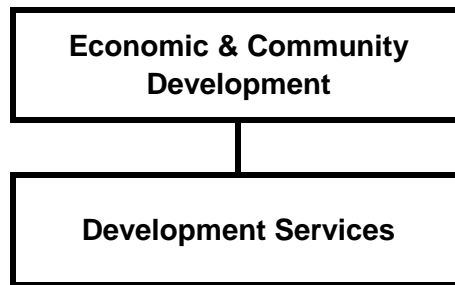


# Development Services



## **Development Services Department**

### **Description**

The Development Services Department facilitates commercial and residential property development while also considering and protecting the public's health, safety and general welfare. Staff reviews subdivision and building plans, issues building permits, and inspects new construction and renovations for compliance with land use, building, and right-of-way codes. Staff also responds to complaints regarding improper building, land use or right-of-way activities.

### **Department Services**

- Ensures new subdivision developments adhere to adopted plans and municipal standards.
- Reviews plans for new construction projects to ensure proposed projects are in compliance with the international building codes as amended locally and adopted by the Anchorage Assembly.
- Issues building and land use permits and inspects renovations and new construction to verify field construction follows plans and complies with codes and other mandated standards for protecting public health, safety, and environmental quality.
- Enforces land use and right-of-way codes to protect public assets and to promote clean and attractive neighborhoods.

### **Divisions:**

- Director's Office & Administration
  - Provides leadership and coordination for overall operations of the department; and
  - Provides full array of administrative services: budget, accounting, purchasing, IT coordination, human resources coordination, payroll, etc.
- Building Safety
  - Accepts applications for building and land use permits;
  - Ensures proposed construction projects comply with land use and zoning requirements;
  - Reviews submitted plans for compliance with codes and design criteria;
  - Issues building permits, tracks progress on permitted projects for required approvals, and issues final certificates of occupancy for projects that have passed all required inspections;
  - Inspects construction for compliance with approved plans and codes;
  - Regulates on-site water and wastewater systems, issuing on-site certificates of acceptance for properties with wells or septic systems located on properties being sold to new owners and reviewing & permitting new or replacement well or septic systems; and,
  - Investigates reports of dangerous buildings, writes citations, notices requiring permits to bring buildings into compliance and a safe condition.
- Private Development
  - Reviews plats to assure new subdivision improvements comply with applicable standards, municipal codes and platting and zoning actions. Prepares subdivision agreements that reflect the Platting Board's summary of action;
  - Reviews private development construction plans and plats to promote conformance with municipal standards and the subdivision agreement; and

- Conducts oversight, pre-final and final inspections on new subdivision construction to verify construction in accordance with the approved plans and acceptance of the newly constructed roads and drainage systems into the municipally-owned infrastructure.
- Code Enforcement
  - Responds to complaints of violations of land use code. Typical violations include illegal storage or stockpiling of materials, structures encroaching on required setbacks, trashy lots and junk cars on private property;
  - Permits, inspects and otherwise manages all activities occurring within public rights-of-way; and
  - Assigns unique street addresses, maintains GIS database of addresses and street names.

**Department Goals that Contribute to Achieving the Mayor’s Mission:**



**Public Safety – Improve public safety and strengthen Anchorage neighborhoods**

- Continue to make progress eliminating duplicate street names to ensure the uniqueness of each address, thereby improving E911 response times.



**Homelessness – Eradicate homelessness and improve the health of the community**

- Manage the private development process effectively and efficiently.
- Respond to land use code complaints within established timeframes.



**Administration – Make city government more efficient, accessible, transparent, and responsive to the citizens of Anchorage**

- Ensure development-related infrastructure is designed and constructed according to municipal design criteria, standards, codes and practices.



**Strengthen Anchorage’s Economy – Build a city that attracts and retains a talented workforce, the most innovative companies, and provides a strong environment for economic growth**

- Continue to provide excellent customer service by providing prompt and efficient permit processing, timely plan reviews, and same-day as requested construction inspection services.
- Provide on-site water and wastewater permitting, certification, training and enforcement consistent with goals of protecting public health and environmental quality.
- Protect the traveling public and municipal rights of way, the largest single asset of the Municipality of Anchorage at +\$10 billion.
- 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

## Development Services Department Summary

	2014 Actuals	2015 Revised	2016 Approved	16 v 15 % Chg
<b>Direct Cost by Division</b>				
DS Development Services	9,920,272	10,551,078	11,172,485	5.89%
<b>Direct Cost Total</b>	<b>9,920,272</b>	<b>10,551,078</b>	<b>11,172,485</b>	<b>5.89%</b>
<b>Intragovernmental Charges</b>				
Charges by/to Other Departments	2,629,062	2,646,334	2,719,334	2.76%
<b>Function Cost Total</b>	<b>12,549,334</b>	<b>13,197,412</b>	<b>13,891,819</b>	<b>5.26%</b>
Program Generated Revenue	(11,389,605)	(9,112,329)	(9,872,625)	8.34%
<b>Net Cost Total</b>	<b>1,159,729</b>	<b>4,085,083</b>	<b>4,019,194</b>	<b>(1.61%)</b>
<b>Direct Cost by Category</b>				
Salaries and Benefits	9,257,996	9,872,050	10,554,867	6.92%
Supplies	83,675	105,508	108,283	2.63%
Travel	-	-	-	-
Contractual/Other Services	530,910	567,620	490,650	(13.56%)
Debt Service	30,040	-	-	-
Equipment, Furnishings	17,651	5,900	18,685	216.69%
<b>Direct Cost Total</b>	<b>9,920,272</b>	<b>10,551,078</b>	<b>11,172,485</b>	<b>5.89%</b>
<b>Position Summary as Budgeted</b>				
Full-Time	68	69	73	5.80%
Part-Time	-	-	-	-
<b>Position Total</b>	<b>68</b>	<b>69</b>	<b>73</b>	<b>5.80%</b>

## Development Services Reconciliation from 2015 Revised Budget to 2016 Approved Budget

	Direct Costs	Positions		
		FT	PT	Seas/T
<b>2016 Continuation Level</b>	-	-	-	-
<b>Transfers (to)/from Other Agencies</b>				
- 2016 Reorganization - from Community Development Department: labor and non-labor, per AO 2015-112 (S) as Amended	11,106,090	72	-	-
<b>2016 Proposed Budget Changes</b>				
- <u>Anchorage Building Safety Service Area Fund 181</u> - EPlan Review Annual Software Cost	36,820	-	-	-
- <u>Anchorage Building Safety Services Service Area Fund 181</u> - Add Electrical Inspector - existing pool of 4 inspectors is insufficient	142,207	1	-	-
- Merchant Credit Card Fees Recovery	(112,632)	-	-	-
<b>2016 Approved Budget</b>	<b>11,172,485</b>	<b>73</b>	<b>-</b>	<b>-</b>

## Development Services

### Division Summary

#### DS Development Services

(Fund Center # 192075, 192080, 192020, 192015, 191000, 192040, 192030, 190400, 192010,...)

	2014 Actuals	2015 Revised	2016 Approved	16 v 15 % Chg
<b>Direct Cost by Category</b>				
Salaries and Benefits	9,257,996	9,872,050	10,554,867	6.92%
Supplies	83,675	105,508	108,283	2.63%
Travel	-	-	-	-
Contractual/Other Services	530,910	567,620	490,650	(13.56%)
Equipment, Furnishings	17,651	5,900	18,685	216.69%
<b>Manageable Direct Cost Total</b>	<b>9,890,232</b>	<b>10,551,078</b>	<b>11,172,485</b>	<b>5.89%</b>
Debt Service	30,040	-	-	-
<b>Non-Manageable Direct Cost Total</b>	<b>30,040</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Direct Cost Total</b>	<b>9,920,272</b>	<b>10,551,078</b>	<b>11,172,485</b>	<b>-</b>
<b>Intragovernmental Charges</b>				
Charges by/to Other Departments	2,629,062	2,646,334	2,719,334	2.76%
<b>Function Cost Total</b>	<b>12,549,334</b>	<b>13,197,412</b>	<b>13,891,819</b>	<b>5.26%</b>
<b>Program Generated Revenue by Fund</b>				
Fund 101000 - Areawide General	2,973,037	2,490,929	2,986,625	19.90%
Fund 163000 - Anchorage Building Safety SA	8,416,568	6,621,400	6,886,000	4.00%
<b>Program Generated Revenue Total</b>	<b>11,389,605</b>	<b>9,112,329</b>	<b>9,872,625</b>	<b>8.34%</b>
<b>Net Cost Total</b>	<b>1,159,729</b>	<b>4,085,083</b>	<b>4,019,194</b>	<b>(1.61%)</b>
<b>Position Summary as Budgeted</b>				
Full-Time	68	69	73	5.80%
<b>Position Total</b>	<b>68</b>	<b>69</b>	<b>73</b>	<b>5.80%</b>

## Development Services

### Division Detail

#### DS Development Services

(Fund Center # 192075, 192080, 192020, 192015, 191000, 192040, 192030, 190400, 192010,...)

	2014 Actuals	2015 Revised	2016 Approved	16 v 15 % Chg
<b>Direct Cost by Category</b>				
Salaries and Benefits	9,257,996	9,872,050	10,554,867	6.92%
Supplies	83,675	105,508	108,283	2.63%
Travel	-	-	-	-
Contractual/Other Services	530,910	567,620	490,650	(13.56%)
Equipment, Furnishings	17,651	5,900	18,685	216.69%
<b>Manageable Direct Cost Total</b>	<b>9,890,232</b>	<b>10,551,078</b>	<b>11,172,485</b>	<b>5.89%</b>
Debt Service	30,040	-	-	-
<b>Non-Manageable Direct Cost Total</b>	<b>30,040</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Direct Cost Total</b>	<b>9,920,272</b>	<b>10,551,078</b>	<b>11,172,485</b>	<b>5.89%</b>
<b>Intragovernmental Charges</b>				
Charges by/to Other Departments	2,629,062	2,646,334	2,719,334	2.76%
<b>Program Generated Revenue</b>				
404010 - Plmb/Gs/Sht Mtl Cert	153,562	24,000	145,000	504.17%
404030 - Plmb/Gs/Sht Mtl Exam	12,725	12,000	12,000	-
404060 - Local Business Licenses	410,000	46,000	390,000	747.83%
404090 - Building Permit Plan Review Fees	2,570,333	1,942,000	1,875,000	(3.45%)
404095 - Electronic Plan Review Surcharge	-	-	250,000	100.00%
404100 - Bldg/Grde/Clrng Prmt	4,417,950	3,375,000	3,400,000	0.74%
404110 - Electrical Permit	210,882	225,000	211,000	(6.22%)
404120 - Mech/Gs/Plmbng Prmts	585,357	630,000	565,000	(10.32%)
404130 - Sign Permits	51,175	44,125	46,000	4.25%
404140 - Constr and Right-of-Way Permits	1,140,254	847,800	1,035,000	22.08%
404150 - Elevator Permits	464,569	614,400	569,500	(7.31%)
404160 - Mobile Home/Park Permits	30,025	8,000	8,000	-
404170 - Land Use Permits (Not HLB)	-	163,125	115,000	(29.50%)
404220 - Miscellaneous Permits	34,350	38,844	35,000	(9.90%)
406010 - Land Use Permits-HLB	134,491	-	-	-
406020 - Inspections	316,727	435,000	400,000	(8.05%)
406030 - Landscape Plan Review Prmt	4,058	1,500	4,000	166.67%
406110 - Sale Of Publications	-	300	300	-
406120 - Rezoning Inspections	43,352	49,500	42,000	(15.15%)
406170 - Sanitary Inspection Fees	647,006	499,410	640,000	28.15%
406450 - Mapping Fees	4,601	4,000	4,000	-
406550 - Address Fees	41,682	37,125	37,125	-
406580 - Copier Fees	11,325	11,500	10,000	(13.04%)
406625 - Reimbursed Cost-NonGrant Funded	90,135	65,000	65,000	-
407070 - Zoning Enforcement Fines	14,845	38,500	13,500	(64.94%)
408560 - Appeal Receipts	200	200	200	-
<b>Program Generated Revenue Total</b>	<b>11,389,605</b>	<b>9,112,329</b>	<b>9,872,625</b>	<b>8.34%</b>

2016 Approved General Government Operating Budget

**Net Cost**

Direct Cost Total	9,920,272	10,551,078	11,172,485	5.89%
Charges by/to Other Departments Total	2,629,062	2,646,334	2,719,334	2.76%
Program Generated Revenue Total	(11,389,605)	(9,112,329)	(9,872,625)	8.34%
<b>Net Cost Total</b>	<b>1,159,729</b>	<b>4,085,083</b>	<b>4,019,194</b>	<b>(1.61%)</b>

**Position Detail as Budgeted**

	2014 Revised		2015 Revised		2016 Approved	
	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	-
Civil Engineer IV	2	-	2	-	2	-
Deputy Director	1	-	1	-	1	-
Electrical Inspector	4	-	3	-	4	-
Electrical Inspector Foreman	1	-	1	-	1	-
Elevator Inspector	3	-	3	-	3	-
Engineering Technician III	14	-	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	-	2	-
Manager	2	-	2	-	3	-
Mechanical Inspector	4	-	5	-	5	-
Mechanical Inspector Foreman	1	-	1	-	1	-
Plan Review Engineer	8	-	8	-	8	-
Plan Reviewer I	3	-	3	-	3	-
Plan Reviewer II	2	-	2	-	2	-
Plan Reviewer III	2	-	2	-	2	-
Principal Accountant	-	-	-	-	1	-
Structural Inspector	7	-	8	-	8	-
Structural Inspector Foreman	1	-	1	-	1	-
<b>Position Detail as Budgeted Total</b>	<b>68</b>	<b>-</b>	<b>69</b>	<b>-</b>	<b>73</b>	<b>-</b>



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**Building Safety Section**  
**Development Services Department**

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**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 1 <sup>st</sup> Customer Contact			
Q1 2015	Q2 2015	Q3 2015	Q4 2015
12.36 minutes	14.91 minutes		
3,363 customers	4,898 customers		
5 employees	5 employees		
Q1 2014	Q2 2014	Q3 2014	Q4 2014
16.53 minutes	19.11 minutes	26.15 minutes*	15.00 minutes
3,765 customers	5,037 customers	5,330 customers	3,818 customers
4 employees	3 employees	5 employees*	5 employees
2013 Qtr Avg	2012 Qtr Avg	2011 Qtr Avg	
22.34 minutes	19.15 minutes	17.23 minutes	
4,049 customers	3,536 customers	3,722 customers	
4 employees	3 employees	4 employees*	

\*Q3 2014 had 5 employees working the counter but 2 of the 5 were new hires and required substantial training, accounting for the slow wait times that quarter.

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

Percent of 1 <sup>st</sup> -Time Residential Reviews Completed within 4 Business Days			
Q1 2015	Q2 2015	Q3 2015	Q4 2015
87% in 4 days	86% in 4 days		
98% in 10 days	98% in 10 days		
211 reviews	593 reviews		
Q1 2014	Q2 2014	Q3 2014	Q4 2014
88% in 4 days	85% in 4 days	85% in 4 days	Waiting for IT staff to split 2014/2015 data so that this may be computed
100% in 10 days	96% in 10 days	99% in 10 days	Not available
207 reviews	591 reviews	571 reviews	Not available
2013	2012	2011	2010 (1 qtr only)
77% in 4 days <sup>1</sup>	73% in 4 days <sup>1</sup>	69% in 4 days <sup>1</sup>	75% in 4 days
92% in 10 days <sup>2</sup>	94% in 10 days <sup>2</sup>	92% in 10 days <sup>2</sup>	98.5% in 10 days
1766 reviews <sup>3</sup>	1544 reviews <sup>3</sup>	1196 reviews <sup>3</sup>	254 reviews

<sup>1</sup>Percent completed in 4 days for 2013, 2012, and 2011 is an average of the percentages reported for the first, second, and third quarters of each year. Hansen system does not timely report a 4<sup>th</sup> qtr percentage for each year.

<sup>2</sup>Ditto, percent reported for reviews within 10 days is an average of the percentages reported for 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> qtrs for 2013, 2012, & 2011.

<sup>3</sup>Total number of reviews completed is the total number of reviews completed for the year (all four quarters summed together.)

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

Percent of Construction Inspections Completed Same Day as Requested			
Q1 2015	Q2 2015	Q3 2015	Q4 2015
96.1%	96.1%		
5,032	6,502		
15 + 2 shared use inspectors	15 + 2 share use <i>Note 1 of 15 was out all qtr on FMLA leave and another 1 retired on 4/30/15</i>		
Q1 2014	Q2 2014	Q3 2014	Q4 2014
97.2%	92.3%	87.5%	94.0%
4,718	6,172	7,841	6,877
14 + 2 shared use inspectors	13 + 2 shared use inspectors	14 + 2 shared use inspectors	15 + 2 shared inspectors
2013 Qtr Avg	2012 Qtr Avg	2011 Qtr Avg	2010 Qtr Avg
96.4 %	96.5%	97.3%	99.4%
6,091 inspections	6,215 inspections	5,691 inspections	Not available
14 + 3 shared use inspectors	15 + 3 shared used inspectors	15 full +3 shared use inspectors	Not available

**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)**

Life Safety Service Requests			
Q1 2015	Q2 2015	Q3 2015	Q4 2015
2 Received 1 Responded Same Day/50%	3 Received 2 Responded Same Day/67%		
Q1 2014	Q2 2014	Q3 2014	Q4 2014
4 Received 1 Responded Same Day/25%	10 Received 2 responded same day/20%	7 Received 2 responded same Day/29%	10 Received 4 responded same Day/40%

Life Safety Service Requests – Continued		
<b>2013 annual</b>	<b>2012 annual</b>	Note that some of the requests that Code Abatement used to handle are now inspected by Land Use Enforcement in 2014/2015, so numbers from current years are not directly comparable to numbers from 2013/2012
17 Received 9 Responded Same Day/ 48.7%	41 Received 21 Responded Same Day/ 57.5%	

Other (Non-Life Safety) Service Requests			
Q1 2015	Q2 2015	Q3 2015	Q4 2015
64 Received 62 responded within 7 days/97% Performed 3 building const. inspections	115 Received 82 responded within 7 days/71.3% Performed 169 building const. inspections		
Q1 2014	Q2 2014	Q3 2014	Q4 2014
42 Received 35 responded within 7 days/83% Performed 1 building const. inspection	120 Received 86 responded within 7 days/71% Performed 35 building const. inspections	131 Received 97 responded within 7 days/74% Performed 126 building const. inspections	82 Received 70 responded within 7 days/ 85% Performed 44 building const. inspections
2013 Qtr Avg	2012 Qtr Avg	Note that some of the requests that Code Abatement used to handle are now inspected by Land Use Enforcement in 2014/2015, so numbers from current years are not directly comparable to numbers from 2013/2012	
108 Received 78 Responded within 7 days/72.7% Performed 54 building const. inspections	123 Received 91 Responded within 7 days/ 75.7% Performed 156 building const. inspections		

Earlier Years (breakdown between life safety/non-life safety unavailable)

<b>2011</b>	500 investigated <i>(also performed 939 building inspections*)</i>
<b>2010</b>	455 investigated <i>(also performed 330 building inspections*)</i>

**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 2015	Q2 2015	Q3 2015	Q4 2015
100%	86% <sup>1</sup>		
Q1 2014	Q2 2014	Q3 2014	Q4 2014
100%	100%	93% <sup>2</sup>	25% <sup>3</sup>
2013 Qtr Ave	2012 Qtr Ave	2011 Qtr Ave	
100%	95%	77%	

<sup>1</sup>Twenty-one reviews in Q2 2015. Two were late due to high workload for plan reviews and platting actions. One was late due to Westgate emergency overflow and required site visit with designer, developer, MOA HLB manager. Comments were delayed until site visit was completed.

<sup>2</sup>Fourteen plan reviews received in 3<sup>rd</sup> quarter of 2014; completed 12 within 15 business days: an 86% rate. However, rate is reported as 93% due to advance agreement with the developer (Alyeska Development) that a longer review period would be needed for the Arlberg Avenue project.

<sup>3</sup>Four submittals Q4 2014 and completed 1 within 15 business days. Two reviews were late because Street Maintenance in Public Works failed to meet the due date for comments with a reviewer out on extended sick leave. The fourth one was late as it had a number of issues and Building Official wanted to wait to provide review comments until a meeting was arranged between MOA and the developer.

**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			
Q1 2015	Q2 2015	Q3 2015	Q4 2015
63%	64%		
3 staff	3 staff		
114 applications	215 applications		
Q1 2014	Q2 2014	Q3 2014	Q4 2014
92%	64%	57%	72%
3 staff	3 staff	3 staff	3 staff
111 applications	182 applications	222 applications	150 applications
2013	2012	2011	
67%	64%	80%	
3 staff	3 staff	3 staff	
658 applications	582 applications	491 applications	

**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			
Q1 2015	Q2 2015	Q3 2015	Q4 2015
38% in 3 days	19% in 3 days		
3 staff	3 staff		
26 reviews	19 reviews		
Q1 2014	Q2 2014	Q3 2014	Q4 2014
44% in 3 days	41% in 3 days	8% in 3 days	24% in 3 days
3 staff	3 staff	3 staff	3 staff
18 reviews	22 reviews	40 reviews	50 reviews
2013 Qtr Avg	2012 Qtr Avg	2011 Qtr Avg	
27% in 3 days	30% in 3 days	18% in 3 days	
3 staff	3 staff	3 staff	
126 reviews	109 reviews	78 reviews	

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

Percent of On-Site Permit Application Reviews Completed within 3 Business Days			
Q1 2015	Q2 2015	Q3 2015	Q4 2015
63% in 3 days	30% in 3 days		
3 staff	3 staff		
51 permits	136 permits		
Q1 2014	Q2 2014*	Q3 2014*	Q4 2014*
71% in 3 days	46% in 3 days	32% in 3 days	37% in 3 days
3 staff	3 staff	3 staff	3 staff
42 permits	128 permits	151 permits	73 permits
2013	2012	2011	
54% in 3 days	41% in 3 days	67% in 3 days	
3 staff	3 staff	3 staff	
353 permits	299 permits	270 permits	

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## **Land Use Permitting & Enforcement Section Development Services Department**

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### **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:



<b>Measure #9: Percent of inspections of permitted construction completed same day to ensure installation compliance w/ MOA standards &amp; specifications (ROW Enforcement)</b>
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Percent of Inspections Completed Same Days as Requested				
Month/Year	# of ROW Officers	Requested	Accomplished	Percent
Jan 15	7	24	24 / 1648	100%
Feb 15	7	19	19 / 430	100%
Mar 15	7	22	22 / 131	100%
Apr 15	7	36	36 / 429	100%
May 15	7	155	155 / 457	100%
Jun 15	7	284	284 / 700	100%
Jul 15				
Aug 15				
Sep 15				
Oct 15				
Nov 15				
Dec 15				
Jan 14	6	297	297 / 1468	100%
Feb 14	7	185	185 / 3420	100%
Mar 14	7	1752	1752 / 3107	100%
Apr 14	7	113	113 / 1703	100%
May 14	7	307	307 / 642	100%
Jun 14	7	342	342 / 766	100%
Jul 14	6	241	241 / 594	100%
Aug 14	6	280	280 / 757	100%
Sep 14	6	235	235 / 584	100%
Oct 14	6	97	97 / 633	100%
Nov 14	7	17	17 / 431	100%
Dec 14	7	20	20 / 646	100%
<b>Annual Totals – Prior Years</b>				
2013	6	1952	1952 / 6720	100%
2012	7	1309	1309 / 6512	100%
2011	7	1035	1035 / 3189	100%

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.

**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*)**

**Percent of Illegal ROW Usage Complaints Investigated within One Working Day**

Month & Year	# 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 ( <i>new cases</i> )	Cases w Violations Closed this Qtr ( <i>pre-existing cases</i> )
Jan 15	7	114	114	100%	4	90	45
Feb 15	7	43	43	100%	2		
Mar 15	7	54	54	100%	2		
Apr 15	7	64	64	100%	2	159	26
May 15	7	54	54	100%	3		
Jun 15	7	55	55	100%	5		
Jul 15							
Aug 15							
Sep 15							
Oct 15							
Nov 15							
Dec 15							
Jan 14	6	260	260	100%	12	616	58
Feb 14	7	152	152	100%	16		
Mar 14	7	151	151	100%	13		
Apr 14	7	45	45	100%	6	209	21
May 14	7	72	72	100%	6		
Jun 14	7	61	61	100%	11		
Jul 14	6	45	45	100%	24	234	30
Aug 14	6	125	125	100%	5		
Sep 14	6	83	83	100%	6		
Oct 14	6	118	118	100%	6	432	117
Nov 14	7	40	40	100%	3		
Dec 14	7	158	158	100%	11		
<b>Annual Totals – Prior Years</b>							
2013	6	1848	1864	101%*	189	1738	279
2012	7	2478	2457	99.2%	230	2420	125
2011 (3 qtrs)	7	1523	1493	98%	134	1425	161

\*Greater than 100%, because officers observed and investigated violations in same day in addition to investigating complaints received same day.

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

Percent of land use enforcement complaints that are inspected within one working day of receipt. (Land Use Enforcement Section)							
Month/Year	# 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 15	7	80	80	100%	2	69	41
Feb 15	7	75	75	100%	2		
Mar 15	7	131	131	100%	4		
Apr 15	7	152	152	100%	13	369	40
May 15	7	166	166	100%	6		
Jun 15	7	56	56	100%	1		
Jul 15							
Aug 15							
Sep 15							
Oct 15							
Nov 15							
Dec 15							
Jan 14	6	75	75	100%	4	258	71
Feb 14	6	76	76	100%	3		
Mar 14	6	87	87	100%	1		
Apr 14	6	88	88	100%	1	473	34
May 14	6	97	97	100%	1		
Jun 14	6	98	98	100%	7		
Jul 14	6	130	130	100%	5	274	80
Aug 14	7	114	114	100%	11		
Sep 14	7	97	97	100%	4		
Oct 14	6	90	90	100%	9	391	91
Nov 14	6	69	69	100%	4		
Dec 14	6	61	61	100%	5		
<b>Annual Totals – Prior Years</b>							
2013	5	1538	1529	99%	118	1118	416
2012	6	1826	1749	96%	119	1775	330
2011 (3 qtrs)	6	1194	1031	86%	182	940	512

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

2015		Jan	Feb	Mar	Apr	May	Jun
Inspections Requested		81	41	73	159	58	187
Completed Same Day		81	41	73	159	58	187
% Completed Same Day		100%	100%	100%	100%	100%	100%
# of Staff		7	7	7	7	7	7
2014		Jan	Feb	Mar	Apr	May	Jun
Inspections Requested		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
Yearly		2013			2012		
Inspections Requested		773			428		
Completed Same Day		772			426		
% Completed Same Day		99.9%			99.5%		
# of Staff		5			7		