



**PLANNING &
DEVELOPMENT SERVICES
BUILDING DIVISION
PERFORMANCE & WORKLOAD REPORTS
FY 18/19 Q3**

PERFORMANCE MEASURES

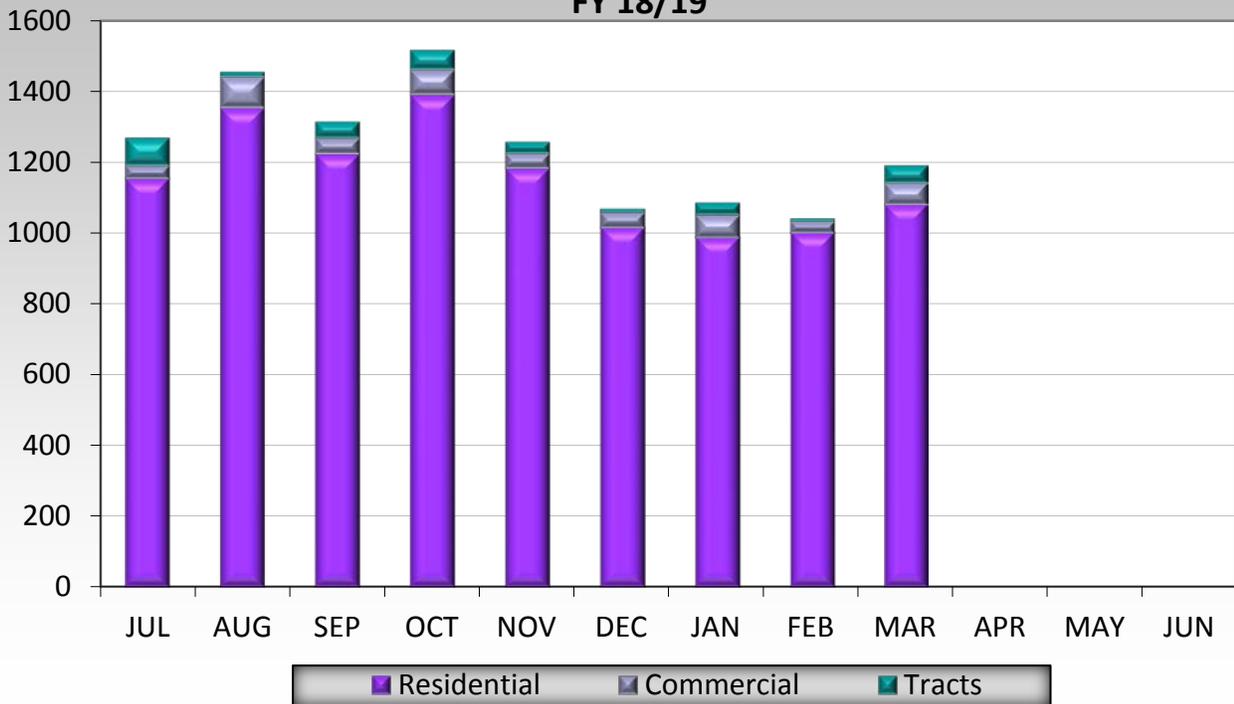
PERMIT CENTER TIME STANDARDS

	FY 17/18 Q4	FY 18/19 Q1	FY 18/19 Q2	FY 18/19 Q3	TARGET
Average Counter Wait Times (min)	27	22	21	19	20
Average Counter Transaction Time for Residential Permits (min)	26	30	26	28	30
Average Counter Transaction Time for Commercial Permits (min)	42	44	47	40	40
Average Turn Around Time for First Review of Residential Building Plan Review (work days)	24	20	15	14	15
Average Turn Around Time for First Review of Commercial Building Plan Review (work days)	24	27	21	20	20
Average Phone Hold Time (min)	5	5	4	4	10
Maximum Average Lead Time to Obtain a Plan Submittal Appointment (wks)	2	1	1	1	1
Submittals at the Land Development Counter Delivered to Appropriate Reviewer in 24 Hours (%)	95	95	95	97	95

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Building Permits Issued

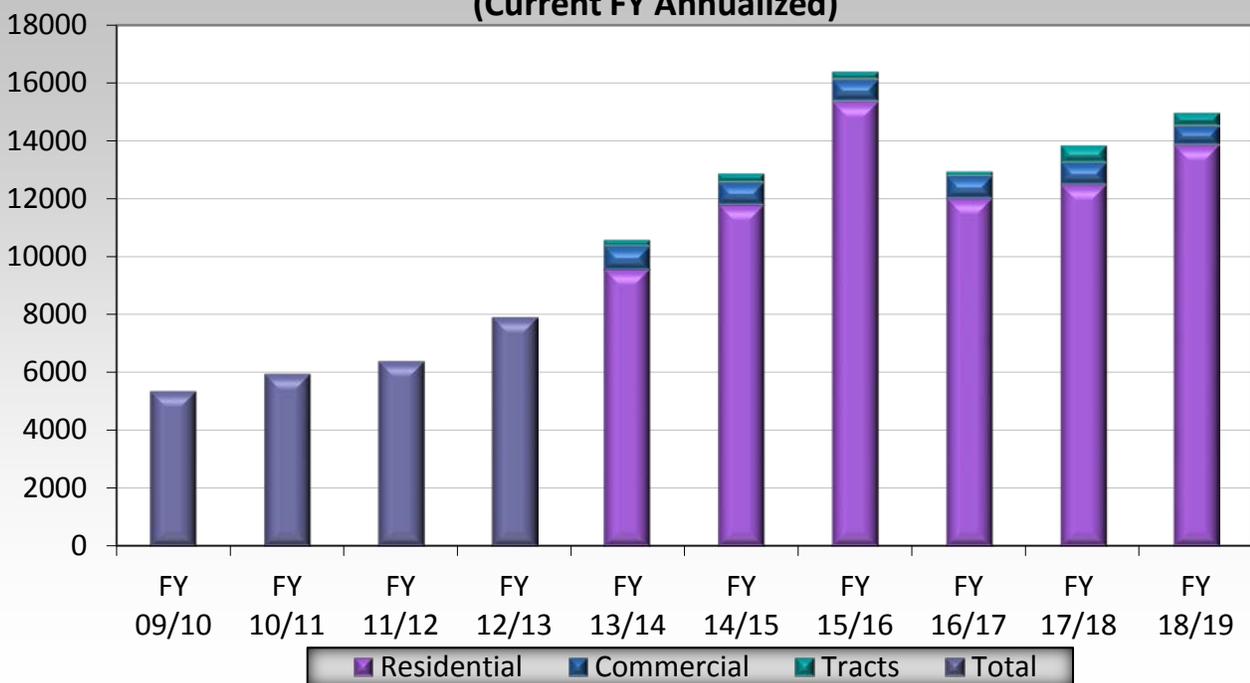
FY 18/19



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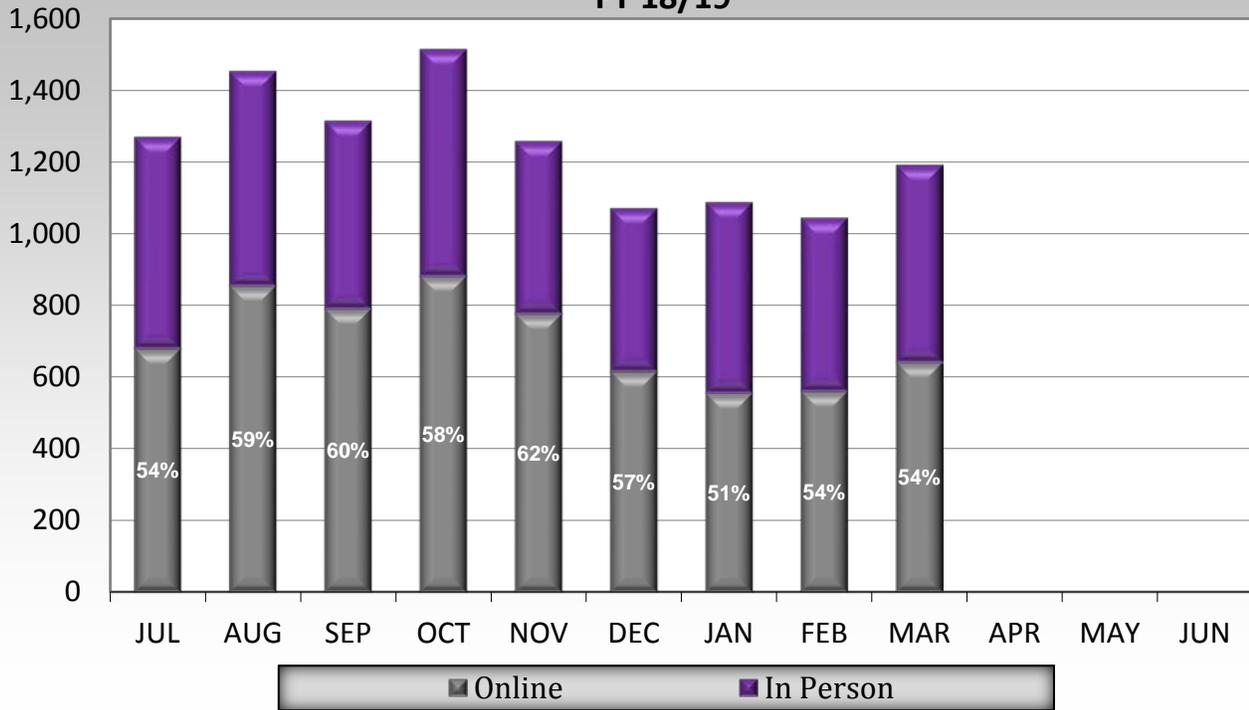
Building Permits Issued - FY Comparison

(Current FY Annualized)

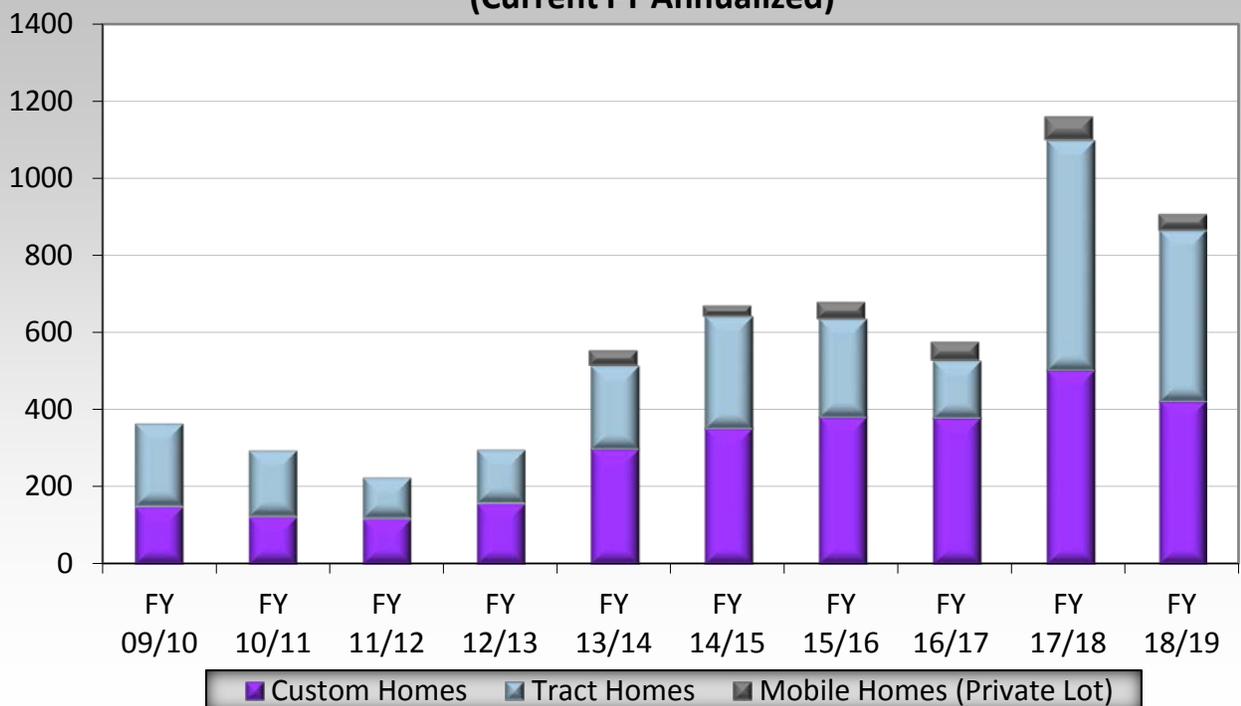


Note: Separate tracking by type initiated in FY 13/14

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Building Permits - Online vs. In Person
FY 18/19



PLANNING & DEVELOPMENT SERVICES
Building Permits Issued (Single Family) - FY Comparison
(Current FY Annualized)



Note: Separate Mobile Home tracking initiated in FY 13/14

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

