

Planning and Building Business Goals and Key Performance Indicators FY 2019 - 2021

June 25, 2019

Business Goals

- Enhance Service Delivery
- Prepare and implement Council-Approved Plans and Municipal Code Amendments, Neighborhood Plans, and Specific Plans.
- Initiate an update of the General Plan in 2020.
- Enhance customer-service experience at PBD counters by reducing wait time for responses and by providing digital methods for applications and review.
- Continue to Implement Housing Affordability Initiatives: Prioritize efforts to improve housing affordability, including strategies from the Mayor's Housing Cabinet,
 - including the following:
 - Adopt new regulations for short-term residential rentals;
 - Adopt new regulations for the conversion of single room occupancies (SROs);
 - Promote construction of accessory dwelling units
 - Encourage modular construction;
 - Establish a class of "by-right" development projects that do not need discretionary review;
 - Strengthen the permit processing and coordination function in the Building Bureau to assist applicants in obtaining building permits
 - Continue to enhance the City's overall development permitting system.
- Enhance Code Enforcement and Safety/Anti-Displacement Efforts: Continue to bring non-permitted spaces into compliance and enhance code enforcement efforts by adding additional inspectors and support staff and coordination with the Fire Department and Housing and Community Development Department.

Key Performance Indicators: Administration and Operations

Division	Measure	FY19 – FY 20 Target Measurement	FY20- FY21 Target Measurement
Finance	Process Refund Request	45 days	30 days
	Process Code Enforcement Billing Invoices	14 days	14 days
	Process Liens	15 days	15 days
	Process Lien Release	10 days	10 days
	Process Vendor Payments	45 days	45 days
Accela	Average time to close help desk ticket by Accela City Staff	3-10 days	3-10 days
	Average time to close the help desk ticket by consultant	4-6 weeks	2-5 weeks
Records	Average customer wait time at Permit Center for Records Service	20 minutes	15 minutes
	Average transaction time for Records at Permit Counter	10 minutes	10 minutes
	Average wait time to complete Residential Report of Building Records	14 days	14 days
	Public Records Request Initial Response	8 days	6 days
	Average time to respond to Subpoena	10 days	8 days
KPIs will be measured quarterly and target to be met 80% of the time.			

Key Performance Indicators: Planning

Division	Measure	FY19 – FY 20 Target Measurement	FY20- FY21 Target Measurement
Zoning	Wait time for customers with a zoning clearance ticket	60% within 15 minutes	75% within 15 minutes
	Wait time to speak to a planner at the counter (All Planning Tickets)	60% within 30 minutes	75% within 30 minutes
	% of customers served in 15 minutes or less at the counter	25%	25%
	% of customers exceeding an hour or more at the counter	25%	25%
	Time to complete Planning Commission Cases	75% within 9 months	75% within 6 months
	Time to complete administrative cases	50% within 6 months	50% within 4 months
	% of DRX, DS1, DS2 completed in one day	75%	80%
	% of DS3 permits completed within 6 weeks	90%	95%
	% of Completeness Task Statuses updated w/in 30 days	80%	80%
	Average wait time for PLN assignment	7 days	7 days
Development Planning	Complete PUDs/CEQA in 12 months	50%	75%
	Complete FDPs (no CEQA) in 6 months	70%	80%
	Complete Major CUPs/CEQA in 12 months	70%	80%
	Complete Pre-App in 3 months	70%	80%
	Complete Initial Building Permit review in 1 month	70%	80%
	Complete case assignment in one week	75%	90%
Strategic Planning	Average time between passage of a Council resolution directing staff to undertake a Planning Code or Municipal Code Amendment and actual start of work	8 months – 1.5 year	8 months
	Average number of Strategic Planning projects (Planning Code amendments, Municipal Code amendments, Area Plans, annual reports, etc.) underway in the Division at any one time	12 and General Plan Update	12 and General Plan Update
	Staff capacity to undertake a comprehensive update of the General Plan Land Use and Transportation Element	YES	YES

Key Performance Indicators: Building

Division	Measure	FY19 – FY 20 Target Measurement	FY20- FY21 Target Measurement
Permit Counter	Wait time to speak to a Permit Tech at the counter (All Building Tickets)	30 minutes	30 minutes
	Average transaction time for New Building tickets	60 minutes	60 minutes
	Average transaction time for Permits	30 minutes	30 minutes
	Average transaction time for Express Permits	15 minutes	15 minutes
Plan Check	Average time to submit initial Plan Check comments to applicant from intake date	21 days	17 days
	Average time to respond to resubmittals	10 days	4 days
	Average time to review Revisions after permit issuance	5 days	4 days
	Average wait time for Engineer of the Day service at Permit Counter	30 minutes	30 minutes
Inspections	Provide Building Permit inspections within 24 hours of request	75%	85%
	Certificate of Occupancies issued within 60 days from Final approval of the building permit.	75%	85%
Code Enforcement	Average time to perform initial Property Maintenance and Zoning Enforcement Inspections	3 days	3 days
	Average time to perform initial Blight Maintenance Inspections	2 days	2 days
	Average Time To Issue Notice of Violation after Initial Inspection when applicable	5 days	5 days
	Average Time from Case Filed to Issuing Notice of Violation (when applicable)	10 days	10 days
	% of invoices sent that occurred within 30 days of second notice of violation	75%	85%

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