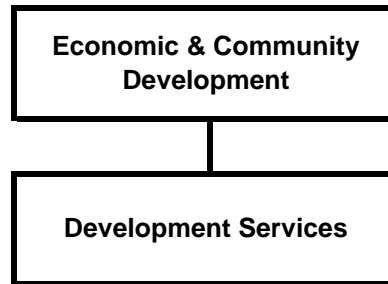


Development Services



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 Proposed | 16 v 15 % Chg |
|-------------------------------------|-------------------|-------------------|-------------------|------------------|
| Direct Cost by Division | | | | |
| DS Development Services | 9,920,272 | 10,551,078 | 11,172,485 | 5.89% |
| Direct Cost Total | 9,920,272 | 10,551,078 | 11,172,485 | 5.89% |
| Intragovernmental Charges | | | | |
| Charges by/to Other Departments | 2,629,062 | 2,646,334 | 2,719,334 | 2.76% |
| Function Cost Total | 12,549,334 | 13,197,412 | 13,891,819 | 5.26% |
| Program Generated Revenue | (11,389,605) | (9,112,329) | (9,872,625) | 8.34% |
| Net Cost Total | 1,159,729 | 4,085,083 | 4,019,194 | (1.61%) |
| Direct Cost by Category | | | | |
| 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% |
| Direct Cost Total | 9,920,272 | 10,551,078 | 11,172,485 | 5.89% |
| Position Summary as Budgeted | | | | |
| Full-Time | 68 | 69 | 73 | 5.80% |
| Part-Time | - | - | - | - |
| Position Total | 68 | 69 | 73 | 5.80% |

Development Services

Reconciliation from 2015 Revised Budget to 2016 Proposed Budget

| | Direct Costs | Positions | | |
|---|-------------------|-----------|----------|----------|
| | | FT | PT | Seas/T |
| 2016 Continuation Level | - | - | - | - |
| Transfers (to)/from Other Agencies | | | | |
| - 2016 Reorganization - from Community Development Department; Development Services Division, per AO 2015-112 | 10,624,558 | 69 | - | - |
| - 2016 Reorganization - from Community Development Department; Planning Administration Division, per AO 2015-112 | 417,130 | 3 | - | - |
| - 2016 Reorganization - from Community Development Department, per AO 2015-112 - Non Labor | 64,402 | | | |
| 2016 Proposed Budget Changes | | | | |
| - <u>Development Services Fund 181</u> - EPlan Review Annual Software Cost | 36,820 | - | - | - |
| - <u>Development Services Fund 181</u> - Add Electrical Inspector - existing pool of 4 inspectors is insufficient | 142,207 | 1 | - | - |
| - <u>Development Services</u> - Merchant Credit Card Fees Recovery | (112,632) | - | - | - |
| 2016 Proposed Budget | 11,172,485 | 73 | - | - |

Development Services
Division Summary
DS Development Services

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

| | 2014 Actuals | 2015 Revised | 2016 Proposed | 16 v 15 % Chg |
|--|-------------------|-------------------|-------------------|------------------|
| Direct Cost by Category | | | | |
| 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% |
| Manageable Direct Cost Total | 9,890,232 | 10,551,078 | 11,172,485 | 5.89% |
| Debt Service | 30,040 | - | - | - |
| Non-Manageable Direct Cost Total | 30,040 | - | - | - |
| Direct Cost Total | 9,920,272 | 10,551,078 | 11,172,485 | - |
| Intragovernmental Charges | | | | |
| Charges by/to Other Departments | 2,629,062 | 2,646,334 | 2,719,334 | 2.76% |
| Function Cost Total | 12,549,334 | 13,197,412 | 13,891,819 | 5.26% |
| Program Generated Revenue by Fund | | | | |
| Fund 101000 - Areawide General | 2,973,037 | 2,490,929 | 2,736,625 | 9.86% |
| Fund 163000 - Anchorage Building Safety SA | 8,416,568 | 6,621,400 | 7,136,000 | 7.77% |
| Program Generated Revenue Total | 11,389,605 | 9,112,329 | 9,872,625 | 8.34% |
| Net Cost Total | 1,159,729 | 4,085,083 | 4,019,194 | (1.61%) |
| Position Summary as Budgeted | | | | |
| Full-Time | 68 | 69 | 73 | 5.80% |
| Position Total | 68 | 69 | 73 | 5.80% |

Development Services

Division Detail

DS Development Services

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

| | 2014 Actuals | 2015 Revised | 2016 Proposed | 16 v 15 % Chg |
|---|-------------------|-------------------|-------------------|------------------|
| Direct Cost by Category | | | | |
| 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% |
| Manageable Direct Cost Total | 9,890,232 | 10,551,078 | 11,172,485 | 5.89% |
| Debt Service | 30,040 | - | - | - |
| Non-Manageable Direct Cost Total | 30,040 | - | - | - |
| Direct Cost Total | 9,920,272 | 10,551,078 | 11,172,485 | 5.89% |
| Intragovernmental Charges | | | | |
| Charges by/to Other Departments | 2,629,062 | 2,646,334 | 2,719,334 | 2.76% |
| Program Generated Revenue | | | | |
| 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%) |
| 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 | 285,000 | 633.70% |
| 406010 - Land Use Permits-HLB | 134,491 | - | - | - |
| 406020 - Inspections | 316,727 | 435,000 | 400,000 | (8.05%) |
| 406030 - Landscape Plan Review Pmt | 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 | - |
| Program Generated Revenue Total | 11,389,605 | 9,112,329 | 9,872,625 | 8.34% |
| Net Cost | | | | |
| Direct Cost Total | 9,920,272 | 10,551,078 | 11,172,485 | 5.89% |

Net Cost

| | | | | |
|---------------------------------------|------------------|------------------|------------------|----------------|
| 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% |
| Net Cost Total | 1,159,729 | 4,085,083 | 4,019,194 | (1.61%) |

Position Detail as Budgeted

| | 2014 Revised | | 2015 Revised | | 2016 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 | - |
| 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 | - |
| Position Detail as Budgeted Total | 68 | - | 69 | - | 73 | - |

Anchorage: Performance. Value. Results

Building Safety Section Development Services 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 1 st 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 st -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 ¹ | 73% in 4 days ¹ | 69% in 4 days ¹ | 75% in 4 days |
| 92% in 10 days ² | 94% in 10 days ² | 92% in 10 days ² | 98.5% in 10 days |
| 1766 reviews ³ | 1544 reviews ³ | 1196 reviews ³ | 254 reviews |

¹Percent 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 4th qtr percentage for each year.

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

³Total 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 | | |
|---|--|---|
| 2013 annual | 2012 annual | 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)

| | |
|-------------|--|
| 2011 | 500 investigated <i>(also performed 939 building inspections*)</i> |
| 2010 | 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% ¹ | | |
| Q1 2014 | Q2 2014 | Q3 2014 | Q4 2014 |
| 100% | 100% | 93% ² | 25% ³ |
| 2013 Qtr Ave | 2012 Qtr Ave | 2011 Qtr Ave | |
| 100% | 95% | 77% | |

¹Twenty-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.

²Fourteen plan reviews received in 3rd 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.

³Four 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 | |

Land Use Permitting & Enforcement Section Development Services 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 same day to ensure installation compliance w/ MOA standards & specifications (ROW Enforcement) |
|--|

| 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% |
| Annual Totals – Prior Years | | | | |
| 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 (new cases) | Cases w Violations Closed this Qtr (pre-existing cases) |
|-----------------------------|-------------------|----------------------|--|---|----------------------------|--|---|
| 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 | | |
| Annual Totals – Prior Years | | | | | | | |
| 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 | | |
| Annual Totals – Prior Years | | | | | | | |
| 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 | | | | |