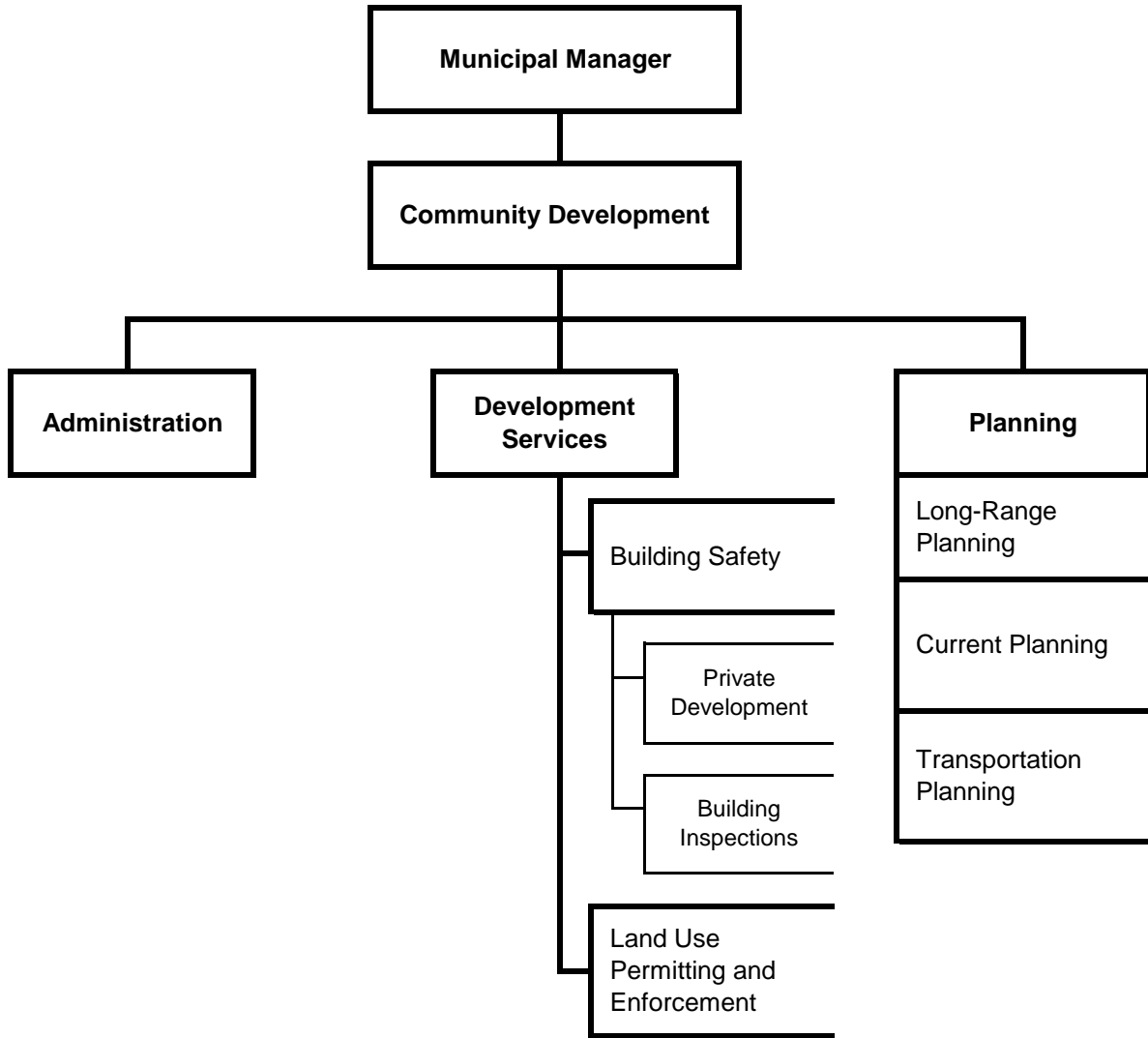


Community Development



Community Development

Description

The Community Development Department manages regional planning projects including: neighborhood, environmental, and transportation plans, facilitates commercial and residential property development, and enforces building and land use codes through plan review, permitting, and inspection.

We respond to customers seeking code enforcement information, zoning or platting applications, and building permits or inspections with friendly, courteous and collaborative service.

Department Services

- Produces area-wide, regional, and neighborhood plans that meet community expectations for our winter city community. This includes Assembly-adopted comprehensive and sub-area plans for Chugiak-Eagle River, Anchorage Bowl, Girdwood and Turnagain Arm.
- Provides planning for long-term multi-modal transportation needs.
- Ensures new developments adhere to adopted plans.
- Reviews and inspects new construction to assure compliance with building codes and other mandated standards for protecting safety, public health and environmental quality.
- Enforces land use codes to protect public assets such as rights-of-way and to promote clean and attractive neighborhoods.

Divisions:

- Administration
 - Provides leadership and coordination for overall operations of the department.
 - Provides full array of administrative services: budget, accounting, purchasing, IT coordination, human resources coordination, payroll, etc.
- Development Services:
 - Accepts applications for building, land use, and private development permits; performs plan reviews of proposed construction for compliance with code, design criteria, and construction standards; issues permits; performs building and site inspections and regulates on-site water and wastewater systems. Manages activities within public rights-of-way. Ensures compatible land uses through zoning review and enforcement of land use code. Maintains unique addressing and street names.
 - Development Services includes these sections:
 - Addressing
 - Land Use Enforcement
 - Right of Way Permitting
 - Building Plan Review
 - On-site Water and Wastewater Systems Review
 - Building Permitting
 - Building Inspections
 - Private Development
- Planning:
 - Provides professional, technical and analytical expertise that assists the community in identifying goals, policies and objectives governing growth and future development within the Municipality of Anchorage. Facilitates land use development in

accordance with Anchorage’s comprehensive and sub-area plans, zoning and subdivision regulations. Coordinates development of land use plans, studies and regulatory controls to implement adopted goals and policies. Develops and implements a multi-modal transportation system.

- Planning has three sections:
 - Current Planning
 - Long Range Planning
 - Transportation Planning (AMATS)

Department Goals that Contribute to Achieving the Mayor’s Vision:

Vision:  **A Safe and Prosperous Place to Call Home**

Community Development Department

- Ensure development-related infrastructure is designed and constructed according to municipal design criteria, standards, codes, and practices, while staying mindful that the economic health of the community depends on maintaining a way to employ the most cost-effective design and construction practices;
- Eliminate duplicate street names to ensure the uniqueness of each address, thereby improving E911 response times

Vision:  **An inviting Place to Live, Work and Play**

Community Development Department

- Provide community planning services
- Provide on-site water and wastewater permitting, certification, training and enforcement consistent with goals of protecting public health and environmental quality
- Respond to land use code complaints within established timeframes
- Complete final zoning inspections same day as requested
- Provide timely and accurate services for:
 - Land use reviews/determinations
 - Administrative land use permits
 - Business facility reviews and inspections
 - Assignment of new addresses
 - Maintain GIS map data layers for roads and addresses

Community Development Department Summary

	2013 Actuals	2014 Revised	2015 Proposed	15 v 14 % Chg
Direct Cost by Division				
CD Development Services	10,032,808	10,174,096	10,236,938	0.62%
CD Planning	2,766,596	3,768,761	2,808,398	<25.48%>
CD Planning Administration	846,538	860,414	880,712	2.36%
Direct Cost Total	13,645,941	14,803,271	13,926,048	<5.93%>
Intragovernmental Charges				
Charges by/to Other Departments	2,484,167	3,080,115	3,081,276	0.04%
Function Cost Total	16,130,108	17,883,386	17,007,324	<4.90%>
Program Generated Revenue	(11,313,067)	(10,109,367)	(9,973,417)	<1.34%>
Net Cost Total	4,817,040	7,774,019	7,033,907	<9.52%>
Direct Cost by Category				
Salaries and Benefits	12,787,998	12,915,330	13,002,181	0.67%
Supplies	141,111	168,390	153,650	<8.75%>
Travel	(44,868)	-	-	-
Contractual/Other Services	663,709	1,165,816	734,809	<36.97%>
Debt Service	60,080	30,042	-	-
Equipment, Furnishings	37,910	523,693	35,408	<93.24%>
Direct Cost Total	13,645,941	14,803,271	13,926,048	<5.93%>
Position Summary as Budgeted				
Full-Time	96	96	94	
Part-Time	1	-	-	
Position Total	97	96	94	

Community Development Reconciliation from 2014 Revised Budget to 2015 Proposed Budget

	Direct Costs	Positions		
		FT	PT	Seas/T
2014 Revised Budget	14,803,271	96	-	-
2014 One-Time Requirements				
- Remove ONE-TIME funding for Ship Creek Development. Appropriated as a contribution, for purpose, to Public Works Department, Areawide General Capital Improvement Fund (401) with AR 2014-264.	(400,000)	-	-	-
- Remove ONE-TIME funding for Electronic Plan Review (may appropriate as contribution to capital in 2014).	(500,000)	-	-	-
- Remove ONE-TIME funding for wetlands classification and mapping professional services.	(25,000)	-	-	-
Debt Service Changes				
- Hansen Project loan - final payment was made in April 2014	(30,042)	-	-	-
Changes in Existing Programs/Funding for 2015				
- Salary and benefits adjustments	373,970	-	-	-
2015 Continuation Level	14,222,199	96	-	-
2015 Proposed Budget Changes				
- Eliminate vacant Deputy Director position - position duties are absorbed by Public Works Director.	(170,338)	(1)	-	-
- Eliminate vacant Associate Planner position. This is a long range planner position that works on U-Med Plan, East and West Anchorage District Plans, Fairview Neighborhood Plan, Historic Preservation Committee support, Wetlands Mapping, Title21, etc. Position was vacated April 2014.	(116,781)	(1)	-	-
- Reduce fleet budget.	(9,032)	-	-	-
2015 Proposed Budget	13,926,048	94	-	-

**Community Development
Division Summary
CD Development Services**

(Fund Center # 192070, 192075, 192060, 192080, 7510, 192015, 192020, 192040, 190400, 192050,...)

	2013 Actuals	2014 Revised	2015 Proposed	15 v 14 % Chg
Direct Cost by Category				
Salaries and Benefits	9,388,960	9,455,907	9,557,910	1.08%
Supplies	96,746	119,020	105,508	<11.35%>
Travel	(45,077)	-	-	
Contractual/Other Services	514,261	563,727	567,620	0.69%
Equipment, Furnishings	17,839	5,400	5,900	9.26%
Manageable Direct Cost Total	9,972,728	10,144,054	10,236,938	0.92%
Debt Service	60,080	30,042	-	
Direct Cost Total	10,032,808	10,174,096	10,236,938	0.62%
Revenue by Fund				
Fund 101000 - Areawide General	3,185,188	2,533,454	2,490,929	<1.68%>
Fund 163000 - Anchorage Building Safety SA	7,210,856	6,757,350	6,621,400	<2.01%>
Revenue Total	10,396,044	9,290,804	9,112,329	<1.92%>

Positions as Budgeted

	2013 Revised		2014 Revised		2015 Proposed	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Civil Engineer I	2	-	2	-	2	-
Civil Engineer II	2	-	2	-	2	-
Civil Engineer III	1	1	1	-	1	-
Civil Engineer IV	2	-	2	-	2	-
Deputy Director	1	-	1	-	-	-
Electrical Inspector	4	-	4	-	3	-
Electrical Inspector Foreman	1	-	1	-	1	-
Elevator Inspector	2	-	3	-	3	-
Engineering Technician III	13	-	14	-	14	-
Engineering Technician IV	5	-	5	-	5	-
GIS Technician II	1	-	1	-	1	-
GIS Technician III	1	-	1	-	1	-
Junior Admin Officer	1	-	1	-	1	-
Manager	1	-	2	-	2	-
Mechanical Inspector	4	-	4	-	5	-
Mechanical Inspector Foreman	1	-	1	-	1	-
Plan Review Engineer	8	-	8	-	8	-
Plan Reviewer I	2	-	3	-	3	-
Plan Reviewer II	4	-	2	-	2	-
Plan Reviewer III	4	-	2	-	2	-
Structural Inspector	6	-	7	-	7	-
Structural Inspector Foreman	2	-	1	-	1	-
Positions as Budgeted Total	68	1	68	-	67	-

Community Development
Division Detail
CD Development Services

(Fund Center # 192070, 192075, 192060, 192080, 7510, 192015, 192020, 192040, 190400, 192050,...)

	2013 Actuals	2014 Revised	2015 Proposed	15 v 14 % Chg
Direct Cost by Category				
Salaries and Benefits	9,388,960	9,455,907	9,557,910	1.08%
Supplies	96,746	119,020	105,508	<11.35%>
Travel	(45,077)	-	-	-
Contractual/Other Services	514,261	563,727	567,620	0.69%
Equipment, Furnishings	17,839	5,400	5,900	9.26%
Manageable Direct Cost Total	9,972,728	10,144,054	10,236,938	0.92%
Debt Service	60,080	30,042	-	-
Direct Cost Total	10,032,808	10,174,096	10,236,938	0.62%
Intra-Governmental Charges				
Charges by/to Other Departments	2,712,490	2,711,793	2,730,839	0.70%
Program Generated Revenue				
404010 - Plmb/Gs/Sht Mtl Cert	19,474	108,000	24,000	<77.78%>
404030 - Plmb/Gs/Sht Mtl Exam	12,835	10,000	12,000	20.00%
404060 - Local Bus Licenses	42,052	310,000	46,000	<85.16%>
404090 - Bldg Prmt Pln Revws	2,204,371	1,792,000	1,942,000	8.37%
404100 - Bldg/Grde/Clrng Prmt	3,940,008	3,320,000	3,375,000	1.66%
404110 - Electrical Permit	241,474	215,000	225,000	4.65%
404120 - Mech/Gs/Plmbng Prmts	636,611	640,000	630,000	<1.56%>
404130 - Sign Permits	46,525	44,125	44,125	-
404140 - CIP & ROW Permts	1,053,004	847,800	847,800	-
404150 - Elevator Permits	461,526	614,400	614,400	-
404160 - Mble Hme/Park Prmts	14,500	3,500	8,000	128.57%
404170 - LandUsePrmts	-	163,125	163,125	-
404180 - Park & Access Agrmnt	4,200	6,750	-	-
404220 - Misc Permits	121,550	38,844	38,844	-
406010 - LandUse Prmt-HLB	266,805	-	-	-
406020 - Inspections	519,195	435,000	435,000	-
406030 - Lndscp Plan Rvw Pym	3,742	1,500	1,500	-
406060 - Zoning Fees	33,180	34,875	-	-
406110 - Sale Of Publications	1,619	1,350	300	<77.78%>
406120 - Rezoning Inspections	43,721	49,500	49,500	-
406170 - San Inspection Fees	548,239	499,410	499,410	-
406450 - Mapping Fees	4,161	4,000	4,000	-
406550 - Address Fees	32,850	37,125	37,125	-
406580 - Copier Fees	15,490	11,000	11,500	4.55%
406620 - Reimbursed Cost-ER	-	65,000	65,000	-
406625 - Rmb Cost-NonGrntFund	115,861	-	-	-
407070 - Zoning Enfor Fines	12,651	38,500	38,500	-
408560 - Appeal Receipts	400	-	200	-
Program Generated Revenue Total	10,396,044	9,290,804	9,112,329	<1.92%>

Community Development
Division Detail
CD Development Services

(Fund Center # 192070, 192075, 192060, 192080, 7510, 192015, 192020, 192040, 190400, 192050,...)

	2013 Actuals	2014 Revised	2015 Proposed	15 v 14 % Chg
Net Cost				
Manageable Direct Cost	9,972,728	10,144,054	10,236,938	0.92%
Debt Service	60,080	30,042	-	-
Charges by/to Other Departments	2,712,490	2,711,793	2,730,839	0.70%
Program Generated Revenue	(10,396,044)	(9,290,804)	(9,112,329)	<1.92%>
Net Cost Total	2,349,254	3,595,085	3,855,448	7.24%

**Community Development
Division Summary
CD Planning**

(Fund Center # 190200, 190300, 190100, 192100)

	2013 Actuals	2014 Revised	2015 Proposed	15 v 14 % Chg
Direct Cost by Category				
Salaries and Benefits	2,634,077	2,688,666	2,654,415	<1.27%>
Supplies	2,019	2,170	2,400	10.60%
Travel	209	-	-	
Contractual/Other Services	121,162	575,125	144,583	<74.86%>
Equipment, Furnishings	9,128	502,800	7,000	<98.61%>
Manageable Direct Cost Total	2,766,596	3,768,761	2,808,398	<25.48%>
Debt Service	-	-	-	
Direct Cost Total	2,766,596	3,768,761	2,808,398	<25.48%>
Revenue by Fund				
Fund 101000 - Areawide General	917,023	818,563	861,088	5.20%
Revenue Total	917,023	818,563	861,088	5.20%

Positions as Budgeted

	2013 Revised		2014 Revised		2015 Proposed	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Associate Planner	2	-	2	-	1	-
Engineering Technician IV	-	-	1	-	1	-
Junior Admin Officer	1	-	1	-	1	-
Manager	3	-	2	-	2	-
Office Associate	2	-	2	-	2	-
Plan Reviewer II	-	-	1	-	1	-
Plan Reviewer III	-	-	1	-	1	-
Planning Technician	1	-	1	-	1	-
Principal Office Associate	1	-	1	-	1	-
Senior Planner	11	-	9	-	9	-
Senior Planning Technician	1	-	1	-	1	-
Positions as Budgeted Total	22	-	22	-	21	-

Community Development
Division Detail
CD Planning

(Fund Center # 190200, 190300, 190100, 192100)

	2013 Actuals	2014 Revised	2015 Proposed	15 v 14 % Chg
Direct Cost by Category				
Salaries and Benefits	2,634,077	2,688,666	2,654,415	<1.27%>
Supplies	2,019	2,170	2,400	10.60%
Travel	209	-	-	-
Contractual/Other Services	121,162	575,125	144,583	<74.86%>
Equipment, Furnishings	9,128	502,800	7,000	<98.61%>
Manageable Direct Cost Total	2,766,596	3,768,761	2,808,398	<25.48%>
Debt Service	-	-	-	-
Direct Cost Total	2,766,596	3,768,761	2,808,398	<25.48%>
Intra-Governmental Charges				
Charges by/to Other Departments	618,214	1,228,724	1,231,148	0.20%
Program Generated Revenue				
404180 - Park & Access Agrmnt	-	-	6,750	-
404220 - Misc Permits	1,550	52,850	52,850	-
406050 - Platting Fees	409,360	336,375	336,375	-
406060 - Zoning Fees	490,165	426,938	461,813	8.17%
406110 - Sale Of Publications	756	1,000	1,900	90.00%
406580 - Copier Fees	666	1,400	1,400	-
450010 - Contr Other Funds	14,526	-	-	-
Program Generated Revenue Total	917,023	818,563	861,088	5.20%
Net Cost				
Manageable Direct Cost	2,766,596	3,768,761	2,808,398	<25.48%>
Debt Service	-	-	-	-
Charges by/to Other Departments	618,214	1,228,724	1,231,148	0.20%
Program Generated Revenue	(917,023)	(818,563)	(861,088)	5.20%
Net Cost Total	2,467,786	4,178,922	3,178,458	<23.94%>

**Community Development
Division Summary
CD Planning Administration
(Fund Center # 190000)**

	2013 Actuals	2014 Revised	2015 Proposed	15 v 14 % Chg
Direct Cost by Category				
Salaries and Benefits	764,962	770,757	789,856	2.48%
Supplies	42,346	47,200	45,742	<3.09%>
Travel	-	-	-	
Contractual/Other Services	28,287	26,964	22,606	<16.16%>
Equipment, Furnishings	10,943	15,493	22,508	45.28%
Manageable Direct Cost Total	846,538	860,414	880,712	2.36%
Debt Service	-	-	-	
Direct Cost Total	846,538	860,414	880,712	2.36%

Positions as Budgeted

	2013 Revised		2014 Revised		2015 Proposed	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Director	1	-	1	-	1	-
Junior Admin Officer	2	-	2	-	2	-
Manager	1	-	1	-	1	-
Principal Accountant	2	-	2	-	2	-
Positions as Budgeted Total	6	-	6	-	6	-

Community Development
Division Detail
CD Planning Administration
(Fund Center # 190000)

	2013 Actuals	2014 Revised	2015 Proposed	15 v 14 % Chg
Direct Cost by Category				
Salaries and Benefits	764,962	770,757	789,856	2.48%
Supplies	42,346	47,200	45,742	<3.09%>
Travel	-	-	-	-
Contractual/Other Services	28,287	26,964	22,606	<16.16%>
Equipment, Furnishings	10,943	15,493	22,508	45.28%
Manageable Direct Cost Total	846,538	860,414	880,712	2.36%
Debt Service	-	-	-	-
Direct Cost Total	846,538	860,414	880,712	2.36%
Intra-Governmental Charges				
Charges by/to Other Departments	(846,538)	(860,402)	(880,711)	2.36%
Net Cost				
Manageable Direct Cost	846,538	860,414	880,712	2.36%
Debt Service	-	-	-	-
Charges by/to Other Departments	(846,538)	(860,402)	(880,711)	2.36%
Net Cost Total	-	12	1	<88.57%>

Community Development Operating Grant and Other Alternative Funding

Program	Fund Center	Award Amount	Amount Expended As of 12/31/2014	Expected Expenditures in 2015	Expected Balance at End of 2015	Personnel			Program Expiration
						FT	PT	T	
Planning Division									
Long Range Planning Section (DeptID 1522)									
STATE OF ALASKA DEPARTMENT OF NATURAL RESOURCES									
Oscar Anderson House: Brochures and Electronic Application Grant - Funding for the development and publishing of an Historic Downtown Walking Tour brochure as well as electronic products highlighting historic preservation of the Oscar Anderson House. (State Dir/Fed Pass-Thru Grant and Private Donations)	190200	11,084	11,084	-	-	-	-	-	Jun-14
2015 Centennial Web Page Grant - Funding for contractual services to create and manage a web page for MOA Historic Preservation Commission outreach during the Anchorage Centennial. (State Dir/Fed Pass-Thru Grant)	190200	16,970	16,970	-	-	-	-	-	Sep-14
National Alliance of Preservation Commissions Keystone Connection Forum 2014 Grant - Funding from the State of Alaska Office of History & Archaeology for travel and training for MOA Planning historic preservation staff to attend two out-of-state historic preservation conferences. (State Dir/Fed Pass-Thru Grant)	190200	6,494	6,494	-	-	-	-	-	Feb-15
Transportation Planning Section									
FEDERAL HIGHWAY ADMINISTRATION (FHWA) PASS THRU STATE OF ALASKA									
2014 AMATS Program - Anchorage Metropolitan Area Transportation Solutions (AMATS) Program 2014 - Annual grant for local and regional studies that are required prior to transit and highway design and construction. (State Dir/Fed Pass-Thru Grant)	192100	1,194,182	1,194,182	-	-	5	-	-	Dec-14
2015 AMATS Program - Anchorage Metropolitan Area Transportation Solutions (AMATS) Program 2015 - Annual grant for local and regional studies that are required prior to transit and highway design and construction. * DeptID TBA - Estimated Amt of Grant Award - Actual Grant Amt TBD- 5 Personnel directly housed in grant annually. See 5 pcn carryover from 772014G BP2014 (State Dir/Fed Pass-Thru Grant)	192100	1,194,182	-	1,194,182	-	5	-	-	Dec-15

Community Development Operating Grant and Other Alternative Funding

Program	Fund Center	Award Amount	Amount Expended As of 12/31/2014	Expected Expenditures in 2015	Expected Balance at End of 2015	Personnel FT	PT	T	Program Expiration
AMATS Regional Household Travel Survey Grant- Develop and conduct a Regional Household Travel Survey and other related on-board surveys in the Anchorage Metropolitan Area Transportation Solutions (AMATS) planning area boundary. The survey will obtain detailed and reliable information on the travel patterns, travel behavior, and socioeconomic characteristics of persons living in the region. (State Dir/Fed Pass-Thru Grant)	192100	653,879	323,243	330,636	-	-	-	-	Dec-15
AMATS Consolidated MOA Metropolitan Transportation Plan - Travel Demand Model Update - Funding for professional consultant services to examine the consolidation of computer simulation models used to forecast future traffic volumes for new road and arterial expansion projects. The purpose of the consolidation would be to produce a universally adopted regional travel demand model as the source of all traffic forecasts. (State Dir/Fed Pass-Thru Grant)	192100	581,227	284,000	297,227	-	-	-	-	Dec-15
AMATS Consolidated MOA MTP Update - Funding for contractual services to update the AMATS 2035 Metropolitan Plan for the Anchorage Bowl and Chugiak-Eagle River as required every four years to comply with federal planning requirements. (State Dir/Fed Pass-Thru Grant)	192100	871,840	19,173	487,238	365,429	-	-	-	Sep-16
AMATS Freight Mobility Study - Funding for a multimodal and comprehensive examination through contractual services of the demands from freight placed on the local and regional transportation infrastructure. The findings will be used by both AMATS and the AMATS Freight Advisory Committee to develop a framework for future freight mobility improvements that will accommodate economic growth as well as create an efficient freight movement system. (State Dir/Fed Pass-Thru Grant and Private Donations)	192100	247,753	49,550	198,203	-	-	-	-	Dec-15
AMATS Regional ITS Architecture Update Grant - Review and update of the AMATS Regional Intelligent Transportation System (ITS) Architecture and the ITS Architecture Maintenance Plan. (State Dir/Fed Pass-Thru Grant)	192100	96,731	10,000	86,731	-	-	-	-	Jun-15
Total Grant and Alternative Operating Funding for Department				2,594,217	365,429	5	-	-	
Total General Government Operating Direct Cost for Department				13,926,048		94	-	-	
Total Operating Budget for Department				16,520,265		99	-	-	

Anchorage: Performance. Value. Results

Community Development Department

Anchorage: Performance. Value. Results.

Purpose

Community Development works to facilitate development and a multi-modal transportation system in accordance with municipal codes, protecting safety, public health and environmental resources, while also working to promote a healthy economy, strong businesses and neighborhoods, and recreational opportunities. We respond to our customers seeking code enforcement information, zoning or platting applications, building permits or inspections with open, friendly, cost efficient and effective service.

Core Services

- Enable property development through building permitting and creative and practical zoning regulations and plans that meet community expectations for our winter city community;
- Ensure new construction meets municipal standards for protecting safety, public health, and environmental quality;
- Enforce municipal codes to protect public assets such as rights-of-way and to promote clean and attractive neighborhoods;
- Support continued development of the community by planning for the community's long-term multi-modal transportation needs; and
- Work to achieve land use goals established through Assembly-adopted comprehensive plans for Eklutna/Eagle River/Chugiak, Anchorage Bowl, Girdwood and Turnagain Arm areas.

Building Safety Section
Development Services Division
Community Development Department

Anchorage: Performance. Value. Results.

Purpose

Building Safety Section accepts applications for building, land use, and private development permits; performs plan reviews for compliance with code, municipal design criteria, and municipal construction standards; issues permits; performs inspections to assure safe development; and protects public health and environmental quality through regulation of on-site water and wastewater systems.

Direct Services

- Process permit applications, provide cashier services, and issue permits;
- Verify that plans meet minimum code requirements through plan review;
- Inspect construction for compliance with plans and adopted building codes;
- Administer subdivision, improvement to public place, and development agreements in accordance with code;
- Process applications and issue permits for water and wastewater systems serving single family homes in accordance with Anchorage Municipal Code 15.55 (Water) and 15.65 (Wastewater); and
- Process certificates of on-site systems approval (COSA) for existing single family water and wastewater systems.

Accomplishment Goals

- Continue to provide excellent customer service by providing prompt and efficient permit processing, timely plan reviews, and same-day as requested construction inspection services;
- Manage the private development process effectively and efficiently;
- Ensure development-related infrastructure is designed and constructed according to municipal design criteria, standards, codes, and practices; and
- Provide on-site water and wastewater permitting, certification, training and enforcement consistent with goals of protecting public health and environmental quality.

Performance Measures

Progress in achieving goals will be measured by:

Measure #1: Average number of minutes for first customer contact (*Permitting Mgt. Unit*)

Average Number of Minutes for 1st Customer Contact			
			Q4 2010
			3.81 minutes
			2,284 customers
			4 employees*
Q1 2011	Q2 2011	Q3 2011	Q4 2011
9.15 minutes	18.10 minutes	27.8 minutes **	13.85 minutes
2,351 customers	4,954 customers	4,681 customers	2,902 customers
4 employees*	4 employees	4 employees	4 employees
Q1 2012	Q2 2012	Q3 2012	Q4 2012
16.29 minutes	18.47 minutes	24.82 minutes	17 minutes
2,305 customers	4,096 customers	4,457 customers	3,284 customers
3 employees	3 employees	3 employees	3 employees
Q1 2013	Q2 2013	Q3 2013	Q4 2013
15.00 minutes	38.90 minutes	19.94 minutes	15.51 minutes
2,985 customers	4,625 customers	5,161 customers	3,425 customers
3 employees	5 employees	4 employees	5 employees
Q1 2014	Q2 2014	Q3 2014	Q4 2014
16.53 minutes	19.11 minutes		
3,765 customers	5,037 customers		
4 employees	3		

Measure #2: Percent of first-time residential plan reviews completed within 4 business days (*Plan Review Unit*)

Percent of 1st-Time Residential Reviews Completed within 4 Business Days			
During 2009, 77% of the reviews were completed within 4 business days. (Code provides for 10 days to complete)			
For 2010 the quarterly percentages are as follows:			
Q1 2010	Q2 2010	Q3 2010	Q4 2010
93% in 4 days	69% in 4 days	70% in 4 days	68% in 4 days
100% in 10 days	97% in 10 days	97% in 10 days	100% in 10 days
89 reviews	376 reviews	384 reviews	165 reviews
For 2011 the quarterly percentages are as follows:			

Q1 2011	Q2 2011	Q3 2011	Q4 2011
70% in 4 days	70% in 4 days	67% in 4 days	With change in year to 2012, not able to extract report for Q4 2011 from Hansen system. IT staff is aware & working issue.
97% in 10 days	90% in 10 days	89% in 10 days	
180 reviews	444 reviews	419 reviews	
Q1 2012	Q2 2012	Q3 2012	Q4 2012
71% in 4 days	76% in 4 days	71% in 4 days	Waiting for IT staff to split 2012/2013 data so that this may be computed
97% in 10 days	93% in 10 days	91% in 10 days	Not available
130 reviews	533 reviews	508 reviews	Not available
Q1 2013	Q2 2013	Q3 2013	Q4 2013
70% in 4 days	76% in 4 days	84% in 4 days	Waiting for IT staff to split 2013/2014 data so that this may be computed
94% in 10 days	85% in 10 days	98% in 10 days	Not available
205 reviews	527 reviews	648 reviews	Not available
Q1 2014	Q2 2014	Q3 2014	Q4 2014
88% in 4 days	85% in 4 days		
100% in 10 days	96% in 10 days		
207 reviews	591 reviews		

Building Safety added a plan reviewer for the third quarter of 2013 and now has two plan reviewers who primarily do residential review. They are assisted by two primarily commercial plan reviewers when necessary

Measure #3: Percent of construction inspections completed same day as requested (Building Inspection Unit)

Percent of Construction Inspections Completed Same Day as Requested			
During 2009, 97.9% of all inspections were completed the same day as requested.			
For 2010 the quarterly percentages are as follows:			
Q1 2010	Q2 2010	Q3 2010	Q4 2010
99.75%	99.85%	99.22%	98.71%
For 2011 the quarterly percentages are as follows:			
Q1 2011	Q2 2011	Q3 2011	Q4 2011
95.8%	96%	97.9%	99.5%
4353 inspections	5767 inspections	6771 inspections	5872 inspections
15 full +3 shared use inspectors	15 full +3 shared use inspectors	15 full, 1 temp + 3 shared use inspectors	15 full time, 3 shared use and 1 temporary (terminated mid-December)

Percent of Construction Inspections Completed Same Day as Requested			
Q1 2012	Q2 2012	Q3 2012	Q4 2012
99.4%	98%	96.40%	92%
4195 inspections	5754 inspections	8574 inspections	6335 inspections
15 + 3 shared used inspectors	15 + 3 shared used inspectors	15 + 3 shared used inspectors	14+3 shared inspectors
Q1 2013	Q2 2013	Q3 2013	Q4 2013
98.80%	95.8%	94.5%	96.4% ³
4741 inspections	5649 inspections	7646 inspections	6328 inspections
14 + 3 shared use inspectors	15 + 2 shared use inspectors ¹	14 + 2 shared use inspectors ²	14 + 2 shared use Inspectors ⁴
Q1 2014	Q2 2014	Q3 2014	Q4 2014
97.2%	92.3%		
4718	6172		
14 + 2 shared use inspectors	13 + 2 shared use inspectors		

¹ Note that we lost one of our shared use inspectors due to retirement.

² One structural inspector was out on FMLA from July 1, 2013 through Oct 30, 2013.

³ Inspectors worked approx. 370 hours of overtime in 2013 to maintain customer service.

Measure #4: Percent of Life Safety Building Code Complaints Investigated within One Business Day and Percent of All Code Abatement Service Requests Initially Investigated Same Week as Received. (Code Abatement Unit)

Number of Building Code Abatement Service Requests Investigated	
2007	425 investigated (also performed 3 building inspection*)
2008	379 investigated (also performed 1 building inspection*)
2009	552 investigated (also performed 134 building inspections*)
2010	455 investigated (also performed 330 building inspections*)
2011	500 investigated (also performed 939 building inspections*)

Q1 2012	Q2 2012	Q3 2012	Q4 2012
Life Safety Service Requests			
38 Received 33 Responded Same Day/ 86.8%	33 Received 25 Responded Same Day/ 76%	57 Received 10 Responded Same Day/ 17%	34 Received 17 Responded Same Day/ 50%
Other (Non-Life Safety) Service Requests			
90 Received 77 Responded within 7 days/ 85.6% Also performed 13 building construction inspections	154 Received 107 Responded within 7 days/ 70% Also performed 65 building construction inspections	110 Received 93 Responded within 7 days/ 84.5% Also performed 301 building construction inspections	139 Received 88 Responded within 7 days/ 63% Also performed 248 building construction inspections
Q1 2013	Q2 2013	Q3 2013	Q4 2013
Life Safety Service Requests			
21 Received 14 Responded Same Day/ 66%	24 Received 12 Responded Same Day/ 50%	17 Received 6 Responded same day/35%	7 Received 3 Responded Same Day/43%
Other (Non-Life Safety) Service Requests			
86 Received 51 Responded within 7 days/59% Also performed 29 building construction inspections	157 Received 99 Responded within 7 days 63% w/ 7 days Also performed 6 building construction inspections	122 Received 106 Responded within 7 days 86.9% w/7 days Also performed 132 building construction inspections	65 Received ¹ 52 Responded within 7 days 78.5% w/7 days Also performed 50 building construction inspections

Q1 2014	Q2 2014	Q3 2014	Q4 2014
Life Safety Service Requests			
4 Received 1 Responded Same Day/25%	10 Received 2 responded same day/20%		
Other (Non-Life Safety) Service Requests			
42 Received 35 Responded within 7 days/83% Performed 1 building const. inspection	120 Received 86 responded within 7 days/71% Performed 35 building construction inspections		

¹ The total number of service requests received is lower than normal because of a change in business practices. Code enforcement staff, rather than abatement officers, now responds to many housing complaints.

The code abatement inspectors handle code abatement (investigating complaints about dangerous buildings, looking for construction underway without permits) as their primary duty but help with regular building permit inspections when necessary (when sent to do regular inspections, code abatement work is delayed.).

Measure #5: Percent of review responses provided to a development team within 15 business days of a developer's submittal (*Private Development Unit*)

Percent of Review Responses Provided Within Fifteen Business Days			
Q1 2011	Q2 2011	Q3 2011	Q4 2011
64%	43%	100%	100%
Q1 2012	Q2 2012	Q3 2012	Q4 2012
80%	100%	100%	100%
Q1 2013	Q2 2013	Q3 2013	Q4 2013
100%	100%	100%	100%
Q1 2014	Q2 2014	Q3 2014	Q4 2014
100%	100%		

Private Development's plan review engineer position was vacant the entire 1st quarter of 2011. A new engineer filled the position beginning on April 4, 2011.

Measure #6: Percent of Certificate of On-Site Approval applications reviewed within 3 business days (*On-Site Water & Wastewater Unit*)

Percent of Certificate of On-Site Acceptance Applications Reviewed w/ 3 Business Days			
During 2009, 77% of all reviews were completed the same day as requested.			
For 2010 the quarterly percentages are as follows:			
Q1 2010	Q2 2010	Q3 2010	Q4 2010
97%	Not available	Not available	63%
Percent of Certificate of On-Site Acceptance Applications Reviewed w/ 3 Business Days			
Q1 2011	Q2 2011	Q3 2011	Q4 2011
86%	81%	80%	78%
3 staff	3 staff	3 staff	3 staff
94 applications	135 applications	137 applications	125 applications
Q1 2012	Q2 2012	Q3 2012	Q4 2012
89%	75%	46% ¹	61%
3 staff	3 staff	3 staff	3 staff
92 applications	154 applications	196 applications	139 applications
Q1 2013	Q2 2013	Q3 2013	Q4 2013
78%	73%	53%	74%
3 staff	3 staff	3 staff	3 staff
107 applications	183 applications	217 applications	151 applications
Q1 2014	Q2 2014	Q3 2014	Q4 2014
92%	64%		
3 staff	3 staff		
111 applications	182 applications		

¹ Third quarter of the year is the busiest time of the year for On-Site Water and Wastewater. Certificates of On-Site Acceptance in Q3 2012 were 43% greater than in Q3 2011; inspection report reviews were 94% more in Q3 of 2012; and permitting was 14% higher in 2012 compared to 2011. Performance measures for Q3 of 2012 therefore are lower than previous quarters due to workload increases.

Measure #7: Percent of inspection report reviews completed within 3 business days (On-Site Water and Wastewater Unit)

Percent of Inspection Report Reviews Completed within 3 Business Days			
During 2009, 54% of inspection report reviews were completed within 3 business days.			
Q1 2010	Q2 2010	Q3 2010	Q4 2010
49% in 3 days	<i>Data not available for subsequent quarters due to change from PAS to Hansen systems.</i>		
Q1 2011	Q2 2011	Q3 2011	Q4 2011
Not available	30% in 3 days	24% in 3 days	11% in 3 days
Not available	3 staff	3 staff	3 staff
Not available	10 reviews	17 reviews	46 reviews
Q1 2012	Q2 2012	Q3 2012	Q4 2012
38% in 3 days	38% in 3 days	18% in 3 ^{days} ¹	32% in 3 days
3 staff	3 staff	3 staff	3 staff
13 reviews	32 reviews	33 reviews	31 reviews
Q1 2013	Q2 2013	Q3 2013	Q4 2013
62% in 3 days	40% in 3 days	17% in 3 days	17% in 3 days
3 staff	3 staff	3 staff	3 staff
21 reviews	15 reviews	30 reviews	60 reviews
Q1 2014	Q2 2014	Q3 2014	Q4 2014
44% in 3 days	41% in 3 days		
3 staff	3 staff		
18 reviews	22 reviews		

Measure #8: Percent of onsite permit application reviews completed within 3 business days (OnSite Water and Wastewater Unit)

Percent of On-Site Permit Application Reviews Completed within 3 Business Days			
			Q4 2010
			47% in 3 days
Q1 2011	Q2 2011	Q3 2011	Q4 2011
88% in 3 days	78% in 3 days	46% in 3 days	85% in 3 days
3 staff	3 staff	3 staff	3 staff
26 permits	83 permits	101 permits	59 permits
Q1 2012	Q2 2012	Q3 2012	Q4 2012
96% in 3 days	50% in 3 days	24% in 3 days	31% in 3 days
3 staff	3 staff	3 staff	3 staff
28 permits	101 permits	115 permits	55 permits
Q1 2013	Q2 2013	Q3 2013	Q4 2013
85% in 3 days	59% in 3 days	37% in 3 days	70% in 3 days
3 staff	3 staff	3 staff	3 staff
26 permits	103 permits	153 permits	71 permits
Q1 2014	Q2 2014	Q3 2014	Q4 2014
71% in 3 days	46% in 3 days		
3 staff	3 staff		
42 permits	128 permits		

Land Use Permitting & Enforcement Section
Development Services Division
Community Development Department

Anchorage: Performance. Value. Results.

Purpose

Protect the travelling public and improve the quality, useful life, and safety of the public rights-of-way within the Municipality of Anchorage.

Improve quality of life and ensure compatible land uses through effective zoning review and enforcement of Title 21, Land Use Regulations.

Provide assistance to general public and development community through review of facility licenses, administrative land use permits, and business development proposals and assign and maintain unique addressing and street names to ensure conformance with Anchorage's land use regulations.

Direct Services

- Inspect construction projects within municipal rights-of-way;
- Review plans and issue right-of-way permits on a timely basis;
- Investigate and resolve complaints regarding illegal usage of rights-of-way.
- Enforce Title 21, the Land Use Code;
- Perform final zoning inspections of completed construction projects;
- Conduct land use reviews (at request of property owner, developer, mortgage lender, etc.) to determine a parcel's zoning status, conformity with other land use regulations, and/or eligibility for grandfather rights;
- Issue administrative land use permits for bed and breakfast establishments, antenna towers and attachments, snow disposal sites, adult entertainment establishments, and premises where minors are not allowed;
- Review and inspect day care centers, animal facilities (such as kennels), and businesses selling alcoholic beverages for compliance with municipal land use regulations when those businesses seek new licenses or renewals; and
- Assign addresses to new construction and work to eliminate duplicate street names.

Accomplishment Goals

- Protect the travelling public and the municipal rights of way, the largest single asset of the Municipality of Anchorage at +\$10 billion;
- Respond to land use code complaints within established timeframes;
- Complete final zoning inspections same day as requested;
- Provide timely and accurate services for:
 - Land use reviews/determinations;
 - Administrative land use permits;
 - Business facility reviews and inspections;
 - Assignment of new addresses; and
 - Maintenance of GIS map data layers for roads and addresses; and
- Continue to make progress eliminating duplicate street names to ensure the uniqueness of each address, thereby improving E911 response times.

Performance Measures

Progress in achieving goals will be measured by:

Measure #9: Percent of inspections of permitted construction completed the same day to ensure installation compliance with MOA standards and specifications. (Right-of-Way Enforcement Section)

Measure used to track percent completed within 2 working days. Started tracking percent completed same day beginning with Q2 2011.

Old Measure: Percent of Inspections Completed within 2 Working Days in 2011			
	Requested	Accomplished	Percent
Jan	5	5	100%
Feb	7	7	100%
Mar	13	13	100%

New Measure: Percent of Inspections Completed Same Days as Requested in 2011				
	# of ROW Officers	Requested	Accomplished	Percent
Apr	7	22	*22/73	100%
May	7	94	*94/324	100%
Jun	7	161	*161/430	100%
Jul	7	147	147/495	100%
Aug	7	161	161/697	100%
Sep	7	104	104/412	100%
Oct	7	105	105/382	100%
Nov	7	231	231/281	100%
Dec	7	10	10/95	100%
Percent of Inspections Completed Same Days as Requested in 2012				
	# of ROW Officers	Requested	Accomplished	Percent
Jan	7	14	14/164	100%
Feb	7	6	6/28	100%
Mar	7	22	22/243	100%
Apr	7	209	209/1015	100%
May	7	164	164/1378	100%
Jun	7	135	135/612	100%
Jul	7	60	60/690	100%
Aug	7	69	69/528	100%
Sep	6/1 FMLA	52	52/585	100%
Oct	6	97	97/694	100%
Nov	7	123	123/173	100%
Dec	7	358	358/402	100%
Percent of Inspections Completed Same Days as Requested in 2013				
	# of ROW Officers	Requested	Accomplished	Percent
Jan	7	330	330/825	100%
Feb	7	87	87/515	100%
Mar	7	131	131/321	100%
Apr	7	68	68/413	100%
May	7	219	219/595	100%

Jun	7	365	365/629	100%
Jul	6	228	228/764	100%
Aug	6	188	188/672	100%
Sep	6	231	231/609	100%
Oct	5	69	69/884	100%
Nov	5	28	28/236	100%
Dec	5	8	28/257	100%
Percent of Inspections Completed Same Days as Requested in 2014				
	# of ROW Officers	Requested	Accomplished	Percent
Jan	6	297	297/1468	100%
Feb	7	185	185/3420	100%
Mar	7	1752	1752/3107	100%
Apr	7	113	113/1703	100%
May	7	307	307/642	100%
Jun	7	342	342/766	100%
Jul				
Aug				
Sep				
Oct				
Nov				
Dec				

- In the “Accomplished” column inspections are reported in two categories, separated by a “/.” The first number represents the number of inspections accomplished same day as requested and is used to compute the percent result. The second number is the total number of inspections performed for the month. The larger number for total inspections reflects on how a single job may require numerous inspections. Examples of inspection types are: initial, progress (there could be 4-6 or more progress inspections), final, and warranty.
- The large number of inspections in December 2012 is attributed to end-of-the-year administrative clean-up that resulted in more inspections to bring the permits up to date.

Measure #10: Percent of all complaints of illegal uses within the rights-of-way inspected within one working day of receipt. (*Right-of-Way Enforcement Section*)

Measure used to track percent completed within 2 working days. Started tracking percent completed same day beginning with Q2 2011.

Old Measure: Percent of Illegal ROW Usage Complaints Investigated within 48 Hours

	2007	2008	2009	2010	2011
Jan	100%	100%	100%	100%	100%
Feb	100%	100%	100%	100%	96%
Mar	100%	100%	100%	100%	100%
Apr	100%	100%	100%	100%	See new measure below for remaining months of 2011
May	100%	100%	100%	100%	
Jun	100%	100%	100%	100%	
Jul	100%	100%	100%	100%	
Aug	100%	100%	100%	100%	
Sep	100%	100%	100%	100%	
Oct	100%	100%	100%	100%	
Nov	100%	100%	100%	100%	
Dec	100%	100%	100%	100%	

New Measure: Percent of Illegal ROW Usage Complaints Investigated within One Working Day

Measure #10, 2011 Data							
Month	# of ROW Officers	Number of Complaints	Number Investigated within 1 Working Day	Percent Investigated within 1 Working Day	# Found to be no Violation	Cases w Violations Closed this Quarter (new cases)	Cases w Violations Closed this Qtr (pre-existing cases)
Apr	7	77	67	87%	21	116	43
May	7	76	70	92%	8		
Jun	7	100	88	88%	14		
Jul	7	63	62	99%	8	144	55
Aug	7	63	62	99%	4		
Sep	7	79	79	100%	5		
Oct	7	93	93	100%	9	1165	63
Nov	7	549	549	100%	39		
Dec	7	423	423	100%	26		
Measure #10, 2012 Data							
Month	# of ROW Officers	Number of Complaints	Number Investigated within 1 Working Day	Percent Investigated within 1 Working Day	# Found to be no Violation	Cases w Violations Closed this Quarter (new cases)	Cases w Violations Closed this Qtr (pre-existing cases)
Jan	7	472	472	100%	47	1369	43
Feb	7	531	515	97%	39		
Mar	7	365	365	100%	46		
Apr	7	71	70	99%	12	194	5
May	7	64	62	97%	5		
Jun	7	81	79	98%	5		
Jul	7	46	46	100%	2	160	31
Aug	7	73	73	100%	7		
Sep	6/1 FMLA	68	68	100%	4		
Oct	6	112	112	100%	11	697	46
Nov	7	118	118	100%	2		
Dec	7	477	477	100%	50		
Measure #10, 2013 Data							
Month	# of ROW Officers	Number of Complaints	Number Investigated within 1 Working Day	Percent Investigated within 1 Working Day	# Found to be no Violation	Cases w Violations Closed this Quarter (new cases)	Cases w Violations Closed this Qtr (pre-existing cases)
Jan	7	150	*166	100%	21	675	45
Feb	7	309	309	100%	57		
Mar	7	240	*245	100%	38		
Apr	7	120	118	96%	10	259	10
May	7	83	82	99%	4		
Jun	7	60	58	97%	4		

Jul	6	61	61	100%	4	199	101
Aug	6	108	108	100%	2		
Sep	6	70	70	100%	7		
Oct	5	83	83	100%	8	605	123
Nov	5	133	133	100%	6		
Dec	5	431	431	100%	28		
Measure #10, 2014 Data							
Month	# of ROW Officers	Number of Complaints	Number Investigated within 1 Working Day	Percent Investigated within 1 Working Day	# Found to be no Violation	Cases w Violations Closed this Quarter (new cases)	Cases w Violations Closed this Qtr (pre-existing cases)
Jan	6	260	260	100%	12	616	58
Feb	7	152	152	100%	16		
Mar	7	151	151	100%	13		
Apr	7	45	45	100%	6	209	21
May	7	72	72	100%	6		
Jun	7	61	61	100%	11		
Jul							
Aug							
Sep							
Oct							
Nov							
Dec							

* In some instances the number of complaints investigated within one working day will exceed the number of complaints because violations were observed and documented by the Right of Way Officers or staff.

Measure #11: Percent of land use enforcement complaints that are inspected within one working day of receipt. (Land Use Enforcement Section)

Old Measure: Percent of Code Enforcement Complaints Responded to Within Established Timeframes

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2007	73%	88%	88%	87%	96%	97%	95%	97%	97%	100%	100%	100%
2008	100%	98%	95%	100%	85%	91%	98%	96%	94%	100%	100%	100%
2009	100%	100%	100%	84%	93%	95%	96%	100%	100%	100%	100%	100%
2010	100%	100%	100%	96%	99%	93%	100%	100%	100%	100%	100%	100%
2011	100%	96%	94%	See remaining months of 2011 in the next table								

New Measure: Percent of Code Enforcement Complaints
Inspected within One Working Day of Receipt

Measure #11: 2011 Percent of land use enforcement complaints that are inspected within one working day of receipt. (Land Use Enforcement Section)							
Month	Number of Officers	Number of Complaints	Number Investigated within 1 Working Days	Number Found w/ Violation	Number Found w/ no violation	Cases w Violations Closed this Quarter (new cases)	Cases w Violations Closed this Qtr (pre-existing cases)
Apr	*7	152	87/ 57%	135	17	247	357
May	*8/6	156	121/ 78%	115	41		
Jun	*8/6	163	125/ 77%	138	25		
Jul	6/5	137	123/ 90%	103	34	327	30
Aug	6/5	118	113/ 96%	98	20		
Sep	6/5	102	96/ 94%	73	29		
Oct	*5/4	127	127/100%	120	7	366	125
Nov	*5/4	110	110/100%	106	4		
Dec	*5/4	129	129/100%	124	5		
Measure #11: 2012 Percent of land use enforcement complaints that are inspected within one working day of receipt. (Land Use Enforcement Section)							
Month	# of LUE Officers	Number of Complaints	Number Investigated within 1 Working Day	Percent Investigated within 1 Working Day	# Found to be no Violation	Cases w Violations Closed this Quarter (new cases)	Cases w Violations Closed this Qtr (pre-existing cases)
Jan	6	86	79	92%	12	281	98
Feb	6	81	81	100%	7		
Mar	6	114	109	96%	10		
Apr	7	238	221	93%	12	620	39
May	7	274	263	96%	19		
Jun	7	178	172	97%	22		
Jul	7	136	125	92%	11	363	70
Aug	7	155	149	96%	7		
Sep	7	132	118	89%	5		
Oct	6	174	174	100%	9	511	123
Nov	6	174	174	100%	2		
Dec	6	84	84	100%	3		
Measure #11: 2013 Percent of land use enforcement complaints that are inspected within one working day of receipt. (Land Use Enforcement Section)							
Month	# of LUE Officers	Number of Complaints	Number Investigated within 1 Working Day	Percent Investigated within 1 Working Day	# Found to be no Violation	Cases w Violations Closed this Quarter (new cases)	Cases w Violations Closed this Qtr (pre-existing cases)
Jan	5	94	88	94%	6	263	64
Feb	5	96	93	96%	12		
Mar	5	140	140	100%	9		
Apr	5	154	154	100%	4	444	74
May	5	210	210	100%	5		
Jun	5	168	168	100%	6		

Jul	5	126	126	100%	11	198	176
Aug	5	122	122	100%	5		
Sep	5	121	121	100%	3		
Oct	5	136	136	100%	10	213	102
Nov	5	72	72	100%	7		
Dec	5	99	99	100%	40		

Measure #11: 2014 Percent of land use enforcement complaints that are inspected within one working day of receipt. (Land Use Enforcement Section)							
Month	# of LUE Officers	Number of Complaints	Number Investigated within 1 Working Day	Percent Investigated within 1 Working Day	# Found to be no Violation	Cases w Violations Closed this Quarter (new cases)	Cases w Violations Closed this Qtr (pre-existing cases)
Jan	6	75	75	100%	4	258	71
Feb	6	76	76	100%	3		
Mar	6	87	87	100%	1		
Apr	6	88	88	100%	1	473	34
May	6	97	97	100%	1		
Jun	6	98	98	100%	7		
Jul							
Aug							
Sep							
Oct							
Nov							
Dec							

- *Shows number of officers; Note: one of the officer positions is actually the lead enforcement officer who covers for other staff when they are out in addition to performing his regular lead duties.

Measure #12: Percent of final zoning inspections completed same day as requested (Land Use Enforcement Section)

Percent of Final Zoning Inspections Completed Same Day as Requested

	2008	2009	2010	2011
Jan	100.0%	92.3%	100.0%	100.0%
Feb	100.0%	90.0%	100.0%	88.9%
Mar	100.0%	85.1%	100.0%	100.0%
Apr	100.0%	70.1%	100.0%	See data for remaining months of 2011 in next table
May	92.6%	97.9%	97.1%	
June	80.6%	90.3%	95.1%	
Jul	95.2%	100.0%	96.3%	
Aug	97.2%	98.8%	94.9%	
Sep	98.8%	98.5%	100.0%	
Oct	100.0%	96.2%	100.0%	
Nov	90.0%	100.0%	100.0%	
Dec	100.0%	100.0%	100.0%	

**Percent of Final Zoning Inspections
Completed Same Day as Requested with Additional Data**

2011				Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Average # of Days to Complete				15	20	12	7	16	19	8	20	8
Total # Completed				22	12	11	9	13	14	10	14	10
# of Staff				7	3	3	3	2	2	2	2	2
2012												
# of Inspections Requested	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	4	1	3	8	17	40	61	90	75	53	38	38
# Completed Same Day	3	2	4	8	17	38	61	90	75	52	38	38
% Completed Same Day	75%	50%	75%	100%	100%	95%	100%	100%	100%	98%	100%	100%
# of Staff	7	7	7	7	7	7	7	7	7	6	6	6
2013												
# of Inspections Requested	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	27	31	35	42	57	93	92	186	85	76	33	16
# Completed Same Day	27	30	35	42	57	93	92	186	85	76	33	16
% Completed Same Day	100%	97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
# of Staff	5	5	5	5	5	5	5	5	5	5	5	5
2014												
# of Inspections Requested	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	18	8	6	17	37	76						
# Completed Same Day	18	8	6	17	34	76						
% Completed Same Day	100%	100%	100%	100%	92%	100%						
# of Staff	6	6	6	6	6	6						

**Current Planning Section
Planning Division
Community Development Department**

Anchorage: Performance. Value. Results.

Purpose

Facilitate land use development in accordance with Anchorage’s zoning and subdivision regulations.

Direct Services

- Respond to public inquiries regarding land use development regulations and how regulations apply to given situations.
- Provide public processes for property owners to seek exceptions to (variances, grandfather rights, rezonings, etc.), or accommodation under (conditional uses, plat notes, etc.) Anchorage’s zoning or platting regulations.

Accomplishment Goals

- Provide timely, clear, and accurate information about zoning and platting cases to the general public and to the citizens serving on Anchorage’s four land use regulatory boards: Planning and Zoning Commission, Platting Board, Zoning Board of Examiners and Appeals, and Urban Design Commission.
- Examine and track the level of tax subsidy for the processing of zoning and platting cases.

Performance Measures

Progress in achieving goals will be measured by:

Measure #13: Average number of business days to complete initial reviews of land use determinations (*Land Use Review*)

Old Measure: Average Number of Days to Complete a Land Use Determination

2010	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Average # of Days to Complete	24	11	18	14	17	21	26	23	16	14	26	8
2011	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Average # of Days to Complete	29	35	11	See next table for data for remaining 2011 months								

New measure tracks average number of business days to complete the initial review of a land use determination.

New Measure: Average Number of Business Days to Complete Initial Reviews of Land Use Determinations

Average Number of Business Days to Complete Initial Reviews of Land Use Determinations

2011		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			
Average # of Days to Complete		15	20	12	7	16	19	8	20	8			
Total # Completed		22	12	11	9	13	14	10	14	10			
# of Staff		3	3	3	3	2	2	2	2	2			
2012		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Average # of Days to Complete		4	1	3	3	11	6	9	6	6	19	16	21
Total # Completed		3	2	4	15	17	19	17	13	10	28	6	26
# of Staff		2	2	2	2	2	2	2	2	2	2	1	2
2013		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Average # of Days to Complete		10	13	7	33	13	15	9	17	22	25	17	13
Total # Completed		20	11	26	24	19	19	16	19	21	23	19	8
# of Staff		2	2	2	2	1	1	2	2	2	2	2	2
2014		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Average # of Days to Complete		18	33	23	12	20	20						
Total # Completed		11	11	15	15	14	27						
# of Staff		2	2	2	2	2	2						

Measure #14: Average number of days to complete initial reviews of administrative land use permits. (Land Use Review)

Average Number of Days to Complete Initial Reviews of Administrative Land Use Permits

2010		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Average # of Days		9	15	15	18	92	13	53	0	19	10	9	3
2011		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Average # of Days		8	22	13	8	18	18	4	10	1	9	4	18
Total # Completed		3	2	2	8	8	6	3	13	6	43	7	40
# of Staff		3	3	3	3	3	3	1	1	1	1	1	1
2012		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Average # of Days		9	19	17	18	27	7	0	63	0	0	28	8
Total # Completed		4	11	4	8	8	11	0	6	0	0	17	22
# of Staff		1	1	1	1	1	1	1	1	1	1	1	1
2013		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Average # of Days		4	0	20	3	0	11	0	0	0	0	0	15
Total # Completed		6	0	3	2	0	4	2	0	0	0	0	5

# of Staff	1	1	1	1	1	1	1	1	1	1	1	1
2014	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Average # of Days	24	46	13	5	7	12						
Total # Completed	18	34	5	11	4	1						
# of Staff	1	1	1	1	1	1						

Measure #15: Average number of days to process zoning and platting public hearing cases.

Average Number of Days to Process a Case*			
Q1 2010	Q2 2010	Q3 2010	Q4 2010
77	61	69	61
Q1 2011	Q2 2011	Q3 2011	Q4 2011
55	48	51	54
Q1 2012	Q2 2012	Q3 2012	Q4 2012
53	50.5	50.4	45.0
Q1 2013	Q2 2013	Q3 2013	Q4 2013
50.5	46.8	53.6	49.7
Q1 2014	Q2 2014	Q3 2014	Q4 2014
51.1	See note		

Cityview software used to track zoning and platting cases was recently updated but querying functions in the new version are not working properly yet to extract and calculate the average days statistic.

*Averages are based on case durations from application to hearing for all case types except cases to the Urban Design Commission are excluded since cases are heard twice (not once) by the UDC. Cases going to the Assembly for hearing are also excluded since calendaring for the Assembly's agendas is outside of the department's control. Also, cases with durations greater than a year are generally due to petitioner-requested extensions and are excluded as are a small number of cases that appear to have data entry errors.

Measure #16: Average cost, fee revenue, and tax subsidy per case processed.

Year	2013	2012	2011	2010	2009	2008	2007	2006
Average direct cost per case	4,687	5,273	5,358	4,852	5,033	5,011	4,118	3,727
Average revenue per case	3,257	2,684	3,080	2,918	2,243	3,040	2,665	3,043
Tax subsidy	1,430	2,589	2,278	1,934	2,790	1,971	1,453	684

Annual figures are the most reliable ones. The following breaks down figures by quarter, but direct costs and revenues are cumulative (2nd quarter includes figures for 1st quarter.) Given that revenues and expenditures are not evenly spread over all days of the year, the annual summary figures are more informative than the quarterly figures.

Cumulative Figures by Quarter for 2010				
	Q1	Q2	Q3	Q4
Average direct cost per case	4,664	4,572	4,626	4,852
Average revenue per case	3,065	3,105	2,802	2,918
Tax subsidy	1,600	1,467	1,824	1,934

Cumulative Figures by Quarter for 2011				
	Q1	Q2	Q3	Q4
Average direct cost per case	5,217	4,817	5,417	5,358
Average revenue per case	2,855	2,979	3,054	3,080
Tax subsidy	2,362	1,837	2,363	2,278

Cumulative Figures by Quarter for 2012				
	Q1	Q2	Q3	Q4
Average direct cost per case	4,714	5,038	4,802	5,273
Average revenue per case	2,543	2,630	2,557	2,684
Tax subsidy	2,171	2,408	2,245	2,589

Cumulative Figures by Quarter for 2013				
	Q1	Q2	Q3	Q4
Average direct cost per case	5,256	4,628	4,411	4,687
Average revenue per case	4,518	3,555	3,234	3,257
Tax subsidy	737	1,074	1,177	1,430

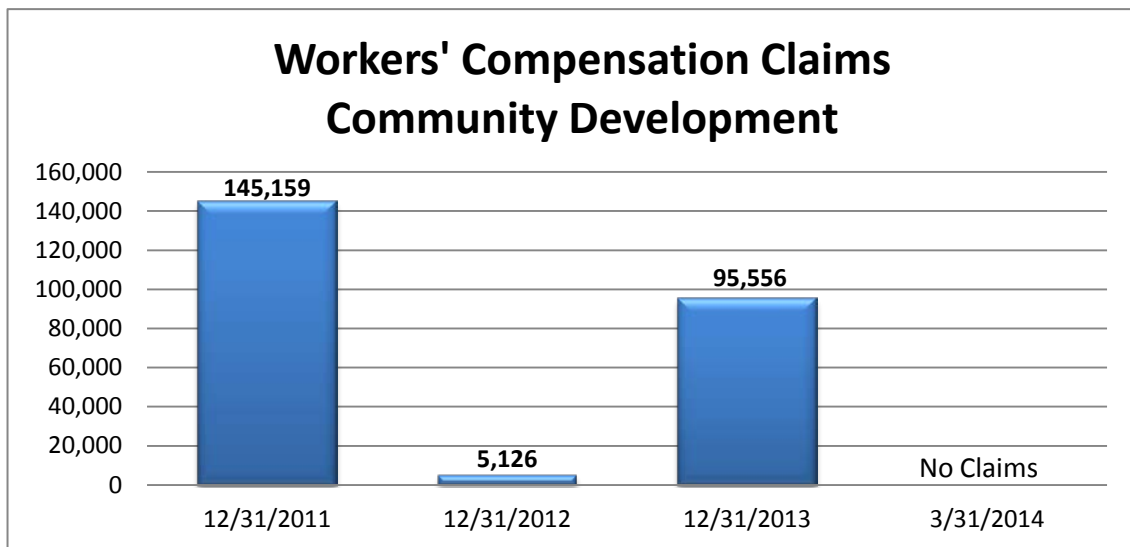
Cumulative Figures by Quarter for 2014				
	Q1	Q2	Q3	Q4
Average direct cost per case	7,026	See		
Average revenue per case	2,930	Note		
Tax subsidy	4,096			

An IT project to migrate Planning's Cityview software to a newer web-based version is mostly complete but querying functions in the newer version are not properly working yet. Thus, staff is not able to calculate these statistics until querying functions are working.

PVR Measure WC: Managing Workers' Compensation Claims

Reducing job-related injuries is a priority for the Administration by ensuring safe work conditions and safe practices. By instilling safe work practices we ensure not only the safety of our employees but reduce the potential for injuries and property damage to the public. The Municipality is self-insured and every injury poses a financial burden on the public and the injured worker's family. It just makes good sense to WORK SAFE.

Results are tracked by monitoring monthly reports issued by the Risk Management Division.



No data for second quarter of 2013, changing to a new record keeping system