

Planning & Development Services Building Division

Performance and Workload Report
Fiscal Year 2024-25



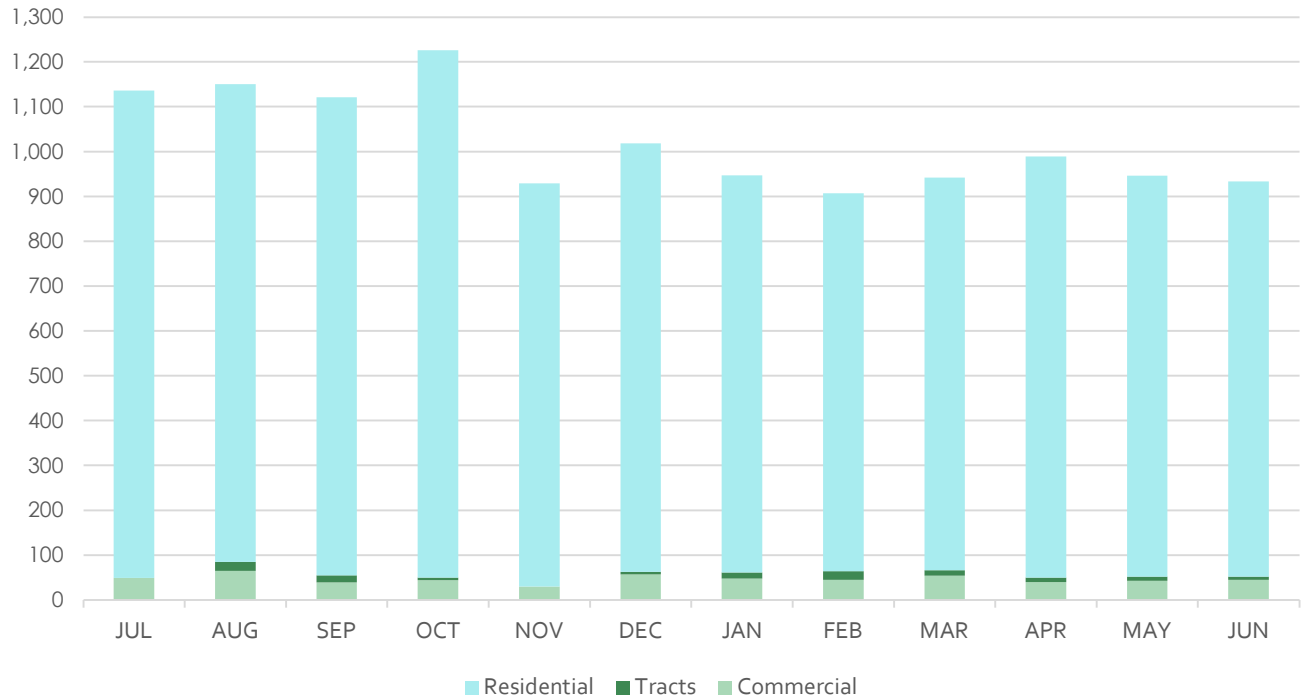
PERFORMANCE MEASURES

PERMIT CENTER TIME STANDARDS

	FY24-25 Q1	FY24-25 Q2	FY24-25 Q3	FY24-25 Q4	TARGET
Average Counter Wait Times (min)	25	23	24	23	20
Average Counter Transaction Time for Residential Permits (min)	35	35	36	35	30
Average Counter Transaction Time for Commercial Permits (min)	35	35	38	32	40
Average Turn Around Time for First Review of Residential Building Plan Review (workdays)	25	30	32	34	15
Average Turn Around Time for First Review of Commercial Building Plan Review (workdays)	25	30	30	31	20
Average Phone Hold Time (min)	5	5	5	4	10
Maximum Average Lead Time to Obtain a Plan Submittal Appointment (wks.)	0	1	1	1	1
Submittals at the Land Development Counter Delivered to Appropriate Reviewer in 24 Hours (%)	100%	100%	100%	100%	95

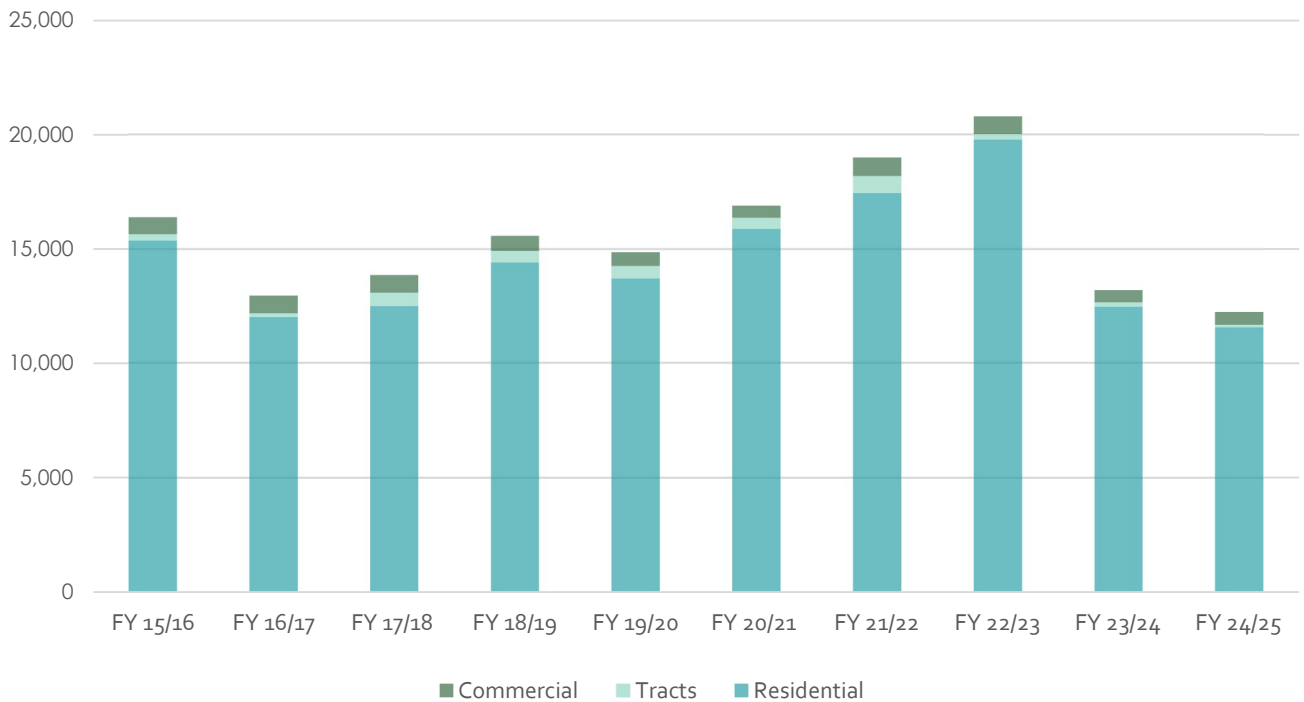
PLANNING & DEVELOPMENT SERVICES

Building Permits Issued
FY 24/25



PLANNING & DEVELOPMENT SERVICES

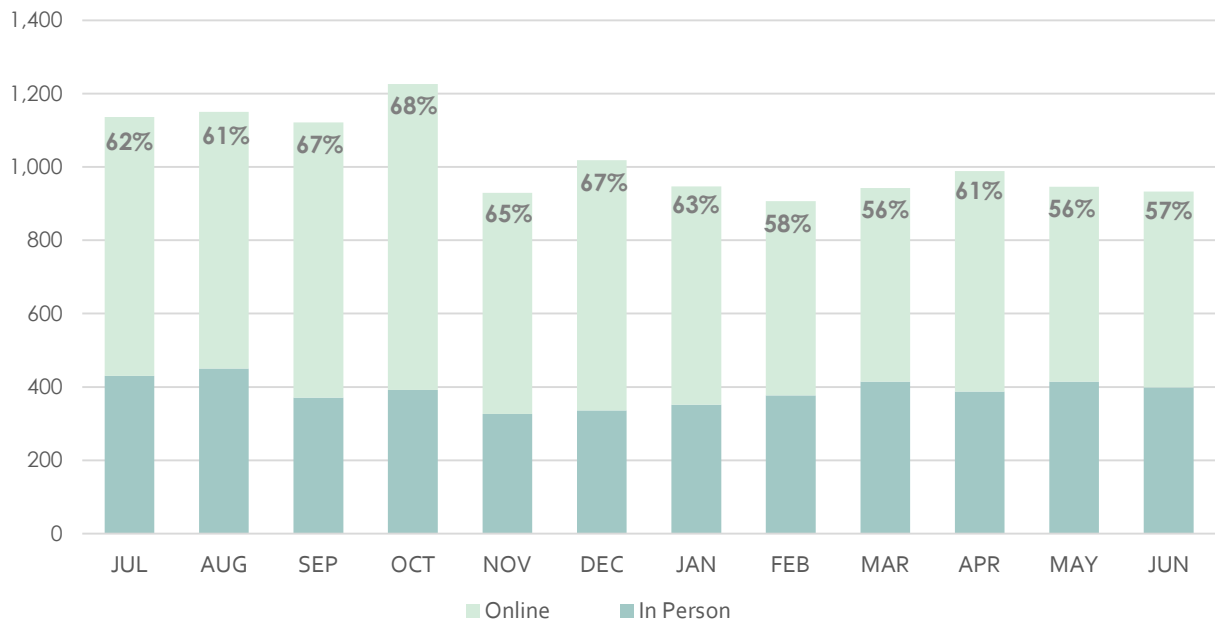
Building Permits Issued - FY Comparison
(Current FY Annualized)



PLANNING & DEVELOPMENT SERVICES

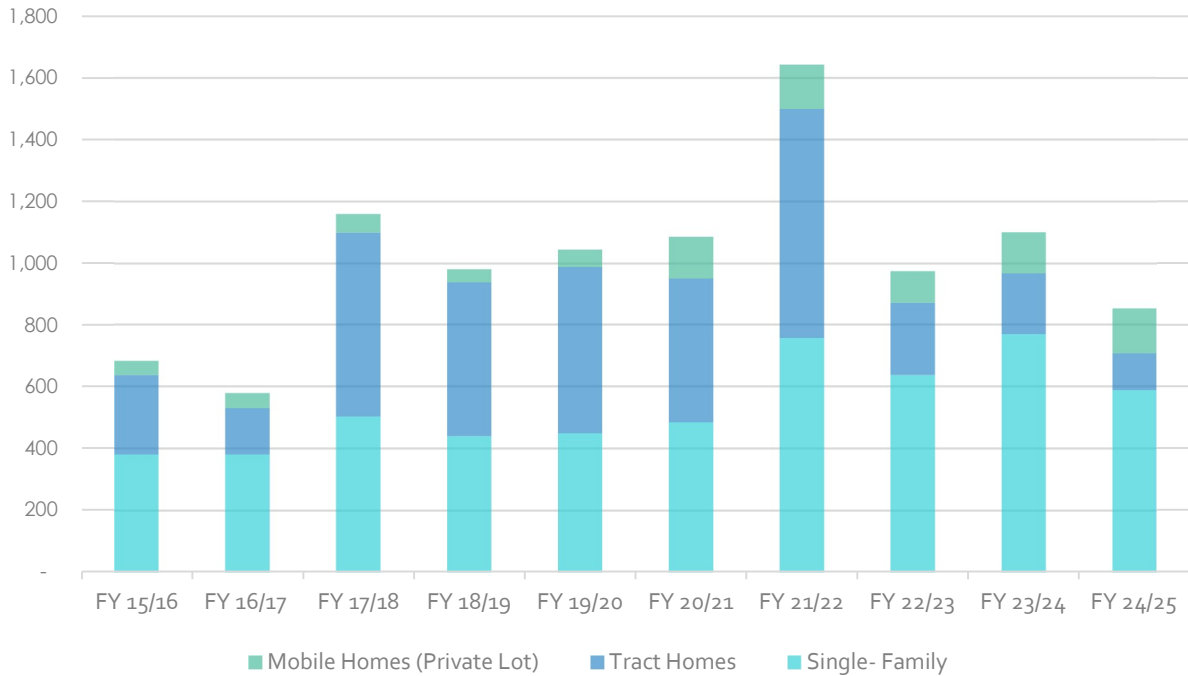
Building Permits - Online vs. In Person

FY 24/25



PLANNING & DEVELOPMENT SERVICES

Building Permits Issued (Single Family - FY Comparison) (Current FY Annualized)



PLANNING & DEVELOPMENT SERVICES
Building Inspections Completed - FY Comparison
(Current FY Annualized)

