

Development Services

FY16 Actual FY17 Projection FY17 Target FY18 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.*

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

By 2019, Development Services will provide effective code enforcement services as evidenced by maintaining at least 50% citizen satisfaction with Code Enforcement.

278	% of citizens satisfied with code enforcement	37%	35%	48%	37%
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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 2020, Animal Welfare will provide improved services and coordination as evidenced by achieving at least a 75% live release rate of shelter pets.

279	% of live releases	73%	70%	70%	75%
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Development Services

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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 2018, Development Services customers will experience a more timely and efficient development review process as evidenced by:

- *At least 70% of applicants proposing a new preliminary plat will receive a development application decision within 60 days of submission.*
- *At least 85% of applicants will receive a rezoning development application decision within 120 days of application submission.*

280	% of applicants proposing a new preliminary plat that receive a development application decision within 60 days of submission	97%	100%	70%	95%
281	% of applicants that receive a rezoning development application decision within 120 days of application submission	98%	100%	85%	95%

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.*

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



By 2020, the Development Services department will improve the timeliness of reviews and inspections, as follows:

- *Complete 100% of initial review of commercial new construction plans within 15 working days of submission.*
- *Complete 100% of initial review of commercial remodel plans within ten working days of submission.*
- *Complete 90% of construction inspections within one working day of request.*

282	% of commercial new construction plans initial code review completed within 15 working days	94%	53%	100%	90%
283	% of commercial remodel construction plans initial code review completed within 10 working days	95%	36%	100%	90%






Development Services

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Long-Term Issue - Development Process Coordination					
284	% of single family residential new construction plans reviewed within one working day of submission	100%	100%	100%	100%
Long-Term Issue - Animal Control Services					
<i>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.</i>					
Strategies to address the Long-Term Issue					
<ul style="list-style-type: none"> 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. 					
Strategic Result(s) to measure annual progress on Long-Term Issue					
<i>By 2020, 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.</i>					
285	% of Animal Welfare Priority one calls receiving initial response within two business hours *	N/A	N/A	N/A	52%
Administrative - Executive Leadership					
286	 % of key measures achieved	47%	59%	75%	75%
287	% of full-time equivalent (FTE) employees without an on the job (OJI) in the current fiscal year	87%	92%	95%	95%
288	% of performance evaluations completed by the review date	61%	75%	95%	95%
289	% of terminations submitted to the Personnel Department within three days of the termination date	74%	94%	95%	95%
290	# of full-time employees supported	201	186	189	182
291	Dollar amount of operating expenditures managed	18,343,546	19,645,482	17,968,455	17,398,920
Animal Welfare - Animal Control					
292	 % of Animal Welfare Calls responded to within specified time frames *	N/A	N/A	N/A	56%
293	% of Animal Welfare Priority one calls receiving initial response within two business hours *	N/A	N/A	N/A	52%






Development Services

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Animal Welfare - Animal Control					
294	% of Animal Welfare Priority three calls receiving initial response by the next business day *	N/A	N/A	N/A	45%
295	% of Animal Welfare Priority two calls receiving initial response within the same business day *	N/A	N/A	N/A	70%
296	# of animal bite cases worked	956	925	1,062	925
297	# of animal impoundments made	6,345	6,528	7,500	6,500
298	# of Animal Welfare Priority one call responses provided	6,996	8,123	7,500	8,000
299	# of Animal Welfare Priority three call responses provided	5,226	3,861	6,300	4,000
300	# of Animal Welfare Priority two call responses provided	9,218	8,293	11,000	8,000
301	# of Animal Welfare service call responses provided	23,923	20,896	24,800	20,000
302	# of cruelty cases worked	1,793	2,075	3,060	2,500
303	# of dangerous animal cases worked	98	77	62	80
304	# of injured animals impounded	1,517	862	1,792	1,100
305	# of animal welfare service calls received	21,237	23,927	25,000	24,000
306	Expenditure per animal welfare service call provided	N/A	60.25	57.90	60.31
Animal Welfare - Animal Shelter					
307	 % of live releases	73%	70%	70%	75%
308	 Average length of stay	6.61	15.53	7.00	7.00
309	# of live animals sheltered	24,129	24,236	27,000	24,000
310	# of live releases	17,551	17,052	18,900	18,000
311	# of animal intakes logged	26,241	26,035	29,000	26,000
312	Shelter expenditure per animal intakes logged	82.18	66.05	63.47	71.40
Animal Welfare - Community Outreach					
313	 % of requested spay/neuter provided	N/A	78%	50%	79%
314	% of animals adopted at outreach events	51%	69%	50%	50%







Development Services

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Animal Welfare - Community Outreach					
315	# of adoption outreach events	114	111	125	100
316	# of animal adoptions resulting from an outreach event	670	1,503	650	1,000
317	# of animals in foster care	5,417	2,933	6,000	3,000
318	# of community cats transferred	843	315	1,100	200
319	# of foster homes	1,078	637	1,250	650
320	# of pet food bank customers served	1,000	1,120	1,100	1,100
321	# of public spay/neuter performed	4,788	4,718	6,000	4,750
322	# of volunteer hours	12,991	11,136	12,000	11,300
323	# of volunteers	973	852	1,100	900
324	# of public spay/neuter requested	N/A	6,040	12,000	6,000
Animal Welfare - Veterinary Services					
325	 % of animals spayed/neutered	22%	19%	22%	21%
326	% of animals euthanized	20%	21%	28%	20%
327	% of live animals logged treated for illness or injury	13%	18%	13%	17%
328	# of animals spayed/neutered	5,249	4,714	6,000	5,000
329	# of animals treated for illness or injury	3,254	4,326	3,600	4,000
330	# of euthanasias performed	6,188	6,939	8,100	6,000
331	# of live animals logged	24,273	24,300	27,000	24,000
332	\$ Expenditure per animal served by veterinary services	34.86	34.39	31.68	35.64
Code Enforcement - Abandoned Buildings					
333	  % of property maintenance violations resolved voluntarily	N/A	75%	31%	70%
334	% of abandoned buildings/property maintenance complaint initial inspections completed within four days	N/A	84%	65%	85%
335	% of property maintenance inspections where citations are issued	N/A	3%	31%	10%
336	# of abandoned buildings where maintenance violations are resolved	N/A	102	60	100







Development Services

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Code Enforcement - Abandoned Buildings					
337	# of abandoned property notices issued	N/A	432	700	400
338	# of proactive property maintenance notices issued	N/A	3,442	3,000	3,000
339	# of properties declared abandoned by City Council	N/A	300	600	300
340	# of property maintenance notices issued	N/A	4,050	6,500	4,000
341	# of abandoned property complaints reviewed	N/A	1,242	600	1,200
342	# of property maintenance complaints received	N/A	4,406	8,000	4,200
343	\$ expenditure per notice issued	N/A	1,835.42	1,118.03	1,956.56
Code Enforcement - Code Inspections					
344	 % of designated proactive area properties inspected at least once per month	90%	95%	77%	90%
345	 % of total complaint-based inspections (non-abandoned building/property maintenance) completed within four days	84%	82%	84%	80%
346	# of complaint-based inspections (non-abandoned building/property maintenance) completed within four days	47,358	47,704	36,960	45,600
347	# of proactive properties inspected monthly	49,404	52,386	42,240	49,405
348	# of code complaints (non-abandoned building/property maintenance) received	56,285	58,015	44,000	57,000
349	# of properties in pro-active inspection areas	54,892	54,892	54,892	54,892
350	\$ expenditure per inspection completed	24.66	22.73	28.09	23.42
Code Enforcement - Nuisance Abatement					
351	  % of code violations resolved voluntarily	61%	59%	75%	60%
352	% of citizens satisfied with code enforcement	37%	35%	48%	37%
353	% of total properties with abatement action	0.43%	0.43%	0.48%	0.43%
354	# of abatement actions completed	13,014	12,859	14,500	13,000
355	# of abatement notices issued	13,892	15,557	16,000	15,500
356	# of violations identified and parking citations issued.	33,630	32,259	33,500	32,500
357	\$ expenditure per abatement action completed	61.22	60.77	59.42	66.28




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Development Center - Construction Inspections					
358	 % of construction related inspections completed within one working day of request	97%	94%	90%	92%
359	% of quality control reviews that do not require correction	77%	80%	70%	80%
360	# of construction related inspections completed	104,737	102,841	109,000	105,000
361	# of quality control reviews completed	258	284	450	350
362	\$ expenditure per constuction related inspection completed	35.70	33.86	34.03	35.32
Development Center - Permits and Licensing					
363	 % of construction related permits issued within one working day of request	100%	100%	100%	100%
364	% of construction related inspections entered within 4 hours of the request.	95%	95%	95%	95%
365	# construction related inspection requests entered	121,522	115,749	128,000	116,000
366	# of construction permits issued	54,584	60,084	60,000	60,000
367	# of licenses and residential sale permits issued	27,072	25,494	27,000	26,000
368	\$ expenditure per permit and license issued	48.04	25.87	15.88	16.06
Development Center - Plan Review					
369	 % of commercial new construction plans initial code review completed within 15 working days	94%	53%	100%	90%
370	 % of commercial remodel construction plans initial code review completed within 10 working days	95%	36%	100%	90%
371	% of commercial permits issued within three months	68%	68%	75%	69%
372	% of development community surveyed responding as satisfied with the plan review process	74%	74%	75%	75%
373	% of single family residential new construction plans reviewed within one working day of submission	100%	100%	100%	100%
374	Average # of working days in permit process for City permit review	6.97	10.97	8.00	10.00
375	Average # of working days in permit process for developer response	52.68	50.69	40.00	52.00
376	# of commercial new construction plans reviewed	1,226	1,248	1,500	1,250
377	# of commercial remodel construction plans reviewed	902	1,077	950	1,000



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Development Center - Plan Review					
378	# of one and two family residential new construction plans reviewed	3,165	2,832	3,500	2,900
379	\$ expenditure per plan review application processed	100.57	106.42	132.56	132.56
Subdivision and Zoning - Subdivision and Zoning					
380	 % of applicants that receive a rezoning development application decision within 120 days of application submission	98%	100%	85%	95%
381	% of applicants proposing a new preliminary plat that receive a development application decision within 60 days of submission	97%	100%	70%	95%
382	Average # of days for applicants proposing a new subdivision to receive a development application decision	0	0	60	45
383	# of zoning and subdivision applications processed	436	304	600	350
384	\$ expenditure per zoning and subdivision application processed	1,915.36	2,674.49	1,329.19	2,278.61

