

**Development Services Department  
Summary Reports to Measure Performance Goals**

**Building Division**

**1. Processing Summary Report**

This report will identify the number of business days taken to process each submittal associated with a building permit application for a selected time period, which includes both the plan check review and the processing review time. Sorted by type of project, it will identify the average number of business days to process building permit application submittals, including resubmittals, and the total number of plan checks conducted and the number and percent of plan checks processed that did not meet established processing time-frames (currently set at 20 business days for initial plan check for major projects and 10 business days for minor projects, and 10 days for resubmittal plan checks, each of which include two business days to process submittals). The report will also identify the percent of total submittals processed during the selected time period that did not meet established time-frames.

***Performance Goal: at least 90 percent compliance with established time-frames***

**2. Permit Types Summary Report**

This report will provide a summary of the number of permit applications, by type, applied for or issued during the selected time period, including planning and fire permit applications.

***Performance Goal: no measure suggested, but information will be used to track activity levels to gauge development activities***

**3. Over -the- Counter Permits Summary Report**

This report will provide a summary of the number and percent of total permits applied for and issued on the same day, during the selected time period.

***Performance Goal: at least 90 percent of the total number of permit applications processed are done so on the same day they are received***

**4. Building Inspection Types Summary Report**

This report will provide a summary of the number of inspections by type of inspection, conducted during the selected time period.

***Performance Goal: no measure suggested, but information will be used to track activity levels related to budget formation***

**5. Rental Inspection Types Summary Report**

This report will provide a summary of the number of rental housing cases and units created by case type, the number of inspections conducted (by type), conducted during the quarter, or during the year or years selected.

***Performance Goal: no measure suggested, but information will be used to track activity levels related to budget formation***

**6. Permit Fee Summary Report**

This report provides a summary of the amount of fees, by fee type, collected for building permit applications, planning, and fire applications during the selected time period.

***Performance Goal: no measure suggested, but information will be used to help with revenue projections***

**Development Services Department  
Summary Reports to Measure Performance Goals**

**Planning Division**

**1. Applications Processing Summary Report**

This report will provide:

- a summary of the number of development applications, by type, applied for or issued during the selected time period;
- a summary of the total number of business days, for the time period selected, taken to process each development application, including identification of the number of business days staff takes to generate review comments in response to each submittal and the number of business days the applicant takes to submit information and plans in response to staff's review comments;
- the percent of total applications that did not meet established processing time-frames, currently established from determination of application completeness at:
  - 6 weeks or less for administrative and minor modification applications, including lot line adjustments and certificates of compliance and merger;
  - 8 weeks or less for appeals of decisions;
  - 10 weeks or less for administrative tentative parcel map applications;
  - 12 weeks or less for applications requiring a Planning Commission hearing, including tentative tract maps

***Performance Goal: 90 percent of projects are processed to decision within established processing time-frames***

**2. Pending Projects Status Report**

This monthly report will provide a brief description and summary of the processing status of current development applications, presented in a format that reinforces the policy of having complete applications ready for processing to the Planning Commission or for decision at an administrative level within two review periods (within 30 calendar days of submittal for initial review and within 15 days of resubmittal for the subsequent review).

***Performance Goal: 90 percent of applications are processed within established processing time-frames; main purpose of report is to provide a brief summary of the status of processing all development applications in Planning***

**3. Special Projects' Milestones Summary Report**

The report will provide a summary, in a spreadsheet format, of the expected processing schedules, including the milestone dates and Planning Commission and City Council meetings, for each special project for the fiscal year established in the Planning Manager's Management Achievement Plan and the City's Budget for the Planning Division for the fiscal year.

***Performance Goal: 100 percent of projects are completed within established project schedules ; the purpose of the report is to assist Division staff and the Director to help ensure projects are completed within identified time-frames***

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Summary Reports to Measure Performance Goals**

**Level of Activity and Customer Satisfaction for the Permit Center**

**1. Number of Visitors to the Permit Center**

The report will provide a summary of the number of visitors to the Permit Center, as well as which department/division staff are requested.

***Performance Goal: none; information will be used to gauge activity levels***

**2. Responses to Customer Survey Cards**

The report will provide a summary of the responses to Permit Center customer survey cards that are received.

***Performance Goal: an overall rating of good or excellent at least 95% of the time***