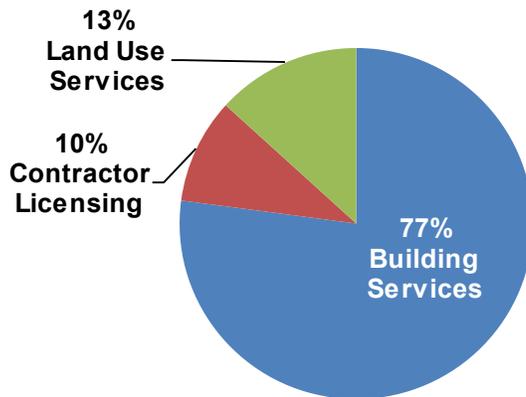




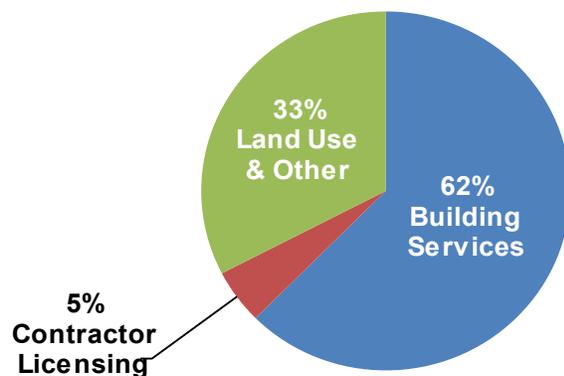
## LAND USE

*Land Use Services works to enforce the City's regulations and implement the City's vision in order to maintain and enhance the community's quality of life. It is comprised of five Divisions that, when combined, create a one-stop shop for all new land development and redevelopment. In carrying out their duties, the Land Use Services staff's utmost priority is the protection of the public's health, safety, and welfare.*

### 2016 Revenues



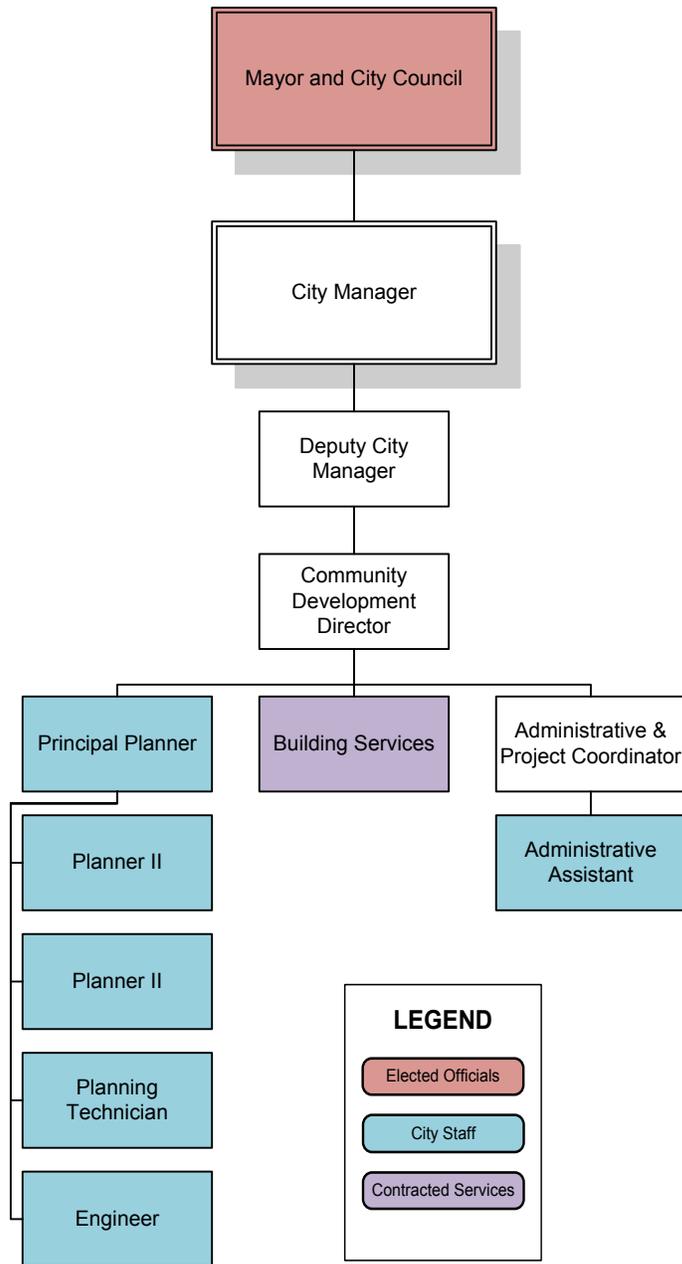
### 2016 Expenses



### Total Adopted Budget by Category

	2014	2015	2015	2016	2015 Adopted/ 2016 Budget	
	Actual	Adopted	Revised	Adopted	\$ Chg	% Chg
Personnel Services	\$ 445,819	\$ 476,237	\$ 458,921	\$ 488,061	\$ 11,824	2.5%
Contracted Services	2,325,896	2,100,596	2,423,796	2,090,596	(10,000)	-0.5%
Other Services & Supplies	280,860	302,228	360,463	318,865	16,637	5.5%
<b>TOTAL</b>	<b>\$ 3,052,575</b>	<b>\$ 2,879,061</b>	<b>\$ 3,243,180</b>	<b>\$ 2,897,522</b>	<b>\$ 18,461</b>	<b>0.6%</b>

# LAND USE



## Staff and Contracted Resources Summary

	2014 Actual FTE	2015 Revised FTE	2016 Adopted FTE	2015 / 2016 Difference
Current Planning	6.00	6.00	6.00	-
Engineering - Contracted	1.00	1.00	1.00	-
Building - Contracted	8.00	8.00	8.00	-
<b>TOTAL</b>	<b>15.00</b>	<b>15.00</b>	<b>15.00</b>	<b>-</b>



**Overview:** The Current Planning Division is responsible for the administration of the City of Centennial's Land Development Code, including the review and processing of land development applications and other development orders in the zoning code, such as fence and sign permits, CMRS permits, development permits, and zoning clearance. The Current Planning Division also provides support to other Divisions and Departments within the City, including zoning compliance checks of building permits, business and sales tax licenses, and liquor licenses, as well as the Planning and Zoning Commission.

The Division also conducts engineering review of land use applications, the review and approval of site civil construction documents and development permits, and inspections related to the construction of improvements associated with new development. In conjunction with the Southeast Metro Stormwater Authority (SEMSWA), the Division is responsible for inspection and acceptance of new public improvements associated with land use cases and is also responsible for coordination of city services with SEMSWA.

**Prior Year Accomplishments:**

 <p>City Services</p>	<ul style="list-style-type: none"> <li>• Maintained an efficient, transparent, responsive, accountable, and fiscally responsible division by tracking and meeting performance measurements, improving business processes, performing customer service surveys, and operating within budget. (CSC 3)</li> <li>• Monitored citizen and customer service expectations and satisfaction through customer service surveys. Implemented improvements based upon customer suggestions. (CS 3.6)</li> <li>• Kept citizens and stakeholders informed about development and other projects with meetings and workshops. (CS 8.3)</li> <li>• Managed the multi-year Official Zoning Map project to implement the LDC. Prepared amendments to the LDC. (CS 6.2)</li> </ul>
 <p>Community Quality of Life / Citizen Engagement</p>	<ul style="list-style-type: none"> <li>• Encouraged citizen participation in the current planning process through community meetings. (CQL/CEC 6.4)</li> <li>• Supported neighborhoods by providing residents with information by attending one (1) HOA meeting and two (2) CenCON meetings. (CQL/CEC 6.4)</li> <li>• Supported neighborhoods and community by attending twenty-three (23) meetings to provide residents with relevant and useful information about Current Planning services. (CQL/CEC 6.4)</li> </ul>
 <p>Economic Health</p>	<ul style="list-style-type: none"> <li>• Pursued opportunities for strategic annexations into the City. (EHC 2.2)</li> <li>• Continue to implement business practices that make doing business with the City simple, efficient and as responsive as possible by increasing the number of paperless submittals. Accepted 90% of submittals electronically. (EHC 3)</li> </ul>
 <p>Environment</p>	<ul style="list-style-type: none"> <li>• Monitored ordinances for environmentally sound practices. (EC 1.3)</li> </ul>



<b>Performance Measurements:</b>	<b>2013 Actual</b>	<b>2014 Actual</b>	<b>2015 Estimated</b>	<b>2016 Projected</b>
Number of LDC Amendments Processed	2	4	2	2
Percent of Prepared Amendments Adopted	100%	100%	100%	100%
Number of Annexations Processed	4	3	3	3
Number of Contiguous Acres Annexed	133	123	60	60
Number of Fence Permits Received	94	100	100	110
Number of Fence Permits Issued	83	90	90	85
Number of Sign Permits Requested	202	260	300	225
Number of Sign Permits Issued	167	215	240	170
Number of Pre-submittal Applications Received	67	72	60	60
Number of Land Use Applications Received	91	100	75	75
Number of Variance Applications Received	9	12	10	5
Number of Variances Approved by the P&Z or CC	8	8	8	5
Number of P&Z Commission Meetings Facilitated	22	22	20	20
Number of Applications Presented to P&Z Commission	38	48	36	25
Number of Applications Presented to City Council	32	30	23	25
Number of Construction Drawings (CDs) Received	32	30	30	25



**Goals and Objectives:**

 <p><b>City Services</b></p>	<ul style="list-style-type: none"> <li>• Maintain an efficient, transparent, responsive, accountable, and fiscally responsible division by tracking and meeting performance measurements, improving business processes, performing customer service surveys, and operating within budget. (CSC 3)</li> <li>• Monitor citizen and customer service expectations and satisfaction through customer service surveys. Implement improvements based upon customer suggestions. (CS 3.6)</li> <li>• Keep citizens and stakeholders informed about development and other projects with meetings and workshops. (CS 8.3)</li> <li>• Manage the multi-year Official Zoning Map project to implement the LDC. (CS 6.2)</li> </ul>
 <p><b>Community Quality of Life / Citizen Engagement</b></p>	<ul style="list-style-type: none"> <li>• Encourage citizen participation in the current planning process through community meetings and other means of engagement. (CQL/CEC 6.4)</li> <li>• Support neighborhoods by providing residents with information by attending at least two HOA and CenCON meetings. (CQL/CEC 6.4)</li> </ul>
 <p><b>Economic Health</b></p>	<ul style="list-style-type: none"> <li>• Pursue opportunities for strategic annexations into the City. (EHC 2.2)</li> <li>• Continue to implement business practices that make doing business with the City simple, efficient and as responsive as possible by increasing the number of paperless submittals. (EHC 3)</li> </ul>
 <p><b>Environment</b></p>	<ul style="list-style-type: none"> <li>• Pursue implementation of electronic referrals of plans to outside agencies and maintain electronic submittal process. (EC 2)</li> <li>• Monitor ordinances for environmentally sound practices. (EC 1.3)</li> </ul>



**Overview:** The Building Division is responsible for ensuring the life safety of all persons in the City of Centennial related to the construction of all commercial and residential structures, by enforcing compliance of the adopted International Codes. This is achieved by examining submitted plans and conducting necessary inspections to assure compliance with all City of Centennial building codes and ordinances.

**Prior Year Accomplishments:**

 <p>City Services</p>	<ul style="list-style-type: none"> <li>• CS 3 Maintained high level of accountability and productivity by consistently meeting all performance measurements.</li> <li>• CS 3, 3.6 Continued to monitor citizen and customer expectations and satisfaction through customer service surveys. Continuing to Implement process improvements based upon customer suggestions.</li> </ul>
 <p>Community Quality of Life / Citizen Engagement</p>	<ul style="list-style-type: none"> <li>• Supported neighborhoods by providing residents with relevant and useful information about Building Services by facilitating community workshops as well as attending HOA, CenCON, or City Council District meetings as requested or required</li> <li>• CQL 7.4 Maintained strong relationships with all sistering Building Departments in quarterly meetings.</li> <li>• CQL 7.4 Maintained strong working relationships with all three fire protection providers serving the City through monthly meetings and emergency responses.</li> </ul>
 <p>Economic Health</p>	<ul style="list-style-type: none"> <li>• EH 1, 1.2 Maintained a lean, transparent, responsive, and fiscally responsible division by tracking and meeting performance measurements, improving business processes, performing customer service surveys, and operating within budget. Oversee the new contract for the Building Division, specifically the implementation of new services and improved performance measures within the approved budget.</li> <li>• EH 3.2, 7.2 Continued to implement business processes that make doing business with the City as simple, efficient and as responsive as possible: made available paperless submittals; increased the number and/or percent of permits received through Rapid Review Thursdays over 2014; maintained new performance measurements for permits; integrated contractor licensing; helped implement technology for inspections to provide better customer service; and implemented on-line submittals.</li> </ul>
 <p>Environment</p>	<ul style="list-style-type: none"> <li>• ENV 2 Enhanced customer ability to see inspection results via the web, reducing even further the use of paper within the division.</li> </ul>



<b>Performance Measurements:</b>	<b>2013 Actual</b>	<b>2014 Actual</b>	<b>2015 Estimated</b>	<b>2016 Projected</b>
Number of Inspections	15,859	26,894	17,200	17,000
Number of Failed Inspections	2,135	4,314	2,087	2,000
Total Number of Permits Issued	5,886	8,477	5,780	5,500
Valuation of Permits	\$ 235,321,817	\$ 201,774,597	\$ 192,000,000	\$ 175,000,000
Number of New Single-family Permits Issued	53	79	70	50
Number of Single-family COs	42	44	60	40
Number of Residential Addition/Remodel Permits Issued	721	943	650	600
Number of New Commercial Projects Permitted	19	16	22	10
Number of Commercial Addition/Remodel Permits Issued	417	383	420	400
Number of Plan Reviews Performed	1,460	1,257	1,480	1,200
Total Revenue (fees)	\$ 2,805,868	\$ 2,803,873	\$ 2,888,070	\$ 2,400,000

**Goals and Objectives:**

 <b>City Services</b>	<ul style="list-style-type: none"> <li>• CS 3 Maintain high level of accountability and productivity by consistently meeting all performance measurements.</li> <li>• CS 3, 3.6 Continue to monitor citizen and customer expectations and satisfaction through customer service surveys. Implement process improvements based upon customer suggestions.</li> </ul>
 <b>Community Quality of Life / Citizen Engagement</b>	<ul style="list-style-type: none"> <li>• Support neighborhoods by providing residents with relevant and useful information about Building Services by facilitating community workshops as well as attending HOA, CenCON, or City Council District meetings as requested or required.</li> <li>• CSC 9 Continue to participate in quarterly meetings with building officials from other local governments within the Denver metro area.</li> <li>• CQL 7.4 Maintain strong working relationships with all three fire protection providers serving the City through monthly meetings and emergency responses.</li> </ul>
 <b>Economic Health</b>	<ul style="list-style-type: none"> <li>• EH 1, 1.2 Maintain a lean, transparent, responsive, and fiscally responsible division by tracking and meeting performance measurements, improving business processes, performing customer service surveys, and operating within budget.</li> <li>• EH 3.2, 7.2 Continue to implement business processes that make doing business with the City as simple, efficient and as responsive as possible.</li> <li>• Increase the utilization of the City's Home Improvement Program (HIP).</li> </ul>
 <b>Environment</b>	<ul style="list-style-type: none"> <li>• ENV 2 Enhance customer access to Building Services via web interface; further implementation of paperless plan review and on-line submittals and mobile technology for inspections; continue to update and enhance building information (applications, handouts, fees and relevant information) on the City's website.</li> </ul>