

# Land Development Services

## FY 2020 Adopted Budget Plan: Performance Measures

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### Site Development Services

#### Goal

The goal of the Site Development Services (SDS) cost center is to ensure that land development, including public and private facilities, is designed and constructed to protect: the integrity of public infrastructure, erosion and sediment control, drainage of stormwater, the conservation of trees, zoning compliance and the protection of public waters by:

#### Objective

To resolve default situations so that no more than 3 percent of defaults are deemed developer irresolvable and must be completed by the County.

#### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
<b>Output</b>					
Bonded projects at year-end	556	510	510 / 466	500	525
<b>Efficiency</b>					
Bonded projects per staff	79	64	64 / 58	63	66
<b>Outcome</b>					
Percent of projects in irresolvable default which must be completed by the County	0%	0%	3% / 0%	3%	3%

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### Objective

To review site and subdivision-related plans within target timeframes, while continuing to identify potential deficiencies in proposed development projects so that none of the development projects cease construction as a result of these deficiencies.

### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
<b>Output</b>					
Site and subdivision reviews processed	203	200	200 / 189	210	225
Minor plans and special studies processed	4,517	4,321	4,321 / 4,792	5,175	5,589
<b>Efficiency</b>					
Plan reviews completed per reviewer	277	266	266 / 300	323	349
<b>Service Quality</b>					
Average days to review a major plan	49	43	40 / 42	43	46
<b>Outcome</b>					
Construction projects required to cease as a result of deficiencies identifiable on the plan	0	0	0 / 0	0	0

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### Building Code Service

#### Objective

To provide inspection service on the day requested 97 percent of the time, while ensuring that 0 percent of buildings experience catastrophic failure as a result of faulty design.

#### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
<b>Output</b>					
Building inspections	150,627	158,289	158,000 / 159,090	160,188	161,294
<b>Efficiency</b>					
Inspections completed per inspector	3,586	3,441	3,441 / 3,458	3,482	3,508
<b>Service Quality</b>					
Percent of inspections completed on requested day	99%	99%	97% / 99%	98%	97%
<b>Outcome</b>					
Percent of buildings experiencing catastrophic system failures as a result of building design	0%	0%	0% / 1%	0%	0%

#### Objective

To issue 60 percent or more of building permits on the day of application.

#### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
<b>Output</b>					
Permits issued	59,972	59,814	59,814 / 63,224	66,828	70,170
<b>Efficiency</b>					
Permits issued per technician	9,662	9,962	9,962 / 10,537	11,138	11,695
<b>Outcome</b>					
Percent of permits issued on day of application	65%	74%	75% / 74%	76%	76%