

Community Development Agency FY 2011-12 Performance Plan

I. MISSION STATEMENT

The mission of the Community Development Agency is to protect public health and safety, preserve environmental quality, and plan sustainable, diverse communities.

II. DEPARTMENT OVERVIEW

The Community Development Agency's (CDA) primary responsibilities pertain to building safety, environmental health, planning, sustainability and grant administration. The department includes the following programs:

- Administration
- Current Planning
- Affordable Housing
- Sustainability
- Environmental Planning
- Community Planning
- Code Enforcement
- Geographic Information Systems
- Environmental Health Services Land Use
- Solid Waste and Hazardous Materials Response
- Richardson's Bay Regional Agency
- Consumer Protection
- Environmental Health Administration
- East Shore Wastewater Debt Service
- East Shore Wastewater Maintenance
- Building and Safety
- Federal Grants

III. ACCOMPLISHMENTS FOR FY 2010-11

- Adopted amendments to the County's building ordinance (Title 19) to conform with the updated 2010 California Building Standards Code
- Adopted ordinance exempting qualified non-occupied agricultural structures from the normal Building Permit process
- Established initial cycle time standards for review of building permit applications
- Completed the user fee study supporting updated user fees for Environmental Health Services programs
- Completed groundwater monitoring plan for compliance with the California Statewide Groundwater Elevation Monitoring program
- Revised the septic monitoring procedures for residential systems in the operating permit program
- Completed draft amendments to County code to allow the use of "simple" graywater systems for residential applications
- Completed draft feasibility studies for the establishment of community wastewater disposal systems in the Woodacre Flats area of San Geronimo Valley and for the

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Marshall area (Phase II Eastshore)

- Updated policies and procedures to improve customer service and consistency in the Consumer Protection program
- Completed Phase I of the automated permit tracking system, County of Marin Enterprise Tracking (COMET), for code enforcement services
- Utilized a multi-disciplinary team, Permit Efficiency Group (PEG), to implement first phase of modifications to the development review process for Planning applications
- Drafted project management policy expanding project manager authorities and established cycle time objectives for the review of planning applications
- Prepared technical amendments to the Countywide Plan and Development Code to ensure vertical consistency in land use designations
- Prepared amendments to the Development Code to clarify, improve readability, implement Countywide Plan policies related to affordable housing, and ensure that the Development code meets legal requirements and conforms to state law
- Adopted amendments to the Development Code to streamline regulations for wind energy conversion systems
- Developed framework for updating or creating local community plans
- Completed public workshops with the Planning Commission and compiled the draft land use plan policy document for the Local Coastal Program
- Utilized a community-based planning process to complete the draft vision plan identifying conceptual design principals and guidelines to guide future efforts to improve the appearance, character, and function of the College Avenue neighborhood
- Completed draft Updated Cumulative Impact Evaluation of biological resources for the purposes of updating the cumulative impact analysis in the Final Environmental Impact Report for the Countywide Plan
- Reviewed the draft baylands corridor study and recommendations to inform development of the Wetlands Conservation Area ordinance
- Completed draft amendments to the Development Code to implement the Countywide Plan's wetlands conservation area policies
- Conducted community workshops to discuss strategies for protecting salmonid habitat in the San Geronimo Valley
- Completed draft riparian vegetation ordinance and submitted ordinance for consideration by the Board of Supervisors
- Adapted the approach outlined in the draft Wetlands Conservation Area Ordinance and evaluated the Countywide Plan's policies in preparation for development of the Stream Conservation Area Ordinance
- Initiated revisions to the 2009 draft Housing Element by convening a community task force to assist in identifying potential housing sites
- Initiated program for billing of Geographic Information System (GIS) services that will lead to the development of a formal cost recovery policy
- Completed the transition of the Marin Energy Authority's (MEA) financial and administrative functions to MEA staff
- Completed the unified customer service guidelines for the Agency
- Developed performance measures to track the effectiveness of the code enforcement program activities

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IV. GOALS AND KEY INITIATIVES FOR FY 2011-12

GOAL I

Protect and restore environmental resources through effective environmental planning and management of waste and water resources

FY 2011-12 Key Initiatives

Initiatives	Countywide Goals
1. Adopt amendments to County code to allow the use of "simple" graywater systems for residential applications	III. Sustainable Communities
2. Consider amendments to County code to allow the use of graywater systems for commercial applications	III. Sustainable Communities
3. Implement groundwater monitoring plan for compliance with the California Statewide Groundwater Elevation Monitoring program	I. Healthy Communities
4. Develop implementation plan for a community wastewater disposal program in the Woodacre Flats area contingent on community acceptance of a preferred alternative and funding availability	I. Healthy Communities
5. Develop implementation plan for a community wastewater disposal program in the Marshall (Eastshore Phase II) contingent on community acceptance of a preferred alternative and funding availability	I. Healthy Communities

GOAL II

Support healthy and safe communities through effective inspection, plan review, permit processing and safety programs

FY 2011-12 Key Initiatives

Initiatives	Countywide Goals
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FY 2011-12 Key Initiatives

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| 1. Monitor effectiveness of the new fixed-time protocols for reviewing Building Permits | VI. Excellent Customer Service |
| 2. Implement and monitor effectiveness of project management policy in reducing review times for second and subsequent application resubmittals for discretionary Planning applications | VI. Excellent Customer Service |
| 3. Implement revised septic monitoring procedures for residential systems in the operating permit program, subject to Board of Supervisors' endorsement of the approach | I. Healthy Communities |
| 4. Develop and implement action plan in the Consumer Protection program to coordinate program activities with Health and Human Services programs. | I. Healthy Communities |
| 5. Prepare options for acknowledging well-managed food facilities for consideration by the Board of Supervisors and pursue preferred option, which may include creation of an Award of Excellence program | I. Healthy Communities |

GOAL III

Prepare and administer equitable and flexible plans, regulations, and programs that support a diverse and sustainable community

FY 2011-12 Key Initiatives

Initiatives	Countywide Goals
1. Develop a revised Countywide Plan implementation schedule that reflects budgetary and staffing constraints for consideration by the Board of Supervisors	III. Sustainable Communities
2. Develop a work program and schedule for updating or creating community plans for two communities	III. Sustainable Communities

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FY 2011-12 Key Initiatives

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| 3. Adopt the Wetlands Conservation Area Ordinance for implementation of the Countywide Plan, and finalize the Baylands Corridor Study for acceptance | IV. Environmental Preservation |
| 4. Prepare draft Stream Conservation Area Ordinance for implementation of the Countywide Plan | IV. Environmental Preservation |
| 5. Prepare revised draft interim Riparian Vegetation Ordinance | IV. Environmental Preservation |
| 6. Complete the draft land use policy plan and implementation plan for the Local Coastal Program | IV. Environmental Preservation |
| 7. Complete environmental review for the revised draft Housing Element | III. Sustainable Communities |
| 8. Present policy options for Board of Supervisors consideration with respect to the regulation of medicinal marijuana dispensaries | I. Healthy Communities |
| 9. Consider and draft amendments to the Building Ordinance (Title 19) to facilitate use of "living building" principals | III. Sustainable Communities |
| 10. Develop expedited building permit plan review program for projects that exceed the County's green building requirements by 70 Green Points | III. Sustainable Communities |

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GOAL IV

Improve customer service through increased efficiency of permit processing and workload management systems

FY 2011-12 Key Initiatives

Initiatives	Countywide Goals
1. Complete Phase II of the County of Marin Enterprise Tracking system (COMET) for Environmental Health Services facility permits	VI. Excellent Customer Service
2. Initiate Phase III of the COMET for Planning and EHS property permits	VI. Excellent Customer Service
3. Complete redesign of the CDA (Planning and Building) front counter and office space	VI. Excellent Customer Service
4. Develop customer service questionnaire for Building and Safety plan check services	VI. Excellent Customer Service
5. Develop customer service questionnaire for Consumer Protection plan check services	VI. Excellent Customer Service
6. Upon implementation of Phase II of the permit tracking system, develop improved website for food facility inspection results	VI. Excellent Customer Service

GOAL V

Address staff training and organization development needs in order to create a more satisfying work environment and increase staff retention

FY 2011-12 Key Initiatives

Initiatives	Countywide Goals
1. Pursue reorganization of programs in the Planning Division in order to improve organizational effectiveness and promote employee engagement	IX. Managing for Results
2. Improve efficiency of individual and community workspaces	VII. Employer of Choice

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FY 2011-12 Key Initiatives

as part of the improvements to the Community Development Agency (CDA) front counter

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| 3. Continue staff training program focusing on high priority program and core business areas | VII. Employer of Choice |
| 4. Continue to use networked talent-based teams for implementation of key initiatives | VII. Employer of Choice |

V. KEY CHALLENGES AND OUTSTANDING ISSUES

- The overall health of the economy is expected to continue to exert pressure on the potential for realizing fee-based revenues for the Agency. This may affect the department's ability to retain adequate staff and other resources in specific program areas to meet workload demands, including core business programs such as development review services. High priority projects, such as implementation of the Countywide Plan, are also affected through budget reduction impacts on available general fund support due to declining property and sales tax revenue at the County level
- Realigning constituent expectations for delivery of services with fiscal and resource constraints will continue to be a challenge in the next fiscal year
- The cumulative effects of multi-year budget reductions to reduce reliance on general fund support will continue to exert pressure on the Agency's ability to maintain adequate service levels in core business areas with limited capacity to pursue new or ongoing special projects
- The ability to address the broader challenges facing the Agency will be dependent on the ability to support existing and proposed initiatives to streamline development review processes, adjust levels of service to meet legal mandates, provide responsive customer service, and execute program innovation initiatives such as the implementation of the enterprise permit tracking system

VI. OVERVIEW OF PROGRAMS

1. ADMINISTRATION

The Administration program provides the central administration and overall management for the Community Development Agency (CDA) and is responsible for: budget preparation, management and monitoring; grants management; accounts payable and receivable; personnel administration, actions, and payroll; contracts administration; technology and equipment management; records and contract management; and space planning.

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2. CURRENT PLANNING

The Current Planning's principal mandate is to implement the Marin Countywide Plan and related land use plans and regulations. The program also conducts environmental review and assists in the update of land use ordinances. The program operates primarily in unincorporated areas of Marin County and includes coordination with Marin cities and towns. Current Planning staff issues administrative decisions for land use permits and makes recommendations to the Deputy Zoning Administrator, Planning Commission, and the Board of Supervisors.

3. AFFORDABLE HOUSING

Affordable Housing develops and implements housing strategies as identified in the state-approved Marin County Housing Element. This program also applies for and administers affordable housing funds, manages existing affordable housing activities pursuant to applicable regulations, works to remove barriers to the creation of new affordable housing, and provides training and technical assistance to County staff, local cities and towns, and non-profit organizations.

4. SUSTAINABILITY

Sustainability program is responsible for administering green building, green business, energy efficiency, solar energy, and climate protection programs. The program is responsible for tracking and updating Countywide Plan indicators, which assess the County's implementation of sustainability goals in the Countywide Plan. In addition, the program provides technical support for some County sustainability projects.

5. ENVIRONMENTAL PLANNING

Environmental Planning oversees and coordinates the conduct of environmental review for all County agencies and departments. The Environmental Planning Coordinator determines the type and adequacy of all environmental review documents that are required for public or private projects; administers contracts for the preparation of Environmental Impact Reports (EIR); prepares, reviews, and makes recommendations on Initial Studies, Negative Declarations, and Categorical Exemptions; and carries out special environmental planning projects.

6. COMMUNITY PLANNING

Community Planning's principal mandate is to carry out advanced planning and to update, maintain, and contribute to implementation of the Marin Countywide Plan and related land use plans and regulations. The program also conducts special planning studies including community plans when resources allow. The program operates primarily in the unincorporated areas of Marin County and includes coordination with Marin cities, towns, and neighboring jurisdictions. This program also provides information to the public and other county agencies from a variety of sources including the Countywide Plan and census data.

7. CODE ENFORCEMENT

Code Enforcement's principal is to protect public health and safety and the environment through compliance with County regulations pertaining to the development and use of land. Primary responsibilities of the program include receiving, investigating and resolving violations of planning,

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building and environmental health codes. The program coordinates these efforts within the Community Development Agency (CDA) as well as with other governmental agencies involved in multi-jurisdictional enforcement efforts. It also serves as the professional staff representing the agency at administrative code enforcement hearings and court proceedings..

8. GEOGRAPHIC INFORMATION SYSTEMS

Geographic Information Systems (GIS) is responsible for capturing, organizing, analyzing and reporting a variety of digital map information with their attendant attributes. A team of jointly managed Community Development Agency (CDA) and Information Services and Technology staff maintains countywide databases, writes applications for use by employees and the public (via the Internet), provides hard copy maps, and analyzes information to support decision-making. Program staff provides assistance to every County department, a variety of public agencies, and the public.

9. ENVIRONMENTAL HEALTH SERVICES LAND USE

The Environmental Health Services Division Land Use program includes oversight and complaint investigation of on-site wastewater systems, approval of sewage pumper vehicles operating in the county, permitting of domestic water wells, regulatory oversight of small public water systems throughout the County, and issuing permits for soil borings and monitoring wells. The staff also evaluates evolving technologies in the field of wastewater treatment and water sampling at beaches and other recreational bathing.

10. SOLID WASTE AND HAZARDOUS MATERIALS RESPONSE

The Environmental Health Services Division Solid Waste and Hazardous Materials Response (HMR) program includes: oversight of active and closed solid waste sites, waste tire facilities, solid waste haulers, and response to garbage complaints. The HMR Team responds to an array of environmental "emergencies" including fires and unauthorized releases of sewage, hazardous, or toxic materials. HMR plays an advisory role to the on-scene commander during hazardous materials incidents. This program also plays a key role in preparing the County to meet the threat of nuclear, chemical, or biological attack.

11. RICHARDSON'S BAY REGIONAL AGENCY

Richardson's Bay Regional Agency (RBRA) is a Joint Powers Authority cooperative effort of four Southern Marin cities and the County of Marin. Program activities include removal of environmental and navigational hazards from Richardson's Bay; water quality monitoring, maintenance, and enhancement; general Richardson's Bay-related programmatic and management activities; and providing a public meeting forum for discussion and resolution of issues related to Richardson's Bay. The Community Development Agency provides staffing assistance to the RBRA..

12. CONSUMER PROTECTION

The Environmental Health Services Division Consumer Protection program provides oversight of all permanent and temporary retail food facilities throughout the County. Program staff inspects all public swimming pools and spas, and periodically inspects multi-unit residential housing except for the cities of Novato and San Rafael. Staff also responds to public complaints concerning a wide range of environmental health matters, and investigates and resolves these issues.

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13. ENVIRONMENTAL HEALTH SERVICES ADMINISTRATION

The Environmental Health Services (EHS) Administration program provides administrative direction and support to the EHS division.

14. BUILDING AND SAFETY

The Building and Safety Division's Construction Permitting and Inspections program is responsible for administering, implementing, and enforcing the California Building Standards Code, relevant statutes, and energy conservation as well as other local ordinances for building construction throughout the unincorporated areas of Marin County. This program safeguards the public health, safety, and general welfare by regulating building use, alterations, demolition, and construction through the administration of laws and standards applicable to the built environment. Activities include the review of building plans, and issuance of building permits and inspections of permitted construction.

15. FEDERAL GRANTS

The Federal Grants Division administers grants from three federal programs: the Community Development Block Grant (CDBG), the HOME Investment Partnerships (HOME), and the Housing Opportunities for Persons with AIDS (HOPWA). These three grant programs support housing, community facility, and human service projects serving low-income people.

16. EAST SHORE WASTEWATER MAINTENANCE

The Environmental Health Services program innovation staff provides monitoring and quarterly reporting of the East Shore wastewater maintenance program to the Regional Water Quality Control Board.

VII. PERFORMANCE MEASURES

CURRENT PLANNING

Objective: Improve customer service by increasing the efficiency of customer responses at the public information counter and the processing time for discretionary planning permits

MEASURES	FY 2007-08 Actual	FY 2008-09 Actual	FY 2009-10 Actual	FY 2010-11 Target	FY 2011-12 Target
Effectiveness Measures					
Public counter wait times in minutes	5	3	2.3	5	5
Phone call return times in hours	2	1.9	1.3	2	2
Processing times for 75 percent of discretionary permits that are exempt from environmental review from receipt of complete application	44	42	43	50	50

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Story Behind Performance: In FY 2009-10, Current Planning maintained the average time for issuing decisions for discretionary permits that do not require environmental review. This was due to a reduction in application volume as well as implementation of internal efficiency improvements such as the development of standardized decision templates and conditions of approval.

Objective: Reduce the processing timeframes for minor Design Review projects through implementation of Development Code streamlining amendments

MEASURES	FY 2007-08 Actual	FY 2008-09 Actual	FY 2009-10 Actual	FY 2010-11 Target	FY 2011-12 Target
Effectiveness Measures					
Number of Days from application filing to process 80% of Minor Design Review applications that are exempt from environmental review	n/a	60	77	50	50

Story Behind Performance: The average time for issuing Minor Design Review applications in FY 2009-10 was increased from the prior year as a result of a higher-than-expected number of applications that were determined to be incomplete (e.g. requiring submittal of additional information). Improving intake procedures at the public information counter is expected to reduce the number of incomplete Minor Design Review applications.

Objective: Improve customer service by reducing the time to conduct environmental review for projects that qualify for a Negative Declaration of Environmental Impact

MEASURES	FY 2007-08 Actual	FY 2008-09 Actual	FY 2009-10 Actual	FY 2010-11 Target	FY 2011-12 Target
Effectiveness Measures					
Number of months to complete an Initial Study that supports a Negative or Mitigated Negative Declaration of Environmental Impact for 80 percent of projects that require environmental review	n/a	4.8	8	4.8	4.8

Story Behind Performance: In FY 2009-10, the target timeframe of 4.8 months for completing Initial Studies was achieved for 60 percent of the Initial Studies that were prepared by staff. Additional environmental studies were needed for two projects in order to address issues raised during the environmental review process. This additional time skewed the average time to complete an initial study to eight months for FY 2009-10. Improvements made to the internal tracking system for completing Initial Studies along with a reduction in the applications that require environmental review in FY 2010-11 are expected to result in attainment of the 4.8-month target.

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Objective: Implement project management system to reduce the overall time for processing discretionary planning permits

MEASURES	FY 2007-08 Actual	FY 2008-09 Actual	FY 2009-10 Actual	FY 2010-11 Target	FY 2011-12 Target
Effectiveness Measures					
Number of days to complete the third and subsequent review cycles within 20 calendar days from resubmittal of discretionary planning applications	n/a	n/a	n/a	20	20

Story Behind Performance:

This measure will track the effectiveness of the project management system to reduce the amount of time needed to review the adequacy of the third or subsequent submittal of information to complete a discretionary planning application. This measurement along with the existing "75/20" program to issue decisions for completed applications are intended to reduce the overall cycle time for reviewing and issuing decisions for discretionary planning applications.

SUSTAINABILITY

Objective: Promote energy efficiency and the use of renewable materials and conservation of resources in the built environment and in business practices

MEASURES	FY 2007-08 Actual	FY 2008-09 Actual	FY 2009-10 Actual	FY 2010-11 Target	FY 2011-12 Target
Workload Measures					
Number of entities contacted and assisted	1,511	1,456	745	1,000	525
Number of trainings, workshops, events and/or presentations given	90	97	111	65	20
Efficiency Measures					
Number of hours of technical assistance per green business certification	6.7	5	4	5	5
Effectiveness Measures					
➔ Number of new certified green businesses	75	83	60	40	30
➔ Number of projects that met local energy efficiency or green building requirements	25	31	50	25	25
Number of solar installations in Marin per year	207	200	252	225	225
Total number of solar kilowatts installed in Marin per year	1,320	700	1,912	1,000	1,000
Tons of additional green house gas (GHG) reduced from solar installations in Marin County per year	1,109	600	1,607	900	900
Kilowatts per hour of energy saved by implementing Energy Watch Partnership	2,500,000	1,300,000	3,100,000	1,300,000	2,000,000

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MEASURES	FY 2007-08 Actual	FY 2008-09 Actual	FY 2009-10 Actual	FY 2010-11 Target	FY 2011-12 Target
Kilowatts per hour of energy saved by implementing County's energy conservation ordinance	1,000,000	256,018	275,698	400,000	400,000
Tons of GHG reduced by implementing County's energy conservation ordinance	200	145	301	225	225

➔ Indicates Key Measure

Story Behind Performance:

The number of public outreach events was reduced due to reductions in staff.

The workload measures relating to public outreach and education have been revised to reflect the shift of staff into the Marin Energy Authority.

CONSUMER PROTECTION

Objective: Protect public health by implementing state regulations for food facilities through plan review, facility inspections, and corrective actions where required

MEASURES	FY 2007-08 Actual	FY 2008-09 Actual	FY 2009-10 Actual	FY 2010-11 Target	FY 2011-12 Target
Effectiveness Measures					
Percentage of food facility plan checks completed within 20 days of submittal	n/a	100%	99%	100%	100%
Percentage of major food facility establishments inspected twice annually	n/a	75%	65%	80%	80%
➔ Percentage of food borne illness complaints responded to within 24 hours	n/a	90%	100%	90%	90%

➔ Indicates Key Measure

Story Behind Performance: The Consumer Protection program continues to maintain a high response rate to food borne illness complaints.

The spread of food-borne illness represents a key public health hazard. A timely response to complaints allows staff to assist operators to ensure that public health risks are eliminated.

The Food Plan Check program continued to improve and provide timely review of plan checks for food establishments. For FY 2010-11, incremental improvements to the frequency and timeliness of responses are projected in part due to competing demands for staff time in providing input to, and training for the permit tracking system.

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Objective: Provide timely and easy public access to updated food facility inspection results

MEASURES	FY 2007-08 Actual	FY 2008-09 Actual	FY 2009-10 Actual	FY 2010-11 Target	FY 2011-12 Target
Effectiveness Measures					
Posting of updated food facility inspection results within 48 hours of facility inspection	n/a	90%	65%	90%	90%

Story Behind Performance:

This performance indicator is based on the existing digital health permit tracking system. The metric will be evaluated and updated upon completion of Phase II of the permit tracking system.

BUILDING AND SAFETY

Objective: Improve customer satisfaction with the permit process

MEASURES	FY 2007-08 Actual	FY 2008-09 Actual	FY 2009-10 Actual	FY 2010-11 Target	FY 2011-12 Target
Effectiveness Measures					
➔ Percent of customers rating overall experience with the building permit process as "very satisfied"	n/a	82%	87%	80%	80%
Percent of customers rating customer service as "excellent"	n/a	85%	85%	80%	80%
Percent of customers rating counter staff as "very informative"	n/a	89%	92%	80%	80%

➔ Indicates Key Measure

Story Behind Performance: The Building and Safety Division's customer service team has received consistently high ratings for customer service satisfaction since implementation of the customer service questionnaire in FY 2008-09.

The building permit counter often provides the first customer service experience. Staff's ability to clarify information (such as permit submittal requirements) at the counter reduces the amount of time needed for building permit plan check and results in more efficient and timely processing of building permits.

Objective: Improve customer satisfaction and standardize review times during the plan review process

MEASURES	FY 2007-08 Actual	FY 2008-09 Actual	FY 2009-10 Actual	FY 2010-11 Target	FY 2011-12 Target
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MEASURES	FY 2007-08 Actual	FY 2008-09 Actual	FY 2009-10 Actual	FY 2010-11 Target	FY 2011-12 Target
Efficiency Measures					
→ Percentage of initial review for complex applications completed within 7 weeks	n/a	n/a	n/a	70%	70%
→ Percentage of initial review for simple applications completed within 2 weeks	n/a	n/a	n/a	70%	70%
Effectiveness Measures					
Percentage of customers rating their experience with the plan review process as "very satisfied"	n/a	n/a	n/a	70%	70%

→ Indicates Key Measure

Story Behind Performance:

Approximately 85 percent of building permit applications qualify as simple applications while the remaining 15 percent are reviewed as complex applications.

Establishing a cycle time for completing the first plan check review for building permit applications is important as it provides applicants with a greater sense of timing and predictability with respect to the total amount of time needed to obtain a building permit.

Objective: Improve customer satisfaction by ensuring that Building Permit applications meet minimum submittal requirements for plan review by offering a voluntary intake review approval procedure by Building and Safety, Planning, Environmental Health Services

MEASURES	FY 2007-08 Actual	FY 2008-09 Actual	FY 2009-10 Actual	FY 2010-11 Target	FY 2011-12 Target
Effectiveness Measures					
Percentage of customers who complete the voluntary intake review process and are "very satisfied" that the process resulted in a more expeditious processing of the building permit application	n/a	n/a	n/a	n/a	70%

Story Behind Performance:

This measure is intended to provide building permit applicants with the option of completing a voluntary intake approval procedure with Building and Safety, Planning, and Environmental Health Services to ensure that plans have sufficient information to be processed.

CODE ENFORCEMENT AND ENVIRONMENTAL HEALTH SERVICES

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Objective: Provide timely processing of public requests for code enforcement services

MEASURES	FY 2007-08 Actual	FY 2008-09 Actual	FY 2009-10 Actual	FY 2010-11 Target	FY 2011-12 Target
Effectiveness Measures					
Number of days to respond and assign public service requests	n/a	n/a	n/a	1	1
Number of days to schedule inspection or complete first review of service requests from creation of code enforcement case for requests not involving imminent threats to public health and safety	n/a	n/a	n/a	7	7

Story Behind Performance:

This measure will evaluate the effectiveness of the permit tracking system in providing more timely responses to code enforcement complaints.