
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	16 Minutes	Minutes
1571 Customers	2601 Customers	3718 Customers	Customers
3 Employees	4 Employees	4 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.	Data unavailable. Issues with report accuracy due to work being submitted through eplans and report from Infor being broken.	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%	98%	%
3858 regular insp. (96 leftover)	5238 regular insp. (65 leftover)	6,148 regular insp. (133 leftover)	regular insp.
18 inspectors	18 inspectors	17 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	6	3		
Abandoned Buildings	29	6	28	3	31	1		
Building Open to Casual Access	3	1	4	4	2	0		
Dangerous Building	21	11	17	5	26	8		
Fire Damaged Building	16	8	14	5	3	0		

Water Damaged Building	27	12	42	15	12	5		
Illegal Fill/Excavation	1	0	3	2	6	3		
Notice of License Requirement	9	9	2	1	5	2		
Notice of Permit Requirement	20	12	44	20	41	14		
Business License Inspection	79	75	128	109	47	46		
Code Compliance Inspection	30	26	48	31	51	22		
Misc. Service Requests	60	33	61	36	47	21		
TOTAL New Service Requests	<u>303</u>		<u>400</u>		<u>277</u>			
<i>New</i> Service Requests Resolved	<u>110</u>		<u>227</u>		<u>125</u>			
<i>Prior</i> Service Requests Resolved	<u>296</u>		<u>122</u>		<u>133</u>			
TOTAL <i>Resolved</i> this Quarter	<u>396</u>		<u>349</u>		<u>258</u>			
TOTAL OPEN Service Requests Remaining at End of this Qtr	<u>325</u>		<u>376</u>		<u>395</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	<u>494</u>		<u>487</u>		432		<u>380</u>	

Remaining at End of this Qtr								
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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	100% ¹⁰	%
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.

¹⁰ Sixteen Reviews in Q3 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.	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.	Data unavailable. Issues with report accuracy due to work being submitted through eplans and report from Infor being broken.	% 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.
*One of three staff out for medical leave for part of Q3 2020.			

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.	Data unavailable. Issues with report accuracy due to work being submitted through eplans and report from Infor being broken.	% 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
*One of three staff out for medical leave for part of Q3 2020.			

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	5	520	2600
Aug 23	5	476	3076
Sep 23	4.25	243	3319
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	5	79	78	99%	9	216	6
Aug 23	5	80	78	97%	3		
Sep 23	4.25	106	106	100%	6		
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	5	163	162	99%	108	350	18
Aug 23	5	106	106	100%	30		
Sep 23	5	81	77	95%	18		
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	280	37
Nov 22	5.5	109	109	100%	59		
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	87	79	71			
Completed Same Day	29	39	52	33	45	98	87	76	69			
% Completed Same Day	97%	100%	96%	100%	100%	99%	100%	97%	97%	%	%	%
# of Staff (includes 1 lead officer)	6	6	5.5	5	5	5.5	5	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	41	35	37	41	30	50	64	112	76	57	62	20

Same Day												
% Completed Same Day	100%	100%	100%	98%	100%	94%	93%	99%	99%	99%	100%	100%
# 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.

