

**A. Community Development Department Key Performance Metrics
End-of-Year FY17**

Commercial Plans Review

Metric	FY16	FY17	Year to Year
Volume of Reviews	1,675	1,417	-258
On-Time Reviews	89%	95%	6%

Residential Plans Review

Metric	FY16	FY17	Year to Year
Volume of Reviews	943	1,097	154
On-Time Reviews	91%	95%	4%

Site Plan Reviews

Metric	FY16	FY17	Year to Year
Volume of Reviews	105	125	20
On-Time Reviews	95%	97%	2%

Subdivisions, Reviews (including property splits, boundary adjustments, etc.)

Metric	FY16	FY17	Year to Year
Volume of Reviews	137	144	7
On-Time Reviews	100%	100%	0%

Zoning Reviews

Metric	FY16	FY17	Year to Year
Volume of Reviews	1,167	2,448	1,281
On-Time Reviews	96%	98%	2%

Total Permits Issued

Metric	FY16	FY17	Year to Year
Volume of Permits	6,390	6,827	7.7%

Total Estimated Construction Value of Permits Issued

Metric	FY16	FY17	Year to Year
Estimated Construction Value	\$ 138,589,265.32	\$ 130,449,476.84	-5.9%
Value of Fees	\$ 854,368.39	\$ 1,044,782.02	22%

New Construction

Metric	FY16	FY17	Year to Year
Volume of Inspections	12,650	13,792	9.0%
On-Time Inspections	99%	98%	-1.0%

Property Maintenance & Zoning: Closed Violations

Metric	FY16	FY17	Year to Year
Volume of Closed Violations	8,681	7,836	-9.7%
Closed On-Time	89%	91.40%	2.7%

Planning Commission and City Council Concurrency Rates

Metric	FY16	FY17	Year to Year
Planning Commission	94.4%	100%	5.9%
City Council	94.6%	100%	5.7%

Total Volume of Board/Commission applications processed

Metric	FY16	FY17	Year to Year
Volume of Applications	114	96	-15.8%

Housing Grants

Metric	FY16	FY17	Year to Year
Volume of Grant Applications	101	116	14.9%
Number of Grants Awarded	49	72	46.9%
Total Amount Awarded	\$ 194,377.00	\$431,403.42	121.9%

Neighborhood Capacity Building Activities

Metric	FY16	FY17	Year to Year
RNO's. Workshops, Consultations, Meetings	192	427	122.4%

Freedom of Information Requests

Metric	FY16	FY17	Year to Year
Volume of Requests	357	540	51.3%
On-Time Response	90%	99.3%	9.3%