

# Development Services



**Economic & Community  
Development**

**Development Services**

## **Development Services Department**

### **Description**

Development Services' mission is to protect lives by ensuring the construction of durable buildings suited to Anchorage's climatic and physical environment, while also working to promote cohesive neighborhoods, compatible land uses, economic development, prosperity, and a high quality of life for our community. The 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 comply 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 (Areawide Fund (101000) and Building Safety Service Area Fund (163000))
  - 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

#### **Building Safety Service Area Fund (163000)**

- Accepts applications for building permits;
- 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; and
- Inspects construction for compliance with approved plans and codes;

#### **Areawide Fund (101000)**

- Accepts applications for land use permits, ensuring proposed construction projects comply with land use and zoning requirements;
- 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 (Areawide Fund (101000))
  - 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 actions;
  - 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 approved plans and acceptance of the newly constructed roads and drainage systems into the municipally-owned infrastructure.
- Code Enforcement (Areawide Fund (101000))
  - 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 and 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.
- Assure construction of durable and affordable code compliant housing.



**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 diverse 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.
- Provide prompt and efficient permit processing, timely plan reviews, and same-day as requested construction inspection services.

## Development Services Department Summary

	2019 Actuals	2020 Revised	2021 Proposed	21 v 20 % Chg
<b>Direct Cost by Division</b>				
DS Development Services	10,960,073	11,434,099	11,585,284	1.32%
<b>Direct Cost Total</b>	<b>10,960,073</b>	<b>11,434,099</b>	<b>11,585,284</b>	<b>1.32%</b>
<b>Intragovernmental Charges</b>				
Charges by/to Other Departments	2,122,122	2,474,132	2,557,911	3.39%
<b>Function Cost Total</b>	<b>13,082,195</b>	<b>13,908,231</b>	<b>14,143,195</b>	<b>1.69%</b>
Program Generated Revenue	(7,725,994)	(8,931,200)	(7,136,600)	(20.09%)
<b>Net Cost Total</b>	<b>5,356,201</b>	<b>4,977,031</b>	<b>7,006,595</b>	<b>40.78%</b>
<b>Direct Cost by Category</b>				
Salaries and Benefits	10,349,649	10,851,253	10,980,701	1.19%
Supplies	99,610	95,088	116,825	22.86%
Travel	-	-	-	-
Contractual/Other Services	493,855	462,651	462,651	-
Debt Service	-	-	-	-
Equipment, Furnishings	16,959	25,107	25,107	-
<b>Direct Cost Total</b>	<b>10,960,073</b>	<b>11,434,099</b>	<b>11,585,284</b>	<b>1.32%</b>
<b>Position Summary as Budgeted</b>				
Full-Time	70	70	71	1.43%
Part-Time	-	-	-	-
<b>Position Total</b>	<b>70</b>	<b>70</b>	<b>71</b>	<b>1.43%</b>

## Development Services

### Reconciliation from 2020 Revised Budget to 2021 Proposed Budget

	Direct Costs	Positions		
		FT	PT	Seas/T
<b>2020 Revised Budget</b>	11,434,099	70	-	-
<b>2020 One-Time Requirements</b>				
- Reverse 2020 1Q one-time fuel reduction	21,737	-	-	-
<b>Changes in Existing Programs/Funding for 2021</b>				
- Salaries and benefits adjustments	44,776	-	-	-
- Overtime alignment - net 0 adjustment of the overtime budget into the accounts that the costs will actually post to	(67,470)	-	-	-
	67,470	-	-	-
<b>2021 Continuation Level</b>	<b>11,500,612</b>	<b>70</b>	<b>-</b>	<b>-</b>
<b>2021 Proposed Budget Changes</b>				
- Executive salaries to stay flat from 2020	(1,987)	-	-	-
- Non-Represented pay scales to stay flat from 2020	(13,252)	-	-	-
- Plan Reviewer in the Anchorage Building Safety Service Area, with February 2021 start, to improve customer service	99,911	1	-	-
<b>2021 Proposed Budget</b>	<b>11,585,284</b>	<b>71</b>	<b>-</b>	<b>-</b>

**Development Services**  
**Division Summary**  
**DS Development Services**

(Fund Center # 192020, 192080, 192030, 192075, 192040, 192070, 192050, 192015, 192010,...)

	2019 Actuals	2020 Revised	2021 Proposed	21 v 20 % Chg
<b>Direct Cost by Category</b>				
Salaries and Benefits	10,349,649	10,851,253	10,980,701	1.19%
Supplies	99,610	95,088	116,825	22.86%
Travel	-	-	-	-
Contractual/Other Services	493,855	462,651	462,651	-
Equipment, Furnishings	16,959	25,107	25,107	-
<b>Manageable Direct Cost Total</b>	<b>10,960,073</b>	<b>11,434,099</b>	<b>11,585,284</b>	<b>1.32%</b>
Debt Service	-	-	-	-
Depreciation/Amortization	-	-	-	-
<b>Non-Manageable Direct Cost Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Direct Cost Total</b>	<b>10,960,073</b>	<b>11,434,099</b>	<b>11,585,284</b>	<b>-</b>
<b>Intragovernmental Charges</b>				
Charges by/to Other Departments	2,122,122	2,474,132	2,557,911	3.39%
<b>Function Cost Total</b>	<b>13,082,195</b>	<b>13,908,231</b>	<b>14,143,195</b>	<b>1.69%</b>
<b>Program Generated Revenue by Fund</b>				
Fund 101000 - Areawide General	2,324,123	2,156,100	2,120,000	(1.67%)
Fund 163000 - Anchorage Building Safety SA	5,401,871	6,775,100	5,016,600	(25.96%)
<b>Program Generated Revenue Total</b>	<b>7,725,994</b>	<b>8,931,200</b>	<b>7,136,600</b>	<b>(20.09%)</b>
<b>Net Cost Total</b>	<b>5,356,201</b>	<b>4,977,031</b>	<b>7,006,595</b>	<b>40.78%</b>
<b>Position Summary as Budgeted</b>				
Full-Time	70	70	71	1.43%
<b>Position Total</b>	<b>70</b>	<b>70</b>	<b>71</b>	<b>1.43%</b>

## Development Services

### Division Detail

#### DS Development Services

(Fund Center # 192020, 192080, 192030, 192075, 192040, 192070, 192050, 192015, 192010,...)

	2019 Actuals	2020 Revised	2021 Proposed	21 v 20 % Chg
<b>Direct Cost by Category</b>				
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Equipment, Furnishings	16,959	25,107	25,107	-
<b>Manageable Direct Cost Total</b>	<b>10,960,073</b>	<b>11,434,099</b>	<b>11,585,284</b>	<b>1.32%</b>
Debt Service	-	-	-	-
<b>Non-Manageable Direct Cost Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Direct Cost Total</b>	<b>10,960,073</b>	<b>11,434,099</b>	<b>11,585,284</b>	<b>1.32%</b>
<b>Intragovernmental Charges</b>				
Charges by/to Other Departments	2,122,122	2,474,132	2,557,911	3.39%
<b>Program Generated Revenue</b>				
404010 - Plmb/Gs/Sht Mtl Cert	27,869	159,730	26,000	(83.72%)
404030 - Plmb/Gs/Sht Mtl Exam	9,675	11,020	9,000	(18.33%)
404060 - Local Business Licenses	92,686	502,150	88,000	(82.48%)
404090 - Building Permit Plan Review Fees	1,378,750	1,184,510	1,190,000	0.46%
404100 - Bldg/Grde/Clrng Prmt	2,367,111	3,158,905	2,350,000	(25.61%)
404110 - Electrical Permit	265,483	484,840	240,000	(50.50%)
404120 - Mech/Gs/Plmbng Prmts	566,375	641,780	530,000	(17.42%)
404130 - Sign Permits	38,995	54,210	39,000	(28.06%)
404140 - Constr and Right-of-Way Permits	1,161,925	1,030,000	1,165,000	13.11%
404150 - Elevator Permits	609,958	578,875	535,000	(7.58%)
404160 - Mobile Home/Park Permits	3,175	9,580	2,000	(79.12%)
404220 - Miscellaneous Permits	80,500	100,000	80,000	(20.00%)
406020 - Inspections	212,402	280,000	180,000	(35.71%)
406120 - Rezoning Inspections	65,605	61,000	60,000	(1.64%)
406170 - Sanitary Inspection Fees	634,823	605,000	560,000	(7.44%)
406450 - Mapping Fees	1,673	4,000	2,000	(50.00%)
406550 - Address Fees	26,175	23,500	21,000	(10.64%)
406580 - Copier Fees	14,663	9,000	14,500	61.11%
406600 - Late Fees	(121)	-	-	-
406625 - Reimbursed Cost-NonGrant Funded	48,980	20,000	20,000	-
407050 - Other Fines and Forfeitures	59,674	11,000	23,000	109.09%
407070 - Zoning Enforcement Fines	263	-	-	-
408380 - Prior Year Expense Recovery	55,039	-	-	-
408550 - Cash Over & Short	(30)	-	-	-
408560 - Appeal Receipts	100	100	100	-
408580 - Miscellaneous Revenues	4,247	2,000	2,000	-
<b>Program Generated Revenue Total</b>	<b>7,725,994</b>	<b>8,931,200</b>	<b>7,136,600</b>	<b>(20.09%)</b>

# 2021 Proposed General Government Operating Budget

## Net Cost

Direct Cost Total	10,960,073	11,434,099	11,585,284	1.32%
Charges by/to Other Departments Total	2,122,122	2,474,132	2,557,911	3.39%
Program Generated Revenue Total	(7,725,994)	(8,931,200)	(7,136,600)	(20.09%)
<b>Net Cost Total</b>	<b>5,356,201</b>	<b>4,977,031</b>	<b>7,006,595</b>	<b>40.78%</b>

## Position Detail as Budgeted

	2019 Revised		2020 Revised		2021 Proposed	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Civil Engineer I	1	-	1	-	1	-
Civil Engineer II	2	-	2	-	2	-
Civil Engineer III	1	-	1	-	1	-
Civil Engineer IV	2	-	2	-	2	-
Code Abatement Inspector	-	-	1	-	1	-
Director, Development Services	1	-	1	-	1	-
Electrical Inspector	4	-	4	-	4	-
Electrical Inspector Foreman	1	-	1	-	1	-
Elevator Inspector	3	-	3	-	3	-
Engineering Technician III	13	-	8	-	8	-
Engineering Technician IV	4	-	4	-	4	-
GIS Technician II	1	-	1	-	1	-
GIS Technician III	1	-	1	-	1	-
Junior Administrative Officer	2	-	2	-	2	-
Land Use Enforcement Officer	-	-	5	-	5	-
Manager	3	-	3	-	3	-
Mechanical Inspector	4	-	4	-	4	-
Mechanical Inspector - Level 1	1	-	1	-	1	-
Mechanical Inspector Foreman	1	-	1	-	1	-
Plan Review Engineer	8	-	8	-	8	-
Plan Reviewer I	3	-	3	-	5	-
Plan Reviewer II	2	-	2	-	1	-
Plan Reviewer III	1	-	1	-	1	-
Principal Accountant	1	-	1	-	1	-
Structure Inspector	9	-	8	-	8	-
Structure Inspector Foreman	1	-	1	-	1	-
<b>Position Detail as Budgeted Total</b>	<b>70</b>	<b>-</b>	<b>70</b>	<b>-</b>	<b>71</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 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 <sup>st</sup> Customer Contact			
Q1 2020	Q2 2020	Q3 2020	Q4 2020
13.01 minutes	COVID drop-off only svc	minutes	minutes
2,824 customers	Drop off service/COVID	customers	
4 employees	3.5 employees	employees	employees
Q1 2019	Q2 2019	Q3 2019	Q4 2019
8.11 minutes	13.14 minutes	25.10 minutes	27.17 minutes
2,781 customers	4,353 customers	4,418 customers	3,664 customers
5 employees	5 employees	4 employees	4 employees
2018 Qtr Avg	2017 Qtr Avg	2016 Qtr Avg	2015 Qtr Avg
15.15 minutes	15.74 minutes	14.22 minutes	14.25 minutes
3,857 customers	3,790 customers	3,955 customers	4,201 customers
4.75 employees	4.1 employees	4.3 employees	5 employees
2014 Qtr Avg	2013 Qtr Avg	2012 Qtr Avg	
19.20 minutes	22.34 minutes	19.15 minutes	
4,488 customers	4,049 customers	3,536 customers	
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 <sup>st</sup> -Time Residential Reviews Completed within 4 Business Days			
Q1 2020	Q2 2020	Q3 2020	Q4 2020
80% in 4 days	72% in 4 days	% in 4 days	% in 4 days
97% in 10 days	92% in 10 days	% in 10 days	% in 10 days
229 Reviews	638 reviews	reviews	reviews
Q1 2019	Q2 2019	Q3 2019	Q4 2019
88% in 4 days	84% in 4 days	76% in 4 days	91% in 4 days
97% in 10 days	93% in 10 days	94% in 10 days	97% in 10 days
226 Reviews/qtr	701 reviews/qtr	629 reviews/qtr	315 reviews/qtr
2018	2017	2016	2015
89% in 4 days <sup>1</sup>	87% in 4 days	88% in 4 days	87% in 4 days
96.5% in 10 days <sup>2</sup>	98% in 10 days	99% in 10 days	98% in 10 days
1,749 reviews/yr. <sup>3</sup>	No Grand Total (no data for 1 quarter)	No Grand Total (no data for 1 quarter)	No Grand Total (no data for 1 quarter)
2014	2013	2012	
86% in 4 days	77% in 4 days	73% in 4 days	
98% in 10 days	94% in 10 days		
No Grand Total (no data for 1 quarter)	1544 reviews		

<sup>1</sup>Percent 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 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> quarters for 2018-2012.

<sup>3</sup>Total 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 2020	Q2 2020	Q3 2020	Q4 2020
99.8%	99.9%	___%	___%
3,827 regular insp.	4,423 regular insp.	___regular insp.	___ regular insp.
15 inspectors	15 inspectors	___ inspectors	___ inspectors
Q1 2019	Q2 2019	Q3 2019	Q4 2019
99.9%	99.8%	99.8%	99.7%
4025 regular insp. 2447 earthquake insp.	5502 regular insp. 133 earthquake insp.	6158 regular insp. 55 earthquake insp.	5543 regular insp. 6 earthquake insp.
15 inspectors	15 inspectors	15 inspectors	14* inspectors (1 elec. Insp. Retiring)
<b>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.</b>			
2018 Qtr Avg	2017 Qtr Avg	2016 Qtr Avg	2015 Qtr Avg
99.65%	96.6%	96.3%	94%
6,158 inspections plus 790 earthquake insp.	5,382 inspections	5,470 inspections	6,274 inspections
15.5 inspectors	14 inspectors	14.3 inspectors	15 inspectors
2014 Qtr Avg	2013 Qtr Avg	2012 Qtr Avg	
92.8%	96.4 %	96.5%	
6,402 inspections	6,091 inspections	6,215 inspections	
14 + 2 shared use inspectors	14 + 3 shared use inspectors	15 + 3 shared used inspectors	

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

2020 DATA								
2020 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				
Abandoned Buildings	89	48	68	17				
Building Open to Casual Access	4	3	6	2				
Dangerous Building	15	6	17	11				
Fire Damaged Building	26	24	20	19				
Water Damaged Building	9	1	5	3				
Illegal Fill/Excavation	0	0	8	2				
Notice of License Requirement	4	3	14	8				
Notice of Permit Requirement	30	16	68	35				
Business License Inspection	147	94	50	48				
Code Compliance Inspection	24	21	16	12				
Misc. Service Requests	32	24	40	28				
<b>TOTAL New Service Requests</b>	<b><u>386</u></b>		<b><u>317</u></b>					
<i>New</i> Service Requests Resolved	<b><u>245</u></b>		<b><u>190</u></b>					
<i>Prior</i> Service Requests Resolved	<b><u>443</u></b>		<b><u>260</u></b>					
<b>TOTAL <i>Resolved</i> this Quarter</b>	<b><u>688</u></b>		<b><u>450</u></b>					
TOTAL <i>OPEN</i> Service Requests Remaining at End of this Qtr	<b><u>494</u></b>		<b><u>487</u></b>					

2019 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	4	4	6	5	7	5	3	3
Abandoned Buildings	7	3	15	6	142	138	119	98
Building Open to Casual Access	4	3	4	1	5	4	4	0
Dangerous Building	8	4	9	2	20	12	7	4
Fire Damaged Building	8	5	7	5	6	5	23	11
Water Damaged Building	11	3	12	9	9	5	9	6
Illegal Fill/Excavation	0	0	2	0	7	3	4	2
Notice of License Requirement	8	4	11	4	15	8	29	10
Notice of Permit Requirement	22	12	62	40	64	36	69	36
Business License Inspection	19	16	60	46	52	2	110	104
Code Compliance Inspection	44	34	23	19	20	12	25	23
Misc. Service Requests	24	8	34	16	40	22	29	16
<b>TOTAL New Service Requests</b>	<b><u>159</u></b>		<b><u>245</u></b>					
<i>New</i> Service Requests Resolved	<b><u>96</u></b>		<b><u>153</u></b>		<b><u>250</u></b>		<b><u>295</u></b>	
<i>Prior</i> Service Requests Resolved	<b><u>113</u></b>		<b><u>182</u></b>		<b><u>188</u></b>		<b><u>114</u></b>	
<b>TOTAL <i>Resolved</i> this Quarter</b>	<b><u>209</u></b>		<b><u>335</u></b>		<b><u>438</u></b>		<b><u>409</u></b>	
TOTAL <i>OPEN</i> Service Requests Remaining at End of this Qtr	<b><u>451</u></b>		<b><u>446</u></b>		<b><u>496</u></b>		<b><u>492</u></b>	

**Note that Code Abatement inspectors also performed 243 earthquake damage inspections during Q1 2019**

2018 DATA								
2018 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	See older measure		15	12	11	9	7	3
Abandoned Buildings	Ditto		54	34	40	32	1	0
Building Open to Casual Access	Ditto		9	7	3	1	6	1
Dangerous Building	Ditto		8	2	5	1	10	5
Fire Damaged Building	Ditto		11	8	4	4	4	4
Water Damaged Building	Ditto		5	5	2	0	2	1
Illegal Fill/Excavation	Ditto		9	2	4	1	1	1
Notice of License Requirement	Ditto		45	18	21	6	5	4
Notice of Permit Requirement	Ditto		71	28	61	41	42	11
Business License Inspection	Ditto		19	19	30	10	29	25
Code Compliance Inspection	Ditto		29	29	40	40	35	29
Misc. Service Requests	Ditto		<u>43</u>	19	<u>45</u>	43	<u>18</u>	5
<b>TOTAL New Service Requests</b>	See older measure		<b><u>318</u></b>		<b><u>266</u></b>		<b><u>160</u></b>	
<i>New</i> Service Requests Resolved				183		188		89
<i>Prior</i> Service Requests Resolved				<u>79</u>		<u>87</u>		<u>57</u>
2018 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
<b>TOTAL <u>Resolved</u> this Quarter</b>				<b><u>262</u></b>		<b><u>275</u></b>		<b><u>146</u></b>
TOTAL OPEN Service Requests Remaining at End of this Qtr			<u>427</u>		<u>413</u>		<u>422</u>	

**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 2020	Q2 2020	Q3 2020	Q4 2020
70% <sup>1</sup>	80% <sup>2</sup>		
Q1 2019	Q2 2019	Q3 2019	Q4 2019
63% <sup>3</sup>	92% <sup>4</sup>	67% <sup>5</sup>	62.5% <sup>6</sup>
2018 Qtr Avg	2017 Qtr Avg	2016 Qtr Avg	2015 Qtr Avg
71.4%	89.3%	78.3%	89.3%
2014 Qtr Avg	2013 Qtr Avg	2012 Qtr Avg	
80%	100%	95%	

<sup>1</sup> Ten reviews in Q1 2020, including Row permits. Seven were on time, several of those earlier than scheduled. Two were 4 & 5 days late due to workload. One was ten days late due to being misplaced and forgotten while quarantining and transitioning to working from home. Also, Private Development's plan review engineer position has been vacant during Q1.

<sup>2</sup> Fifteen reviews in 2020 Q2. 3 of those were completed beyond the 15 business day time frame.

<sup>3</sup> Eight reviews in Q1 2019. Three were late: one by 1 day; one by 5 days, and one by 1 month. Responses were late due to resolving a stormwater outfall onto DNR property, a mistake on the due date within an internal distribution memo, and because the Developer placed the design review on hold while working to resolve a Scope of Work question. Most of the one-month delay was due to the project having been placed on hold.

<sup>4</sup> Thirteen reviews in Q2 2019. One was late due to a late landscaping review from Planning.

<sup>5</sup> Three reviews in Q3 2019. One was late by 2 days.

<sup>6</sup> Eight reviews in Q4 2019. Three were late, two of which were discussed with the developer and engineer to request a time extension on PD comments. All parties were amenable to the time extensions.

**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 2020	Q2 2020	Q3 2020	Q4 2020
95%	87%	___ %	___ %
3 staff	3 staff	___ staff	___ staff
129 applications	163 applications	___ applications	___ applications
Q1 2019	Q2 2019	Q3 2019	Q4 2019
90%	59%	74%	82%
3 staff	3 staff	3 staff	3 Staff
88 applications	182 applications	187 applications	151 applications
2018	2017	2016	2015
93.8%	90.3%	82.3%	61%
3 staff	3 staff	2.7 staff	3 staff
650 applications/yr	577 applications/yr	614 applications/yr	684 applications/yr
2014	2013	2012	
71% qtr avg	67% qtr avg	64% qtr avg	
3 staff	3 staff	3 staff	
665 applications/yr	658 applications/yr	582 applications/yr	



**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 2020	Q2 2020	Q3 2020	Q4 2020
48% in 3 days	89% in 3 days	___% in 3 days	___% in 3 days
3 staff	3 staff	3 staff	3 staff
69 reviews	38 reviews	___ reviews	___ reviews
Q1 2019	Q2 2019	Q3 2019	Q4 2019
42% in 3 days	53% in 3 days	54% in 3 days	47% in 3 days
3 staff	3 staff	3 staff	3 staff
43 reviews	47 reviews	46 reviews	101 reviews
Q1 2018	Q2 2018	Q3 2018	Q4 2018
75% in 3 days	76% in 3 days	81% in 3 days	65% in 3 days
3 staff	3 staff	3 staff	3 staff
60 reviews	45 reviews	77 reviews	110 reviews
2018	2017	2016	2015
74.3% in 3 days Qtr Avg	63.5% in 3 days Qtr Avg	11.5% in 3 days Qtr Avg	21% in 3 days Qtr Avg
3 staff	3 staff	2.7 staff	2.7 staff
292 reviews/yr	141 reviews/yr	125 reviews/yr	97 reviews/yr
2014	2013	2012	
29% in 3 days Qtr Avg	27% in 3 days Qtr Avg	30% in 3 days Qtr Avg	
3 staff	3 staff	3 staff	
130 reviews/yr	126 reviews/yr	109 reviews/yr	

**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 2020	Q2 2020	Q3 2020	Q4 2020
92% in 3 days	76% in 3 days	___% in 3 days	___% in 3 days
3 staff	3 staff	3 staff	3 staff
52 permits	160 permits	___ permits	___ permits
Q1 2019	Q2 2019	Q3 2019	Q4 2019
64% in 3 days	47% in 3 days	68% in 3 days	75% in 3 days
3 staff	3 staff	3 staff	3 staff
74 permits	196 permits	164 permits	93 permits
Q1 2018	Q2 2018	Q3 2018	Q4 2018
82% in 3 days	89% in 3 days	85% in 3 days	94% in 3 days
3 staff	3 staff	3 staff	3 staff
34 permits	132 permits	175 permits	98 permits
2018	2017	2016	2015
87.5% in 3 days	72% in 3 days	43.5% in 3 days	43% in 3 days
3 staff	3 staff	2.7 staff	3 staff
439 permits	376 permits	359 permits	381 permits
2014	2013	2012	
47% in 3 days Qtr Avg	54% in 3 days Qtr Avg	41% in 3 days Qtr Avg	
3 staff	3 staff	3 staff	
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 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 by ensuring compatible land uses through effective enforcement of Title 21, Land Use Planning Regulations;

Providing technical expertise and assistance to the general 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 21, Land Use Planning and eight 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 20	7	1186	1186
Feb 20	7	1704	2890
Mar 20	7	1827	4717
Apr 20	7	196	4913
May 20	7	275	5188
Jun 20	7	644	5832
Jul 20			
Aug 20			
Sep 20			
Oct 20			
Nov 20			
Dec 20			
Jan 19	7	962	962
Feb 19	7	245	1207
Mar 19	7	243	1450
Apr 19	7	255	1705
May 19	7	414	2119
Jun 19	7	678	2797
Jul 19	7	606	3403
Aug 19	7	564	3967
Sep 19	7	816	4783
Oct 19	7	882	5665
Nov 19	7	151	5816
Dec 19	7	746	6562
Annual Totals – Prior Years			
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.

**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 <i>(new cases)</i>	Cases w Violations Closed this Qtr <i>(pre-existing cases)</i>
Jan 20	7	152	152	100%	9	495	14
Feb 20	7	224	224	100%	24		
Mar 20	7	130	130	100%	21		
Apr 20	7	77	77	100%	1	196	31
May 20	7	73	73	100%	5		
Jun 20	7	64	64	100%	1		
Jul 20							
Aug 20							
Sep 20							
Oct 20							
Nov 20							
Dec 20							
Jan 19	7	118	118	100%	11	328	15
Feb 19	7	179	179	100%	24		
Mar 19	7	43	43	100%	6		
Apr 19	7	64	64	100%	4	199	27
May 19	7	74	74	100%	4		
Jun 19	7	63	63	100%	3		
Jul 19	7	58	58	100%	4	190	155
Aug 19	7	61	61	100%	5		
Sep 19	7	64	64	100%	3		
Oct 19	7	78	78	100%	3	15	326
Nov 19	7	130	130	100%	11		
Dec 19	7	129	129	100%	10		
Annual Totals – Prior Year							
2018	7	1654	1654	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 20	6	79	79	100%	4	211	76
Feb 20	6	56	56	100%	2		
Mar 20	6	160	160	100%	4		
Apr 20	6	164	164	100%	8	360	106
May 20	6	178	178	100%	10		
Jun 20	6	183	183	100%	10		
Jul 20							
Aug 20							
Sep 20							
Oct 20							
Nov 20							
Dec 20							
Jan 19	7	96	96	100%	6	194	99
Feb 19	6	51	51	100%	3		
Mar 19	6	107	107	100%	4		
Apr 19	6	110	110	100%	6	365	55
May 19	6	155	155	100%	7		
Jun 19	6	122	122	100%	9		
Jul 19	6	165	165	100%	8	411	81
Aug 19	6	178	178	100%	5		
Sep 19	6	101	101	100%	4		
Oct 19	6	117	117	100%	14	220	155
Nov 19	6	127	127	100%	10		
Dec 19	6	65	65	100%	8		
Annual Totals – Prior Years							
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).**

2020	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inspections Requested	24	38	30	27	38	47						
Completed Same Day	24	38	30	27	38	47						
% Completed Same Day	100%	100%	100%	100%	100%	100%						
# of Staff (includes 1 lead officer)	6	6	6	6	6	6						
2019	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inspections Requested	14	20	27	23	55	68	82	105	97	32	36	40
Completed Same Day	14	20	26	23	55	68	82	105	97	32	36	40
% Completed Same Day	100%	100%	96%	100%	100%	100%	100%	100%	100%	100%	100%	100%
# of Staff	7	6	6	6	6	6	6	6	6	6	6	6

Yearly	2018		2017		2016		2015		2014		2013		2012
Inspections Requested	595		601		673		1165		531		773		428
Completed Same Day	595		601		673		1164		526		772		426
% Completed Same Day	100%		100%		100%		100%		99.1%		99.9%		99.5%
# of Staff	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.

