



Annual Report

Fiscal Year 2006-2007

Development Services Department



Planning
Land Development
Permit Center

Building
GIS



Message from the Director

Over the past year, the staff of the Development Services Department continued our efforts to improve services for the construction industry and the general public. The successes, and the challenges, faced by the Department in this ongoing effort are reflected in the 2006-2007 Annual Report.



The report covers the period from July 1, 2006, through the end of June 2007. A major change from past reports involves shifting the accounting period from a calendar year basis to a fiscal year. This will allow the information to track more effectively with changes to the Department budget. The following synopsis provides an overview of the content in the report.

- ***Permit Center Division***

Each year, customers rate our service based on a rating scale from 1 (poor service) through 5 (representing excellent service). Our goal is to receive a 4.0, or better, rating in all areas. During this reporting period, the Department received an overall customer survey rating of 4.8. In addition, the Permit Center Division implemented new on-line permits for water heater, sewer, and gas line connections, providing customers an additional opportunity to save time and effort.

- ***Building and Code Enforcement Division***

Building activity during this reporting year was down from last year, primarily as a result of a 45% drop in residential building activity. The valuation of all permits issued by the Building Division during 2006-07 totaled \$153,002,540, which is \$20,390,140 less than the previous year, or a 12% overall decrease. The Code Enforcement Section processed 1,253 new complaints in 2006-07, down from 1,389 in 2005.

- ***Land Development Engineering Division***

This section provides detail on the number of improvement plan reviews, grading applications, and encroachment and transportation permit applications received during the year. As reflected in other statistics, overall land development activity in this area decreased during 2006.

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Message from the Director

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- ***Planning Division***

Subdivision activity in fiscal year 2006-07 reflected a recent trend in residential projects, with a focus on higher-density single-family housing types typically not seen in Redding in the past. During the reporting period (fiscal year 2006-07), the Planning Division received 256 applications within 21 permit categories. New subdivision applications fell in 2006-07, when compared to the previous year, by approximately 25%.

- ***Geographic Information Services***

During the last year, the Department continued to emphasize the use of technology to help meet our customers' needs. This effort was supported by the GIS Division, where the two key performance indicators—the number of mapping/analysis requests and the number of visitors to our Mapguide Server Website—continued to grow. Last year, the Division saw an increase in requests for specialized mapping services and Mapguide visits of 6%.

I would also like to invite you to visit the Department's web page online at <http://www.ci.redding.ca.us/devserv/index.html> and explore what's available online. The "HOT LINKS" button is a great place to start. I think you will find these resources helpful.

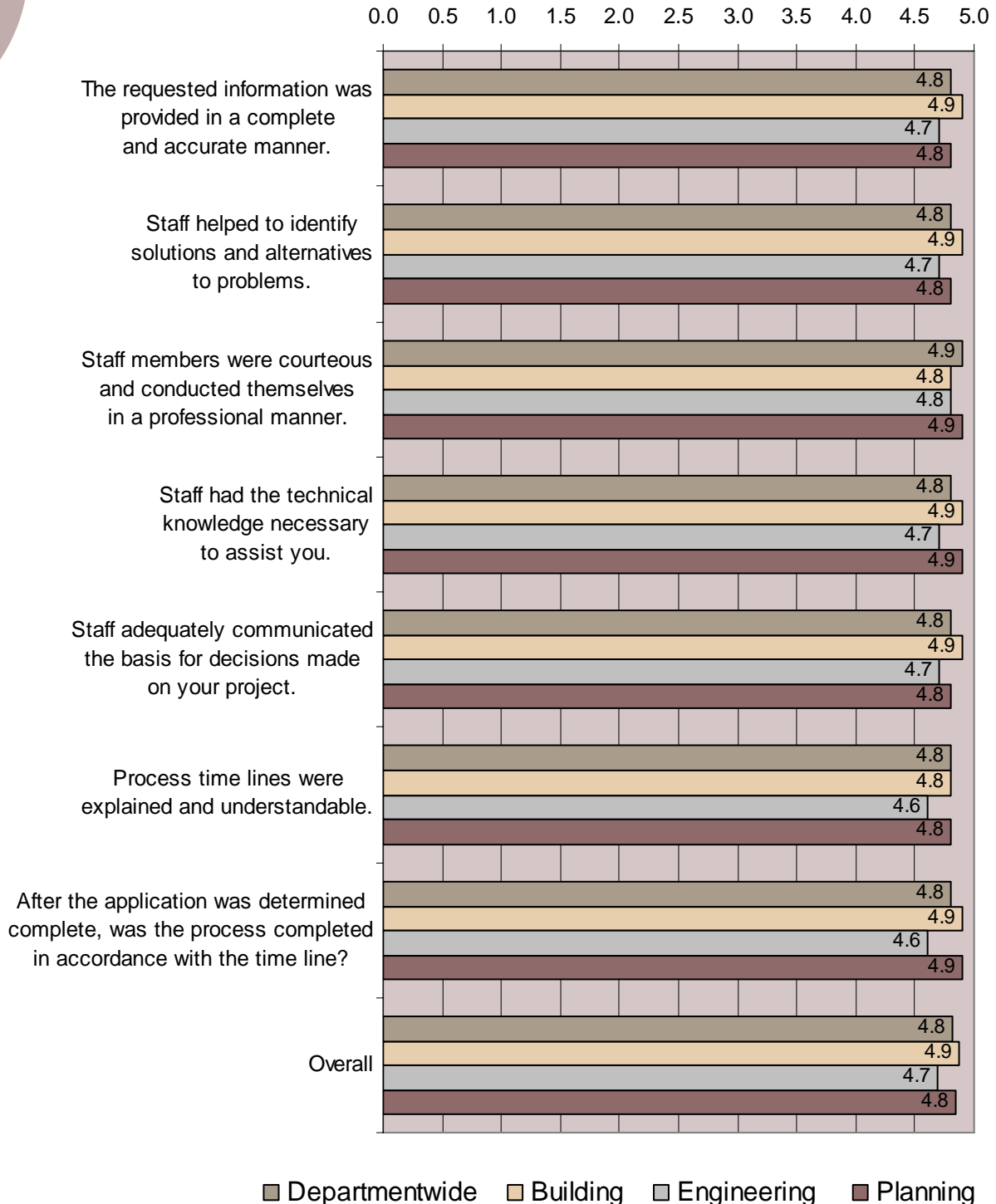
Please feel free to give me a call at (530) 225-4020 or e-mail me directly at jhamilton@ci.redding.ca.us with your comments and suggestions about the report or how we can improve our service. Department staff is dedicated to meeting your needs, while ensuring attractive and safe development that benefits all the residents of Redding, and we look forward to serving you in 2008.

Sincerely,

Jim Hamilton, AICP
Development Services Director

Customer Service Surveys

During the reporting period, the Department received the following ratings as reflected in the customer surveys.



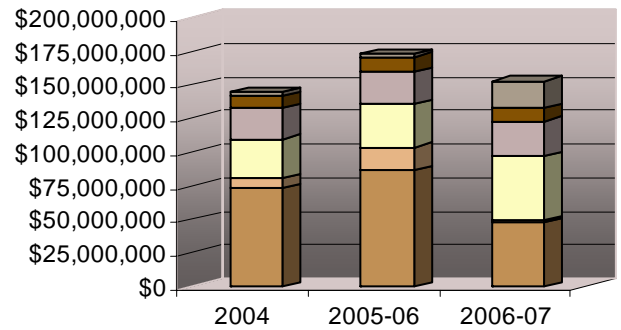
Building Division Valuation

The valuation of all permits issued by the Building Division during 2006-07 totaled \$153,002,540, which is \$20,390,140 less than the previous fiscal year, resulting in a 12% decrease.

Substantial decreases were recorded in residential permits, with multiple-family permit valuation decreasing 87%, or \$15,087,169, and single-family residential experiencing a 45%, or \$38,894,981, decrease.

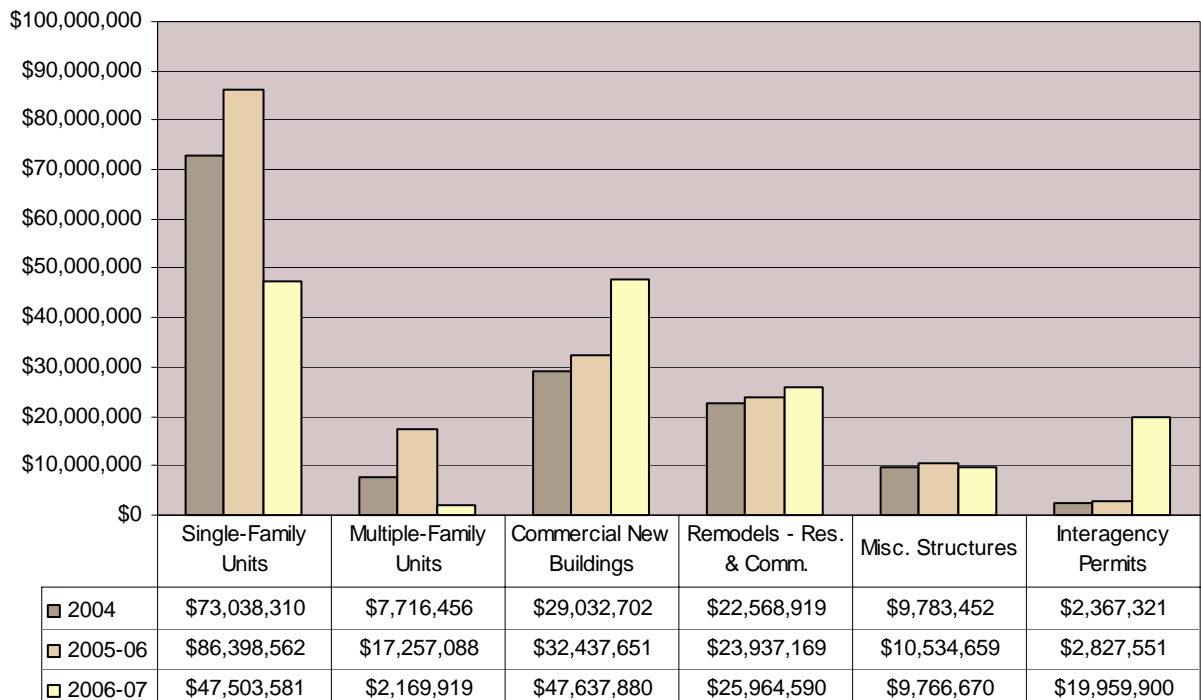
The chart below shows the valuation by permit type.

Total Valuation



- Single-Family Units
- Multiple-Family Units
- Commercial New Buildings
- Remodels - Res. & Comm.
- Misc. Structures
- Interagency Permits

Valuation by Permit Type



Building Division Permits

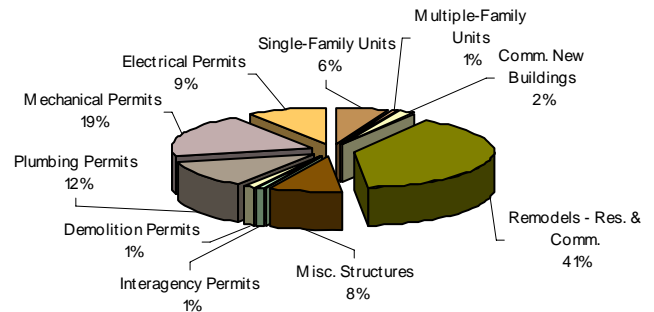
The Building Division issued a total of 4,126 permits during fiscal year 2006-07, compared to 5,446 in 2005-06. The most significant change was in multi-family units, which saw a 88% decrease. Single-family units experienced a decrease of 54%. Overall, the total number of dwelling units decreased by 64%.

Commercial buildings were up slightly from last year. Remodels saw a modest decrease of 6%. Plumbing permits decreased by 45% and mechanical permits increased by 16%, while electrical permits were basically unchanged.

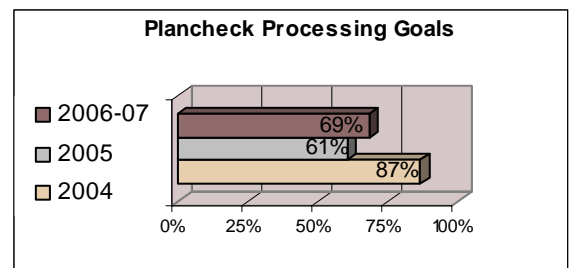
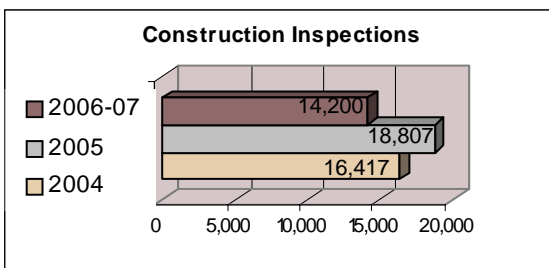
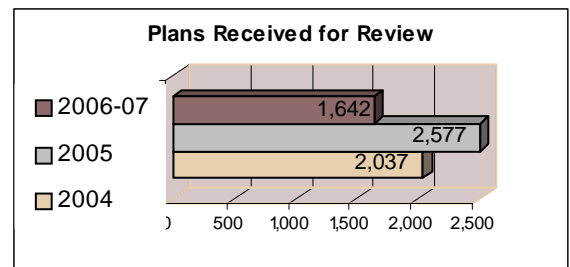
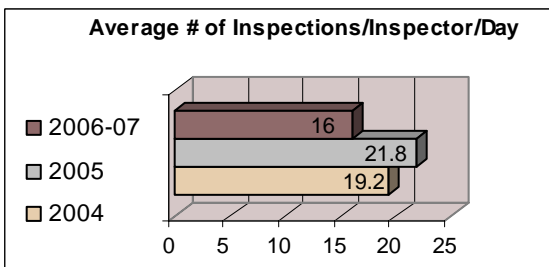
The table to the right shows the number of permits issued in fiscal year 2006-07, compared to fiscal year 2005-06, and calendar year 2004.

The pie chart shows the breakdown of the permits issued in 2006-07 by percentage of total.

| Building Permit Type | 2004 | 2005-06 | 2006-07 |
|-------------------------|-------|---------|---------|
| Single-Family Units | 382 | 498 | 230 |
| Multiple-Family Units | 225 | 203 | 24 |
| Comm. New Buildings | 70 | 56 | 60 |
| Remodels - Res. & Comm. | 1,784 | 1,564 | 1,473 |
| Misc. Structures | 274 | 346 | 314 |
| Interagency Permits | 28 | 22 | 37 |
| Demolition Permits | 54 | 37 | 52 |
| Plumbing Permits | 476 | 819 | 449 |
| Mechanical Permits | 500 | 623 | 720 |
| Electrical Permits | 351 | 324 | 343 |



Plan checks processed on time increased from a rate of 61% in 2005 to a rate of 65% in 2006, which is less than the established success rate of 80%. This is due to construction activity for the year; a high-volume, short-term spike in workload due to an application rush to beat fee increases; and two vacancies in the Plan Check function resulting from retirements. Despite the drop in plan checks processed on time, the average plan check took less than one-half day longer than the goal review time periods.

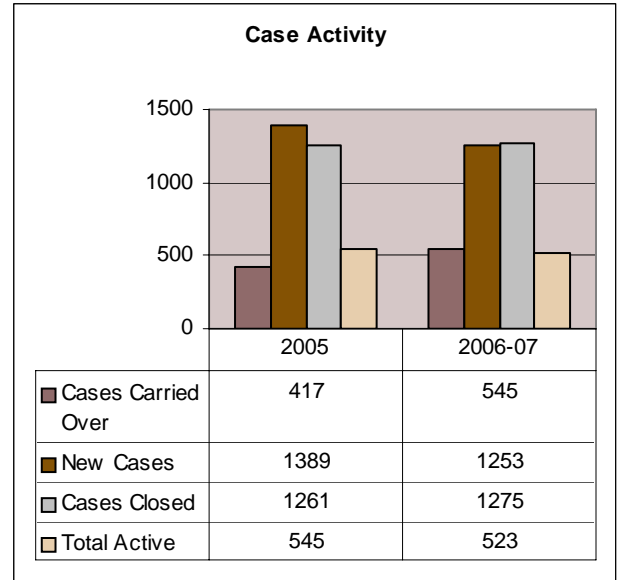


Code Enforcement Section

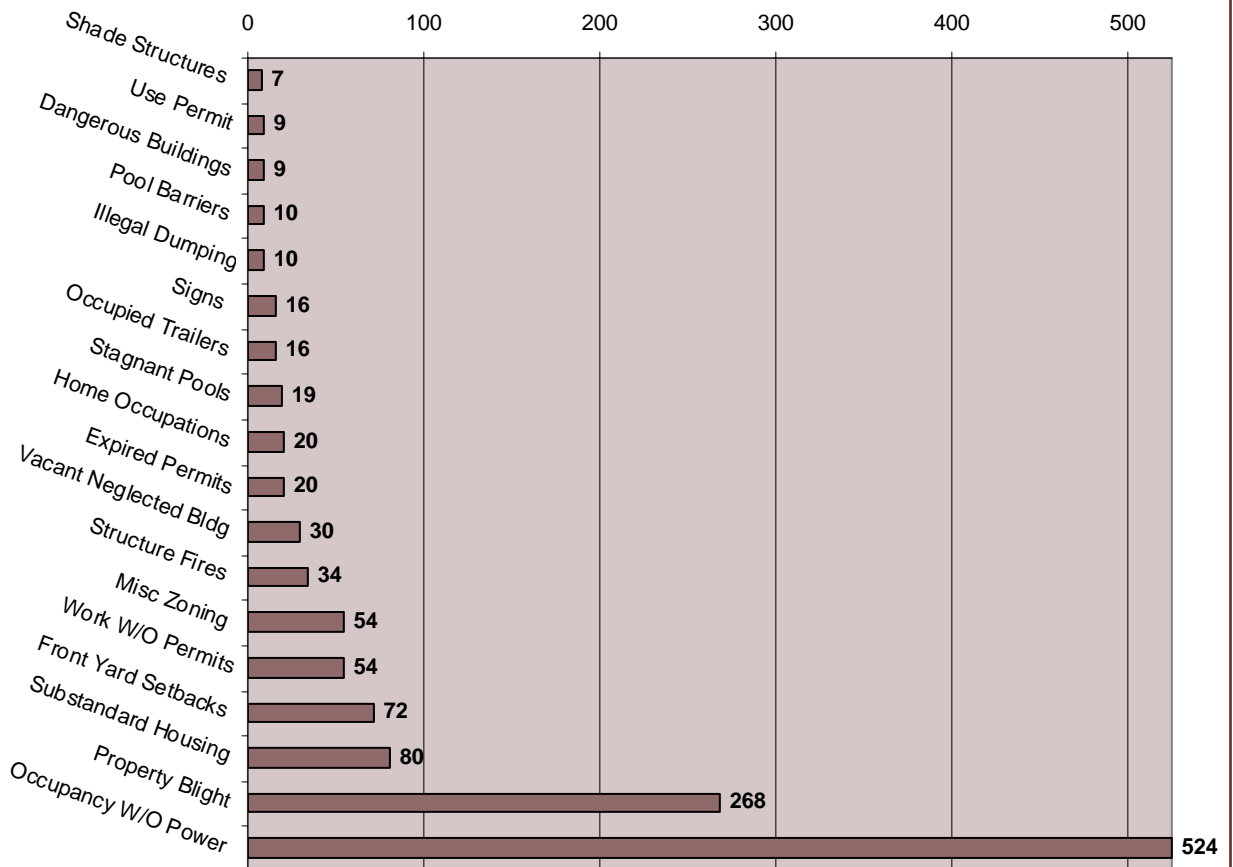
The Code Enforcement Section of the Building Division processed 1,253 new complaints in 2006-07, down from 1,389 in 2005. Of these, 524 cases (42%) were submitted by Redding Municipal Utilities in regard to persons occupying dwelling units without electrical and/or water service.

Property-blight complaints made up the second largest percentage of cases at 268, or 21%, for the year, with various zoning violations and substandard building complaints completing 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.



Number of Cases by Type

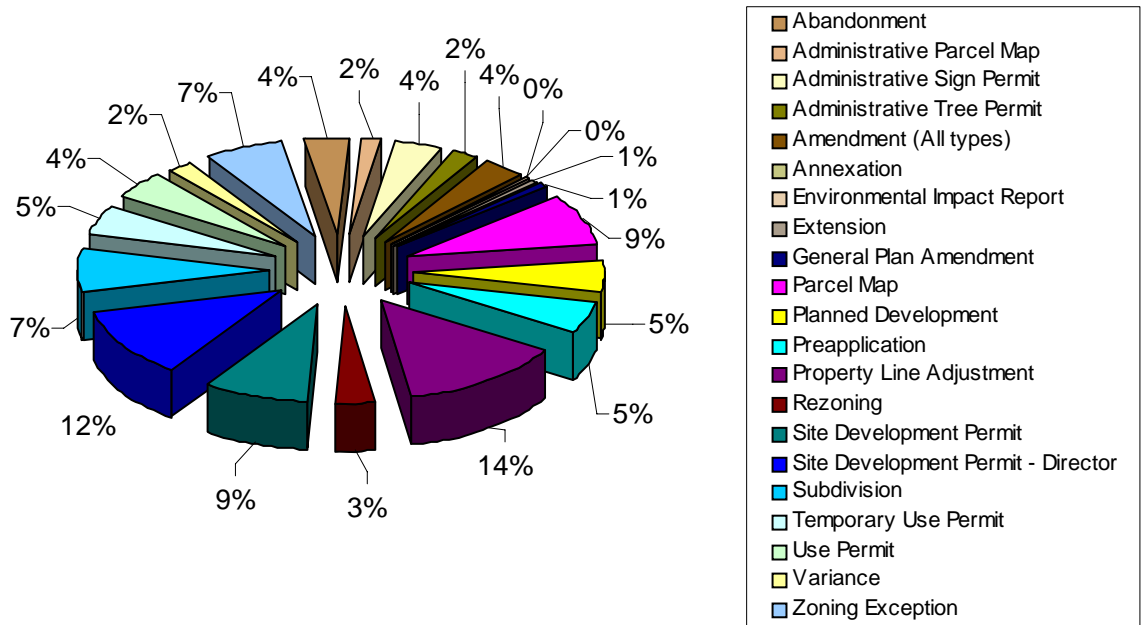


Planning Division

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, 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. During the reporting period (fiscal year 2006-2007), the Planning Division received 256 applications within 21 permit categories. There were also 108 active applications carried over from the previous year. The number of applications has decreased as compared to the previous reporting period (calendar year 2005). This is reflective of the exclusion of 158 applications received in the first half of 2006 due to the change in reporting period from a calendar year to a fiscal year and the recent slowdown in construction activity.

- Processing Planned Development applications, which require the highest level of staff resources, continued to be a major staff effort, with 13 applications during the reporting period.
- Subdivision applications fell off as compared to previous years; however, they remained a significant work element at 19 applications.
- Ten General Plan amendments and rezonings, oftentimes necessary to support major development proposals, were submitted during the previous year.
- The year saw 14 formal preapplication requests (interdepartmental/agency review and documented response), continuing an increasing trend in the use of this process. Preapplications are typically submitted for the large and more complex development proposals. The preapplication process is designed to expedite processing of future applications when submitted.



Planning Division

Development activity in fiscal year 2006-07 reflected a recent trend in projects that are becoming more intricate and unique. They often encompass a mix of housing or other land use types in a single project. Examples include: The Springs, a 225-unit retirement community; three condominium projects; applications for downtown housing projects; and two preapplications for neighborhood retail centers. Planning also processed the 178,000-square-foot Kohl's shopping center, the 74,000-square-foot State Compensation Fund office building, General Plan and zoning amendments to support the Stillwater Business Park, and the Oasis Road Specific Plan adoption. In addition, the Division initiated a five-year review/update of the Redding General Plan.

| Application Type | Received | Closed | Incomplete | In Process | Completed |
|---|------------|-----------|------------|------------|------------|
| Abandonment | 10 | 0 | 0 | 5 | 5 |
| Administrative Parcel Map | 4 | 1 | 0 | 0 | 4 |
| Administrative Sign Permit | 10 | 0 | 0 | 0 | 10 |
| Administrative Tree Permit | 6 | 1 | 0 | 0 | 6 |
| Amendment (All types) | 9 | 0 | 1 | 0 | 8 |
| Annexation | 0 | 0 | 0 | 0 | 0 |
| Environmental Impact Report | 1 | 0 | 0 | 1 | 0 |
| Extension | 2 | 0 | 0 | 0 | 2 |
| General Plan Amendment | 2 | 0 | 0 | 0 | 2 |
| Parcel Map | 22 | 0 | 2 | 8 | 12 |
| Planned Development | 13 | 1 | 1 | 10 | 2 |
| Preapplication | 14 | 0 | 0 | 1 | 13 |
| Property Line Adjustment | 36 | 0 | 2 | 0 | 34 |
| Rezoning | 8 | 0 | 4 | 2 | 2 |
| Site Development Permit | 23 | 4 | 3 | 5 | 15 |
| Site Development Permit - Director | 30 | 3 | 2 | 4 | 24 |
| Subdivision | 19 | 3 | 13 | 1 | 5 |
| Temporary Use Permit | 13 | 1 | 0 | 0 | 13 |
| Use Permit | 11 | 3 | 4 | 1 | 6 |
| Variance | 6 | 1 | 0 | 1 | 5 |
| Zoning Exception | 17 | 2 | 0 | 1 | 16 |
| Total 2006-07 Applications | 256 | 20 | 32 | 40 | 184 |
| Carryover Applications from Previous Years | 108 | 3 | 40 | 14 | 54 |
| TOTAL APPLICATIONS PROCESSED | 364 | 23 | 72 | 54 | 238 |

Planning Division

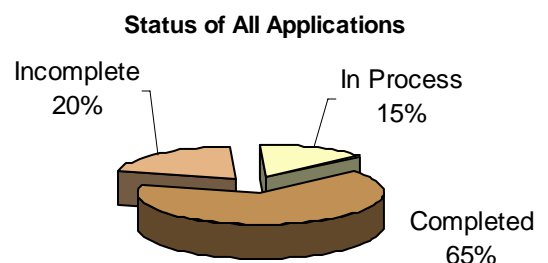
PERMIT TYPES WITH ESTABLISHED TURNAROUND TIMES

- 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 95 of these time-objective permits were processed to completion during the reporting year, with an overall success rate of 100% for subdivisions and 78% for all other types of applications combined.
- The 90% success rate objective was not met on 20 applications in six permit types: Administrative Parcel Maps (33%), Parcel Maps (67%), Property Line Adjustments (88%), Zoning Exceptions (50%), and Variances (75%).
- The Division's ability to meet the time-line objectives was affected by operating with two vacant staff positions for half of the year and a third vacancy for the entire year. To a degree, the shortfall in meeting time-line objectives also reflects the increased complexity of projects noted on page 8.

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

| Application Type | Processing Goal (Calendar Days) | Total Decisions | Total Meeting Goal | Success Rate | Processing Goal |
|---------------------------|---------------------------------|-----------------|--------------------|--------------|-----------------|
| Administrative Parcel Map | 27 | 3 | 1 | 33% | 90% |
| Parcel Map | 45 | 12 | 8 | 67% | 90% |
| Property Line Adjustment | 7 | 34 | 30 | 88% | 90% |
| Site Development Permit | 45 | 11 | 9 | 82% | 90% |
| Subdivision | 90 | 2 | 2 | 100% | 80% |
| Temporary Use Permit | 14 | 12 | 12 | 100% | 90% |
| Use Permit | 45 | 3 | 3 | 100% | 90% |
| Variance | 35 | 4 | 3 | 75% | 90% |
| Zoning Exception | 24 | 14 | 7 | 50% | 90% |

Of the 256 applications received during the reporting period, 65% were processed. The remaining applications were either incomplete (20%) or submitted late in the year and are currently in process (15%).

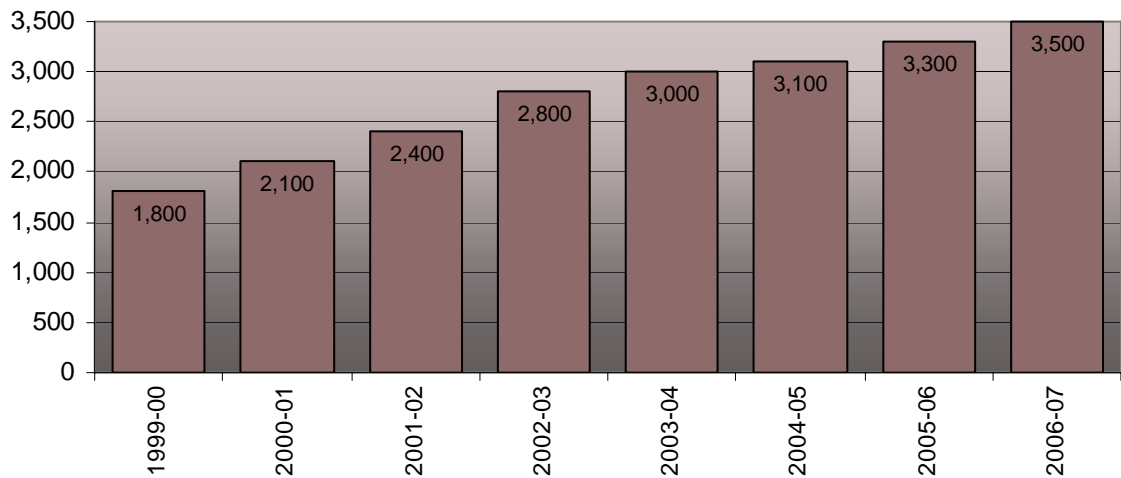


GIS Division

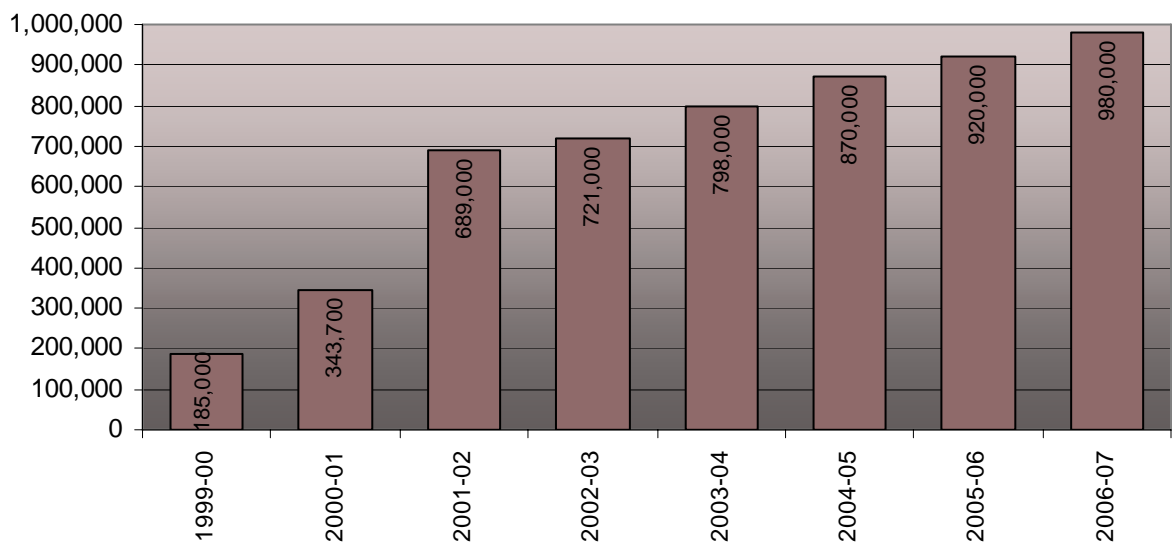
The GIS Division provides a variety of services from routine mapping for Council and Commissions to complex spatial analysis for the Planning Division and the Municipal Utilities, as well as providing maps and data to the public through our Mapguide Server Internet mapping solution. GIS services help departments citywide to better serve the public.

The two key performance indicators—the number of mapping/analysis requests and the number of visitors to our Mapguide Server Website—have steadily increased over the years. Last year, the Division saw an increase in requests for GIS mapping services of 6% and an increase in Mapguide Server visits of 6% as well.

Mapping/Analysis Requests



Mapguide Server Visits



Land Development Division

As reflected in other statistics, overall Land Development activity decreased during 2006.

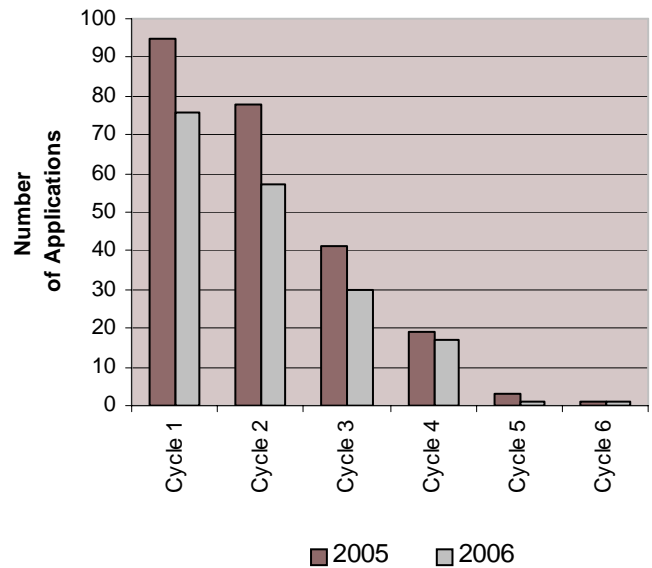
Grading permits decreased 26% from 96 permits in 2005 to 76 permits in 2006.

Encroachment permits increased slightly from 361 permits in 2005 to 365 permits in 2006.

Transportation permits decreased by 15% from 1,134 permits in 2005 to 963 permits in 2006.

There continued to be a high percentage of second and third plan reviews required. This is reflected in the decreased success rate of turnaround times in these cycles. The submittal of incomplete or poor-quality plans continues to result in delays for all applicants.

Grading Permit Application Activity



| Application Types | Goal | 2006 | | | |
|-------------------------|---------------------|------------|--------------------|------------------------|--------------|
| | Work Days to Review | # of Apps. | Apps. Meeting Goal | Average # of Work Days | Success Rate |
| Grading Permits Cycle 1 | 15 | 76 | 65 | 12.9 | 85.5% |
| Resubmittal Cycle 2 | 10 | 57 | 49 | 8.1 | 86.0% |
| Resubmittal Cycle 3 | 10 | 30 | 29 | 6.9 | 96.7% |
| Resubmittal Cycle 4 | 10 | 17 | 17 | 5.9 | 100.0% |
| Resubmittal Cycle 5 | 10 | 1 | 1 | 2 | 100.0% |
| Resubmittal Cycle 6 | 10 | 1 | 1 | 4 | 100.0% |
| Encroachment Permits | 2 | 365 | 365 | 1 | 100.0% |
| Transportation Permits | 2 | 963 | 963 | 1 | 100.0% |