Development Services Department

Anchorage: Performance. Value. Results.

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.

Building Safety Division
Development Services Department

Anchorage: Performance. Value. Results.

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 1st Customer Contact			
Q1 2018	**Q2 2018**	**Q3 2018**	**Q4 2018**
12.46 minutes			
3,501 customers			
4 employees			
Q1 2017	**Q2 2017**	**Q3 2017**	**Q4 2017**
12.12 minutes	14.29 minutes	21.48 minutes	15.07 minutes
2,893 customers	4,446 customers	4,578 customers	3,244
3.5 employees*	5 employees	4 employees**	4 employees
2016 Qtr Avg	**2015 Qtr Avg**	**2014 Qtr Avg**	**2013 Qtr Avg**
14.22 minutes	14.25 minutes	19.20 minutes	22.34 minutes
3,955 customers	4,201 customers	4,488 customers	4,049 customers
4.3 employees	5 employees	4 employees	4 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. **Q3 2017, one position became vacant again, reducing staffing to 4 employees.

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

Percent of 1st-Time Residential Reviews Completed within 4 Business Days			
Q1 2018	**Q2 2018**	**Q3 2018**	**Q4 2018**
86% in 4 days			
95% in 10 days			
188 Total Reviews			
Q1 2017	**Q2 2017**	**Q3 2017**	**Q4 2017**
Hansen database	85% in 4 days	83% in 4 days	87% in 4 days
report that generates	97% in 10 days	95% in 10 days	99% in 10 days
statistics not available	522 reviews	533 reviews	229 reviews
2016	**2015**	**2014**	**2013**
88% in 4 days	87% in 4 days[1]	86% in 4 days[1]	77% in 4 days[1]
99% in 10 days	98% in 10 days[2]	98% in 10 days[2]	92% in 10 days[2]
No Grand Total (no data for 1 quarter)	No Grand Total (no data for 1 quarter)	No Grand Total (no data for 1 quarter)	1766 reviews[3]

[1]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 4th qtr percentage for each year.

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

[3]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 2018	**Q2 2018**	**Q3 2018**	**Q4 2018**
99.1%			
4718			
16 inspectors			
Q1 2017	**Q2 2017**	**Q3 2017**	**Q4 2017**
96.2%	97.5%	96.1%	96.6%
4,572	5,799	5,875	5,281
13 inspectors 14th out on extended leave	13 inspectors 14th out on extended leave	14 inspectors* (*2 new insp. started Sept 18; hiring 1 more now)	16 inspectors* (*1 new insp. started Nov 6: 3 inspectors in training)
2016 Qtr Avg	**2015 Qtr Avg**	**2014 Qtr Avg**	**2013 Qtr Avg**
96.3%	94%	92.8%	96.4 %
5,470 inspections	6,274 inspections	6,402 inspections	6,091 inspections
14.3 inspectors	15 inspectors	14 + 2 shared use inspectors	14 + 3 shared use 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 2018	**Q2 2018**	**Q3 2018**	**Q4 2018**
6 Received 5 Responded Same Day/83.3%			
Q1 2017	**Q2 2017**	**Q3 2017**	**Q4 2017**
3 Received 3 Responded Same Day/100%	8 Received 5 Responded Same Day/60%	0 Received Responded Same Day/ N/A	11 Received 11 Responded Same Day/100%
2016 annual	**2015 annual**	**2014 annual**	**2013 annual**
5 Received 4 Responded Same Day/ 80%	5 Received 4 Responded Same Day/ 80%	31 Received 10 Responded Same Day/ 32.3%	17 Received 9 Responded Same Day/ 48.7%
Other (Non-Life Safety) Service Requests			
Q1 2018	**Q2 2018**	**Q3 2018**	**Q4 2018**
204 Received 184 responded Within 7 days/90.1% Performed no bldg. const. insp.	Received responded Within 7 days/__% Performed 74 bldg. const. insp.	Received responded Within 7 days/__% Performed 1 bldg. const. insp.	Received responded Within 7 days/__% Performed. No bldg. const. *insp.*
Q1 2017	**Q2 2017**	**Q3 2017**	**Q4 2017**
114 Received 114 responded within 7 days/100% Performed no bldg. const. insp.	198 Received 176 responded Within 7 days/65% Performed 74 bldg. const. insp.	211 Received 198 responded Within 7 days/94% Performed 1 bldg. const. insp.	203 Received 180 responded Within 7 days/87% Performed. No bldg. const. *insp.*
2016 Qtr Avg	**2015 Qtr Avg**	**2014 Qtr Avg**	**2013 Qtr Avg**
136 Received 102 Responded within 7 days/ Performed 20 bldg. const. inspections	84 Received 54.5 Responded within 7 days/ Performed 51 bldg. const. inspections	94 Received 72 Responded within 7 days/76.6% Performed 206 bldg. const. inspections	108 Received 78 Responded within 7 days/72.7% Performed 54 bldg. const. inspections

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

2011	500 investigated *(also performed 939 building inspections*)*
2010	455 investigated *(also performed 330 building inspections*)*

[1]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 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 2018	**Q2 2018**	**Q3 2018**	**Q4 2018**
33%[1]	Future	Future	Future
Q1 2017	**Q2 2017**	**Q3 2017**	**Q4 2017**
100%	83%[2]	86%[3]	88%[4]
2016 Qtr Avg	**2015 Qtr Avg**	**2014 Qtr Avg**	**2013 Qtr Avg**
78.3%	89.3%	80%	100%

[1]Six reviews in Q1 2018. Four were late. Two were late by one day; one by 2 days, and one by 3 days. Responses were late due to receiving Street Maintenance comments late and to hold a design meeting to resolve drainage comments prior to submitting comments to the design engineer.

[2]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.

[3]Fourteen reviews in Q3 2017. Two were late: one due to a review backlog and the other due to late receipt of comments from another department.

[4]Eight reviews in Q4 2017. One was delayed due to a decision required to determine if a new road would be a private road requiring a sidewalk versus a driveway.

[5]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.

[5]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.

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 2018	**Q2 2018**	**Q3 2018**	**Q4 2018**
95%			
3 staff			
115 applications			
Q1 2017	**Q2 2017**	**Q3 2017**	**Q4 2017**
99%	91%	77%	94%
3 staff	3 staff	3 staff	3 staff
107 applications	164 applications	194 applications	112 applications
2016	**2015**	**2014**	**2013**
82.3%	61%	71% qtr avg	67% qtr avg
2.7 staff	3 staff	3 staff	3 staff
614 applications	684 applications	665 applications	658 applications

[1]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 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 2018	**Q2 2018**	**Q3 2018**	**Q4 2018**
54% in 3 days			
3 staff			
99 reviews			
Q1 2017	**Q2 2017**	**Q3 2017**	**Q4 2017**
96% in 3 days	65% in 3 days	65% in 3 days	28% in 3 days
3 staff	3 staff	3 staff	3 staff
25 reviews	31 reviews	31 reviews	54 reviews
2016	**2015**	**2014**	**2013**
11.5% in 3 days Qtr Avg	21% in 3 days Qtr Avg	29% in 3 days Qtr Avg	27% in 3 days Qtr Avg
2.7 staff	2.7 staff	3 staff	3 staff
125 reviews	97 reviews	130 reviews	126 reviews

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 2018	**Q2 2018**	**Q3 2018**	**Q4 2018**
82% in 3 days			
3 staff			
34 permits			
Q1 2017	**Q2 2017**	**Q3 2017**	**Q4 2017**
89% in 3 days	65% in 3 days	54% in 3 days	80% in 3 days
3 staff	3 staff	3 staff	3 staff
37 permits	136 permits	120 permits	83 permits
2016	**2015**	**2014**	**2013**
43.5% in 3 days	43% in 3 days	47% in 3 days Qtr Avg	54% in 3 days Qtr Avg
2.7 staff	3 staff	3 staff	3 staff
359 permits	381 permits	394 permits	353 permits

Land Use Permitting & Enforcement Division
Development Services Department

Anchorage: Performance. Value. Results.

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:

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 18	7	1069	1069
Feb 18	6	79	1148
Mar 18	6	84	1232
Apr 18			
May 18			
Jun 18			
Jul 18			
Aug 18			
Sep 18			
Oct 18			
Nov 18			
Dec 18			
Jan 17	7	718	718
Feb 17	7	77	795
Mar 17	7	174	969
Apr 17	7	99	1068
May 17	7	302	1370
Jun 17	7	623	1993
Jul 17	7	413	2406
Aug 17	7	728	3134
Sep 17	7	552	3686
Oct 17	7	532	4218
Nov 17	7	216	4434
Dec 17	7	507	4941

Annual Totals – Prior Years			
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 18	7	161	161	100%	10	685	36
Feb 18	6	304	304	100%			
Mar 18	6	220	220	100%			
Apr 18							
May 18							
Jun 18							
Jul 18							
Aug 18							
Sep 18							
Oct 18							
Nov 18							
Dec 18							
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	7	71	71	100%	5	196	15
Aug 17	7	79	79	100%	0		
Sep 17	7	59	59	100%	6		
Oct 17	7	68	68	100%	2	379	42
Nov 17	7	207	207	100%	11		
Dec 17	7	72	72	100%	16		

Annual Totals – Prior Year							
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	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 18	6*	73	73	100%	3	225	92
Feb 18	6*	57	57	100%	2		
Mar 18	6*	75	75	100%	1		
Apr 18							
May 18							
Jun 18							
Jul 18							
Aug 18							
Sep 18							
Oct 18							
Nov 18							
Dec 18							
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	416	15
May 17	8	155	155	100%	11		
Jun 17	8	145	145	100%	6		
Jul 17	7**	135	135	100%	5	263	78
Aug 17	7**	130	130	100%	1		
Sep 17	7**	97	97	100%	2		
Oct 17	7	92	92	100%	8	259	90
Nov 17	7	74	74	100%	4		
Dec 17	7	74	74	100%	0		

Annual Totals – Prior Years							
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	1005	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

*Six officers and one lead officer were available to perform inspections in Q1 2018.

*Q1 2017 one officer was unavailable due to medical leave. Six officers and one lead officer were available to perform inspections in Q1 2017. At beginning of Q3 2017, staffing permanently reduced by one officer.

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

2018	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inspections Requested	24	20	13									
Completed Same Day	24	20	13									
% Completed Same Day	100%	100%	100%									
# of Staff	6	6	6									
2017	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inspections Requested	89	21	23	22	41	48	64	118	45	44	18	68
Completed Same Day	89	21	23	22	41	48	64	118	45	44	18	68
% Completed Same Day	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
# of Staff	8*	8*	8*	8	8	8	7**	7**	7**	7**	7**	7**

Yearly	2016	2015	2014	2013	2012
Inspections Requested	673	1165	531	773	428
Completed Same Day	673	1164	526	772	426
% Completed Same Day	100%	100%	99.1%	99.9%	99.5%
# of Staff	7.4	6.5	6.2	5	7

*Q1 2017 one officer was unavailable due to medical leave. Six officers and one lead officer were available to perform inspections in Q1 2017. **Q3 2017 staffing was reduced by one officer, so now permanently at 6 officers and 1 lead officer.

Performance Measure Methodology Sheet

Building Safety Section
Development Services Department

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.

Performance Measure Methodology Sheet

Building Safety Section
Development Services Department

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.

Performance Measure Methodology Sheet

Building Safety Section
Development Services Department

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.

Performance Measure Methodology Sheet

Building Safety Section
Development Services Department

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.

Performance Measure Methodology Sheet

Building Safety Division
Development Services Department

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.

Performance Measure Methodology Sheet

Building Safety Section
Development Services Department

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.

Performance Measure Methodology Sheet

Building Safety Section
Development Services Department

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.

Performance Measure Methodology Sheet

Building Safety Section
Development Services Department

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.

Performance Measure Methodology Sheet

Land Use Permitting & Enforcement Division
Development Services Department

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.

Performance Measure Methodology Sheet

Land Use Permitting & Enforcement Division
Development Services Department

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.

Performance Measure Methodology Sheet

Land Use Permitting & Enforcement Division
Development Services Department

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

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.

Performance Measure Methodology Sheet

Land Use Permitting & Enforcement Division
Development Services Department

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.