

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 20 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 19 Department Accomplishments by Strategic Goal

Strategic Goal: Infrastructure

- Assisted in the development, administration, and management of the IFCIP including development agreements.
- Engineering Division reviewed, inspected and accepted several subdivisions producing approximately 700 finished residential lots.

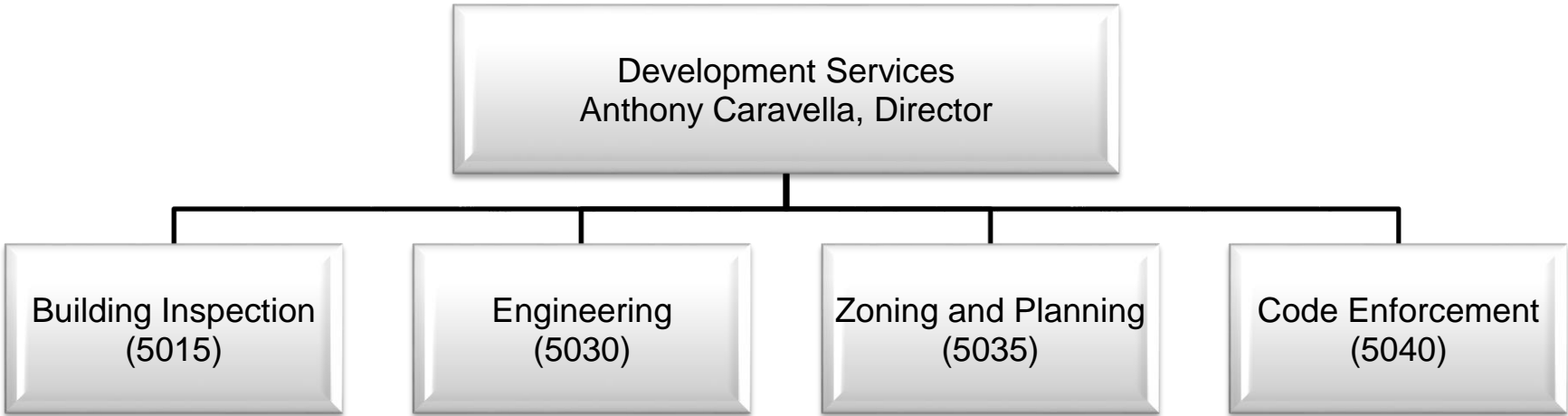
Strategic Goal: Development

- Improved communication strategies, implementing a more problem-solving approach, and improved process predictability.
- Cross trained personnel to provide immediate and prompt customer service. Attended training for certification for code inspectors, permit technicians, and zoning specialists.
- Continued implementation of the Unit 10 Specific Area Plan and began process of updating the City's Comprehensive/Master Plan.
- Tested computer tablets in the field to allow inspectors to enter results on site.
- Continued digitizing and retaining plans for built construction.
- Participated in public/private partnership for improvements in Unit 10 to serve a new Joe Harris Elementary School.

Strategic Goal: Government Services

- 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.
- Modified Code Enforcement plans and procedures to promote public understanding of City Codes and their enforcement.

DEVELOPMENT SERVICES ORGANIZATIONAL STRUCTURE



DEVELOPMENT SERVICES: Performance Indicators

Goal: ECONOMIC VITALITY

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

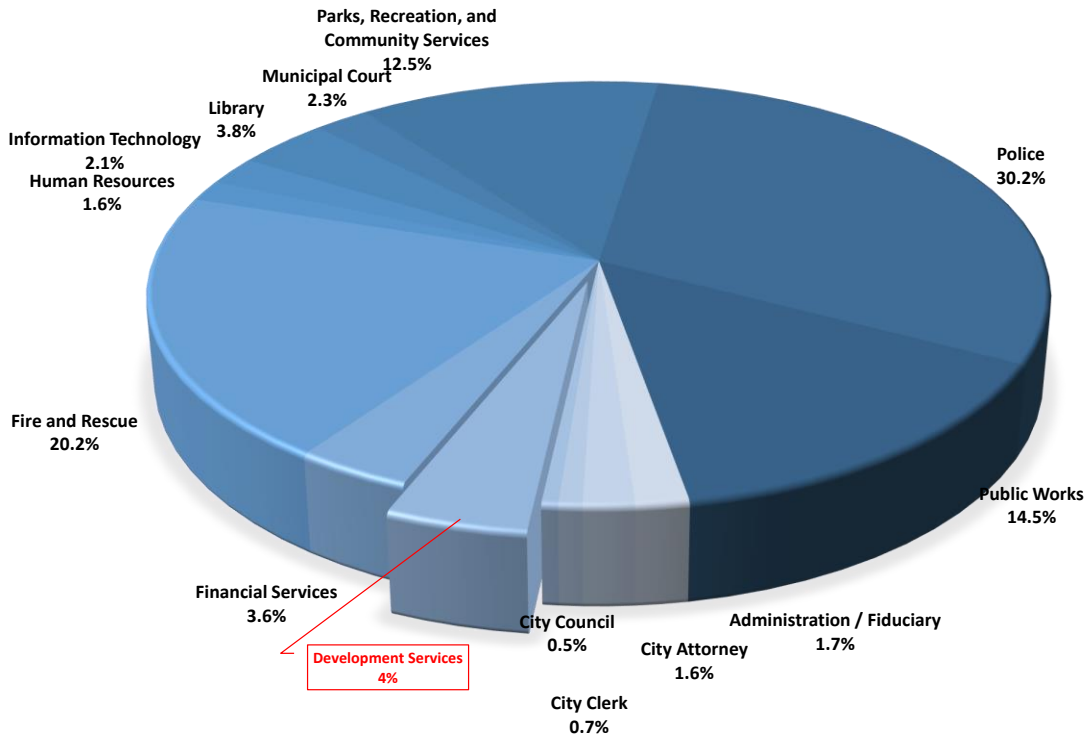
Performance Measure	Percent of City Source and Record Request Inquiries Responded to within 2 Working Days				
Why the Measure is Important	Identify the responsiveness to citizens and business inquiry.				
FY Actuals & Target	FY16	FY17	FY18	FY19	FY20 TARGET
	100%	100%	100%	100%	95%

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	FY16	FY17	FY18	FY19	FY20 TARGET
	99%	100%	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	FY16	FY17	FY18	FY19	FY20 TARGET
	99%	99%	99%	95%	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	FY16	FY17	FY18	FY19	FY20 TARGET
	95%	96%	99%	95%	95%

Development Services FY20 Budget \$2,925,863



Development Services Resource Alignment **Total Budget = \$2,925,863**
Programs-Strategic Goals Alignment (1 = Most Aligned; 2 = More Aligned; 3 = Less Aligned; 4 = Least Aligned)

PBB Budget Compare

Quarter	Year	Final Budget
Q1	2020 - Final	110,984
	2019 - Final	99,230
Q2	2020 - Final	1,268,031
	2019 - Final	1,417,430
Q3	2020 - Final	1,441,742
	2019 - Final	1,229,196
Q4	2020 - Final	105,106
	2019 - Final	98,981

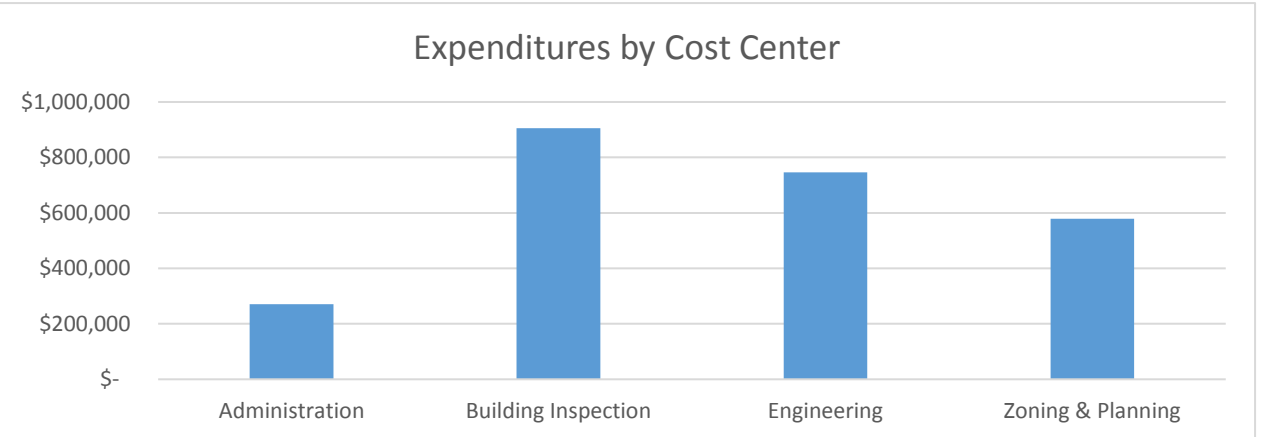
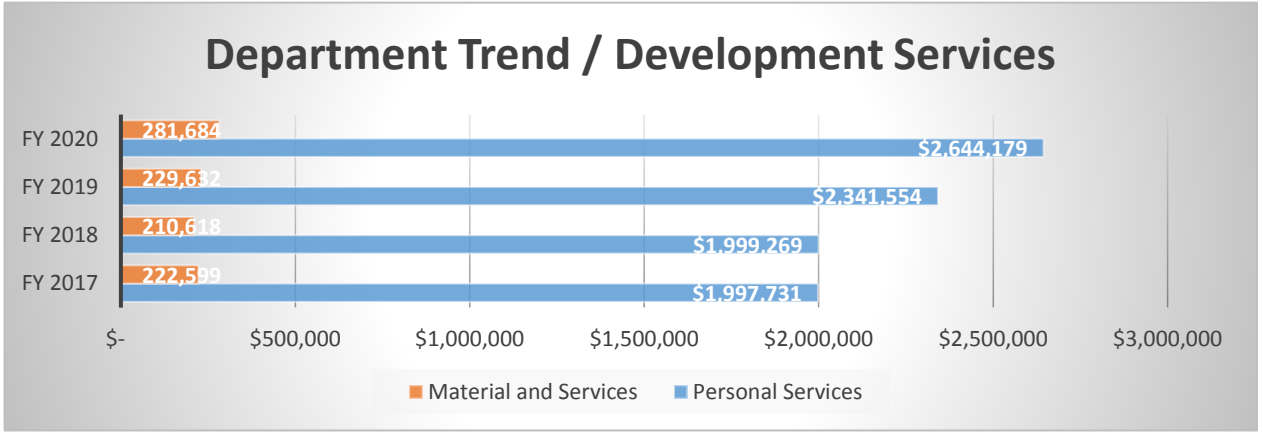
Programs and Alignment		
Department	Program Name	Quartile
Development Services	Capital Improvements Plan Citizen's Advisory Committee (CIPAC)	1
Development Services	Master Planning	1
Development Services	National Pollutant Discharge Elimination System (NPDES) Management	1
Development Services	Planning and Zoning Board Support	1
Development Services	Abandoned Household Hazardous Waste Disposal Services	2
Development Services	Blight Elimination/Exterior Property Maintenance/derelect vehicle (residential &	2
Development Services	Boards and Commissions Appointments	2
Development Services	Building Construction Inspection	2
Development Services	Building Inspector Support - Unsafe Conditions or Buildings	2
Development Services	Capital Improvements Right of Way Permits	2
Development Services	Capital Project Construction Management	2
Development Services	Construction Project Management and Observation	2
Development Services	Drainage Master Planning	2
Development Services	Foreclosed and Vacant Property Enforcement	2
Development Services	Grading and Drainage Plan Review	2
Development Services	Household Hazardous Waste Facility Operations and Maintenance	2
Development Services	Litter Prevention and Illegal Dumpsite Community Cleanups	2
Development Services	Master Plan and Comprehensive Plan Development and Administration	2
Development Services	Neighborhood Code Enforcement	2
Development Services	Nuisance Weed Enforcement	2
Development Services	Off Site Signage Enforcement	2
Development Services	Plan Review	2
Development Services	Public Hearings Support Planning and Zoning Issues	2
Development Services	Roadside Litter & Illegal Dumpsite Removal	2
Development Services	Subdivision Review Administration, Processing and Inspection	2
Development Services	Weed and Litter Maintenance	2
Development Services	Administer Telecommunications Permitting and Street Naming	3
Development Services	Building Construction Administration & Permitting	3
Development Services	Building Construction Plan Review & Permitting	3
Development Services	Business License Review and Compliance	3
Development Services	Business Licensing including Day Care CRCF Community Residential Care Facility	3
Development Services	Business Registrations and Licenses	3
Development Services	Clear Site Triangle Violation Enforcement	3
Development Services	Code and Ordinance Codification	3
Development Services	Commercial Property Maintenance and Compliance	3
Development Services	Construction Violations Work Without Permits (Grading- Dust Abatement)	3
Development Services	Derelect Vehicle Code Enforcement	3
Development Services	Disposal of Illegally Dumped Tires	3
Development Services	Dust Abatement Enforcement	3
Development Services	Home Occupation Inspections and Compliance	3
Development Services	National Flood Insurance Program (NFIP) Management and Administration	3
Development Services	National Pollutant Discharge Elimination System (NPDES) Permit Administration	3
Development Services	Neighborhood Association Liaison	3
Development Services	Nuisance Weed and landscaping/vegetation Enforcement (sight triangle)	3
Development Services	Public Inquiries and Assistance - Code Enforcement	3
Development Services	Recycling Center and Household Hazardous Waste Services Advertising	3
Development Services	Sign and Banners Enforcement	3
Development Services	Smoking Ordinance Enforcement	3
Development Services	Special Event Review and Permitting	3
Development Services	Zoning Map Amendments & Processing Variance and Conditional Use Requests	3

Programs and Alignment

Department	Program Name	Quartile
Development Services	Day Care Permitting and Inspection	4
Development Services	Digital Record Retention Management	4
Development Services	Sign Permit Review and Approval	4
Development Services	Small Shed and Fence Permit Review	4

**DEVELOPMENT SERVICES DEPARTMENT
BUDGET SUMMARY
Fiscal Year 2019-2020**

<i>Object of Expenditures</i>	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Adopted
General Fund				
Personal Services	\$ 1,997,731	\$ 1,999,269	\$ 2,341,554	\$ 2,644,179
Material and Services	222,599	210,618	229,632	281,684
Capital Outlay	0	0	0	0
Total	\$ 2,220,330	\$ 2,209,887	\$ 2,571,186	\$ 2,925,863
Expenditure by Cost Center				
Cost Center				
Administration	\$ 318,969	\$ 291,399	\$ 261,336	\$ 270,308
Building Inspection	829,800	820,514	804,814	905,077
Engineering	627,695	597,107	674,157	745,962
Zoning & Planning	443,866	500,867	498,923	579,360
Code Enforcement	-	-	331,956	425,156
Total	\$ 2,220,330	\$ 2,209,887	\$ 2,571,186	\$ 2,925,863

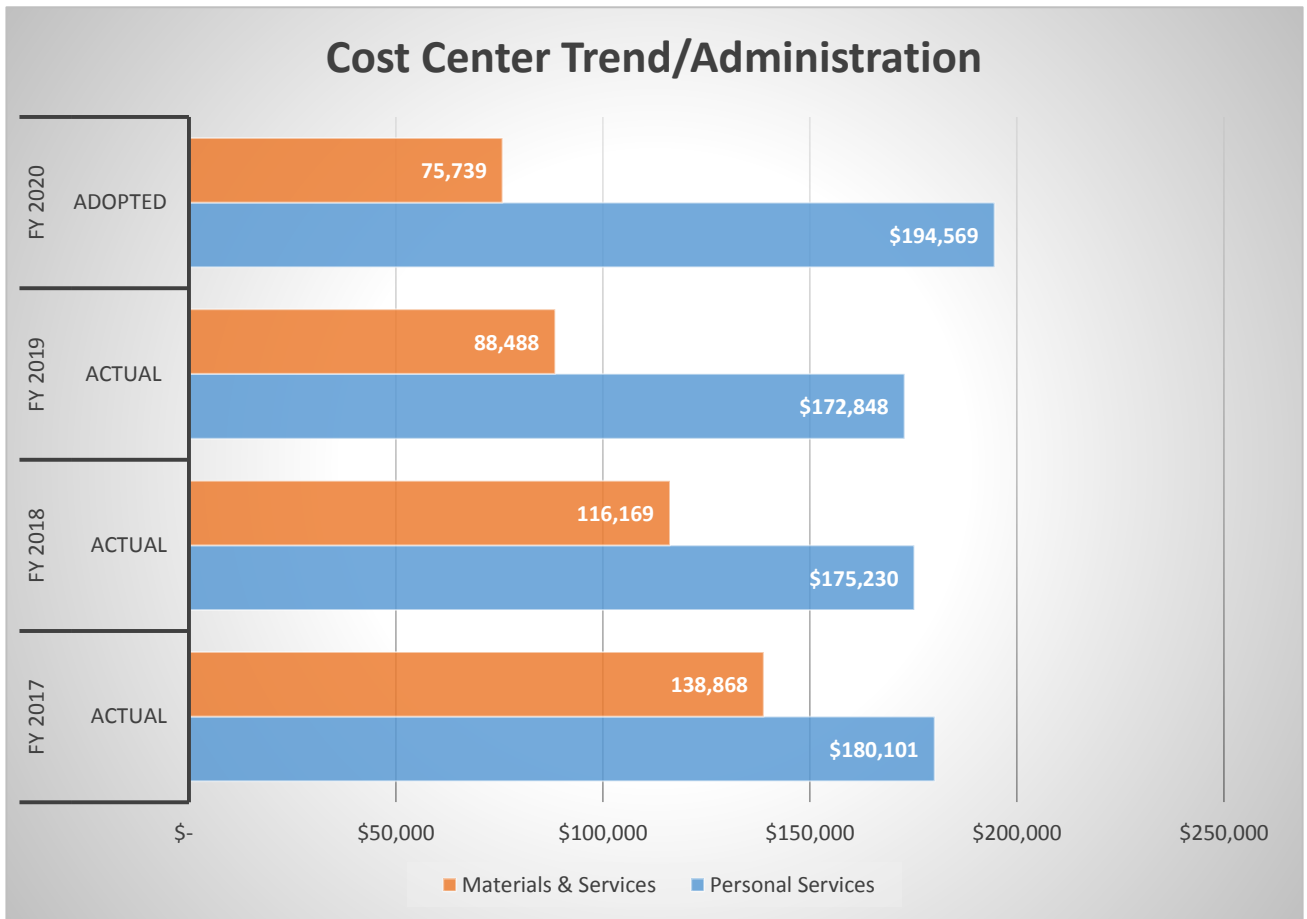


Development Services Administration (5005)

	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Adopted	% Change
Personal Services	\$ 180,101	\$ 175,230	\$ 172,848	\$ 194,569	13%
Materials & Services	138,868	116,169	88,488	75,739	-14%
Total	\$ 318,969	\$ 291,399	\$ 261,336	\$ 270,308	3%

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

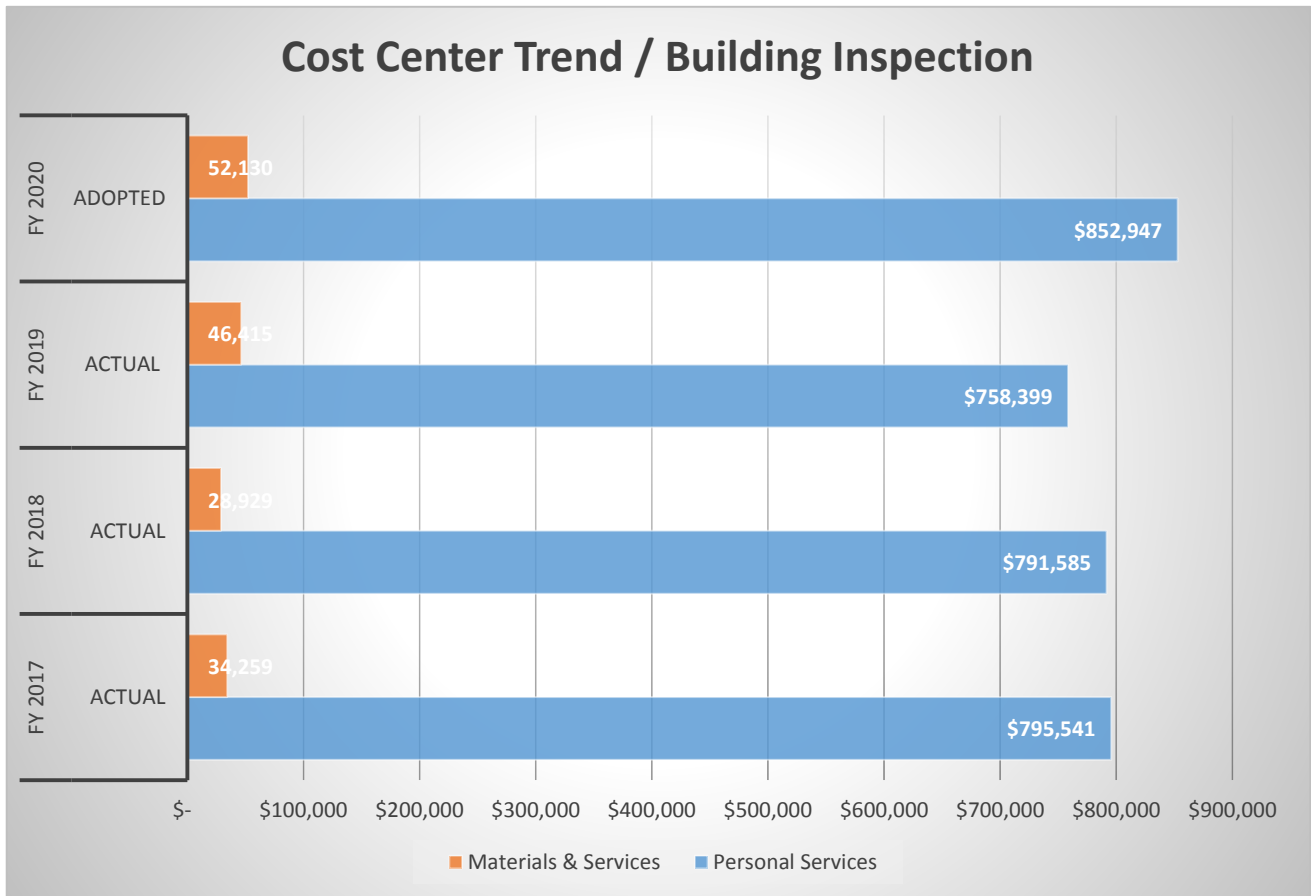


Development Services Building Inspection (5015)

	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Adopted	% Change
Personal Services	\$ 795,541	\$ 791,585	\$ 758,399	\$ 852,947	12%
Materials & Services	34,259	28,929	46,415	52,130	12%
Total	\$ 829,800	\$ 820,514	\$ 804,814	\$ 905,077	12%

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

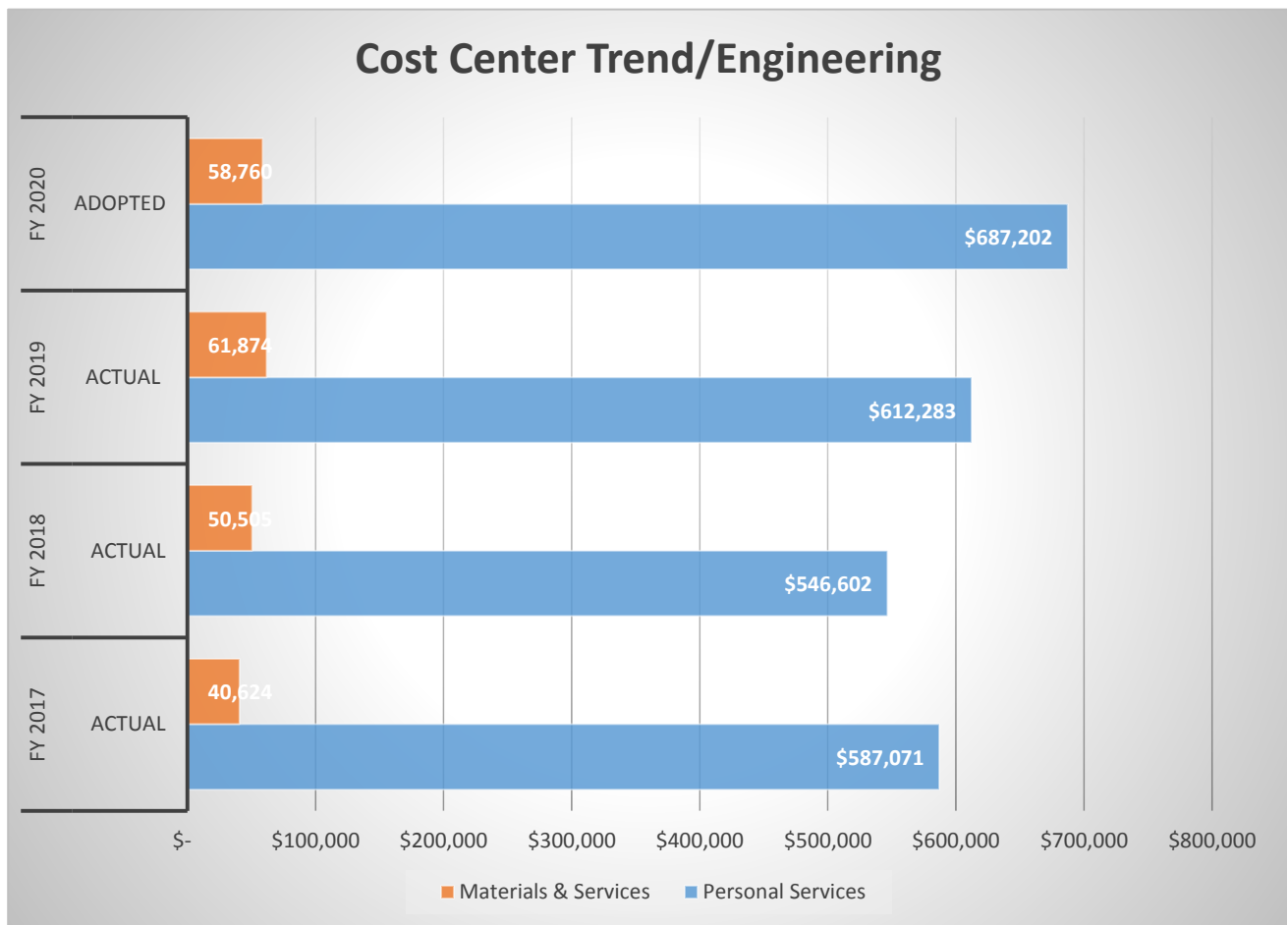


Development Services Engineering (5030)

	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Adopted	% Change
Personal Services	\$ 587,071	\$ 546,602	\$ 612,283	\$ 687,202	12%
Materials & Services	40,624	50,505	61,874	58,760	-5%
Total	\$ 627,695	\$ 597,107	\$ 674,157	\$ 745,962	11%

Positions Approved*	7	7	8	8	0%
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*Full Time Equivalent

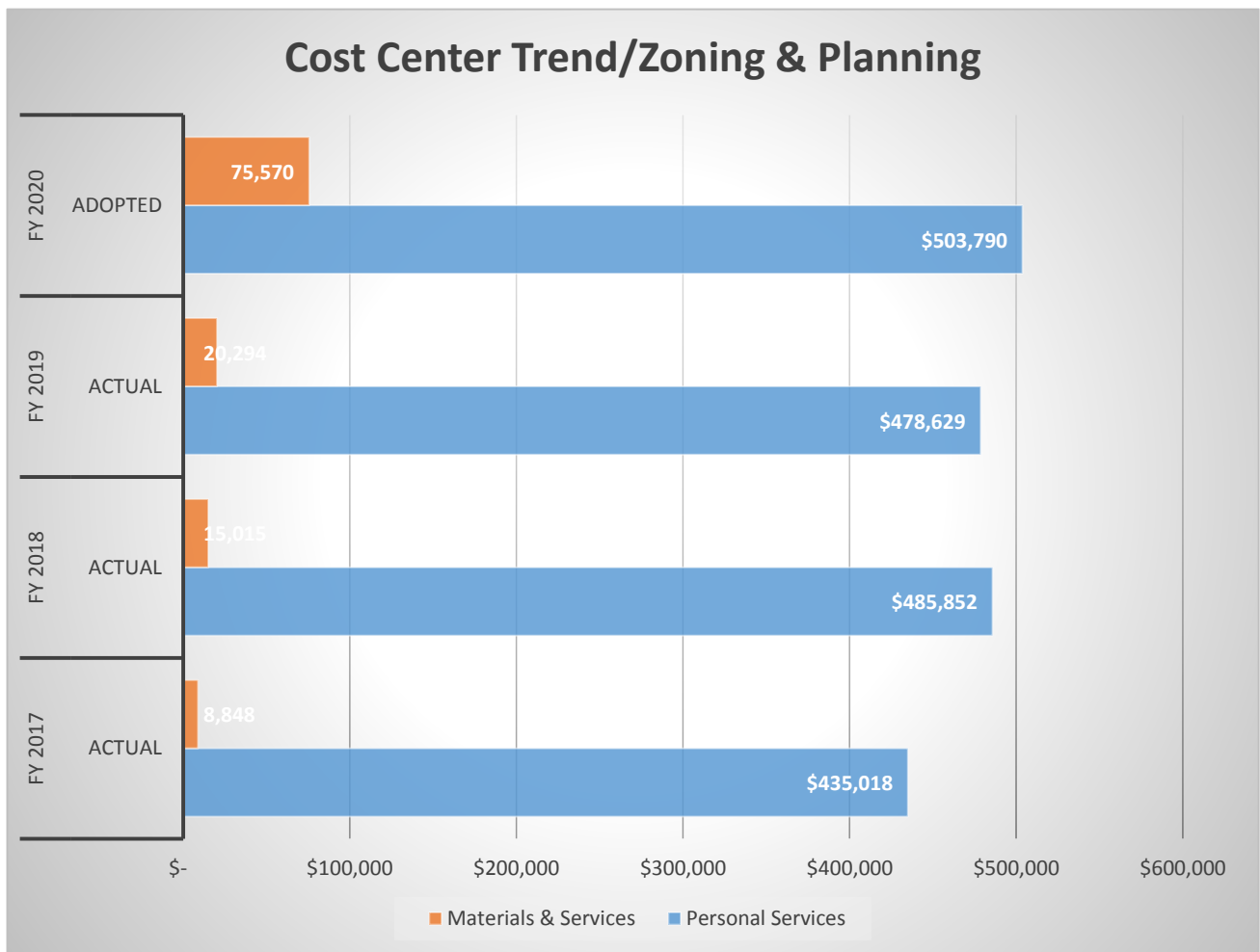


Development Services Zoning & Planning (5035)

	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Adopted	% Change
Personal Services	\$ 435,018	\$ 485,852	\$ 478,629	\$ 503,790	5%
Materials & Services	8,848	15,015	20,294	75,570	272%
Total	\$ 443,866	\$ 500,867	\$ 498,923	\$ 579,360	16%

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

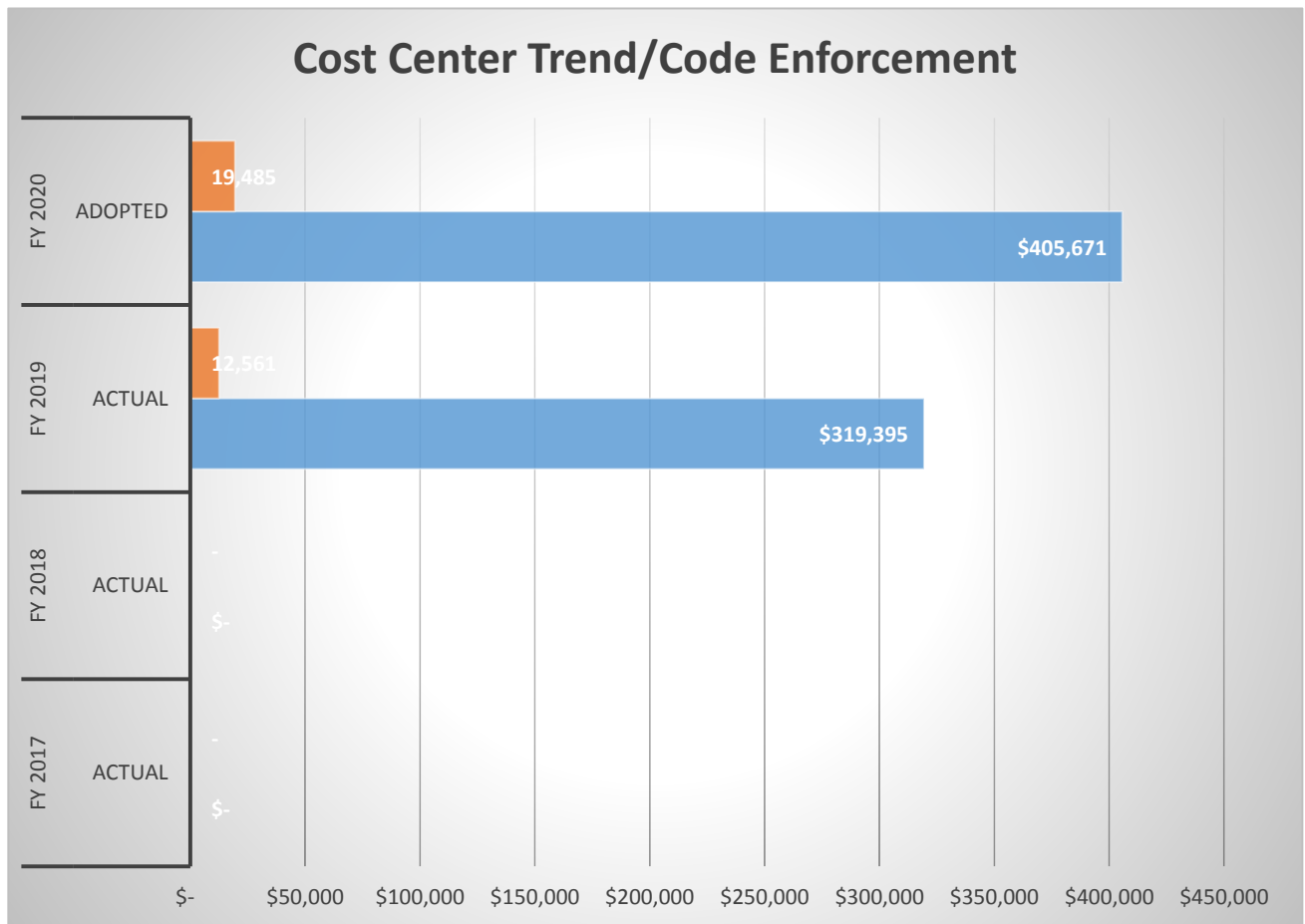


Development Services Code Enforcement (5040)

	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Adopted	% Change
Personal Services	\$ -	\$ -	\$ 319,395	\$ 405,671	27%
Materials & Services	-	-	12,561	19,485	55%
Total	\$ -	\$ -	\$ 331,956	\$ 425,156	28%

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



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