
Development Services Department

Anchorage: Performance. Value. Results.

Purpose

Development Services works to facilitate development in accordance with municipal codes, municipal design criteria, and municipal construction standards. We protect public health through regulation of on-site water and wastewater systems. We respond to our customers seeking building, right-of-way, and land use permits or inspections or code enforcement information with open, friendly, cost efficient and effective service.

Core Services

- Enable property development through building and land use permitting;
- Ensure new construction meets municipal standards for protecting safety, public health, and environmental quality; and
- Enforce municipal codes to protect public assets such as rights-of-way and to promote clean and attractive neighborhoods.

Building Safety Division 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

- 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 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.

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 2023 | Q2 2023 | Q3 2023 | Q4 2023 |
| 7.25 Minutes | 11.07 Minutes | Minutes | Minutes |
| 1571 Customers | 2601 Customers | Customers | Customers |
| 3 Employees | 4 Employees | Employees | Employees |
| Q1 2022 | Q2 2022 | Q3 2022 | Q4 2022 |
| 4.86 Minutes | 16.01 Minutes | 10.73 Minutes | 7.31 minutes |
| 1752 Customers | 2276 Customers | 2373 Customers | 1590 Customers |
| 3.5 Employees | 2 Employees | 4 Employees | 3 Employees |
| Q1 2021 | Q2 2021 | Q3 2021 | Q4 2021 |
| COVID drop-off only svc | Switched from drop-off to in-person svc 5/24/21 4.47 minutes | 5.21 minutes | 3.98 minutes |
| Drop off service/ COVID | 877 customers (# from 5/24/21 – 6/30/21) | 2,347 customers | 1377 customers |
| 4.5 employees | 6 employees | 6 employees | 4 employees |
| Q1 2020 | Q2 2020 | Q3 2020 | Q4 2020 |
| 13.01 minutes | COVID drop-off only svc | COVID drop-off only svc | COVID drop-off only svc |
| 2,824 customers | Drop off service/ COVID | Drop off service/ COVID | Drop off service/ COVID |
| 4 employees | 3.5 employees | 3.5 employees | 5 employees |
| 2019 Qtr Avg | 2018 Qtr Avg | 2017 Qtr Avg | 2016 Qtr Avg |
| 18.38 minutes | 15.15 minutes | 15.74 minutes | 14.22 minutes |
| 3,804 customers | 3,857 customers | 3,790 customers | 3,955 customers |
| 4.5 employees | 4.75 employees | 4.1 employees | 4.3 employees |
| 2015 Qtr Avg | 2014 Qtr Avg | 2013 Qtr Avg | 2012 Qtr Avg |
| 14.25 minutes | 19.20 minutes | 22.34 minutes | 19.15 minutes |
| 4,201 customers | 4,488 customers | 4,049 customers | 3,536 customers |
| 5 employees | 4 employees | 4 employees | 3 employees |

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 2023 | Q2 2023 | Q3 2023 | Q4 2023 |
| 88% in 4 days | Data unavailable. Issues with report accuracy due to work being submitted through eplans and report from Infor being broken. | in 4 days | in 4 days |
| 98% in 10 days | in 10 days | in 10 days | in 10 days |
| 195 Reviews | Reviews | Reviews | Reviews |
| Q1 2022 | Q2 2022 | Q3 2022 | Q4 2022 |

| | | | |
|----------------|-----------------|----------------------|----------------------|
| 73% 4 days | 74% in 4 days | 70% in 4 days | 83% in 4 days |
| 94% in 10 days | 91 % in 10 days | 91% in 10 days | 96% in 10 days |
| 160 Reviews | 299 Reviews | 244 Reviews | 139 Reviews |
| Q1 2021 | Q2 2021 | Q3 2021 | Q4 2021 |
| 47% in 4 days | 78% in 4 days | 81% in 4 days | 92% in 4 days |
| 77% in 10 days | 93% in 10 days | 94% in 10 days | 99% in 10 days |
| 189 Reviews | 720 Reviews | 610 Reviews | 266 Reviews |
| Q1 2020 | Q2 2020 | Q3 2020 | Q4 2020 |
| 80% in 4 days | 72% in 4 days | 71% in 4 days | 66% in 4 days |
| 97% in 10 days | 92% in 10 days | 91% in 10 days | 86% in 10 days |
| 229 Reviews | 638 reviews | 611 reviews | 284 Reviews |

| | | | |
|---|---|---|---|
| 2019 | 2018 | 2017 | 2016 |
| 85% in 4 days | 89% in 4 days ¹ | 87% in 4 days | 88% in 4 days |
| 95% in 10 days | 96.5% in 10 days ² | 98% in 10 days | 99% in 10 days |
| 1,871 reviews/yr. | 1,749 reviews/yr ³ | No Grand Total (no data for 1 quarter) | No Grand Total (no data for 1 quarter) |
| 2015 | 2014 | 2013 | 2012 |
| 87% in 4 days | 86% in 4 days | 77% in 4 days | 73% in 4 days |
| 98% in 10 days | 98% in 10 days | 94% in 10 days | |
| No Grand Total (no data for 1 quarter) | No Grand Total (no data for 1 quarter) | 1544 reviews | |

¹Percent completed in 4 days for 2018 through 2012 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, 3rd quarters for 2018-2012.

³Total number of reviews completed equals grand total number of reviews completed for the year.

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

| Percent of Construction Inspections Completed Same Day as Requested | | | |
|---|--|-----------------------|-------------------------------------|
| Q1 2023 | Q2 2023 | Q3 2023 | Q4 2023 |
| 99% | 99% | % | % |
| 3858 regular insp. (96 leftover) | 5238 regular insp. (65 leftover) | regular insp. | regular insp. |
| 18 inspectors | 18 inspectors | inspectors | inspectors |
| Q1 2022 | Q2 2022 | Q3 2022 | Q4 2022 |
| 99.02% | 99.94% | 99.74% | 99.9% |
| 3911 regular insp. (132 leftovers) | 5,169 regular insp. (309 leftovers) | 7454 290 leftovers | 4,562 regular insp. 14 leftovers |
| 11 inspectors (+ 1 inspector updating V&A) | 11 inspectors (+ 1 inspector updating V&A) | 14 inspectors | 18 inspectors |
| Q1 2021 | Q2 2021 | Q3 2021 | Q4 2021 |

| | | | |
|--|---|---------------------------------|--|
| 99.9% | 99.9% | 99.9% | 99.9% |
| 4,162 regular insp. (104 business license/ vacant/abandoned) | 5,901 regular insp. | 6,349 regular insp. | 5,798 regular insp. |
| 15 inspectors | 15 inspectors | 15 inspectors | 12 inspectors |
| Q1 2020 | Q2 2020 | Q3 2020 | Q4 2020 |
| 99.8% | 99.9% | 99.9% | 99.8% |
| 3,827 regular insp. | 4,423 regular insp. | 5,406 regular insp. | 4,793 regular insp. (104 business license/ vacant/abandoned) |
| 15 inspectors | 15 inspectors | 15 inspectors | 15 inspectors |
| <p>Note Point Mackenzie earthquake occurred on 11/28/18. Structural inspectors immediately began damage assessment inspections, working extra 2 hours per weekday and 10 hours on Saturdays for the remainder of 2018 and early months of 2019.</p> | | | |
| 2019 Qtr Avg | 2018 Qtr Avg | 2017 Qtr Avg | 2016 Qtr Avg |
| 99.85% | 99.65% | 96.6% | 96.3% |
| 5,307 inspections plus 660 earthquake insp. | 6,158 inspections plus 790 earthquake insp. | 5,382 inspections | 5,470 inspections |
| 15 inspectors | 15.5 inspectors | 14 inspectors | 14.3 inspectors |
| 2015 Qtr Avg | 2014 Qtr Avg | 2013 Qtr Avg | 2012 Qtr Avg |
| 94% | 92.8% | 96.4 % | 96.5% |
| 6,274 inspections | 6,402 inspections | 6,091 inspections | 6,215 inspections |
| 15 inspectors | 14 + 2 shared use inspectors | 14 + 3 shared use inspectors | 15 + 3 shared used inspectors |

Measure #4: Code Abatement Service Requests: new requests, number resolved, remaining open cases (Code Abatement Unit)

| 2023 DATA | | | | | | | | |
|-----------------------------------|------------------------|---------------------------------|------------------------|---------------------------------|------------------------|---------------------------------|------------------------|---------------------------------|
| 2023 SERVICE REQUEST TYPES | Q1 New Requests | Q1 New Requests Resolved | Q2 New Requests | Q2 New Requests Resolved | Q3 New Requests | Q3 New Requests Resolved | Q4 New Requests | Q4 New Requests Resolved |
| Abatement General Intake | 8 | 7 | 9 | 4 | | | | |
| Abandoned Buildings | 29 | 6 | 28 | 3 | | | | |
| Building Open to Casual Access | 3 | 1 | 4 | 4 | | | | |
| Dangerous Building | 21 | 11 | 17 | 5 | | | | |
| Fire Damaged Building | 16 | 8 | 14 | 5 | | | | |

| | | | | | | | | |
|---|-------------------|----|-------------------|-----|--|--|--|--|
| Water Damaged Building | 27 | 12 | 42 | 15 | | | | |
| Illegal Fill/Excavation | 1 | 0 | 3 | 2 | | | | |
| Notice of License Requirement | 9 | 9 | 2 | 1 | | | | |
| Notice of Permit Requirement | 20 | 12 | 44 | 20 | | | | |
| Business License Inspection | 79 | 75 | 128 | 109 | | | | |
| Code Compliance Inspection | 30 | 26 | 48 | 31 | | | | |
| Misc. Service Requests | 60 | 33 | 61 | 36 | | | | |
| TOTAL New Service Requests | <u>303</u> | | <u>400</u> | | | | | |
| <i>New</i> Service Requests Resolved | <u>110</u> | | <u>227</u> | | | | | |
| <i>Prior</i> Service Requests Resolved | <u>296</u> | | <u>122</u> | | | | | |
| TOTAL <i>Resolved</i> this Quarter | <u>396</u> | | <u>349</u> | | | | | |
| TOTAL OPEN Service Requests Remaining at End of this Qtr | <u>325</u> | | <u>376</u> | | | | | |

| 2022 DATA | | | | | | | | |
|---|------------------------|---------------------------------|------------------------|---------------------------------|------------------------|---------------------------------|------------------------|---------------------------------|
| 2022 SERVICE REQUEST TYPES | Q1 New Requests | Q1 New Requests Resolved | Q2 New Requests | Q2 New Requests Resolved | Q3 New Requests | Q3 New Requests Resolved | Q4 New Requests | Q4 New Requests Resolved |
| Abatement General Intake | 2 | 0 | 2 | 4 | 6 | 5 | 2 | 1 |
| Abandoned Buildings | 11 | 4 | 2 | 20 | 19 | 18 | 28 | 4 |
| Building Open to Casual Access | 0 | 0 | 9 | 7 | 18 | 6 | 1 | 1 |
| Dangerous Building | 4 | 3 | 16 | 14 | 20 | 7 | 11 | 4 |
| Fire Damaged Building | 14 | 9 | 12 | 13 | 21 | 14 | 8 | 3 |
| Water Damaged Building | 15 | 9 | 36 | 30 | 52 | 26 | 15 | 3 |
| Illegal Fill/Excavation | 0 | 0 | 1 | 2 | 4 | 1 | 1 | 1 |
| Notice of License Requirement | 1 | 0 | 5 | 2 | 10 | 5 | 5 | 2 |
| Notice of Permit Requirement | 9 | 4 | 52 | 42 | 65 | 33 | 21 | 15 |
| Business License Inspection | 15 | 92 | 117 | 153 | 117 | 58 | 80 | 79 |
| Code Compliance Inspection | 3 | 2 | 17 | 35 | 20 | 16 | 14 | 8 |
| Misc. Service Requests | 47 | 18 | 74 | 56 | 65 | 38 | 36 | 17 |
| TOTAL New Service Requests | | | | | <u>417</u> | | <u>224</u> | |
| <i>New</i> Service Requests Resolved | <u>141</u> | | <u>240</u> | | <u>239</u> | | <u>138</u> | |
| <i>Prior</i> Service Requests Resolved | <u>289</u> | | <u>138</u> | | <u>130</u> | | <u>212</u> | |
| TOTAL <i>Resolved</i> this Quarter | <u>430</u> | | <u>378</u> | | <u>369</u> | | <u>350</u> | |
| TOTAL OPEN Service Requests Remaining at End of this Qtr | <u>320</u> | | <u>210</u> | | <u>396</u> | | <u>318</u> | |

| 2021 DATA | | | | | | | | |
|---|-----------------|--------------------------|-----------------|--------------------------|-----------------|--------------------------|-----------------|--------------------------|
| 2021 SERVICE REQUEST TYPES | Q1 New Requests | Q1 New Requests Resolved | Q2 New Requests | Q2 New Requests Resolved | Q3 New Requests | Q3 New Requests Resolved | Q4 New Requests | Q4 New Requests Resolved |
| Abatement General Intake | 2 | 2 | 9 | 9 | 3 | 5 | 3 | 0 |
| Abandoned Buildings | 87 | 43 | 139 | 63 | 16 | 15 | 15 | 2 |
| Building Open to Casual Access | 2 | 2 | 1 | 1 | 3 | 10 | 4 | 5 |
| Dangerous Building | 5 | 5 | 3 | 2 | 5 | 4 | 5 | 8 |
| Fire Damaged Building | 15 | 9 | 16 | 16 | 4 | 4 | 11 | 11 |
| Water Damaged Building | 5 | 4 | 7 | 6 | 16 | 15 | 16 | 18 |
| Illegal Fill/Excavation | 0 | 0 | 1 | 1 | 3 | 1 | 0 | 0 |
| Notice of License Requirement | 16 | 10 | 7 | 5 | 7 | 20 | 7 | 6 |
| Notice of Permit Requirement | 39 | 20 | 44 | 10 | 20 | 51 | 43 | 22 |
| Business License Inspection | 49 | 45 | 123 | 2 | 52 | 52 | 62 | 96 |
| Code Compliance Inspection | 41 | 34 | 20 | 1 | 22 | 22 | 36 | 38 |
| Misc. Service Requests | 25 | 15 | 44 | 34 | 17 | 13 | 35 | 35 |
| TOTAL New Service Requests | | | | | | | | |
| <i>New</i> Service Requests Resolved | <u>286</u> | | <u>414</u> | | <u>170</u> | | <u>225</u> | |
| <i>Prior</i> Service Requests Resolved | <u>189</u> | | <u>150</u> | | <u>164</u> | | <u>119</u> | |
| TOTAL <i>Resolved</i> this Quarter | <u>351</u> | | <u>544</u> | | <u>324</u> | | <u>368</u> | |
| TOTAL OPEN Service Requests Remaining at End of this Qtr | <u>372</u> | | <u>419</u> | | 218 | | <u>385</u> | |

| 2020 DATA | | | | | | | | |
|---|-----------------|--------------------------|-----------------|--------------------------|-----------------|--------------------------|-----------------|--------------------------|
| 2019 SERVICE REQUEST TYPES | Q1 New Requests | Q1 New Requests Resolved | Q2 New Requests | Q2 New Requests Resolved | Q3 New Requests | Q3 New Requests Resolved | Q4 New Requests | Q4 New Requests Resolved |
| Abatement General Intake | 6 | 5 | 5 | 5 | 6 | 5 | 4 | 3 |
| Abandoned Buildings | 89 | 48 | 68 | 17 | 46 | 4 | 63 | 23 |
| Building Open to Casual Access | 4 | 3 | 6 | 2 | 3 | 2 | 6 | 3 |
| Dangerous Building | 15 | 6 | 17 | 11 | 13 | 8 | 13 | 11 |
| Fire Damaged Building | 26 | 24 | 20 | 19 | 17 | 15 | 15 | 13 |
| Water Damaged Building | 9 | 1 | 5 | 3 | 1 | 1 | 1 | 0 |
| Illegal Fill/Excavation | 0 | 0 | 8 | 2 | 7 | 5 | 3 | 3 |
| Notice of License Requirement | 4 | 3 | 14 | 8 | 8 | 5 | 14 | 8 |
| Notice of Permit Requirement | 30 | 16 | 68 | 35 | 73 | 58 | 41 | 22 |
| Business License Inspection | 147 | 94 | 50 | 48 | 71 | 71 | 101 | 85 |
| Code Compliance Inspection | 24 | 21 | 16 | 12 | 32 | 28 | 34 | 28 |
| Misc. Service Requests | 32 | 24 | 40 | 28 | 45 | 21 | 41 | 27 |
| TOTAL New Service Requests | <u>386</u> | | <u>317</u> | | <u>322</u> | | <u>336</u> | |
| <i>New</i> Service Requests Resolved | <u>245</u> | | <u>190</u> | | <u>223</u> | | <u>226</u> | |
| <i>Prior</i> Service Requests Resolved | <u>443</u> | | <u>260</u> | | <u>218</u> | | <u>170</u> | |
| TOTAL <i>Resolved</i> this Quarter | <u>688</u> | | <u>450</u> | | <u>441</u> | | <u>396</u> | |
| TOTAL OPEN Service Requests Remaining at End of this Qtr | <u>494</u> | | <u>487</u> | | 432 | | <u>380</u> | |

| Quarterly Averages for: | 2019* | 2018 | | |
|---|-------|------|--|--|
| New Service Requests Received | 306 | 248 | | |
| No. New Service Requests Resolved | 199 | 153 | | |
| No. Prior Service Requests Resolved | 149 | 74 | | |
| Total No. Resolved (New & Prior) | 348 | 228 | | |
| No. Requests Remaining Open at Qtr End | 471 | 421 | | |
| <i>*Code Abatement inspectors also performed 243 earthquake damage inspections during Q1 2019</i> | | | | |

Measure #5: Percent of all required MOA development plan review responses provided to a customer within 15 business days of submittal (Private Development Section)

| Percent of Development Review Responses Provided Within Fifteen Business Days | | | |
|---|-------------------|-------------------|--------------------|
| Q1 2023 | Q2 2023 | Q3 2023 | Q4 2023 |
| 100% ⁸ | 100% ⁹ | % | % |
| Q1 2022 | Q2 2022 | Q3 2022 | Q4 2022 |
| 80% | 92% ⁵ | 100% ⁶ | 100 % ⁷ |
| Q1 2021 | Q2 2021 | Q3 2021 | Q4 2021 |
| 79% ¹ | 94% ² | 100% ³ | 86 % ⁴ |
| Q1 2020 | Q2 2020 | Q3 2020 | Q4 2020 |
| 70% | 80% | 100% | 100% |
| 2019 Qtr Avg | 2018 Qtr Avg | 2017 Qtr Avg | 2016 Qtr Avg |
| 71.1% | 71.4% | 89.3% | 78.3% |
| 2015 Qtr Avg | 2014 Qtr Avg | 2013 Qtr Avg | 2012 Qtr Avg |
| 89.3% | 80% | 100% | 95% |

¹ Fourteen reviews in Q1 2021; three were 1 to 2 days late due to late comment submittals from other reviewing agencies.

² Eighteen reviews in Q2 2021; 17 were sent out on time. One was due on a Friday and went out the following Monday due to late comment submittals.

³ Fifteen reviews in Q3 2021. 100% of reviews sent out on time.

⁴ Seven reviews in Q4 2021. 86% of reviews sent out on time.

⁵ Thirteen reviews in Q2 2022. 12 sent out on time and 1 late.

⁶ Ten reviews in Q3 2022, 100% of reviews sent out on time.

⁷ Eight Reviews in Q4 2022, 100% of reviews sent out on time.

⁸ Seven Reviews in Q1 2023, 100% of reviews sent out on time.

⁹ Nine Reviews in Q2 2023, 100% of reviews sent out on time.

Measure #6: Percent of certificate of on-site approval (COSA) applications for existing wastewater (septic) systems reviewed within 3 business days (On-Site Water & Wastewater Section)

| Percent of Certificate of On-Site Acceptance Applications Reviewed w/ 3 Business Days | | | |
|---|--|---------|---------|
| Q1 2023 | Q2 2023 | Q3 2023 | Q4 2023 |
| 44% | Data unavailable. Issues with report accuracy due to work being submitted through eplans and report from Infor being broken. | % | % |

| | | | |
|--|----------------------|----------------------|----------------------|
| 2 staff | staff | staff | staff |
| 79 applications | applications | applications | applications |
| Q1 2022 | Q2 2022 | Q3 2022 | Q4 2022 |
| 75% | 41% | 35% | 55% |
| 3 Staff | 3 Staff | 2 Staff | 3 Staff |
| 119 applications | 196 applications | 162 applications | 85 applications |
| Q1 2021 | Q2 2021 | Q3 2021 | Q4 2021 |
| 82% | 56% | 50% | 71% |
| 3 staff | 3 staff | 3 staff | 3 staff |
| 145 applications | 220 applications | 217 applications | 147 applications |
| Q1 2020 | Q2 2020 | Q3 2020 | Q4 2020 |
| 95% | 87% | 41 % | 67 % |
| 3 staff | 3 staff | 3* staff | 3 staff |
| 129 applications | 163 applications | 242 applications | 166 applications |
| 2019 | 2018 | 2017 | 2016 |
| 76% | 93.8% | 90.3% | 82.3% |
| 3 staff | 3 staff | 3 staff | 2.7 staff |
| 608 applications/yr. | 650 applications/yr. | 577 applications/yr. | 614 applications/yr. |
| 2015 | 2014 | 2013 | 2012 |
| 61% | 71% qtr avg | 67% qtr avg | 64% qtr avg |
| 3 staff | 3 staff | 3 staff | 3 staff |
| 684 applications/yr. | 665 applications/yr. | 658 applications/yr. | 582 applications/yr. |
| *One of three staff out for medical leave for part of Q3 2020. | | | |

Measure #7: Percent of private engineers' inspection reports submitted to the MOA that are reviewed and completed within 3 business days after date of submittal. (On-Site Water and Wastewater Section)

| Percent of Inspection Report Reviews Completed within 3 Business Days | | | |
|---|--|----------------|----------------|
| Q1 2023 | Q2 2023 | Q3 2023 | Q4 2023 |
| 19% in 3 days | Data unavailable. Issues with report accuracy due to work being submitted through eplans and report from Infor being broken. | % in 3 days | % in 3 days |
| 2 staff | | staff | staff |
| 32 reviews | | reviews | reviews |
| Q1 2022 | Q2 2022 | Q3 2022 | Q4 2022 |
| 66% in 3 days | 25% in 3 days | 20% in 3 days | 22% in 3 days |
| 3 staff | 3 staff | 2 staff | 3 staff |
| 59 reviews | 28 reviews | 20 reviews | 41 reviews |
| Q1 2021 | Q2 2021 | Q3 2021 | Q4 2021 |

| | | | |
|---|----------------------------|----------------------------|----------------------------|
| 63% in 3 days | 77% in 3 days | 67% in 3 days | 59% in 3 days |
| 3 staff | 3 staff | 3 staff | 3 staff |
| 70 reviews | 35 reviews | 49 reviews | 63 reviews |
| Q1 2020 | Q2 2020 | Q3 2020 | Q4 2020 |
| 48% in 3 days | 89% in 3 days | 42% in 3 days | 49% in 3 days |
| 3 staff | 3 staff | 3* staff | 3 staff |
| 69 reviews | 38 reviews | 55 reviews | 80 reviews |
| 2019 | 2018 | 2017 | 2016 |
| 49% in 3 days Qtr Avg | 74.3% in 3 days Qtr Avg | 63.5% in 3 days Qtr Avg | 11.5% in 3 days Qtr Avg |
| 3 staff | 3 staff | 3 staff | 2.7 staff |
| 237 reviews/yr. | 292 reviews/yr. | 141 reviews/yr. | 125 reviews/yr. |
| 2015 | 2014 | 2013 | 2012 |
| 21% in 3 days Qtr Avg | 29% in 3 days Qtr Avg | 27% in 3 days Qtr Avg | 30% in 3 days Qtr Avg |
| 2.7 staff | 3 staff | 3 staff | 3 staff |
| 97 reviews/yr. | 130 reviews/yr. | 126 reviews/yr. | 109 reviews/yr. |
| <i>*One of three staff out for medical leave for part of Q3 2020.</i> | | | |
| | | | |

Measure #8: Percent of on-site well and septic permit application reviews completed within 3 business days (*On-Site Water and Wastewater Section*)

| Percent of On-Site Permit Application Reviews Completed within 3 Business Days | | | |
|--|--|---------------|---------------|
| Q1 2023 | Q2 2023 | Q3 2023 | Q4 2023 |
| 50% in 3 days | Data unavailable. Issues with report accuracy due to work being submitted through eplans and report from Infor being broken. | % in 3 days | % in 3 days |
| 2 staff | | staff | staff |
| 50 permits | | permits | permits |
| Q1 2022 | Q2 2022 | Q3 2022 | Q4 2022 |
| 73 % in 3 days | 22% in 3 days | 20% in 3 days | 22% in 3 days |
| 3 staff | 3 staff | 2 staff | 3 staff |
| 67 permits | 164 permits | 149 permits | 85 permits |
| Q1 2021 | Q2 2021 | Q3 2021 | Q4 2021 |
| 78% in 3 days | 48% in 3 days | 46% in 3 days | 71% in 3 days |
| 3 staff | 3 staff | 3 staff | 3 staff |
| 91 permits | 157 permits | 162 permits | 72 permits |
| Q1 2020 | Q2 2020 | Q3 2020 | Q4 2020 |
| 92% in 3 days | 76% in 3 days | 33% in 3 days | 42% in 3 days |
| 3 staff | 3 staff | 3*staff | 3 staff |
| 52 permits | 160 permits | 192 permits | 96 permits |

| 2019 | 2018 | 2017 | 2016 |
|---|--------------------------|--------------------------|--------------------------|
| 63.5% in 3 days | 87.5% in 3 days | 72% in 3 days | 43.5% in 3 days |
| 3 staff | 3 staff | 3 staff | 2.7 staff |
| 527 permits | 439 permits | 376 permits | 359 permits |
| 2015 | 2014 | 2013 | 2012 |
| 43% in 3 days | 47% in 3 days Qtr Avg | 54% in 3 days Qtr Avg | 41% in 3 days Qtr Avg |
| 3 staff | 3 staff | 3 staff | 3 staff |
| 381 permits | 394 permits | 353 permits | 299 permits |
| <i>*One of three staff out for medical leave for part of Q3 2020.</i> | | | |

Land Use Permitting & Enforcement Division Development Services Department

Anchorage: Performance. Value. Results.

Purpose

Protect the public health, safety, welfare, and economic vitality by:

Protecting the traveling public and improving the quality, useful life, and safety of public infrastructure within the rights-of-way of the Municipality of Anchorage;

Improving quality of life and property values through effective application and enforcement of Anchorage Municipal Code Title 15 (Environmental Protection), 21 (Land Use Planning), 24 (Streets and Rights of Way), and six other codes;

Providing technical expertise and assistance to the public and development community through review of development proposals, land use and building permits and facility licenses; and

Maintaining unique addressing and street names to ensure 911 public safety and conformance with Anchorage's land use regulations.

Direct Services

Right of Way Permitting & Enforcement

- Interpret, apply, and enforce Anchorage Municipal Code Title 24, Streets & Rights of Way and eight other municipal codes;
- Investigate and resolve complaints of unsafe or illegal usage of rights-of-way;
- Inspect construction projects within municipal rights-of-way;
- Review construction plans and issue right-of-way permits on a timely basis; and
- Provide critical support for community events such as Fur Rendezvous and Iditarod.

Land Use Enforcement

Interpret, apply, and enforce Anchorage Municipal Code Title 15 (Environmental Protection), Title 21 (Land Use Planning), and seven other municipal codes; and

- Review and inspect marijuana businesses, day care centers, animal facilities, & businesses selling alcoholic beverages for compliance with municipal land use regulations when those businesses seek new licenses or renewals.

Addressing

- Maintain the Master Street Address Guide (MSAG);
- Provide critical support to maintain the 911 address data layer to support the Anchorage Police and Fire Departments; and
- Assign addresses to new construction and work to eliminate duplicate street names.

Accomplishment Goals

- Continue to make progress eliminating duplicate street names to ensure the uniqueness of each address, thereby improving E911 response times.
- Protect the traveling 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; and
- Provide timely and accurate services for:
 - Business facility reviews and inspections
 - Assignment of new addresses, and
 - Maintenance of GIS map data layers for roads and addresses

Performance Measures

Progress in achieving goals will be measured by:

Performance Measures Definitions and Terminology

Example: Measure #11: Percent of land use enforcement **complaints** with **investigation** initiated within one **working day** of receipt. (*Land Use Enforcement*)

Complaint(s) is defined as a request for assistance or an allegation of a use or activity not permitted by applicable Anchorage Municipal Code (AMC).

Investigated or Investigation is defined as the formal examination or action by the assigned enforcement agency to resolve the request for assistance and/or determine whether a violation of municipal code has occurred.

Examples include but are not limited to: complaint review, contact of complainant or alleged violator, issuance of relevant correspondence, site visit and the like, and completion of the supporting data entry and documentation of evidence and results.

Working day is defined as a scheduled shift a code enforcement officer is working who is responsible for the type of complaint and area the complaint is filed in.

“Working day” **does not** include scheduled days off such as weekends or holidays. However, “working day” **includes** scheduled vacation days as management has the responsibility to provide area coverage during those times.

Measure #9: Inspections of permitted construction completed to ensure installation compliance w/ MOA standards & specifications (ROW Enforcement Section)

| Right of Way Construction Inspections Completed | | | |
|---|-------------------|--------------|-------|
| Month/Year | # of ROW Officers | Accomplished | YTD |
| Jan 23 | 6 | 529 | 529 |
| Feb 23 | 6 | 233 | 762 |
| Mar 23 | 6 | 397 | 1159 |
| Apr 23 | 6 | 284 | 1443 |
| May 23 | 5 | 269 | 1712 |
| Jun 23 | 5 | 368 | 2080 |
| Jul 23 | | | |
| Aug 23 | | | |
| Sep 23 | | | |
| Oct 23 | | | |
| Nov 23 | | | |
| Dec 23 | | | |
| Jan 22 | 6 | 566 | 566 |
| Feb 22 | 6 | 228 | 794 |
| Mar 22 | 6 | 151 | 945 |
| Apr 22 | 8** | 130 | 1,075 |
| May 22 | *6** | 330 | 1,405 |
| Jun 22 | *6** | 551 | 1,956 |
| Jul 22 | *7** | 393 | 2,349 |
| Aug 22 | 8** | 628 | 2,977 |
| Sep 22 | 8** | 757 | 3,734 |
| Oct 22 | 8** | 533 | 4,256 |
| Nov 22 | 8** | 309 | 4,565 |
| Dec 22 | 8** | 322 | 4,887 |
| Jan 21 | 7 | 592 | 592 |
| Feb 21 | 7 | 299 | 891 |
| Mar 21 | 7 | 167 | 1058 |
| Apr 21 | 7 | 189 | 1247 |
| May 21 | 7 | 345 | 1592 |
| Jun 21 | 6 | 583 | 2175 |
| Jul 21 | *5 | 451 | 2626 |
| Aug 21 | *5 | 419 | 3045 |
| Sep 21 | *5 | 250 | 3295 |
| Oct 21 | *5 | 502 | 3797 |
| Nov 21 | *5 | 739 | 4536 |
| Dec 21 | *6 | 328 | 4864 |
| Annual Totals – Prior Years | | | |
| 2020 | 7 | 9388 | |
| 2019 | 7 | 6562 | |
| 2018 | 6.6 | 5,157 | |
| 2017 | 7 | 4,941 | |
| 2016 | 7 | 5,649 | |
| 2015 | 7 | 7,874 | |
| 2014 | 6.6 | 14,751 | |
| 2013 | 6 | 6,720 | |
| 2012 | 7 | 6,512 | |
| 2011 | 7 | 3,189 | |

Examples of inspection types are: initial, progress (there could be 4-6 or more progress inspections), final, and warranty.

*Two Right of Way Enforcement Officer Vacancies.

**Two Inspectors are supporting Project Management and Engineering and inspections are not accounted for in this measure.

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

**Percent of Illegal ROW Usage Complaints with
Investigations initiated 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 23 | 6 | 226 | 224 | 99% | 18 | 596 | 0 |
| Feb 23 | 6 | 291 | 286 | 98% | 26 | | |
| Mar 23 | 6 | 79 | 79 | 100% | 11 | | |
| Apr 23 | 6 | 57 | 50 | 88% | 4 | 243 | 26 |
| May 23 | 5 | 100 | 99 | 99% | 16 | | |
| Jun 23 | 5 | 86 | 84 | 98% | 10 | | |
| Jul 23 | | | | | | | |
| Aug 23 | | | | | | | |
| Sep 23 | | | | | | | |
| Oct 23 | | | | | | | |
| Nov 23 | | | | | | | |
| Dec 23 | | | | | | | |
| Jan 22 | 6 | 129 | 129 | 100% | 13 | 531 | 5 |
| Feb 22 | 6 | 280 | 280 | 100% | 29 | | |
| Mar 22 | 6 | 122 | 122 | 100% | 12 | | |
| Apr 22 | 6 | 80 | 80 | 100% | 26 | 243 | 7 |
| May 22 | *4 | 80 | 80 | 100% | 44 | | |
| Jun 22 | *4 | 83 | 83 | 100% | 46 | | |
| Jul 22 | 5 | 75 | 75 | 100% | 7 | 218 | 4 |
| Aug 22 | 6 | 89 | 89 | 100% | 9 | | |
| Sep 22 | 6 | 79 | 79 | 100% | 9 | | |
| Oct 22 | 6 | 139 | 80 | 58% | 6 | 1,246 | 6 |
| Nov 22 | 6 | 283 | 202 | 71% | 9 | | |
| Dec 22 | 6 | 824 | 687 | 83% | 69 | | |
| Jan 21 | 7 | 85 | 85 | 100% | 5 | 367 | 19 |
| Feb 21 | 7 | 82 | 82 | 100% | 6 | | |
| Mar 21 | 7 | 209 | 209 | 100% | 25 | | |
| Apr 21 | 7 | 71 | 71 | 100% | 2 | 224 | 9 |
| May 21 | 7 | 69 | 69 | 100% | 15 | | |
| Jun 21 | 6 | 91 | 91 | 100% | 16 | | |
| Jul 21 | 6 | 64 | 64 | 100% | 8 | 206 | 18 |
| Aug 21 | 6 | 81 | 81 | 100% | 14 | | |
| Sep 21 | 6 | 53 | 53 | 100% | 7 | | |
| Oct 21 | 5 | 89 | 89 | 100% | 14 | 497 | 28 |
| Nov 21 | 5 | 151 | 151 | 100% | 10 | | |
| Dec 21 | 6 | 235 | 235 | 100% | 19 | | |

| Annual Totals – Prior Year | | | | | | | |
|----------------------------|-----|-------|-------|-------|-----|-------|-----|
| 2020 | 7 | 1552 | 1552 | 100% | 220 | 1523 | 84 |
| 2019 | 7 | 1,061 | 1,061 | 100% | 88 | 732 | 523 |
| 2018 | 7 | 1,654 | 1,654 | 100% | 75 | 1,598 | 103 |
| 2017 | 7 | 1,723 | 1,723 | 100% | 129 | 1803 | 146 |
| 2016 | 7 | 928 | 928 | 100% | 57 | 821 | 93 |
| 2015 | 7 | 887 | 887 | 100% | 46 | 765 | 117 |
| 2014 | 6.6 | 1,310 | 1,310 | 100% | 119 | 1,491 | 226 |
| 2013 | 6 | 1,848 | 1,864 | 101%* | 189 | 1,738 | 279 |
| 2012 | 7 | 2,478 | 2,457 | 99.2% | 230 | 2,420 | 125 |
| 2011 (3 qtrs) | 7 | 1,523 | 1,493 | 98% | 134 | 1,425 | 161 |

*Greater than 100% because officers observed & investigated other violations in addition to investigating complaints received same day.

Measure #11: Percent of land use enforcement complaints with investigation initiated within one working day of receipt. (Land Use Enforcement Section)

| Percent of land use enforcement complaints with investigations initiated within one working day of receipt. (Land Use Enforcement Section) | | | | | | | |
|--|--|-------------------------|---|---|----------------------------------|---|--|
| Month/ Year | # of LUE Officers including 1 Lead Officer | 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 23 | 6 | 80 | 76 | 95% | 34 | 220 | 1 |
| Feb 23 | 6 | 74 | 72 | 97% | 42 | | |
| Mar 23 | 5.5 | 66 | 65 | 98 | 39 | | |
| Apr 23 | 5 | 109 | 101 | 93% | 41 | 392 | 21 |
| May 23 | 5 | 154 | 111 | 72% | 54 | | |
| Jun 23 | 5.5 | 129 | 116 | 90% | 51 | | |
| Jul 23 | | | | | | | |
| Aug 23 | | | | | | | |
| Sep 23 | | | | | | | |
| Oct 23 | | | | | | | |
| Nov 23 | | | | | | | |
| Dec 23 | | | | | | | |
| Jan 22 | 6 | 99 | 99 | 100% | 32 | 341 | 30 |
| Feb 22 | 6 | 86 | 62 | 100% | 24 | | |
| Mar 22 | 6 | 156 | 156 | 100% | 47 | | |
| Apr 22 | 6 | 150 | 150 | 100% | 75 | 486 | 23 |
| May 22 | 6 | 133 | 133 | 100% | 51 | | |
| Jun 22 | 6 | 203 | 203 | 100% | 109 | | |
| Jul 22 | 6 | 132 | 132 | 100% | 65 | 223 | 37 |

| | | | | | | | |
|------------------------------------|-----|-------|-------|------|-----|-------|-----|
| Aug 22 | 5 | 124 | 124 | 100% | 49 | | |
| Sep 22 | 5 | 123 | 123 | 100% | 53 | | |
| Oct 22 | 5 | 101 | 101 | 100% | 53 | | |
| Nov 22 | 5.5 | 109 | 109 | 100% | 59 | 280 | 37 |
| Dec 22 | 6 | 70 | 70 | 100% | 36 | | |
| Jan 21 | 6 | 107 | 107 | 100% | 29 | 214 | 83 |
| Feb 21 | 6 | 62 | 62 | 100% | 22 | | |
| Mar 21 | 6 | 92 | 92 | 100% | 44 | | |
| Apr 21 | 6 | 155 | 155 | 100% | 32 | 217 | 40 |
| May 21 | 6 | 225 | 225 | 100% | 34 | | |
| Jun 21 | 6 | 191 | 191 | 100% | 27 | | |
| Jul 21 | 6 | 141 | 141 | 100% | 18 | 434 | 46 |
| Aug 21 | 6 | 101 | 101 | 100% | 13 | | |
| Sep 21 | 6 | 92 | 92 | 100% | 6 | | |
| Oct 21 | 6 | 88 | 88 | 100% | 34 | 372 | 109 |
| Nov 21 | 6 | 101 | 101 | 100% | 34 | | |
| Dec 21 | 6 | 87 | 87 | 100% | 40 | | |
| Annual Totals – Prior Years | | | | | | | |
| 2020 | 6 | 1798 | 1795 | 100% | 360 | 1482 | 377 |
| 2019 | 6.1 | 1,394 | 1,394 | 100% | 84 | 1,190 | 390 |
| 2018 | 7 | 1,231 | 1,231 | 100% | 74 | 1,077 | 346 |
| 2017 | 7.5 | 1,360 | 1,360 | 100% | 64 | 1,265 | 187 |
| 2016 | 7.4 | 1,320 | 1,320 | 100% | 86 | 1,493 | 408 |
| 2015 | 7 | 1,241 | 1,241 | 100% | 71 | 935 | 302 |
| 2014 | 6.2 | 1,310 | 1,310 | 100% | 119 | 1,396 | 276 |
| 2013 | 5 | 1,538 | 1,529 | 99% | 118 | 1,118 | 416 |
| 2012 | 6 | 1,826 | 1,749 | 96% | 119 | 1,775 | 330 |
| 2011 (3 qtrs) | 6 | 1,194 | 1,031 | 86% | 182 | 940 | 512 |

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

| 2023 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|---|-----|------|-----|------|------|-----|-----|-----|-----|-----|-----|-----|
| Inspections Requested | 30 | 39 | 54 | 33 | 45 | 100 | | | | | | |
| Completed Same Day | 29 | 39 | 52 | 33 | 45 | 98 | | | | | | |
| % Completed Same Day | 97% | 100% | 96% | 100% | 100% | 99% | % | % | % | % | % | % |
| # of Staff (includes 1 lead officer) | 6 | 6 | 5.5 | | | | | | | | | |

| 2022 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------------------------------|------|------|------|-----|------|-----|-----|-----|-----|-----|------|------|
| Inspections Requested | 41 | 35 | 37 | 42 | 30 | 53 | 69 | 113 | 77 | 58 | 62 | 20 |
| Completed Same Day | 41 | 35 | 37 | 41 | 30 | 50 | 64 | 112 | 76 | 57 | 62 | 20 |
| % Completed | 100% | 100% | 100% | 98% | 100% | 94% | 93% | 99% | | 99% | 100% | 100% |

| | | | | | | | | | | | | |
|---|------|------|------|------|------|------|------|------|------|------|------|------|
| Same Day | 99% | | | | | | | | | | | |
| # of Staff (includes 1 lead officer) | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 |
| 2021 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| Inspections Requested | 26 | 32 | 16 | 16 | 31 | 85 | 83 | 177 | 89 | 121 | 59 | 49 |
| Completed Same Day | 26 | 32 | 16 | 16 | 31 | 85 | 83 | 175 | 87 | 120 | 59 | 49 |
| % Completed Same Day | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99% | 98% | 99% | 100% | 100% |
| # of Staff (includes 1 lead officer) | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 |
| 2020 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| Inspections Requested | 24 | 38 | 30 | 27 | 38 | 47 | 80 | 75 | 54 | 40 | 24 | 33 |
| Completed Same Day | 24 | 38 | 30 | 27 | 38 | 47 | 80 | 75 | 54 | 40 | 24 | 33 |
| % Completed Same Day | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| # of Staff (includes 1 lead officer) | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 |

| Yearly | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|------------------------------|-------|------|------|------|------|-------|-------|-------|
| Inspections Requested | 599 | 595 | 601 | 673 | 1165 | 531 | 773 | 428 |
| Completed Same Day | 598 | 595 | 601 | 673 | 1164 | 526 | 772 | 426 |
| % Completed Same Day | 99.7% | 100% | 100% | 100% | 100% | 99.1% | 99.9% | 99.5% |
| # of Staff | 6.1 | 7 | 7.5 | 7.4 | 6.5 | 6.2 | 5 | 7 |

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.

