



County of San Diego

MARK WARDLAW
DIRECTOR
PHONE (858) 694-2962
FAX (858) 694-2555

PLANNING & DEVELOPMENT SERVICES

5510 OVERLAND AVENUE, STE. 310, SAN DIEGO, CA 92123

DARREN GRETLER
ASSISTANT DIRECTOR
PHONE (858) 694-2962
FAX (858) 694-2555

January 13, 2014

Dear Performance Review Committee Members:

I would like to thank you for your participation in the Land Development Performance Review Committee (PRC)!

During the first phase of the development of performance measures, the PRC held five meetings where Planning & Development Services (PDS) and Land Use & Environment Group (LUEG) staff provided the PRC with an introduction to the Brown Act, a description of our relevant permit process workflows, a tour of the PDS Permit Center and offices, and an introduction of performance measures.

At Thursday's meeting, we would like to begin phase two of this effort and establish Permit Center Time Standards and Project Specific Goals which we will then use to measure and track our performance. Please review the attached draft Permit Center Time Standards and Project Specific Goals in advance of our meeting. (This information can also be found at: http://www.sdcounty.ca.gov/pds/Performance_Review_Committee.html.)

In phase three, at the second annual meeting of the PRC, we will report our progress, analysis, and any refinement or improvement of these performance measures. We will also recommend establishing Discretionary Permit Time Standards at this meeting.

Again, thank you for your time and effort in assisting PDS in establishing meaningful performance measures as directed by the Board of Supervisors. (The resolution of the Board of Supervisors can be found at: http://www.sdcounty.ca.gov/pds/docs/Performance_Review_Committee_Resolution_August_8_2012.pdf.)

Sincerely,

MARK WARDLAW, Director
Planning & Development Services

Attachments

PLANNING & DEVELOPMENT SERVICES

Draft Performance Measures

Permit Center Time Standards	Current	Target
Average counter wait time at the Permit Center	45 minutes	20 minutes
Longest single daily counter wait time at the Permit Center	5 hours	90 minutes
Average counter transaction time for residential permits	50 minutes	30 minutes
Average counter transaction time for commercial permits	65 minutes	40 minutes
Average turn-a-round time for first review of residential building plan review	20 work days	15 work days
Average turn-a-round time for first review of commercial building plan review	30 work days	20 work days
Average phone hold time at the Permit Center	10 minutes	10 minutes
Submittals at the LD Counter delivered to appropriate reviewer in 24 hours	70% ¹	95%
Maximum average lead time to obtain a plan submittal appointment	3 weeks	1 week

Footnotes:

1. Estimated, not currently tracked

Project Specific Goals

Schedule

Complete 85% of discretionary and final map projects that start after January 1, 2014, within the agreed upon project schedule
Complete 85% of discretionary and final map project phases that start after January 1, 2014, within the agreed upon project schedule
Complete 85% of project tasks within the assigned due date

Budget

Complete 85% of discretionary and final map projects that start after January 1, 2014, within the agreed upon project budget
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Quality

Accept 90% of technical documents for projects, within the first two iterations
Ensure zero late hits per late hit policy
Achieve 85% customer satisfaction survey results of good or excellent

* Target time standards can be achieved provided all submitted work is complete/accurate and schedule deadlines are met.