

Development Services



**Municipal
Manager**

**Community
Development**

**Building
Services**

**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:



Economic Recovery – Build a city that attracts and retains a talented workforce, is hospitable to entrepreneurs and business owners, provides a strong environment for economic growth, attract new and innovative industries to Anchorage, and expand the tourism opportunities of Southcentral Alaska.

- 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.



Homelessness – Compassionately reduce homelessness and create an effective strategy to provide essential services to ensure those in need have support to improve their ability to be productive in society by providing job training and low-income housing opportunities.

- 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.



Public Safety – Maintain a high degree of public safety in all departments and effectively provide the resources needed to allow the public to get tested and/or vaccinated for COVID-19. 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.



Administrative Efficiency – Make city government more efficient and decrease departmental spending.

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

Development Services Department Summary

	2020 Actuals	2021 Revised	2022 Approved	22 v 21 % Chg
Direct Cost by Division				
DS Development Services	11,437,486	11,654,754	11,563,628	(0.78%)
Direct Cost Total	11,437,486	11,654,754	11,563,628	(0.78%)
Intragovernmental Charges				
Charges by/to Other Departments	2,300,709	2,176,823	1,942,471	(10.77%)
Program Generated Revenue	(8,652,443)	(7,158,600)	(7,573,400)	5.79%
Function Cost Total	13,738,195	13,831,577	13,506,099	(2.35%)
Net Cost Total	5,085,752	6,672,977	5,932,699	(11.09%)
Direct Cost by Category				
Salaries and Benefits	10,948,148	10,954,916	10,992,991	0.35%
Supplies	93,410	95,865	110,865	15.65%
Travel	-	-	-	-
Contractual/Other Services	379,043	586,273	442,072	(24.60%)
Debt Service	-	-	-	-
Equipment, Furnishings	16,884	17,700	17,700	-
Direct Cost Total	11,437,486	11,654,754	11,563,628	(0.78%)
Position Summary as Budgeted				
Full-Time	70	71	71	-
Part-Time	-	-	-	-
Position Total	70	71	71	-

Development Services Reconciliation from 2021 Revised Budget to 2022 Approved Budget

	Direct Costs	Positions		
		FT	PT	Seas/T
2021 Revised Budget	11,654,754	71	-	-
2021 One-Time Requirements				
- REVERSE - 2021 1Q - ONE-TIME - Assembly Amendment Weddleton and LaFrance #2 - fund portion of public relations and media campaign to defend property rights along the Railbelt with reductions to Assembly member Weddleton's individual account and Development Services supplies budget	15,000	-	-	-
- REVERSE - 2021 1Q - ONE-TIME - Settlement	(143,500)	-	-	-
Changes in Existing Programs/Funding for 2022				
- Salaries and benefits adjustments	25,209	-	-	-
2022 Continuation Level	11,551,463	71	-	-
Transfers by/to Other Departments				
- Transfer Development Services to be a division in Building Services	(11,551,463)	(71)	-	-
2022 Assembly Amendments				
- Amendment #3 to AO 2021-114 ReOrg - Make Building Services divisions Development Services and Planning into departments	11,563,628	71	-	-
2022 Mayoral Vetoes				
- Amendment #3 to AO 2021-114 ReOrg - Make Building Services divisions Development Services and Planning into departments	(11,563,628)	(71)	-	-
2022 Veto Overrides				
- Amendment #3 to AO 2021-114 ReOrg - Make Building Services divisions Development Services and Planning into departments	11,563,628	71	-	-
2022 Approved Budget	11,563,628	71	-	-

Development Services
Division Summary
DS Development Services

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

	2020 Actuals	2021 Revised	2022 Approved	22 v 21 % Chg
Direct Cost by Category				
Salaries and Benefits	10,948,148	10,954,916	10,992,991	0.35%
Supplies	93,410	95,865	110,865	15.65%
Travel	-	-	-	-
Contractual/Other Services	379,043	586,273	442,072	(24.60%)
Equipment, Furnishings	16,884	17,700	17,700	-
Manageable Direct Cost Total	11,437,486	11,654,754	11,563,628	(0.78%)
Debt Service	-	-	-	-
Depreciation/Amortization	-	-	-	-
Non-Manageable Direct Cost Total	-	-	-	-
Direct Cost Total	11,437,486	11,654,754	11,563,628	-
Intragovernmental Charges				
Charges by/to Other Departments	2,300,709	2,176,823	1,942,471	(10.77%)
Function Cost Total	13,738,195	13,831,577	13,506,099	(2.35%)
Program Generated Revenue by Fund				
Fund 101000 - Areawide General	2,124,793	2,142,000	2,207,500	3.06%
Fund 163000 - Anchorage Building Safety SA	6,527,650	5,016,600	5,365,900	6.96%
Program Generated Revenue Total	8,652,443	7,158,600	7,573,400	5.79%
Net Cost Total	5,085,752	6,672,977	5,932,699	(11.09%)

Position Summary as Budgeted

Full-Time	70	71	71	-
Position Total	70	71	71	-

Development Services
Division Detail
DS Development Services

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

	2020 Actuals	2021 Revised	2022 Approved	22 v 21 % Chg
Direct Cost by Category				
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Contractual/Other Services	379,043	586,273	442,072	(24.60%)
Equipment, Furnishings	16,884	17,700	17,700	-
Manageable Direct Cost Total	11,437,486	11,654,754	11,563,628	(0.78%)
Debt Service	-	-	-	-
Non-Manageable Direct Cost Total	-	-	-	-
Direct Cost Total	11,437,486	11,654,754	11,563,628	(0.78%)
Intragovernmental Charges				
Charges by/to Other Departments	2,300,709	2,176,823	1,942,471	(10.77%)
Program Generated Revenue				
404010 - Plmb/Gs/Sht Mtl Cert	133,230	26,000	25,000	(3.85%)
404030 - Plmb/Gs/Sht Mtl Exam	5,340	9,000	9,400	4.44%
404060 - Local Business Licenses	477,798	88,000	74,000	(15.91%)
404090 - Building Permit Plan Review Fees	1,149,868	1,190,000	1,110,000	(6.72%)
404100 - Bldg/Grde/Clrng Prmt	3,142,000	2,350,000	2,750,000	17.02%
404110 - Electrical Permit	233,727	240,000	220,000	(8.33%)
404120 - Mech/Gs/Plmbng Prmts	621,141	530,000	520,000	(1.89%)
404130 - Sign Permits	28,753	36,000	42,000	16.67%
404140 - Constr and Right-of-Way Permits	1,254,844	1,165,000	1,075,000	(7.73%)
404150 - Elevator Permits	664,403	535,000	590,000	10.28%
404160 - Mobile Home/Park Permits	994	2,000	1,000	(50.00%)
404220 - Miscellaneous Permits	66,025	80,000	74,000	(7.50%)
406020 - Inspections	98,363	180,000	170,000	(5.56%)
406120 - Rezoning Inspections	57,029	60,000	72,000	20.00%
406170 - Sanitary Inspection Fees	515,742	560,000	690,000	23.21%
406450 - Mapping Fees	722	2,000	2,000	-
406550 - Address Fees	21,623	21,000	25,500	21.43%
406580 - Copier Fees	21,335	14,500	21,000	44.83%
406600 - Late Fees	(39)	-	-	-
406625 - Reimbursed Cost-NonGrant Funded	35,120	35,000	50,000	42.86%
407050 - Other Fines and Forfeitures	121,322	33,000	49,000	48.48%
407070 - Zoning Enforcement Fines	(472)	-	-	-
408380 - Prior Year Expense Recovery	350	-	-	-
408550 - Cash Over & Short	-	-	-	-
408560 - Appeal Receipts	300	100	500	400.00%
408580 - Miscellaneous Revenues	2,927	2,000	3,000	50.00%
Program Generated Revenue Total	8,652,443	7,158,600	7,573,400	5.79%

2022 Approved General Government Operating Budget

Net Cost

Direct Cost Total	11,437,486	11,654,754	11,563,628	(0.78%)
Charges by/to Other Departments Total	2,300,709	2,176,823	1,942,471	(10.77%)
Program Generated Revenue Total	(8,652,443)	(7,158,600)	(7,573,400)	5.79%
Net Cost Total	5,085,752	6,672,977	5,932,699	(11.09%)

Position Detail as Budgeted

	2020 Revised		2021 Revised		2022 Approved	
	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	-
Director, Development Services	1	-	1	-	1	-
Electrical Inspector	4	-	4	-	2	-
Electrical Inspector Foreman	1	-	1	-	1	-
Elevator Inspector	3	-	3	-	3	-
Engineering Technician III	13	-	13	-	15	-
Engineering Technician IV	4	-	4	-	7	-
GIS Technician II	1	-	1	-	1	-
GIS Technician III	1	-	1	-	1	-
Junior Administrative Officer	2	-	2	-	2	-
Manager	3	-	3	-	3	-
Mechanical Inspector - Level 1	5	-	5	-	4	-
Mechanical Inspector Foreman	1	-	1	-	1	-
Plan Review Engineer	8	-	8	-	8	-
Plan Reviewer I	4	-	5	-	4	-
Plan Reviewer II	1	-	1	-	1	-
Plan Reviewer III	1	-	1	-	1	-
Principal Accountant	1	-	1	-	1	-
Structure Inspector	9	-	9	-	8	-
Structure Inspector Foreman	1	-	1	-	1	-
Position Detail as Budgeted Total	70	-	71	-	71	-

Anchorage: Performance. Value. Results

Development Services Department

Anchorage: Performance. Value. Results.

Mission

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.

Development Services Department

Anchorage: Performance. Value. Results.

Mission

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.

Core 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 st Customer Contact			
Q1 2021	Q2 2021	Q3 2021	Q4 2021
COVID drop-off only svc	Switched from drop-off to in-person svc 5/24/21 4.47 minutes	___ minutes	___ minutes
Drop off service/ COVID	877 customers (# from 5/24/21 – 6/30/21)	___ customers	___ customers
4.5 employees	6 employees	___ employees	___ employees
Q1 2020	Q2 2020	Q3 2020	Q4 2020
13.01 minutes	COVID drop-off only svc	COVID drop-off only svc	COVID drop-off only svc
2,824 customers	Drop off service/ COVID	Drop off service/ COVID	Drop off service/ COVID
4 employees	3.5 employees	3.5 employees	5 employees
2019 Qtr Avg	2018 Qtr Avg	2017 Qtr Avg	2016 Qtr Avg
18.38 minutes	15.15 minutes	15.74 minutes	14.22 minutes
3,804 customers	3,857 customers	3,790 customers	3,955 customers
4.5 employees	4.75 employees	4.1 employees	4.3 employees
2015 Qtr Avg	2014 Qtr Avg	2013 Qtr Avg	2012 Qtr Avg
14.25 minutes	19.20 minutes	22.34 minutes	19.15 minutes
4,201 customers	4,488 customers	4,049 customers	3,536 customers
5 employees	4 employees	4 employees	3 employees

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

Percent of 1 st -Time Residential Reviews Completed within 4 Business Days			
Q1 2021	Q2 2021	Q3 2021	Q4 2021
47% in 4 days	78% in 4 days	___ % in 4 days	___ % in 4 days
77% in 10 days	93% in 10 days	___ % in 10 days	___ % in 10 days
189 Reviews	720 Reviews	___ Reviews	___ Reviews
Q1 2020	Q2 2020	Q3 2020	Q4 2020
80% in 4 days	72% in 4 days	71% in 4 days	66% in 4 days
97% in 10 days	92% in 10 days	91% in 10 days	86% in 10 days
229 Reviews	638 reviews	611 reviews	284 Reviews
2019	2018	2017	2016
85% in 4 days	89% in 4 days ¹	87% in 4 days	88% in 4 days
95% in 10 days	96.5% in 10 days ²	98% in 10 days	99% in 10 days
1,871 reviews/yr.	1,749 reviews/yr. ³	No Grand Total (no data for 1 quarter)	No Grand Total (no data for 1 quarter)
2015	2014	2013	2012
87% in 4 days	86% in 4 days	77% in 4 days	73% in 4 days
98% in 10 days	98% in 10 days	94% in 10 days	
No Grand Total (no data for 1 quarter)	No Grand Total (no data for 1 quarter)	1544 reviews	

¹Percent completed in 4 days for 2018 through 2012 is an average of the percentages reported for the first, second, and third quarters of each year. Hansen system does not timely report a 4th qtr percentage for each year.

²Ditto, percent reported for reviews within 10 days is an average of the percentages reported for 1st, 2nd, 3rd quarters for 2018-2012.

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

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

Percent of Construction Inspections Completed Same Day as Requested			
Q1 2021	Q2 2021	Q3 2021	Q4 2021
99.9%	99.9%	____%	____%
4,162 regular insp. (104 business license/ vacant/abandoned)	5,901 regular insp.	____ regular insp.	____ regular insp.
15 inspectors	15 inspectors	15 inspectors	15 inspectors
Q1 2020	Q2 2020	Q3 2020	Q4 2020
99.8%	99.9%	99.9%	99.8%
3,827 regular insp.	4,423 regular insp.	5,406 regular insp.	4,793 regular insp. (104 business license/ vacant/abandoned)
15 inspectors	15 inspectors	15 inspectors	15 inspectors
<i>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.</i>			
2019 Qtr Avg	2018 Qtr Avg	2017 Qtr Avg	2016 Qtr Avg
99.85%	99.65%	96.6%	96.3%
5,307 inspections plus 660 earthquake insp.	6,158 inspections plus 790 earthquake insp.	5,382 inspections	5,470 inspections
15 inspectors	15.5 inspectors	14 inspectors	14.3 inspectors
2015 Qtr Avg	2014 Qtr Avg	2013 Qtr Avg	2012 Qtr Avg
94%	92.8%	96.4 %	96.5%
6,274 inspections	6,402 inspections	6,091 inspections	6,215 inspections
15 inspectors	14 + 2 shared use inspectors	14 + 3 shared use inspectors	15 + 3 shared use inspectors

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

2021 DATA

2021 SERVICE REQUEST TYPES	Q1 New Requests	Q1 New Requests Resolved	Q2 New Requests	Q2 New Requests Resolved	Q3 New Requests	Q3 New Requests Resolved	Q4 New Requests	Q4 New Requests Resolved
Abatement General Intake	2	2	9	9				
Abandoned Buildings	87	43	139	63				
Building Open to Casual Access	2	2	1	1				
Dangerous Building	5	5	3	2				
Fire Damaged Building	15	9	16	16				
Water Damaged Building	5	4	7	6				
Illegal Fill/Excavation	0	0	1	1				
Notice of License Requirement	16	10	7	5				
Notice of Permit Requirement	39	20	44	10				
Business License Inspection	49	45	123	2				
Code Compliance Inspection	41	34	20	1				
Misc. Service Requests	25	15	44	34				
TOTAL New Service Requests								
<u>New Service Requests Resolved</u>	<u>286</u>		<u>414</u>					
<u>Prior Service Requests Resolved</u>	<u>189</u>		<u>150</u>					
TOTAL <u>Resolved</u> this Quarter	<u>351</u>		<u>544</u>					
TOTAL OPEN Service Requests Remaining at End of this Qtr	<u>372</u>		<u>419</u>					

2020 DATA

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

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

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

Percent of Development Review Responses Provided Within Fifteen Business Days			
Q1 2021	Q2 2%2021	Q3 2021	Q4 2021
79% ¹	94% ²	%	%
Q1 2020	Q2 2%2020	Q3 2020	Q4 2020
70% ²	80% ³	100%	100%
2019 Qtr Avg	2018 Qtr Avg	2017 Qtr Avg	2016 Qtr Avg
71.1%	71.4%	89.3%	78.3%
2015 Qtr Avg	2014 Qtr Avg	2013 Qtr Avg	2012 Qtr Avg
89.3%	80%	100%	95%

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

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

**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 2021	Q2 2021	Q3 2021	Q4 2021
82%	56%	%	%
3 staff	3 staff	3 staff	3 staff
145 applications	220 applications	_____ applications	_____ applications
Q1 2020	Q2 2020	Q3 2020	Q4 2020
95%	87%	41 %	67 %
3 staff	3 staff	3* staff	3 staff
129 applications	163 applications	242 applications	166 applications
2019	2018	2017	2016
76%	93.8%	90.3%	82.3%
3 staff	3 staff	3 staff	2.7 staff
608 applications/yr.	650 applications/yr.	577 applications/yr.	614 applications/yr.
2015	2014	2013	2012
61%	71% qtr avg	67% qtr avg	64% qtr avg
3 staff	3 staff	3 staff	3 staff
684 applications/yr.	665 applications/yr.	658 applications/yr.	582 applications/yr.

**One of three staff out for medical leave for part of Q3 2020.*

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

Percent of Inspection Report Reviews Completed within 3 Business Days			
Q1 2021	Q2 2021	Q3 2021	Q4 2021
63% in 3 days	77% in 3 days	___% in 3 days	___% in 3 days
3 staff	3 staff	3* staff	3 staff
70 reviews	35 reviews	_____ reviews	_____ reviews
Q1 2020	Q2 2020	Q3 2020	Q4 2020
48% in 3 days	89% in 3 days	42% in 3 days	49% in 3 days
3 staff	3 staff	3* staff	3 staff
69 reviews	38 reviews	55 reviews	80 reviews
2019	2018	2017	2016
49% in 3 days Qtr Avg	74.3% in 3 days Qtr Avg	63.5% in 3 days Qtr Avg	11.5% in 3 days Qtr Avg
3 staff	3 staff	3 staff	2.7 staff
237 reviews/yr.	292 reviews/yr.	141 reviews/yr.	125 reviews/yr.
2015	2014	2013	2012
21% in 3 days Qtr Avg	29% in 3 days Qtr Avg	27% in 3 days Qtr Avg	30% in 3 days Qtr Avg
2.7 staff	3 staff	3 staff	3 staff
97 reviews/yr.	130 reviews/yr.	126 reviews/yr.	109 reviews/yr.

**One of three staff out for medical leave for part of Q3 2020.*

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

Percent of On-Site Permit Application Reviews Completed within 3 Business Days			
Q1 2021	Q2 2021	Q3 2021	Q4 2021
78% in 3 days	48% in 3 days	__% in 3 days	__% in 3 days
3 staff	3 staff	3*staff	3 staff
91 permits	157 permits	__ permits	__ permits
Q1 2020	Q2 2020	Q3 2020	Q4 2020
92% in 3 days	76% in 3 days	33% in 3 days	42% in 3 days
3 staff	3 staff	3*staff	3 staff
52 permits	160 permits	192 permits	96 permits

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

Development Services Department Land Use Permitting & Enforcement Division

Anchorage: Performance. Value. Results.

Mission

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

- Protecting the traveling public and improving the quality, useful life, and safety of public infrastructure within the rights-of-way of the Municipality of Anchorage;
- Improving quality of life and property values through effective application and enforcement of Anchorage Municipal Code Title 15 (Environmental Protection), 21 (Land Use Planning), 24 (Streets and Rights of Way), and six other codes;
- Providing technical expertise and assistance to the public and development community through review of development proposals, land use and building permits and facility licenses; and
- Maintaining unique addressing and street names to ensure 911 public safety and conformance with Anchorage's land use regulations.

Core Services

Right of Way Permitting & Enforcement

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

Land Use Enforcement

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

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

Addressing

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

Accomplishment Goals

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

- Maintenance of GIS map data layers for roads and addresses

Performance Measures

Progress in achieving goals will be measured by:

Performance Measures Definitions and Terminology

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

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

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

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

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

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

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

Right of Way Construction Inspections Completed			
Month/Year	# of ROW Officers	Accomplished	YTD
Jan 21	7	592	592
Feb 21	7	299	891
Mar 21	7	167	1058
Apr 21	7	189	1247
May 21	7	345	1592
Jun 21	6	583	2175
Jul 21			
Aug 21			
Sep 21			
Oct 21			
Nov 21			
Dec 21			
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	7	678	6510
Aug 20	7	632	7142
Sep 20	7	636	7778
Oct 20	7	1070	8848

Right of Way Construction Inspections Completed			
Month/Year	# of ROW Officers	Accomplished	YTD
Nov 20	7	258	9106
Dec 20	7	282	9388
Annual Totals – Prior Years			
2019	7	6562	
2018	6.6	5,157	
2017	7	4,941	
2016	7	5,649	
2015	7	7,874	
2014	6.6	14,751	
2013	6	6,720	
2012	7	6,512	
2011	7	3,189	

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

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

Percent of Illegal ROW Usage Complaints with Investigations initiated within One Working Day

Month & Year	# of ROW Officers	Number of Complaints	Number Investigated within 1 Working Day	Percent Investigated within 1 Working Day	# Found to be no Violation	Cases w Violations Closed this Quarter (new cases)	Cases w Violations Closed this Qtr (pre-existing cases)
Jan 21	7	85	85	100%	5	367	19
Feb 21	7	82	82	100%	6		
Mar 21	7	209	209	100%	25		
Apr 21	7	71	71	100%	2	224	9
May 21	7	69	69	100%	15		
Jun 21	6	91	91	100%	16		
Jul 21							
Aug 21							
Sep 21							
Oct 21							
Nov 21							
Dec 21							
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	7	69	69	100%	4	187	6
Aug 20	7	70	70	100%	9		
Sep 20	7	76	76	100%	5		
Oct 20	7	98	98	100%	30	645	33
Nov 20	7	213	213	100%	50		
Dec 20	7	306	306	100%	61		

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

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

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

Percent of land use enforcement complaints with investigations initiated within one working day of receipt. (Land Use Enforcement Section)							
Month/Year	# of LUE Officers including 1 Lead Officer	Number of Complaints	Number Investigated within 1 Working Day	Percent Investigated within 1 Working Day	# Found to be no Violation	Cases w Violations Closed this Quarter (new cases)	Cases w Violations Closed this Qtr (pre-existing cases)
Jan 21	6	107	107	100%	29	214	83
Feb 21	6	62	62	100%	22		
Mar 21	6	92	92	100%	44		
Apr 21	6	155	155	100%	32	217	40
May 21	6	225	225	100%	34		
Jun 21	6	191	191	100%	27		
Jul 21							
Aug 21							
Sep 21							
Oct 21							
Nov 21							
Dec 21							
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	6	130	130	100%	17	264	16
Aug 20	6	135	135	100%	31		
Sep 20	6	131	131	100%	28		
Oct 20	6	186	186	100%	67	647	179
Nov 20	6	163	163	100%	40		
Dec 20	6	230	230	100%	139		

Annual Totals – Prior Years							
2019	6.1	1,394	1,394	100%	84	1,190	390
2018	7	1,231	1,231	100%	74	1,077	346
2017	7.5	1,360	1,360	100%	64	1,265	187
2016	7.4	1,320	1,320	100%	86	1,493	408
2015	7	1,241	1,241	100%	71	935	302
2014	6.2	1,310	1,310	100%	119	1,396	276
2013	5	1,538	1,529	99%	118	1,118	416
2012	6	1,826	1,749	96%	119	1,775	330
2011 (3 qtrs)	6	1,194	1,031	86%	182	940	512

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

2021	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inspections Requested	26	32	16	16	31	85						
Completed Same Day	26	32	16	16	31	85						
% Completed Same Day	100%	100%	100%	100%	100%	100%						
# of Staff (includes 1 lead officer)	6	6	6	6	6	6						
2020	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inspections Requested	24	38	30	27	38	47	80	75	54	40	24	33
Completed Same Day	24	38	30	27	38	47	80	75	54	40	24	33
% Completed Same Day	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
# of Staff (includes 1 lead officer)	6	6	6	6	6	6	6	6	6	6	6	6

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

PVR Measure WC: Managing Workers' Compensation Claims

Reducing job-related injuries is a priority for the Administration by ensuring safe work conditions and safe practices. By instilling safe work practices, we ensure not only the safety of our employees but reduce the potential for injuries and property damage to the public. The Municipality is self-insured and every injury poses a financial burden on the public and the injured worker's family. It just makes good sense to WORK SAFE.

Results are tracked by monitoring monthly reports issued by the Risk Management Division.

