

Development Services

Mission:

The Development Services Department mission is to promote through sound land use planning and management, a family friendly community that has an appropriate balance of housing, employment, recreational, cultural, and educational opportunities to further the City's Strategic Vision to lead the way as the best City in the Southwest and Mission to build our future by optimizing opportunities through operational excellence. We are committed to provide professional, prompt, and predictable services to our citizens and the development community.

Primary Services:

- Prepare Land Use Plans/Ordinances, provide information/guidance on same to customers.
- Review Building Construction Plans, issue appropriate permits, and perform inspections in compliance with adopted building codes.
- Review Infrastructure Plans, issue appropriate permits, and perform inspections in compliance with City standards and best engineering practices.
- Administer various administrative permits (signs, home occupations, etc.).
- Assists applicants and administer planning and zoning board & governing body land use hearing applications.
- Administer right-of-way permits and implement National Pollutant Discharge Elimination System (NPDES) Permit Program, ensure compliance with National Flood Insurance Program requirements.
- Identify, educate, and seek compliance with City ordinances related to property maintenance and City beautification through proactive code enforcement.

FY 19 Department Goals by City Strategic Goal

Strategic Goal: Infrastructure

- Assist in the Administration & Management of the Impact Fee Capital Improvement Plan (IFCIP) in accordance with the IFCIP Policy; a process necessary to plan for and ensure adequate infrastructure to serve citizens and businesses.

Strategic Goal: Economic Viability

- Implement Specific Area Plans and design standards to provide greater overall value and ease of use for all customers.
- Update Zoning, Subdivision and Building Ordinances, as well as the City's Development Process Manual (DPM), as needed to streamline processing, create appropriate flexibility, and support quality of life and tax base goals.
- Update the City's Comprehensive/Master Plan, to promote and guide progressive actions that maximize effective and efficient utilization of land and provide necessary infrastructure that promotes economic development.
- Maintain and promote land values, pride, and appeal of the City through progressive code enforcement to seek compliance with City ordinances and regulations.

Strategic Goal: Organizational Vitality

- Work with other City Departments to update and streamline all application processes to improve the customer's experience including digital plan submittals.
- Commit to training personnel to implement professional, prompt, and predictable service and ensure professional, qualified and certified inspectors.
- Update the City's Comprehensive/Master Plan to implement the City's Strategic Plan and promote a sound planning process for the next decade.

FY 18 Department Accomplishments by Strategic Goal*

Strategic Goal: Infrastructure

- Assisted in the development, administration, and management of the IFCIP including development agreements. Implemented several administrative processes used in the assessment of impact fees to insure collected fees are directed and utilized for City wide system improvements.
- Engineering Division reviewed, inspected and accepted several subdivisions producing approximately 200 finished residential lots.

Strategic Goal: Development

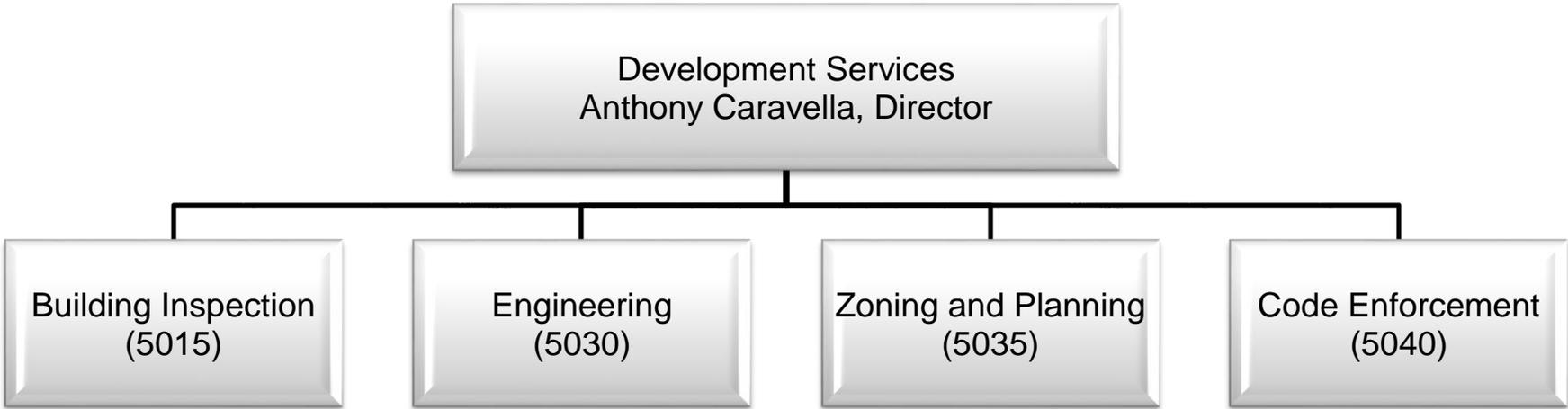
- Improved communication strategies, implementing a more problem-solving approach, and improved process predictability.
- Cross trained personnel to provide immediate and prompt customer service.
- Implementation of the Unit 10 Specific Area Plan and began process of updating the City's Comprehensive/Master Plan.
- Established a Development Review Committee process for commercial development projects, and a pre plat review for new subdivisions, to standardize and coordinate multiple department reviews and conditions.
- Continued digitizing and retaining plans for built construction.
- Reformatted Planning and Zoning Chapter 154, for ease of use and to provide a more customer/citizen "friendly" presentation of the City's zoning regulations.

Strategic Goal: Government Services

- Continued and improved building inspector training, including sponsoring training events in Albuquerque, expanding supervisor training, and coordinating with other building departments in the state and the State Construction Inspection Division.
- Working with the Graphic Information System (GIS) department, developed a checks and balance system for updates to the City's Official Zoning Map.
- Initiated email receipt and delivery services for building permit applications, inspection requests and related communications.
- Modified fee schedule for services to better reflect a means to recoup costs associated with City review of plans and applications.
- Code Enforcement Division moved from Police to Development Services to better align its purpose of enforcing land use and property maintenance issues.

**Strategic Plan updated in 2017. Prior year goals and accomplishments reference previous strategic plan. For details refer to FY17 documents.*

DEVELOPMENT SERVICES ORGANIZATIONAL STRUCTURE



DEVELOPMENT SERVICES: Performance Indicators

Goal: Achieve a Diverse and Robust Local Economy that is Stable and facilitates Community Prosperity.

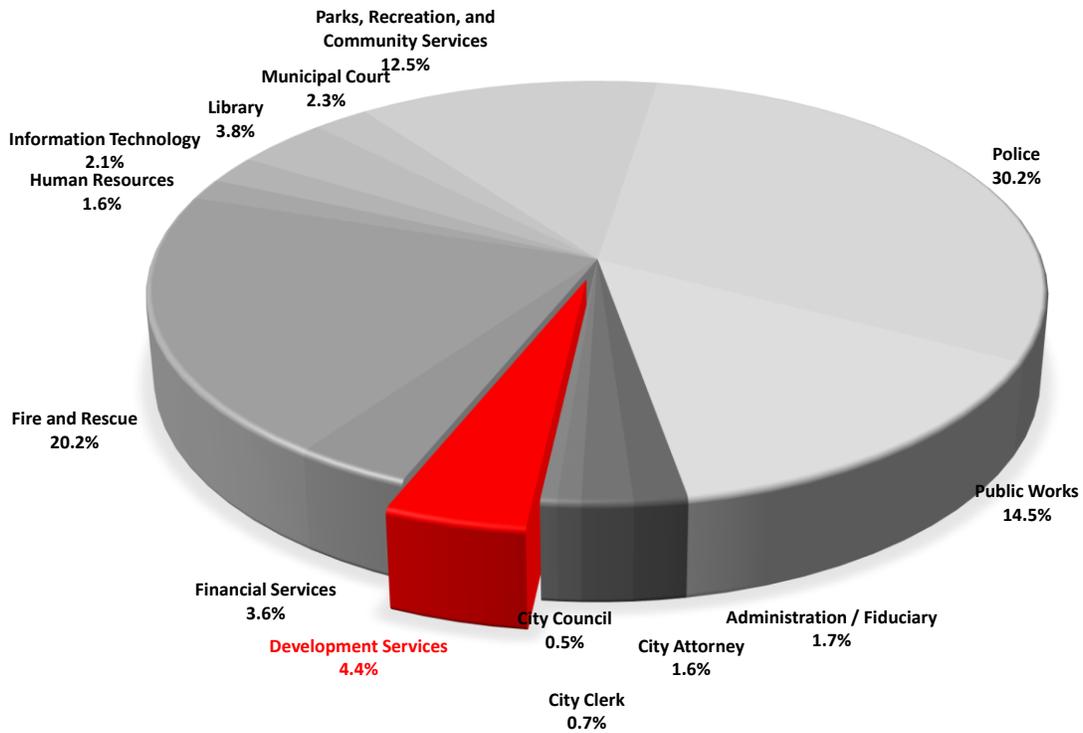
Performance Measure	Percent of City Source and Record Request Inquiries Responded to within 2 Working Days				
Why the Measure is Important	Identify the responsiveness to citizens and business inquiry.				
FY Actuals & Target	FY15	FY16	FY17	FY18	FY19 TARGET
	100%	100%	100%	100%	95%

Performance Measure	Percent of Inspections Completed within 2 Working Days, from Request for Inspection to Completion				
Why the Measure is Important	Identify the responsiveness to builder's needs in a timely manner.				
FY Actuals & Target	FY15	FY16	FY17	FY18	FY19 TARGET
	100%	99%	100%	100%	95%

Performance Measure	Percent of Residential Plan Reviews Completed within 10 Days				
Why the Measure is Important	Identify the responsiveness to builder's needs in a timely manner.				
FY Actuals & Target	FY15	FY16	FY17	FY18	FY19 TARGET
	99%	99%	99%	99%	95%

Performance Measure	Percent of Non-Residential Plan Reviews Completed within 20 Days				
Why the Measure is Important	Identify the responsiveness to builder's needs in a timely manner.				
FY Actuals & Target	FY15	FY16	FY17	FY18	FY19 TARGET
	95%	95%	96%	99%	95%

Development Services
FY19 Budget \$2,844,838



**DEVELOPMENT SERVICES DEPARTMENT
BUDGET SUMMARY
Fiscal Year 2018-2019**

<i>Object of Expenditures</i>	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Adopted
General Fund				
Personal Services	\$ 1,794,331	\$ 1,911,945	\$ 1,999,269	\$ 2,487,378
Material and Services	126,534	226,579	210,618	357,460
Capital Outlay	5,245	0	0	0
Total	\$ 1,926,110	\$ 2,138,524	\$ 2,209,887	\$ 2,844,838
Expenditure by Cost Center				
Cost Center				
Administration	\$ 346,337	\$ 318,969	\$ 291,399	\$ 322,017
Building Inspection	751,772	829,800	820,514	844,993
Engineering	592,459	627,695	597,107	684,000
Zoning & Planning	447,956	443,866	500,867	574,285
Code Enforcement	37,963	17,755	18,347	419,543
Total	\$ 2,138,524	\$ 2,220,330	\$ 2,209,887	\$ 2,844,838

Department Trend / Development Services



Expenditures by Cost Center

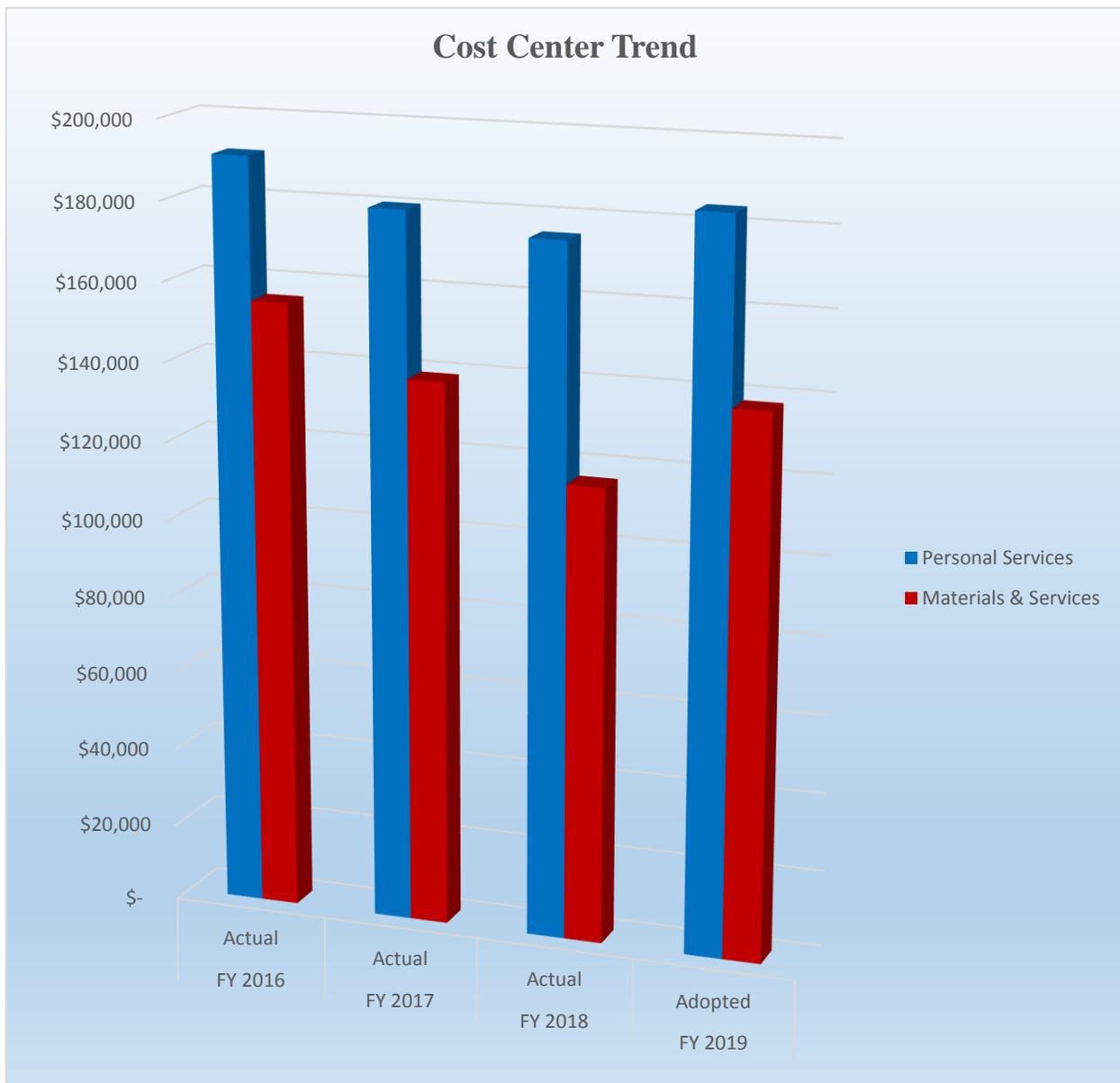


Development Services Administration (5005)

	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Adopted	% Change
Personal Services	\$ 190,918	\$ 180,101	\$ 175,230	\$ 184,056	5%
Materials & Services	155,419	138,868	116,169	137,961	19%
Total	\$ 346,337	\$ 318,969	\$ 291,399	\$ 322,017	11%

Positions Approved*	3	2	2	2	0%
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*Full Time Equivalent

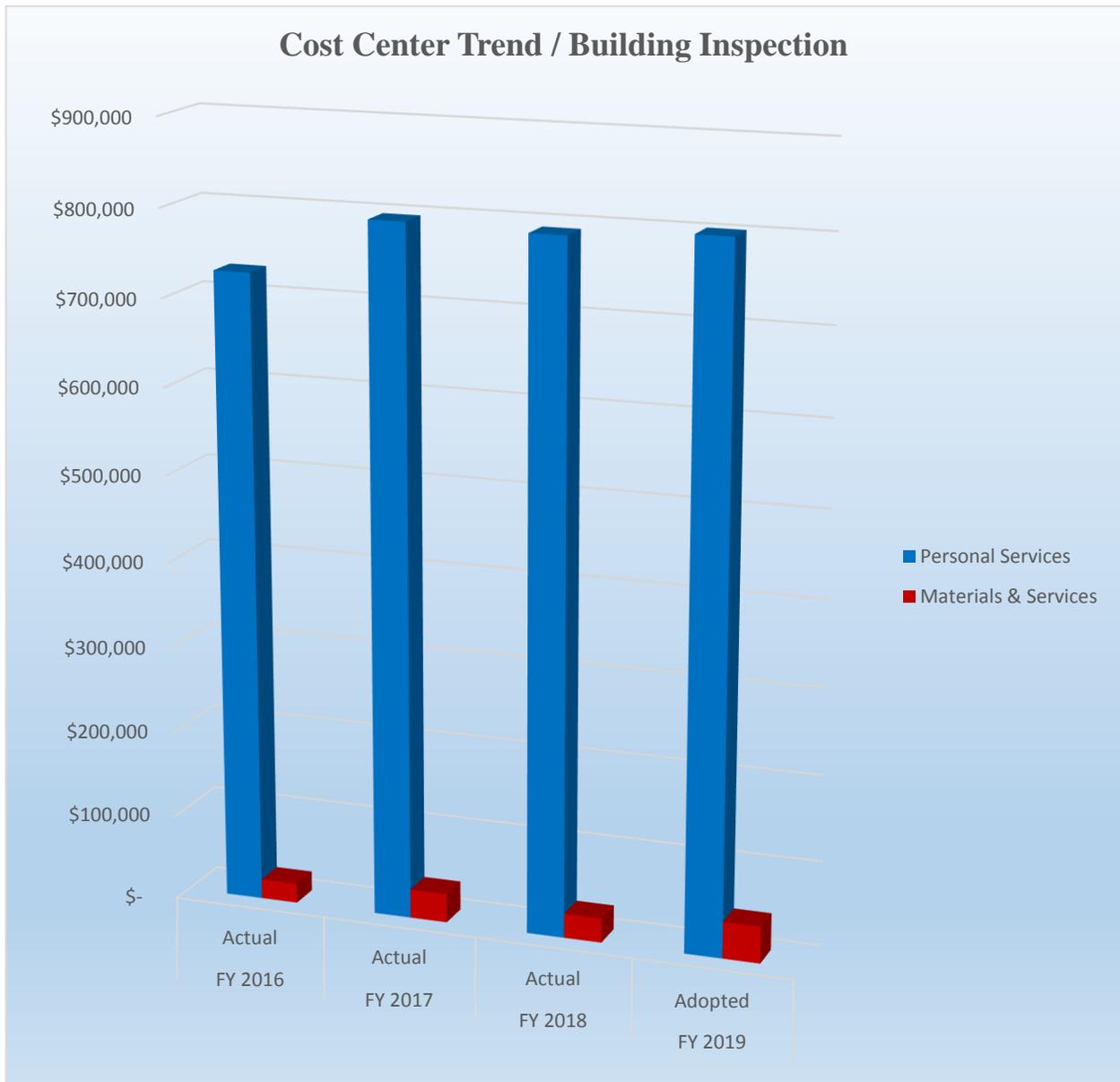


Development Services Building Inspection (5015)

	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Adopted	% Change
Personal Services	\$ 728,633	\$ 795,541	\$ 791,585	\$ 801,258	1%
Materials & Services	23,139	34,259	28,929	43,735	51%
Total	\$ 751,772	\$ 829,800	\$ 820,514	\$ 844,993	3%

Positions Approved*	11.49	12	12.5	12.5	0%
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*Full Time Equivalent

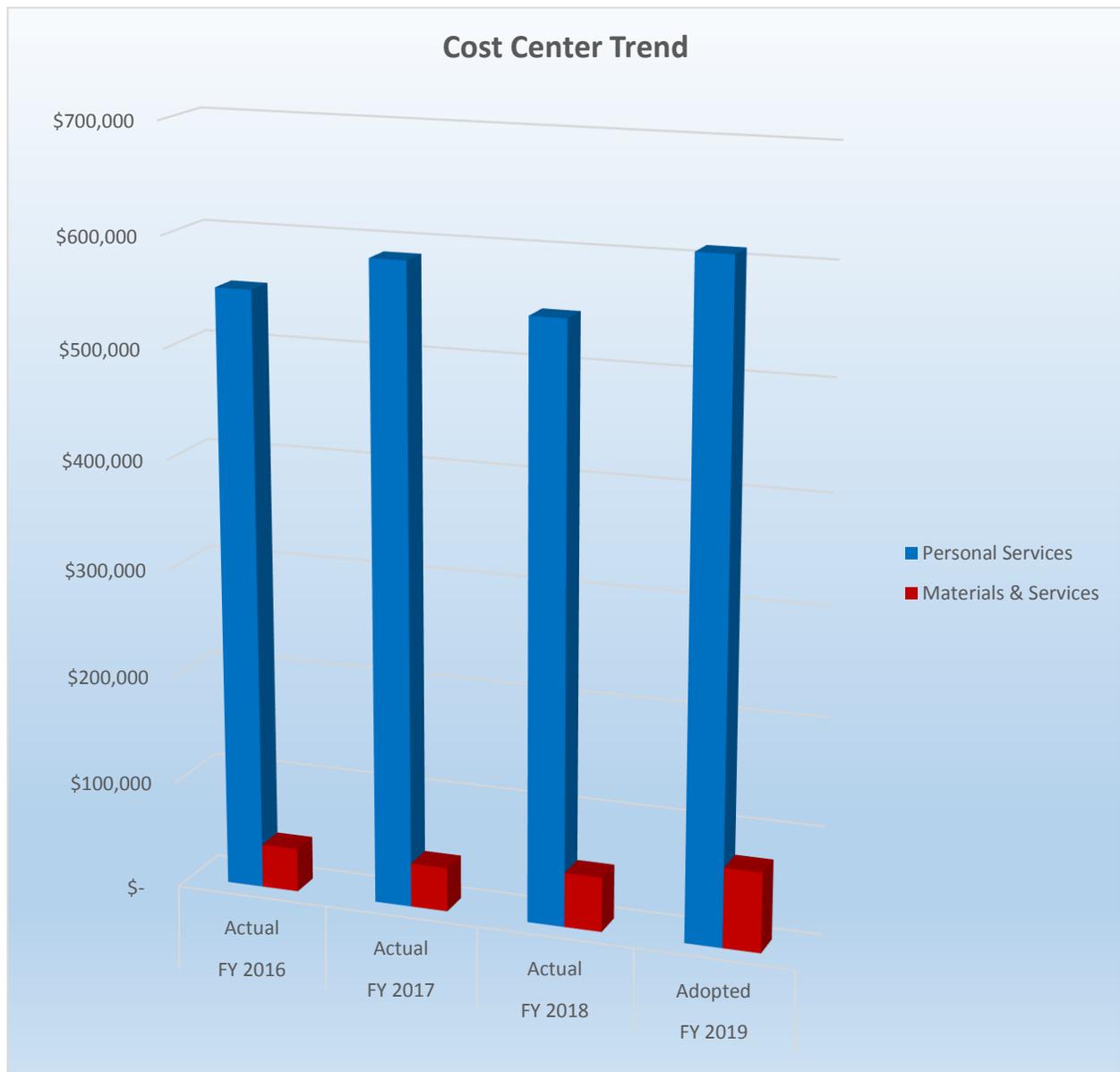


Development Services Engineering (5030)

	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Adopted	% Change
Personal Services	\$ 552,282	\$ 587,071	\$ 546,602	\$ 610,176	12%
Materials & Services	40,177	40,624	50,505	73,824	46%
Total	\$ 592,459	\$ 627,695	\$ 597,107	\$ 684,000	15%

Positions Approved*	7	7	7	7	0%
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*Full Time Equivalent

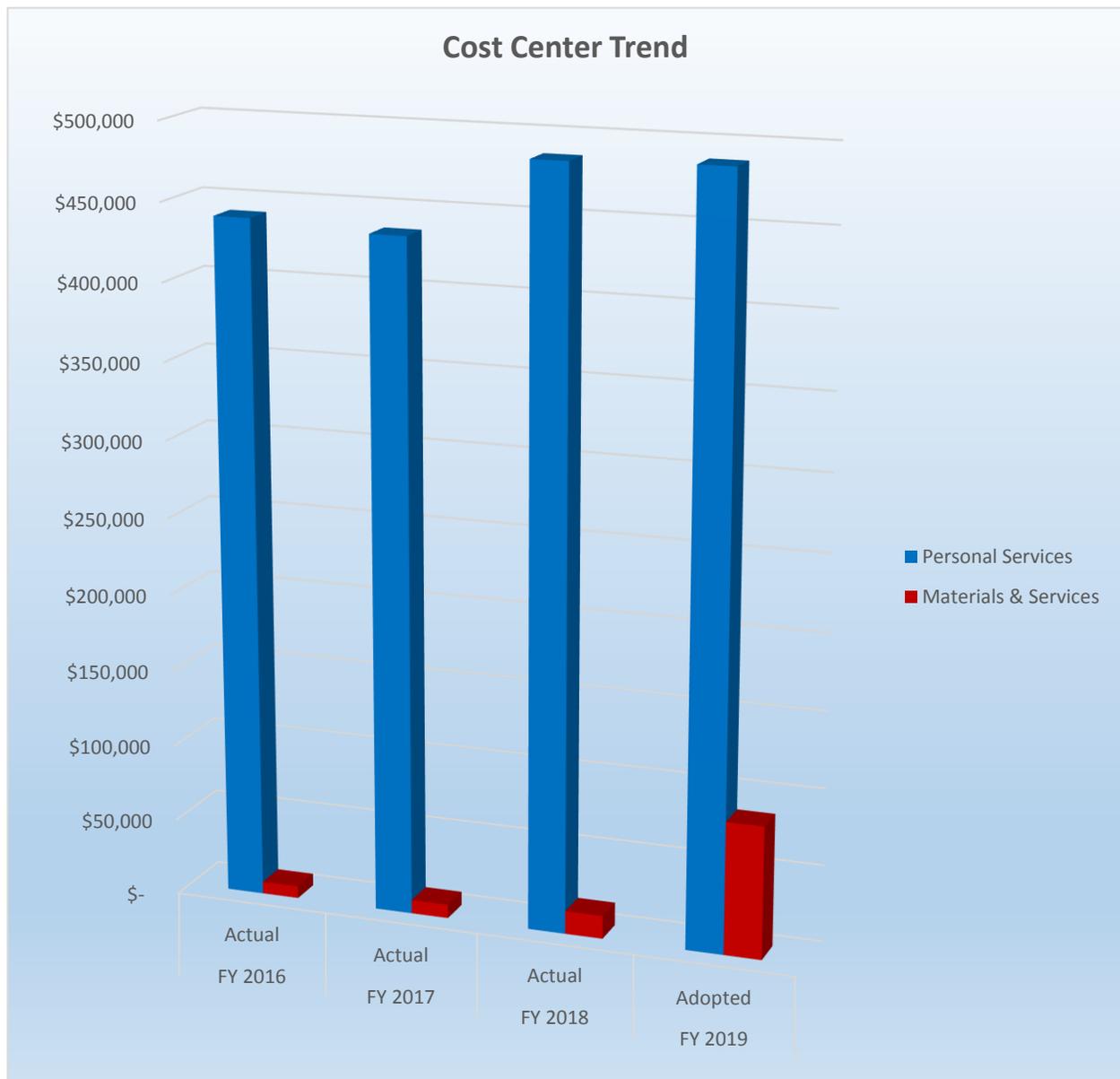


Development Services Zoning & Planning (5035)

	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Adopted	% Change
Personal Services	\$ 440,112	\$ 435,018	\$ 485,852	\$ 487,950	0%
Materials & Services	7,844	8,848	15,015	86,335	475%
Total	\$ 447,956	\$ 443,866	\$ 500,867	\$ 574,285	15%

Positions Approved*	7	7	7	7	0%
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*Full Time Equivalent

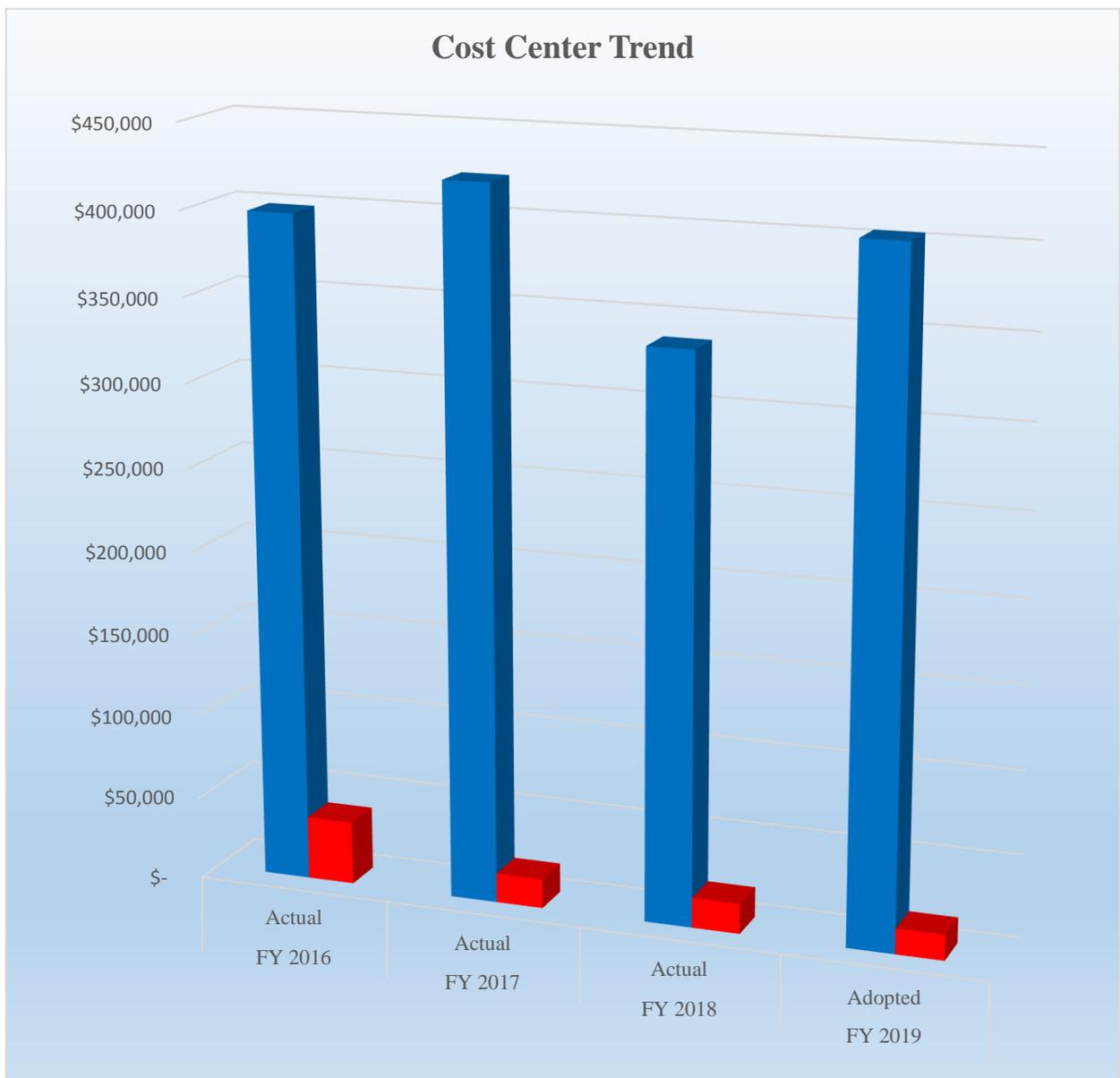


Development Services Code Enforcement (5040)

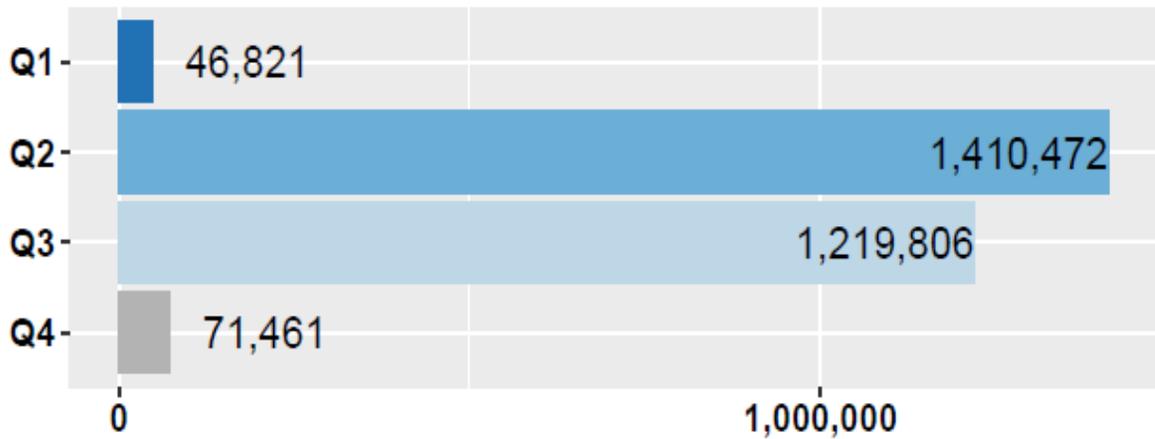
	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Adopted	% Change
Personal Services	\$ 398,239	\$ 422,298	\$ 336,935	\$ 403,938	20%
Materials & Services	37,963	17,755	18,347	15,605	-15%
Total	\$ 436,202	\$ 440,053	\$ 355,282	\$ 419,543	18%

Positions Approved*	7	7	7	7	0%
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*Full Time Equivalent



**Priority-Based Budgeting: Program Alignment and Costs -
Development Services**



*PBB totals include other funds attached to this department

Program	Quartile
Capital Improvements Plan Citizen's Advisory Committee (CIPAC)	1
Planning and Zoning Board Support	1
Blight Elimination	2
Foreclosed and Vacant Property Enforcement	2
Mobile Food Vending Vehicle Enforcement	2
Neighborhood Code Enforcement	2
Nuisance Weed Enforcement	2
Off Site Signage Enforcement	2
Site Plan Review	2
Impact Fee Collection and Administration	2
Public Hearings Support Planning and Zoning Issues	2
Building Construction Inspection	2
Building Inspector Support - Unsafe Conditions or Buildings	2
Grading and Drainage Plan Review	2
Subdivision Review Administration, Processing and Inspection	2
Master Plan and Comprehensive Plan Development and Administration	2
Business Licensing	3
Citation Issuance and Prosecution Support	3
All-terrain Vehicle (ATV) Open Space Patrol	3
City Wide Cleanup	3
Commercial Property Maintenance and Compliance	3
Smoking Ordinance Enforcement	3
Derelict Vehicle Code Enforcement	3
Dilapidated and Unsafe Building Enforcement	3
Dust Abatement Enforcement	3
False-alarm Billing Enforcement	3

Program	Quartile
Graffiti Abatement	3
Livestock Enforcement	3
Clear Site Triangle Violation Enforcement	3
Public Inquiries and Assistance - Code Enforcement	3
Public Right of Way Nuisance Enforcement	3
Sign and Banners Enforcement	3
Work Without Permits	3
Business License Review and Compliance	3
Home Occupation Inspections and Compliance	3
Building Construction Administration & Permitting	3
Building Construction Plan Review & Permitting	3
Public Rights of Way Regulatory Compliance and Management	3
National Flood Insurance Program (NFIP) Management and Administration	3
National Pollutant Discharge Elimination System (NPDES) Permit Administration	3
Traffic Impact Analysis Review	3
Administer Telecommunications Permitting and Street Naming	3
Special Event Review and Permitting	3
Zoning Map Amendments & Processing Variance and Conditional Use Requests	3
Day Care Permitting and Inspection	4
Digital Record Retention Management	4
Sign Permit Review and Approval	4
Small Shed and Fence Permit Review	4

*Quartile ranking shows the contribution to the strategic planning goals.

**Additional information in the Priority Based Budget Section

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