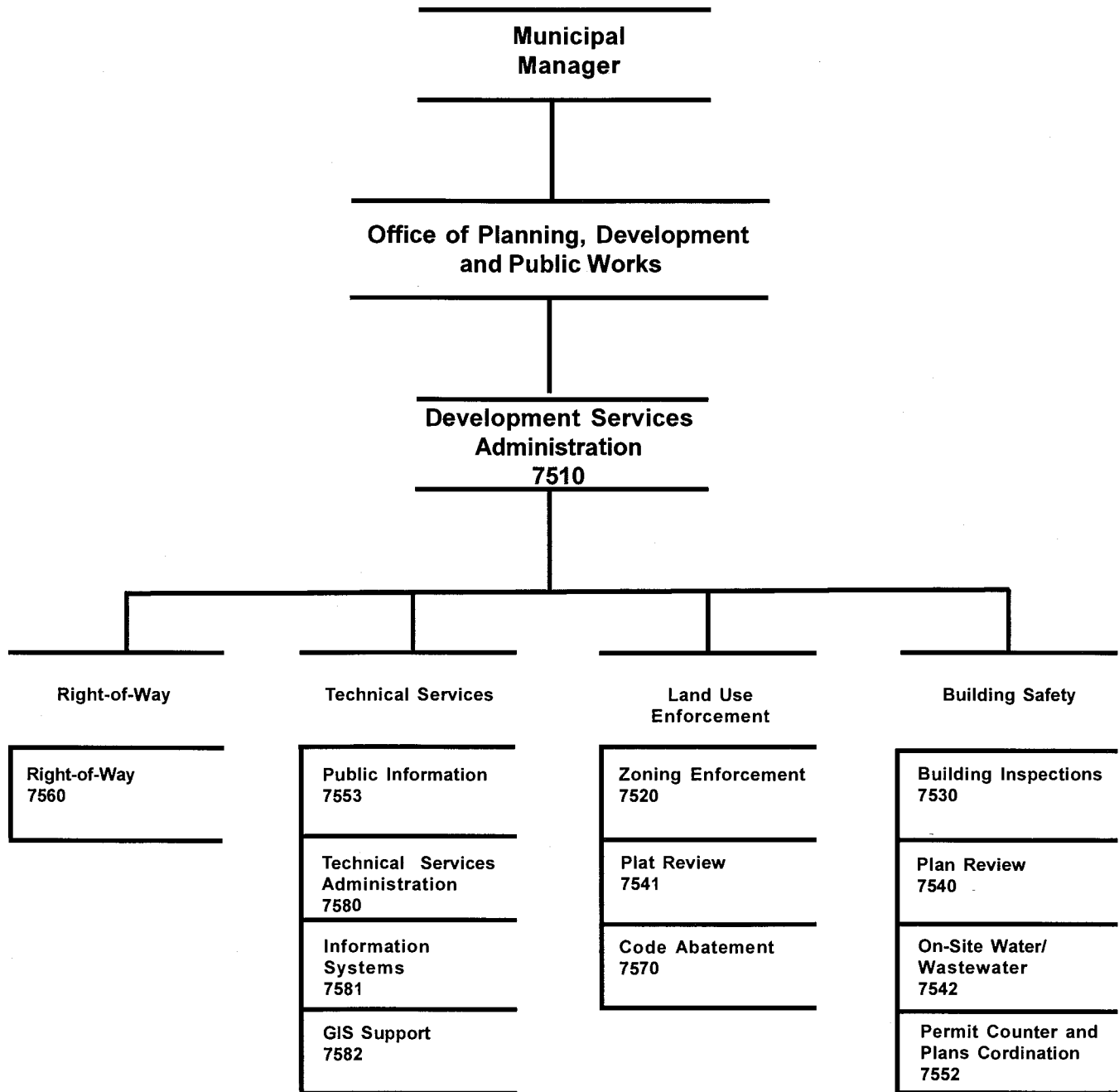


DEVELOPMENT SERVICES

DEVELOPMENT SERVICES



DEVELOPMENT SERVICES DEPARTMENT

Strategic Framework

Customers Served: Contractors; home owners; renters; tourists; utilities; city, state, and federal government agencies; demographers; building suppliers; real estate firms; surveyors; architects; engineers; designers; developers; lawyers; social service agencies; news media; business owners.

Mission: To facilitate safe construction and development that enhances the community.

Goal:

- ☐ Foster safe development.

Objective:

- ☐ Maintain a record of zero injuries due to errors in building plan reviews or inspections.

Goal:

- ☐ Improve customer service.

Objective:

- ☐ Maintain an overall customer service questionnaire satisfaction rating of 90% or above.

Performance Measures: This department maintains a long history of safe development, and a dynamic customer service tradition that paces with changing needs and evolving technology solutions.

Measures:

- ☐ Incidences of injuries due to error or omission in reviewing building plans or performing building inspections.
- ☐ 90% of customers rating the service received as satisfactory or higher.

Services Provided:

Core Services:

- ☐ Facilitate and enforce the land use and development codes of the Municipality of Anchorage.
- ☐ Maintain the archives of Anchorage's historical land use records and data.
- ☐ Maintain the Planning, Development, and Public Works network and vertical applications.

Performance Measures Dictionary

Department: Development Services

Measure Title: Incidences of injuries due to error or omission in reviewing building plans or performing building inspections.

Type: Effectiveness

Goal Supported: Foster safe development.

Definition: This measure reports the number of injuries caused by errors or omissions in the review of building plans, and/or inspection of building construction.

Method: The method used is to report the number of incidences.

Frequency: This measurement is performed quarterly.

Measured By: Any validated report of injury due to error or omission by department building staff.

Reporting: The division managers will report any injury to the department director. The administrative officer will maintain a log of any reported injury.

Used By: The department director will use the report to determine the need for training, additional staff, or other appropriate solution measures.

Department: Development Services

Measure Title: 90% of customers rating the service received as satisfactory or higher.

Type: Effectiveness

Goal Supported: Improve customer service

Definition: This measurement will report customer feedback.

Method: Customer Service Questionnaires will be distributed to every permittee at the time the Certificate of Occupancy (CO) or Conditional Certificate of Occupancy (CCO) is issued. A locked box is available near the front door for the customer to place a completed questionnaire, or it can be mailed to the department.

Frequency: This measurement will be performed quarterly.

Measured By: Customer service questionnaire answers will be periodically input to a database maintained by department administrative staff.

Reporting: The department administrative staff will maintain the Access database that will report survey results. These will be imported to a table within the Word document

used to report performance measures to display the results both numerically and graphically.

Used By: The department director will use the report to gauge customer satisfaction with department services. The report will be presented to the Municipal Manager at staff meetings and the public via the municipal web site.

2002 Resource Plan

Department: Development Services

Division	Financial Summary		Personnel Summary							
	2001	2002	2001 Revised				2002 Proposed			
	Revised	Proposed	FT	PT	Temp	Total	FT	PT	Temp	Total
Land Use Enforcement	1,213,430	982,460	17		1	18	15		1	16
Building Safety	4,536,980	4,485,840	56	3		59	56	3		59
Technical Services	912,790	1,011,020	12			12	13			13
Administration	215,970	263,080	3			3	3			3
Right-of-Way		649,050				0	7	2	1	10
Operating Cost	6,879,170	7,391,450	88	3	1	92	94	5	2	101
Add Debt Service	0	0								
Direct Organization Cost	6,879,170	7,391,450								
Charges From/(To) Others	1,240,050	1,127,410								
Function Cost	8,119,220	8,518,860								
Less Program Revenues	(5,813,800)	(6,520,620)								
Net Program Cost	2,305,420	1,998,240								

2002 Resource Costs by Category

Division	Personal Services	Supplies	Other Services	Capital Outlay	Total Direct Cost
Land Use Enforcement	963,040	12,100	22,810		997,950
Building Safety	4,263,400	61,670	218,300		4,543,370
Technical Services	905,510	42,500	76,450		1,024,460
Administration	217,510	5,000	43,450		265,960
Right-of-Way	644,190	6,100	7,400		657,690
Operating Cost	6,993,650	127,370	368,410	0	7,489,430
Less Vacancy Factor	(97,980)				(97,980)
Add Debt Service					0
Total Direct Organization Cost	6,895,670	127,370	368,410	0	7,391,450

RECONCILIATION FROM 2001 REVISED BUDGET TO 2002 PROPOSED BUDGET
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DEPARTMENT: DEVELOPMENT SERVICES

	<u>DIRECT COSTS</u>	<u>POSITIONS</u>		
		FT	PT	T
2001 REVISED BUDGET:	\$ 6,879,170	88	3	1
2001 ONE-TIME REQUIREMENTS:				
- Plan review services (Anch Int'l Airport)	(200,000)			
- Contract w/ Degenkolb Engineers (Anch Int'l Airport)	(150,000)			
CHANGES FOR CONTINUATION OF EXISTING PROGRAMS IN 2002:				
- Salaries and benefits adjustment for continuing employees	412,120			
TRANSFERS (TO)/FROM OTHER AGENCIES:				
- From Street Maintenance: the Right-of-Way program	654,300	7	2	1
MISCELLANEOUS INCREASES/(DECREASES):				
- None				
2002 PROGRAMMATIC BUDGET CHANGES:				
- Delete vacant Engineer Tech I position that assigns and verifies street addresses and name changes	(52,480)	(1)		
- Reduce outside legal counsel	(30,350)			
- Delete funds to bring properties into compliance when allowed by abatement or court order	(121,310)			
2002 PROPOSED BUDGET:	<u>\$ 7,391,450</u>	<u>94</u>	<u>5</u>	<u>2</u>

2002 PROGRAM PLAN

DEPARTMENT: DEVELOPMENT SERVICES DIVISION: DEVELOPMENT SRVCS ADMIN
PROGRAM: Development Services Administration

PURPOSE:

Guide and direct the land use enforcement, building plan review, building permit issuance, construction inspection, plat review, code abatement, right-of-way, and computer and mapping services. Manage the department's resources, budgets, and personnel.

2001 PERFORMANCES:

See Strategic Framework

2002 PERFORMANCE OBJECTIVES:

See Strategic Framework

RESOURCES:

	2000 REVISED			2001 REVISED			2002 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	3	0	0	3	0	0	3	0	0
PERSONAL SERVICES	\$	214,810		\$	197,330		\$	214,630	
SUPPLIES		4,000			5,700			5,000	
OTHER SERVICES		6,700			2,940			43,450	
CAPITAL OUTLAY		44,420			10,000			0	
TOTAL DIRECT COST:	\$	269,930		\$	215,970		\$	263,080	

WORK MEASURES:

See Strategic Framework	0	0	0
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32 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:
5, 11, 22

DEVELOPMENT SERVICES DEPARTMENT BUILDING SAFETY DIVISION

Strategic Framework

Customers Served: General public, designers, builders, contractors, engineers, and architects.

Purpose: Building Safety Division processes required building permit applications and performs plan reviews and inspections to assure safe development.

Goal:

- ❑ Continually improve customer service by properly staffing the front permit counter during peak and off-peak times.

Objectives:

- ❑ Reduce time to process permit applications so the time required to submit a new applications and receive a permit number is under 30 minutes 85% of the time.

Performance Measures:

Building Safety has often been under criticism for the amount of time customers must wait to submit new application documents. This measure should give us a better understanding as to whether we are adequately staffed to meet the customer's needs. Time is very important to customers, as often, they do not have time to spend waiting on clerks. New permit applications can sometimes be very complex and take additional time so we felt if we meet our 85% objective we would be doing a great job.

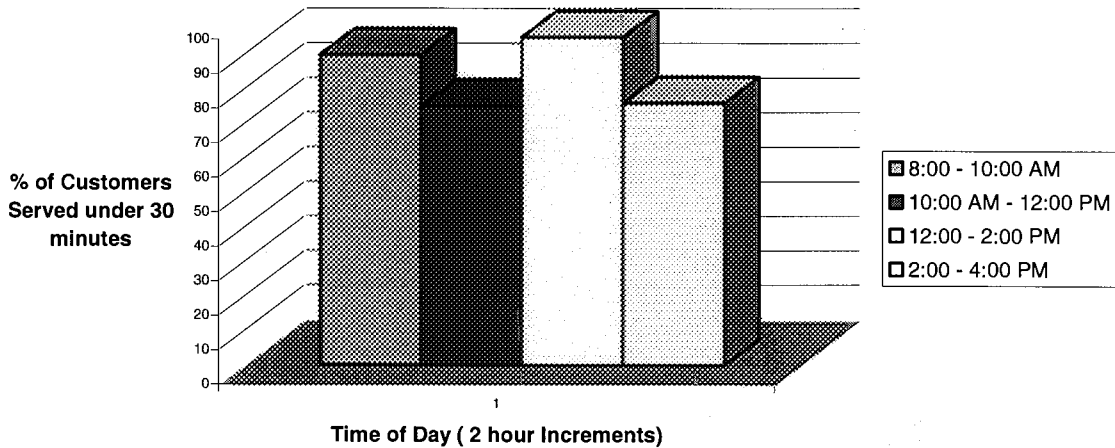
The following graph shows how the data will be depicted for the 2001-2002 year.

Measures:

- ❑ % of Customers Served in Under 30 Minutes

Data in graph below only reflects how it will be shown. Actual data must be collected.

% of Customers Served in Under 30 Minutes



Goal:

- ☐ Improve customer service by performing residential plan reviews in a more timely manner.

Objectives:

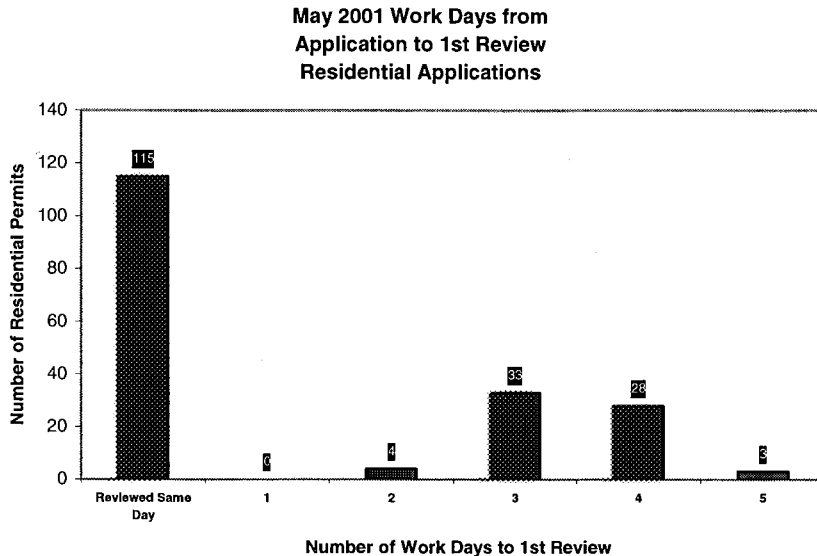
- ☐ Perform first time residential plan reviews in under 4 business days 95% of the time.

Performance Measures: Building Safety has often been under criticism for the amount of time customers must wait to receive comments for their residential building permit documents. This measure should give us a better understanding as to whether we are adequately staffed to meet the customer's needs. Time is very important to customers, as often, they have a short building season and they cannot afford to wait on building department reviews. New building projects can sometimes be very complex and take additional time so we felt if we meet our 95% objective we would be doing a great job.

The following graph shows how the data will be depicted for the past two years and our projection for next year.

Measures:

- ☐ Number of Days for Permits to be Reviewed



Goal:

- ☐ Improve customer service by improving the response time to requested building inspections.

Objectives:

- ☐ Perform 90% of inspections in the same day requested.

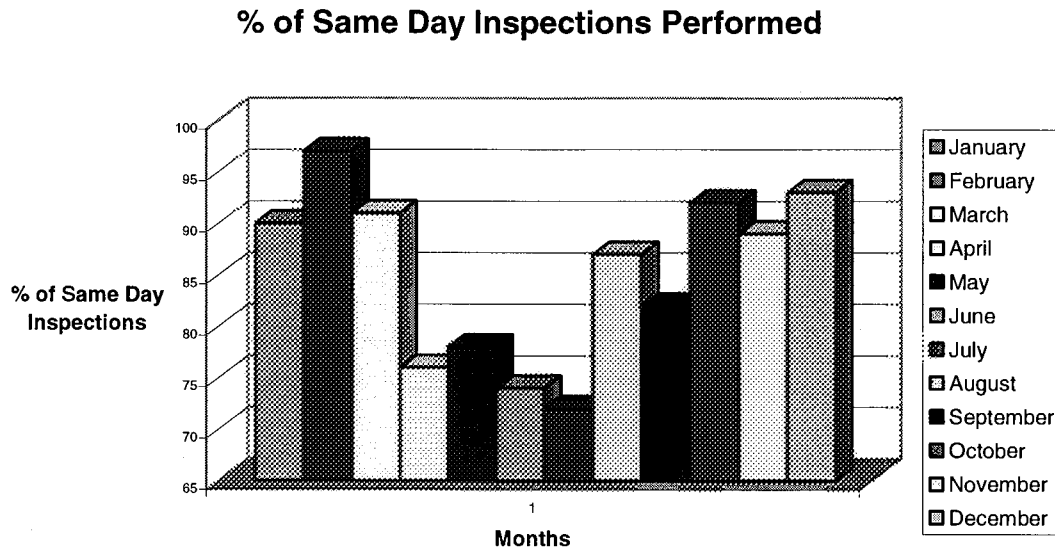
Performance Measures: Building Safety has often been under criticism for the amount of time customers must wait to receive the inspection they requested. This measure should give us a better understanding as to whether we are adequately staffed to meet the customer's needs. Time is very important to customers, as often, they have other trades that are affected by the requested inspection. Building Safety understands that certain times of the year the inspection demand is so high that we felt if we meet our 90% objective we would be doing a good job.

The following graph shows how the data will be depicted.

Measures:

- ☐ % of Same Day Inspections Performed

Data in graph below only reflects how it will be shown. Actual data must be collected.



Services Provided

Core Services Supported:

- ☐ Facilitate and enforce the land use and development codes of the Municipality of Anchorage.

Direct Services Provided:

- ☐ Process permit applications, cashier services, permit issuance.
- ☐ Verify that plans meet minimum code requirements through plan review.
- ☐ Verify construction complies with plans and adopted Building Codes through Inspection.

Performance Measures Dictionary

Department: Development Services

Division: Building Safety

Measure Title: % of Customers Served in Under 30 Minutes

Type: Effectiveness

Goal Supported: To properly staff the front counter during peak and off-peak times, so the time required to submit a new applications and receive a permit number is under 30 minutes 85% of the time.

Definition: Measures how effective the Division utilizes staff to meet the demands of our customers. Success will be measured in our effectiveness to get customers on their way in under 30 minutes.

Method: The check-in clerk will initialize and track the timing of the customers wait time. We will track the progress of the customer through the application process and compile the data showing the amount of time spent before leaving.

Frequency: This will be a continual and daily chore of the Check-in clerk. Data will be compiled for results monthly by the permit counter supervisor.

Measured By: The check-in clerk will be in charge of collecting the data. A program in Microsoft Excel will be used to calculate and store the amount of customers and their time spent in the system.

Reporting: The Building Official will create and maintain a quarterly and annual report in Excel from the data received from the Permit Clerks. The information will be displayed numerically and graphically.

Used By: The Building Official, Senior Plan Review Engineer, and Permit Counter Supervisor will use this information to review for effectiveness. Employee schedules and back-up staff can be trained for peak times. The report will be presented to the Department Director and the Municipal Manager at staff meetings and the public via the Municipal Website.

Department: Development Services

Division: Building Safety

Measure Title: Number of Days for Permits to be Reviewed

Type: Effectiveness

Goal Supported: Perform first time residential plan reviews in under 4 business days 95% of the time.

Definition: Measures the effectiveness of how the Division utilizes staff to meet the demands of our customers. Success will be measured in our effectiveness to get first time residential review comments to the customer in under 4 days.

Method: The permit clerks initialize the timing with their new application entry into the Permit Automation System (PAS). PAS then tracks the time a permit takes to be reviewed. A Plan Review Engineer compiles all the data and reports this through an Microsoft Excel spreadsheet.

Frequency: This is tracked daily and will be consolidated monthly by the Plan Review Engineer.

Measured By: The PAS system automatically collects the data. A program in Microsoft Excel will be used to calculate graphically depict the output.

Reporting: The Plan Review Engineer will create and maintain a quarterly and annual report in Excel from the data received from PAS. The information will be displayed numerically and graphically.

Used By: The Building Official and Senior Plan Review Engineer will use this information to review for effectiveness. Employee schedules and number of reviewers will be determined on the effectiveness of this measure. The report will be presented to the Department Director and the Municipal Manager at staff meetings and the public via the Municipal Website.

Department: Development Services

Division: Building Safety

Measure Title: % of Same Day Inspections Performed

Type: Effectiveness

Goal Supported: Perform 90 % of all requested inspections daily.

Definition: Measures the effectiveness of how the Division utilizes staff to meet the demands of our customers. Success will be measured in our effectiveness to get all our requested inspections performed the day they are requested. We will determine the effectiveness when the data is compiled monthly and annually.

Method: The Permit Counter Supervisor gives all inspection requests to the Inspection staff. At the end of the day the inspection staff informs the Permit Counter Supervisor which inspections were not performed. The Permit Counter Supervisor will compile all the data and generate reports in a Microsoft Excel spreadsheet.

Frequency: This is tracked daily and will be consolidated monthly by the Permit Counter Supervisor.

Measured By: The Inspectors will track the data and give results to Permit Counter Supervisor. A spreadsheet in Microsoft Excel will be used to calculate graphically and depict the output.

Reporting: The Permit Counter supervisor will create and maintain a quarterly and annual report in Excel from the data received from the inspectors. The information will be displayed numerically and graphically.

Used By: The Building Official and Chief of Building Inspections will use this information to review for effectiveness. Employee schedules, combination inspections and number of inspectors will be evaluated on the effectiveness of this measure. The report will be presented to the Department Director and the Municipal Manager at staff meetings and the public via the Municipal Website.

2002 P R O G R A M P L A N

DEPARTMENT: DEVELOPMENT SERVICES
PROGRAM: Building Inspection

DIVISION: BUILDING SAFETY DIV

PURPOSE:

Inspect new and remodeled building construction to ensure compliance with electrical, elevator, mechanical, plumbing, and structural building codes.

2001 PERFORMANCES:

See Strategic Framework

2002 PERFORMANCE OBJECTIVES:

See Strategic Framework

RESOURCES:

	2000 REVISED			2001 REVISED			2002 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	27	3	0	27	3	0	26	3	0
PERSONAL SERVICES	\$ 2,034,520			\$ 2,076,980			\$ 2,150,880		
SUPPLIES	10,000			10,000			10,000		
OTHER SERVICES	44,640			79,640			124,500		
CAPITAL OUTLAY	65,030			50,500			0		
TOTAL DIRECT COST:	\$ 2,154,190			\$ 2,217,120			\$ 2,285,380		
PROGRAM REVENUES:	\$ 5,042,670			\$ 4,917,450			\$ 3,592,430		

WORK MEASURES:

See Strategic Framework 0 0 0

32 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:
1, 27

2002 P R O G R A M P L A N

DEPARTMENT: DEVELOPMENT SERVICES
PROGRAM: Building Permit Counter

DIVISION: BUILDING SAFETY DIV

PURPOSE:

Accept and process building and land use applications and fees, and provide information on municipal building codes, land use regulations, fee schedules, and historical trends.

2001 PERFORMANCES:

See Strategic Framework

2002 PERFORMANCE OBJECTIVES:

See Strategic Framework

RESOURCES:

	2000 REVISED			2001 REVISED			2002 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	14	0	0	14	0	0	13	0	0
PERSONAL SERVICES	\$	656,090		\$	665,660		\$	664,370	
SUPPLIES		19,860			19,860			42,670	
OTHER SERVICES		15,620			15,620			16,610	
CAPITAL OUTLAY		48,010			27,040			0	
TOTAL DIRECT COST:	\$	739,580		\$	728,180		\$	723,650	

WORK MEASURES:

See Strategic Framework

32 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:

3

2002 P R O G R A M P L A N

DEPARTMENT: DEVELOPMENT SERVICES
PROGRAM: On-Site Water/Wastewater

DIVISION: BUILDING SAFETY DIV

PURPOSE:

Manage and regulate the design, construction, and operation of on-site water & wastewater disposal systems for the purposes of minimizing environmental degradation and protecting public health. Over 14,000 wastewater disposal systems discharge over 4M gallons of effluent every day.

2001 PERFORMANCES:

See Strategic Framework

2002 PERFORMANCE OBJECTIVES:

See Strategic Framework

RESOURCES:

	2000 REVISED			2001 REVISED			2002 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	0	0	0	3	0	0	4	0	0
PERSONAL SERVICES	\$		0	\$	236,320		\$	273,940	
SUPPLIES			0		1,800			4,000	
OTHER SERVICES			0		9,260			8,400	
TOTAL DIRECT COST:	\$		0	\$	247,380		\$	286,340	
PROGRAM REVENUES:	\$		0	\$	300,000		\$	350,000	

WORK MEASURES:

See Strategic Framework

32 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:
13, 30

2002 P R O G R A M P L A N

DEPARTMENT: DEVELOPMENT SERVICES
PROGRAM: Plan Review

DIVISION: BUILDING SAFETY DIV

PURPOSE:

Review building plans for compliance with building codes and land use regulations.

2001 PERFORMANCES:

See Strategic Framework

2002 PERFORMANCE OBJECTIVES:

See Strategic Framework

RESOURCES:

	2000 REVISED			2001 REVISED			2002 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	11	0	0	11	0	0	13	0	0
PERSONAL SERVICES	\$	829,400		\$	828,400		\$	1,116,680	
SUPPLIES		10,000			10,000			5,000	
OTHER SERVICES		103,900			123,900			68,790	
CAPITAL OUTLAY		19,500			20,000			0	
TOTAL DIRECT COST:	\$	962,800		\$	982,300		\$	1,190,470	
PROGRAM REVENUES:	\$	0		\$	0		\$	1,692,810	

WORK MEASURES:

See Strategic Framework 0 0 0

32 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:
2, 32

DEVELOPMENT SERVICES DEPARTMENT LAND USE ENFORCEMENT DIVISION

Strategic Framework

Customers served: Home owners, home builders, developers, public employees and private businesses within the Municipality of Anchorage.

Purpose: To improve the quality of life and insure the compatibility of land uses through effective enforcement of Anchorage Municipal Code 21, Land Use Planning.

Goal:

- To support and put into effect the goals of the 2020 Comprehensive Plan.

Objectives:

- To complete 100 percent of the initial Land Use reviews for residential plans within 72 hours of being routed to Land Use enforcement.
- To complete 100 percent of the initial Land Use reviews for commercial plans within 120 hours of being routed to Land Use enforcement.

Performance Measures:

Measures:

- Percent of plan reviews completed within specified timeframes.

Core Service Supported:

- Facilitate and enforce the land use and development codes of the Municipality of Anchorage.

Direct Services Provided:

- Review of commercial and residential land use plans
- Enforcement of Anchorage Municipal Code 21, Land Use Planning

Performance Measures Dictionary

Department: Development Services

Division: Land Use Enforcement

Measure Title: Percent of plan reviews completed within specified timeframes.

Type: Effectiveness

Goal Supported: To support and put into effect the goals of the 2020 Comprehensive Plan.

Definition: This measure reports the percentage of building plans reviewed for compliance with Anchorage Municipal Code 21 within the allowed timeframes of 72 hours for residential plans and 120 hours for commercial plans.

Method: A report in the Permit Automated System (PAS) will be created to track the amount of time it takes to conduct Land Use Plan Reviews. This report will track the time from when the permit is routed to the section and when the initial review is completed. This will provide an accurate description of the time it takes to conduct Land Use Plan Review.

Frequency: This measurement will be performed at the beginning of each quarter.

Measured By: The data will be stored in the Permit Automated System and compiled in an Excel spreadsheet by the Land Use Enforcement section and e-mailed the department's administrative officer and the end of the first week of each quarter.

Reporting: The department's administrative officer will create and maintain a quarterly report in Excel that will display the statistical information.

Used By: The Department Director and the Code Enforcement Manager to allocate additional personnel if completion times are less than required standards. This report will be presented to the Municipal Manager at staff meetings and the public via the Municipal Website.

DEVELOPMENT SERVICES DEPARTMENT RIGHT-OF-WAY DIVISION

Strategic Framework

Customers Served: Contractors; home owners; renters; tourists; utilities; city, state, and federal government agencies; surveyors; architects; engineers; designers; developers; lawyers; news media; business owners

Purpose: To improve the quality, useful life, and safety of the public rights of way of Anchorage.

Goal:

- Improve public safety.

Objectives:

- Conduct 90% of on-site inspections of permitted construction within 48 hours after receipt of request to ensure installation compliant with Municipality of Anchorage Standards and Specifications (MASS).
- Inspect and take appropriate action on 85% of all complaints of illegal uses within the rights-of-way within 48 hours of receipt to prevent hazardous conditions.

Performance Measures:

The continued influx of construction projects in Municipal Rights of Way during 2000-2001 construction season have resulted in higher than normal number of right of way permits, inspections, and investigations of complaints of violations of Municipal Code regarding rights-of-way. The increased activity combined with reduced personnel will present a great challenge of issuing permits, conducting inspections and investigating complaints in a timely and cost efficient manner. We anticipate a requisite increase in personnel assets and/or budget allocations for overtime, or integration of state-of-the-art technology to meet customer demands.

The measures below provide data for year 2000 and projections for 2001-2002.

Measures:

- % Of Inspections conducted 48 hours after receipt of request (estimated on 6 inspections per project)

2000
80%

2001 (projected)
80%

- % Of Complaints Investigated within 48 hours of complaint

2000
75%

2001
80%

Services Provided:

Core Services Supported:

- ☐ Facilitate and enforce the land use and development codes of the Municipality of Anchorage.

Direct Services Provided:

- ☐ Inspection of construction projects within the rights-of-way of Municipal streets and roads.
- ☐ Timely plan review and issuance of Right-of-Way Permits.
- ☐ Investigation and resolution of complaints of illegal uses of the Municipal rights-of-way.

Performance Measures Dictionary

Department: Development Services

Division: Right-of-Way

Measure Title: Conduct 90% of on-site inspection of permitted construction 48 hours after receipt of request to ensure installation compliant with Municipality of Anchorage Standards and Specifications (MASS).

Type: Effectiveness

Goal Supported: Improve public safety by ensuring correct installation, repair, and uses of Municipal rights-of-way.

Definition: Measures the effectiveness of inspection of construction projects permitted by right-of-way permit. Success will be determined by comparing the date of receipt of the inspection request and the date of inspection.

Method: Right-of-way permit inspection requests are received by telephone and at the public counter and are categorized and processed by inspector and assigned area.

Frequency: Inspection data will be totaled and analyzed quarterly, semi-annually and annually.

Measured by: The right-of-way supervisor is the point of reception for all inspection requests. The categorized data will be stored in an Excel spreadsheet.

Reporting: The right-of-way supervisor will create and maintain a quarterly and annual report in Excel from the data received from the permit section. The information will be displayed numerically and graphically.

Used by: The right-of-way supervisor and department director will use the information to gain a clearer understanding of the effectiveness of the permit section in achieving the intended results and take corrective action as necessary.

Department: Development Services

Division: Right-of-Way

Measure Title: Inspect and take appropriate action on all complaints of illegal uses within the rights-of-way within 48 hours of receipt.

Type: Effectiveness

Goal Supported: Improve public safety by ensuring correct installation, repair, and uses of Municipal rights-of-way.

Definition: Measures the effectiveness of the right-of-way inspection/enforcement section investigating and resolving complaints of illegal uses in the Municipal rights-of-way. Success will be determined by comparing the date of receipt of the complaint and the initial investigative action.

Method: Complaints of violations within Municipal rights-of-way s are received by telephone, mail, fax and in writing will be categorized and processed by complaint-type.

Frequency: Complaint data will be totaled and analyzed quarterly, semi-annually and annually.

Measured by: The right-of-way supervisor is the point of reception for all complaints. The categorized data will be stored in an Excel spreadsheet.

Reporting: The right-of-way supervisor will create and maintain a quarterly and annual report in Excel. The information will be displayed numerically and graphically.

Used by: The right-of-way supervisor and department director will use the information to gain a clearer understanding of the effectiveness of the permit section in achieving the intended results and take corrective action as necessary.

2002 P R O G R A M P L A N

DEPARTMENT: DEVELOPMENT SERVICES
PROGRAM: Code Abatement

DIVISION: LAND USE ENFORCEMENT

PURPOSE:

Provide a just, equitable, and practical method to vacate, repair, or demolish buildings or structures which endanger life, health, safety, or the welfare of the occupants or the general public.

2001 PERFORMANCES:

See Strategic Framework

2002 PERFORMANCE OBJECTIVES:

See Strategic Framework

RESOURCES:

	2000 REVISED			2001 REVISED			2002 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	3	0	0	3	0	0	3	0	0
PERSONAL SERVICES	\$	200,940		\$	203,820		\$	210,760	
SUPPLIES		1,500			1,500			2,000	
OTHER SERVICES		24,640			4,640			5,650	
TOTAL DIRECT COST:	\$	227,080		\$	209,960		\$	218,410	
PROGRAM REVENUES:	\$	9,500		\$	9,500		\$	9,500	

WORK MEASURES:

See Strategic Framework

32 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:

2002 P R O G R A M P L A N

DEPARTMENT: DEVELOPMENT SERVICES
PROGRAM: Plat Review

DIVISION: LAND USE ENFORCEMENT

PURPOSE:

Ensure land use and development decisions by Municipal boards & commissions are made with complete and accurate information by coordinating the reviews of proposed rezones, plats, conditional uses, variances, and site plans by Municipal staff; assist in zoning reviews of permit applications.

2001 PERFORMANCES:

See Strategic Framework

2002 PERFORMANCE OBJECTIVES:

See Strategic Framework

RESOURCES:

	2000 REVISED			2001 REVISED			2002 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	1	0	0	1	0	0	1	0	0
PERSONAL SERVICES	\$	73,350		\$	54,890		\$	67,940	
SUPPLIES		20			20			100	
OTHER SERVICES		1,390			1,390			560	
TOTAL DIRECT COST:	\$	74,760		\$	56,300		\$	68,600	
PROGRAM REVENUES:	\$	350		\$	350		\$	1,550	

WORK MEASURES:

See Strategic Framework

32 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:
16, 28

2002 P R O G R A M P L A N

DEPARTMENT: DEVELOPMENT SERVICES
PROGRAM: Zoning Enforcement

DIVISION: LAND USE ENFORCEMENT

PURPOSE:

Assure city-wide development is consistent with policies established through the planning process, and protect neighborhoods through aggressive and progressive enforcement of the Municipal land use regulations.

2001 PERFORMANCES:

See Strategic Framework

2002 PERFORMANCE OBJECTIVES:

See Strategic Framework

RESOURCES:

	2000 REVISED			2001 REVISED			2002 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	13	0	1	13	0	1	11	0	1
PERSONAL SERVICES	\$	741,140		\$	790,100		\$	668,850	
SUPPLIES		10,840			10,830			10,000	
OTHER SERVICES		69,230			142,240			16,600	
CAPITAL OUTLAY		81,000			8,000			0	
TOTAL DIRECT COST:	\$	902,210		\$	951,170		\$	695,450	
PROGRAM REVENUES:	\$	188,450		\$	190,000		\$	336,800	

WORK MEASURES:

See Strategic Framework

32 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:
8, 15, 19, 23, 26

2002 PROGRAM PLAN

DEPARTMENT: DEVELOPMENT SERVICES

DIVISION: RIGHT-OF-WAY

PROGRAM: ROW Permits Inspection

PURPOSE:

To provide enforcement of applicable Titles of the Municipal Code through enforcement and inspection activities in Municipal rights-of-way.

2001 PERFORMANCES:

See Strategic Framework

2002 PERFORMANCE OBJECTIVES:

See Strategic Framework

RESOURCES:

	2000	REVISED	2001	REVISED	2002	BUDGET
	FT	PT T	FT	PT T	FT	PT T
PERSONNEL:	9	0 3	7	2 1	7	2 1
PERSONAL SERVICES	\$	717,290	\$	625,740	\$	635,550
SUPPLIES		6,730		6,110		6,100
OTHER SERVICES		44,890		13,890		7,400
CAPITAL OUTLAY		9,000		9,000		0
TOTAL DIRECT COST:	\$	777,910	\$	654,740	\$	649,050
PROGRAM REVENUES:	\$	495,030	\$	447,030	\$	477,030

WORK MEASURES:

See Strategic Framework	0	0	0
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32 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:
12, 17, 21, 29

DEVELOPMENT SERVICES DEPARTMENT TECHNICAL SERVICES DIVISION

Strategic Framework

Customers Served: Contractors; home owners; renters; tourists; utilities; city, state, and federal government agencies; demographers; building suppliers; real estate firms; surveyors; architects; engineers; designers; developers; lawyers; social service agencies; news media; business owners

Purpose: Maintain a computer environment for Planning, Development, and Public Works (PDPW) that empowers users with computer tools and makes information available through the intra/internet.

Goal:

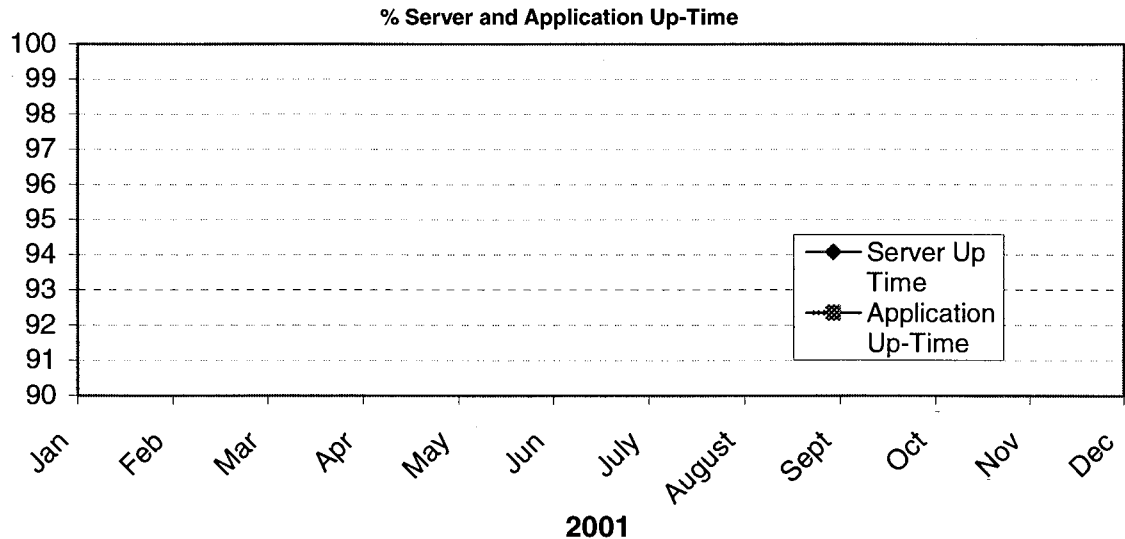
- Continuously improve up time of servers and PDPW applications.

Objectives:

- Maintain up-time to PDPW applications and computing servers at 95 % during normal working hours.

Performance Measures:

Measures: % of server and application up-time.



Services Provided:

Core Services Supported:

- ❑ Maintain the Planning, Development, and Public Works network and vertical applications.

Direct Services Provided:

- ❑ Maintain and support NT servers and desktops
- ❑ Maintain and support CIP/TIP application
- ❑ Maintain and support Oracle databases
- ❑ Manage contract services for enhancements of PAS
- ❑ Manage contract services for data modeling, application development, data conversion/clean up, etc.
- ❑ Input survey plats to GIS
- ❑ Input and manage electronic versions of construction drawings and plats
- ❑ Provide custom GIS map services

Performance Measures Dictionary

Department: Development Services

Division: Technical Services

Measure Title: % of server and application up-time.

Type: Effectiveness

Goal Supported: Maintain up-time to PDPW applications and computing servers at 95 % during normal working hours.

Definition: This measure reports available network access during office hours.

Method: Outages of PAS, OSWWS, LaserFiche, Oracle, and NT servers will be recorded whenever they occur. The amount of down time is reported as a percentage of up-time.

Frequency: Information collected daily and reported quarterly.

Measured by: Technical Services Server administrator and Information Access Section Lead.

Reporting: The Manager of Technical Services will maintain a database of information that will display numerically and graphically in a quarterly report.

Used by: The department director and executive manager will use this report to track the operation, administration, and support of PDPW systems for evaluation of systems management. Any anomalies in systems availabilities will be reviewed for cause and resolution.

2002 P R O G R A M P L A N

DEPARTMENT: DEVELOPMENT SERVICES

DIVISION: TECHNICAL SERVICES

PROGRAM: Computer Services

PURPOSE:

Staff and manage the PDPW Department's GIS computer network; provide programming support and training for over 180 users; provide technical support to GIS public and private system clients.

2001 PERFORMANCES:

See Strategic Framework

2002 PERFORMANCE OBJECTIVES:

See Strategic Framework

RESOURCES:

	2000 REVISED			2001 REVISED			2002 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	3	0	0	3	0	0	6	0	0
PERSONAL SERVICES	\$	229,510		\$	243,430		\$	449,430	
SUPPLIES		7,140			25,060			25,000	
OTHER SERVICES		72,570			25,350			52,150	
CAPITAL OUTLAY		10,020			8,000			0	
TOTAL DIRECT COST:	\$	319,240		\$	301,840		\$	526,580	
PROGRAM REVENUES:	\$	5,000		\$	5,000		\$	5,000	

WORK MEASURES:

See Strategic Framework

32 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:
7, 14, 20, 24, 25

2002 P R O G R A M P L A N

DEPARTMENT: DEVELOPMENT SERVICES

DIVISION: TECHNICAL SERVICES

PROGRAM: Mapping

PURPOSE:

Maintain and update the Municipal Base Map System; provide special map products. Assign/reassign street addresses and name changes as required by Title 21, Land Use Planning, of the Anchorage Municipal Code. Sell digital maps and data to Municipal and other agencies, and the private sector.

2001 PERFORMANCES:

See Strategic Framework

2002 PERFORMANCE OBJECTIVES:

See Strategic Framework

RESOURCES:

	2000 REVISED			2001 REVISED			2002 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	5	0	0	5	0	0	4	0	0
PERSONAL SERVICES	\$	305,210		\$	306,830		\$	254,580	
SUPPLIES		2,770			9,740			9,500	
OTHER SERVICES		4,600			21,100			9,200	
CAPITAL OUTLAY		0			4,000			0	
TOTAL DIRECT COST:	\$	312,580		\$	341,670		\$	273,280	
PROGRAM REVENUES:	\$	8,000		\$	8,000		\$	10,000	

WORK MEASURES:

See Strategic Framework

32 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:
10, 18

2002 P R O G R A M P L A N

DEPARTMENT: DEVELOPMENT SERVICES
PROGRAM: Public Counter

DIVISION: TECHNICAL SERVICES

PURPOSE:

Maintain public access to MOA base maps, plats, record drawings, and research to government agencies, utilities, and the public. Provide duplication and scanning services along with indexing and filing of plats, record drawings, and documents.

2001 PERFORMANCES:

See Strategic Framework

2002 PERFORMANCE OBJECTIVES:

See Strategic Framework

RESOURCES:

	2000 REVISED			2001 REVISED			2002 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	3	0	1	3	0	0	2	0	0
PERSONAL SERVICES	\$	173,960		\$	161,070		\$	107,680	
SUPPLIES		18,640			14,560			8,000	
OTHER SERVICES		15,410			11,720			10,100	
CAPITAL OUTLAY		6,520			6,520			0	
TOTAL DIRECT COST:	\$	214,530		\$	193,870		\$	125,780	
PROGRAM REVENUES:	\$	46,580		\$	33,500		\$	45,500	

WORK MEASURES:

See Strategic Framework

32 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:
9, 31

2002 P R O G R A M P L A N

DEPARTMENT: DEVELOPMENT SERVICES
PROGRAM: Technical Services

DIVISION: TECHNICAL SERVICES

PURPOSE:

Manage and develop the use of the Planning, Development, and Public Works computer network, Automated Mapping System, Permit Automation System, and other computer applications and databases; coordinate interdepartmental use of the computer network with Municipal and private agencies.

2001 PERFORMANCES:

See Strategic Framework

2002 PERFORMANCE OBJECTIVES:

See Strategic Framework

RESOURCES:

	2000 REVISED			2001 REVISED			2002 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	1	0	0	1	0	0	1	0	0
PERSONAL SERVICES	\$	78,770		\$	78,470		\$	80,380	
SUPPLIES		930			0			0	
OTHER SERVICES		10,030			4,940			5,000	
TOTAL DIRECT COST:	\$	89,730		\$	83,410		\$	85,380	

WORK MEASURES:

See Strategic Framework 0 0 0

32 SERVICE LEVELS ARE FUNDED FOR THE DEPARTMENT. THIS PROGRAM HAS LEVELS:

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2002 DEPARTMENT RANKING

DEPT: 34 -DEVELOPMENT SERVICES

DEPT RANK	BUDGET UNIT/ PROGRAM	SL CODE	SVC LVL
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1 7530-BUILDING INSPECTION
0190-Building Inspection
SOURCE OF FUNDS, THIS SVC LEVEL:

IGC SUPPORT
PROGRAM REVENUES 3,342,430

CB	1	Perform structural, mechanical, electrical, plumbing, and elevator inspections of new and remodeled buildings to meet public and private construction demand.
	2	

PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
26	3	0	2,150,880	10,000	124,500	0	0	2,285,380

2 7540-PLAN REVIEW
0192-Plan Review
SOURCE OF FUNDS, THIS SVC LEVEL:

IGC SUPPORT
PROGRAM REVENUES 1,528,390

CB	1	Review single-family and commercial plans for compliance with building codes and zoning ordinances. Perform pre-liminary reviews for commercial projects and provide technical support for the Development Services Department staff.
	2	

11	0	0	952,260	5,000	68,790	0	0	1,026,050
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3 7552-PERMIT COUNTER&PLAN COORD
0395-Building Permit Counter
SOURCE OF FUNDS, THIS SVC LEVEL:

IGC SUPPORT

CB	1	Receive, process, and file requests for building permits. Accurately process revenue and refunds. Research requests for information on closed building permits. Interpret and explain municipal code requirements for building permits. Maintain and publish historical data on valuations, permits issued, inspections performed, and other critical economic activity indicators.
	1	

13	0	0	664,370	42,670	16,610	0	0	723,650
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2002 DEPARTMENT RANKING

DEPT: 34 -DEVELOPMENT SERVICES

DEPT RANK	BUDGET UNIT/ PROGRAM	SL CODE	SVC LVL	
4	7570-CODE ABATEMENT 0277-Code Abatement SOURCE OF FUNDS, THIS SVC LEVEL: TAX SUPPORT IGC SUPPORT PROGRAM REVENUES 9,500	CB	1 OF 1	Two building inspectors and administrative support to inspect fire- and wind-damaged structures; investigate dangerous building complaints; identify and monitor abandoned buildings to assure they remain secure; inspect structures with municipally licensed businesses for threats to life & safety; issue notices requiring owners to demolish dangerous structures.

PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
3	0	0	210,760	2,000	5,650	0	0	218,410

5	7510-DEVELOPMENT SRVCS ADMIN 0175-Development Services Admi SOURCE OF FUNDS, THIS SVC LEVEL: TAX SUPPORT IGC SUPPORT	CB	1 OF 4	Director of the Development Services Department; management of the Building Safety, Land Use Enforcement, Technical Services, and Right-of-Way Divisions.
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PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
1	0	0	105,360	0	35,650	0	0	141,010

6	7580-TECHNICAL SERVICES ADMIN 0374-Technical Services SOURCE OF FUNDS, THIS SVC LEVEL: TAX SUPPORT IGC SUPPORT	CB	1 OF 1	Provide management and administrative support for the Technical Services Section, and coordination for development and use of the Municipality's Geographic Information System (GIS), Vehicle Maintenance System, Permit Counter Automation System, and the computer network of Planning, Development, and Public Works.
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PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
1	0	0	80,380	0	5,000	0	0	85,380

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2002 DEPARTMENT RANKING

DEPT: 34 -DEVELOPMENT SERVICES

DEPT RANK	BUDGET UNIT/ PROGRAM	SL CODE	SVC LVL
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7	7581-INFORMATION SYSTEMS	CB	1	Maintain computer network for the
	0375-Computer Services		OF	departments of the Office of Planning,
	SOURCE OF FUNDS, THIS SVC LEVEL:		5	Development, and Public Works. Service
	TAX SUPPORT			departments' users; maintain network
	IGC SUPPORT			server operating systems and hardware,
	PROGRAM REVENUES			security, and provide for disaster
	5,000			recovery.

PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
2	0	0	170,460	20,000	30,350	0	0	220,810

8	7520-LAND USE ENFORCEMENT	CB	1	Manager and clerical support for the
	0182-Zoning Enforcement		OF	Land Use Enforcement Section.
	SOURCE OF FUNDS, THIS SVC LEVEL:		6	
	TAX SUPPORT			
	IGC SUPPORT			
	PROGRAM REVENUES			0

PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
2	0	0	114,730	10,000	13,400	0	0	138,130

9	7553-PUBLIC INFORMATION	CB	1	Two Engineering Techs to provide base
	0378-Public Counter		OF	maps, plats, engineering research, and
	SOURCE OF FUNDS, THIS SVC LEVEL:		2	duplication service to the general
	TAX SUPPORT			public and general government agencies
	IGC SUPPORT			and utilities. Provide sets of con-
	PROGRAM REVENUES			struction drawings for all CIP and other
	25,500			construction projects. Index drawings
				and documents into the grid system.

PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
2	0	0	107,680	8,000	10,100	0	0	125,780

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2002 DEPARTMENT RANKING

DEPT: 34 -DEVELOPMENT SERVICES

DEPT RANK	BUDGET UNIT/ PROGRAM	SL CODE	SVC LVL	
10	7582-GIS SUPPORT 0377-Mapping SOURCE OF FUNDS, THIS SVC LEVEL: TAX SUPPORT IGC SUPPORT PROGRAM REVENUES 8,000	CB	1 OF 3	Maintain, update, and QC GIS core data layers that are assigned to Tech Service for maintenance. These data layers are used by all municipal agencies and the public. Maintain GIS essential data layers and department data layers. Perform GIS analyses. Prepare and provide specialized GIS products and maps.

PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
4	0	0	254,580	9,500	9,200	0	0	273,280

11	7510-DEVELOPMENT SRVCS ADMIN 0175-Development Services Admi SOURCE OF FUNDS, THIS SVC LEVEL: TAX SUPPORT IGC SUPPORT	CO	2 OF 4	One position to manage the department's budgets, expenditures, contracts, inventory, personnel processing, fees, revenue, and all related items.
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PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
1	0	0	71,080	2,000	6,300	0	0	79,380

12	7560-RIGHT-OF-WAY 0318-ROW Permits Inspection SOURCE OF FUNDS, THIS SVC LEVEL: TAX SUPPORT IGC SUPPORT PROGRAM REVENUES 447,030	CB	1 OF 4	Provide minimum staffing for permit counter and supervision for permitting and enforcement personnel. Funding allows review of private work within the road prism and permit issuance. Supervision also responds to customer complaints, meets with contract representatives, and develops revisions to Titles 21 and 24 to address methods and fee structures.
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PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
4	0	1	307,290	2,500	3,000	0	0	312,790

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2002 DEPARTMENT RANKING

DEPT: 34 -DEVELOPMENT SERVICES

DEPT RANK	BUDGET UNIT/ PROGRAM	SL CODE	SVC LVL	
13	7542-ON-SITE WATER/WASTEWATER 0820-On-Site Water/Wastewater SOURCE OF FUNDS, THIS SVC LEVEL: IGC SUPPORT PROGRAM REVENUES 300,000	CB	1 OF 2	Review applications for on-site water or wastewater permits; evaluate systems for property sales; review setback distance waivers; maintain records of on-site systems; respond to complaints; review subdivision & platting requests; investigate innovative new systems; support the On-Site Wastewater System Technical Review Board.

PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
4	0	0	273,940	4,000	8,400	0	0	286,340

14	7581-INFORMATION SYSTEMS 0375-Computer Services SOURCE OF FUNDS, THIS SVC LEVEL: TAX SUPPORT IGC SUPPORT	CB	2 OF 5	Manage outside contracts, contractors, and internal projects for automation projects. Develop RFP's/RFI's to solicit bids on automation projects from contractors. Develop application development design documents including project plan with project tasks, assigned personnel, estimated task length, and a project timeline.
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PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
1	0	0	84,550	5,000	14,800	0	0	104,350

15	7520-LAND USE ENFORCEMENT 0182-Zoning Enforcement SOURCE OF FUNDS, THIS SVC LEVEL: TAX SUPPORT IGC SUPPORT PROGRAM REVENUES 190,000	CB	2 OF 6	Four Land Use Enforcement Officers for basic enforcement of AMC Title 21. Respond to approximately 1,000 citizens and conduct final zoning inspections for approximately 600 building permits per year. Insure ADA parking requirements are met. Enforce water quality complaints as mandated by EPA. Review municipal licenses for various governmental agencies.
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PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
4	0	0	279,640	0	3,200	0	0	282,840

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2002 DEPARTMENT RANKING

DEPT: 34 -DEVELOPMENT SERVICES

DEPT RANK	BUDGET UNIT/ PROGRAM	SL CODE	SVC LVL	
16	7541-PLAT REVIEW 0392-Plat Review SOURCE OF FUNDS, THIS SVC LEVEL: IGC SUPPORT PROGRAM REVENUES 350	CB	1 OF 2	Coordinate comments from multiple departments to boards and commissions on plats, rezones, conditional uses, and other land use issues. Assist in providing accurate and complete review of permit applications for compliance with the zoning code.

PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
1	0	0	67,940	100	560	0	0	68,600

17	7560-RIGHT-OF-WAY 0318-ROW Permits Inspection SOURCE OF FUNDS, THIS SVC LEVEL: TAX SUPPORT IGC SUPPORT PROGRAM REVENUES 0	CB	2 OF 4	Provide enforcement of Title 24 by inspection of right-of-way permits and investigation of complaints concerning the municipal rights-of-way. Enforce Titles 21 and 24 for construction and maintenance activities.
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PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
2	1	0	208,380	3,000	4,400	0	0	215,780

18	7582-GIS SUPPORT 0377-Mapping SOURCE OF FUNDS, THIS SVC LEVEL: TAX SUPPORT IGC SUPPORT PROGRAM REVENUES 2,000	CB	2 OF 3	Increased fees and/or fines to more closely align revenue with the cost to provide the service.
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PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
0	0	0	0	0	0	0	0	0

19	7520-LAND USE ENFORCEMENT 0182-Zoning Enforcement SOURCE OF FUNDS, THIS SVC LEVEL: TAX SUPPORT IGC SUPPORT	CB	3 OF 6	One Land Use Enforcement officer to determine non-conforming (grandfather) rights. Respond to public questions concerning land use entitlements and legal use under the land use codes.
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M U N I C I P A L I T Y O F A N C H O R A G E
2002 DEPARTMENT RANKING

DEPT: 34 -DEVELOPMENT SERVICES

DEPT	BUDGET UNIT/	SL	SVC
RANK	PROGRAM	CODE	LVL

PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
1	0	0	44,260	0	0	0	0	44,260

20	7581-INFORMATION SYSTEMS	CB	3	Design, develop, and maintain (bug fixes
	0375-Computer Services		OF	and enhancements) individual web-based
	SOURCE OF FUNDS, THIS SVC LEVEL:		5	database and GIS applications.
	TAX SUPPORT			
	IGC SUPPORT			

1	0	0	62,580	0	3,500	0	0	66,080
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21	7560-RIGHT-OF-WAY	CO	3	Provide enforcement of right-of-way code
	0318-ROW Permits Inspection		OF	and snow removal in the Central Business
	SOURCE OF FUNDS, THIS SVC LEVEL:		4	District (CBD). Ensure enforcement of
	TAX SUPPORT			sidewalk sign regulations. Remove snow
	IGC SUPPORT			berms for elderly and handicapped
	PROGRAM REVENUES			citizens in ARDSA. Provide enforcement
				of Titles 21 and 24 relating to illegal
				activity in the municipal right-of-way.

1	1	0	119,880	600	0	0	0	120,480
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22	7510-DEVELOPMENT SRVCS ADMIN	CO	3	Provide clerical support for the
	0175-Development Services Admi		OF	Department director and the Right-of-Way
	SOURCE OF FUNDS, THIS SVC LEVEL:		4	Division. Provide back-up support for
	TAX SUPPORT			personnel and time card processing.
	IGC SUPPORT			

1	0	0	38,190	3,000	1,500	0	0	42,690
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M U N I C I P A L I T Y O F A N C H O R A G E
2002 DEPARTMENT RANKING

DEPT: 34 -DEVELOPMENT SERVICES

DEPT RANK	BUDGET UNIT/ PROGRAM	SL CODE	SVC LVL	
23	7520-LAND USE ENFORCEMENT 0182-Zoning Enforcement SOURCE OF FUNDS, THIS SVC LEVEL: TAX SUPPORT IGC SUPPORT	CB	4 OF 6	Four Land Use Enforcement Officers to maintain an adequate response time for violation caseloads, ensuring a cleaner and safer environment for Anchorage's neighborhoods and businesses.

PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
4	0	1	230,220	0	0	0	0	230,220

24	7581-INFORMATION SYSTEMS 0375-Computer Services SOURCE OF FUNDS, THIS SVC LEVEL: TAX SUPPORT IGC SUPPORT	CB	4 OF 5	Maintain operational databases, security procedures, and disaster recovery systems for all PDPW databases. Design, construct, and maintain new operational databases. Apply database upgrades; perform bug fixes and enhancements. Design, develop, and maintain internal database stored procedures and triggers.
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PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
1	0	0	71,580	0	3,500	0	0	75,080

25	7581-INFORMATION SYSTEMS 0375-Computer Services SOURCE OF FUNDS, THIS SVC LEVEL: TAX SUPPORT IGC SUPPORT	CB	5 OF 5	Design, develop, and maintain client/server database and GIS applications.
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PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
1	0	0	60,260	0	0	0	0	60,260

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M U N I C I P A L I T Y O F A N C H O R A G E
2002 DEPARTMENT RANKING

DEPT: 34 -DEVELOPMENT SERVICES

DEPT RANK	BUDGET UNIT/ PROGRAM	SL CODE	SVC LVL	
30	7542-ON-SITE WATER/WASTEWATER 0820-On-Site Water/Wastewater SOURCE OF FUNDS, THIS SVC LEVEL: TAX SUPPORT IGC SUPPORT PROGRAM REVENUES	CB	2 OF 2	Increased fees and/or fines to more closely align revenue with the cost to provide the service. 50,000

PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
0	0	0	0	0	0	0	0	0

31	7553-PUBLIC INFORMATION 0378-Public Counter SOURCE OF FUNDS, THIS SVC LEVEL: TAX SUPPORT IGC SUPPORT PROGRAM REVENUES	CB	2 OF 2	Increased fees and/or fines to more closely align revenue with the cost to provide the service. 20,000
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PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
0	0	0	0	0	0	0	0	0

32	7540-PLAN REVIEW 0192-Plan Review SOURCE OF FUNDS, THIS SVC LEVEL: IGC SUPPORT PROGRAM REVENUES	CB	2 OF 2	Review building permit applications for compliance with MOA Title 21. 164,420
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PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
2	0	0	164,420	0	0	0	0	164,420

SUBTOTAL OF FUNDED SERVICE LEVELS, DEVELOPMENT SERVICES

PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
94	5	2	6,895,670	127,370	368,410	0	0	7,391,450

----- DEPARTMENT OF DEVELOPMENT SERVICES FUNDING LINE -----
..... 7,391,450

33	7582-GIS SUPPORT 0377-Mapping SOURCE OF FUNDS, THIS SVC LEVEL: TAX SUPPORT IGC SUPPORT	CB	3 OF 3	Funds currently vacant position that assigns and verifies street addresses and street name changes as required by Title 21 of the Anchorage Municipal Code Notify municipal agencies and the U.S. Post Office of address and street name
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M U N I C I P A L I T Y O F A N C H O R A G E
2002 DEPARTMENT RANKING

DEPT: 34 -DEVELOPMENT SERVICES

DEPT	BUDGET UNIT/	SL	SVC
RANK	PROGRAM	CODE	LVL

changes.

PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
1	0	0	52,480	0	0	0	0	52,480

34	7510-DEVELOPMENT SRVCS ADMIN	CB	4	Provide funding for outside legal
	0175-Development Services Admi		OF	counsel when building, land use, or
	SOURCE OF FUNDS, THIS SVC LEVEL:		4	right-of-way disputes are taken to
	TAX SUPPORT			court.
	IGC SUPPORT			

PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
0	0	0	0	0	30,350	0	0	30,350

35	7520-LAND USE ENFORCEMENT	CB	6	Provide funds to bring properties into
	0182-Zoning Enforcement		OF	compliance when allowed by abatement or
	SOURCE OF FUNDS, THIS SVC LEVEL:		6	court orders.
	TAX SUPPORT			

PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
0	0	0	0	0	121,310	0	0	121,310

TOTALS FOR DEPARTMENT OF DEVELOPMENT SERVICES , FUNDED AND UNFUNDED

PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
95	5	2	6,948,150	127,370	520,070	0	0	7,595,590