



**SERVICE LEVELS AND WORKLOAD MEASURES**

October 20, 2016

| Services Provided  | Service Level (Current)  | Service Level (Goal)   | Workload (Demand for Services)<br>July - August, 2016 average |
|--|--------------------------|------------------------|---|
| <b>Permit Center</b>   |                          |                        |   |
| Wait Times in Development Service Center (DSC)                         | 60 to 120 minutes        | Less than 60 minutes   | 4441 visitors/month   |
| <b>Phone Inquiries</b>   |                          |                        |   |
| Returning calls to Zoning Hotline                                      | 24 hours                 | 24 hours               | 1,035 calls/month   |
| Returning calls to Plan Review/Permitting Hotlines                     | 24 - 48 hours            | 24 hours               | 493 calls/month   |
| <b>Early Assistance</b>  |                          |                        |   |
| Early Assistance Appointments  | 21 calendar days         | 14 calendar days       | 23 applications/month   |
| Pre-Application Conferences  | 26 calendar days         | 21 calendar days       | 10 applications/month   |
| <b>Land Use Reviews</b>  |                          |                        |   |
| Land Use Reviews (Type I) - Contact applicant regarding completeness   | Approx. 25 calendar days | 14 calendar days       | 66 Land Use Review cases per month (all types).               |
| Land Use Reviews (Type Ix) - Contact applicant regarding completeness  | Approx. 25 calendar days | 21 calendar days       | 66 Land Use Review cases per month (all types).               |
| Land Use Reviews (Type II) - Contact applicant regarding completeness  | Approx. 20 calendar days | 14 calendar days       | 66 Land Use Review cases per month (all types).               |
| Land Use Reviews (Type III) - Contact applicant regarding completeness | Approx. 26 calendar days | 21 calendar days       | 66 Land Use Review cases per month (all types).               |
| <b>Plan Review and Pre-Issuance</b>                                    |                          |                        |   |
| Commercial Construction - plan review comments (1st checksheet)        | Approx. 40 business days | 20 business days       | 318 permit applications per month.                            |
| Residential Construction - plan review comments (1st checksheet)       | Approx. 25 business days | 15 business days       | 737 permit applications per month.                            |
| Permit Pre-issuance  | Approx. 5 business days  | 2 business days        | 466 permits pre-issued per month.                             |
| <b>Inspections</b>   |                          |                        |   |
| Inspections - Residential  | 81% within 24 hours      | 90-95% within 24 hours | 10452 inspections per month.                                  |
| Inspections - Commercial   | 80% within 24 hours      | 90-95% within 24 hours | 4946 inspections per month.                                   |
| <b>Enforcement Services</b>  |                          |                        |   |
| Compliance Services Complaints - Initial Inspection                    | 15 business days         | 3-5 business days      | 191 complaints per month.                                     |
| Housing Complaints - Initial Inspection                                | 10-15 business days      | 3-5 business days      | 183 complaints per month.                                     |
| Zoning, Nuisance, & Disabled Vehicle Complaints - Initial Inspection   | 15-20 business days      | 3-5 business days      | 436 complaints per month.                                     |