

Land Development Services - FY 2020 Advertised Budget Plan: Performance Measures

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
Output					
Bonded projects at year-end	556	510	510 / 466	500	525
Efficiency					
Bonded projects per staff	79	64	64 / 58	63	66
Outcome					
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
Output					
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
Efficiency					
Plan reviews completed per reviewer	277	266	266 / 300	323	349
Service Quality					
Average days to review a major plan	49	43	40 / 42	43	46
Outcome					
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
Output					
Building inspections	150,627	158,289	158,000 / 159,090	160,188	161,294
Efficiency					
Inspections completed per inspector	3,586	3,441	3,441 / 3,458	3,482	3,508
Service Quality					
Percent of inspections completed on requested day	99%	99%	97% / 99%	98%	97%
Outcome					
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
Output					
Permits issued	59,972	59,814	59,814 / 63,224	66,828	70,170
Efficiency					
Permits issued per technician	9,662	9,962	9,962 / 10,537	11,138	11,695
Outcome					
Percent of permits issued on day of application	65%	74%	75% / 74%	76%	76%