
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 1 st Customer Contact			
Q1 2018	Q2 2018	Q3 2018	Q4 2018
12.46 minutes	19.42 minutes	18.48 minutes	
3,501 customers	4,512 customers	4,445 customers	
4 employees	5 employees ¹	5 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 ²	5 employees	4 employees ³	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
2012 Qtr Avg			
19.15 minutes			
3,536 customers			
3 employees			

¹Q2 2018 hiring of a new employee put staffing back at 5 but new employee is undergoing training.

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

³Q3 2017, one position vacated again, reducing staffing to 4.

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

Percent of 1 st -Time Residential Reviews Completed within 4 Business Days			
Q1 2018	Q2 2018	Q3 2018	Q4 2018
86% in 4 days	87% in 4 days	91% in 4 days	
95% in 10 days	96% in 10 days	98% in 10 days	
188 Reviews	694 reviews	607 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
2012			
73% in 4 days ¹			

94% in 10 days ²			
1544 reviews ³			

¹Percent 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.

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

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

Measure #3: Percent of construction inspections completed same day as requested (Building Inspection Unit).
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\Percent of Construction Inspections Completed Same Day as Requested			
Q1 2018	Q2 2018	Q3 2018	Q4 2018
99.1%	99.8%	99.8%	
4718	5660	6284	
16 inspectors	16 inspectors 1 inspector retired 5/30	15 inspectors 1 open position	
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 14 th out on extended leave	13 inspectors 14 th 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
2012 Qtr Avg			
96.5%			
6,215 inspections			
15 + 3 shared used inspectors			

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

SERVICE REQUEST TYPES	Q2 New Requests	Q2 New Requests Resolved	Q3 New Requests	Q3 New Requests Resolved
Abatement General Intake	15	12	11	9
Abandoned Buildings	54	34	40	32
Building Open to Casual Access	9	7	3	1
Dangerous Building	8	2	5	1
Fire Damaged Building	11	8	4	4
Water Damaged Building	5	5	2	0
Illegal Fill/Excavation	9	2	4	1
Notice of License Requirement	45	18	21	6
Notice of Permit Requirement	71	28	61	41
Business License Inspection	19	19	30	10
Code Compliance Inspection	29	29	40	40
Misc. Service Requests	<u>43</u>	19	<u>45</u>	43
TOTAL Q2 New Service Requests	<u>318</u>		<u>266</u>	
TOTAL Q2 New Service Requests Resolved		183		188
Prior Service Requests Resolved in Q2		<u>79</u>		<u>87</u>
TOTAL Service Requests Resolved in Q2		<u>262</u>		<u>275</u>
TOTAL OPEN SERVICE REQUESTS	<u>427</u>		<u>413</u>	

Older Data – Previous Measure No. 4 Code Abatement Life Safety Requests			
2017 annual	2016 annual	2015 annual	2014 annual
22 Received 19 Responded Same Day/86%	5 Received 4 Responded Same Day/ 80%	5 Received 4 Responded Same Day/ 80%	31 Received 10 Responded Same Day/ 32.3%
Other (Non-Life Safety) Service Requests			
2017 Qtr Avg	2016 Qtr Avg	2015 Qtr Avg	2014 Qtr Avg
182 Received 167 responded within 7 days/92% Performed 75 bldg. const. insp.	136 Received 102 Responded within 7 days/75% Performed 20 bldg. const. inspections	84 Received 54.5 Responded within 7 days/65% Performed 51 bldg. const. inspections	94 Received 72 Responded within 7 days/76.6% Performed 206 bldg. const. inspections

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	85% ²	88% ³	
Q1 2017	Q2 2017	Q3 2017	Q4 2017
100%	83% ⁴	86% ⁵	88% ⁶
2016 Qtr Avg	2015 Qtr Avg	2014 Qtr Avg	2013 Qtr Avg
78.3%	89.3%	80%	100%
2012 Qtr Avg			
95%			

¹Six reviews in Q1 2018. Four were late: two by 1 day; one by 2 days, and one by 3 days. Responses were late due to receiving Street Maintenance's comments late and holding a design meeting to resolve drainage comments prior to submitting comments to the design engineer.

²Thirteen reviews in Q2 2018. Two were late by 2 days. Additional time was required to ensure comments were clear and not in conflict with other reviewers' comments.

³Nine reviews in Q3 2018. One review was delayed by 3 days to coordinate American Disability Act (ADA) comments with Municipal Engineer.

⁴Twelve reviews in Q2 2017. Two were late: one a day late due to late receipt of comments from Street Maintenance & other a day late due to effort to resolve Traffic & Street Maintenance's comment with a design engineer.

⁵Fourteen 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.

⁶Eight 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.

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%	98%	89%	
3 staff	3 staff	3 staff	
115 applications	186 applications	213 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
2012			
64% qtr avg			
3 staff			
582 applications			

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
75% in 3 days	76% in 3 days	81% in 3 days	
3 staff	3 staff	3 staff	
60 reviews	45 reviews	77 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
2012			
30% in 3 days Qtr Avg			
3 staff			
109 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	89% in 3 days	85% in 3 days	
3 staff	3 staff	3 staff	
34 permits	132 permits	175 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
2012			
41% in 3 days Qtr Avg			
3 staff			
299 permits			

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:

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	6	274	1506
May 18	6	339	1845
Jun 18	6	686	2531
Jul 18	7	501	3032
Aug 18	7	611	3643
Sep 18	7	466	4109
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 <i>(new cases)</i>	Cases w Violations Closed this Qtr <i>(pre-existing cases)</i>
Jan 18	7	161	161	100%	10	685	36
Feb 18	6	304	304	100%	4		
Mar 18	6	220	220	100%	17		
Apr 18	6	62	62	100%	3	208	26
May 18	6	83	83	100%	9		
Jun 18	6	68	68	100%	4		
Jul 18	7	59	59	100%	4	182	17
Aug 18	7	72	72	100%	5		
Sep 18	7	67	67	100%	5		
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 <i>(new cases)</i>	Cases w Violations Closed this Qtr <i>(pre-existing cases)</i>
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	6**	133	133	100%	11	296	96
May 18	6**	135	135	100%	15		
Jun 18	6**	166	166	100%	9		
Jul 18	7	141	141	100%	7	386	77
Aug 18	7	135	135	100%	8		
Sep 18	7	82	82	100%	4		
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	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

**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	22	22	58	92	150	85			
Completed Same Day	24	20	13	22	22	58	92	150	85			
% Completed Same Day	100%	100%	100%	100%	100%	100%	100%	100%	100%			
# of Staff	6	6	6	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

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.

