
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 2019	Q2 2019	Q3 2019	Q4 2019
8.11 minutes			
2,781 customers			
5 employees			
Q1 2018	Q2 2018	Q3 2018	Q4 2018
12.46 minutes	19.42 minutes	18.48 minutes	10.23 minutes
3,501 customers	4,512 customers	4,445 customers	2,971
4 employees	5 employees ¹	5 employees	5 employees
2017 Qtr Avg	2016 Qtr Avg	2015 Qtr Avg	2014 Qtr Avg
15.74 minutes	14.22 minutes	14.25 minutes	19.20 minutes
3,790 customers	3,955 customers	4,201 customers	4,488 customers
4.1 employees	4.3 employees	5 employees	4 employees
2013 Qtr Avg	2012 Qtr Avg		
22.34 minutes	19.15 minutes		
4,049 customers	3,536 customers		
4 employees	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 2019	Q2 2019	Q3 2019	Q4 2019
88% in 4 days	___% in 4 days	___% in 4 days	___% in 4 days
97% in 10 days	___% in 10 days	___% in 10 days	___% in 10 days
226 Reviews	_____ reviews	_____ reviews	___ reviews
Q1 2018	Q2 2018	Q3 2018	Q4 2018
86% in 4 days	87% in 4 days	91% in 4 days	92% in 4 days
95% in 10 days	96% in 10 days	98% in 10 days	97% in 10 days
188 Reviews	694 reviews	607 reviews	260 reviews
2017	2016	2015	2014
87% in 4 days	88% in 4 days	87% in 4 days ¹	86% in 4 days ¹
98% in 10 days	99% in 10 days	98% in 10 days ²	98% 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)	No Grand Total (no data for 1 quarter)
2013	2012		
77% in 4 days ¹	73% in 4 days ¹		
94% in 10 days ²			

1544 reviews ³			
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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).

\Percent of Construction Inspections Completed Same Day as Requested			
Q1 2019	Q2 2019	Q3 2019	Q4 2019
99.9%	____%	____%	____%
4025 regular insp. 2447 earthquake insp.	_____	_____	_____
15 inspectors	____ inspectors	____ inspectors	____ inspectors
<i>Q1 2019 Structural inspectors continuing to work evenings & Saturdays to conduct earthquake damage assessments requested by citizens.</i>			
Q1 2018	Q2 2018	Q3 2018	Q4 2018
99.1%	99.8%	99.8%	99.9%
4718	5660	6284	4968 regular insp. 790 earthquake insp.
16 inspectors	16 inspectors 1 inspector retired 5/30	15 inspectors 1 open position	15 inspectors 1 open position
<i>Note Point Mackenzie earthquake occurred on 11/28/18. Structural inspectors immediately began damage assessment inspections, working extra 2 hours per weekday and 10 hours on Saturdays.</i>			
2017 Qtr Avg	2016 Qtr Avg	2015 Qtr Avg	2014 Qtr Avg
96.6%	96.3%	94%	92.8%
5,382 inspections	5,470 inspections	6,274 inspections	6,402 inspections
14 inspectors	14.3 inspectors	15 inspectors	14 + 2 shared use inspectors
2013 Qtr Avg	2012 Qtr Avg		
96.4 %	96.5%		
6,091 inspections	6,215 inspections		
14 + 3 shared use inspectors	15 + 3 shared used inspectors		

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

2019 DATA								
2019 SERVICE REQUEST TYPES	Q1 New Requests	Q1 New Requests Resolved	Q2 New Requests	Q2 New Requests Resolved	Q3 New Requests	Q3 New Requests Resolved	Q4 New Requests	Q4 New Requests Resolved
Abatement General Intake	4	4						
Abandoned Buildings	7	3						
Building Open to Casual Access	4	3						
Dangerous Building	8	4						
Fire Damaged Building	8	5						
Water Damaged Building	11	3						
Illegal Fill/Excavation	0	0						
Notice of License Requirement	8	4						
Notice of Permit Requirement	22	12						
Business License Inspection	19	16						
Code Compliance Inspection	44	34						
Misc. Service Requests	24	8						
TOTAL New Service Requests	<u>159</u>							
<i>New</i> Service Requests Resolved	<u>96</u>							
<i>Prior</i> Service Requests Resolved	<u>113</u>							
TOTAL Resolved this Quarter	<u>209</u>							
TOTAL OPEN Service Requests Remaining at End of this Qtr	<u>451</u>							

Note that Code Abatement inspectors also performed 243 earthquake damage inspections during Q1 2019

2018 DATA								
2018 SERVICE REQUEST TYPES	Q1 New Requests	Q1 New Requests Resolved	Q2 New Requests	Q2 New Requests Resolved	Q3 New Requests	Q3 New Requests Resolved	Q4 New Requests	Q4 New Requests Resolved
Abatement General Intake	See older measure		15	12	11	9	7	3
Abandoned Buildings	Ditto		54	34	40	32	1	0
Building Open to Casual Access	Ditto		9	7	3	1	6	1
Dangerous Building	Ditto		8	2	5	1	10	5
Fire Damaged Building	Ditto		11	8	4	4	4	4
Water Damaged Building	Ditto		5	5	2	0	2	1
Illegal Fill/Excavation	Ditto		9	2	4	1	1	1
Notice of License Requirement	Ditto		45	18	21	6	5	4
Notice of Permit Requirement	Ditto		71	28	61	41	42	11
Business License Inspection	Ditto		19	19	30	10	29	25
Code Compliance Inspection	Ditto		29	29	40	40	35	29
Misc. Service Requests	Ditto		<u>43</u>	19	<u>45</u>	43	<u>18</u>	5
TOTAL New Service Requests	See older measure		<u>318</u>		<u>266</u>		<u>160</u>	

<u>New</u> Service Requests Resolved				183		188		89
<u>Prior</u> Service Requests Resolved				<u>79</u>		<u>87</u>		<u>57</u>
TOTAL <u>Resolved</u> this Quarter				<u>262</u>		<u>275</u>		<u>146</u>
TOTAL <u>OPEN</u> Service Requests Remaining at End of this Qtr			<u>427</u>		<u>413</u>		<u>422</u>	

Older Measure's 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%
<u>Other (Non-Life Safety) Service Requests</u>			
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 2019	Q2 2019	Q3 2019	Q4 2019
63% ¹			
Q1 2018	Q2 2018	Q3 2018	Q4 2018
33% ²	85% ³	88% ⁴	100%
2017 Qtr Avg	2016 Qtr Avg	2015 Qtr Avg	2014 Qtr Avg
89.3%	78.3%	89.3%	80%
2013 Qtr Avg	2012 Qtr Avg		
100%	95%		

¹ Eight reviews in Q1 2019. Three were late: one by 1 day; one by 5 days, and one by 1 month. Responses were late due to resolving a stormwater outfall onto DNR property, a mistake on the due date within an internal distribution memo, and because the Developer placed the design review on hold while working to resolve a Scope of Work question. Most of the one month delay was due to the project having been placed on hold.

² Six 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.

³ Thirteen 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.

⁴ Nine reviews in Q3 2018. One review was delayed by 3 days to coordinate American Disability Act (ADA) comments with Municipal Engineer.

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 2019	Q2 2019	Q3 2019	Q4 2019
90%	%	%	%
3 staff	staff	staff	Staff
88 applications	___ applications	___ applications	___ applications
Q1 2018	Q2 2018	Q3 2018	Q4 2018
95%	98%	89%	93%
3 staff	3 staff	3 staff	3 staff
115 applications	186 applications	213 applications	136 applications
2017	2016	2015	2014
90.3%	82.3%	61%	71% qtr avg
3 staff	2.7 staff	3 staff	3 staff
577 applications	614 applications	684 applications	665 applications
2013	2012		
67% qtr avg	64% qtr avg		
3 staff	3 staff		
658 applications	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 2019	Q2 2019	Q3 2019	Q4 2019
42% in 3 days	__% in 3 days	__% in 3 days	__% in 3 days
3 staff	3 staff	3 staff	3 staff
43 reviews	__ reviews	__ reviews	__ reviews
Q1 2018	Q2 2018	Q3 2018	Q4 2018
75% in 3 days	76% in 3 days	81% in 3 days	65% in 3 days
3 staff	3 staff	3 staff	3 staff
60 reviews	45 reviews	77 reviews	110 reviews
2017	2016	2015	2014
63.5% in 3 days Qtr Avg	11.5% in 3 days Qtr Avg	21% in 3 days Qtr Avg	29% in 3 days Qtr Avg
3 staff	2.7 staff	2.7 staff	3 staff
141 reviews	125 reviews	97 reviews	130 reviews
2013	2012		
27% in 3 days Qtr Avg	30% in 3 days Qtr Avg		
3 staff	3 staff		
126 reviews	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 2019	Q2 2019	Q3 2019	Q4 2019
64% in 3 days	__% in 3 days	__% in 3 days	__% in 3 days
3 staff	__ staff	__ staff	__ staff
74 permits	__ permits	__ permits	__ permits
Q1 2018	Q2 2018	Q3 2018	Q4 2018
82% in 3 days	89% in 3 days	85% in 3 days	94% in 3 days
3 staff	3 staff	3 staff	3 staff
34 permits	132 permits	175 permits	98 permits
2017	2016	2015	2014
72% in 3 days	43.5% in 3 days	43% in 3 days	47% in 3 days Qtr Avg
3 staff	2.7 staff	3 staff	3 staff
376 permits	359 permits	381 permits	394 permits

2013	2012		
54% in 3 days Qtr Avg	41% in 3 days Qtr Avg		
3 staff	3 staff		
353 permits	299 permits		

Land Use Permitting & Enforcement Division Development Services Department

Anchorage: Performance. Value. Results.

Purpose

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

Protecting the travelling public and improving the quality, useful life, and safety of public infrastructure within the rights-of-way of the Municipality of Anchorage;

Improving quality of life and property values by ensuring compatible land uses through effective zoning review and enforcement of Title 21, Land Use Planning Regulations;

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

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

Direct Services

Right of Way Permitting & Enforcement

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

Land Use Enforcement

- Interpret, apply and enforce Anchorage Municipal Code Title 21, Land Use Planning and eight other municipal codes; and
- Review and inspect marijuana businesses, day care centers, animal facilities, & businesses selling alcoholic beverages for compliance with municipal land use regulations when those businesses seek new licenses or renewals.

Addressing

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

Zoning Plan Review

- Interpret, apply and enforce Anchorage Municipal Code Title 21, Land Use Planning, by conducting zoning plan review for all land use and building permits;
- Serve as first point of contact for the public in zoning plan review and Title 21 matters; and
- Provide technical expertise for homeowners, developers, contractors and consultants during project concept and pre-application meetings.

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 Title 21, Land Use Planning, and Title 24, Streets & Rights of Way, code complaints within established timeframes;
- Complete final zoning inspections same day as requested; and
- Provide timely and accurate services for:
 - Zoning Plan Review for Land Use & Building permits;
 - Business facility reviews and inspections;
 - Assignment of new addresses;
 - Maintenance of GIS map data layers for roads and addresses; and
 - Continual effort to eliminate duplicate street names to ensure the uniqueness of each address to reduce 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 19	7	962	962
Feb 19	7	245	1207
Mar 19	7	243	1450
Apr 19			
May 19			
Jun 19			
Jul 19			
Aug 19			
Sep 19			
Oct 19			
Nov 19			
Dec 19			
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	7	651	4760
Nov 18	7	239	4999
Dec 18	7	158	5157
Annual Totals – Prior Years			
2017	7	4,941	
2016	7	5,649	
2015	7	7,874	
2014	6.6	14,751	
2013	6	6,720	
2012	7	6,512	
2011	7	3,189	

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

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

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

Month & Year	# of ROW Officers	Number of Complaints	Number Investigated within 1 Working Day	Percent Investigated within 1 Working Day	# Found to be no Violation	Cases w Violations Closed this Quarter <i>(new cases)</i>	Cases w Violations Closed this Qtr <i>(pre-existing cases)</i>
Jan 19	7	118	118	100%	11	328	15
Feb 19	7	179	179	100%	24		
Mar 19	7	43	43	100%	6		
Apr 19							
May 19							
Jun 19							
Jul 19							
Aug 19							
Sep 19							
Oct 19							
Nov 19							
Dec 19							
Jan 18	7	161	161	100%	10	685	36
Feb 18	7	304	304	100%	4		
Mar 18	7	220	220	100%	17		
Apr 18	7	62	62	100%	3	208	26
May 18	7	83	83	100%	9		
Jun 18	7	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	7	105	105	100%	10	523	24
Nov 18	7	130	130	100%	0		
Dec 18	7	323	323	100%	4		
Annual Totals – Prior Year							
2017	7	1,723	1,723	100%	129	1803	146
2016	7	928	928	100%	57	821	93
2015	7	887	887	100%	46	765	117
2014	6.6	1,310	1,310	100%	119	1,491	226
2013	6	1,848	1,864	101%*	189	1,738	279
2012	7	2,478	2,457	99.2%	230	2,420	125
2011 (3 qtrs)	7	1,523	1,493	98%	134	1,425	161

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

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

Percent of land use enforcement complaints with investigations initiated within one working day of receipt. (Land Use Enforcement Section)							
Month/Year	# of LUE Officers	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 19	7	96	96	100%	6	194	99
Feb 19	6	51	51	100%	3		
Mar 19	6	107	107	100%	4		
Apr 19							
May 19							
Jun 19							
Jul 19							
Aug 19							
Sep 19							
Oct 19							
Nov 19							
Dec 19							
Jan 18	7	73	73	100%	3	225	92
Feb 18	7	57	57	100%	2		
Mar 18	7	75	75	100%	1		
Apr 18	7	133	133	100%	11	296	96
May 18	7	135	135	100%	15		
Jun 18	7	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	7	108	108	100%	10	170	81
Nov 18	7	84	84	100%	4		
Dec 18	6	42	42	100%	0		
Annual Totals – Prior Years							
2017	7.5	1,360	1,360	100%	64	1,265	187
2016	7.4	1,320	1,320	100%	86	1,493	408
2015	7	1,241	1,241	100%	71	935	302
2014	6.2	1,310	1,310	100%	119	1,396	276
2013	5	1,538	1,529	99%	118	1,118	416
2012	6	1,826	1,749	96%	119	1,775	330
2011 (3 qtrs)	6	1,194	1,031	86%	182	940	512

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

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

2019	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inspections Requested	14	20	27									
Completed Same Day	14	20	26									
% Completed Same Day	100%	100%	96%									
# of Staff												
2018	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inspections Requested	24	20	13	22	22	58	92	150	85	61	31	17
Completed Same Day	24	20	13	22	22	58	92	150	85	61	31	17
% Completed Same Day	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
# of Staff	7	7	7	7	7	7	7	7	7	7	7	7

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

PVR Measure WC: Managing Workers' Compensation Claims

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

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

