17,500
166	# of cruelty cases worked	3,253	3,449	3,804	2,800	3,000
167	Expenditure per animal welfare service call provided	56.70	52.79	49.09	65.26	65.26
Animal Welfare - Veterinary Services						
168	 % of animals spayed/neutered	30%	33%	31%	33%	35%
169	% of live animals logged treated for illness or injury	22%	31%	34%	23%	35%
170	# of animals spayed/neutered	5,911	6,774	6,756	6,500	7,000
171	# of animals treated for illness or injury	4,340	6,378	7,436	4,500	7,000
Code Enforcement - Code Inspections						
172	 % of first complaint-based inspections completed within four days	87%	85%	88%	82%	85%
173	 % of non-yard parking violations that are proactively identified	64%	61%	59%	60%	60%
174	% of second inspections completed on scheduled date	50%	47%	49%	55%	55%
175	# of code complaints received	22,672	24,013	23,502	25,000	23,000



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Code Enforcement - Code Inspections						
176	Total # of inspections performed	78,812.00	73,620.00	74,522.96	80,000.00	75,000.00
Code Enforcement - Nuisance Abatement						
177	 % of code violations resolved voluntarily	72%	77%	76%	85%	82%
178	% of residents satisfied with code enforcement	43%	43%	38%	40%	40%
179	% of weeds/grass and junk/debris complaints abated within 45 days from date of complaint	87%	94%	94%	85%	85%
180	Average # of days from official violation notification to contractor work order issued for dilapidated complaints	133	190	229	120	145
181	Average # of days from official violation notification to contractor work order issued for unsecured complaints	29	28	28	27	27
Development Center - Construction Inspections						
182	 % of construction related inspections completed within one working day of request	77%	71%	71%	90%	90%
183	# of construction related inspections completed	122,258	132,271	132,251	128,000	128,000
Development Center - Permits and Licensing						
184	 % of permit-related phone calls answered within two minutes	72%	47%	47%	70%	70%
185	# of business licenses issued	12,381	11,684	12,678	12,000	12,200
186	# of construction permits issued	67,163	70,659	70,867	68,000	65,000
187	# of permit-related phone calls received	73,219	83,707	86,192	75,000	77,000
Development Center - Plan Review						
188	 % of commercial new construction plans initial code review completed within 15 working days	66%	57%	45%	70%	65%
189	 % of commercial remodel construction plans initial code review completed within 10 working days	58%	39%	34%	60%	45%
190	 % of single family residential new construction plans reviewed within four working days of submission *	N/A	N/A	5%	30%	30%



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Development Center - Plan Review						
191	# of commercial new construction plans reviewed	1,000	1,245	1,156	1,150	1,000
192	# of commercial remodel construction plans reviewed	1,334	1,248	1,257	1,200	1,200
193	# of one and two family residential new construction plan submitted	4,201	4,657	4,271	4,400	3,500

