

# 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 and 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 – Preserve law and order. Focus on recruitment and retention of high-quality emergency responders. Lower crime rates and increase active policing throughout the community.**

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



**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.**

- 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.



**Increased Development – Work to streamline the Anchorage development process and provide incentives to bring capital projects to the city. Foster an atmosphere that welcomes business investment through stable taxes and restrained government spending.**

- 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.



**Exemplary Municipal Operations – Improve the efficiency and effectiveness of Municipal operations to deliver services faster and better.**

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

## Development Services Department Summary

	2021 Actuals	2022 Revised	2023 Approved	23 v 22 % Chg
<b>Direct Cost by Division</b>				
DS Development Services	11,614,971	11,764,506	11,842,688	0.66%
<b>Direct Cost Total</b>	<b>11,614,971</b>	<b>11,764,506</b>	<b>11,842,688</b>	<b>0.66%</b>
<b>Intragovernmental Charges</b>				
Charges by/to Other Departments	1,920,664	2,252,821	2,206,738	(2.05%)
<b>Function Cost Total</b>	<b>13,535,635</b>	<b>14,017,327</b>	<b>14,049,426</b>	<b>0.23%</b>
Program Generated Revenue	(8,152,037)	(8,134,702)	(8,130,900)	(0.05%)
<b>Net Cost Total</b>	<b>5,383,597</b>	<b>5,882,625</b>	<b>5,918,526</b>	<b>0.61%</b>
<b>Direct Cost by Category</b>				
Salaries and Benefits	11,090,533	11,193,869	11,272,648	0.70%
Supplies	101,612	110,865	110,865	-
Travel	158	-	-	-
Contractual/Other Services	413,175	442,072	441,475	(0.14%)
Debt Service	-	-	-	-
Equipment, Furnishings	9,494	17,700	17,700	-
<b>Direct Cost Total</b>	<b>11,614,971</b>	<b>11,764,506</b>	<b>11,842,688</b>	<b>0.66%</b>
<b>Position Summary as Budgeted</b>				
Full-Time	71	74	72	(2.70%)
Part-Time	-	-	-	-
<b>Position Total</b>	<b>71</b>	<b>74</b>	<b>72</b>	<b>(2.70%)</b>

## Development Services

### Reconciliation from 2022 Revised Budget to 2023 Approved Budget

	Direct Costs	Positions		
		FT	PT	Seas/T
<b>2022 Revised Budget</b>	11,764,506	74	-	-
<b>Changes in Existing Programs/Funding for 2023</b>				
- Salaries and benefits adjustments	329,470	-	-	-
- Fleet adjustment	(597)	-	-	-
<b>2023 Continuation Level</b>	<b>12,093,379</b>	<b>74</b>	<b>-</b>	<b>-</b>
<b>Transfers by/to Other Departments</b>				
- Transfer two (2) Engineering Technician III positions to project funding	(274,754)	(2)	-	-
<b>2023 Proposed Budget Changes</b>				
- Adjust Structural Inspector to Structural Inspector-Foreman	24,063	-	-	-
<b>2023 Approved Budget</b>	<b>11,842,688</b>	<b>72</b>	<b>-</b>	<b>-</b>

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

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

	2021 Actuals	2022 Revised	2023 Approved	23 v 22 % Chg
<b>Direct Cost by Category</b>				
Salaries and Benefits	11,090,533	11,193,869	11,272,648	0.70%
Supplies	101,612	110,865	110,865	-
Travel	158	-	-	-
Contractual/Other Services	413,175	442,072	441,475	(0.14%)
Equipment, Furnishings	9,494	17,700	17,700	-
<b>Manageable Direct Cost Total</b>	<b>11,614,971</b>	<b>11,764,506</b>	<b>11,842,688</b>	<b>0.66%</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>11,614,971</b>	<b>11,764,506</b>	<b>11,842,688</b>	<b>-</b>
<b>Intragovernmental Charges</b>				
Charges by/to Other Departments	1,920,664	2,252,821	2,206,738	(2.05%)
<b>Function Cost Total</b>	<b>13,535,635</b>	<b>14,017,327</b>	<b>14,049,426</b>	<b>0.23%</b>
<b>Program Generated Revenue by Fund</b>				
Fund 101000 - Areawide General	2,127,368	2,207,500	2,114,000	(4.24%)
Fund 163000 - Anchorage Building Safety SA	6,024,669	5,927,202	6,016,900	1.51%
<b>Program Generated Revenue Total</b>	<b>8,152,037</b>	<b>8,134,702</b>	<b>8,130,900</b>	<b>(0.05%)</b>
<b>Net Cost Total</b>	<b>5,383,597</b>	<b>5,882,625</b>	<b>5,918,526</b>	<b>0.61%</b>
<b>Position Summary as Budgeted</b>				
Full-Time	71	74	72	(2.70%)
<b>Position Total</b>	<b>71</b>	<b>74</b>	<b>72</b>	<b>(2.70%)</b>

## Development Services

### Division Detail

#### DS Development Services

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

	2021 Actuals	2022 Revised	2023 Approved	23 v 22 % Chg
<b>Direct Cost by Category</b>				
Salaries and Benefits	11,090,533	11,193,869	11,272,648	0.70%
Supplies	101,612	110,865	110,865	-
Travel	158	-	-	-
Contractual/Other Services	413,175	442,072	441,475	(0.14%)
Equipment, Furnishings	9,494	17,700	17,700	-
<b>Manageable Direct Cost Total</b>	<b>11,614,971</b>	<b>11,764,506</b>	<b>11,842,688</b>	<b>0.66%</b>
Debt Service	-	-	-	-
<b>Non-Manageable Direct Cost Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Direct Cost Total</b>	<b>11,614,971</b>	<b>11,764,506</b>	<b>11,842,688</b>	<b>0.66%</b>
<b>Intragovernmental Charges</b>				
Charges by/to Other Departments	1,920,664	2,252,821	2,206,738	(2.05%)
<b>Program Generated Revenue</b>				
404010 - Plmbr/Gas/Sht Metal Cert	23,287	25,000	20,000	(20.00%)
404030 - Plmbr/Gas/Sht Metal Exam	11,250	9,400	9,400	-
404060 - Local Business Licenses	72,819	74,000	55,000	(25.68%)
404090 - Building Permit Plan Review Fees	1,151,204	1,110,000	1,230,000	10.81%
404100 - Bldg/Grade/Clearing Permit	3,437,246	3,311,302	3,300,000	(0.34%)
404110 - Electrical Permit	202,734	220,000	220,000	-
404120 - Mech/Gas/Plumbing Permits	526,154	520,000	520,000	-
404130 - Sign Permits	47,680	42,000	42,000	-
404140 - Construction & ROW Permits	952,381	1,075,000	1,100,000	2.33%
404150 - Elevator Permits	525,440	590,000	595,000	0.85%
404160 - Mobile Home/Park Permits	2,685	1,000	1,000	-
404220 - Miscellaneous Permits	84,053	74,000	74,000	-
406020 - Inspections	201,081	170,000	170,000	-
406120 - Rezoning Inspections	80,544	72,000	72,000	-
406170 - Sanitary Inspection Fees	666,521	690,000	595,000	(13.77%)
406450 - Mapping Fees	1,840	2,000	2,000	-
406550 - Address Fees	24,430	25,500	25,500	-
406580 - Copier Fees	21,385	21,000	21,000	-
406625 - Reimbursed Cost-NonGrant Funded	55,000	50,000	35,000	(30.00%)
407050 - Other Fines & Forfeitures	54,918	49,000	40,500	(17.35%)
408380 - Prior Year Expense Recovery	4,771	-	-	-
408560 - Appeal Receipts	2,000	500	500	-
408580 - Miscellaneous Revenues	2,615	3,000	3,000	-
<b>Program Generated Revenue Total</b>	<b>8,152,037</b>	<b>8,134,702</b>	<b>8,130,900</b>	<b>(0.05%)</b>
<b>Net Cost</b>				
Direct Cost Total	11,614,971	11,764,506	11,842,688	0.66%
Charges by/to Other Departments Total	1,920,664	2,252,821	2,206,738	(2.05%)

2023 Approved General Government Operating Budget

**Net Cost**

Program Generated Revenue Total	(8,152,037)	(8,134,702)	(8,130,900)	(0.05%)
<b>Net Cost Total</b>	<b>5,383,597</b>	<b>5,882,625</b>	<b>5,918,526</b>	<b>0.61%</b>

**Position Detail as Budgeted**

	2021 Revised		2022 Revised		2023 Approved	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Civil Engineer I	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	-	4	-
Electrical Inspector Foreman	1	-	1	-	1	-
Elevator Inspector	3	-	3	-	3	-
Engineering Technician III	13	-	15	-	13	-
Engineering Technician IV	4	-	6	-	6	-
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	-	5	-
Mechanical Inspector Foreman	1	-	1	-	1	-
Plan Review Engineer	8	-	8	-	8	-
Plan Reviewer I	5	-	4	-	3	-
Plan Reviewer II	1	-	1	-	2	-
Plan Reviewer III	1	-	1	-	1	-
Principal Accountant	1	-	1	-	1	-
Structure Inspector	9	-	10	-	10	-
Structure Inspector Foreman	1	-	1	-	1	-
<b>Position Detail as Budgeted Total</b>	<b>71</b>	<b>-</b>	<b>74</b>	<b>-</b>	<b>72</b>	<b>-</b>



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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**

- 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 2022	Q2 2022	Q3 2022	Q4 2022
4.86 Minutes	16.01 Minutes	Minutes	minutes
1752 Customers	2276 Customers	Customers	Customers
3.5 Employees	2 Employees	Employees	Employees
Q1 2021	Q2 2021	Q3 2021	Q4 2021
COVID drop-off only svc	Switched from drop-off to in-person svc 5/24/21 4.47 minutes	5.21 minutes	3.98 minutes
Drop off service/ COVID	877 customers (# from 5/24/21 – 6/30/21)	2,347 customers	1377 customers
4.5 employees	6 employees	6 employees	4 employees
Q1 2020	Q2 2020	Q3 2020	Q4 2020
13.01 minutes	COVID drop-off only svc	COVID drop-off only svc	COVID drop-off only svc
2,824 customers	Drop off service/ COVID	Drop off service/ COVID	Drop off service/ COVID
4 employees	3.5 employees	3.5 employees	5 employees
2019 Qtr Avg	2018 Qtr Avg	2017 Qtr Avg	2016 Qtr Avg
18.38 minutes	15.15 minutes	15.74 minutes	14.22 minutes
3,804 customers	3,857 customers	3,790 customers	3,955 customers
4.5 employees	4.75 employees	4.1 employees	4.3 employees
2015 Qtr Avg	2014 Qtr Avg	2013 Qtr Avg	2012 Qtr Avg
14.25 minutes	19.20 minutes	22.34 minutes	19.15 minutes
4,201 customers	4,488 customers	4,049 customers	3,536 customers
5 employees	4 employees	4 employees	3 employees

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

Percent of 1 <sup>st</sup> -Time Residential Reviews Completed within 4 Business Days			
Q1 2022	Q2 2022	Q3 2022	Q4 2022
73% 4 days	74% in 4 days	% in 4 days	% in 4 days
94% in 10 days	91 % in 10 days	% in 10 days	% in 10 days
160 Reviews	299 Reviews	Reviews	Reviews
Q1 2021	Q2 2021	Q3 2021	Q4 2021
47% in 4 days	78% in 4 days	<b>81% in 4 days</b>	<b>92% in 4 days</b>
77% in 10 days	93% in 10 days	94% in 10 days	99% in 10 days
189 Reviews	720 Reviews	610 Reviews	266 Reviews
Q1 2020	Q2 2020	Q3 2020	Q4 2020
80% in 4 days	72% in 4 days	71% in 4 days	66% in 4 days
97% in 10 days	92% in 10 days	91% in 10 days	86% in 10 days
229 Reviews	638 reviews	611 reviews	284 Reviews

2019	2018	2017	2016
85% in 4 days	89% in 4 days <sup>1</sup>	87% in 4 days	88% in 4 days
95% in 10 days	96.5% in 10 days <sup>2</sup>	98% in 10 days	99% in 10 days
1,871 reviews/yr.	1,749 reviews/yr. <sup>3</sup>	No Grand Total (no data for 1 quarter)	No Grand Total (no data for 1 quarter)
015	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	

<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 2022	Q2 2022	Q3 2022	Q4 2022
99.02%	99.94%	%	%
3911 regular insp. (132 leftovers)	5,169 regular insp. (309 leftovers)	regular insp.	regular insp.
11 inspectors (+ 1 inspector updating V&A)	11 inspectors (+ 1 inspector updating V&A)	15 inspectors	12 inspectors
Q1 2021	Q2 2021	Q3 2021	Q4 2021
99.9%	99.9%	99.9%	99.9%
4,162 regular insp. (104 business license/ vacant/abandoned)	5,901 regular insp.	6,349 regular insp.	5,798 regular insp.
15 inspectors	15 inspectors	15 inspectors	12 inspectors
Q1 2020	Q2 2020	Q3 2020	Q4 2020
99.8%	99.9%	99.9%	99.8%
3,827 regular insp.	4,423 regular insp.	5,406 regular insp.	4,793 regular insp. (104 business license/ vacant/abandoned)
15 inspectors	15 inspectors	15 inspectors	15 inspectors
<p><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></p>			

2019 Qtr Avg	2018 Qtr Avg	2017 Qtr Avg	2016 Qtr Avg
99.85%	99.65%	96.6%	96.3%
5,307 inspections plus <b>660 earthquake insp.</b>	6,158 inspections plus <b>790 earthquake insp.</b>	5,382 inspections	5,470 inspections
15 inspectors	15.5 inspectors	14 inspectors	14.3 inspectors
2015 Qtr Avg	2014 Qtr Avg	2013 Qtr Avg	2012 Qtr Avg
94%	92.8%	96.4 %	96.5%
6,274 inspections	6,402 inspections	6,091 inspections	6,215 inspections
15 inspectors	14 + 2 shared use inspectors	14 + 3 shared use inspectors	15 + 3 shared used inspectors

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

2022 DATA								
2022 SERVICE REQUEST TYPES	Q1 New Requests	Q1 New Requests Resolved	Q2 New Requests	Q2 New Requests Resolved	Q3 New Requests	Q3 New Requests Resolved	Q4 New Requests	Q4 New Requests Resolved
Abatement General Intake	2	0	2	4				
Abandoned Buildings	11	4	2	20				
Building Open to Casual Access	0	0	9	7				
Dangerous Building	4	3	16	14				
Fire Damaged Building	14	9	12	13				
Water Damaged Building	15	9	36	30				
Illegal Fill/Excavation	0	0	1	2				
Notice of License Requirement	1	0	5	2				
Notice of Permit Requirement	9	4	52	42				
Business License Inspection	15	92	117	153				
Code Compliance Inspection	3	2	17	35				
Misc. Service Requests	47	18	74	56				
<b>TOTAL New Service Requests</b>								
<i>New</i> Service Requests Resolved	<b><u>141</u></b>		<b><u>240</u></b>					
<i>Prior</i> Service Requests Resolved	<b><u>289</u></b>		<b><u>138</u></b>					
<b>TOTAL Resolved this Quarter</b>	<b><u>430</u></b>		<b><u>378</u></b>					
<b>TOTAL OPEN Service Requests Remaining at End of this Qtr</b>	<b><u>320</u></b>		<b><u>210</u></b>					

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<b>2021 DATA</b>								
<b>2021 SERVICE REQUEST TYPES</b>	<b>Q1 New Requests</b>	<b>Q1 New Requests Resolved</b>	<b>Q2 New Requests</b>	<b>Q2 New Requests Resolved</b>	<b>Q3 New Requests</b>	<b>Q3 New Requests Resolved</b>	<b>Q4 New Requests</b>	<b>Q4 New Requests Resolved</b>
Abatement General Intake	2	2	9	9	3	5	3	0
Abandoned Buildings	87	43	139	63	16	15	15	2
Building Open to Casual Access	2	2	1	1	3	10	4	5
Dangerous Building	5	5	3	2	5	4	5	8
Fire Damaged Building	15	9	16	16	4	4	11	11
Water Damaged Building	5	4	7	6	16	15	16	18
Illegal Fill/Excavation	0	0	1	1	3	1	0	0
Notice of License Requirement	16	10	7	5	7	20	7	6
Notice of Permit Requirement	39	20	44	10	20	51	43	22
Business License Inspection	49	45	123	2	52	52	62	96
Code Compliance Inspection	41	34	20	1	22	22	36	38
Misc. Service Requests	25	15	44	34	17	13	35	35
<b>TOTAL New Service Requests</b>								
<i>New</i> Service Requests Resolved	<b><u>286</u></b>		<b><u>414</u></b>		<b><u>170</u></b>		<b><u>225</u></b>	
<i>Prior</i> Service Requests Resolved	<b><u>189</u></b>		<b><u>150</u></b>		<b><u>164</u></b>		<b><u>119</u></b>	
<b>TOTAL Resolved this Quarter</b>	<b><u>351</u></b>		<b><u>544</u></b>		<b><u>324</u></b>		<b><u>368</u></b>	
<b>TOTAL OPEN Service Requests Remaining at End of this Qtr</b>	<b><u>372</u></b>		<b><u>419</u></b>		<b>218</b>		<b><u>385</u></b>	

<b>2020 DATA</b>								
<b>2019 SERVICE REQUEST TYPES</b>	<b>Q1 New Requests</b>	<b>Q1 New Requests Resolved</b>	<b>Q2 New Requests</b>	<b>Q2 New Requests Resolved</b>	<b>Q3 New Requests</b>	<b>Q3 New Requests Resolved</b>	<b>Q4 New Requests</b>	<b>Q4 New Requests Resolved</b>
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
<b>TOTAL New Service Requests</b>	<b><u>386</u></b>		<b><u>317</u></b>		<b><u>322</u></b>		<b><u>336</u></b>	
<i>New</i> Service Requests Resolved	<b><u>245</u></b>		<b><u>190</u></b>		<b><u>223</u></b>		<b><u>226</u></b>	
<i>Prior</i> Service Requests Resolved	<b><u>443</u></b>		<b><u>260</u></b>		<b><u>218</u></b>		<b><u>170</u></b>	
<b>TOTAL Resolved this Quarter</b>	<b><u>688</u></b>		<b><u>450</u></b>		<b><u>441</u></b>		<b><u>396</u></b>	
<b>TOTAL OPEN Service Requests Remaining at End of this Qtr</b>	<b><u>494</u></b>		<b><u>487</u></b>		<b>432</b>		<b><u>380</u></b>	

<b>Quarterly Averages for:</b>	<b>2019*</b>	<b>2018</b>		
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)**

<b>Percent of Development Review Responses Provided Within Fifteen Business Days</b>			
<b>Q1 2022</b>	<b>Q2 2022</b>	<b>Q3 2022</b>	<b>Q4 2022</b>
80%	92%*	%	%
<b>Q1 2021</b>	<b>Q2 2021</b>	<b>Q3 2021</b>	<b>Q4 2021</b>
79% <sup>1</sup>	94% <sup>2</sup>	100% <sup>3</sup>	86 % <sup>4</sup>
<b>Q1 2020</b>	<b>Q2 2%2020</b>	<b>Q3 2020</b>	<b>Q4 2020</b>
70% <sup>2</sup>	80% <sup>3</sup>	100%	100%
<b>2019 Qtr Avg</b>	<b>2018 Qtr Avg</b>	<b>2017 Qtr Avg</b>	<b>2016 Qtr Avg</b>
71.1%	71.4%	89.3%	78.3%
<b>2015 Qtr Avg</b>	<b>2014 Qtr Avg</b>	<b>2013 Qtr Avg</b>	<b>2012 Qtr Avg</b>
89.3%	80%	100%	95%

\*Thirteen reviews in Q2 2022. 12 sent out on time and 1 late

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

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

<sup>3</sup>Fifteen reviews in Q3 2021. 100% of reviews sent out on time.

<sup>4</sup>Seven reviews in Q4 2021. 86% of reviews sent out on time

**Measure #6: Percent of certificate of on-site approval (COSA) applications for existing wastewater (septic) systems reviewed within 3 business days (On-Site Water & Wastewater Section)**

<b>Percent of Certificate of On-Site Acceptance Applications Reviewed w/ 3 Business Days</b>			
<b>Q1 2022</b>	<b>Q2 2022</b>	<b>Q3 2022</b>	<b>Q4 2022</b>
75%	41%	%	%
3 Staff	3 Staff	Staff	Staff
119 applications	196 applications	applications	applications
<b>Q1 2021</b>	<b>Q2 2021</b>	<b>Q3 2021</b>	<b>Q4 2021</b>
82%	56%	50%	71%
3 staff	3 staff	3 staff	3 staff
145 applications	220 applications	217 applications	147 applications
<b>Q1 2020</b>	<b>Q2 2020</b>	<b>Q3 2020</b>	<b>Q4 2020</b>

95%	87%	41 %	67 %
3 staff	3 staff	3* staff	3 staff
129 applications	163 applications	242 applications	166 applications
<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>
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.
<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>
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.
<i>*One of three staff out for medical leave for part of Q3 2020.</i>			

**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 2022	Q2 2022	Q3 2022	Q4 2022
66% in 3 days	25% in 3 days	% in 3 days	% in 3 days
3 staff	3 staff	staff	staff
59 reviews	28 reviews	reviews	reviews
<b>Q1 2021</b>	<b>Q2 2021</b>	<b>Q3 2021</b>	<b>Q4 2021</b>
63% in 3 days	77% in 3 days	67% in 3 days	59% in 3 days
3 staff	3 staff	3 staff	3 staff
70 reviews	35 reviews	49 reviews	63 reviews
<b>Q1 2020</b>	<b>Q2 2020</b>	<b>Q3 2020</b>	<b>Q4 2020</b>
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
<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>
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.
<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>
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.
<i>*One of three staff out for medical leave for part of Q3 2020.</i>			



<b>Measure #8: Percent of on-site well and septic permit application reviews completed within 3 business days (<i>On-Site Water and Wastewater Section</i>)</b>
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<b>Percent of On-Site Permit Application Reviews Completed within 3 Business Days</b>			
<b>Q1 2022</b>	<b>Q2 2022</b>	<b>Q3 2022</b>	<b>Q4 2022</b>
73 % in 3 days	22% in 3 days	% in 3 days	% in 3 days
3 staff	3 staff	staff	staff
67 permits	164 permits	permits	permits
<b>Q1 2021</b>	<b>Q2 2021</b>	<b>Q3 2021</b>	<b>Q4 2021</b>
78% in 3 days	48% in 3 days	46% in 3 days	71% in 3 days
3 staff	3 staff	3 staff	3 staff
91 permits	157 permits	162 permits	72 permits
<b>Q1 2020</b>	<b>Q2 2020</b>	<b>Q3 2020</b>	<b>Q4 2020</b>
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

<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>
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
<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>
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>			

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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 through effective application and enforcement of Anchorage Municipal Code Title 15 (Environmental Protection), 21 (Land Use Planning), 24 (Streets and Rights of Way), and six other codes;

Providing technical expertise and assistance to the public and development community through review of development proposals, land use and building permits and facility licenses; and

Maintaining unique addressing and street names to ensure 911 public safety and conformance with Anchorage's land use regulations.

### **Direct Services**

#### **Right of Way Permitting & Enforcement**

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

#### **Land Use Enforcement**

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

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

#### **Addressing**

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

### Accomplishment Goals

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

### Performance Measures

Progress in achieving goals will be measured by:

#### Performance Measures Definitions and Terminology

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

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

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

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

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

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

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

<b>Right of Way Construction Inspections Completed</b>			
<b>Month/Year</b>	<b># of ROW Officers</b>	<b>Accomplished</b>	<b>YTD</b>
Jan 22	6	566	566
Feb 22	6	228	794
Mar 22	6	151	945
Apr 22	8**	130	1,075
May 22	*6**	330	1,405
Jun 22	*6**	551	1,956
Jul 22			
Aug 22			
Sep 22			
Oct 22			
Nov 22			
Dec 22			
Jan 21	7	592	592
Feb 21	7	299	891
Mar 21	7	167	1058
Apr 21	7	189	1247
May 21	7	345	1592
Jun 21	6	583	2175
Jul 21	*5	451	2626
Aug 21	*5	419	3045
Sep 21	*5	250	3295
Oct 21	*5	502	3797
Nov 21	*5	739	4536
Dec 21	*6	328	4864
<b>Annual Totals – Prior Years</b>			
2020	7	9388	
2019	7	6562	
2018	6.6	5,157	
2017	7	4,941	
2016	7	5,649	
2015	7	7,874	
2014	6.6	14,751	
2013	6	6,720	
2012	7	6,512	
2011	7	3,189	

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

\*Two Right of Way Enforcement Officer Vacancies.

\*\*Two Inspectors are supporting Project Management and Engineering and inspections are not accounted for in this measure.

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

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

Month & Year	# of ROW Officers	Number of Complaints	Number Investigated within 1 Working Day	Percent Investigated within 1 Working Day	# Found to be no Violation	Cases w Violations Closed this Quarter ( <i>new cases</i> )	Cases w Violations Closed this Qtr ( <i>pre-existing cases</i> )
Jan 22	6	129	129	100%	13	531	5
Feb 22	6	280	280	100%	29		
Mar 22	6	122	122	100%	12		
Apr 22	6	80	80	100%	26	243	7
May 22	*4	80	80	100%	44		
Jun 22	*4	83	83	100%	46		
Jul 22							
Aug 22							
Sep 22							
Oct 22							
Nov 22							
Dec 22							
Jan 21	7	85	85	100%	5	367	19
Feb 21	7	82	82	100%	6		
Mar 21	7	209	209	100%	25		
Apr 21	7	71	71	100%	2	224	9
May 21	7	69	69	100%	15		
Jun 21	6	91	91	100%	16		
Jul 21	6	64	64	100%	8	206	18
Aug 21	6	81	81	100%	14		
Sep 21	6	53	53	100%	7		
Oct 21	5	89	89	100%	14	497	28
Nov 21	5	151	151	100%	10		
Dec 21	6	235	235	100%	19		
<b>Annual Totals – Prior Year</b>							
2020	7	1552	1552	100%	220	1523	84
2019	7	1,061	1,061	100%	88	732	523
2018	7	1,654	1,654	100%	75	1,598	103
2017	7	1,723	1,723	100%	129	1803	146
2016	7	928	928	100%	57	821	93
2015	7	887	887	100%	46	765	117
2014	6.6	1,310	1,310	100%	119	1,491	226
2013	6	1,848	1,864	101%*	189	1,738	279

2012	7	2,478	2,457	99.2%	230	2,420	125
2011 (3 qtrs)	7	1,523	1,493	98%	134	1,425	161

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

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

Percent of land use enforcement complaints with investigations initiated within one working day of receipt. (Land Use Enforcement Section)							
Month/Year	# of LUE Officers including 1 Lead Officer	Number of Complaints	Number Investigated within 1 Working Day	Percent Investigated within 1 Working Day	# Found to be no Violation	Cases w Violations Closed this Quarter (new cases)	Cases w Violations Closed this Qtr (pre-existing cases)
Jan 22	6	99	99	100%	32	341	30
Feb 22	6	86	62	100%	24		
Mar 22	6	156	156	100%	47		
Apr 22	6	150	150	100%	75	486	23
May 22	6	133	133	100%	51		
Jun 22	6	203	203	100%	109		
Jul 22							
Aug 22							
Sep 22							
Oct 22							
Nov 22							
Dec 22							
Jan 21	6	107	107	100%	29	214	83
Feb 21	6	62	62	100%	22		
Mar 21	6	92	92	100%	44		
Apr 21	6	155	155	100%	32	217	40
May 21	6	225	225	100%	34		
Jun 21	6	191	191	100%	27		
Jul 21	6	141	141	100%	18	434	46
Aug 21	6	101	101	100%	13		
Sep 21	6	92	92	100%	6		
Oct 21	6	88	88	100%	34	372	109
Nov 21	6	101	101	100%	34		
Dec 21	6	87	87	100%	40		
<b>Annual Totals – Prior Years</b>							
2020	6	1798	1795	100%	360	1482	377
2019	6.1	1,394	1,394	100%	84	1,190	390
2018	7	1,231	1,231	100%	74	1,077	346
2017	7.5	1,360	1,360	100%	64	1,265	187
2016	7.4	1,320	1,320	100%	86	1,493	408
2015	7	1,241	1,241	100%	71	935	302
2014	6.2	1,310	1,310	100%	119	1,396	276
2013	5	1,538	1,529	99%	118	1,118	416

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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).**

2022	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Inspections Requested</b>	41	35	37	42	30	53						
<b>Completed Same Day</b>	41	35	37	41	30	50						
<b>% Completed Same Day</b>	100%	100%	100%	98%	100%	94%	%	%	%	%	%	%
<b># of Staff (includes 1 lead officer)</b>	6	6	6									
2021	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Inspections Requested</b>	26	32	16	16	31	85	83	177	89	121	59	49
<b>Completed Same Day</b>	26	32	16	16	31	85	83	175	87	120	59	49
<b>% Completed Same Day</b>	100%	100%	100%	100%	100%	100%	100%	99%	98%	99%	100%	100%
<b># of Staff (includes 1 lead officer)</b>	6	6	6	6	6	6	6	6	6	6	6	6
2020	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Inspections Requested</b>	24	38	30	27	38	47	80	75	54	40	24	33
<b>Completed Same Day</b>	24	38	30	27	38	47	80	75	54	40	24	33
<b>% Completed Same Day</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<b># of Staff (includes 1 lead officer)</b>	6	6	6	6	6	6	6	6	6	6	6	6

Yearly	2019	2018	2017	2016	2015	2014	2013	2012
<b>Inspections Requested</b>	599	595	601	673	1165	531	773	428
<b>Completed Same Day</b>	598	595	601	673	1164	526	772	426
<b>% Completed Same Day</b>	99.7%	100%	100%	100%	100%	99.1%	99.9%	99.5%
<b># of Staff</b>	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.

