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## **Development Services Department**

*Anchorage: Performance. Value. Results.*

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### **Purpose**

Development Services works to facilitate development in accordance with municipal codes, municipal design criteria, and municipal construction standards. We protect public health through regulation of on-site water and wastewater systems. We respond to our customers seeking building, right-of-way, and land use permits or inspections or code enforcement information with open, friendly, cost efficient and effective service.

### **Core Services**

- Enable property development through building and land use permitting;
- Ensure new construction meets municipal standards for protecting safety, public health, and environmental quality; and
- Enforce municipal codes to protect public assets such as rights-of-way and to promote clean and attractive neighborhoods.

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## **Building Safety Division**

### **Development Services Department**

*Anchorage: Performance. Value. Results.*

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#### **Purpose**

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

#### **Direct Services**

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

#### **Accomplishment Goals**

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

#### **Performance Measures**

Progress in achieving goals will be measured by:

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

Average Number of Minutes for 1 <sup>st</sup> Customer Contact			
Q1 2017	Q2 2017	Q3 2017	Q4 2017
12.12 minutes	14.29 minutes		
2,893 customers	4,446 customers		
3.5 employees*	5 employees		
Q1 2016	Q2 2016	Q3 2016	Q4 2016
15.8 minutes	18.5 minutes	13.33 minutes	9.23 minutes
3,683 customers	4,533 customers	4,324 customers	3,279 customers
3 employees*	5 employees	5 employees	4 employees
2015 Qtr Avg	2014 Qtr Avg	2013 Qtr Avg	2012 Qtr Avg
14.25 minutes	19.20 minutes	22.34 minutes	19.15 minutes
4,201 customers	4,488 customers	4,049 customers	3,536 customers
5 employees	4 employees	4 employees	3 employees

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

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

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

<sup>1</sup>Percent completed in 4 days for 2015 through 2012 is an average of the percentages reported for the first, second, and third quarters of each year. Hansen system does not timely report a 4<sup>th</sup> qtr percentage for each year.

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

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

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

<b>\Percent of Construction Inspections Completed Same Day as Requested</b>			
<b>Q1 2017</b>	<b>Q2 2017</b>	<b>Q3 2017</b>	<b>Q4 2017</b>
96.2%	97.5%		
4,572	5,799		
13 inspectors 14 <sup>th</sup> out on extended leave	13 inspectors 14 <sup>th</sup> out on extended leave		
<b>Q1 2016</b>	<b>Q2 2016</b>	<b>Q3 2016</b>	<b>Q4 2016</b>
96.3%	96.3%	95.5%	97.2%
4,719	5,845	6,246	5,070
15 inspectors	15 inspectors	14 inspectors	13 inspectors (14 <sup>th</sup> out extended leave)
<b>2015 Qtr Avg</b>	<b>2014 Qtr Avg</b>	<b>2013 Qtr Avg</b>	<b>2012 Qtr Avg</b>
94%	92.8%	96.4 %	96.5%
6,274 inspections	6,402 inspections	6,091 inspections	6,215 inspections
15 inspectors	14 + 2 shared use inspectors	14 + 3 shared use inspectors	15 + 3 shared used inspectors

**Measure #4: Percent of Life Safety Building Code Complaints Investigated within One Business Day and Percent of All Code Abatement Service Requests Initially Investigated Same Week as Received. (Code Abatement Unit)**

Life Safety Service Requests			
Q1 2017	Q2 2017	Q3 2017	Q4 2017
3 Received 3 Responded Same Day/100%	8 Received 5 Responded Same Day/60%		
Q1 2016	Q2 2016	Q3 2016	Q4 2016
2 Received 2 Responded Same Day/100%	0 Received Responded Same Day/ N/A	2 Received <sup>1</sup> 1 Responded Same Day/ 50 %	1 Received Responded Same Day/ 100%
Life Safety Service Requests – Continued			
2015 annual	2014 annual	2013 annual	2012 annual
5 Received 4 Responded Same Day/ 80%	31 Received 10 Responded Same Day/ 32.3%	17 Received 9 Responded Same Day/ 48.7%	41 Received 21 Responded Same Day/ 57.5%
Other (Non-Life Safety) Service Requests			
Q1 2017	Q2 2017	Q3 2017	Q4 2017
114 Received 114 responded within 7 days/100% Performed no building const. inspections	198 Received 176 responded Within 7 days/65% Performed 74 building const. inspections		
Q1 2016	Q2 2016	Q3 2016	Q4 2016
143 Received 139 responded within 7 days/ 97% Performed no building const. inspections	140 Received 91 responded within 7 days/ 65% Performed. No building const. Inspections	124 Received 50 responded within 7 days/ 40% <sup>1</sup> Performed 8 building const. Inspections	135 Received 128 responded within 7/days/ 95% Performed 12 building const. Inspections
2015 Qtr Avg	2014 Qtr Avg	2013 Qtr Avg	2012 Qtr Avg
84 Received 54.5 Responded within 7 days/ Performed 51 building const. inspections	94 Received 72 Responded within 7 days/76.6% Performed 206 building const. inspections	108 Received 78 Responded within 7 days/72.7% Performed 54 building const. inspections	123 Received 91 Responded within 7 days/ 75.7% Performed 156 building const. inspections

Earlier Years (breakdown between life safety/non-life safety unavailable)

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

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

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

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

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

<sup>2</sup>Sixteen reviews in Q2 2016. Three were late due to comments received late from other departments (Street Maintenance / Lighting / Traffic). Three were late due to paternity leave. The remaining four were late due to high workload for plan reviews and platting actions. Four of the first reviews were received within a five day time span in early May. First reviews require more time to complete than subsequent reviews.

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

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

**Measure #6: Percent of Certificate of On-Site Approval applications reviewed within 3 business days (*On-Site Water & Wastewater Unit*)**

Percent of Certificate of On-Site Acceptance Applications Reviewed w/ 3 Business Days			
Q1 2017	Q2 2017	Q3 2017	Q4 2017
99%	91%		
3 staff	3 staff		
107 applications	164 applications		
Q1 2016	Q2 2016	Q3 2016	Q4 2016
93%	88%	68%	82%
2.5 staff <sup>1</sup>	3 staff	2.3 staff	3 staff
104 applications	169 applications	186 applications	155 applications
2015	2014	2013	2012
61%	71% qtr avg	67% qtr avg	64% qtr avg
3 staff	3 staff	3 staff	3 staff
684 applications	665 applications	658 applications	582 applications

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

**Measure #7: Percent of inspection report reviews completed within 3 business days (On-Site Water and Wastewater Unit)**

Percent of Inspection Report Reviews Completed within 3 Business Days			
Q1 2017	Q2 2017	Q3 2017	Q4 2017
96% in 3 days	65% in 3 days		
3 staff	3 staff		
25 reviews	31 reviews		
Q1 2016	Q2 2016	Q3 2016	Q4 2016
3% in 3 days	25% in 3 days	8% in 3 days	10% in 3 days
2.5 staff	3 staff	2.3 staff	3 staff
33 reviews	8 reviews	26 reviews	58 reviews
2015	2014	2013	2012
21% in 3 days Qtr Avg	29% in 3 days Qtr Avg	27% in 3 days Qtr Avg	30% in 3 days Qtr Avg
2.7 staff	3 staff	3 staff	3 staff
97 reviews	130 reviews	126 reviews	109 reviews

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

Percent of On-Site Permit Application Reviews Completed within 3 Business Days			
Q1 2017	Q2 2017	Q3 2017	Q4 2017
89% in 3 days	65% in 3 days		
3 staff	3 staff		
37 permits	136 permits		
Q1 2016	Q2 2016	Q3 2016	Q4 2016
56% in 3 days	27% in 3 days	45% in 3 days	46% in 3 days
2.5 staff	3 staff	2.3 staff	3 staff
57 permits	122 permits	108 permits	72 permits
2015	2014	2013	2012
43% in 3 days	47% in 3 days Qtr Avg	54% in 3 days Qtr Avg	41% in 3 days Qtr Avg
3 staff	3 staff	3 staff	3 staff
381 permits	394 permits	353 permits	299 permits

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

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### **Purpose**

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

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

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

### **Direct Services**

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

### **Accomplishment Goals**

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

### **Performance Measures**

Progress in achieving goals will be measured by:



**Measure #9: Percent of inspections of permitted construction completed same day to ensure installation compliance w/ MOA standards & specifications (ROW Enforcement)**

Percent of Inspections Completed Same Days as Requested				
Month/Year	# of ROW Officers	Requested	Accomplished	Percent
Jan 17	7	26	26/718	100%
Feb 17	7	29	29/77	100%
Mar 17	7	19	18/174	100%
Apr 17	7	34	34/99	100%
May 17	7	82	82/302	100%
Jun 17	7	148	148/623	100%
Jul 17				
Aug 17				
Sep 17				
Oct 17				
Nov 17				
Dec 17				
Jan 16	7	26	26 / 759	100%
Feb 16	7	45	45 / 128	100%
Mar 16	7	24	24 / 251	100%
Apr 16	7	38	38 / 157	100%
May 16	7	276	276 / 495	100%
Jun 16	7	216	216 / 424	100%
Jul 16	7	267	267 / 653	100%
Aug 16	7	263	263 / 753	100%
Sep 16	7	164	164 / 718	100%
Oct 16	7	73	73/874	100%
Nov 16	7	41	41/298	100%
Dec 16	7	13	13/139	100%
Annual Totals – Prior Years				
2015	7	1,346	1,346 / 7,874	100%
2014	6.6	3,886	3,886 / 14,751	100%
2013	6	1,952	1,952 / 6,720	100%
2012	7	1,309	1,309 / 6,512	100%
2011	7	1,035	1,035 / 3,189	100%

In the "Accomplished" column inspections are reported in two categories, separated by a "/." The first number represents the number of inspections accomplished same day as requested and is used to compute the percent result. The second number is the total number of inspections performed for the month. The larger number for total inspections reflects on how a single job may require numerous inspections. Examples of inspection types are: initial, progress (there could be 4-6 or more progress inspections), final, and warranty.

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

**Percent of Illegal ROW Usage Complaints Investigated within One Working Day**

Month & Year	# of ROW Officers	Number of Complaints	Number Investigated within 1 Working Day	Percent Investigated within 1 Working Day	# Found to be no Violation	Cases w Violations Closed this Quarter (new cases)	Cases w Violations Closed this Qtr (pre-existing cases)
Jan 17	7	436	436	100%	34	977	54
Feb 17	7	360	360	100%	24		
Mar 17	7	139	139	100%	17		
Apr 17	7	74	74	100%	4	251	35
May 17	7	80	80	100%	8		
Jun 17	7	78	78	100%	2		
Jul 17							
Aug 17							
Sep 17							
Oct 17							
Nov 17							
Dec 17							
Jan 16	7	76	76	100%	4	166	8
Feb 16	7	34	34	100%	1		
Mar 16	7	47	47	100%	4		
Apr 16	7	77	77	100%	3	249	22
May 16	7	87	87	100%	6		
Jun 16	7	99	99	100%	5		
Jul 16	7	53	53	100%	8	89	47
Aug 16	7	81	81	100%	5		
Sep 16	7	57	57	100%	3		
Oct 16	7	52	52	100%	5	317	16
Nov 16	7	71	71	100%	3		
Dec 16	7	194	194	100%	10		
<b>Annual Totals – Prior Years</b>							
2015	7	887	887	100%	46	765	117
2014	6.6	1,310	1,310	100%	119	1,491	226
2013	6	1,848	1,864	101%*	189	1,738	279
2012	7	2,478	2,457	99.2%	230	2,420	125
2011 (3 qtrs)	7	1,523	1,493	98%	134	1,425	161

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

**Measure #11: Percent of land use enforcement complaints that are inspected within one working day of receipt. (Land Use Enforcement Section)**

Percent of land use enforcement complaints that are inspected within one working day of receipt. (Land Use Enforcement Section)							
Month/Year	# of LUE Officers	Number of Complaints	Number Investigated within 1 Working Day	Percent Investigated within 1 Working Day	# Found to be no Violation	Cases w Violations Closed this Quarter (new cases)	Cases w Violations Closed this Qtr (pre-existing cases)
Jan 17	8*	102	102	100%	7	327	4
Feb 17	8*	106	106	100%	5		
Mar 17	8*	77	77	100%	5		
Apr 17	8	173	173	100%	10		
May 17	8	155	155	100%	11		
Jun 17	8	145	145	100%	6		
Jul 17	8						
Aug 17	8						
Sep 17	8						
Oct 17	8						
Nov 17	8						
Dec 17	8						
Jan 16	7	75	75	100%	2	302	72
Feb 16	7	95	95	100%	9		
Mar 16	7	143	143	100%	4		
Apr 16	7	138	138	100%	6	438	111
May 16	7	166	166	100%	15		
Jun 16	7	149	149	100%	12		
Jul 16	7	75	75	100%	0	460	149
Aug 16	8	61	61	100%	3		
Sep 16	8	52	52	100%	4		
Oct 16	8	130	130	100%	12	293	76
Nov 16	8	126	126	100%	9		
Dec 16	8	110	110	100%	10		
<b>Annual Totals – Prior Years</b>							
2015	7	1,241	1,241	100%	71	935	302
2014	6.2	1,310	1,310	100%	119	1,396	276
2013	5	1,538	1,529	99%	118	1,118	416
2012	6	1,826	1,749	96%	119	1,775	330
2011 (3 qtrs)	6	1,194	1,031	86%	182	940	512

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

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

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

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

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**Performance Measure Methodology Sheet**  
**Building Safety Section**  
**Development Services Department**

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

**Type**

Effectiveness

**Accomplishment Goal Supported**

Continue to provide excellent customer service by providing prompt and efficient permit processing, timely plan reviews, and same-day as requested construction inspections.

**Definition**

Measure the efficiency of the permit management process by focusing on prompt, efficient customer service.

**Data Collection Method**

Data is collected by logging in the time each customer enters the processing area and stopping it with the first customer contact by a permit technician.

**Frequency**

The data is collected continuously, compiled weekly and analyzed weekly and monthly.

**Measured By**

The permit technicians will maintain a continuous log of customers served using the measurement criteria. They will compile customer service information at the end of each day and week and store the data in an Excel spreadsheet. The permit management supervisor will compile and analyze the statistics weekly and monthly.

**Reporting**

The permit management supervisor will create and maintain a weekly and monthly report in Excel from the data received from the permit technicians. The information will be displayed numerically and graphically.

**Used By**

The permit management supervisor and engineering services manager will use the information to gain a clear understanding if customer service standards are effective. The report will be presented to the deputy director and director at staff meetings and the public via the municipal website.

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**Performance Measure Methodology Sheet**  
**Building Safety Section**  
**Development Services Department**

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

**Type**

Effectiveness

**Accomplishment Goal Supported**

Continue to provide excellent customer service by providing prompt and efficient permit processing, timely plan reviews, and same-day as requested construction inspections.

**Definition**

Measure the efficiency of the permit management process by focusing on fluctuations in the time of completing initial residential plan review.

**Data Collection Method**

Data is collected automatically by the permit processing software by logging in the time each construction plan is routed for review and stopping it when the review is completed.

**Frequency**

The data is collected continuously, compiled weekly and analyzed weekly and monthly.

**Measured By**

The permit technicians and plan reviewers will enter accurate data into the permit processing system. The permit processing software is programmed to maintain and compile data of when the plans were routed and reviewed using measurement criteria. The engineering services manager will compile and analyze the statistics weekly and monthly.

**Reporting**

The engineering services manager will analyze the collected data weekly and monthly. The information will be displayed numerically and graphically.

**Used By**

The permit management supervisor and engineering services manager will use the information to gain a clear understanding if service is being delivered to established standards. The report will be presented to the deputy director and director at staff meetings and the public via the municipal website.

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**Performance Measure Methodology Sheet**  
**Building Safety Section**  
**Development Services Department**

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

**Type**

Effectiveness

**Accomplishment Goal Supported**

Continue to provide excellent customer service by providing prompt and efficient permit processing, timely plan reviews, and same-day as requested construction inspections.

**Definition**

Measures the efficiency of service delivery of inspections by analyzing the ratio of inspections performed the same day as requested.

**Data Collection Method**

The calculation is performed by dividing number of inspections performed the same day as requested by the number of requested inspections and is expressed as a percentile.

**Frequency**

The data is collected continuously, compiled weekly and analyzed weekly and monthly.

**Measured By**

Initial data is collected automatically by proprietary software and downloaded via a paper system into an inspection report. Each inspector manually enters the inspection request prior to leaving for the day's work and then enters the inspection results upon return. The data will be evaluated by comparing the number of inspections performed by the number of inspections requested for that time period, expressed in a percentile. \*Note: Upon implementation of Hansen software in fall 2010 this will be an automated, "real time," process saving thousands of dollars via employee time saved.

**Reporting**

The chief of inspections will analyze the collected data weekly and monthly. The information will be displayed numerically and graphically.

**Used By**

The chief of inspections and deputy director will use the information to gain a clear understanding if service is being delivered to established standards. The report will be presented to the director at staff meetings and the public via the municipal website.

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**Performance Measure Methodology Sheet**  
**Building Safety Section**  
**Development Services Department**

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**Measure #4: Percent of life safety building code complaints investigated within one business day and percent of all code abatement service requests initially investigated same week as received. (*Code Abatement Unit*)**

**Type**

Effectiveness

**Accomplishment Goal Supported**

Protect the public by enforcing the building code by investigating code abatement service requests about structures that are unsafe or otherwise non-compliant with the building code and construction occurring without proper permits.

**Definition**

Tracks the number of code abatement service requests received each quarter.

**Data Collection Method**

Each code abatement service request is entered into the Hansen code compliance module and resolution of each request is recorded.

**Frequency**

The data is collected continuously.

**Measured By**

Running a report in the Hansen database to calculate the number of code abatement requests processed each quarter.

**Reporting**

The Chief of Inspections will analyze the collected data weekly and monthly.

**Used By**

The Chief of Inspections and Deputy Director will use the information to gain a clear understanding if service is being delivered to established standards. The report will be presented to the director at staff meetings and the public via the municipal website.



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**Performance Measure Methodology Sheet**  
**Building Safety Division**  
**Development Services Department**

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

**Type**

Effectiveness

**Accomplishment Goal Supported**

Manage the private development process effectively and efficiently.

**Definition**

Measures the effectiveness and efficiency of the private development process by focusing on fluctuations in the time plan submittal comments are reviewed and compiled.

**Data Collection Method**

Data is collected manually and entered into an Excel spreadsheet by logging in the date a complete plan set and a deposit are received and the time review responses for the submittal are sent to a development team.

**Frequency**

The data is collected continuously, compiled weekly and analyzed weekly and monthly.

**Measured By**

Private development staff will enter accurate data into the Excel spreadsheet and will maintain and compile data of when submittals (plans and deposits were routed) and when submittal comments are sent to a development team using the measurement criteria. The private development manager will compile and analyze the statistics weekly and monthly.

**Reporting**

The private development manager will analyze the collected data weekly and monthly. The information will be displayed numerically and graphically.

**Used By**

The private development manager and deputy director will use the information to gain a clear understanding if service is being delivered to established standards. The report will be presented to the deputy director and director at staff meetings and the public via the municipal website.

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**Performance Measure Methodology Sheet**  
**Building Safety Section**  
**Development Services Department**

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**Measure #6: Percent of Certificate of On-Site Approval applications reviewed within 3 business days. (*On-Site Water and Wastewater Unit*)**

**Type**

Effectiveness

**Accomplishment Goal Supported**

Provide on-site water and wastewater permitting, certification, training, and enforcement consistent with goals of protecting public health and environmental quality.

**Definition**

Measure the effectiveness and efficiency of the on-site process by focusing on fluctuations in the time of completing certificate of on-site approval (COSA) reviews.

**Data Collection Method**

The calculation is performed by dividing numbers of COSA applications received within a designated time frame and completed within 3 business days, by the number of applications received within the same designated time frame, and is expressed as a percentile.

**Frequency**

The data is collected continuously, compiled weekly and analyzed weekly and monthly.

**Measured By**

The plan reviewers will enter accurate data into the permit processing system. The permit processing software is programmed to and will maintain and compile data of when the plans were routed and reviewed using the measurement criteria. The engineering services manager will compile and analyze the statistics weekly and monthly.

**Reporting**

The engineering services manager will analyze the collected data weekly and monthly. The information will be displayed numerically and graphically.

**Used By**

The engineering services manager and deputy director will use the information to gain a clear understanding if service is being delivered to established standards. The report will be presented to the director at staff meetings and the public via the municipal website.

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**Performance Measure Methodology Sheet**  
**Building Safety Section**  
**Development Services Department**

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**Measure #7: Percent of inspection report reviews completed within 3 business days.**  
*(On-Site Water and Wastewater Unit)*

**Type**

Effectiveness

**Accomplishment Goal Supported**

Provide on-site water and wastewater permitting, certification, training, and enforcement consistent with goals of protecting public health and environmental quality.

**Definition**

Measure the effectiveness and efficiency of the on-site process by focusing on fluctuations in the time of completing inspection report reviews.

**Data Collection Method**

The calculation is performed by dividing numbers of inspection reports received and completed within a designated time frame by the number of requests received within the same designated time frame, and is expressed as a percentile.

**Frequency**

The data is collected continuously, compiled weekly and analyzed weekly and monthly.

**Measured By**

The reviewer will enter accurate data into the permit processing system. The permit processing software is programmed to and will maintain and compile data of when the inspection was requested and the initial inspection performed. The engineering services manager will compile and analyze the statistics weekly and monthly.

**Reporting**

The engineering services manager will analyze the collected data weekly and monthly. The information will be displayed numerically and graphically.

**Used By**

The engineering services manager and deputy director will use the information to gain a clear understanding if service is being delivered to established standards. The report will be presented to the director at staff meetings and the public via the municipal website.

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**Performance Measure Methodology Sheet**  
**Building Safety Section**  
**Development Services Department**

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

**Type**

Effectiveness

**Accomplishment Goal Supported**

Provide on-site water and wastewater permitting, certification, training, and enforcement consistent with goals of protecting public health and environmental quality.

**Definition**

Measure the efficiency of the on-site process by tracking the number of permit application reviews within three business days.

**Data Collection Method**

The calculation by comparing dates for receipt of new applications to dates when permit reviews were completed.

**Frequency**

The data is collected continuously and updated quarterly.

**Measured By**

The reviewer will enter accurate data into the permit processing system. The permit processing software is programmed to and will maintain and compile data of when permit application was received and when the review was completed.

**Reporting**

Community Development will include results in its regular performance measure reports.

**Used By**

The Engineering Services Manager and Deputy Director will use the information to gain a clear understanding if service is being delivered to established standards. The report will be presented to the Director at staff meetings and the public via the municipal website.

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**Performance Measure Methodology Sheet**  
**Land Use Permitting & Enforcement Division**  
**Development Services Department**

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**Measure #9: Percent of inspections of permitted construction completed the same day to ensure installation compliance with MOA standards and specifications. (*Right-of-Way Enforcement*)**

**Type**

Effectiveness

**Accomplishment Goal Supported**

Protect traveling public and municipal rights-of-way as Anchorage's largest single asset valued at more than \$10 billion.

**Definition**

Measure the effectiveness and efficiency of the Right-of-Way Unit by focusing on fluctuations in the frequency of performing construction inspection in the rights-of-way.

**Data Collection Method**

The calculation is performed by dividing number of inspection requests received and completed within a designated time frame by the number of requests received within the same designated time frame, and is expressed as a percentile.

**Frequency**

The data is collected continuously, compiled weekly and analyzed weekly and monthly.

**Measured By**

The right-of-way inspector will enter accurate data into the permit processing system. The permit processing software is programmed to and will maintain and compile data of when the inspection was requested and the initial inspection performed. The lead right of way enforcement officer will compile and analyze the statistics weekly and monthly.

**Reporting**

The lead right-of-way enforcement officer will analyze the collected data weekly and monthly. The information will be displayed numerically.

**Used By**

The lead right-of-way enforcement officer and chief of code enforcement will use the information to gain a clear understanding if service is being delivered to established standards. The report will be presented to the director at staff meetings and the public via the municipal website.

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**Performance Measure Methodology Sheet**  
**Land Use Permitting & Enforcement Division**  
**Development Services Department**

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

**Type**

Effectiveness

**Accomplishment Goal Supported**

Protect traveling public and municipal rights-of-way as Anchorage's largest single asset valued at more than \$10 billion.

**Definition**

Measures the effectiveness and efficiency of service delivery of inspections by analyzing the ratio of inspections performed compared to the established time lines based on life/safety or impact on the community.

**Data Collection Method**

The calculation is performed by dividing numbers of code enforcement inspections performed within the established timelines by the number of required code enforcement inspections and is expressed as a percentile.

**Frequency**

The data is collected continuously, compiled weekly and analyzed weekly and monthly.

**Measured By**

Data is collected automatically by Hansen software and can be extracted by Crystal Report.

**Reporting**

The lead right-of-way enforcement officer will analyze the collected data weekly and monthly. The information will be displayed numerically.

**Used By**

The lead right-of-way enforcement officer and chief of code enforcement will use the information to gain a clear understanding if service is being delivered to established standards. The report will be presented to the deputy director at staff meetings and the public via the municipal website.

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**Performance Measure Methodology Sheet**  
**Land Use Permitting & Enforcement Division**  
**Development Services Department**

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**Measure #11: Percent of land use enforcement complaints inspected within one working day of receipt. (*Land Use Enforcement Unit*)**

**Type**

Effectiveness

**Accomplishment Goal Supported**

Respond to land use code complaints within established timeframes.

**Definition**

Measures the effectiveness of service delivery of inspections by analyzing the ratio of inspections performed compared to the established timelines based on life/safety or impact on the community.

**Data Collection Method**

The calculation is performed by dividing numbers of code enforcement inspections performed within the established timelines by the number of required code inspections and is expressed as a percentile.

**Frequency**

The data is collected continuously, compiled weekly and analyzed weekly and monthly.

**Measured By**

Data is collected automatically by Hansen software and can be extracted using Crystal Reports.

**Reporting**

The lead land use enforcement officer will analyze the collected data weekly and monthly. The information will be displayed numerically.

**Used By**

The lead land use enforcement officer and chief of code enforcement will use the information to gain a clear understanding if service is being delivered to established standards. The report will be presented to the deputy director at staff meetings and the public via the municipal website.

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**Performance Measure Methodology Sheet**  
**Land Use Permitting & Enforcement Division**  
**Development Services Department**

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

**Type**

Effectiveness

**Accomplishment Goal Supported**

Perform final zoning inspections of completed construction projects.

**Definition**

Measures the effectiveness of service delivery of inspections by analyzing the ratio of inspections performed compared to the established timelines based on life/safety or impact on the community.

**Data Collection Method**

The calculation is performed by dividing numbers of final zoning inspections performed the same day as requested by the number of requested inspections and is expressed as a percentile.

**Frequency**

The data is collected continuously, compiled weekly and analyzed weekly and monthly.

**Measured By**

Initial data is collected automatically by proprietary software and downloaded via a paper system into an inspection report. Each inspector manually enters the inspection request prior to leaving for day's work and enters inspection results upon return. The data will be evaluated by comparing number of inspections performed by number of inspections requested for that time period, expressed as a percentile.

**Reporting**

The lead land use enforcement officer will analyze the collected data weekly and monthly. The information will be displayed numerically.

**Used By**

The lead land use enforcement officer and chief of code enforcement will use the information to gain a clear understanding if service is being delivered to established standards. The report will be presented to the deputy director at staff meetings and the public via the municipal website.



**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.

