



# **City of Redding**

## **DEVELOPMENT SERVICES DEPARTMENT**

- ∠ Permit Center**
- ∠ Building Division**
- ∠ Planning Division**
- ∠ Engineering Division**
- ∠ Code Enforcement Division**

# **2003 Annual Performance Report**



## 2003 PERFORMANCE CUSTOMER SURVEY

 **REDDING**  
CALIFORNIA  
City of Redding  
777 Cypress Avenue  
Redding CA 96001  
Telephone:  
(530) 225-4020  
FAX: (530) 225-4495

### Improvements in Customer Survey Return Rate Achieved

Customers rate our service through a Customer Survey that asks customers to respond to seven items on a number rating system ranging from 1, representing poor, through 5, representing excellent. The Department's goal is to obtain a minimum 4.0 ratings in all categories.

Over the course of the year 2003, responses increased 29 percent. The increase in responses is attributed to the implementation of new opportunities for customers to provide us with the feedback needed to improve customer service at the Permit Center, including:

- ◆ *The eye-catching Customer Service Station for customers exiting the Permit Center where surveys can be completed quickly and deposited in a privacy-protected receptacle.*
- ◆ *Each division represented at the Permit Center contacting customers directly by telephone to gain as much feedback as possible.*
- ◆ *Business cards containing the City's website information is available at the Customer Service Station as well as throughout the Permit Center.*
- ◆ *Enhanced links on the City's website for easy on-line access to the customer survey form*

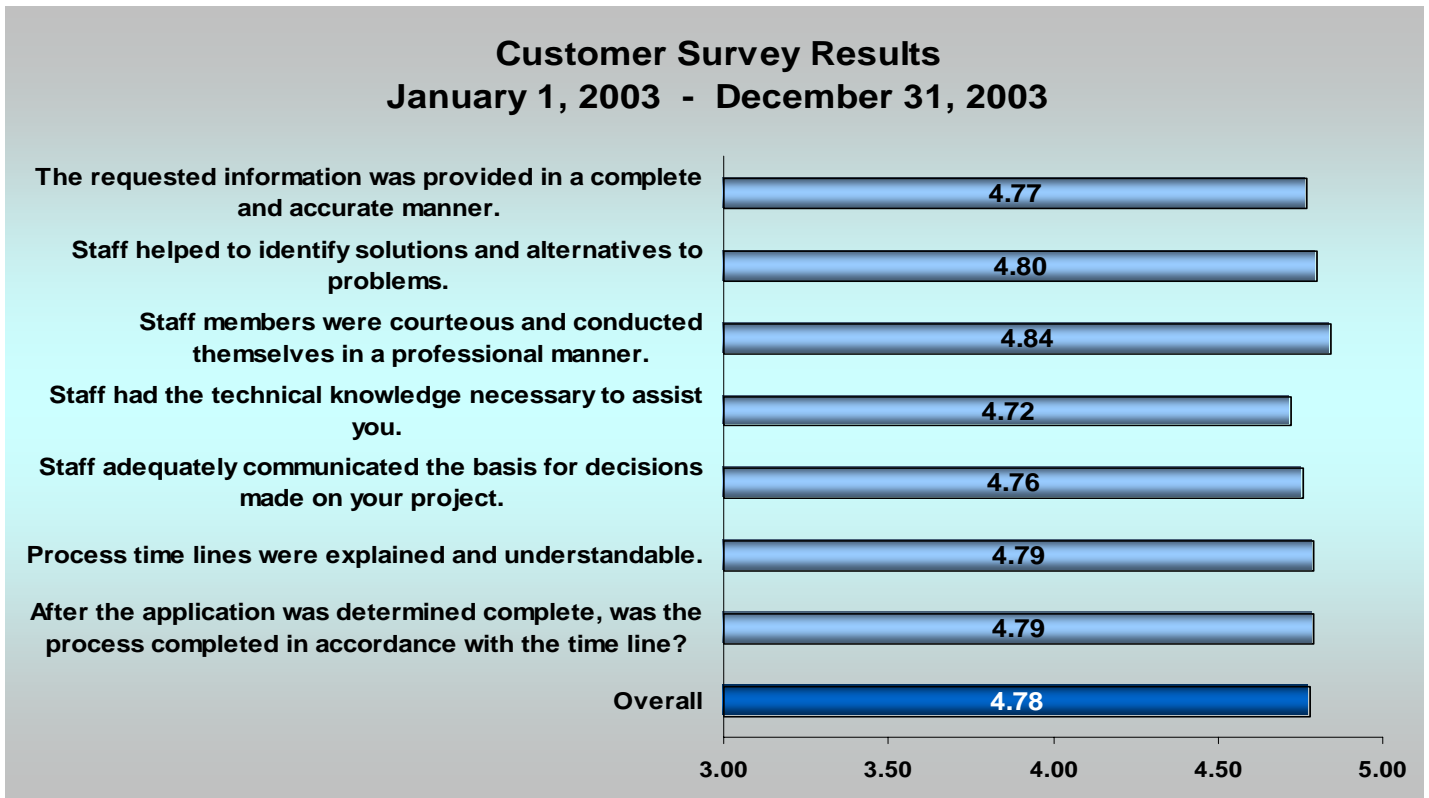
Currently, survey forms are disseminated by:

- *Sending them to each applicant with their permit package*
- *Making the forms available on the City's website*
- *Making the forms available in numerous locations at the Permit Center*
- *Encouraging customers on a random basis to complete the forms*
- *Providing self-addressed, stamped forms for hassle-free return*
- *Conducting random telephone surveys*

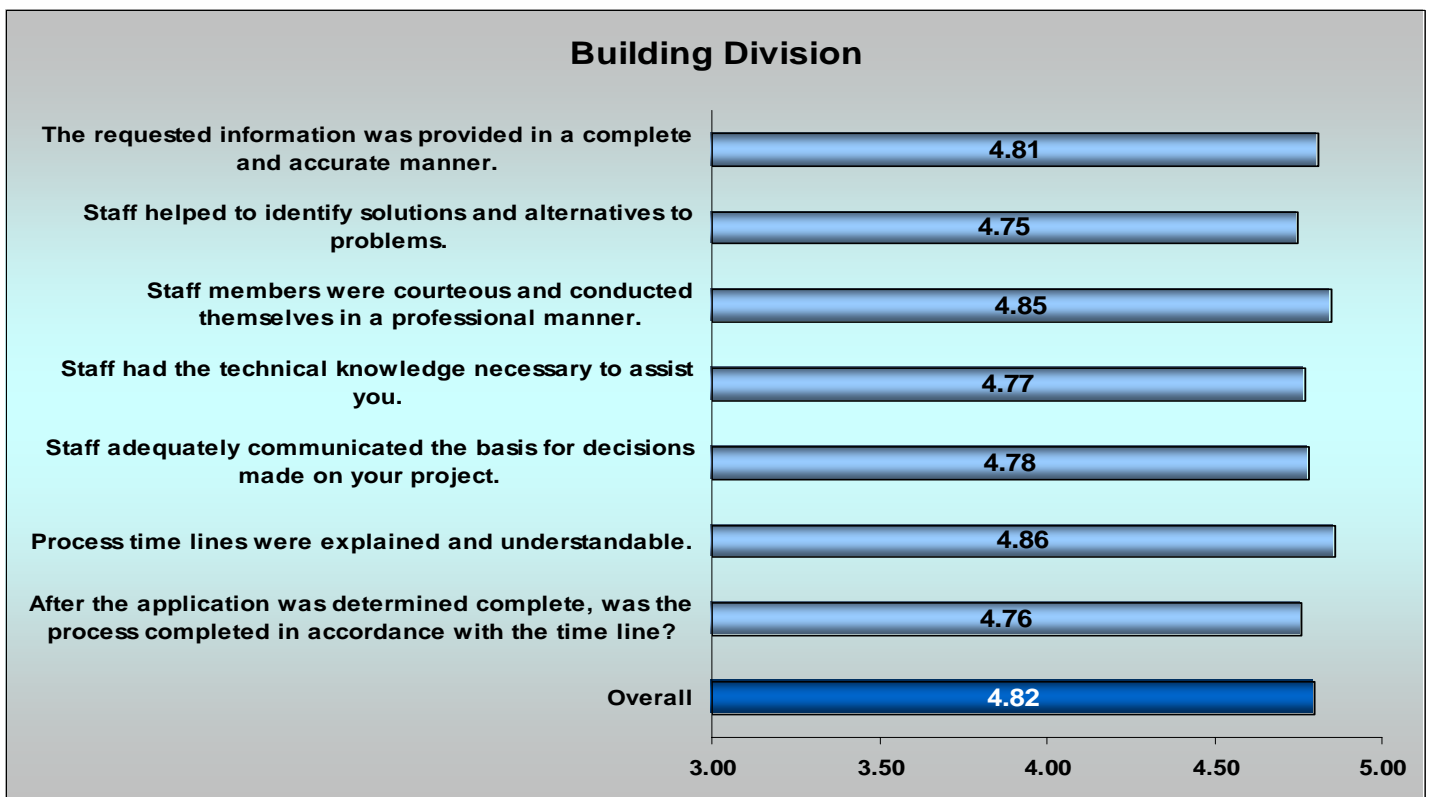
### Comments Received:

- *"Staff was very helpful and knowledgeable." (R.G. of Cingular Wireless)*
- *"Permit Center Counter — I am always greeted with a smile and helped quickly." (Paul E. of Redding)*
- *"Best Building Department experience in a long time." (John M. of NOVO Construction)*
- *"During my wait, several gentlemen checked to assure I was being served." (Shasta Service Guild)*
- *"Staff took the time to explain things very thoroughly with me. Very appreciated." (Gary M. of Dezin Drafting)*
- *"Everyone was very polite and helpful, just like most of the people in Redding." (Ken A. of Redding)*

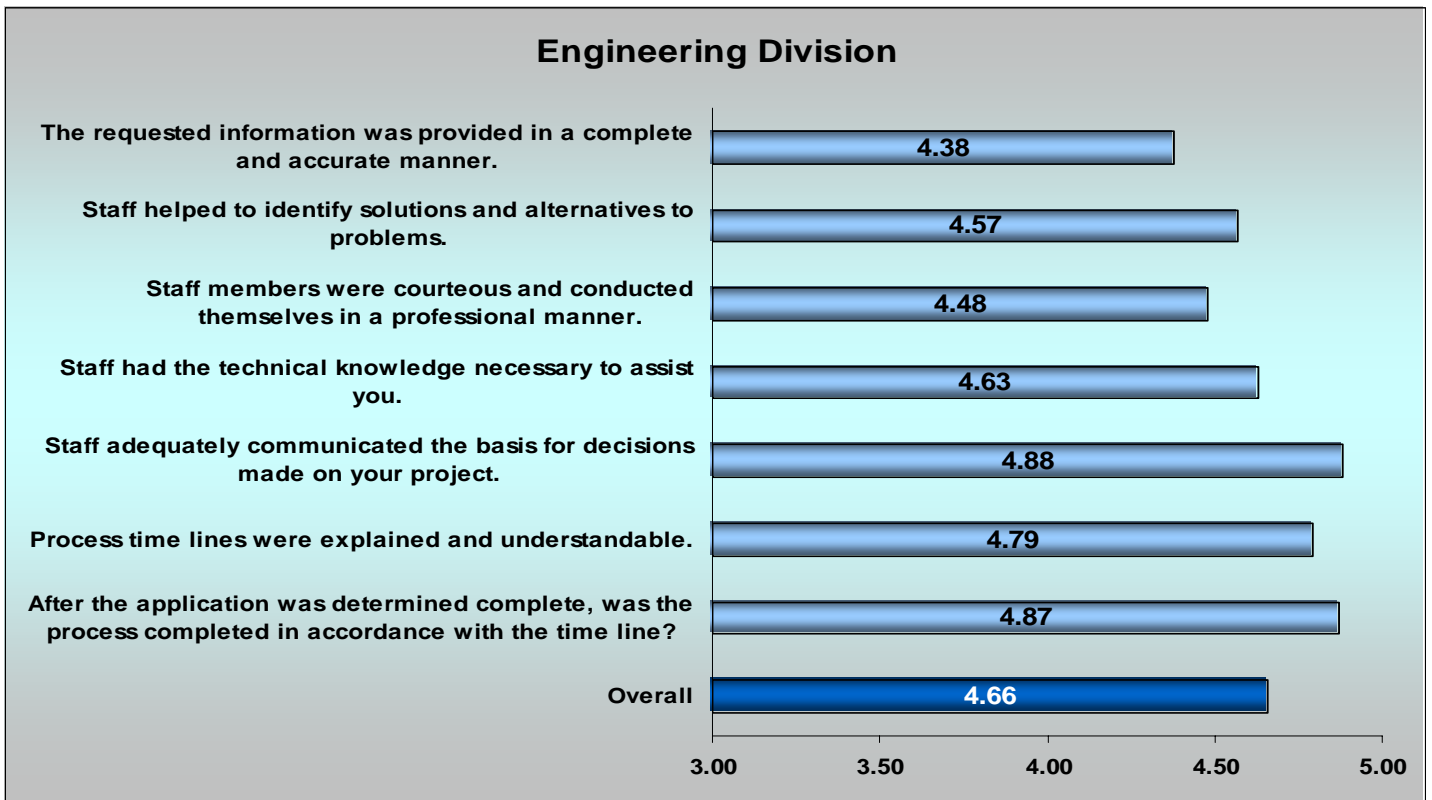
The **Development Services Department** received an overall customer rating of 4.78.



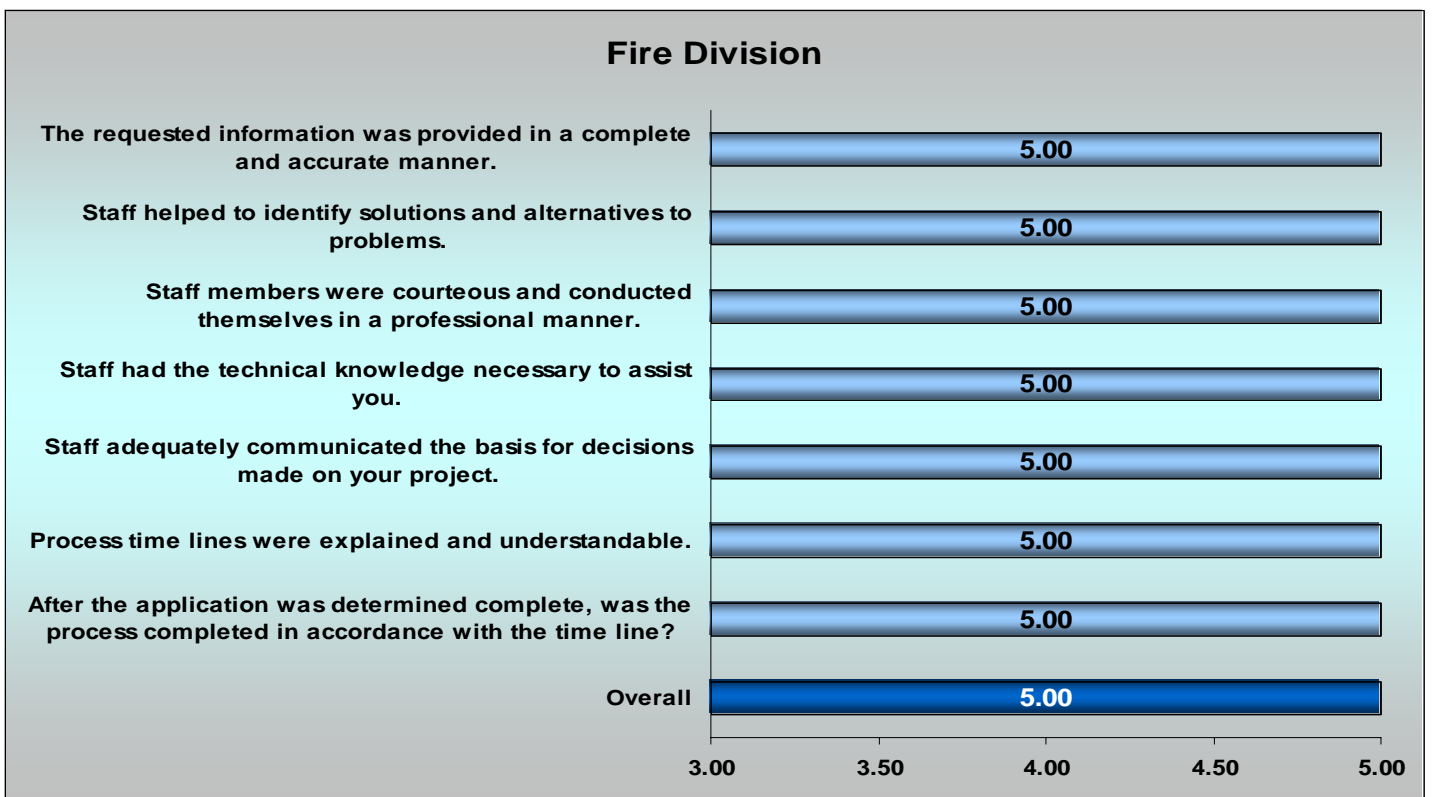
The **Building Division** received an overall customer rating of 4.82.



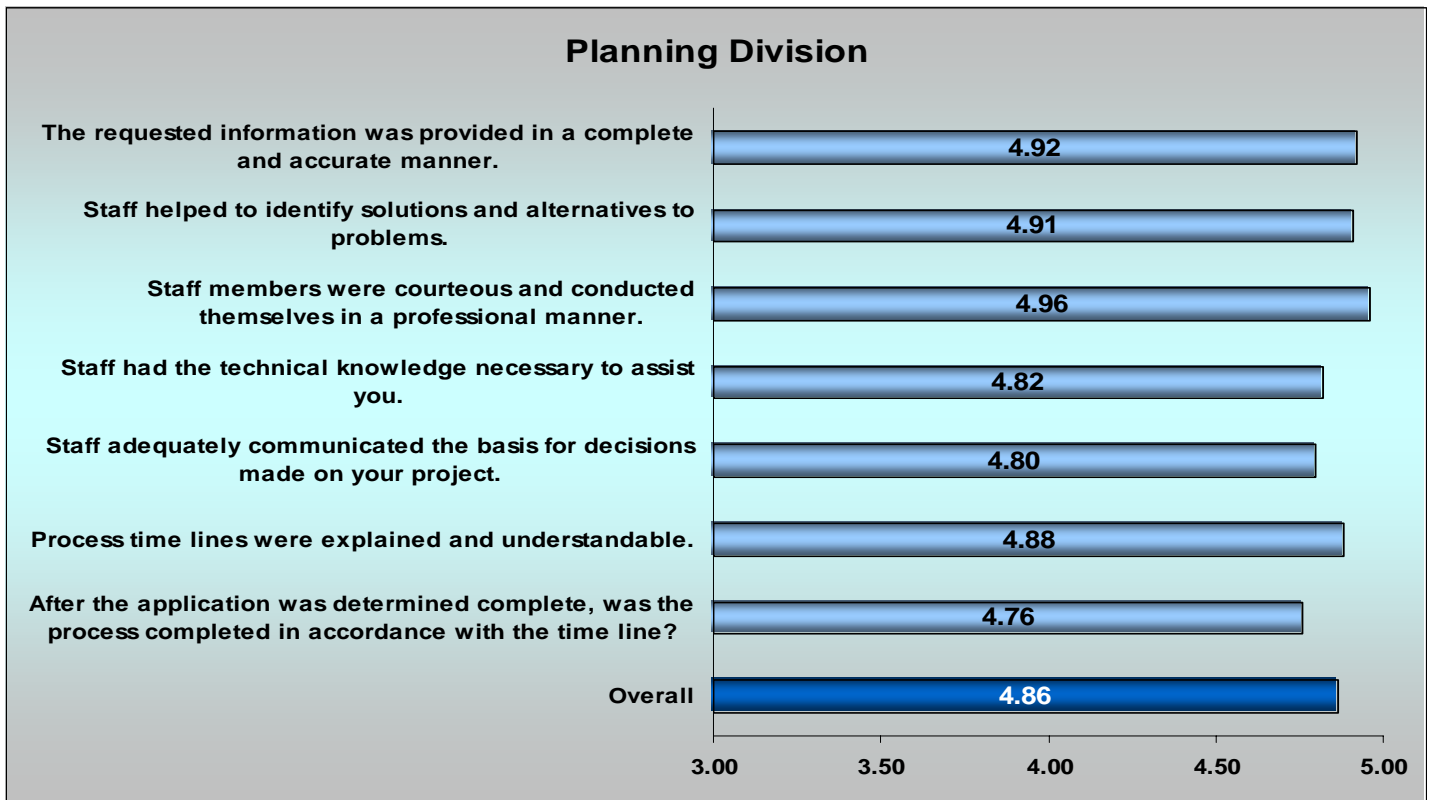
The **Engineering Division** received an overall customer rating of 4.66.



The **Fire Division** received an overall customer rating of 5.00.



The **Planning Division** received an overall customer rating of 4.86.



**DEVELOPMENT  
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**∕ Building Division**

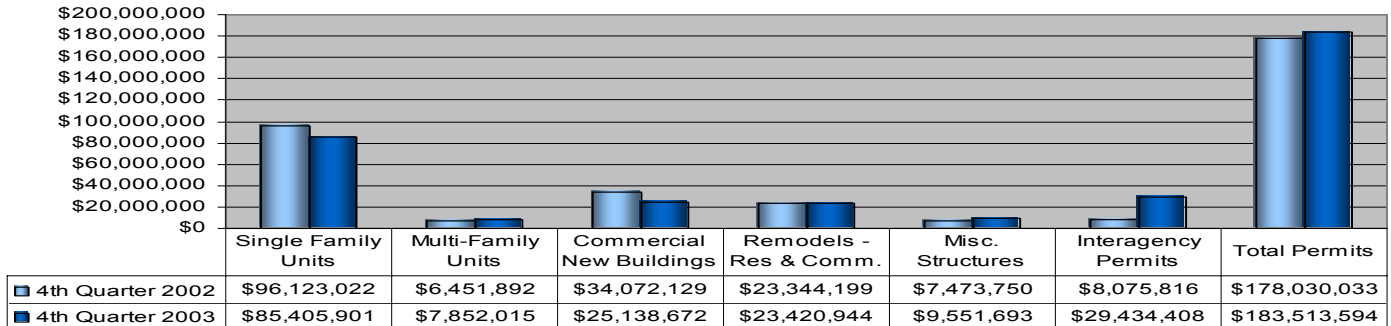
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# BUILDING DIVISION

Overall the valuation of all permits issued by the Building Division during the year 2003 totals \$183,513,594. As compared to last year the following occurred regarding permit valuation:

- ▶ Permit valuation increased 3 percent.
- ▶ Multi-family housing permits increased 22 percent.
- ▶ Single-family housing permits decreased 11 percent.
- ▶ New Commercial buildings decreased 26 percent.
- ▶ Remodels increased 0.3 percent.
- ▶ Miscellaneous structures increased 28 percent.
- ▶ Interagency permits increased 264 percent.

## Valuation by Permit Type

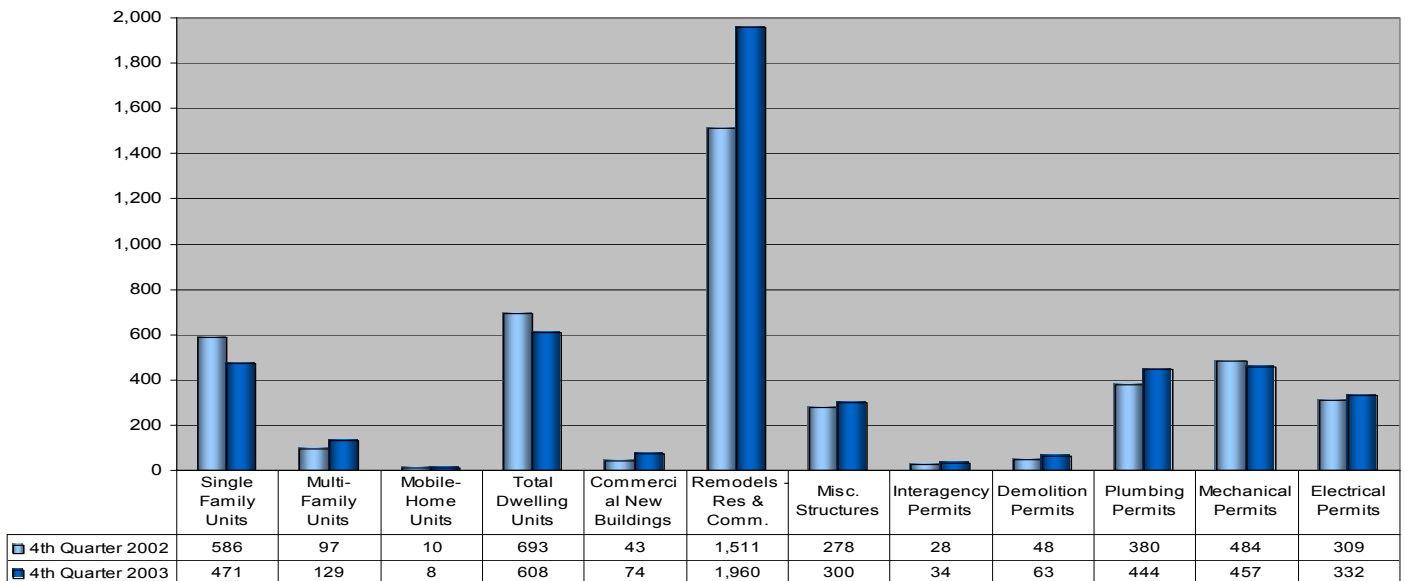


The Building Division issued a total of 4,242 permits during the year 2003. As compared to last year, the following occurred:

- ▶ Permits issued increased 11 percent. The increase in permits is attributed to permits for multiple-family units, new commercial buildings, remodels, miscellaneous structures, interagency, demolition, plumbing permits, and electrical permits. More specifically, there was:
  - An increase of 33 percent in permits issued for multiple-family units.
  - An increase of 72 percent in permits issued for new commercial buildings.
  - An increase of 30 percent in permits issued for remodels.
  - An increase of 31 percent in demolition permits.
  - A decrease of 12 percent in permits issued for dwelling units.

Note: The decrease in valuation in conjunction with an increase in building permits is attributed to the decrease in larger development/projects.

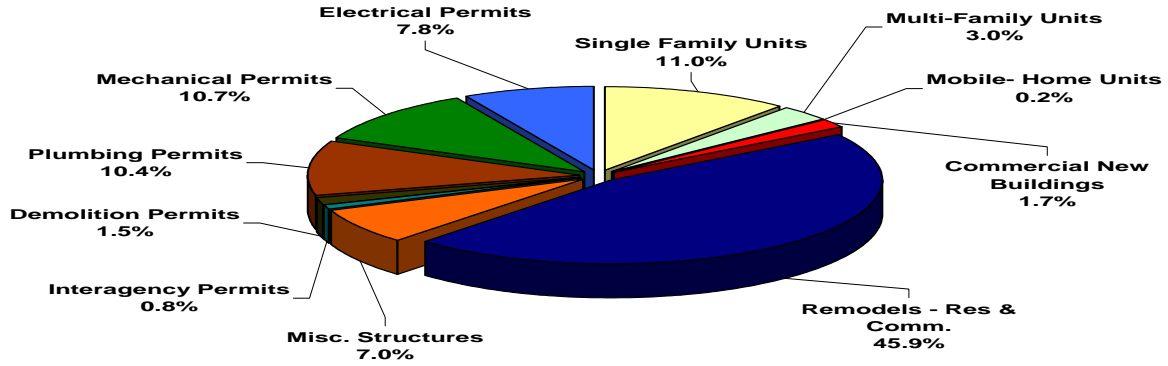
## Permits by Type - 2002 v. 2003



Of the 4,242 building permits issued:

- ▶ Nearly half (45.9 percent) of the permits were issued for remodels.
- ▶ 11 percent of the permits were issued for single family units.
- ▶ 10.7 percent were for mechanical.
- ▶ 10.4 percent for plumbing.

**2003 - Fourth Quarter - Permits by Type**



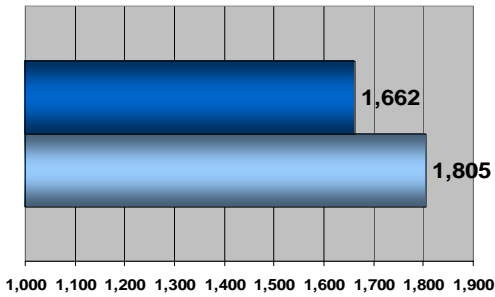
As compared to last year:

- ▶ The number of plan checks has decreased 8 percent.
- ▶ The number of daily inspections has increased 11 percent.
- ▶ The number of total inspections has increased 10 percent.

As compared to the 3<sup>rd</sup> quarter of 2003:

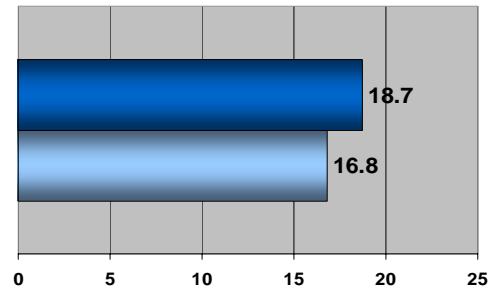
- ▶ Plan checks continue to be processed on-time at a rate of 92 percent during the 4<sup>th</sup> quarter of 2003, which well exceeds our established success rate of 80 percent.

**Plans Received for Review**



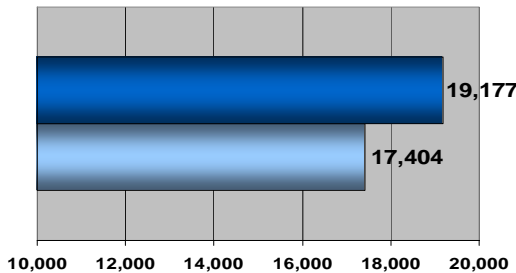
| Plans Received for Review |       |
|---------------------------|-------|
| 4th Quarter 2003          | 1,662 |
| 4th Quarter 2002          | 1,805 |

**Average No. of Inspections per Day**



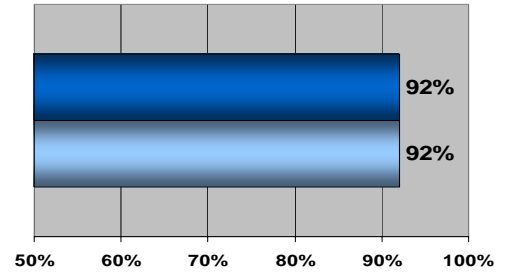
| Average # of Inspections / Inspectors / Per Day |      |
|---|------|
| 4th Quarter 2003                                | 18.7 |
| 4th Quarter 2002                                | 16.8 |

**Construction Inspections**



| Construction Inspections |        |
|--------------------------|--------|
| 4th Quarter 2003         | 19,177 |
| 4th Quarter 2002         | 17,404 |

**Plan Check Processing**



| Percentage Completed On-Time |     |
|------------------------------|-----|
| 4th Quarter 2003             | 92% |
| 3rd Quarter 2003             | 92% |

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# LAND DEVELOPMENT

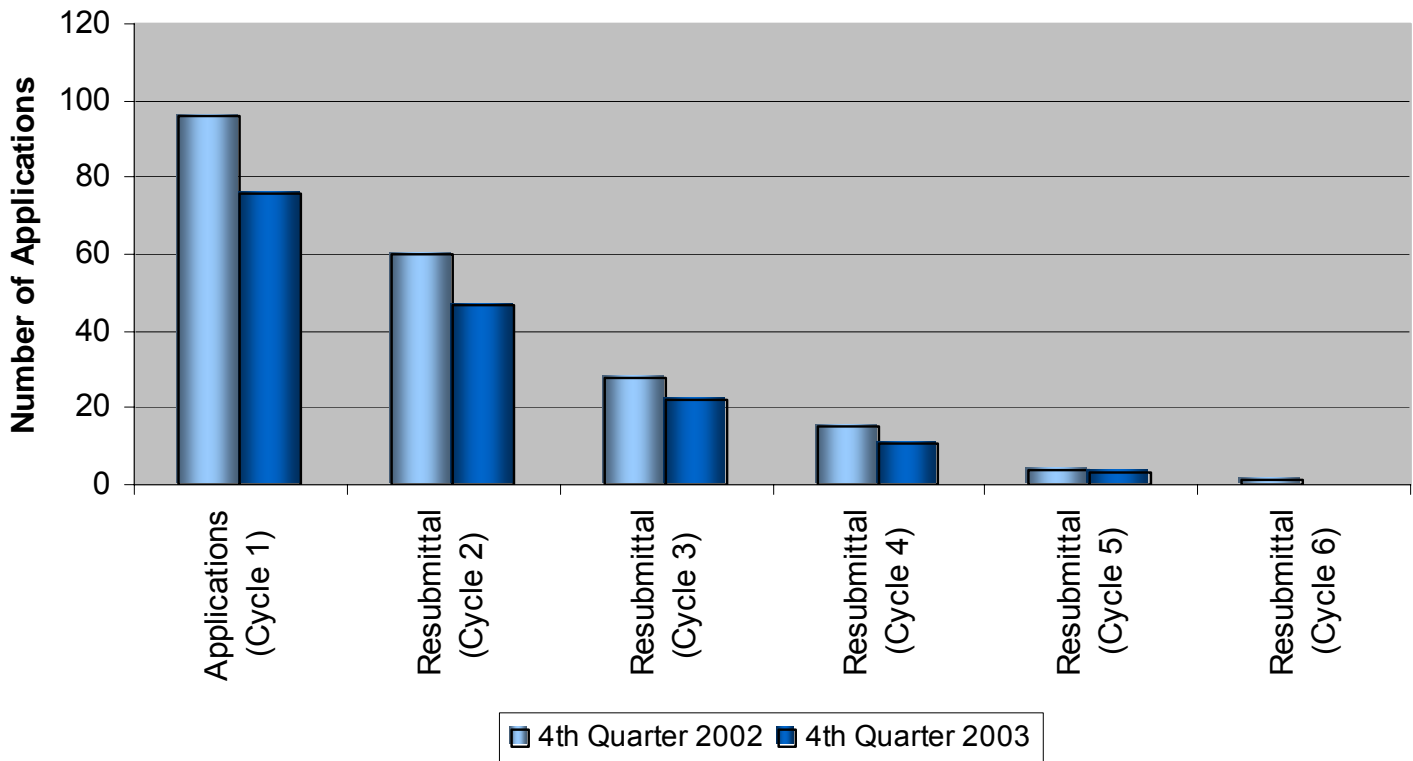
## PERMIT ACTIVITY

As compared to the same time last year:

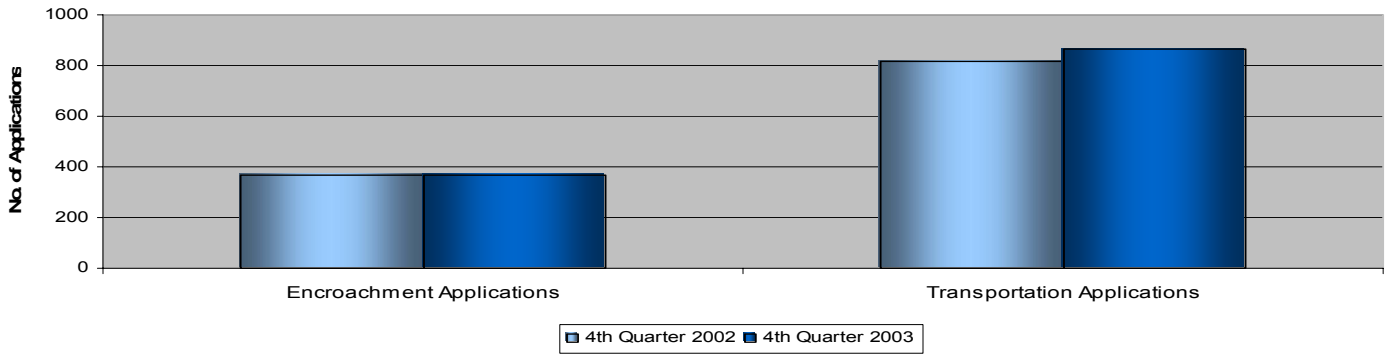
- ▶ Received 22 percent fewer Improvement/Grading applications.
- ▶ During the year of 2003, 8.8 percent of the Subdivision/Grading applications were resubmitted for either Cycles 4, 5, or 6 as compared to last year when 9.8 percent of the applications required more than three plan checks. The reduction in resubmittals for Cycle 4, 5, and 6 is attributed to improved efficiencies in communication between staff and applicants resulting in plan corrections being made earlier in the process.
- ▶ Encroachment application submittals increased 0.5 percent.
- ▶ Transportation applications have increased 6 percent.

| Application Types                          | Cumulative 4th Quarter 2002 | Cumulative 4th Quarter 2003 |
|--|-----------------------------|-----------------------------|
| Improvement/Grading Applications (Cycle 1) | 96                          | 76                          |
| Resubmittal (Cycle 2)                      | 60                          | 47                          |
| Resubmittal (Cycle 3)                      | 28                          | 22                          |
| Resubmittal (Cycle 4)                      | 15                          | 11                          |
| Resubmittal (Cycle 5)                      | 4                           | 3                           |
| Resubmittal (Cycle 6)                      | 1                           | 0                           |
| Total Improvement/Grading Reviews          | 204                         | 159                         |
| Encroachment Applications                  | 367                         | 369                         |
| Transportation Applications                | 815                         | 863                         |

## Subdivision / Grading Application Activity



## Encroachment & Transportation Application Activity



### TURNAROUND TIMES

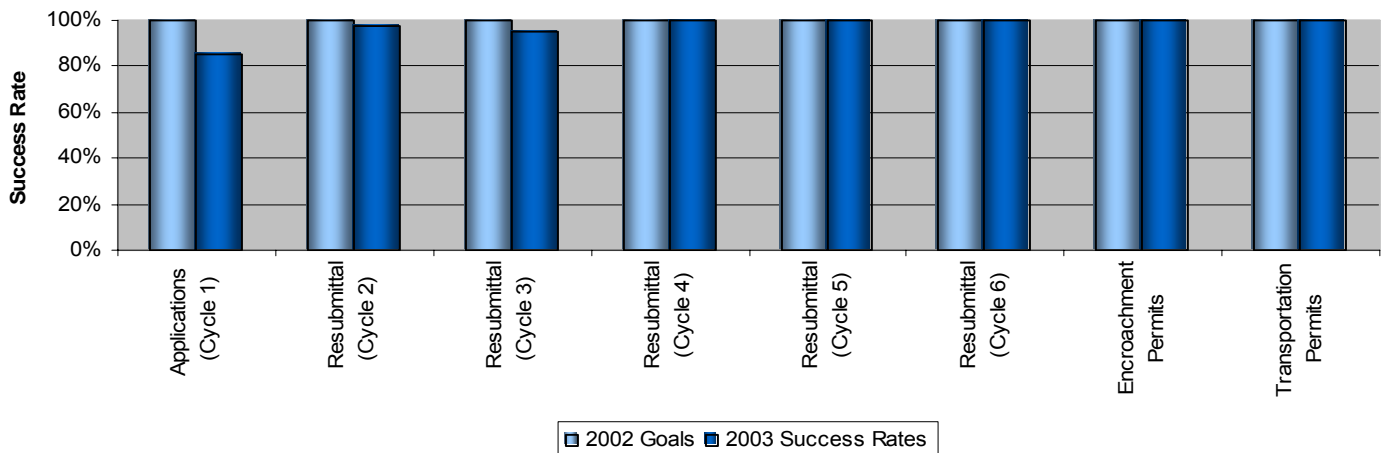
The success rate of all permit applications reviewed during 2003 is shown below. Of the 159 Subdivision/Grading applications reviewed during this period:

- ▶ 146 applications, which represent 91.8 percent of the applications, met the established goals.
- ▶ 76 new applications for Subdivision/Grading were received and processed.
  - Of these 76, eleven applications exceeded first cycle review times by 1 to 4 days. However, the average review time was 10.1 days which is well within our established turnaround time of 15 days.
- ▶ Subsequent review cycles were completed on a total of 83 applications during the first three quarters of this year with an average review time within the established goal for turnaround time.

These values reflect a generally higher quality of application submittals compared to those submitted in 2002.

| Application Type                           | 2002 Goals              | Cumulative Third Quarter of Year 2003 |                    |                                 |                  |
|--|-------------------------|---------------------------------------|--------------------|---------------------------------|------------------|
|  | Working Days to Process | Overall Average Review Time           | Total Applications | Total Applications Meeting Goal | Success Rate (%) |
| Subdivision/Grading Applications (Cycle 1) | 15                      | 10.1                                  | 76                 | 65                              | 85.5%            |
| Resubmittal (Cycle 2)                      | 10                      | 5.5                                   | 47                 | 46                              | 97.9%            |
| Resubmittal (Cycle 3)                      | 10                      | 5.1                                   | 22                 | 21                              | 95.5%            |
| Resubmittal (Cycle 4)                      | 10                      | 4                                     | 11                 | 11                              | 100%             |
| Resubmittal (Cycle 5)                      | 10                      | 1.7                                   | 3                  | 3                               | 100%             |
| Resubmittal (Cycle 6)                      | 10                      | 0                                     | 0                  | 0                               | 0.0%             |
| <b>Subtotal</b>                            | -                       | -                                     | <b>159</b>         | <b>146</b>                      | <b>91.8%</b>     |
| Encroachment Permits                       | 2                       | 1                                     | 369                | 369                             | 100%             |
| Transportation Permits                     | 2                       | 1                                     | 863                | 863                             | 100%             |
| <b>TOTAL</b>                               | -                       | -                                     | <b>1,391</b>       | <b>1,378</b>                    | <b>99.1%</b>     |

### 2002 Goals vs. 2003 Success Rates



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# PLANNING DIVISION

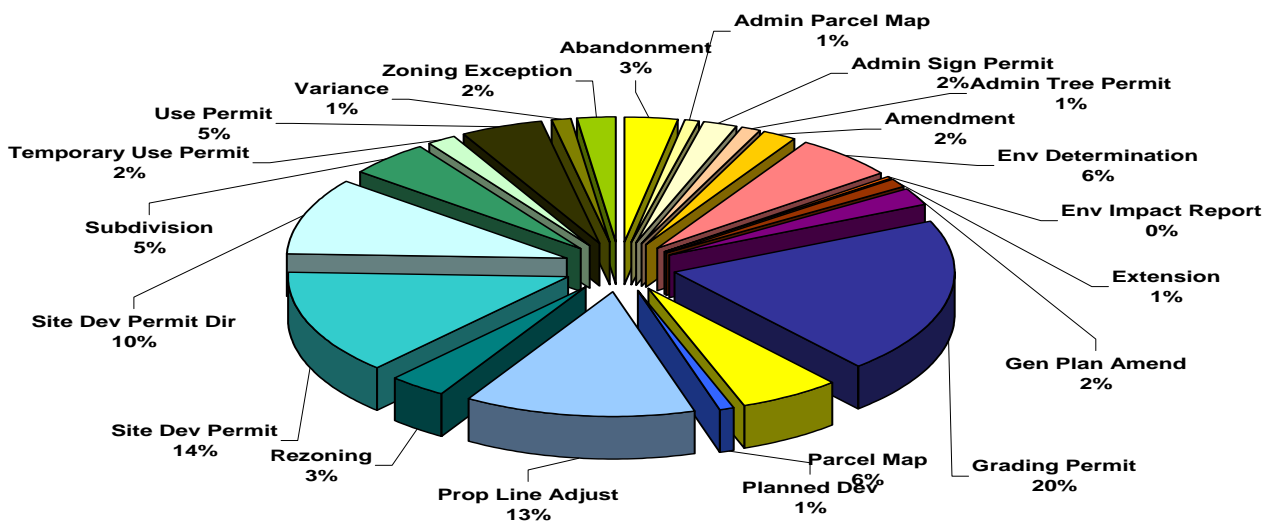
## PERMIT ACTIVITY

As compared to last year the following occurred:

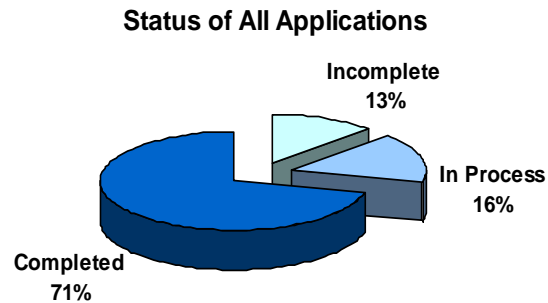
- ▶ Application submittals increased 15.4 percent.
- ▶ Site Development Permits and Use Permits represented a major portion of the increase. Those categories alone increased 77 percent.
- ▶ Grading Permits decreased 12.4 percent.
- ▶ Property Line Adjustments increased 10 percent.
- ▶ Parcel Map applications increased 60 percent.
- ▶ Site Development Permits, Use Permits, and Grading Permits represent 39 percent of the applications received compared to 36 percent last year.

| Application Type                   | Incomplete for Processing | In Process Pending Decision | Completed  | Total Received |
|------------------------------------|---------------------------|-----------------------------|------------|----------------|
| Abandonment                        | 0                         | 6                           | 7          | 13             |
| Admin Parcel Map                   | 0                         | 0                           | 3          | 3              |
| Admin Sign Permit                  | 0                         | 0                           | 9          | 9              |
| Admin Tree Permit                  | 0                         | 0                           | 4          | 4              |
| Amendment                          | 0                         | 2                           | 6          | 8              |
| Env. Determination                 | 0                         | 2                           | 23         | 25             |
| Env. Impact Report                 | 0                         | 1                           | 0          | 1              |
| Extension                          | 0                         | 1                           | 3          | 4              |
| General Plan Amendment             | 2                         | 6                           | 2          | 10             |
| Grading Permit                     | 5                         | 10                          | 70         | 85             |
| Parcel Map                         | 3                         | 2                           | 19         | 24             |
| Planned Development                | 3                         | 1                           | 0          | 4              |
| Property Line Adjustment           | 1                         | 2                           | 52         | 55             |
| Rezoning                           | 2                         | 6                           | 6          | 14             |
| Site Development Permit            | 15                        | 10                          | 32         | 57             |
| Site Development Permit – Director | 6                         | 6                           | 30         | 42             |
| Subdivision                        | 10                        | 8                           | 2          | 20             |
| Temporary Use Permit               | 0                         | 0                           | 7          | 7              |
| Use Permit                         | 6                         | 4                           | 10         | 20             |
| Variance                           | 0                         | 0                           | 5          | 5              |
| Zoning Exception                   | 0                         | 0                           | 9          | 9              |
| <b>Totals</b>                      | <b>53</b>                 | <b>67</b>                   | <b>299</b> | <b>419</b>     |

## Applications Received by Permit Type (Through 4th Quarter – 2003)



Of the 419 applications received through December 2003, the processing of 71 percent of the applications was completed. The large number of pending applications is attributable to several factors including the completeness of the applications submitted and the State mandated environmental review periods for many applications.



### PERMIT TYPES WITH ESTABLISHED TURNAROUND TIMES

Turnaround times were established in 1996 for selected types of applications with a success rate of 80 percent for Subdivision applications and a success rate of 90 percent for all other types of applications.

- ▶ Of the 419 applications submitted during the year 2003, 200 applications fall within the types with established turn around times.
  - Of these applications, processing was completed for 126 applications within the year 2003.
  - Of the remaining 74 applications, which is 37 percent
    - 47.3 percent of these applications were deemed incomplete for processing;
    - 17.6 percent were closed or withdrawn; and
    - 35.1 percent were being processed pending a decision and are still within the established time frame for review.

The following table provides detail by permit type.

| Permit Types with Established Turnaround Times | Through the Fourth Quarter of Year 2003 |                           |  |  |                 |
|--|---|---------------------------|--|--|-----------------|
| Application Type                               | Total Applications Received             | Total Withdrawn or Closed | Total Deemed Incomplete for Processing | Total Deemed Complete & Pending Decision | Total Decisions |
| Admin. Parcel Map                              | 3                                       | 0                         | 0                                      | 0  | 3               |
| Parcel Map                                     | 24                                      | 6                         | 3                                      | 2  | 13              |
| Property Line Adjustment                       | 55                                      | 0                         | 1                                      | 2  | 52              |
| Subdivision                                    | 20                                      | 0                         | 10                                     | 8  | 2               |
| Temporary Use Permit                           | 7                                       | 0                         | 0                                      | 0  | 7               |
| Use Permit / Site Development Permit           | 77                                      | 5                         | 21                                     | 14                                       | 37              |
| Variance                                       | 5                                       | 2                         | 0                                      | 0  | 3               |
| Zoning Exception                               | 9                                       | 0                         | 0                                      | 0  | 9               |
| <b>Total</b>                                   | <b>200</b>                              | <b>13</b>                 | <b>35</b>                              | <b>26</b>                                | <b>126</b>      |

## TURNAROUND TIMES

Of the 126 applications processed, the following occurred:

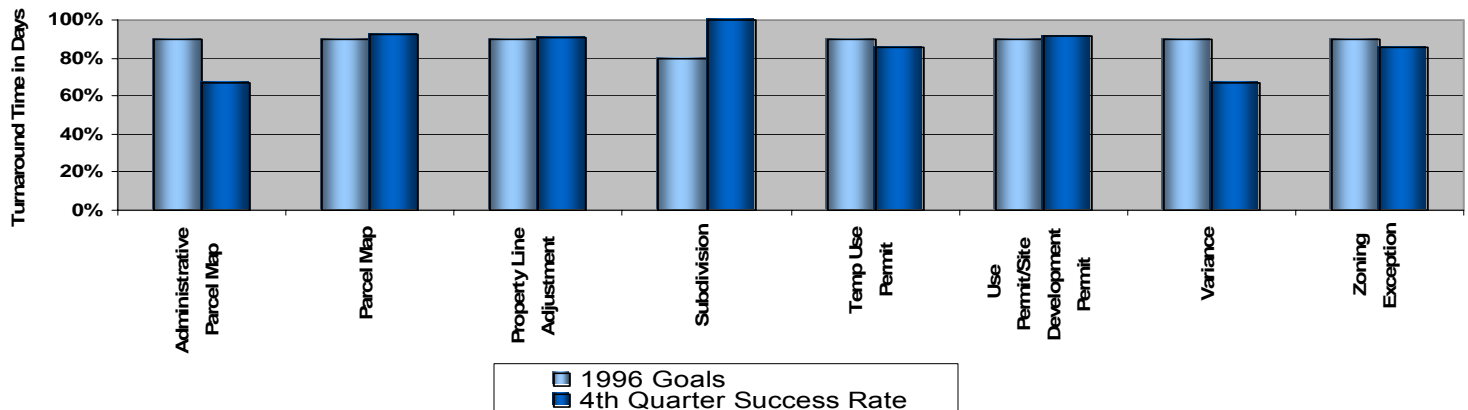
- ▶ 111 applications, which represent 88.1 percent, were processed within the established turnaround times.
- ▶ These processed applications fall within all of the eight selected application types. The target success rates have been met within six of the eight application types. These included Parcel Map, Property Line Adjustment, Subdivision, Temporary Use Permit, Use Permit/Site Development Permit, and Zoning Exception applications.
- ▶ Of the three Administrative Parcel Map applications processed, one application exceeded the turnaround time which resulted in a success rate of 66.7 percent.
- ▶ Of the seven Temporary Use Permits processed, one application exceeded the turnaround time by one day which resulted in a success rate of 85.7 percent.
- ▶ Of the three Variance applications processed, one application exceeded the turnaround time which resulted in a success rate of 66.7 percent.
- ▶ Of the nine Zoning Exception applications processed, six applications met the turnaround time. Two of the three Zoning Exceptions that did not meet the turnaround time are associated with a Site Development Permit application which impacted the processing of the Zoning Exception application. Excluding the two Zoning Exceptions associated with Site Development Permit applications, a success rate of 85.7 percent was achieved.

The following table provides detail by permit type: (This measures processing time only for projects that have reached decision through this quarter)

| Application Type                     | 1996 Goals               | Fourth Quarter of Year 2003 |                 |   |                    |                  |
|--------------------------------------|--------------------------|-----------------------------|-----------------|---|--------------------|------------------|
|                                      | Calendar Days to Process | Total Applications Received | Total Decisions | Total Decisions of Admin. Permits Unassociated with Discretionary Permits | Total Meeting Goal | Success Rate (%) |
| Admin. Parcel Map                    | 17                       | 3                           | 3               | 0   | 2                  | 66.7%            |
| Parcel Map                           | 45                       | 24                          | 13              | n/a   | 12                 | 92.3%            |
| Property Line Adjustment             | 7                        | 55                          | 52              | 0   | 47                 | 90.4%            |
| Subdivision                          | 90                       | 20                          | 2               | n/a   | 2                  | 100%             |
| Temporary Use Permit                 | 14                       | 7                           | 7               | 0   | 6                  | 85.7%            |
| Use Permit / Site Development Permit | 45                       | 77                          | 37              | n/a   | 34                 | 91.9%            |
| Variance                             | 35                       | 5                           | 3               | n/a   | 2                  | 66.7%            |
| Zoning Exception                     | 14                       | 9                           | 9               | 7   | 6                  | 85.7% *          |
| <b>Total</b>                         |                          | <b>200</b>                  | <b>126</b>      | <b>7</b>  | <b>111</b>         |                  |

\* Success rate is based on Total Decisions of permits *not* associated with discretionary permits.

1996 Goals vs. 2003 Success Rates



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# CODE ENFORCEMENT

## CASE ACTIVITY

The following occurred over this past year:

- ▶ Active cases/loads were reduced 11.6 percent at the end of the fourth quarter of this year as compared to the first quarter of this year, reduced 7.1 percent as compared to the second quarter of this year, and increased 1.5 percent as compared to the third quarter of this year.
- ▶ This reduction in active cases occurred even while the number of new cases increased 22.8 percent between the 1<sup>st</sup> quarter and the 4<sup>th</sup> quarter.
- ▶ There is a reduction in both new cases and cases closed, 33.8 and 44.9 percents respectively, as compared to the third quarter of this year.

**Code Enforcement Quarterly  
Case Status**

