

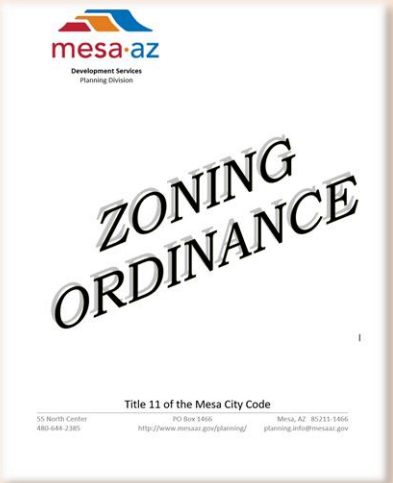
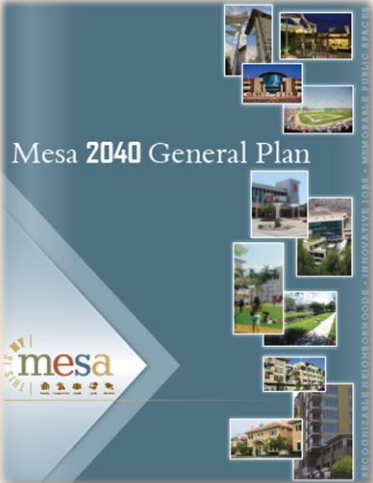
April 15, 2019

# Development Services Proposed Fiscal Year 19/20 Budget



# Department Overview

## Innovative Approaches to Quality Development



# Council Strategic Priorities



Sustainable Economy



Placemaking



Transforming Neighborhoods

# Department Overview

- Customer Service Focus
- Planning Process Improvements
- Permit Trends

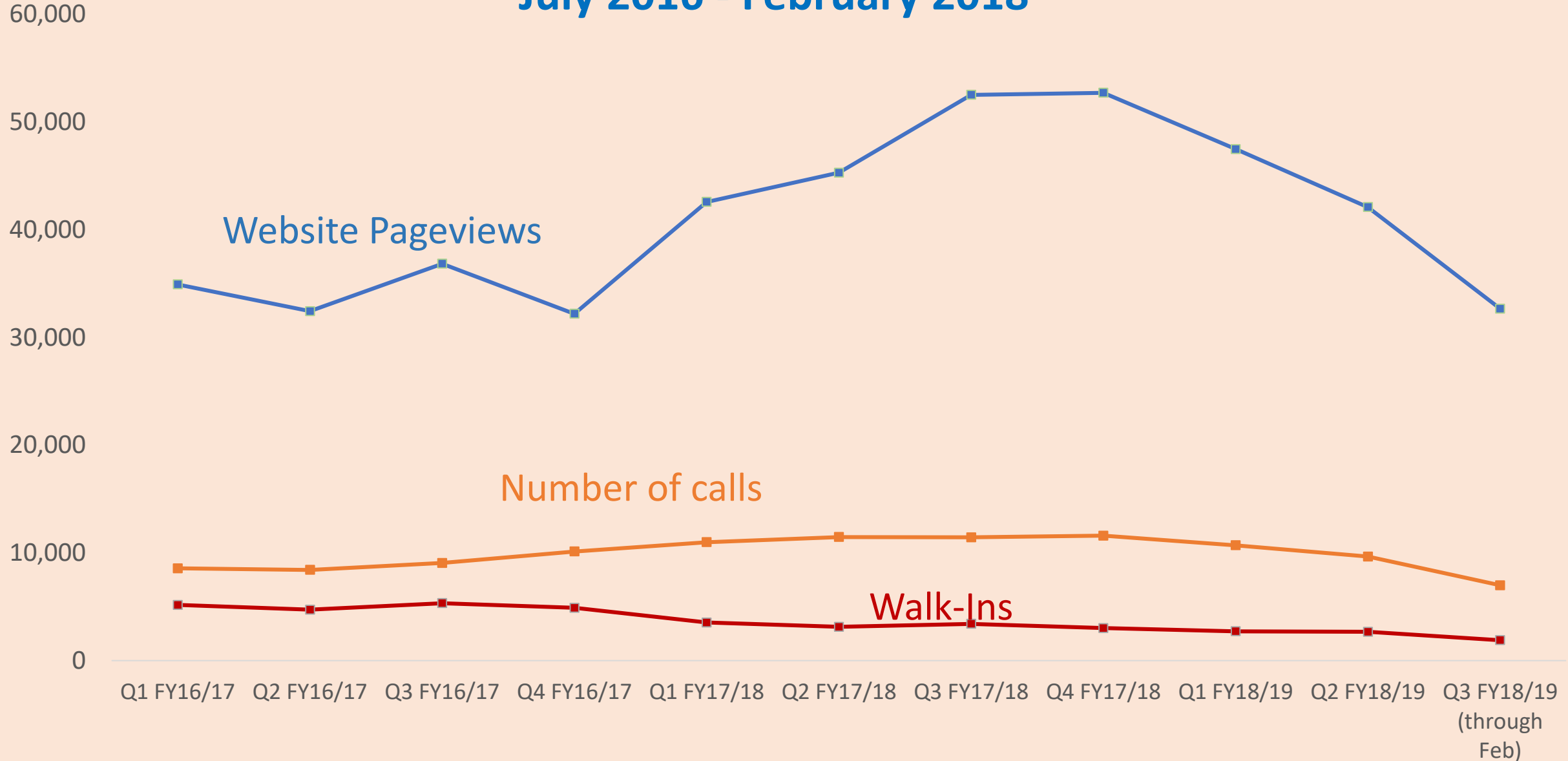
# Small Business Assistance



- Position added in FY18/19
- Focus is helping small businesses and homeowners through the development process

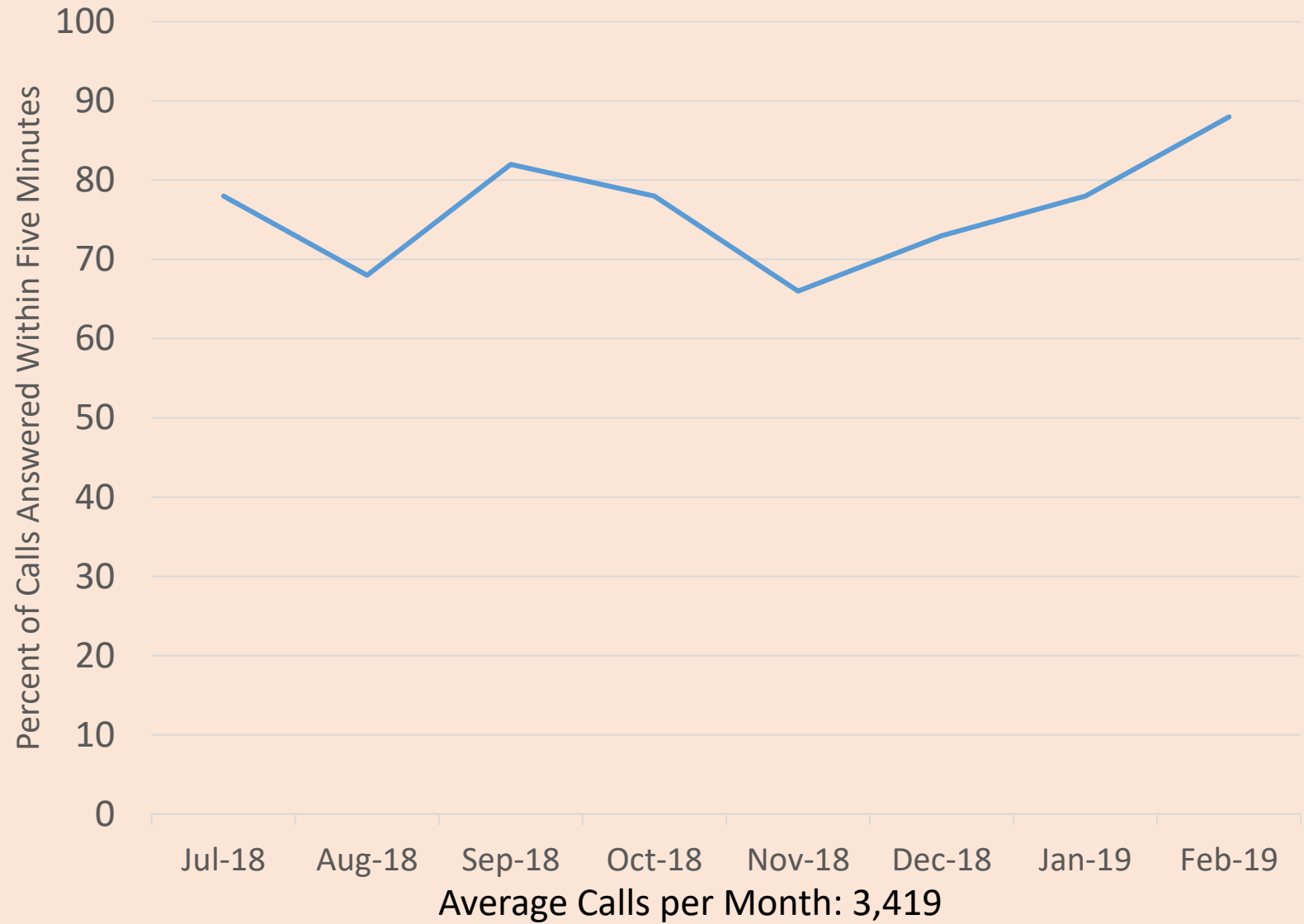
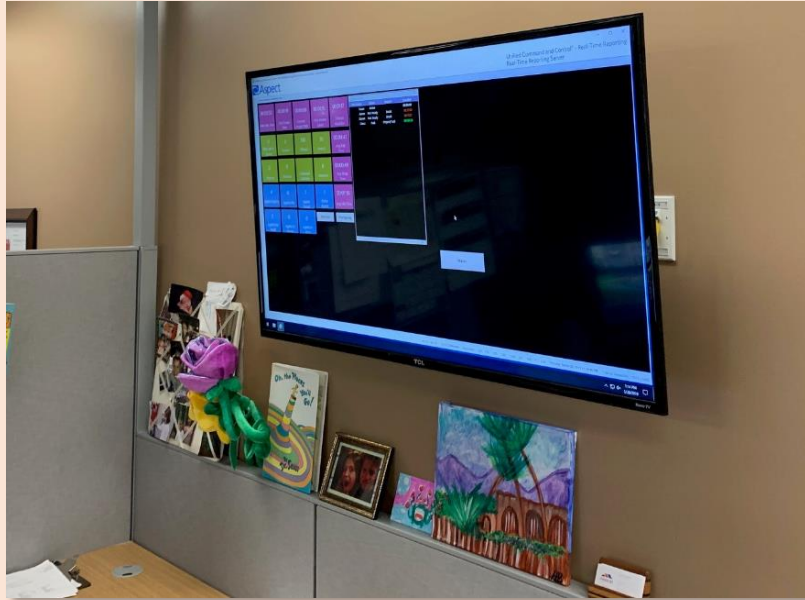
# Website Pageviews, Total Calls and Walk-ins By Quarter

## July 2016 - February 2018





# Percent of Calls Answered Within 5 Minutes



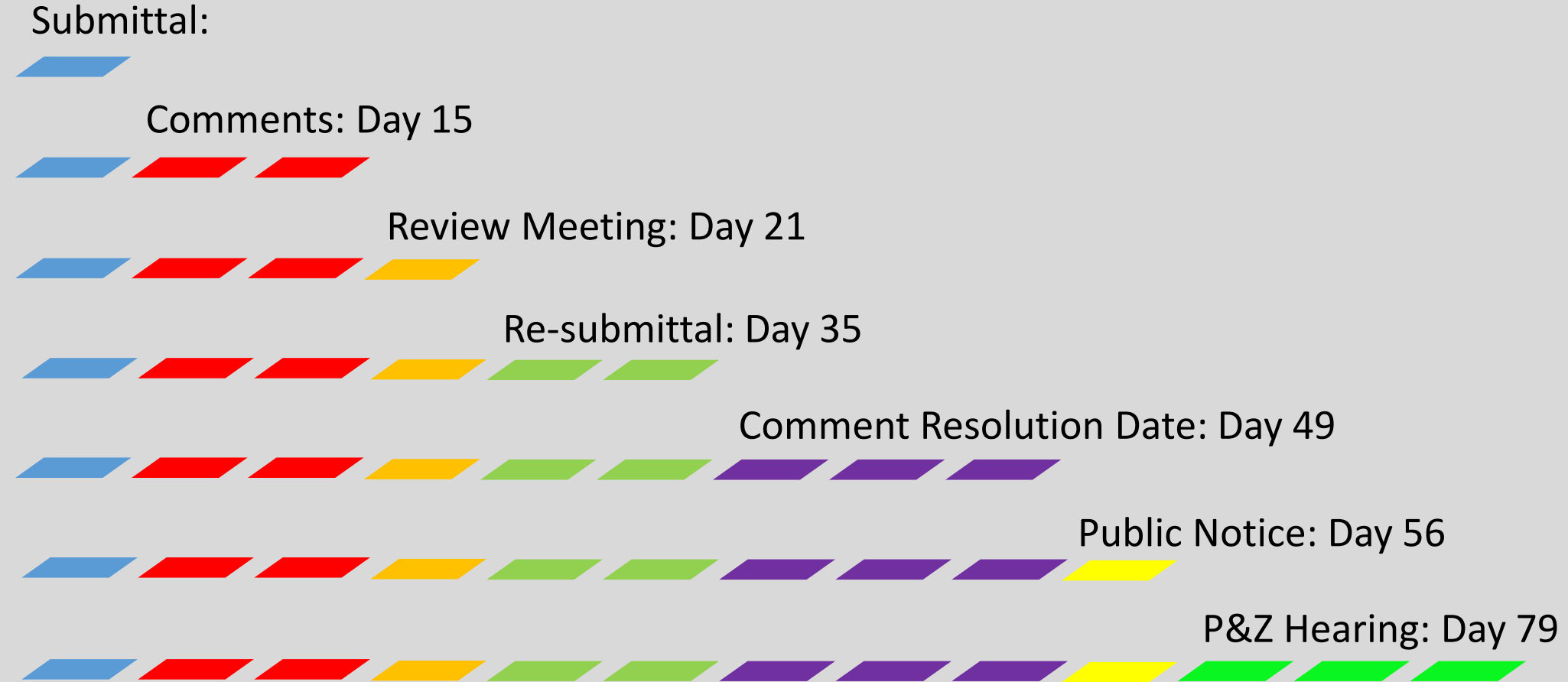
# Improving Customer Service



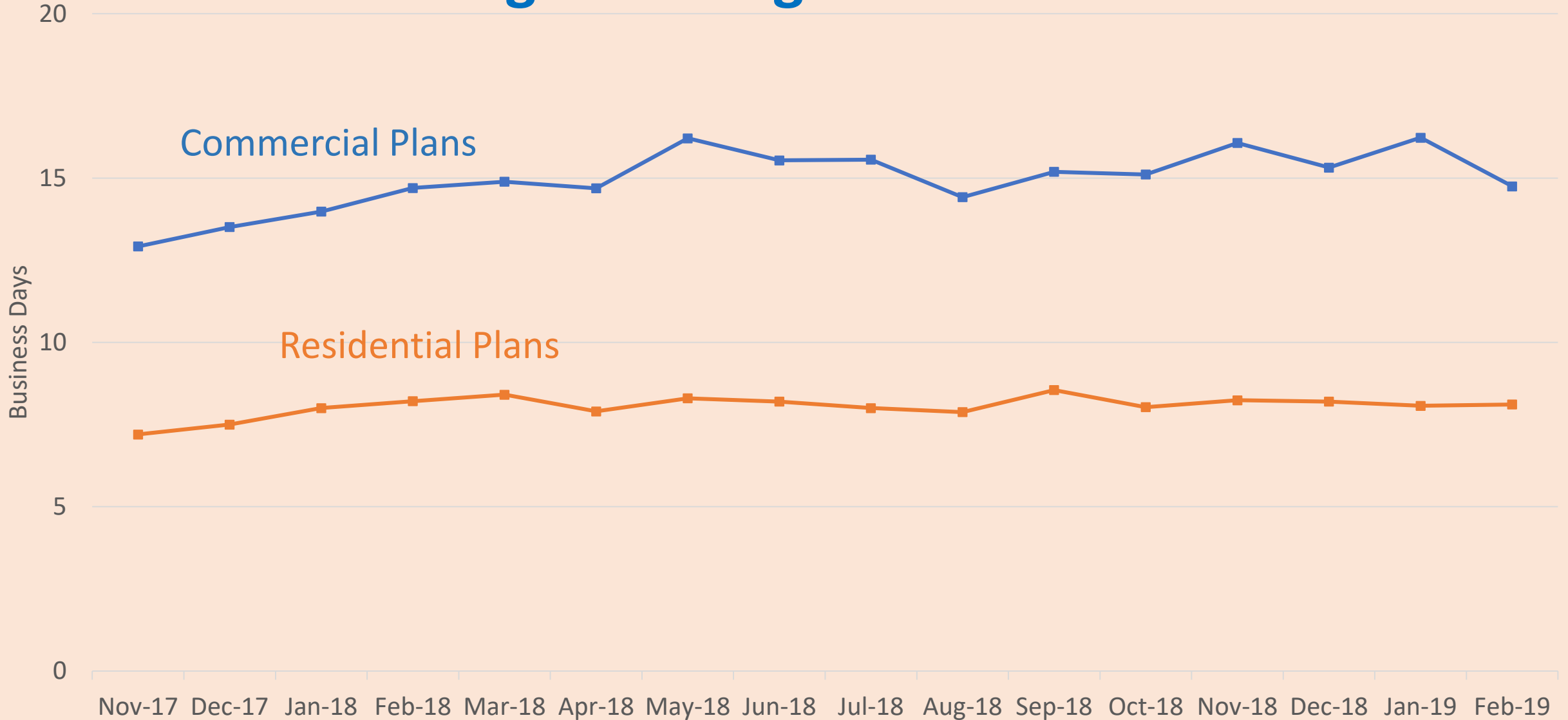


# Improvement in Service Delivery: Planning (2 Planning & Zoning Board Meetings per Month)

## Time Line



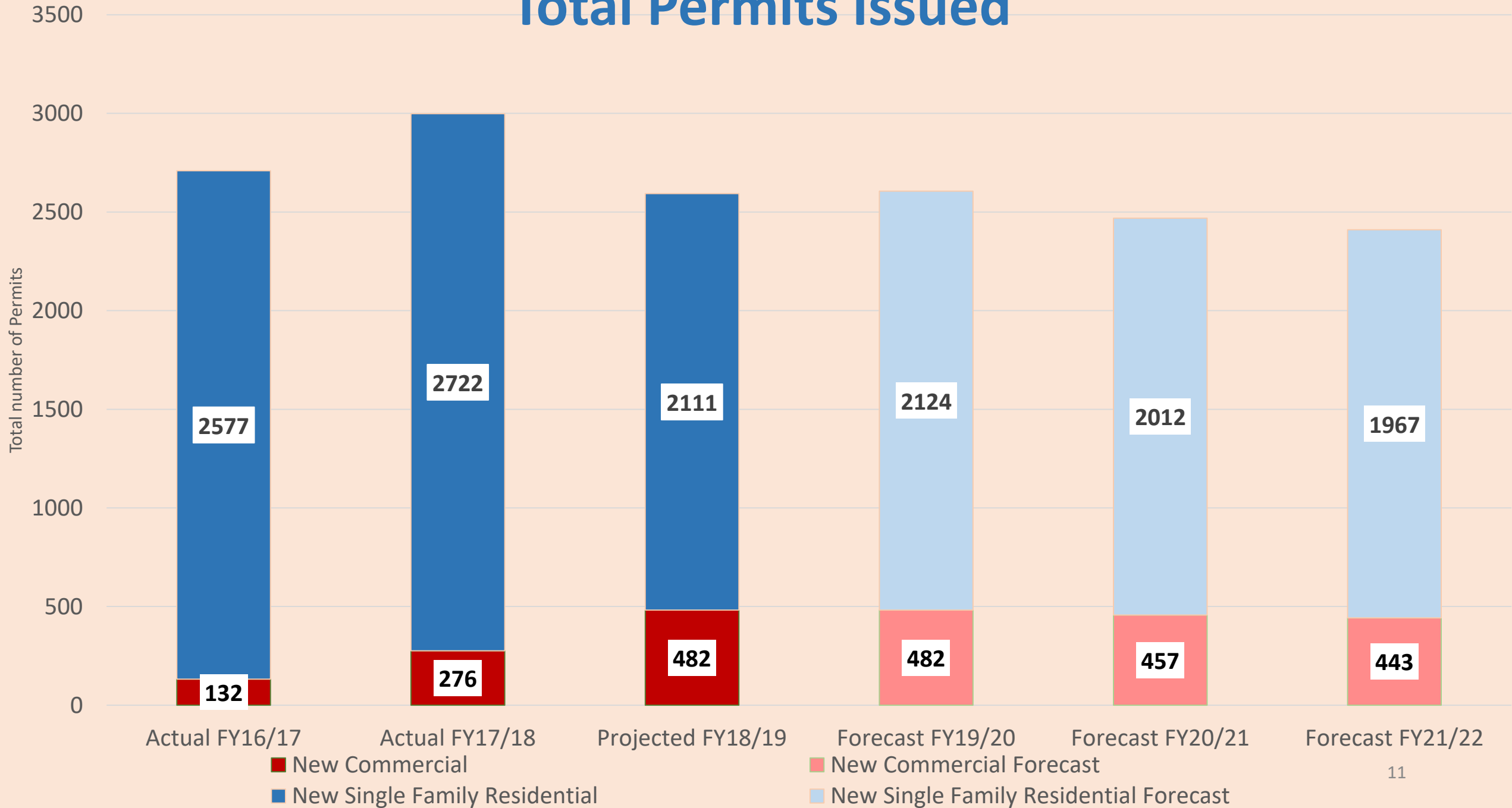
# Average Building Plan Review Time



Commercial Guaranteed Turn around Time: 18 Business Days

Residential Guaranteed Turn around Time: 10 Business Days

# Total Permits Issued



# Financial Overview

	FY 17/18	FY 18/19	FY 18/19	FY 19/20
	Actuals	Current Budget	Year End Estimate	Proposed Budget
<b>Administration</b>	\$1.0 M	\$1.4 M	\$1.4 M	\$1.2 M
<b>Land Entitlement</b>	\$1.7 M	\$1.9 M	\$1.9 M	\$1.8 M
<b>Historic Preservation</b>	\$0.1 M	\$0.2 M	\$0.1 M	\$0.2 M
<b>Permitting</b>	\$1.3 M	\$1.7 M	\$1.2 M	\$1.2 M
<b>Plan Review</b>	\$1.8 M	\$2.0 M	\$1.9 M	\$2.0 M
<b>Building Inspection</b>	\$1.3 M	\$1.4 M	\$1.5 M	\$1.3 M
	<b>\$7.2 M</b>	<b>\$8.6 M</b>	<b>\$8.0 M</b>	<b>\$7.7 M</b>

**Questions?**