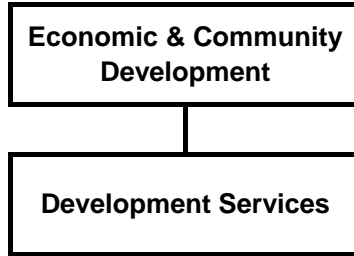


# Development Services



## **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 and rights of way codes. Typical violations include illegal storage or stockpiling of materials, structures encroaching on required setbacks, trashy lots, junk cars on private property, and illegal uses of rights of way;
  - 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 – Strengthen public safety and revitalize neighborhoods**

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



**Homelessness – Reduce homelessness and improve community health**

- 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**

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



**Economy – Build a city that attracts and retains a talented workforce, is hospitable to entrepreneurs, small business and established 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
  - Business facility reviews and inspections
  - Assignment of new addresses, and
  - Maintenance of GIS map data layers for roads and addresses

## Development Services Department Summary

	2016 Actuals	2017 Revised	2018 Approved	18 v 17 % Chg
<b>Direct Cost by Division</b>				
DS Development Services	10,788,239	11,129,890	11,478,762	3.13%
<b>Direct Cost Total</b>	<b>10,788,239</b>	<b>11,129,890</b>	<b>11,478,762</b>	<b>3.13%</b>
<b>Intragovernmental Charges</b>				
Charges by/to Other Departments	1,967,550	2,082,084	2,222,776	6.76%
<b>Function Cost Total</b>	<b>12,755,789</b>	<b>13,211,974</b>	<b>13,701,538</b>	<b>3.71%</b>
Program Generated Revenue	(8,038,479)	(8,185,700)	(8,194,700)	0.11%
<b>Net Cost Total</b>	<b>4,717,310</b>	<b>5,026,274</b>	<b>5,506,838</b>	<b>9.56%</b>
<b>Direct Cost by Category</b>				
Salaries and Benefits	10,189,395	10,556,846	10,628,546	0.68%
Supplies	74,689	90,745	94,730	4.39%
Travel	-	-	-	-
Contractual/Other Services	439,455	468,099	670,686	43.28%
Debt Service	-	-	-	-
Equipment, Furnishings	84,701	14,200	84,800	497.18%
<b>Direct Cost Total</b>	<b>10,788,239</b>	<b>11,129,890</b>	<b>11,478,762</b>	<b>3.13%</b>
<b>Position Summary as Budgeted</b>				
Full-Time	74	73	72	(1.37%)
Part-Time	-	-	-	-
<b>Position Total</b>	<b>74</b>	<b>73</b>	<b>72</b>	<b>(1.37%)</b>

## Development Services

### Reconciliation from 2017 Revised Budget to 2018 Approved Budget

	Direct Costs	Positions		
		FT	PT	Seas/T
<b>2017 Revised Budget</b>	11,129,890	73	-	-
<b>2017 One-Time Requirements</b>				
- Remove 2017 Prop - ONE-TIME - Reduction in fleet rental rates	41,470	-	-	-
<b>Changes in Existing Programs/Funding for 2018</b>				
- Salary and benefits adjustments	179,959	-	-	-
- Fleet rental rates	35,702	-	-	-
<b>2018 Continuation Level</b>	<b>11,387,021</b>	<b>73</b>	-	-
<b>2018 One-Time Requirements</b>				
- Code abatements and deteriorated property clean-up	200,000	-	-	-
<b>2018 Proposed Budget Changes</b>				
- Pause cost-of-living increase for Executive employees	(2,371)	-	-	-
- Eliminate one (1) full-time Engineering Technician III position	(109,590)	(1)	-	-
- Transfer one (1) full-time Civil Engineer I from Areawide Fund (101) to Building Safety Fund (181) to reflect work being done (no direct cost impact)	-	-	-	-
- Add two (2) full-time Plan Reviewer II positions by eliminating two (2) full-time Plan Reviewer I positions to reduce turn-over of public-facing Planners	3,702	-	-	-
<b>2018 Approved Budget</b>	<b>11,478,762</b>	<b>72</b>	-	-

**Development Services  
Division Summary  
DS Development Services**

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

	2016 Actuals	2017 Revised	2018 Approved	18 v 17 % Chg
<b>Direct Cost by Category</b>				
Salaries and Benefits	10,189,395	10,556,846	10,628,546	0.68%
Supplies	74,689	90,745	94,730	4.39%
Travel	-	-	-	-
Contractual/Other Services	439,455	468,099	670,686	43.28%
Equipment, Furnishings	84,701	14,200	84,800	497.18%
<b>Manageable Direct Cost Total</b>	<b>10,788,239</b>	<b>11,129,890</b>	<b>11,478,762</b>	<b>3.13%</b>
Debt Service	-	-	-	-
<b>Non-Manageable Direct Cost Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Direct Cost Total</b>	<b>10,788,239</b>	<b>11,129,890</b>	<b>11,478,762</b>	<b>-</b>
<b>Intragovernmental Charges</b>				
Charges by/to Other Departments	1,967,550	2,082,084	2,222,776	6.76%
<b>Function Cost Total</b>	<b>12,755,789</b>	<b>13,211,974</b>	<b>13,701,538</b>	<b>3.71%</b>
<b>Program Generated Revenue by Fund</b>				
Fund 101000 - Areawide General	2,538,951	2,755,000	2,381,500	(13.56%)
Fund 163000 - Anchorage Building Safety SA	5,499,528	5,430,700	5,813,200	7.04%
<b>Program Generated Revenue Total</b>	<b>8,038,479</b>	<b>8,185,700</b>	<b>8,194,700</b>	<b>0.11%</b>
<b>Net Cost Total</b>	<b>4,717,310</b>	<b>5,026,274</b>	<b>5,506,838</b>	<b>9.56%</b>
<b>Position Summary as Budgeted</b>				
Full-Time	74	73	72	(1.37%)
<b>Position Total</b>	<b>74</b>	<b>73</b>	<b>72</b>	<b>(1.37%)</b>

**Development Services**  
**Division Detail**  
**DS Development Services**

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

	2016 Actuals	2017 Revised	2018 Approved	18 v 17 % Chg
<b>Direct Cost by Category</b>				
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Travel	-	-	-	-
Contractual/Other Services	439,455	468,099	670,686	43.28%
Equipment, Furnishings	84,701	14,200	84,800	497.18%
<b>Manageable Direct Cost Total</b>	<b>10,788,239</b>	<b>11,129,890</b>	<b>11,478,762</b>	<b>3.13%</b>
Debt Service	-	-	-	-
<b>Non-Manageable Direct Cost Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Direct Cost Total</b>	<b>10,788,239</b>	<b>11,129,890</b>	<b>11,478,762</b>	<b>3.13%</b>
<b>Intragovernmental Charges</b>				
Charges by/to Other Departments	1,967,550	2,082,084	2,222,776	6.76%
<b>Program Generated Revenue</b>				
404010 - Plmb/Gs/Sht Mtl Cert	146,721	22,000	147,000	568.18%
404030 - Plmb/Gs/Sht Mtl Exam	13,400	12,400	12,400	-
404060 - Local Business Licenses	442,261	50,000	435,000	770.00%
404090 - Building Permit Plan Review Fees	1,433,100	1,535,000	1,555,000	1.30%
404095 - Electronic Plan Review Surcharge	204,795	200,000	10,000	(95.00%)
404100 - Bldg/Grde/Clrng Prmt	2,472,075	2,800,000	2,620,000	(6.43%)
404110 - Electrical Permit	192,300	187,500	194,000	3.47%
404120 - Mech/Gs/Plmbng Prmts	507,651	520,000	496,000	(4.62%)
404130 - Sign Permits	39,325	48,000	41,400	(13.75%)
404140 - Constr and Right-of-Way Permits	954,213	1,035,000	969,300	(6.35%)
404150 - Elevator Permits	547,871	552,000	602,000	9.06%
404160 - Mobile Home/Park Permits	17,700	15,000	18,000	20.00%
404170 - Land Use Permits (Not HLB)	-	82,000	68,000	(17.07%)
404220 - Miscellaneous Permits	47,417	38,000	68,400	80.00%
406010 - Land Use Permits-HLB	60,935	-	-	-
406020 - Inspections	260,034	335,000	260,000	(22.39%)
406030 - Landscape Plan Review Prmt	8,525	4,000	4,000	-
406120 - Rezoning Inspections	29,800	37,000	39,000	5.41%
406170 - Sanitary Inspection Fees	596,433	620,000	580,900	(6.31%)
406450 - Mapping Fees	4,170	4,000	4,000	-
406550 - Address Fees	20,400	25,500	22,000	(13.73%)
406580 - Copier Fees	9,521	9,500	9,500	-
406625 - Reimbursed Cost-NonGrant Funded	25,000	40,000	25,000	(37.50%)
407070 - Zoning Enforcement Fines	3,577	13,500	13,500	-
408380 - Prior Year Expense Recovery	435	-	-	-
408550 - Cash Over & Short	170	-	-	-
408560 - Appeal Receipts	650	300	300	-
<b>Program Generated Revenue Total</b>	<b>8,038,479</b>	<b>8,185,700</b>	<b>8,194,700</b>	<b>0.11%</b>

2018 Approved General Government Operating Budget

**Net Cost**

Direct Cost Total	10,788,239	11,129,890	11,478,762	3.13%
Charges by/to Other Departments Total	1,967,550	2,082,084	2,222,776	6.76%
Program Generated Revenue Total	(8,038,479)	(8,185,700)	(8,194,700)	0.11%
<b>Net Cost Total</b>	<b>4,717,310</b>	<b>5,026,274</b>	<b>5,506,838</b>	<b>9.56%</b>

**Position Detail as Budgeted**

	2016 Revised		2017 Revised		2018 Approved	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Civil Engineer I	2	-	1	-	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	4	-	4	-	4	-
Electrical Inspector Foreman	1	-	1	-	1	-
Elevator Inspector	3	-	3	-	3	-
Engineering Technician III	15	-	15	-	14	-
Engineering Technician IV	5	-	5	-	5	-
GIS Technician II	1	-	1	-	1	-
GIS Technician III	1	-	1	-	1	-
Junior Admin Officer	2	-	2	-	2	-
Manager	3	-	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	-	1	-
Structural Inspector	8	-	8	-	8	-
Structural Inspector Foreman	1	-	1	-	1	-
<b>Position Detail as Budgeted Total</b>	<b>74</b>	<b>-</b>	<b>73</b>	<b>-</b>	<b>72</b>	<b>-</b>



*Anchorage: Performance. Value. Results*

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## **Development Services Department**

*Anchorage: Performance. Value. Results.*

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### **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.

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**Building Safety Division**  
**Development Services Department**

*Anchorage: Performance. Value. Results.*

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**Purpose**

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

**Direct Services**

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

**Accomplishment Goals**

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

**Performance Measures**

Progress in achieving goals will be measured by:

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

Average Number of Minutes for 1 <sup>st</sup> Customer Contact			
Q1 2017	Q2 2017	Q3 2017	Q4 2017
12.12 minutes	14.29 minutes		
2,893 customers	4,446 customers		
3.5 employees*	5 employees		
Q1 2016	Q2 2016	Q3 2016	Q4 2016
15.8 minutes	18.5 minutes	13.33 minutes	9.23 minutes
3,683 customers	4,533 customers	4,324 customers	3,279 customers
3 employees*	5 employees	5 employees	4 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

\*Q1 2017 began with 1 vacancy that increased to 2 vacancies mid-quarter. Recruitment is complete with 2 employees scheduled to begin in April.

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

Percent of 1 <sup>st</sup> -Time Residential Reviews Completed within 4 Business Days			
Q1 2017	Q2 2017	Q3 2017	Q4 2017
Hansen database	85% in 4 days		
report that generates	97% in 10 days		
statistics not available	522 reviews		
Q1 2016	Q2 2016	Q3 2016	Q4 2016
84% in 4 days	91% in 4 days	90% in 4 days	With change to 2017, unable to run report in Hansen for 2016
98% in 10 days	99% in 10 days	99% in 10 days	Not available
203 Reviews	470 reviews	419 reviews	Not available
2015	2014	2013	2012
87% in 4 days <sup>1</sup>	86% in 4 days <sup>1</sup>	77% in 4 days <sup>1</sup>	73% in 4 days <sup>1</sup>
98% in 10 days <sup>2</sup>	98% in 10 days <sup>2</sup>	92% in 10 days <sup>2</sup>	94% in 10 days <sup>2</sup>
Waiting for year total	Waiting for year total	1766 reviews <sup>3</sup>	1544 reviews <sup>3</sup>

<sup>1</sup>Percent completed in 4 days for 2015 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 4<sup>th</sup> qtr percentage for each year.

<sup>2</sup>Ditto, percent reported for reviews within 10 days is an average of the percentages reported for 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> qtrs for 2015-2012.

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

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

<b>\Percent of Construction Inspections Completed Same Day as Requested</b>			
<b>Q1 2017</b>	<b>Q2 2017</b>	<b>Q3 2017</b>	<b>Q4 2017</b>
96.2%	97.5%		
4,572	5,799		
13 inspectors 14 <sup>th</sup> out on extended leave	13 inspectors 14 <sup>th</sup> out on extended leave		
<b>Q1 2016</b>	<b>Q2 2016</b>	<b>Q3 2016</b>	<b>Q4 2016</b>
96.3%	96.3%	95.5%	97.2%
4,719	5,845	6,246	5,070
15 inspectors	15 inspectors	14 inspectors	13 inspectors (14 <sup>th</sup> out extended leave)
<b>2015 Qtr Avg</b>	<b>2014 Qtr Avg</b>	<b>2013 Qtr Avg</b>	<b>2012 Qtr Avg</b>
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: 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)**

<b>Life Safety Service Requests</b>			
<b>Q1 2017</b>	<b>Q2 2017</b>	<b>Q3 2017</b>	<b>Q4 2017</b>
3 Received 3 Responded Same Day/100%	8 Received 5 Responded Same Day/60%		
<b>Q1 2016</b>	<b>Q2 2016</b>	<b>Q3 2016</b>	<b>Q4 2016</b>
2 Received 2 Responded Same Day/100%	0 Received Responded Same Day/ N/A	2 Received <sup>1</sup> 1 Responded Same Day/ 50 %	1 Received Responded Same Day/ 100%
<b>Life Safety Service Requests – Continued</b>			
<b>2015 annual</b>	<b>2014 annual</b>	<b>2013 annual</b>	<b>2012 annual</b>
5 Received 4 Responded Same Day/ 80%	31 Received 10 Responded Same Day/ 32.3%	17 Received 9 Responded Same Day/ 48.7%	41 Received 21 Responded Same Day/ 57.5%
<b>Other (Non-Life Safety) Service Requests</b>			
<b>Q1 2017</b>	<b>Q2 2017</b>	<b>Q3 2017</b>	<b>Q4 2017</b>
114 Received 114 responded within 7 days/100% Performed no building const. inspections	198 Received 176 responded Within 7 days/65% Performed 74 building const. inspections		
<b>Q1 2016</b>	<b>Q2 2016</b>	<b>Q3 2016</b>	<b>Q4 2016</b>
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	124 Received 50 responded within 7 days/ 40% <sup>1</sup> Performed 8 building const. Inspections	135 Received 128 responded within 7/days/ 95% Performed 12 building const. Inspections
<b>2015 Qtr Avg</b>	<b>2014 Qtr Avg</b>	<b>2013 Qtr Avg</b>	<b>2012 Qtr Avg</b>
84 Received 54.5 Responded within 7 days/ Performed 51 building const. inspections	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)

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

<sup>1</sup>Long time code abatement inspector retired in May of 2016, leaving just one code abatement inspector from May through September. Replacement inspector started work at end of September of 2016.

**Measure #5: Percent of review responses provided to a development team within 15 business days of a developer's submittal (*Private Development Unit*)**

Percent of Review Responses Provided Within Fifteen Business Days			
Q1 2017	Q2 2017	Q3 2017	Q4 2017
100%	83% <sup>1</sup>		
Q1 2016	Q2 2016	Q3 2016	Q4 2016
100%	38% <sup>2</sup>	75% <sup>3</sup>	100%
2015 Qtr Avg	2014 Qtr Avg	2013 Qtr Avg	2012 Qtr Avg
89.3%	80% <sup>4</sup>	100%	95%

<sup>1</sup>Twelve reviews in Q2 2017. Two were late: one was a day late due to late receipt of comments from Street Maintenance; other was a day late due to effort to resolve Traffic and Street Maintenance's comment with a design engineer.

<sup>2</sup>Sixteen 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. 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.

<sup>3</sup>Sixteen reviews in Q3 2016. One review was 5 days overdue owing to late comments received from Street Lights / Street Maintenance. Two reviews were 1 day late and one was 3 days late due to heavy inspections workload.

<sup>4</sup>Late reviews in 2015 due to: one with drainage complexity needing technical input from Street Maintenance; one late due to heavy final inspections workload; two late due to high workload for plan reviews and platting action; and one late due to Westgate emergency overflow requiring site visit with designer, developer, MOA HLB manager. Comments were delayed until site visit was completed.

**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 2017	Q2 2017	Q3 2017	Q4 2017
99%	91%		
3 staff	3 staff		
107 applications	164 applications		
Q1 2016	Q2 2016	Q3 2016	Q4 2016
93%	88%	68%	82%
2.5 staff <sup>1</sup>	3 staff	2.3 staff	3 staff
104 applications	169 applications	186 applications	155 applications
2015	2014	2013	2012
61%	71% qtr avg	67% qtr avg	64% qtr avg
3 staff	3 staff	3 staff	3 staff
684 applications	665 applications	658 applications	582 applications

<sup>1</sup>Long time employee retired. Hired new employee in Q1 of 2016. Second long time employee retired in Q3 of 2016 & hired replacement in Q4 2016.

**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 2017	Q2 2017	Q3 2017	Q4 2017
96% in 3 days	65% in 3 days		
3 staff	3 staff		
25 reviews	31 reviews		
Q1 2016	Q2 2016	Q3 2016	Q4 2016
3% in 3 days	25% in 3 days	8% in 3 days	10% in 3 days
2.5 staff	3 staff	2.3 staff	3 staff
33 reviews	8 reviews	26 reviews	58 reviews
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	130 reviews	126 reviews	109 reviews

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

Percent of On-Site Permit Application Reviews Completed within 3 Business Days			
Q1 2017	Q2 2017	Q3 2017	Q4 2017
89% in 3 days	65% in 3 days		
3 staff	3 staff		
37 permits	136 permits		
Q1 2016	Q2 2016	Q3 2016	Q4 2016
56% in 3 days	27% in 3 days	45% in 3 days	46% in 3 days
2.5 staff	3 staff	2.3 staff	3 staff
57 permits	122 permits	108 permits	72 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



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

*Anchorage: Performance. Value. Results.*

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### **Purpose**

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

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

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

### **Direct Services**

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

### **Accomplishment Goals**

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

### **Performance Measures**

Progress in achieving goals will be measured by:

**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 17	7	26	26/718	100%
Feb 17	7	29	29/77	100%
Mar 17	7	19	18/174	100%
Apr 17	7	34	34/99	100%
May 17	7	82	82/302	100%
Jun 17	7	148	148/623	100%
Jul 17				
Aug 17				
Sep 17				
Oct 17				
Nov 17				
Dec 17				
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	7	267	267 / 653	100%
Aug 16	7	263	263 / 753	100%
Sep 16	7	164	164 / 718	100%
Oct 16	7	73	73/874	100%
Nov 16	7	41	41/298	100%
Dec 16	7	13	13/139	100%
<b>Annual Totals – Prior Years</b>				
2015	7	1,346	1,346 / 7,874	100%
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 17	7	436	436	100%	34	977	54
Feb 17	7	360	360	100%	24		
Mar 17	7	139	139	100%	17		
Apr 17	7	74	74	100%	4	251	35
May 17	7	80	80	100%	8		
Jun 17	7	78	78	100%	2		
Jul 17							
Aug 17							
Sep 17							
Oct 17							
Nov 17							
Dec 17							
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	53	53	100%	8	89	47
Aug 16	7	81	81	100%	5		
Sep 16	7	57	57	100%	3		
Oct 16	7	52	52	100%	5	317	16
Nov 16	7	71	71	100%	3		
Dec 16	7	194	194	100%	10		
<b>Annual Totals – Prior Years</b>							
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 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 17	8*	102	102	100%	7	327	4
Feb 17	8*	106	106	100%	5		
Mar 17	8*	77	77	100%	5		
Apr 17	8	173	173	100%	10		
May 17	8	155	155	100%	11		
Jun 17	8	145	145	100%	6		
Jul 17	8						
Aug 17	8						
Sep 17	8						
Oct 17	8						
Nov 17	8						
Dec 17	8						
Jan 16	7	75	75	100%	2	302	72
Feb 16	7	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	7	75	75	100%	0	460	149
Aug 16	8	61	61	100%	3		
Sep 16	8	52	52	100%	4		
Oct 16	8	130	130	100%	12	293	76
Nov 16	8	126	126	100%	9		
Dec 16	8	110	110	100%	10		
<b>Annual Totals – Prior Years</b>							
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

\*Q1 2017 one officer was unavailable due to medical leave. Six officers and one lead officer were available to perform inspections in Q1 2017.

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

<b>2017</b>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Inspections Requested</b>	89	21	23	22	41	48						
<b>Completed Same Day</b>	89	21	23	22	41	48						
<b>% Completed Same Day</b>	100%	100%	100%	100%	100%	100%						
<b># of Staff</b>	8*	8*	8*	8	8	8	8	8	8	8	8	8
<b>2016</b>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Inspections Requested</b>	29	34	31	27	43	78	58	108	38	68	73	86
<b>Completed Same Day</b>	29	34	31	27	43	78	58	108	38	68	73	86
<b>% Completed Same Day</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<b># of Staff</b>	7	7	7	7	7	7	8	8	8	8	8	8
<b>Yearly</b>	<b>2015</b>		<b>2014</b>		<b>2013</b>		<b>2012</b>		<b>2011 (3 qtrs)</b>			
<b>Inspections Requested</b>	1165		531		773		428					125
<b>Completed Same Day</b>	1164		526		772		426					115
<b>% Completed Same Day</b>	100%		99.1%		99.9%		99.5%					92%
<b># of Staff</b>	6.5		6.2		5		7					3

\*Q1 2017 one officer was unavailable due to medical leave. Six officers and one lead officer were available to perform inspections in Q1 2017.

**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.

