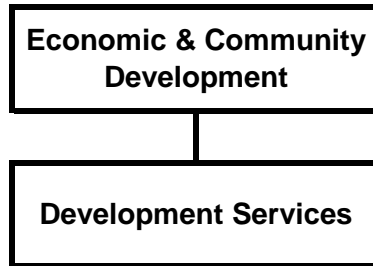


Development Services



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

	2015 Actuals	2016 Revised	2017 Proposed	17 v 16 % Chg
Direct Cost by Division				
DS Development Services	10,091,406	11,223,405	11,125,460	(0.87%)
Direct Cost Total	10,091,406	11,223,405	11,125,460	(0.87%)
Intragovernmental Charges				
Charges by/to Other Departments	2,795,034	1,977,848	2,178,117	10.13%
Function Cost Total	12,886,440	13,201,253	13,303,577	0.78%
Program Generated Revenue	(9,627,456)	(9,872,625)	(8,185,700)	(17.09%)
Net Cost Total	3,258,985	3,328,628	5,117,877	53.75%
Direct Cost by Category				
Salaries and Benefits	9,472,266	10,603,663	10,599,846	(0.04%)
Supplies	67,794	115,310	92,207	(20.04%)
Travel	-	-	-	-
Contractual/Other Services	536,643	460,832	419,207	(9.03%)
Debt Service	-	-	-	-
Equipment, Furnishings	14,703	43,600	14,200	(67.43%)
Direct Cost Total	10,091,406	11,223,405	11,125,460	(0.87%)
Position Summary as Budgeted				
Full-Time	69	74	73	(1.35%)
Part-Time	-	-	-	-
Position Total	69	74	73	(1.35%)

Development Services

Reconciliation from 2016 Revised Budget to 2017 Proposed Budget

	Direct Costs	Positions		
		FT	PT	Seas/T
2016 Revised Budget	11,223,405	74	-	-
Changes in Existing Programs/Funding for 2017				
- Salary and benefits adjustments	153,080	-	-	-
2017 Continuation Level	11,376,485	74	-	-
2017 One-Time Requirements				
- Reduction in fleet rental rates	(41,470)	-	-	-
2017 Proposed Budget Changes				
- Eliminate filled Civil Engineer position for cost savings	(156,897)	(1)	-	-
- Various non-labor savings	(43,000)	-	-	-
- Reduce fuel - align budget with current fuel costs	(9,658)	-	-	-
2017 Proposed Budget	11,125,460	73	-	-

Development Services

Division Summary

DS Development Services

(Fund Center # 192020, 192080, 192030, 192075, 192040, 192070, 192050, 192015, 192060,...)

	2015 Actuals	2016 Revised	2017 Proposed	17 v 16 % Chg
Direct Cost by Category				
Salaries and Benefits	9,472,266	10,603,663	10,599,846	(0.04%)
Supplies	67,794	115,310	92,207	(20.04%)
Travel	-	-	-	-
Contractual/Other Services	536,643	460,832	419,207	(9.03%)
Equipment, Furnishings	14,703	43,600	14,200	(67.43%)
Manageable Direct Cost Total	10,091,406	11,223,405	11,125,460	(0.87%)
Debt Service	-	-	-	-
Non-Manageable Direct Cost Total	-	-	-	-
Direct Cost Total	10,091,406	11,223,405	11,125,460	-
Intragovernmental Charges				
Charges by/to Other Departments	2,795,034	1,977,848	2,178,117	10.13%
Function Cost Total	12,886,440	13,201,253	13,303,577	0.78%
Program Generated Revenue by Fund				
Fund 101000 - Areawide General	2,835,133	2,986,625	2,755,000	(7.76%)
Fund 163000 - Anchorage Building Safety SA	6,792,323	6,886,000	5,430,700	(21.13%)
Program Generated Revenue Total	9,627,456	9,872,625	8,185,700	(17.09%)
Net Cost Total	3,258,985	3,328,628	5,117,877	53.75%
Position Summary as Budgeted				
Full-Time	69	74	73	(1.35%)
Position Total	69	74	73	(1.35%)

Development Services

Division Detail

DS Development Services

(Fund Center # 192020, 192080, 192030, 192075, 192040, 192070, 192050, 192015, 192060,...)

	2015 Actuals	2016 Revised	2017 Proposed	17 v 16 % Chg
Direct Cost by Category				
Salaries and Benefits	9,472,266	10,603,663	10,599,846	(0.04%)
Supplies	67,794	115,310	92,207	(20.04%)
Travel	-	-	-	-
Contractual/Other Services	536,643	460,832	419,207	(9.03%)
Equipment, Furnishings	14,703	43,600	14,200	(67.43%)
Manageable Direct Cost Total	10,091,406	11,223,405	11,125,460	(0.87%)
Debt Service	-	-	-	-
Non-Manageable Direct Cost Total	-	-	-	-
Direct Cost Total	10,091,406	11,223,405	11,125,460	(0.87%)
Intragovernmental Charges				
Charges by/to Other Departments	2,795,034	1,977,848	2,178,117	10.13%
Program Generated Revenue				
404010 - Plmb/Gs/Sht Mtl Cert	22,085	145,000	22,000	(84.83%)
404030 - Plmb/Gs/Sht Mtl Exam	12,526	12,000	12,400	3.33%
404060 - Local Business Licenses	55,819	390,000	50,000	(87.18%)
404090 - Building Permit Plan Review Fees	2,012,122	1,875,000	1,535,000	(18.13%)
404095 - Electronic Plan Review Surcharge	-	250,000	200,000	(20.00%)
404100 - Bldg/Grde/Clrng Prmt	3,799,847	3,400,000	2,800,000	(17.65%)
404110 - Electrical Permit	196,993	211,000	187,500	(11.14%)
404120 - Mech/Gs/Plmbng Prmts	547,622	565,000	520,000	(7.96%)
404130 - Sign Permits	54,945	46,000	48,000	4.35%
404140 - Constr and Right-of-Way Permits	1,122,757	1,035,000	1,035,000	-
404150 - Elevator Permits	472,272	569,500	552,000	(3.07%)
404160 - Mobile Home/Park Permits	18,650	8,000	15,000	87.50%
404170 - Land Use Permits (Not HLB)	-	115,000	115,000	-
404220 - Miscellaneous Permits	36,900	35,000	38,000	8.57%
406010 - Land Use Permits-HLB	118,598	-	(33,000)	100.00%
406020 - Inspections	334,323	400,000	335,000	(16.25%)
406030 - Landscape Plan Review Pmt	3,307	4,000	4,000	-
406110 - Sale Of Publications	-	300	-	(100.00%)
406120 - Rezoning Inspections	40,815	42,000	37,000	(11.90%)
406170 - Sanitary Inspection Fees	657,565	640,000	620,000	(3.13%)
406450 - Mapping Fees	5,115	4,000	4,000	-
406550 - Address Fees	36,795	37,125	25,500	(31.31%)
406580 - Copier Fees	8,708	10,000	9,500	(5.00%)
406625 - Reimbursed Cost-NonGrant Funded	61,694	65,000	40,000	(38.46%)
407070 - Zoning Enforcement Fines	7,997	13,500	13,500	-
408560 - Appeal Receipts	-	200	300	50.00%
Program Generated Revenue Total	9,627,456	9,872,625	8,185,700	(17.09%)

2017 Proposed General Government Operating Budget

Net Cost

Direct Cost Total	10,091,406	11,223,405	11,125,460	(0.87%)
Charges by/to Other Departments Total	2,795,034	1,977,848	2,178,117	10.13%
Program Generated Revenue Total	(9,627,456)	(9,872,625)	(8,185,700)	(17.09%)
Net Cost Total	3,258,985	3,328,628	5,117,877	53.75%

Position Detail as Budgeted

	2015 Revised		2016 Revised		2017 Proposed	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Civil Engineer I	2	-	2	-	1	-
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	3	-	4	-	4	-
Electrical Inspector Foreman	1	-	1	-	1	-
Elevator Inspector	3	-	3	-	3	-
Engineering Technician III	14	-	15	-	15	-
Engineering Technician IV	5	-	5	-	5	-
GIS Technician II	1	-	1	-	1	-
GIS Technician III	1	-	1	-	1	-
Junior Admin Officer	1	-	2	-	2	-
Manager	2	-	3	-	3	-
Mechanical Inspector	5	-	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	-	1	-
Structural Inspector	8	-	8	-	8	-
Structural Inspector Foreman	1	-	1	-	1	-
Position Detail as Budgeted Total	69	-	74	-	73	-

Anchorage: Performance. Value. Results

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 Section
Development Services Division
Community Development Department

Anchorage: Performance. Value. Results.

Purpose

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

Direct Services

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

Accomplishment Goals

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

Performance Measures

Progress in achieving goals will be measured by:

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

Average Number of Minutes for 1 st Customer Contact			
Q1 2016	Q2 2016	Q3 2016	Q4 2016
15.8 minutes	18.5 minutes	minutes	minutes
3,683 customers	4,533 customers	customers	customers
3 employees*	5 employees	employees	employees
Q1 2015	Q2 2015	Q3 2015	Q4 2015
12.36 minutes	14.91 minutes	16.07 minutes	13.66 minutes
3,363 customers	4,898 customers	4,737 customers	3,486 customers
5 employees	5 employees	5 employees	5 employees
2014 Qtr Avg	2013 Qtr Avg	2012 Qtr Avg	2011 Qtr Avg
19.20 minutes	22.34 minutes	19.15 minutes	17.23 minutes
4,488 customers	4,049 customers	3,536 customers	3,722 customers
4 employees**	4 employees	3 employees	4 employees*

*Q1 2016 – for most of this quarter had 2 vacancies and just filled 1 of the 2 vacancies at the start of Q2. Still recruiting to fill the 2nd vacancy.

**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 2016	Q2 2016	Q3 2016	Q4 2016
84% in 4 days	91% in 4 days	in 4 days	
98% in 10 days	99% in 10 days	in 10 days	
203 Reviews	470 reviews	reviews	
Q1 2015	Q2 2015	Q3 2015	Q4 2015
87% in 4 days	86% in 4 days	89% in 4 days	Waiting for IT staff to split 2015/16 data so that this may be computed
98% in 10 days	98% in 10 days	99% in 10 days	Not available
211 reviews	593 reviews	474 reviews	Not available
2014	2013	2012	2011
86% in 4 days ¹	77% in 4 days ¹	73% in 4 days ¹	69% in 4 days ¹
98% in 10 days ²	92% in 10 days ²	94% in 10 days ²	92% in 10 days ²
Waiting for year total	1766 reviews ³	1544 reviews ³	1196 reviews ³

¹Percent completed in 4 days for 2014, 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, 3rd qtrs for 2014, 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 2016	Q2 2016	Q3 2016	Q4 2016
96.3%	96.3%		
4,719	5,845		
15 inspectors	15 inspectors		
Q1 2015	Q2 2015	Q3 2015	Q4 2015
96.1%	96.1%	89.1%	94.7%
5,032	6,502	7,346	6,217
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>	15 + 2 shared use inspectors	15 inspectors performing inspections
2014 Qtr Avg	2013 Qtr Avg	2012 Qtr Avg	2011 Qtr Avg
92.8%	96.4 %	96.5%	97.3%
6,402 inspections	6,091 inspections	6,215 inspections	5,691 inspections
14 + 2 shared use inspectors	14 + 3 shared use inspectors	15 + 3 shared used inspectors	15 full +3 shared use inspectors

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 2016	Q2 2016	Q3 2016	Q4 2016
2 Received 2 Responded Same Day/100%	0 Received Responded Same Day/ N/A	Received Responded Same Day/ %	Received Responded Same Day/ %

Q1 2015	Q2 2015	Q3 2015	Q4 2015
2 Received 1 Responded Same Day/50%	3 Received 2 Responded Same Day/67%	2 Received 2 Responded Same Day/100%	1 Received 0 Responded Same Day/0%
Life Safety Service Requests – Continued			
2014 annual	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
31 Received 10 Responded Same Day/ 32.3%	17 Received 9 Responded Same Day/ 48.7%	41 Received 21 Responded Same Day/ 57.5%	
Other (Non-Life Safety) Service Requests			
Q1 2016	Q2 2016	Q3 2016	Q4 2016
143 Received 139 responded within 7 days/97% Performed no building const. inspections	140 Received 91 responded within 7 days/65% Performed. No building const. inspections	Received responded within 7 days/ % Performed building const. inspections	Received responded within 7/days/ % Performed building const. inspections
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	103 Received 51 responded within 7 days/49.5% Performed 30 building const. inspections	54 Received 23 responded within 7/days/42.5% Note: Only 1 abatement officer due to retirement of the other
2014 Qtr Avg	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
94 Received 72 Responded within 7 days/76.6% Performed 206 building const. inspections	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 (also performed 939 building inspections*)		
2010	455 investigated (also performed 330 building inspections*)		

Measure #5: Percent of review responses provided to a development team within 15 business days of a developer's submittal (<i>Private Development Unit</i>)
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Percent of Review Responses Provided Within Fifteen Business Days			
Q1 2016	Q2 2016	Q3 2016	Q4 2016
100%	38% ¹		
Q1 2015	Q2 2015	Q3 2015	Q4 2015
100%	86% ²	71% ³	100%
2014 Qtr Avg	2013 Qtr Avg	2012 Qtr Avg	2011 Qtr Avg
80% ⁴	100%	95%	77%

¹Sixteen reviews in Q2 2016. Three were late due to comments received late from other departments (Street Maintenance / Lighting / Traffic). Three were late due to paternity leave. The remaining four were late due to high workload for plan reviews and platting actions. A large number of first reviews (five) were received in May. Four of the first reviews were received within a five day time span in early May. First reviews require more time to complete than subsequent reviews.

²Seven reviews in Q3 2015. Two reviews were each one day late. One was late due to project drainage complexity, needed technical input from Street Maintenance. The other was late due to heavy final inspections workload.

³Twenty-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.

⁴2014 Quarterly average was lower than prior years due to 3 of 4 submittals received in the 4th quarter being late. Two of the four were late because Street Maintenance failed to meet due date for comments as their reviewer was out on extended sick leave. The other was late because it had a number of issues and Building Official wanted to wait to provide review comments until a meeting between MOA and the developer was arranged.

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 2016	Q2 2016	Q3 2016	Q4 2016
93%	88%		
2.5 staff ¹	3 staff	staff	staff
104 applications	169 applications	applications	applications
Q1 2015	Q2 2015	Q3 2015	Q4 2015
63%	64%	79%	38%
3 staff	3 staff	3 staff	2 staff
114 applications	215 applications	214 applications	141 applications
2014	2013	2012	2011
71% qtr avg	67% qtr avg	64% qtr avg	80% qtr avg
3 staff	3 staff	3 staff	3 staff
665 applications	658 applications	582 applications	491 applications

¹Long time employee retired. Hired new employee in Q1 of 2016 who has been going through training.

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 2016	Q2 2016	Q3 2016	Q4 2016
3% in 3 days	25% in 3 days	in 3 days	in 3 days
2.5 staff	3 staff	staff	staff
33 reviews	8 reviews	reviews	reviews
Q1 2015	Q2 2015	Q3 2015	Q4 2015
38% in 3 days	19% in 3 days	13% in 3 days	14% in 3 days
3 staff	3 staff	3 staff	2 staff
26 reviews	19 reviews	24 reviews	28 reviews
2014 Qtr	2013 Qtr	2012 Qtr	2011 Qtr
29% in 3 days Qtr Avg	27% in 3 days Qtr Avg	30% in 3 days Qtr Avg	18% in 3 days Qtr Avg
3 staff	3 staff	3 staff	3 staff
130 reviews	126 reviews	109 reviews	78 reviews

Measure #8: Percent of onsite permit application reviews completed within 3 business days (<i>OnSite Water and Wastewater Unit</i>)
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Percent of On-Site Permit Application Reviews Completed within 3 Business Days			
Q1 2016	Q2 2016	Q3 2016	Q4 2016
56% in 3 days	27% in 3 days	% in 3 days	% in 3 days
2.5 staff	3 staff	3 staff	3 staff
57 permits	122 permits	permits	permits
Q1 2015	Q2 2015	Q3 2015	Q4 2015
63% in 3 days	30% in 3 days	38% in 3 days	41% in 3 days
3 staff	3 staff	3 staff	2 staff
51 permits	136 permits	136 permits	58 permits
2014	2013	2012	2011
47% in 3 days Qtr Avg	54% in 3 days Qtr Avg	41% in 3 days Qtr Avg	67% in 3 days Qtr Avg
3 staff	3 staff	3 staff	3 staff
394 permits	353 permits	299 permits	270 permits

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

Anchorage: Performance. Value. Results.

Purpose

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

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

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

Direct Services

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

Accomplishment Goals

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

Performance Measures

Progress in achieving goals will be measured by:

Measure #9: Percent of inspections of permitted construction completed 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 16	7	26	26 / 759	100%
Feb 16	7	45	45 / 128	100%
Mar 16	7	24	24 / 251	100%
Apr 16	7	38	38 / 157	100%
May 16	7	276	276 / 495	100%
Jun 16	7	216	216 / 424	100%
Jul 16				
Aug 16				
Sep 16				
Oct 16				
Nov 16				
Dec 16				
Jan 15	7	24	24 / 1,648	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	7	259	259 / 723	100%
Aug 15	7	224	224 / 884	100%
Sep 15	7	172	172 / 647	100%
Oct 15	7	93	93 / 844	100%
Nov 15	7	40	40 / 304	100%
Dec 15	7	18	18 / 677	100%
Annual Totals – Prior Years				
2014	6.6	3,886	3,886 / 14,751	100%
2013	6	1,952	1,952 / 6,720	100%
2012	7	1,309	1,309 / 6,512	100%
2011	7	1,035	1,035 / 3,189	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 16	7	76	76	100%	4	166	8
Feb 16	7	34	34	100%	1		
Mar 16	7	47	47	100%	4		
Apr 16	7	77	77	100%	3	249	22
May 16	7	87	87	100%	6		
Jun 16	7	99	99	100%	5		
Jul 16	7						
Aug 16	7						
Sep 16	7						
Oct 16	7						
Nov 16	7						
Dec 16	7						
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	7	55	55	100%	3	247	35
Aug 15	7	74	74	100%	4		
Sep 15	7	107	107	100%	7		
Oct 15	7	93	93	100%	9	269	11
Nov 15	7	140	140	100%	5		
Dec 15	7	34	34	100%	0		
Annual Totals – Prior Years							
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 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 16	6	75	75	100%	2	302	72
Feb 16	6	95	95	100%	9		
Mar 16	7	143	143	100%	4		
Apr 16	7	138	138	100%	6	438	111
May 16	7	166	166	100%	15		
Jun 16	7	149	149	100%	12		
Jul 16							
Aug 16							
Sep 16							
Oct 16							
Nov 16							
Dec 16							
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	*7 (6)	123	123	100%	13	247	127
Aug 15	*7 (6)	95	95	100%	10		
Sep 15	*7 (6)	129	129	100%	5		
Oct 15	*7 (6)	106	106	100%	7	250	94
Nov 15	*7 (6)	57	57	100%	4		
Dec 15	*7 (6)	71	71	100%	4		
Annual Totals – Prior Years							
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

*One officer is unavailable due to long term illness/FMLA. Five officers and 1 lead officer are available to perform inspections in this time period.

Measure #12: Percent of final zoning inspections completed same day as requested (Land Use Enforcement Section)
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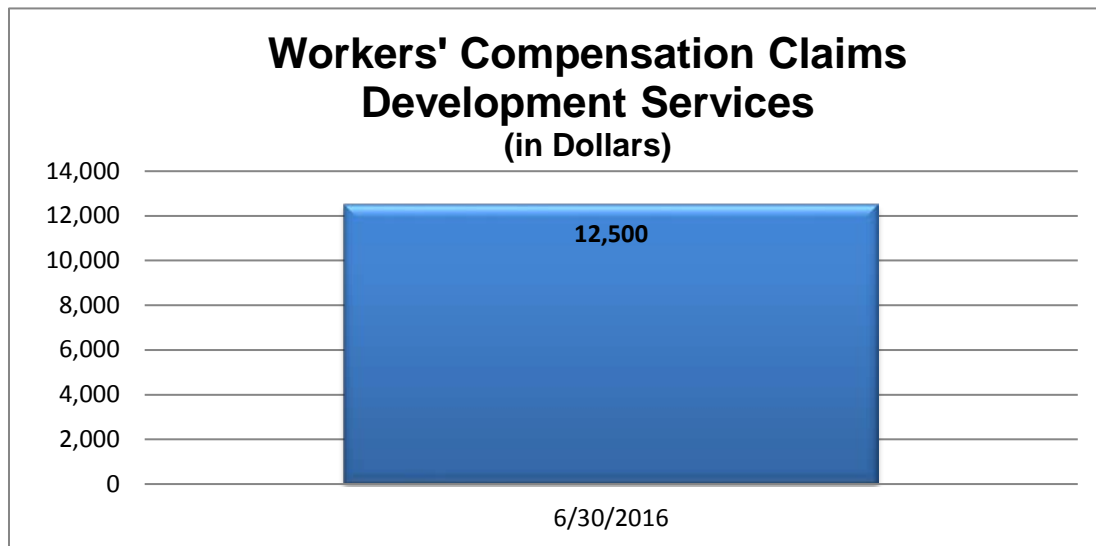
2016	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inspections Requested	29	34	31	27	43	78						
Completed Same Day	29	34	31	27	43	78						
% Completed Same Day	100%	100%	100%	100%	100%	100%						
# of Staff	6	6	7	7	7	7						
2015	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inspections Requested	81	41	73	159	58	187	118	175	111	68	46	48
Completed Same Day	81	41	73	159	58	187	118	175	111	68	45	48
% Completed Same Day	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%
# of Staff	7	7	7	7	7	7	*7 (6)	*7 (6)	*7 (6)	*7 (6)	*7 (6)	6
Yearly	2014			2013			2012			2011 (3 qtrs)		
Inspections Requested	531			773			428			125		
Completed Same Day	526			772			426			115		
% Completed Same Day	99.1%			99.9%			99.5%			92%		
# of Staff	6.2			5			7			3		

*One officer is unavailable due to long term illness/FMLA. Five officers and 1 lead officer are available to perform inspections in this time period.

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.



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