Community Planning & Development Performance Management

For time period: January 1 - December 31, 2015

CPD PERFORMANCE

Permitting Processing Times

Permitting Reviews Completed			Processing Time			Comments
Permit Type	This Mth	YTD	This Mth	YTD	Goal	
New Commercial	2	21	66	65	60 days	*SFR Applications Received: 160 (This time last year = 154)*
Commercial TI	6	104	5	13	15 days	*SFR Permits Issued: 129 (This time last year = 154)*
SFR	19	124	13	12	14 days	

Planning Processing Time

Planning Reviews Completed			Processing Time			Applications Received	
Application Type	This Mth	YTD	This Mth	YTD	Goal	Type	Year to Date
Land Use Review	1	7	58	115	120/180	Land Use Review	12
Short Plat	2	5	40	46	45 days	Short Plat	6
Long Plat	0	1	N/A	39	120 days	Long Plat	2

Code Enforcement Performance Measures

Code Enforcement Cases			Code Enforcement Cases	This Mth	YTD	Goal
Case Type	This Mth	YTD	Closed W/in 60 Days of Opening	*n/a*	*n/a*	60%
Abandoned Vehicle	14	240	Closed Without Ticket/Hearing	92%	98%	90%
Other Cases	23	355	Complainant Notified Opened	100%	100%	100%
Total Cases	37	595	Complainant Notified Closed	100%	100%	100%

Parking Services Performance Measures

Parking Occupancy - Downtown Core								
By Time of Day	Mar 15	Oct 15	By Day	Mar 2015	Oct 2015	By Zone	Mar 2015	Oct 2015
10 AM	43%	40%	Mon	52%	63%	Zone 1	37%	39%
Noon	68%	61%	Tue	57%	50%	Zone 2	51%	49%
2 PM	56%	57%	Wed	59%	52%	Zone 3	78%	66%
4:45 PM	69%	67%	Thu	57%	54%	Zone 4	77%	73%
			Fri	69%	63%	Zone 5	62%	57%
						Zone 6	47%	52%

Administration Performance Measures

Public Disclosure Requests				Phone Call Handling			
	This Mth	YTD			This Mth	YTD	Goal
Requests Received	46	480		Calls Handled	706	9690	
Total Hours	50	552		Calls Abandoned	68	827	
Avg Hrs Per Req	1.1	1.1		Abandonded %	10%	8%	6%
Max Hrs Per Req	5.5	20		Avg Hold Time	67 seconds	44 seconds	35 seconds