

CITY OF REDDING

DEVELOPMENT SERVICES DEPARTMENT

2005 ANNUAL PERFORMANCE REPORT

PREPARED
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HIGHLIGHTS

- Permit valuation increased 42% over 2004
- Total permits issued was up 14% over 2004 levels
- Permits issued for single family homes were up 88%
- The Code Enforcement backlog was reduced by 14%
- Subdivision applications increased by 19%
- Requests for GIS services increased by 3.2%
- Engineering plan check averaged 2.4 days faster than the goal
- Dollar value of capital projects awarded for construction increased by 46%

THE CITY OF REDDING DEVELOPMENT SERVICES DEPARTMENT HAS A RECORD SETTING YEAR

Calendar year 2005 was a challenging and productive year for the City of Redding Development Services Department. Workload in the Department reflected the high levels of activity seen in the development industry locally and statewide. The increase in demand for services was reflected in total permit valuation (\$222,000,000—a record), the number of new apartments and homes constructed (936 combined), the volume of capital projects awarded (37 projects worth \$20.8 million), and in subdivision activity (25 new subdivisions and 12 Planned Developments—up 19% and 140%, respectively, over 2004).

Use of the Department's Website increased as new services and content were added. In particular, the Department's geographic information system "Mapguide" service saw a dramatic increase in utilization, with 3.6 million page requests (29.8% increase over 2004). Among the many unprogrammed assignments that were completed, the preparation of the Federally-mandated Local Hazard Mitigation Plan and the successful "Building Healthy Communities in the North State" workshops held in partnership with the Northern Valley Medical Association, Shasta County, and the Cities of Anderson and Shasta Lake, deserve particular note.

The employees of the Development Services Department deserve special recognition for their performance in 2005. Although the Department saw many retirements and budget limitations that reduced staffing during one of the busiest development years on record, the employees demonstrated the can-do attitude needed to meet our mission of making Redding a great place to live, work, and play.

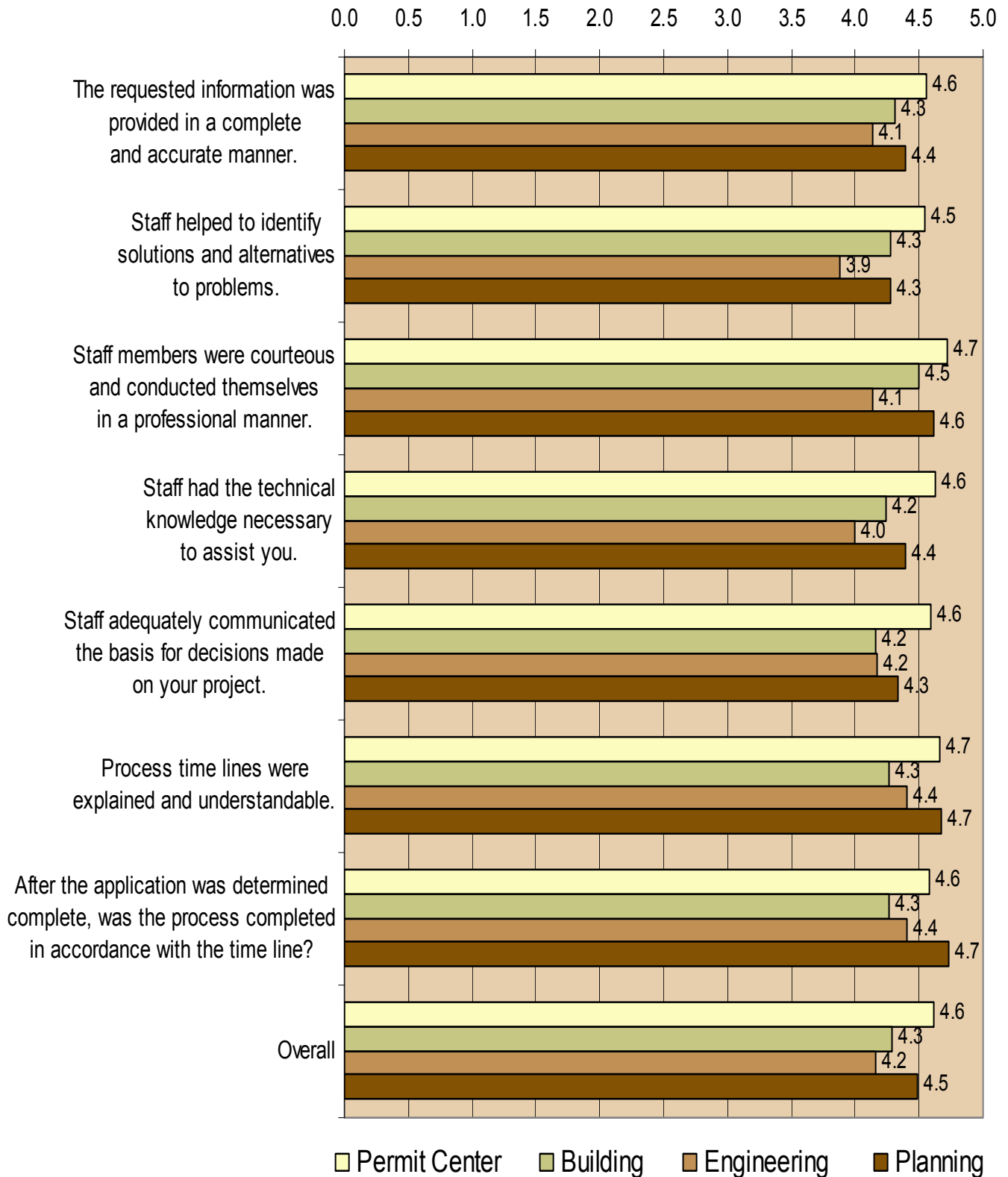
POSITIVE COMMENTS RECEIVED

"I have always received excellent service, information, and help from all the staff. Please remember to praise them." (Patricia D.)

"I have been helped extensively and with courtesy each and every time I have visited. I am new to the process, and the help has been both clear and beneficial." (Hiram O.)

"This is by far the most competent user-friendly, staff-supported Building Department I've worked with." (Mark W.)

"I found everyone I dealt with to be very helpful and courteous." (William W.)



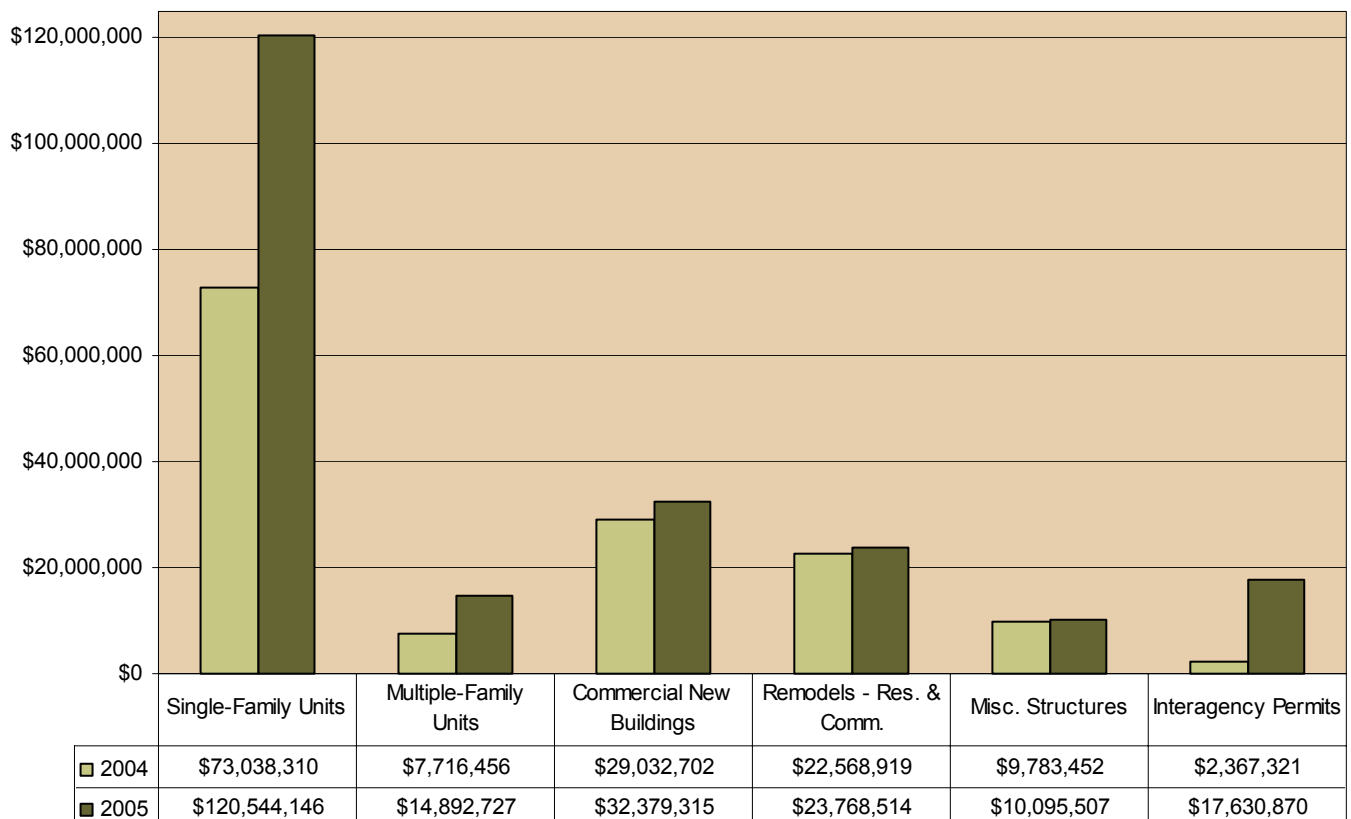
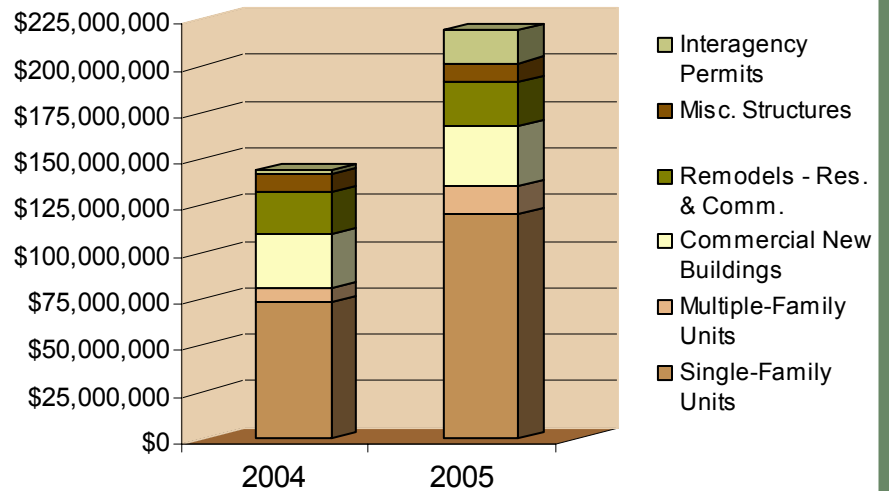
* Goal: 4.0 or higher

The valuation of all permits issued by the Building Division during 2005 totaled \$222,035,400, which is \$66,005,862 more than the previous year, resulting in a 42% increase over 2004.

Substantial increases were recorded in residential permits, with multiple-family permit valuation increasing 93%, or \$7,176,271, and single-family residential experiencing 65%, or \$47,505,836. The most significant increase was for interagency permits, which increased by \$15,263,549, or 645% over last year.

The chart to the right shows the total valuation by permit type.

Total Valuation by Permit Type



The Building Division issued a total of 4,645 permits during 2005, compared to 4,025 in 2004. The most significant change was in single-family units, which saw an 88% increase. Multiple-family units experienced a slight decrease of 4%. Overall, the total number of dwelling units rose by 53%.

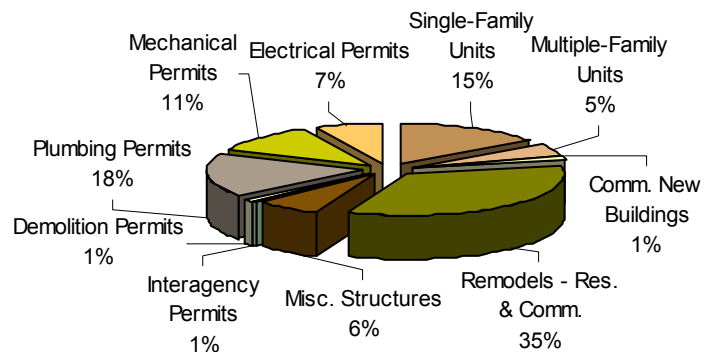
Commercial buildings were virtually unchanged from last year, decreasing by 3%. Remodels also saw a modest decrease of 7%.

Plumbing permits rose by 75%, while demolition, mechanical, and electrical permits went basically unchanged.

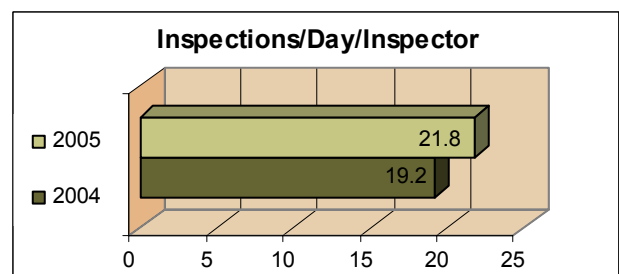
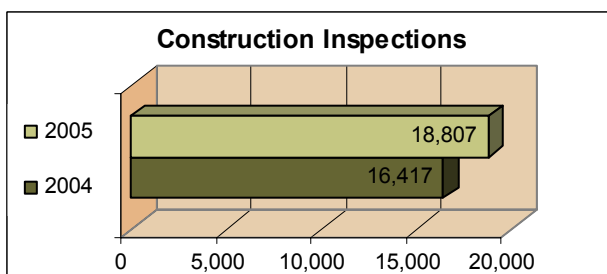
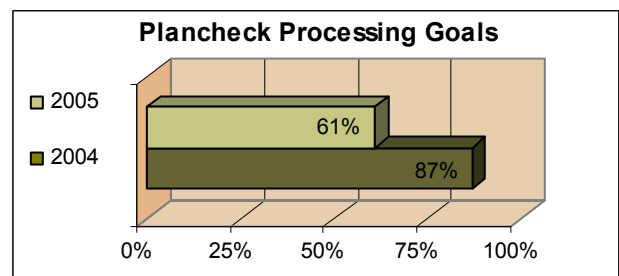
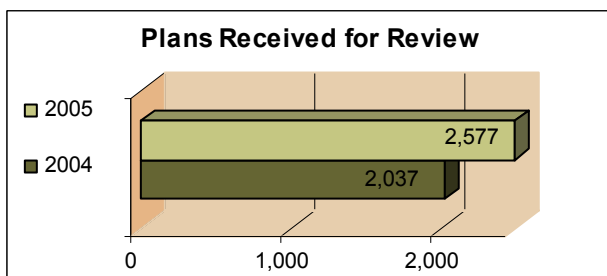
The table to the right shows the number of permits issued in 2005 compared to 2004.

The chart below shows the breakdown of the permits issued in 2005.

Building Permit Type	2004	2005
Single-Family Units	382	720
Multiple-Family Units	225	216
Mobile Home Units	9	9
Total Dwelling Units	616	945
Comm. New Buildings	70	68
Remodels - Res. & Comm.	1,784	1,652
Misc. Structures	274	304
Interagency Permits	28	28
Demolition Permits	54	50
Plumbing Permits	476	835
Mechanical Permits	500	525
Electrical Permits	351	326



Plan checks processed on time decreased from a rate of 95% through the fourth quarter of 2004 to a rate of 66% through the fourth quarter of 2005, which is less than the established success rate of 80 percent. This is due to increased construction activity for the year and an extremely high-volume, short-term spike in workload caused by an application rush to beat fee-increase deadlines. Despite the drop in plan checks processed on time, the average plan check took only .5 day longer than the goal review time periods.

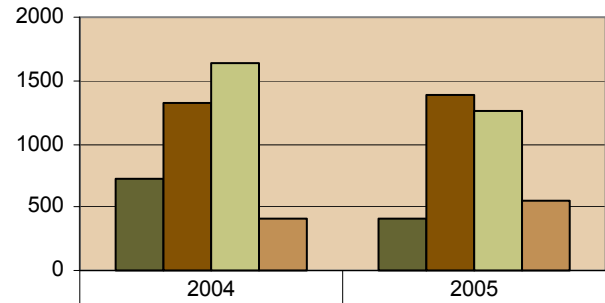


The Code Enforcement Section handled 1,389 new complaints in 2005, up from 1,320 in 2004. The majority of cases (531) were submitted by Redding Municipal Utilities in regard to persons occupying dwelling units without electrical and/or water service. To ensure the fire-life safety of all Redding citizens, Code Enforcement monitors the property until such time as the utilities are restored and/or the occupant vacates the premises.

Property blight complaints were the second highest at 247 for the year, with zoning violations and substandard building complaints topping off the remainder of the complaints received.

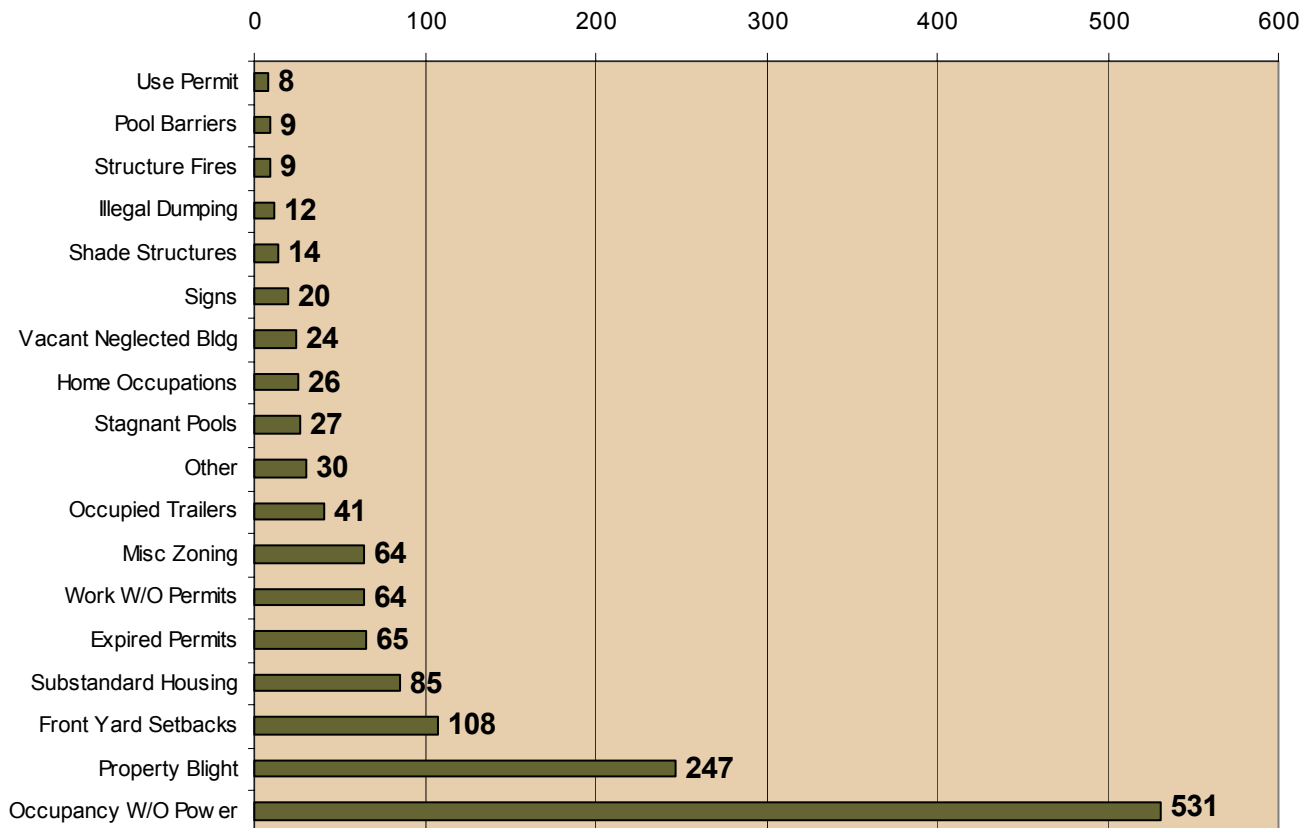
The chart to the right shows all code enforcement activity, while the graph below breaks down the cases by type of violation.

Case Activity



	2004	2005
Cases Carried Over	728	417
New Cases	1320	1389
Cases Closed	1631	1261
Total Active Cases	417	545

Number of Cases by Type

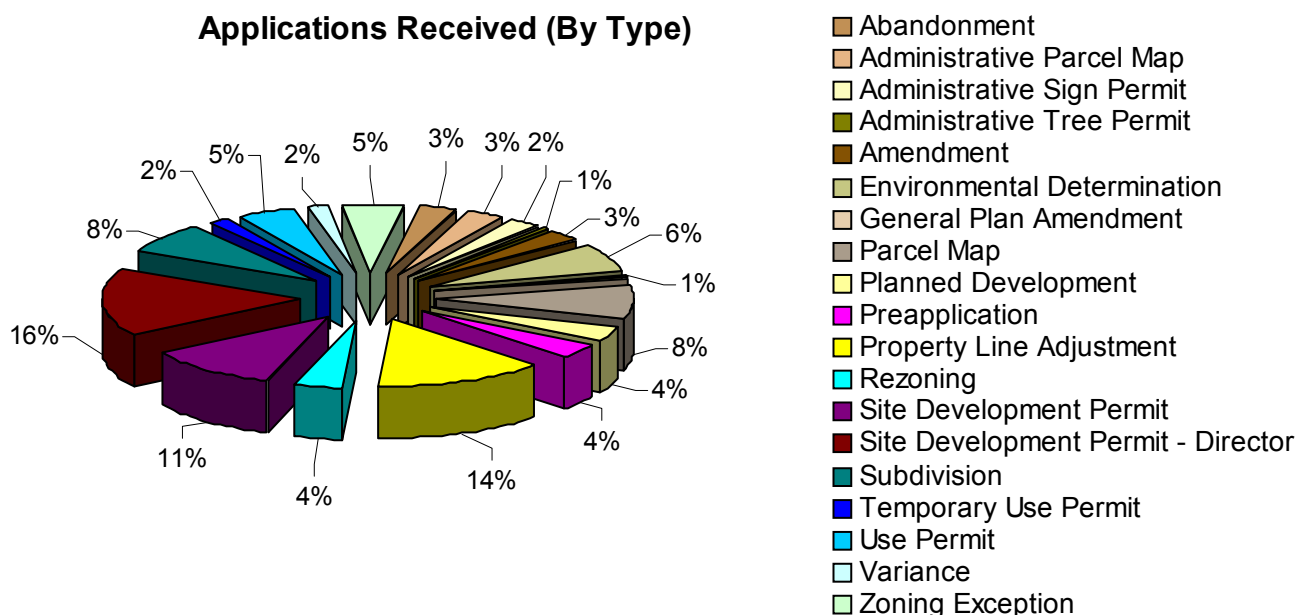


PERMIT ACTIVITY

The Planning Division serves a wide range of functions, including maintenance and implementation of the City's General Plan and Zoning Ordinance, fulfillment of State-required project environmental reviews, floodplain management, staff assistance for economic development activities, public information, and staff support for up to 72 public hearings a year—Board of Administrative Review (BAR), Planning Commission, and City Council. In the course of providing these services, the Division is responsible for processing all permit applications for land development from residential subdivision and shopping center proposals to small apartment projects and individual accessory buildings. In 2005, the Planning Division received 325 applications within 21 permit types. This represents an overall decrease of 15 applications, or 4%, as opposed to 2004. The overall decrease is due to fewer administrative or BAR-level applications, whereas the number of more significant development proposals increased. Compared to last year:

- Planned Development applications, which require the highest level of staff resources, increased from 5 in 2004 to 12 in 2005, an increase of 140%.
- Subdivision applications, another permit type which requires extensive staff effort, increased from 21 in 2004 to 25 in 2005, an increase of 19%.
- Use permit applications which require full Planning Commission consideration rose from 10 in 2004 to 15 in 2005, an increase of 50%.
- The overall 4% decrease in applications was mainly due to fewer environmental determinations, parcel maps, site development permits, and zoning exceptions, which are typically administrative applications.
- 2005 saw 13 formal preapplication requests (required fee, interdepartmental/agency review, and documented response). This is a new permit type in this year's report.

Applications Received (By Type)



Development activity in Redding is becoming more extensive, intricate and unique, encompassing a mix of housing or other land use types in a single project. Examples include the 440-lot mixed housing type Glen Brook Planned Development; the Tarmac Villas Courtyard Housing Planned Development; two proposals for condominium conversions; and a mixed-use office, restaurant, and apartment project in Downtown.

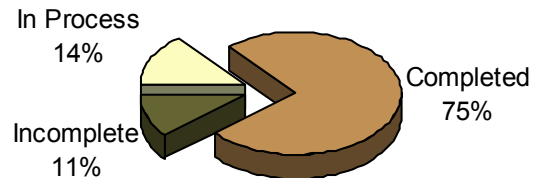
The table below provides a listing of the individual development permit applications by type received in 2005.

Application Type	Received	Closed	Incomplete	In Process	Completed
Abandonment	10	3	1	6	0
Administrative Parcel Map	10	1	0	0	9
Administrative Sign Permit	8	2	0	0	6
Administrative Tree Permit	2	0	0	0	2
Amendment (All permit types)	9	1	0	1	7
Environmental Determination	20	0	0	4	16
Environmental Impact Report	0	0	0	0	0
Extension (All permit types)	1	0	0	0	1
General Plan Amendment	3	0	2	1	0
Parcel Map	25	3	3	4	15
Planned Development	12	1	6	4	1
Preapplication	13	0	0	4	9
Property Line Adjustment	45	1	1	0	43
Rezoning	12	1	3	5	3
Site Development Permit	35	6	5	4	20
Site Development Permit - Director	53	5	1	0	47
Subdivision	25	2	11	6	6
Temporary Use Permit	5	0	0	0	5
Use Permit	15	3	4	3	5
Variance	6	2	0	1	3
Zoning Exception	17	5	0	1	11
TOTAL APPLICATIONS	325	36	37	44	208

Of the 325 applications received in 2005, 75% were completed. The remaining applications were either incomplete (11%) or submitted late in the year and are currently in process (14%).

The 75% completion rate in 2005 compares to the 2004 rate of 84%.

Status of All Applications
(as of December 31, 2005)



PERMIT TYPES WITH ESTABLISHED TURNAROUND TIMES

- Turnaround times were established in 1996 for nine types of applications, with a success rate objective of 80% for subdivision applications and a success rate objective of 90% for all other types of applications.
- A total of 116 of these time objective permits were processed to completion in 2005, with an overall success rate of 83% for subdivisions and 88% for all other types of applications combined.
- The 90% success rate objective was not met in four permit types: Administrative Parcel Maps (75%), Temporary Use Permits (80%), Use Permits (60%), and Variances (33%). The shortfall represents seven applications in these categories that did not meet the timeline processing objective.
- To a degree, the shortfall in meeting timeline objectives reflects the increased complexity of projects, as noted on page 7. The Division's ability to meet the time line objectives was also affected by a decrease in staff in 2005 as a result of budget reductions and retirements.

The table below identifies application types with established turnaround times and the rate of success on applications completed during 2005.

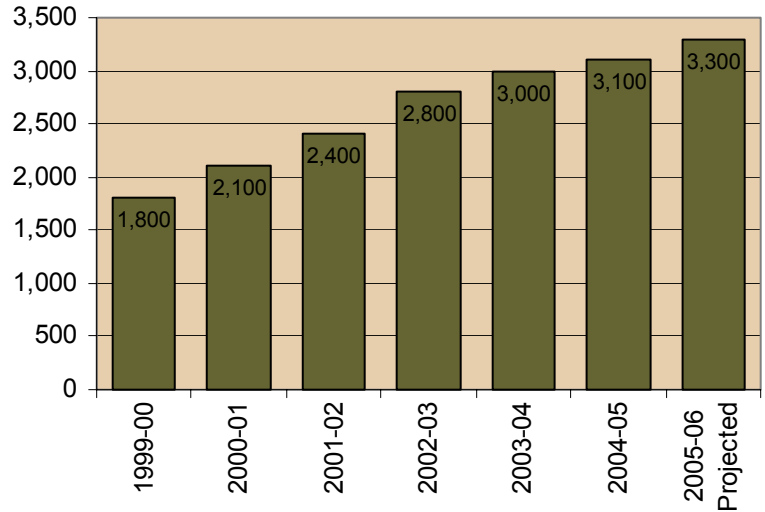
Application Type	Processing Goal (Calendar Days)	Total Decisions	Total Meeting Goal	Success Rate*	Processing Goal
Administrative Parcel Map	27	8	6	75%	90%
Parcel Map	45	15	13	87%	90%
Property Line Adjustment	7	43	41	95%	90%
Site Development Permit	45	20	18	90%	90%
Subdivision	90	6	5	83%	80%
Temporary Use Permit	14	5	4	80%	90%
Use Permit	45	5	3	60%	90%
Variance	35	3	1	33%	90%
Zoning Exception	24	11	11	100%	90%

* Does not include any permit that did not meet the processing objective due to an associated application with a greater processing time objective or no established objective (e.g. subdivision and rezoning).

The GIS Division provides a variety of services from routine mapping for Council and Commissions to complex spatial analysis for planning and utilities, serving maps and data to the public through our Mapguide Server Internet mapping solution. GIS services help all City departments to better serve the public.

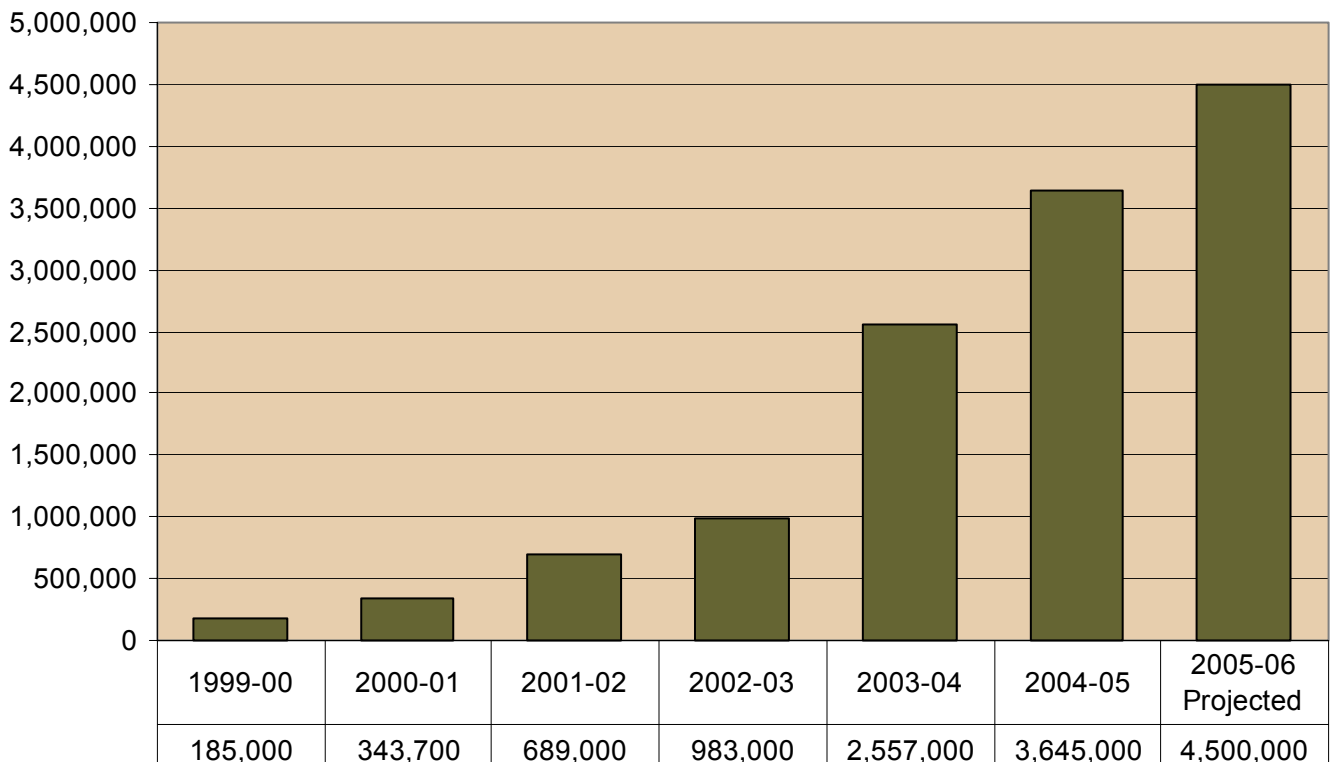
The two biggest performance indicators—the number of mapping/analysis requests and the number of visitors to our Mapguide Server Website—have steadily increased over the past few years. Last year, we saw an increase in requests for GIS mapping services of 3.2% and an increase in Mapguide Server visits of 29.8%.

Mapping/Analysis Requests*



*Rounded to nearest hundred

Mapguide Server Visits



Activity increased slightly during 2005 for the Engineering Land Development section.

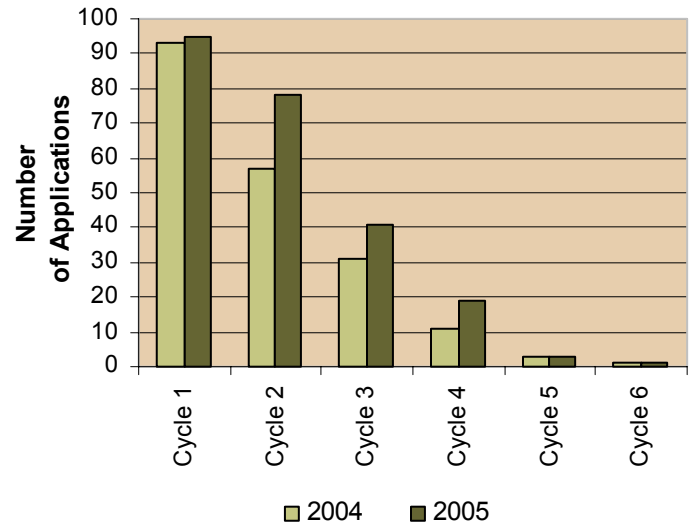
Grading permits increased 4% from 92 in 2004 to 96 in 2005.

Encroachment permits decreased 2% from 367 in 2004 to 361 in 2005.

Transportation permits increased 2% from 1,114 in 2004 to 1,134 in 2005.

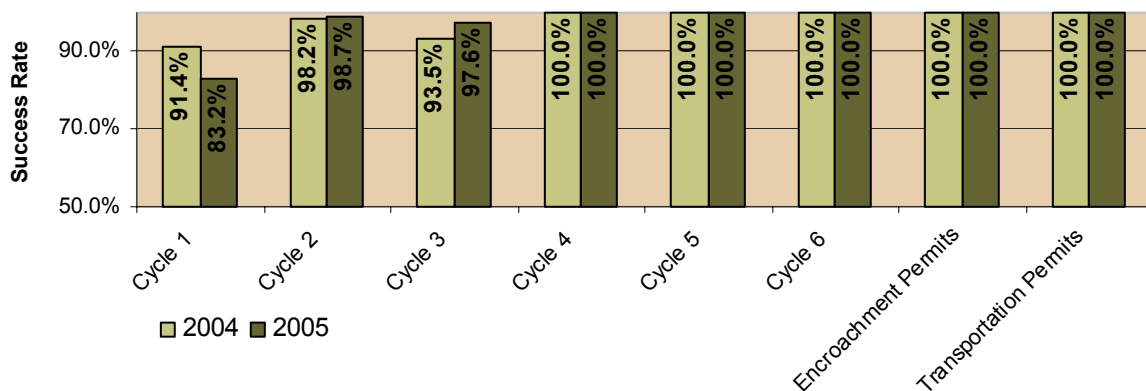
Of particular note, there was a substantial rise in the amount of second and third plan reviews required. It is likely that the private sector work load and the complexity of in-fill projects contributed to this. This is reflected in the decrease in the success rate of turnaround times in the first review cycle. Incomplete plans are more difficult to review and time lags can occur awaiting information. The average turnaround time was still 2.4 days faster than the goal.

Grading Permit Application Activity



Application Types	Goal	2005 Totals			
	Work Days to Review	# of	Applications Meeting Goal	Average # of Working Days	Success Rate
Grading Permits (Cycle 1)	15	95	79	12.6	83.2%
Resubmittal (Cycle 2)	10	78	77	6.8	98.7%
Resubmittal (Cycle 3)	10	41	40	6	97.6%
Resubmittal (Cycle 4)	10	19	19	6.4	100.0%
Resubmittal (Cycle 5)	10	3	3	2.3	100.0%
Resubmittal (Cycle 6)	10	1	1	2	100.0%
Encroachment Permits	2	361	361	1	100.0%
Transportation Permits	2	1134	1134	1	100.0%

Comparing Success Rates in 2004 and 2005



In Capital Engineering, the last two years have been busy, both in projects awarded and projects completed. In 2004, 34 projects worth \$11,139,563 were awarded, and 38 projects worth \$27,531,607 were completed. Completion of the Redding Sports Park, started in 2003, accounted for \$13,500,000 of the total.

In 2005, 37 projects worth \$20,878,258 were awarded. Of the 37 projects, 21 projects worth \$2,857,171 were completed. The remaining \$18,000,000 in projects should be completed in 2006. The projects to be completed include the Soccer Fields, Fire Station 8, Downtown Mall Roof Removal, 2005 Pavement Overlay, and Pump House 1 Fish Screens, which make up approximately \$14,957,282.

Projects Awarded

	2004	2005
Number of Projects	34	37
Dollar Value of Projects	\$11,139,563	\$20,878,258

Projects Completed

	2004	2005
Number of Projects	38	21
Dollar Value of Projects	\$27,531,807	\$2,857,171

ENGINEER'S ESTIMATE VS LOW BID

The engineer's estimate is used as a budgeting tool for project development. One way of measuring success is to compare the engineer's estimate to the low bid. If the percentage is greater than 100%, the engineer's estimate was above the low bid. If the percentage is less than 100%, the engineer's estimate was less than the low bid and sufficient funds may not have been budgeted. For this reason, our goal is to be within 10% of the final awarded amount.

The charts show that overall, the engineer's estimate was 105% of the low bid in 2004 and 106% of the low bid in 2005.

2004 Engineer's Estimate vs. Low Bid		
<i>Project Type</i>	<i>Number of Projects</i>	<i>Median % of Low Bid</i>
Surface	20	109%
Underground	7	111%
Structure	3	84%
Special	4	98%
Overall	34	105%

2005 Engineer's Estimate vs. Low Bid		
<i>Project Type</i>	<i>Number of Projects</i>	<i>Median % of Low Bid</i>
Surface	21	110%
Underground	5	117%
Structure	7	81%
Special	4	104%
Overall	37	106%

Engineering capital projects cover a wide spectrum. To provide information relating to engineering estimate success in different categories, the projects were divided into four types: Surface, Underground, Structure, and Special.

- Surface projects include traffic signals, street work, utility facility repair, and other above-ground, non-structure work.
- Underground projects include water and sewer lines and storm drain projects.
- Structure projects include new buildings and remodels.
- Special projects include things such as soccer fields, parks, and other atypical projects.