

DEVELOPMENT SERVICES

DEVELOPMENT SERVICES

**Municipal
Manager**

**Office of Planning, Development
and Public Works**

**Development Services
Administration
7510**

Building Safety

**Building Inspections
7530**

**Plan Review
7540**

**On-Site Water/
Wastewater
7542**

**Land Use
Plan Review
7543**

**Permit Counter and
Plans Cordination
7552**

**Code Abatement
7570**

Right-of-Way

**Right-of-Way
7560**



Development Services Department

Our Mission: Guide safe construction and responsible development for the community

Core Services

- Guide and enforce the land use, development, and construction codes to improve and maintain quality of life in the Municipality of Anchorage.
- Maintain the archives of Anchorage's development records to provide access to official documentation

Direct Services

Direct Services Provided by Divisions
 See: Right-of-way Division
 See: Building Safety Division
 See: Administration Division

Focus Areas

- Provide consistent, responsive, accurate customer service
- Maintain the Planning, Development, and Public Works network and vertical applications

We will measure our success by:

- Percent of customers rating the service received as satisfactory or higher

Q1-2002	Q2-2002	Q3-2002	Q4-2002
NA	95%	94%	

Note: The survey is conducted through a point of service form filled out on a voluntary basis

- COMMUNITY LEVEL INDICATOR WE MONITOR: Value of construction by residential and commercial building permits issued

(\$) Millions	1999	2000	2001	Q1-2002	Q2-2002	Q3-2002
Residential	220	223	345	72	82	96
Commercial	237	275	257	63	90	69

Note: Amounts are stated in millions of dollars

- COMMUNITY LEVEL INDICATOR WE MONITOR: Number of building permits issued

1999	2000	2001	Q1-2001	Q2-2002	Q3-2002	Q4-2002
10,605	10,750	11,619	2,198	3,046	3,426	

- Ask a Question about Development Services Department
- Make a Comment about Development Services Department

Questions and Comments about Development Services Department



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**Development Services Department
Costs Allocated to Core Services**

Core Services	Administration	Building Safety	Right-of-Way	Total Service Cost
Guide and enforce the land use, development, and construction codes to improve and maintain quality of life in the Municipality of Anchorage.	\$363,170	\$5,365,350	\$782,020	\$6,510,540
Total Division Costs	\$363,170	\$5,365,350	\$782,020	\$6,510,540

2003 Resource Plan

Department: Development Services

Division	Financial Summary		Personnel Summary							
	2002	2003	2002 Revised				2003 Approved			
	Revised	Approved	FT	PT	Temp	Total	FT	PT	Temp	Total
Land Use Enforcement	982,460	0	15			15				0
Building Safety	4,948,830	5,365,350	63	2	1	66	67	2	1	70
Technical Services	1,011,020	0	13			13				0
Administration	263,080	363,170	3	1		4	3	2		5
Right-of-Way	649,050	782,020	10			10	10			10
Operating Cost	7,854,440	6,510,540	104	3	1	108	80	4	1	85
Add Debt Service	0	0								
Direct Organization Cost	7,854,440	6,510,540								
Charges From/(To) Others	1,084,990	1,165,320								
Function Cost	8,939,430	7,675,860								
Less Program Revenues	(7,013,050)	(7,375,150)								
Net Program Cost	1,926,380	300,710								

2003 Resource Costs by Category

Division	Personal Services	Supplies	Other Services *	Capital Outlay	Total Direct Cost
Building Safety	5,237,520	37,500	249,520	36,200	5,560,740
Administration	309,540	10,000	47,000	5,000	371,540
Right-of-Way	767,190	8,500	22,220	12,020	809,930
Operating Cost	6,314,250	56,000	318,740	53,220	6,742,210
Less Vacancy Factor	(231,670)				(231,670)
Add Debt Service					0
Total Direct Organization Cost	6,082,580	56,000	318,740	53,220	6,510,540

* Travel budgeted by this department within the Other Services category is \$3,000

2003 Budget Highlights

For 2003, two organizational changes are made to realign program responsibilities within the overall Office of Planning, Development and Public Works:

- The Technical Services Division is transferred to the Office of Planning, Development and Public Works from Development Services, resulting in the transfer of \$1.1 million and 13 positions;
- The Land Use Enforcement and Plat Review sections are transferred to the Planning Department from Development Services, resulting in the transfer of \$614,960 and ten positions.
- One Land Use Enforcement position and \$55,280 is transferred to the Office of Planning, Development and Public Works.

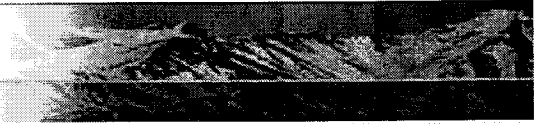
Under the approved level of investment, the department will continue or improve delivery of the following results:

- 95% of building permit customers served in under 30 minutes;
- 98% of permits reviewed in four working days or less
- 99% of building inspections performed on the same day agreed upon with the customer
- 95% of rights-of-way inspections conducted within 48 hours upon receipt of request
- 85% of illegal use complaints investigated within 48 hours

RECONCILIATION FROM 2002 REVISED BUDGET TO 2003 APPROVED BUDGET
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DEPARTMENT: DEVELOPMENT SERVICES

	DIRECT COSTS	POSITIONS		
		FT	PT	T/Seas
2002 REVISED BUDGET:	\$ 7,854,440	104	3	1
2002 ONE-TIME REQUIREMENTS:				
- None	0			
TRANSFERS (TO)/FROM OTHER AGENCIES:				
- To Planning, Dev & PW	(1,123,700)	(14)		
- To Planning Dept: Land Use Planning & Plat Review	(711,770)	(10)		
DEBT SERVICE CHANGES:	0			
CHANGES IN EXISTING PROGRAMS FOR 2003:				
- Salaries and benefits adjustment	682,110			
CONTINUATION LEVEL FOR 2003:	\$ 6,701,080	80	3	1
2003 PROGRAMMATIC CHANGES:				
- Increase department director secretary support to full-time from part-time	29,370		1	
- Reduction in tuition and registration, and bank fees due to negotiated lower interest rate	(30,000)			
- Adjustment to salaries and benefits due to grievance settlement	(24,320)			
- Reduction in supplies throughout department	(31,440)			
- Adjust vacancy underfunding for department to reflect historical staffing levels	(133,690)			
2003 PROPOSED BUDGET:	\$ 6,511,000	80	4	1
2003 AMENDMENTS:				
- Adjust budgeted amount for medical insurance costs for active employees	(460)			
2003 APPROVED BUDGET:	\$ 6,510,540	80	4	1



Administration Division

Development Services Department

Our Purpose: To manage and support the department so it can effectively serve its customers

Core Services Supported

- Guide and enforce the land use, development, and construction codes to improve and maintain quality of life in the Municipality of Anchorage

Direct Services

- Provide centralized development and processing of financial, contractual, personnel, and payroll functions to maximize efficiency of department-wide requirements
- Coordinate and consolidate user needs to maximize technology options

Focus Areas

- Accomplish the department's mission with available resources
- Reduce redundant data entry and processing requirements in the land use and development process

We will measure our success by:

- Percent of customers satisfied with Administration services

Q1-2002	Q2-2002	Q3-2002	Q4-2002
NA	97%	97%	

- Percent of pay periods processed without errors made by the Administration Division

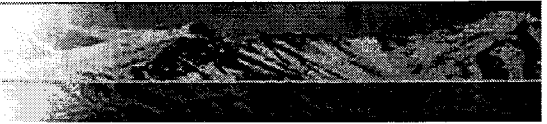
Q1-2002	Q2-2002	Q3-2002	Q4-2002
NA	Data in Q3	100%	

- Ask a Question about Administration Division
- Make a Comment about Administration Division

Questions and Comments about Administration Division



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Building Safety Division

Development Services Department

Our Purpose: Assure safe construction and development

Core Services Supported

- Guide and enforce the land use, development, and construction codes to improve and maintain quality of life in the Municipality of Anchorage
- Maintain the archives of Anchorage's development records to provide access to official documentation

Direct Services

- Manage the permit process in a manner to facilitate timely area-wide development
- Verify that plans meet minimum code requirements through plan reviews to ensure safe construction and development
- Verify construction complies with plans and adopted codes through inspection to ensure safe construction and development
- Manage comprehensive historical data to allow community access to past construction and development documents

Focus Areas

- Provide an efficient permit system to process applications in an accurate and timely fashion
- Perform first time residential plan reviews in a technically accurate and consistent manner in 4 business days or less
- Perform inspections in a technically accurate, consistent and timely manner

We will measure our success by:

- Percent of residential building permit customers served in 30 minutes or less

-	Q1-2002	Q2-2002	Q3-2002	Q4-2002
Percent	98%	95%	82%	
Number of Customers	105	150	254	

Note: Indicates service timeliness at the counter for any step in the permitting process and includes only those customers who are listed on the front counter sign in sheet

- Percent of permits reviewed in 4 working days or less

-	Q1-2002	Q2-2002	Q3-2002	Q4-2002
Percent	95%	98%	98%	
Number of permits	290	433	497	

- Percent of building inspections performed on the same day agreed upon with the customer

-	Q1-2002	Q2-2002	Q3-2002	Q4-2002
Percent	99.0%	99.8%	98%	
Number of Inspections	10,053	18,141	14,653	

- Ask a Question about Building Safety Division
- Make a Comment about Building Safety Division

Investing for Results

- Explain more...
- Letter from the Mayor...
- Results by Department

Priorities

- Public Safety
- Economic Growth
- Quality of Life
- Individual & Family Development
- Spirit of Community

2003 P R O G R A M P L A N

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

DIVISION: BUILDING SAFETY-101

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 4 million gallons of effluent every day.

2002 PERFORMANCES:

See Strategic Framework

2003 PERFORMANCE OBJECTIVES:

See Strategic Framework

RESOURCES:

	2001 REVISED			2002 REVISED			2003 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	3	0	0	6	0	1	6	0	1
PERSONAL SERVICES	\$	236,320		\$	402,140		\$	466,210	
SUPPLIES		1,800			8,000			5,000	
OTHER SERVICES		9,260			74,400			26,800	
CAPITAL OUTLAY		0			0			7,200	
TOTAL DIRECT COST:	\$	247,380		\$	484,540		\$	505,210	
PROGRAM REVENUES:	\$	300,000		\$	548,200		\$	570,300	

WORK MEASURES:

See Strategic Framework 0 0 0

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

2003 P R O G R A M P L A N

DEPARTMENT: DEVELOPMENT SERVICES
PROGRAM: Code Abatement

DIVISION: BUILDING SAFETY-181

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.

2002 PERFORMANCES:

See Strategic Framework

2003 PERFORMANCE OBJECTIVES:

RESOURCES:

	2001 REVISED			2002 REVISED			2003 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	3	0	0	3	0	0	3	0	0
PERSONAL SERVICES	\$	203,820		\$	210,760		\$	182,090	
SUPPLIES		1,500			2,000			2,000	
OTHER SERVICES		4,640			5,650			31,610	
CAPITAL OUTLAY		0			0			2,400	
TOTAL DIRECT COST:	\$	209,960		\$	218,410		\$	218,100	
PROGRAM REVENUES:	\$	9,500		\$	9,500		\$	9,500	

WORK MEASURES:

See Strategic Framework 0 0 0

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

2003 P R O G R A M P L A N

DEPARTMENT: DEVELOPMENT SERVICES
PROGRAM: Land Use Plan Review

DIVISION: BUILDING SAFETY-101

PURPOSE:

Review applications for building and land use permits for compliance with Title 21 land use regulations.

2002 PERFORMANCES:

See Strategic Framework

2003 PERFORMANCE OBJECTIVES:

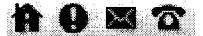
See Strategic Framework

RESOURCES:

	2001 REVISED			2002 REVISED			2003 BUDGET		
	FT	PT	T	FT	PT	T	FT	PT	T
PERSONNEL:	0	0	0	0	0	0	3	0	0
PERSONAL SERVICES			\$ 0			\$ 0			\$ 241,320
SUPPLIES			0			0			5,500
OTHER SERVICES			0			0			5,300
CAPITAL OUTLAY			0			0			8,600
TOTAL DIRECT COST:			\$ 0			\$ 0			\$ 260,720
PROGRAM REVENUES:			\$ 0			\$ 0			\$ 300,000

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

6



Right-of-way Division

Development Services Department

Our Purpose: To improve the useful life and safety of the public rights-of-way of Anchorage

Core Services Supported

- Guide and enforce the land use, development, and construction codes to improve and maintain quality of life in the Municipality of Anchorage.

Direct Services

- Inspection of construction projects within the rights-of-way of Municipal streets and roads to insure construction is to Municipality of Anchorage Standard Specifications (M.A.S.S.) standards
- Timely plan review and issuance of right-of-way permits that facilitate construction in the rights-of-way and focus on customer service
- Investigation and resolution of complaints of illegal uses of the Municipal rights-of-way to ensure safe conditions and increase public awareness of proper use of the rights-of-way areas

Focus Areas

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

We will measure our success by:

- Percent of rights-of-way inspections conducted within 48 hours after receipt of request

-	Q1-2002	Q2-2002	Q3-2002	Q4-2002
Percent	NA	99%	100%	
Number of Inspections	NA	1,176	1,890	

- Percent of illegal use complaints investigated within 48 hours

-	Q1-2002	Q2-2002	Q3-2002	Q4-2002
Percent	85%	88%	70%	
Number of Complaints	NA	279	360	

- [Ask a Question about Right-of-way Division](#)
- [Make a Comment about Right-of-way Division](#)

Questions and Comments about Right-of-way Division



Find

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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
2003 DEPARTMENT RANKING

DEPT: 34 -DEVELOPMENT SERVICES

DEPT BUDGET UNIT/
RANK PROGRAM

SL SVC
CODE LVL

1 7530-BUILDING INSPECTION
0190-Building Inspection
SOURCE OF FUNDS, THIS SVC LEVEL:

IGC SUPPORT
PROGRAM REVENUES 4,372,190

1 Perform structural, mechanical,
OF electrical, plumbing, and elevator
1 inspections of new and remodeled
buildings for conformance to Title 23
building codes.

PERSONNEL			PERSONAL	SUPPLIES	OTHER	DEBT	CAPITAL	TOTAL
FT	PT	T	SERVICE		SERVICES	SERVICE	OUTLAY	
31	2	0	2,515,400	10,000	86,000	0	7,200	2,618,600

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

IGC SUPPORT
PROGRAM REVENUES 1,676,130

1 Review single-family and commercial
OF plans for compliance with Title 23
1 building codes. Perform preliminary
reviews for commercial projects, and
provide technical support for the
Development Services Department staff.

PERSONNEL			PERSONAL	SUPPLIES	OTHER	DEBT	CAPITAL	TOTAL
FT	PT	T	SERVICE		SERVICES	SERVICE	OUTLAY	
11	0	0	962,180	5,000	81,000	0	7,200	1,055,380

3 7552-PERMIT COUNTER&PLAN COORD
0395-Building Permit Counter
SOURCE OF FUNDS, THIS SVC LEVEL:

IGC SUPPORT

1 Receive, process, and file requests for
OF building permits. Accurately process
1 revenue and refunds. Research requests
for information on closed building
permits. Interpret and explain munici-
pal code requirements for building
permits. Maintain and publish histor-
ical data on valuations, permits issued,
inspections performed, and other
critical economic activity indicators.

PERSONNEL			PERSONAL	SUPPLIES	OTHER	DEBT	CAPITAL	TOTAL
FT	PT	T	SERVICE		SERVICES	SERVICE	OUTLAY	
13	0	0	674,930	10,000	18,810	0	3,600	707,340

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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
 2003 DEPARTMENT RANKING

DEPT: 34 -DEVELOPMENT SERVICES

DEPT	BUDGET UNIT/	SL	SVC
RANK	PROGRAM	CODE	LVL

4	7570-CODE ABATEMENT		1	Inspect structures damaged by fire, wind
	0277-Code Abatement		OF	or snowload. Investigate dangerous
	SOURCE OF FUNDS, THIS SVC LEVEL:		1	building complaints. Identify and
	TAX SUPPORT			monitor abandoned buildings to assure
	IGC SUPPORT			they remain secure. Inspect structures
	PROGRAM REVENUES	9,500		with municipally licensed businesses for
				threats to life and 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	182,090	2,000	31,610	0	2,400	218,100

5	7510-DEVELOPMENT SRVCS ADMIN		1	Director of the Development Services
	0175-Development Services Admi		OF	Department.
	SOURCE OF FUNDS, THIS SVC LEVEL:		3	
	TAX SUPPORT			
	IGC SUPPORT			

PERSONNEL	PERSONAL		OTHER	DEBT	CAPITAL	
FT PT T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
1 0 0	102,870	0	41,500	0	5,000	149,370

6	7543-LAND USE PLAN REVIEW		1	Review building and land use permit
	0884-Land Use Plan Review		OF	applications for compliance with
	SOURCE OF FUNDS, THIS SVC LEVEL:		1	Title 21 land use regulations.

PROGRAM REVENUES 300,000

PERSONNEL	PERSONAL		OTHER	DEBT	CAPITAL	
FT PT T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
3 0 0	241,320	5,500	5,300	0	8,600	260,720

7	7560-RIGHT-OF-WAY		1	Receive, process, and file requests for
	0318-ROW Permits Inspection		OF	right-of-way permits. Supervise permit
	SOURCE OF FUNDS, THIS SVC LEVEL:		3	and enforcement activities. Review work
	TAX SUPPORT			within the road prism and permit issu-
	IGC SUPPORT			ance. Respond to customer complaints
	PROGRAM REVENUES	447,030		and meet with contract representatives.
				Develop revisions to Titles 21 and 24 to
				address methods and fee structures.

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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
2003 DEPARTMENT RANKING

DEPT: 34 -DEVELOPMENT SERVICES

DEPT	BUDGET UNIT/	SL	SVC
RANK	PROGRAM	CODE	LVL

PERSONNEL			PERSONAL	SUPPLIES	OTHER	DEBT	CAPITAL	TOTAL
FT	PT	T	SERVICE		SERVICES	SERVICE	OUTLAY	
5	0	0	353,280	2,500	16,000	0	12,020	383,800

8 7542-ON-SITE WATER/WASTEWATER
0820-On-Site Water/Wastewater
SOURCE OF FUNDS, THIS SVC LEVEL:

IGC SUPPORT
PROGRAM REVENUES 570,300

1 Review applications for on-site water
OF or wastewater permits. Evaluate systems
1 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	SUPPLIES	OTHER	DEBT	CAPITAL	TOTAL
FT	PT	T	SERVICE		SERVICES	SERVICE	OUTLAY	
6	0	1	466,210	5,000	26,800	0	7,200	505,210

9 7510-DEVELOPMENT SRVCS ADMIN
0175-Development Services Admi
SOURCE OF FUNDS, THIS SVC LEVEL:

TAX SUPPORT
IGC SUPPORT

2 Manage the department's budgets,
OF expenditures, contracts, inventory,
3 personnel, fees, revenue, and all
related items.

PERSONNEL			PERSONAL	SUPPLIES	OTHER	DEBT	CAPITAL	TOTAL
FT	PT	T	SERVICE		SERVICES	SERVICE	OUTLAY	
2	0	0	141,410	5,000	4,000	0	0	150,410

10 7560-RIGHT-OF-WAY
0318-ROW Permits Inspection
SOURCE OF FUNDS, THIS SVC LEVEL:

TAX SUPPORT
IGC SUPPORT
PROGRAM REVENUES 0

2 Enforce Title 24 by inspection of right-
OF of-way permits and investigation of
3 complaints concerning the municipal
rights-of-way. Enforce Titles 21 and
24 for construction and maintenance
activities.

PERSONNEL			PERSONAL	SUPPLIES	OTHER	DEBT	CAPITAL	TOTAL
FT	PT	T	SERVICE		SERVICES	SERVICE	OUTLAY	
3	0	0	229,800	3,000	5,000	0	0	237,800

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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
 2003 DEPARTMENT RANKING

DEPT: 34 -DEVELOPMENT SERVICES

DEPT	BUDGET UNIT/	SL	SVC
RANK	PROGRAM	CODE	LVL

11	7560-RIGHT-OF-WAY	3	Enforce right-of-way code and snow
	0318-ROW Permits Inspection	OF	removal in the Central Business District
	SOURCE OF FUNDS, THIS SVC LEVEL:	3	(CBD). Enforce sidewalk sign regula-
	TAX SUPPORT		tions. Remove snow berms for elderly
	IGC SUPPORT		and handicapped citizens in ARDSA.
	PROGRAM REVENUES	0	Enforce Titles 21 and 24 relating to
			illegal activity in the municipal
			rights-of-way.

PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
2	0	0	156,200	3,000	1,220	0	0	160,420

12	7510-DEVELOPMENT SRVCS ADMIN	3	Clerical support for the department
	0175-Development Services Admi	OF	director and the Right-of-Way Division.
	SOURCE OF FUNDS, THIS SVC LEVEL:	3	Provide back-up support for personnel
	TAX SUPPORT		and time card processing.
	IGC SUPPORT		

PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
0	2	0	56,890	5,000	1,500	0	0	63,390

SUBTOTAL OF FUNDED SERVICE LEVELS, DEVELOPMENT SERVICES

PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
80	4	1	6,082,580	56,000	318,740	0	53,220	6,510,540

----- DEPARTMENT OF DEVELOPMENT SERVICES FUNDING LINE -----
 6,510,540

TOTALS FOR DEPARTMENT OF DEVELOPMENT SERVICES FUNDED AND UNFUNDED

PERSONNEL			PERSONAL		OTHER	DEBT	CAPITAL	
FT	PT	T	SERVICE	SUPPLIES	SERVICES	SERVICE	OUTLAY	TOTAL
80	4	1	6,082,580	56,000	318,740	0	53,220	6,510,540