

## **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 and zoning ordinances, and provide information and guidance on the plans and ordinances 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.
- Regulate various administrative permits (signs, home occupations, etc.).
- Assists applicants with Planning and Zoning Board & Governing Body land use hearing applications.
- Aid in the operations of the bi-monthly Planning and Zoning Board meetings.
- 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 21 Department Goals by City Strategic Goal**

#### **Strategic Goal: Infrastructure**

- Assist in the Administration and 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. Includes developing a Request for Proposals for consultant review of impact fee methodology which is required every 5 years.

#### **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.
- Develop and distribute information regarding best management practices for building construction to identify requirements and regulations related to building construction.

- Aid in revisions and updates to the City’s sign regulations.

**Strategic Goal: Organizational Vitality**

- Continue to update and streamline all application processes to improve the customer’s experience including digital plan submittals.
- Update the Planning and Zoning Board Handbook
- 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 20 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 numerous finished residential lots.
- Adopted technical codes and regulations into the City Code through creation of R.O. 2003 Section 150.11

**Strategic Goal: Economic Vitality**

- Improved communication strategies, implementing a more problem-solving approach, and improved process predictability.
- Continued process of updating the City’s Comprehensive/Master Plan.
- Implemented 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.
- Began utilization of “Blue Beam” software for engineering review, allowing comments to be identified and preserved on electronic plan submittals.
- Implemented tablets for digital distribution of Planning and Zoning Board packets to the Planning and Zoning Board – eliminating paper copies.
- Implemented Virtual Inspection Program to all for inspection of building construction through virtual and electronic media.

**Strategic Goal: Organizational Vitality**

- Working with the Geographic Information System (GIS) division, developed a checks and balance system for updates to the City’s Official Zoning Map.
- Implemented email receipt and delivery services for building permit applications, inspection requests and related communications.
- Drafted new 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 Performance Indicators

*Achieve a diverse and robust local economy that is stable and facilitates prosperity*

### #01. Percent of City Source and Records Request inquiries responded to within 2 days

Measure Overview			
#	Performance Measure	Strategic Plan Goal	Business Strategy
	Source & Records Request Inquiries	 Economic Viability	 Increased Effectiveness
<b>Why is this measure important?</b>			
To identify the responsiveness to citizens and business inquiries			
<b>Where does the data come from?</b>			
City Source Software and self-reporting (emails)			
<b>How is the measure calculated?</b>			
Compare date inquiry is made to when the response or answer is sent			
<b>Who to contact if you have questions?</b>			
Anthony Caravella (acaravella@rmm.gov)			
<b>Additional Information</b>			
FY Actuals: FY18 100%; FY19 100%; FY20 100%; FY21 Target 95%			

### #02. Percent of Inspections Completed within 2 days from request to completion

Measure Overview			
#	Performance Measure	Strategic Plan Goal	Business Strategy
	Building Inspections	 Economic Viability	 Increased Effectiveness
<b>Why is this measure important?</b>			
To identify the responsiveness to builders' needs in a timely manner			
<b>Where does the data come from?</b>			
Sungard Building Permits Processing Software			
<b>How is the measure calculated?</b>			
Compare inspection date scheduled to actual date of inspection			
<b>Who to contact if you have questions?</b>			
Anthony Caravella (acaravella@rmm.gov)			
<b>Additional Information</b>			
FY Actuals: FY18 100%; FY19 100%; FY20 100%; FY21 Target 95%			

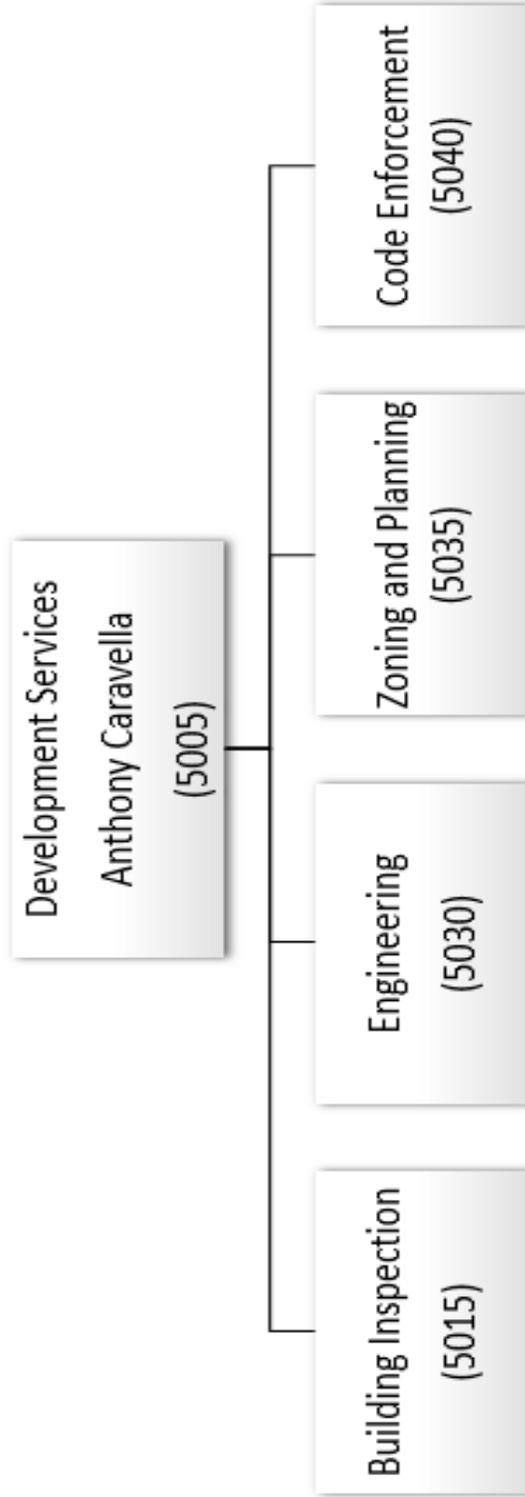
### #03. Percent of Residential Plan Reviews Completed within 10 days

Measure Overview			
#	Performance Measure	Strategic Plan Goal	Business Strategy
	Plan Review Completion	 Economic Viability	 Increased Effectiveness
<b>Why is this measure important?</b>			
To identify the responsiveness to builders' needs in a timely manner			
<b>Where does the data come from?</b>			
Sungard Building Permits Processing Software			
<b>How is the measure calculated?</b>			
Compare inspection date scheduled to actual date of inspection			
<b>Who to contact if you have questions?</b>			
Anthony Caravella (acaravella@rmm.gov)			
<b>Additional Information</b>			
FY Actuals: FY18 99%; FY19 95%; FY20 95%; FY21 Target 95%			

### #04. Percent of Non-Residential Plan Reviews Completed within 20 days

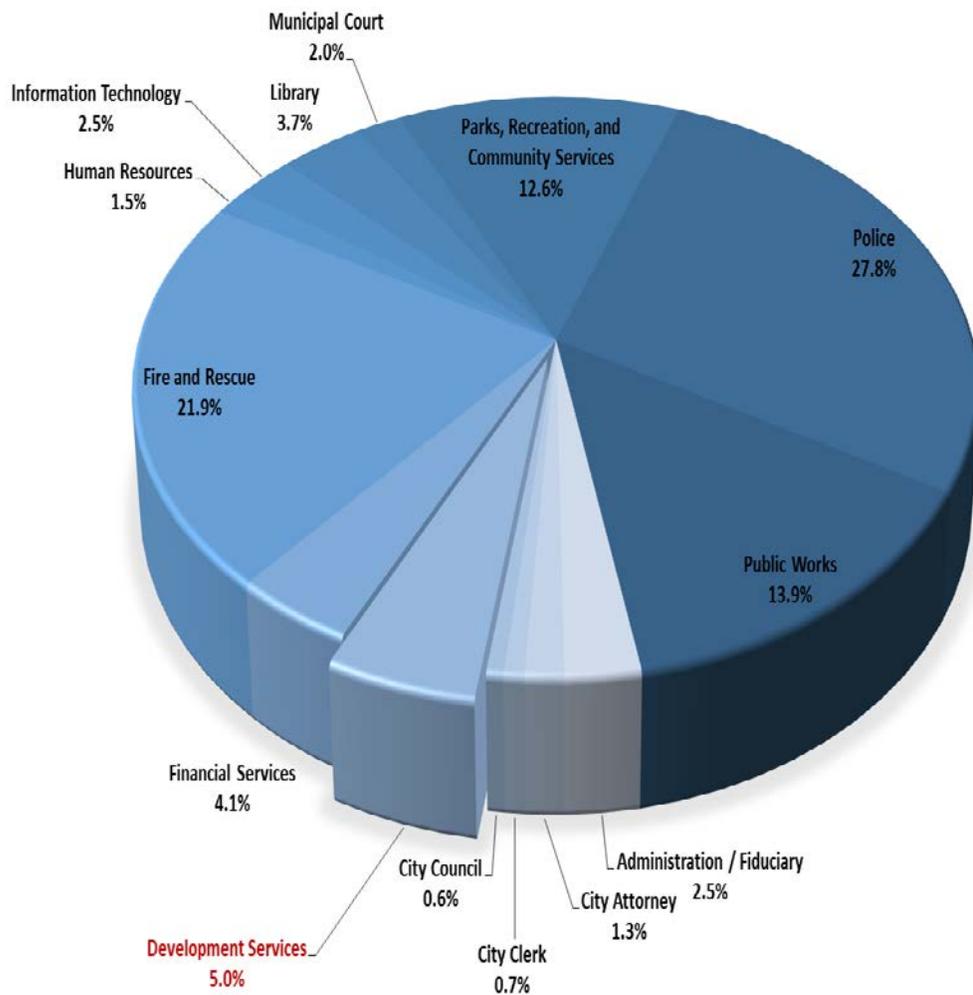
Measure Overview			
#	Performance Measure	Strategic Plan Goal	Business Strategy
	Non-Residential Plan Reviews	 Economic Viability	 Increased Effectiveness
<b>Why is this measure important?</b>			
To identify the responsiveness to builders' needs in a timely manner			
<b>Where does the data come from?</b>			
Sungard Building Permits Processing Software			
<b>How is the measure calculated?</b>			
Compare inspection date scheduled to actual date of inspection			
<b>Who to contact if you have questions?</b>			
Anthony Caravella (acaravella@rmm.gov)			
<b>Additional Information</b>			
FY Actuals: FY18 99%; FY19 95%; FY20 95%; FY21 Target 95%			

# DEVELOPMENT SERVICES ORGANIZATIONAL STRUCTURE



# Development Services

## FY21 Budget \$2,914,247



**DEVELOPMENT SERVICES DEPARTMENT  
BUDGET SUMMARY  
Fiscal Year 2020-2021**

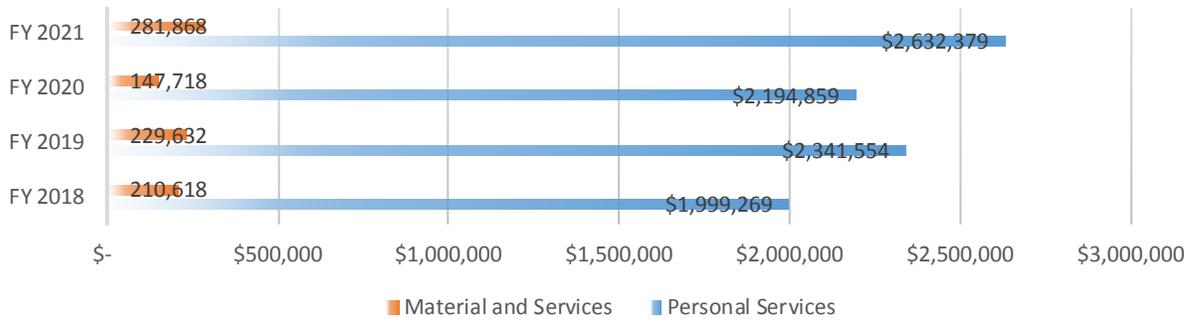
<i>Object of Expenditures</i>	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Adopted
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<b>General Fund</b>				
Personal Services	\$ 1,999,269	\$ 2,341,554	\$ 2,194,859	\$ <b>2,632,379</b>
Material and Services	210,618	229,632	147,718	<b>281,868</b>
<b>Total</b>	<b>\$ 2,209,887</b>	<b>\$ 2,571,186</b>	<b>\$ 2,342,577</b>	<b>\$ 2,914,247</b>

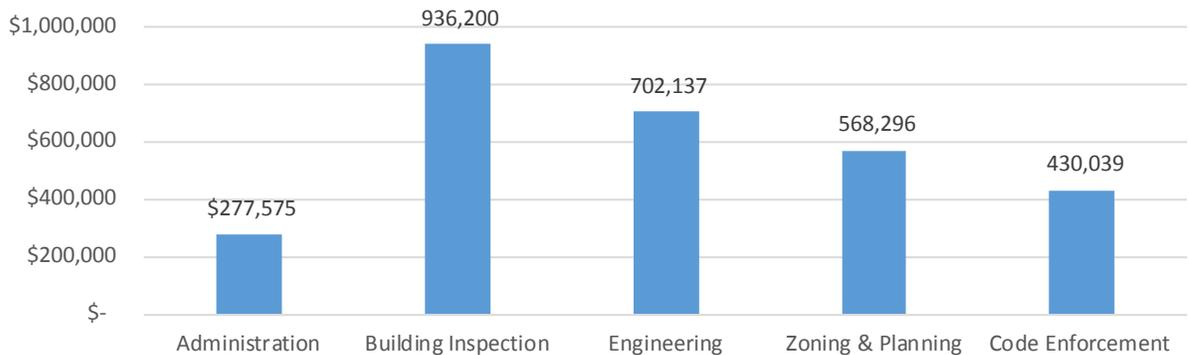
***Expenditure by Cost Center***

Cost Center	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Adopted
Administration	\$ 291,399	\$ 261,336	\$ 226,495	\$ <b>277,575</b>
Building Inspection	820,514	804,814	777,652	<b>936,200</b>
Engineering	597,107	674,157	612,479	<b>702,137</b>
Zoning & Planning	500,867	498,923	369,939	<b>568,296</b>
Code Enforcement	-	331,956	356,012	<b>430,039</b>
<b>Total</b>	<b>\$ 2,209,887</b>	<b>\$ 2,571,186</b>	<b>\$ 2,342,577</b>	<b>\$ 2,914,247</b>

**BUDGET BY TYPE OF EXPENDITURES**



**Expenditures by Cost Center**

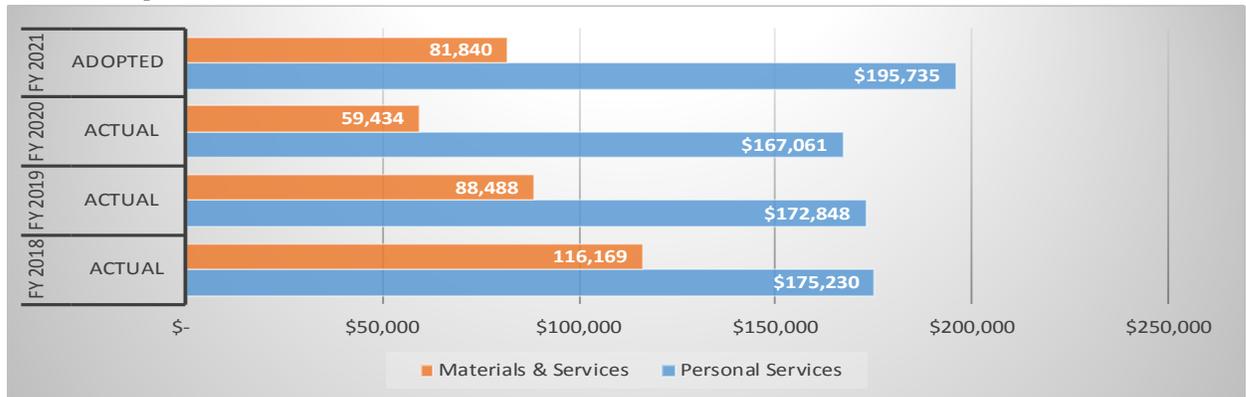


## Development Services Administration (5005)

Coordination of the multi-faceted operations of the Development Services Department.

	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Adopted	% Change
Personal Services	\$ 175,230	\$ 172,848	\$ 167,061	<b>\$ 195,735</b>	17%
Materials & Services	116,169	88,488	59,434	<b>81,840</b>	38%
<b>Total</b>	<b>\$ 291,399</b>	<b>\$ 261,336</b>	<b>\$ 226,495</b>	<b>\$ 277,575</b>	<b>23%</b>
<b>Positions Approved*</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>0%</b>

\*Full Time Equivalent

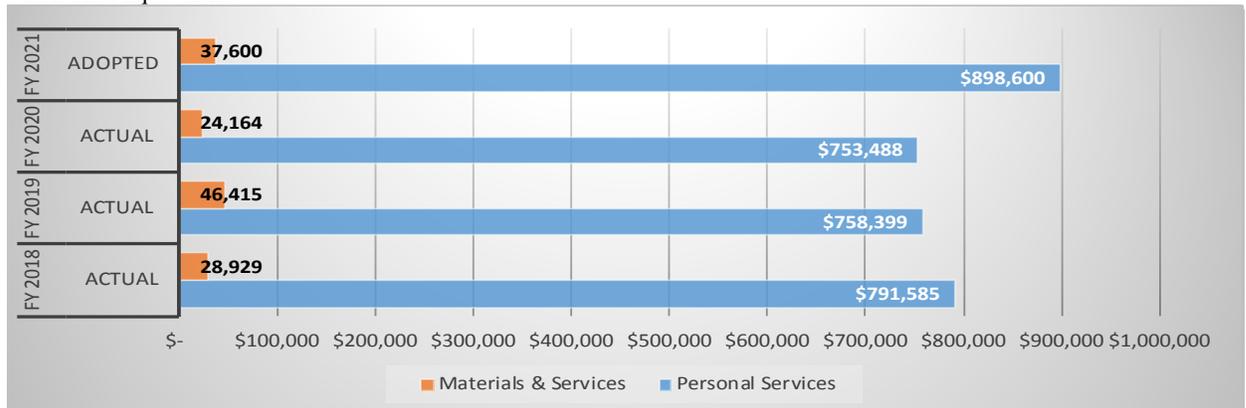


## Development Services Building Inspection (5015)

The Building Division is charged with ensuring that all building construction over which the City has jurisdiction conforms to the standards set forth by the Governing Body and the State of New Mexico. This includes the issuance of building permits, the monitoring of construction, the inspection of all the appropriate building structures, follow-up on all citizen and Construction Industry Division (C.I.D.) complaints, and providing all customers with general construction information.

	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Adopted	% Change
Personal Services	\$ 791,585	\$ 758,399	\$ 753,488	<b>\$ 898,600</b>	19%
Materials & Services	28,929	46,415	24,164	<b>37,600</b>	56%
<b>Total</b>	<b>\$ 820,514</b>	<b>\$ 804,814</b>	<b>\$ 777,652</b>	<b>\$ 936,200</b>	<b>20%</b>
<b>Positions Approved*</b>	<b>12.5</b>	<b>12.5</b>	<b>12.5</b>	<b>12.5</b>	<b>0%</b>

\*Full Time Equivalent

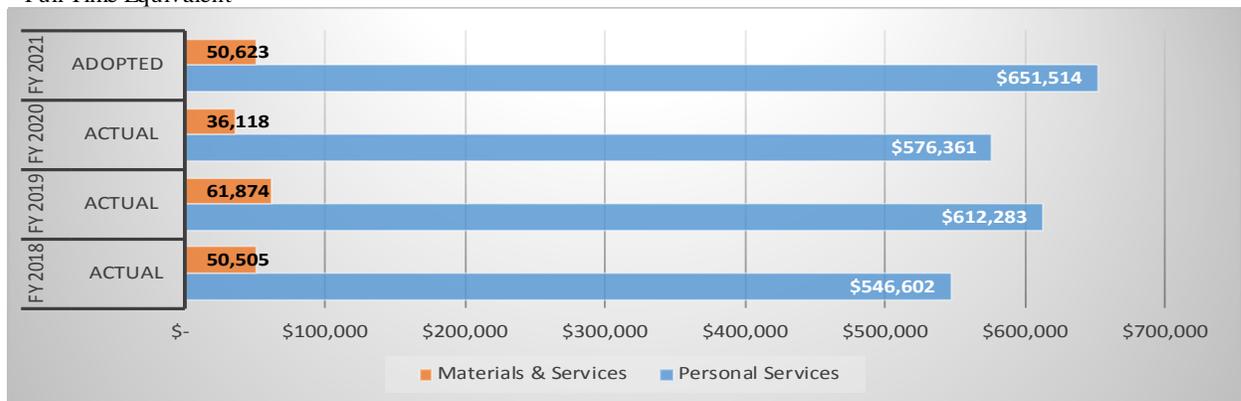


## Development Services Engineering (5030)

The Engineering Development division is responsible for overseeing the construction of public infrastructure built in conjunction with residential and nonresidential development. Division Staff works closely with all Divisions in Development Services Department, the Department of Public Works, developers, contractors, and outside agencies such as Sothern Sandoval County Arroyo Flood Control Authority (SSCAFCA) and NM Department of Transportation (NMDOT).

	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Adopted	% Change
Personal Services	\$ 546,602	\$ 612,283	\$ 576,361	\$ <b>651,514</b>	13%
Materials & Services	50,505	61,874	36,118	<b>50,623</b>	40%
<b>Total</b>	<b>\$ 597,107</b>	<b>\$ 674,157</b>	<b>\$ 612,479</b>	<b>\$ 702,137</b>	<b>15%</b>
<b>Positions Approved*</b>	<b>7</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>0%</b>

\*Full Time Equivalent



## Development Services Zoning and Planning (5035)

The Zoning and Planning Division implements policy adopted by the Governing Body as it relates to health, safety, welfare, land use management, physical, social and economic development. Planning Division provides technical support to the Planning and Zoning Board as well as the City Council with regard to land use decisions. The Zoning Division reviews and carries administrative approval authority for sign permits, special event permits, and home occupation permits. In addition they carry out residential and commercial plan reviews per the approved zoning regulations. The Division also processes requests for zone map amendments, variances, and conditional use requests. Finally, they evaluate and prepare recommendations to appeal and special exception applications for review and approval by the Planning and Zoning Board and the Governing Body. The community's physical development is managed through the subdivision review and approval process, current and long range planning efforts, land use and transportation planning.

	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Adopted	% Change
Personal Services	\$ 485,852	\$ 478,629	\$ 354,821	\$ <b>472,131</b>	33%
Materials & Services	15,015	20,294	15,118	<b>96,165</b>	536%
<b>Total</b>	<b>\$ 500,867</b>	<b>\$ 498,923</b>	<b>\$ 369,939</b>	<b>\$ 568,296</b>	<b>54%</b>
<b>Positions Approved*</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>0%</b>

\*Full Time Equivalent



## Development Services Code Enforcement (5040)

Code Enforcement implements policy adopted by the Governing Body as it relates to property maintenance. The division provides for the appropriate enforcement of: Planning, Zoning, Land Use Management Ordinances and other related ordinances as required in order to meet the needs of our community.

	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	<b>FY 2021 Adopted</b>	% Change
Personal Services	\$ -	\$ 319,395	\$ 343,128	<b>\$ 414,399</b>	21%
Materials & Services	-	12,561	12,884	<b>15,640</b>	21%
<b>Total</b>	<b>\$ -</b>	<b>\$ 331,956</b>	<b>\$ 356,012</b>	<b>\$ 430,039</b>	21%
<b>Positions Approved*</b>	<b>0</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>0%</b>

\*Full Time Equivalent

