



City of Redding

DEVELOPMENT SERVICES DEPARTMENT

- **Building and Code Enforcement Division**
 - **GIS Division** • **Engineering Division**
- **Permit Center Division** • **Planning Division**

2004 Year End Performance Report

2004 Year End Performance Report



THIS ISSUE'S HIGHLIGHTS:

- 26 percent increase in survey responses
- 4.83 overall customer rating received by the Department
- 23 percent increase in the number of plan checks
- 98.8 percent of Land Development applications met established turnaround times
- 3.1 percent increase in Planning applications
- 13 percent increase in completed Planning applications
- 38.9 percent decrease in active Code Enforcement cases

CUSTOMER SURVEY RETURN RATE INCREASES

Customers rate our service through a Customer Survey which 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 rating in all categories. A

26 percent increase in responses has been received by the Department compared to the same time last year. At the end of the 2003 annual period, we received 130 surveys compared to 164 surveys



we received in 2004. 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.

DIVISIONS' PERFORMANCE EXCEEDS GOALS

Plan checks, as compared to the same time last year, have increased by 23 percent; while the Building Division increased the number of plan checks processed on time from a rate of 92 percent to a rate of 95 percent, which well exceeds our established success rate of 80 percent.



Land Development continues to review Subdivision/Grading applications at a rate exceeding the established goals, with a 98.8 percent success rate.

The Planning Division exceeded the established success rate goals within three application types, including Property Line Adjustments, Use Permit/Site Development Permits, and

Variance applications.

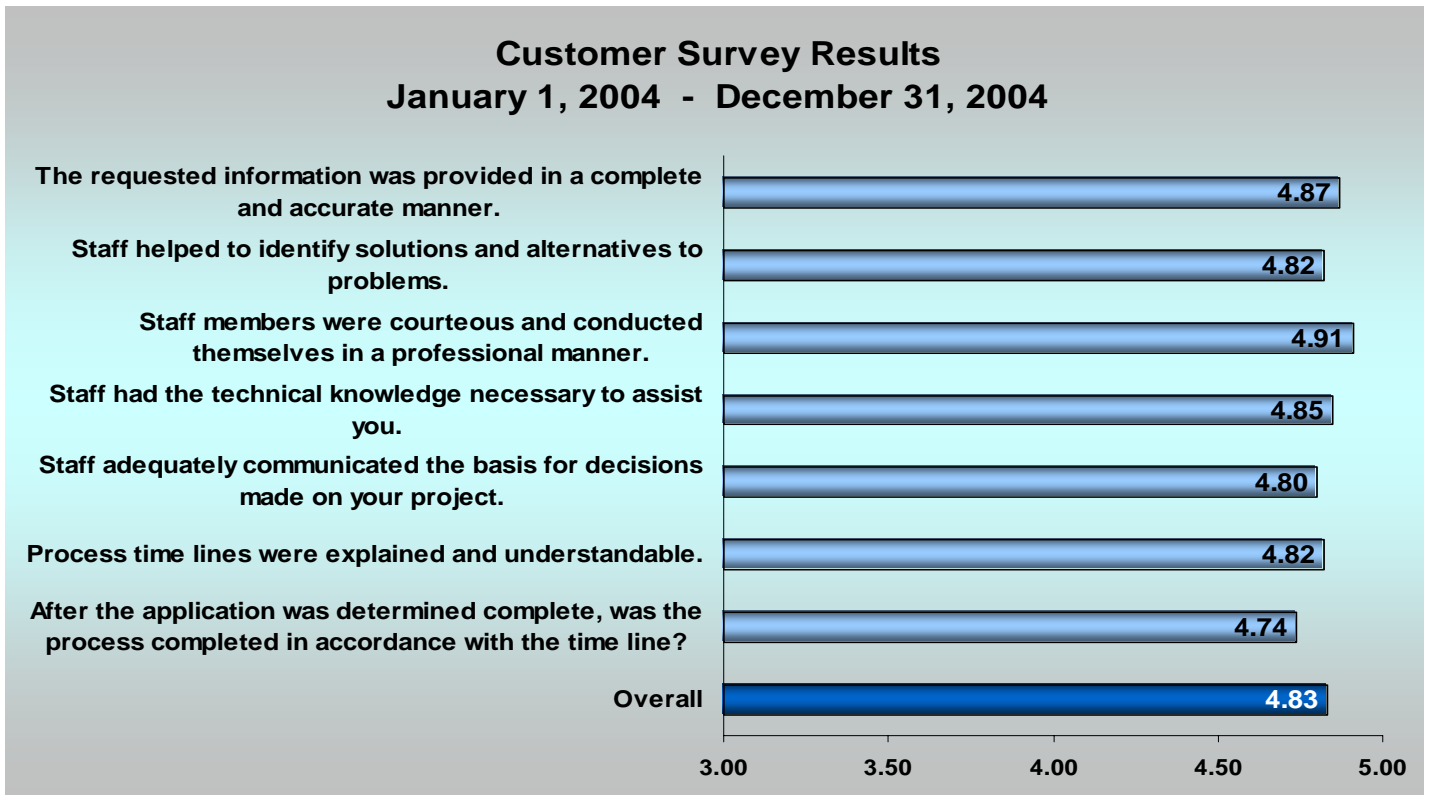
Code Enforcement's active cases decreased 38.9 percent, while new cases increased 10.9 percent over the prior year.



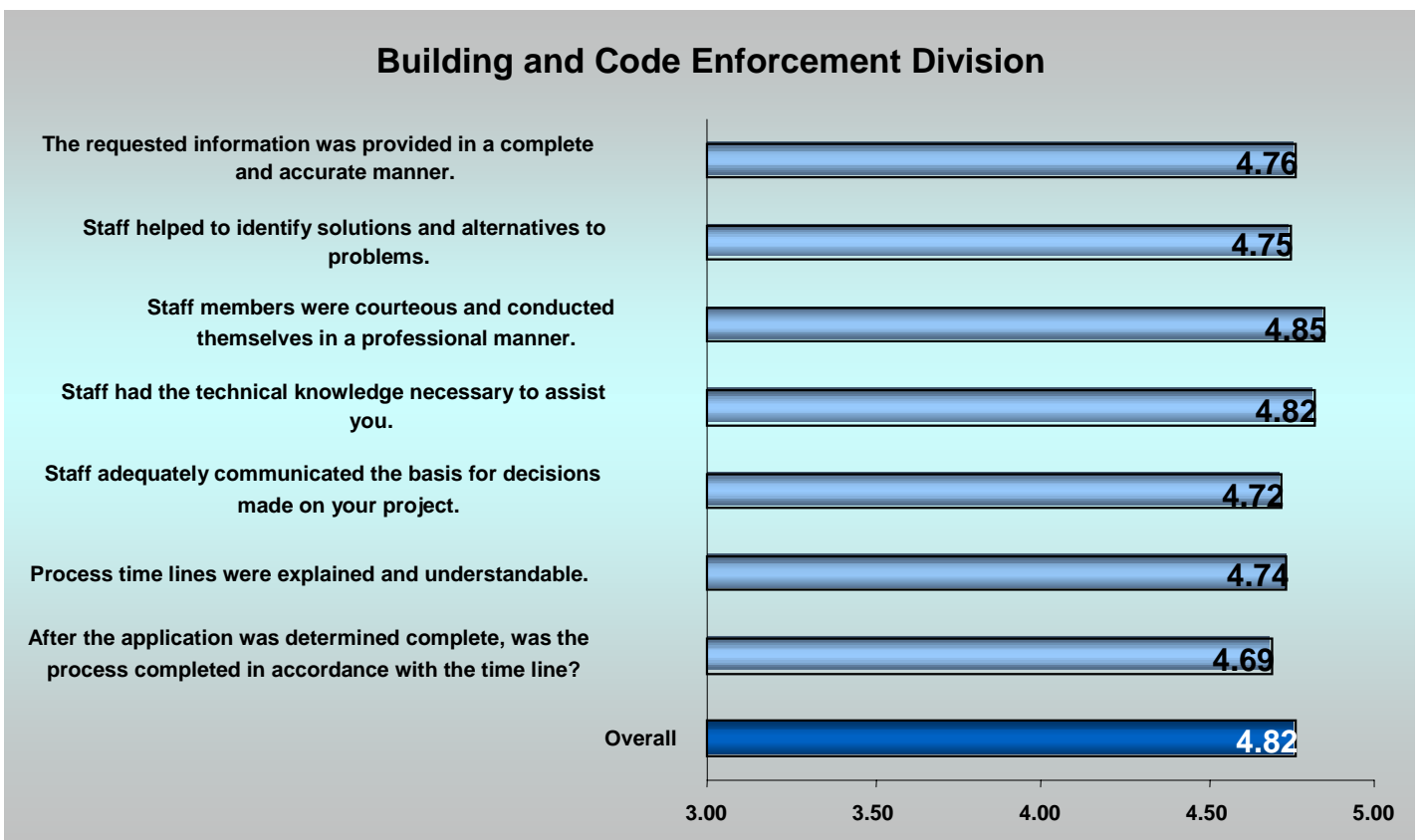
COMMENTS RECEIVED:

- **"Our project was a very challenging project in that a large portion of the site consists of 20 percent or greater slopes. We had a much bigger commercial building planned at the start. We appreciated the dialog with staff and an outcome wherein an acceptable compromise was reached. We are excited about building this project and feel it will be a 'gem.' Thanks for working with us. The receptionist staff at the Permit Center are always helpful, pleasant, and empathetic."** (Paul E. of Redding)
- **"The staff member who could have made my life difficult was very professional and easy to deal with. The inspectors were knowledgeable, professional, and helpful to an owner/builder."** (David S. of Redding)
- **"This was my second inspection this year. I was very pleased with the prompt service."** (Embree W. of Redding)
- **"All were very helpful and courteous."** (anonymous)

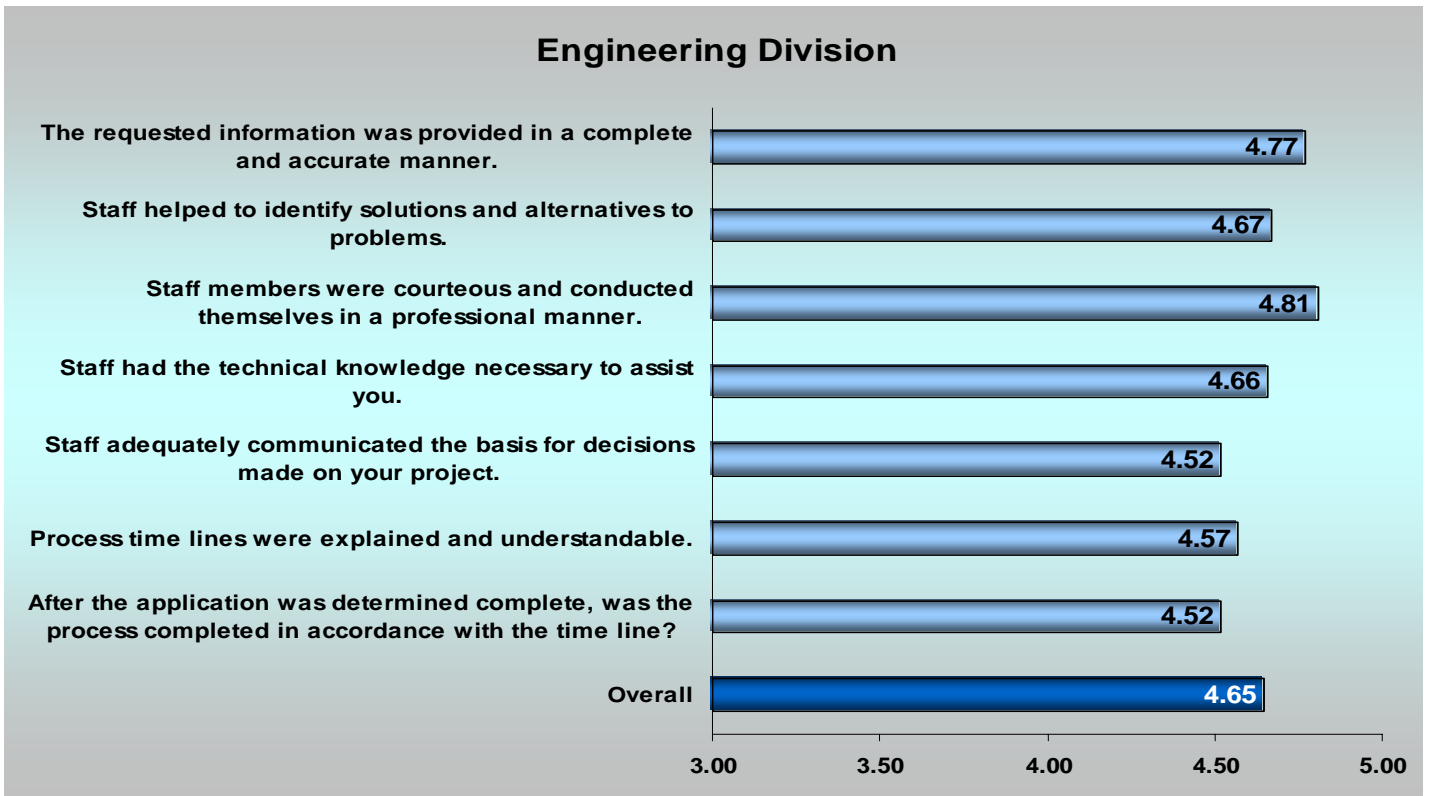
The **Development Services Department** received an overall customer rating of 4.83.



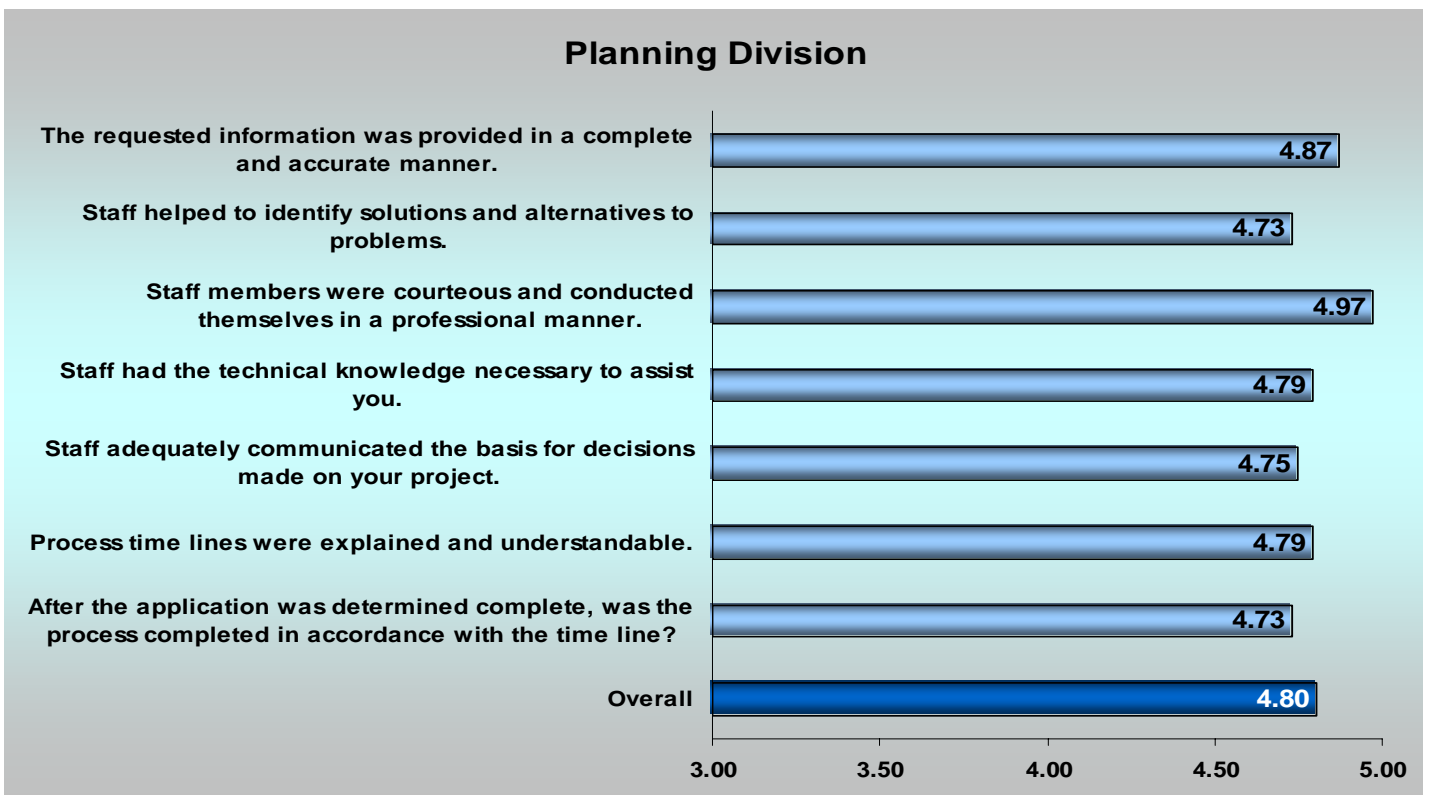
The **Building and Code Enforcement Division** received an overall customer rating of 4.82.



The **Engineering Division** received an overall customer rating of 4.65.



The **Planning Division** received an overall customer rating of 4.80.



DEVELOPMENT SERVICES DEPARTMENT

**Building and
Code Enforcement
Division**

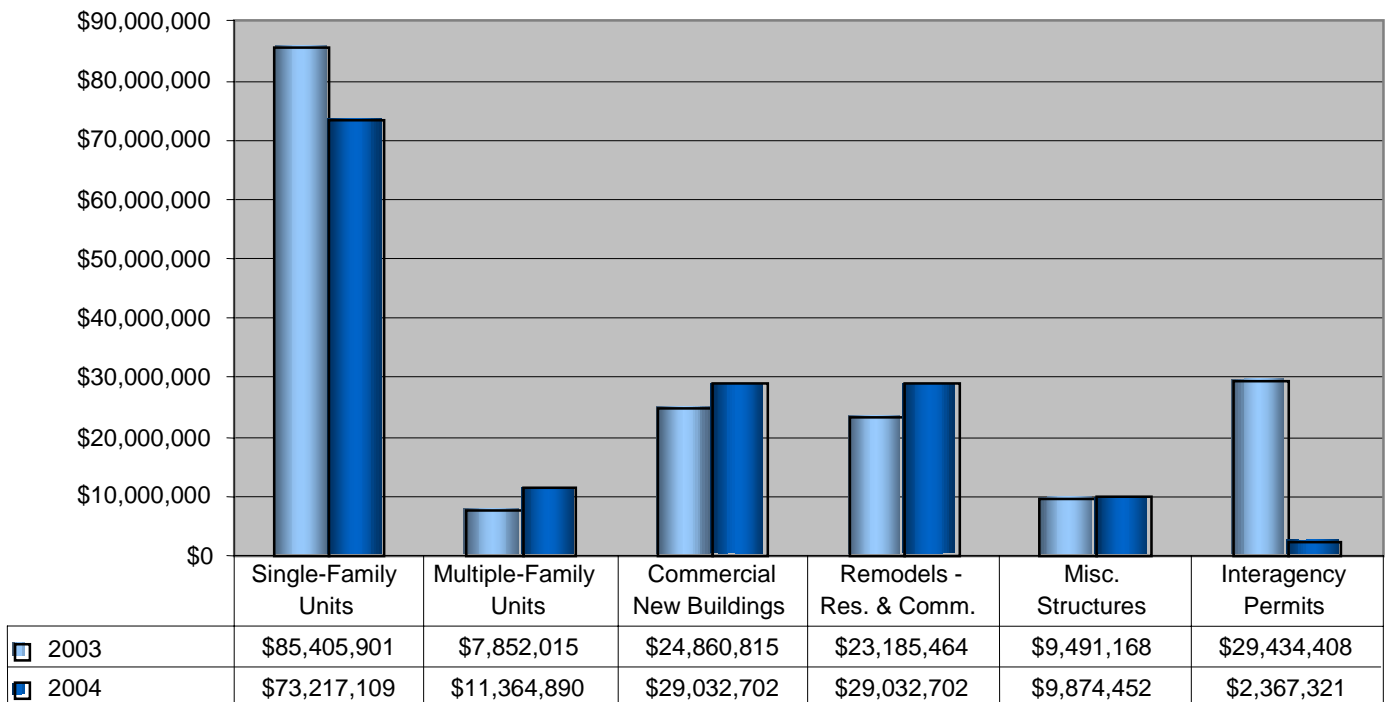
**2004
Year End
Performance Report**

BUILDING AND CODE ENFORCEMENT DIVISION

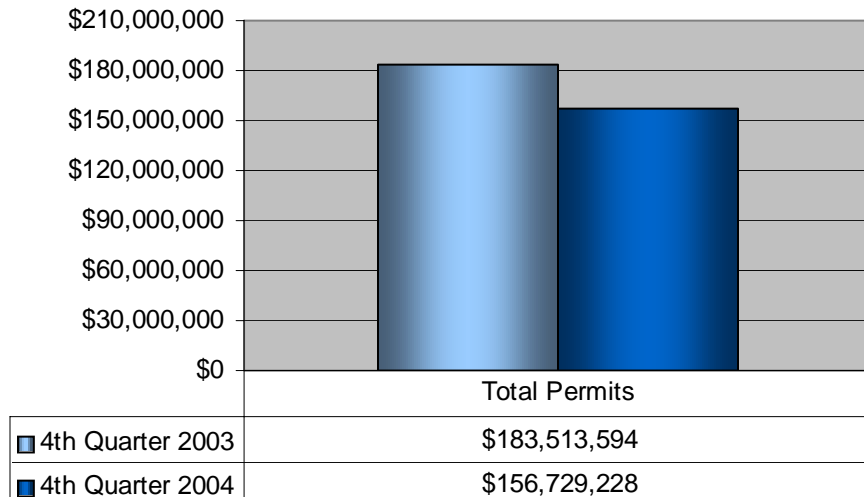
Overall, the valuation of all permits issued by the Building and Code Enforcement Division during the year 2004 totals \$156,729,228. As compared to last year, the following occurred regarding permit valuation:

- ▶ Permit valuation decreased 15 percent.
- ▶ Single-family housing permits decreased 14 percent.
- ▶ Multiple-family housing permits increased 45 percent.
- ▶ New commercial buildings increased 17 percent.
- ▶ Remodels increased 25 percent.
- ▶ Miscellaneous structures increased 4 percent.
- ▶ Interagency permits decreased 92 percent.

Valuation by Permit Type



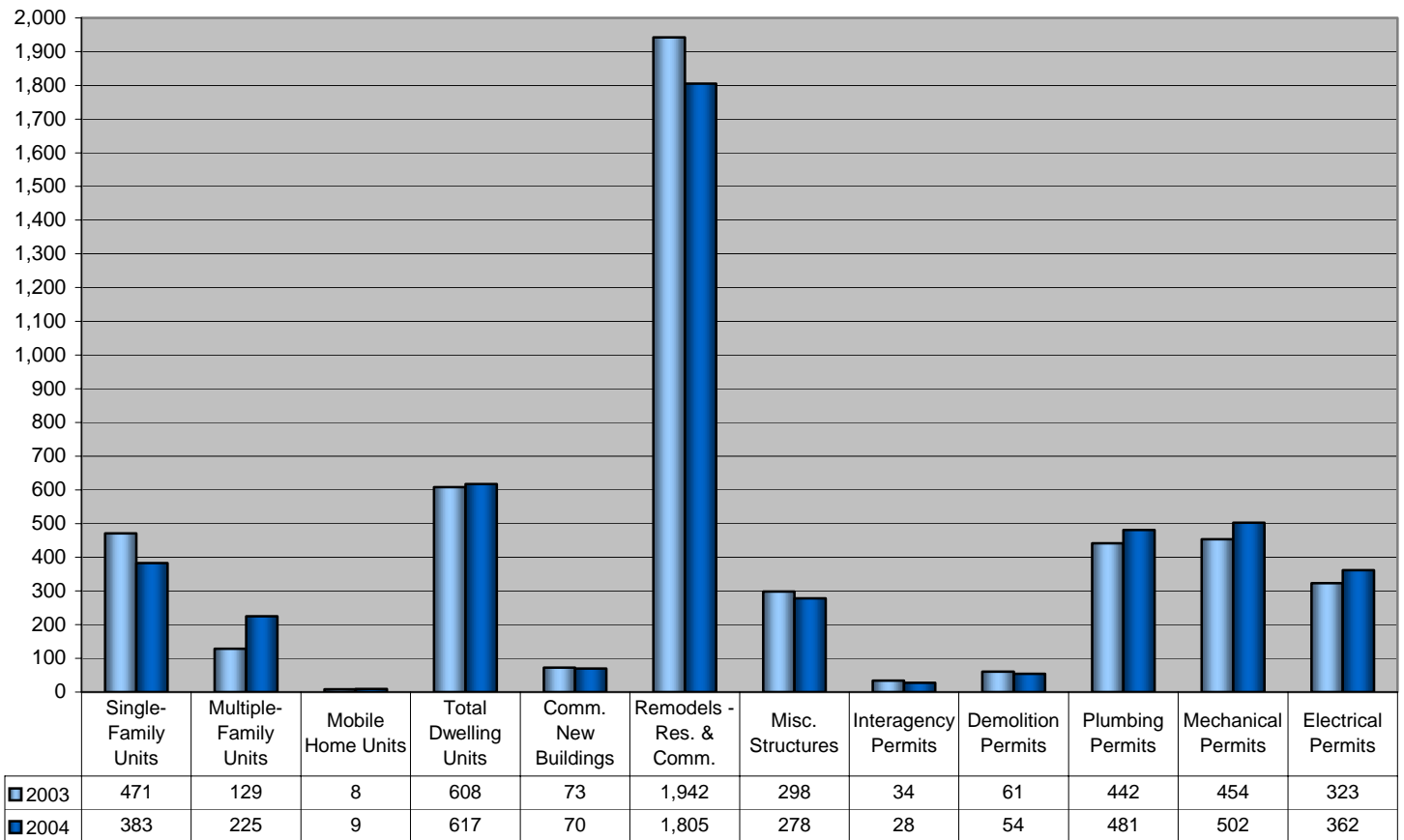
Total Valuation



The Building and Code Enforcement Division issued a total of 4,073 permits during the year 2004. As compared to last year, the following occurred:

- ▶ Permits issued decreased 3 percent. The decrease in permits is attributed to permits for single-family units, commercial buildings, remodels, miscellaneous structures, interagency, and demolition. More specifically, there was:
 - An increase of 74 percent in permits for multiple-family units.
 - An increase of 10.3 percent for plumbing, mechanical, and electrical permits.
 - An increase of 13 percent in permits issued for mobile homes.
 - A decrease of 19 percent in permits issued for single-family units.
 - A decrease of 4 percent in permits issued for new commercial buildings.
 - A decrease of 7 percent in permits issued for remodels.
 - A decrease of 7 percent in permits issued for miscellaneous structures.
 - A decrease of 18 percent for interagency permits.
 - A decrease of 11 percent for demolition permits.

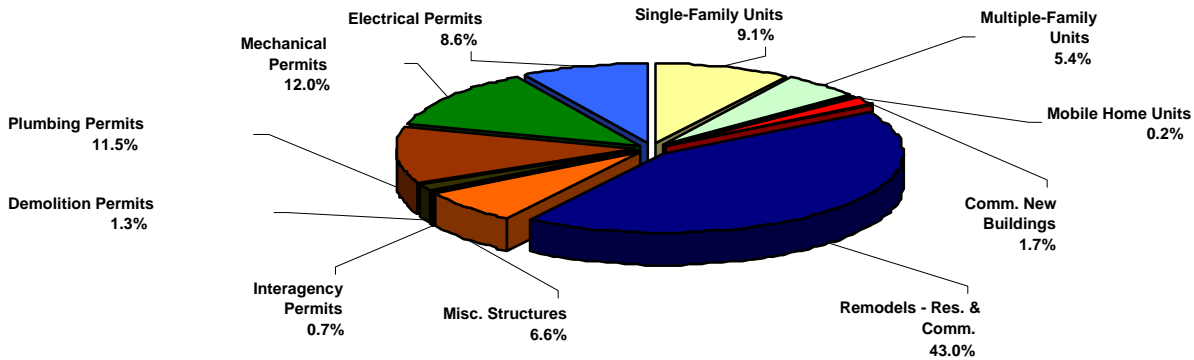
Permits by Type - 2003 vs. 2004



Of the 4,073 building permits issued:

- ▶ More than a third (43 percent) of the permits were issued for remodels.
- ▶ 9.1 percent of the permits were issued for single-family units.
- ▶ 5.4 percent of the permits were issued for multiple-family units.
- ▶ A third (32.1 percent) of the permits were issued for electrical, mechanical, and plumbing permits.

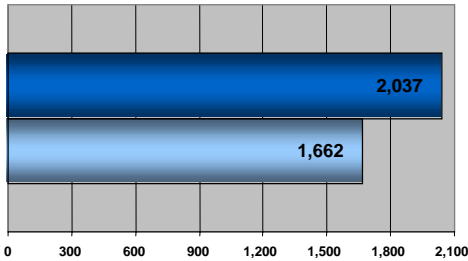
2004 - Permits by Type



As compared to last year:

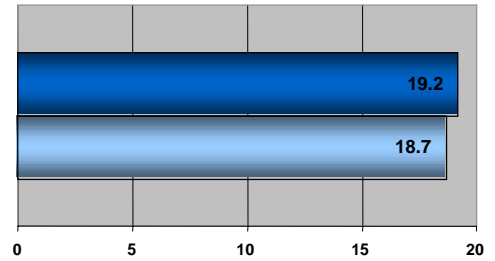
- ▶ The number of plan checks has increased 23 percent.
- ▶ The number of total inspections has decreased 14 percent, while the number of daily inspections per inspector has increased 3 percent. (This reflects a decrease in the number of inspectors.)
- ▶ Plan checks to be processed on time increased from a rate of 92 percent through the fourth quarter of 2003 to a rate of 95 percent through the fourth quarter of 2004, which well exceeds our established success rate of 80 percent.

Plans Received for Review



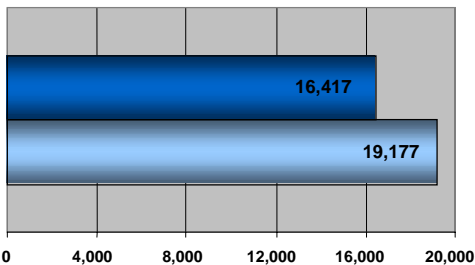
	Plans Received for Review
2004	2,037
2003	1,662

Average Number of Inspections per Day per Inspector



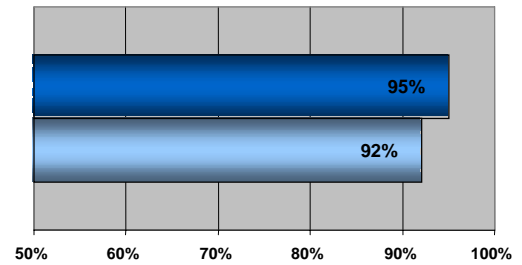
	Average # of Inspections / Inspectors / Per Day
2004	19.2
2003	18.7

Construction Inspections



	Construction Inspections
2004	16,417
2003	19,177

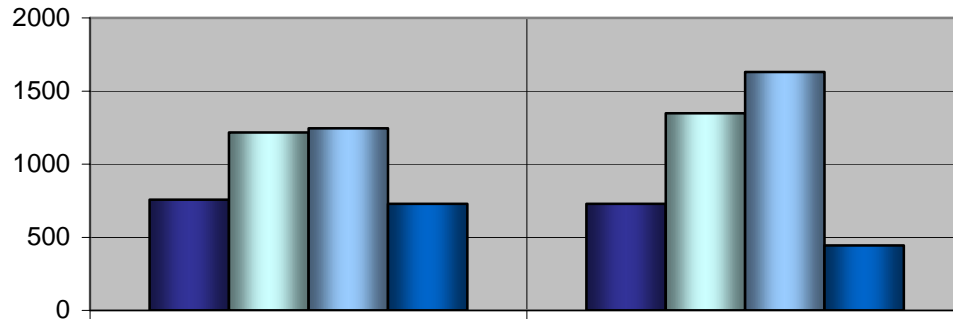
Plan Check Processing



	Percentage Completed On Time
2004	95%
2003	92%

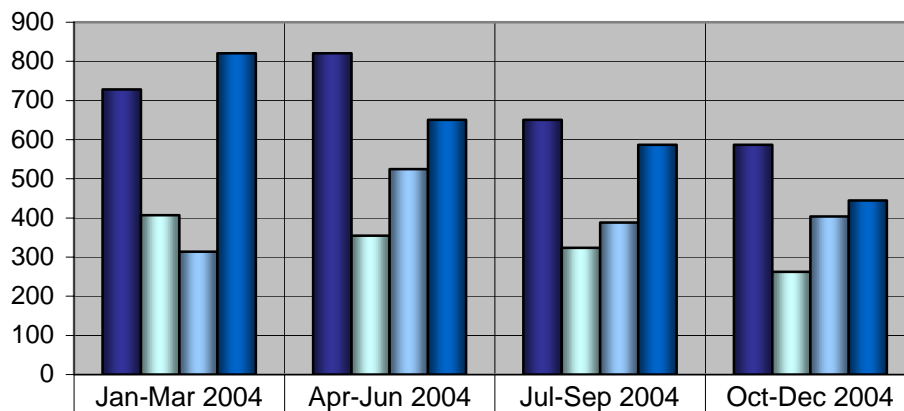
CODE ENFORCEMENT

Annual Case Status



■ Cases Carried Over	757	728
■ New Cases	1216	1348
■ Cases Closed	1245	1631
■ Total Active Cases	728	445

Quarterly Case Status



■ Cases Carried Over	728	821	651	587
■ New Cases	407	355	324	262
■ Cases Closed	314	525	388	404
■ Total Active Cases	821	651	587	445

DEVELOPMENT SERVICES DEPARTMENT

**Engineering
Division**

**2004
Year End
Performance Report**

ENGINEERING DIVISION

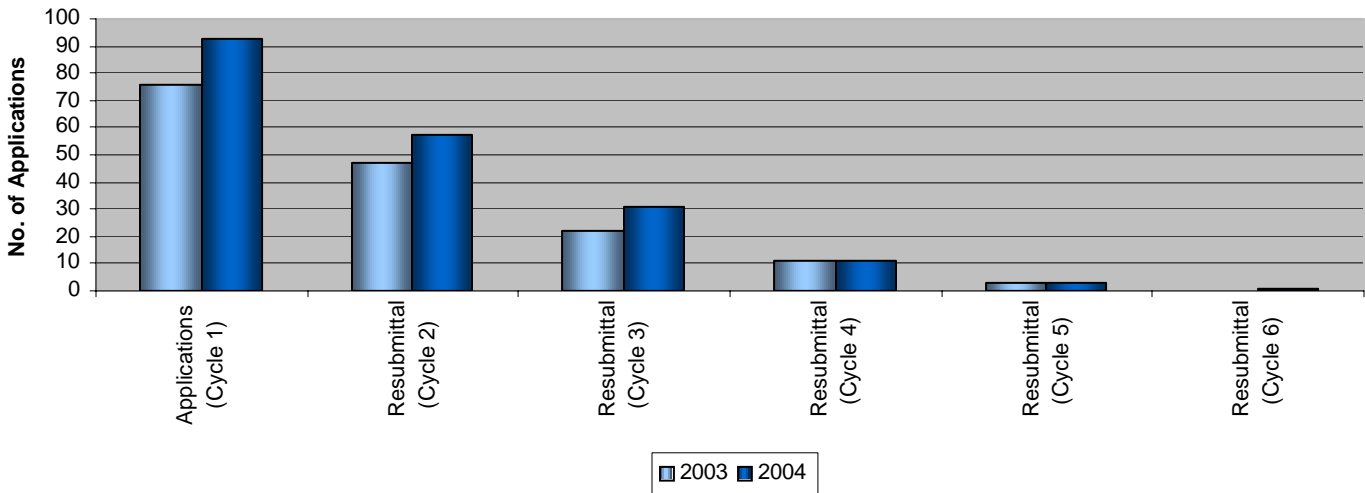
PERMIT ACTIVITY

As compared to 2003:

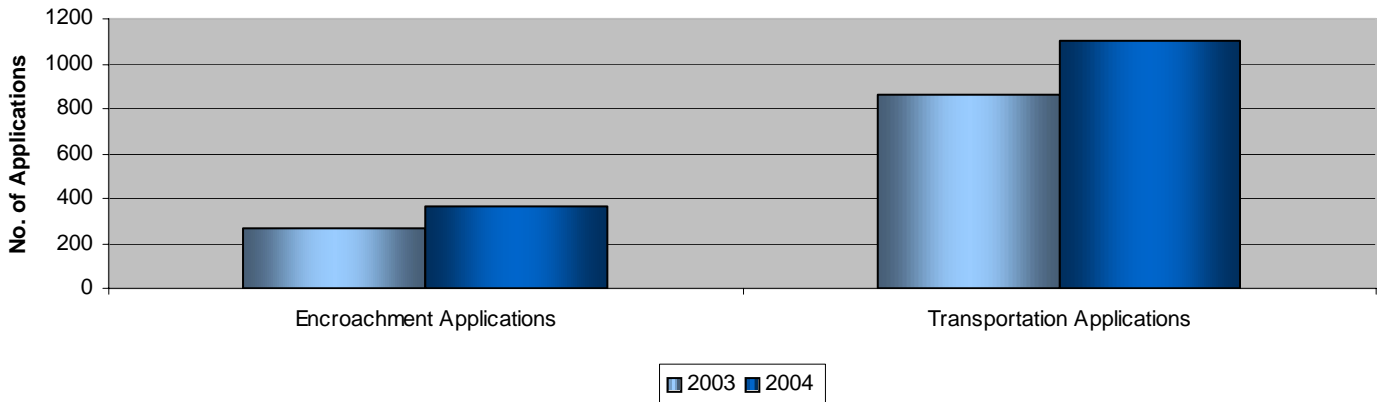
- ▶ Received 23.3 percent more improvement/grading applications.
- ▶ Encroachment application submittals increased 36.4 percent.
- ▶ Transportation applications increased 27.5 percent.

Application Types	2003	2004
Improvement/Grading Applications (Cycle 1)	76	93
Resubmittal (Cycle 2)	47	57
Resubmittal (Cycle 3)	22	31
Resubmittal (Cycle 4)	11	11
Resubmittal (Cycle 5)	3	3
Resubmittal (Cycle 6)	0	1
Total Improvement/Grading Reviews	159	196
Encroachment Applications	269	367
Transportation Applications	863	1100

Subdivision / Grading Application Activity



Encroachment & Transportation Application Activity



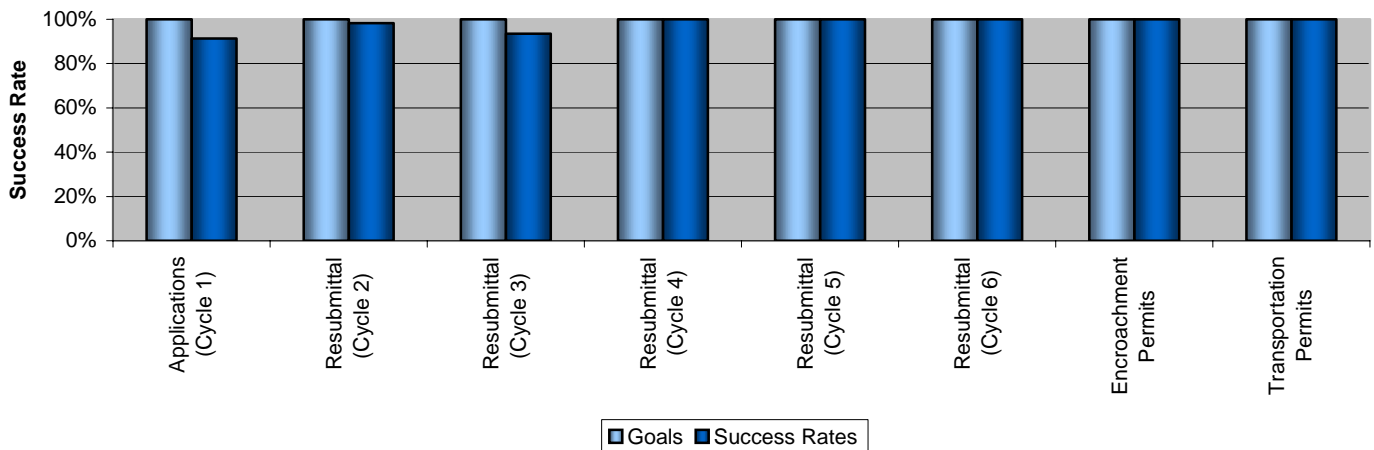
TURNAROUND TIMES

The success rate of all permit applications reviewed during the year 2004 is shown below. Of the 196 Subdivision/Grading applications reviewed during this period:

- ▶ Approximately 94 percent, 185 applications, met the established goals.
- ▶ Approximately 48 percent, 93 applications, were new applications for Subdivision/Grading. Of the 93 new applications, 85, or 91 percent, met the established goal.
- ▶ Subsequent review cycles were completed on a total of 103 applications during the year, with 100 applications, or 97 percent, reviewed within the established goal for turnaround time.

Application Type	Goals	2004 Applications			
	Working Days to Process	Overall Average Review Time	Total Applications	Total Applications Meeting Goal	Success Rate (%)
Subdivision/Grading Applications (Cycle 1)	15	10.7	93	85	91.4%
Resubmittal (Cycle 2)	10	7.8	57	56	98.2%
Resubmittal (Cycle 3)	10	6.0	31	29	93.5%
Resubmittal (Cycle 4)	10	4.6	11	11	100.0%
Resubmittal (Cycle 5)	10	3.0	3	3	100.0%
Resubmittal (Cycle 6)	10	1.0	1	1	100.0%
Subtotal	-	-	196	185	94.3%
Encroachment Permits	2	1.0	367	367	100.0%
Transportation Permits	2	1.0	1100	1100	100.0%
TOTAL	-	-	1859	1837	98.8%

Goals vs. Success Rates



DEVELOPMENT SERVICES DEPARTMENT

**Planning
Division**

**2004
Year End
Performance Report**

PLANNING DIVISION

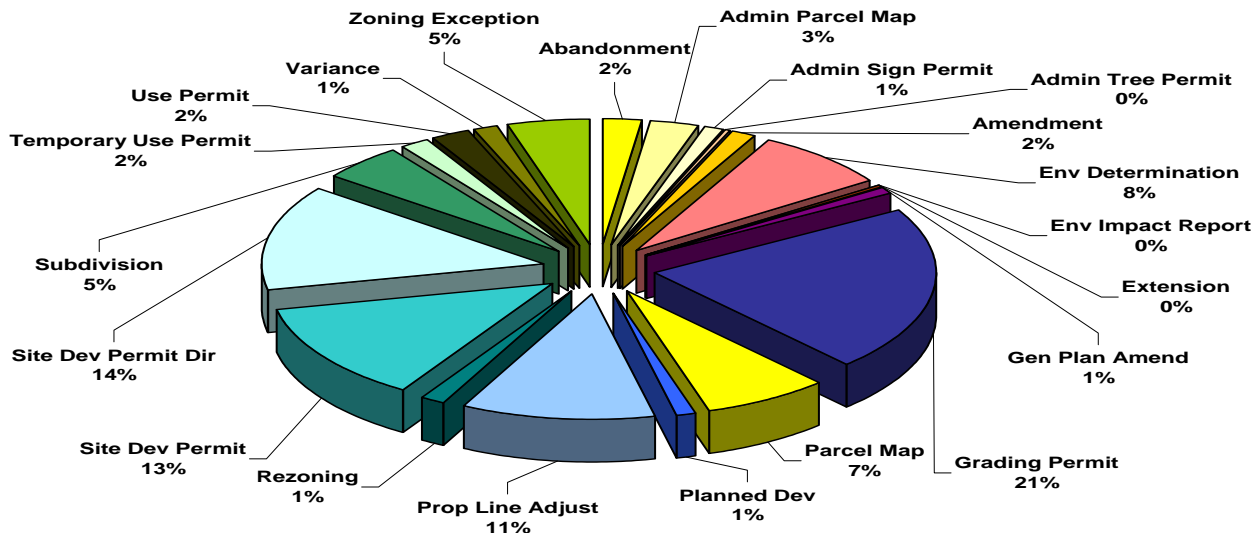
PERMIT ACTIVITY

As compared to last year, the following occurred:

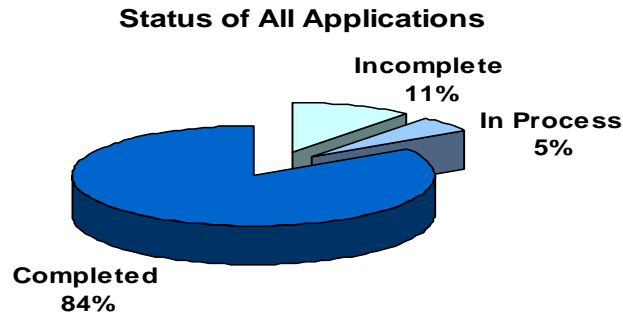
- ▶ Application submittals increased 3.1 percent.
- ▶ Site Development Permits by Director, Administrative Parcel Maps, and Zoning Exceptions represented a major portion of the increase. These categories alone increased 40.5 percent, 333 percent, and 133 percent, respectively.
- ▶ Subdivision applications increased 5 percent.
- ▶ Parcel Map applications increased 29.2 percent.
- ▶ Site Development Permits decreased 3.5 percent.
- ▶ Use Permit applications decreased 50 percent.
- ▶ Site Development Permit and Grading Permit applications represented 34 percent of the applications received compared to 39 percent last year.

Application Type	Incomplete for Processing	In Process Pending Decision	Completed	Total Received
Abandonment	0	4	5	9
Administrative Parcel Map	0	4	9	13
Administrative Sign Permit	0	0	4	4
Administrative Tree Permit	0	0	1	1
Amendment	0	0	7	7
Environmental Determination	3	4	29	33
Environmental Impact Report	0	0	0	0
Extension	0	0	1	1
General Plan Amendment	3	4	0	4
Grading Permit	3	3	89	92
Parcel Map	4	4	27	31
Planned Development	3	4	1	5
Property Line Adjustment	1	1	47	48
Rezoning	2	4	2	6
Site Development Permit	7	11	44	55
Site Development Permit – Director	3	4	55	59
Subdivision	11	14	7	21
Temporary Use Permit	0	0	7	7
Use Permit	5	6	4	10
Variance	1	1	4	5
Zoning Exception	1	2	19	21
Totals	47	70	362	432

2004 Applications Received by Permit Type



Of the 432 applications received through December 2004, the processing of 84 percent of the applications was completed. As compared to last year's 71 percent of applications completed, the Planning Division succeeded in increasing the number of applications completed in 2004 by 13 percent. The 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 target success rate of 80 percent for Subdivision applications and a target success rate of 90 percent for all other types of applications.

- ▶ Of the 432 applications submitted, 211 applications fall within the types with established turnaround times.
 - Of these applications, processing was completed for 141 applications through the fourth quarter of this year.
 - Of the remaining 70 applications, which is 33.2 percent:
 - 43 percent of these applications were deemed incomplete for processing.
 - 38 percent were closed or withdrawn.
 - 17 percent were being processed pending a decision and were still within the established time frame for review.
 - 2 percent of these applications were pending review for completeness or on hold.

The following table provides detail by permit type.

PERMIT TYPES WITH ESTABLISHED TURNAROUND TIMES						
Application Type	Total Applications Received	Total Withdrawn or Closed	Total Deemed Incomplete for Processing	Total Received Pending Review for Completeness or On Hold	Total Deemed Complete & Pending Decision	Total Decisions
Administrative Parcel Map	13	2	0	0	4	7
Parcel Map	31	9	4	0	1	17
Property Line Adjustment	48	2	1	0	0	45
Subdivision	21	0	11	0	3	7
Temporary Use Permit	7	0	0	0	0	7
Use Permit / Site Development Permit	65	10	12	1	4	37
Variance	5	2	1	0	0	2
Zoning Exception	21	3	1	0	1	16
Total	211	26	30	1	12	141

TURNAROUND TIMES

Of the 141 applications processed, the following occurred:

- ▶ 106 applications, or approximately 75 percent, were processed within the established turnaround times.
- ▶ These processed applications fall within all of the 8 selected application types. The target success rates have been met within 4 of the 8 application types. These were Property Line Adjustment, Use Permit/Site Development Permit, Variance, and Zoning Exception applications.
- ▶ Of the 6 Administrative Parcel Map applications processed, 3 exceeded the turnaround time, which resulted in a success rate of 50 percent.
- ▶ Of the 20 Parcel Map applications processed, 6 applications exceeded the turnaround time, which resulted in a success rate of 70 percent.
- ▶ Of the 7 Subdivision applications processed, 5 applications met the turnaround time, which resulted in a success rate of 71.4 percent.
- ▶ Of the 7 Temporary Use Permits processed, 6 applications met the turnaround time, which resulted in a success rate of 85.7 percent.

The following table provides detail by permit type (This measures processing time only for projects that have reached a decision through the 2004 year):

Application Type	Goal (Calendar Days to Process)	Total Applications Received	Total Decisions	Total Decisions of Admin. Permits Unassociated with Discretionary Permits	Total Meeting Goal	Success Rate (%)
Administrative Parcel Map	27**	13	7	6	3	50.00
Parcel Map	45	31	17	n/a	14	82.35
Property Line Adjustment	7	48	45	45	41	91.10
Subdivision	90	21	7	n/a	5	71.40
Temporary Use Permit	14	7	7	7	6	85.70
Use Permit / Site Development Permit	45	65	37	n/a	27	96.40
Variance	35	5	2	n/a	2	100.00
Zoning Exception	24**	21	16	9	8	86.90 *
Total		211	141	67	106	

* Success rate is based on total decisions of permits *not* associated with discretionary permits.
 ** An additional 10 days have been added to reflect the required public noticing period adopted in the 2002 Zoning Ordinance.

Goals vs. 2004 Success Rates

