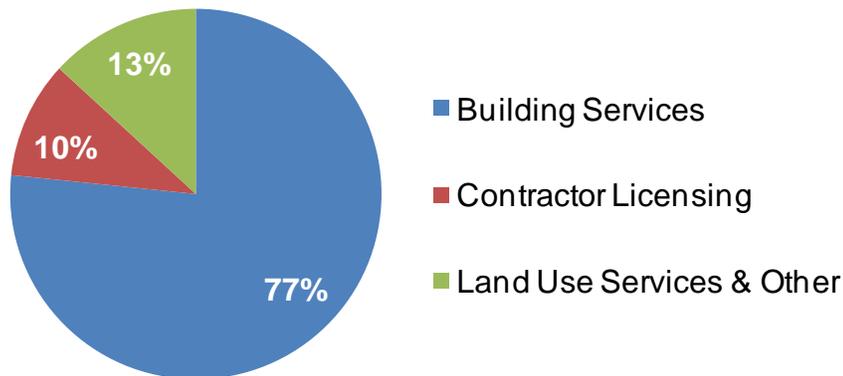




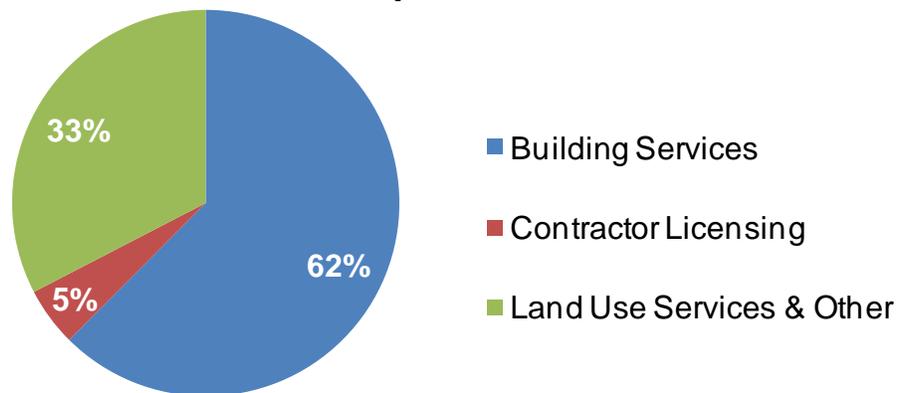
LAND USE

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.

2014 Revenues

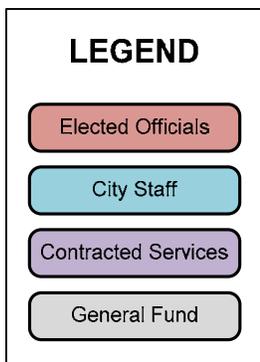
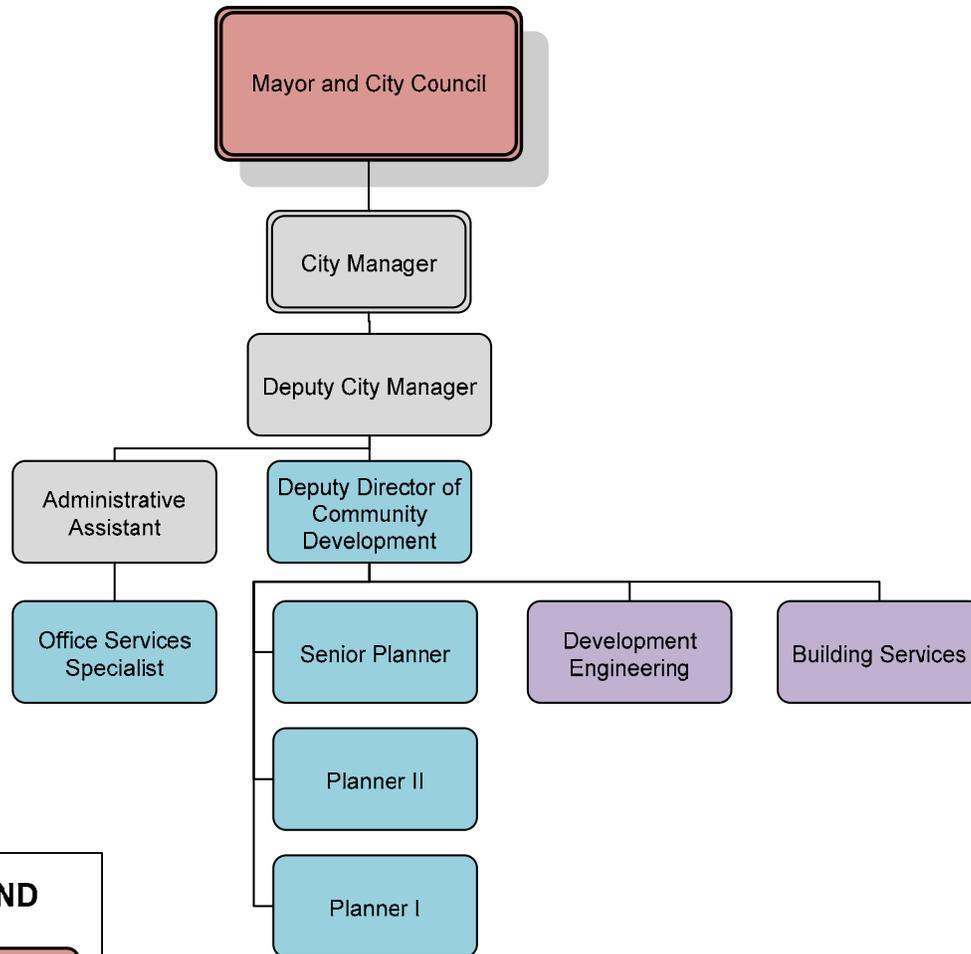


2014 Expenses



Total Adopted Budget by Category

	2012 Actual	2013 Adopted	2013 Revised	2014 Adopted	2013 Adopted/ 2014 Adopted \$ Chg	% Chg
Personnel Services	\$ 728,994	\$ 476,121	\$ 416,460	\$ 413,464	\$ (62,657)	-13.2%
Contracted Services	2,133,938	1,650,600	2,600,600	2,106,705	456,105	27.6%
Other Services & Supplies	273,926	401,517	382,725	393,162	(8,355)	-2.1%
TOTAL	\$ 3,136,858	\$ 2,528,238	\$ 3,399,785	\$ 2,913,331	\$ 385,093	15.2%



Staff and Contracted Resources Summary

	2012 Actual FTE	2013 Revised FTE	2014 Adopted FTE	2013 / 2014 Difference
Current Planning	5.00	5.00	5.00	-
Engineering Contracted	1.00	1.00	1.00	-
Building	8.00	8.00	8.00	-
TOTAL	14.00	14.00	14.00	-



Overview: The Current Planning Division is responsible for development review, zoning information, building permits, planning review, variance applications, and sign and fence permit issuance. In addition, Current Planning also supports the Planning and Zoning Commission, as well as the Board of Adjustment.

Prior Year Accomplishments:

 <p>City Services</p>	<ul style="list-style-type: none">• 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.• Monitored citizen and customer service expectations and satisfaction through customer service surveys. Implemented improvements based upon customer suggestions.• Kept citizens and stakeholders informed about development and other projects with meetings and workshops.• Managed the multi-year Official Zoning Map project to implement the Land Development Code (LDC). Prepared amendments to the LDC.
 <p>Community Quality of Life / Citizen Engagement</p>	<ul style="list-style-type: none">• Encouraged citizen participation in the current planning process through community meetings.• Supported neighborhoods by providing residents with information by attending four (4) HOA and three (3) CenCON meetings.• Supported neighborhoods and community by attending twenty (20) meetings Community Development was asked to attend by others.
 <p>Economic Health</p>	<ul style="list-style-type: none">• Pursued opportunities for strategic annexations into the City.• Continued 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 percent (90%) of submittals electronically.
 <p>Environment</p>	<ul style="list-style-type: none">• Increased the number of paperless reviews to 90 percent (90%).• Monitored ordinances for environmentally sound practices.



Performance Measurements:	2011 Actual	2012 Actual	2013 Estimated	2014 Projected
Number of LDC Amendments Processed	8	6	1	2
Percent of Prepared Amendments Adopted	100%	100%	100%	100%
Number of Annexations Processed	1	3	2	3
Number of Contiguous Acres Annexed	70	95	52	70
Number of Fence Permits Received	190	175	69	75
Number of Fence Permits Issued	182	160	50	70
Average Number of Days to Complete Fence Permits	2.2	1.6	4	1.6
Number of Sign Permits Requested	181	168	190	190
Number of Sign Permits Issued	162	150	152	170
Average Number of Days to Complete Sign Permits	2.6	2.3	4	2.3
Number of Land Use Applications Received	47	61	61	70
Number of Variance Applications Received	14	8	6	10
Number of Variances Heard by Board of Adjustment (BOA) or Planning and Zoning Commission (P&Z)	13	8	7	9
Percent of Variances Approved by BOA / P&Z	85%	63%	86%	75%
Number of P&Z Commission Meetings Facilitated	20	19	20	20
Number of Applications Presented to P&Z Commission	16	13	37	40
Number of Applications Presented to City Council	30	14	28	30



Goals and Objectives:

 <p>City Services</p>	<ul style="list-style-type: none">• 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.• Monitor citizen and customer service expectations and satisfaction through customer service surveys. Implement improvements based upon customer suggestions.• Keep citizens and stakeholders informed about development and other projects with meetings and workshops.• Manage the multi-year Official Zoning Map project to implement the Land Development Code (LDC).
 <p>Community Quality of Life / Citizen Engagement</p>	<ul style="list-style-type: none">• Encourage citizen participation in the current planning process through community meetings and other means of engagement.• Support neighborhoods by providing residents with information by attending at least two HOA and CenCON meetings.
 <p>Economic Health</p>	<ul style="list-style-type: none">• Pursue opportunities for strategic annexations into the City.• 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.
 <p>Environment</p>	<ul style="list-style-type: none">• Pursue implementation of electronic referrals of plans to outside agencies and maintain electronic submittal process.• Monitor ordinances for environmentally sound practices.



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"> • Maintained high level of accountability and productivity by consistently meeting all performance measurements. • Continued to monitor citizen and customer expectations and satisfaction through customer service surveys. Implemented process improvements based upon customer suggestions.
	<p>Community Quality of Life/Citizen Engagement</p>	<ul style="list-style-type: none"> • 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. • Maintained strong relationships with all sistering Building Departments in quarterly meetings. • Maintained strong working relationships with all three fire protection providers serving the City through monthly meetings and emergency responses.
	<p>Economic Health</p>	<ul style="list-style-type: none"> • 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. Oversaw the new contract for the Building Division, specifically the implementation of new services and improved performance measures within the approved budget. • 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 2012; maintained new performance measurements for permits; integrated contractor licensing; helped implement technology for inspections to provide better customer service; and implemented on-line submittals.
	<p>Environment</p>	<ul style="list-style-type: none"> • Enhanced customer access to Building Services via web interface; implemented paperless plan review/submittals and mobile technology for inspections; continue to update and enhance building information (applications, handouts, fees and relevant information) on the City's website. • Enhanced customer ability to see inspection results via the web, reducing even further the use of paper within the division. • All records for contractor licensing are now scanned into software making this part of the building division paperless process.

Performance Measurements:

	2011 Actual	2012 Actual	2013 Estimated	2014 Projected
Number of Inspections	14,745	15,454	16,000	15,500
Number of Failed Inspections	3,008	2,505	2,500	2,480
Total Number of Permits Issued	5,317	7,256	6700	6,500
Valuation of Permits	\$129,137,135	\$148,276,005	\$150,000,000	\$140,000,000
Number of New Single-family Permits Issued	14	64	70	60



Performance Measurements (Cont.):	2011 Actual	2012 Actual	2013 Estimated	2014 Projected
Number of Single-family COs	10	50	55	60
Number of Residential Addition/Remodel Permits Issued	598	773	700	725
Number of New Commercial Projects Permitted	7	19	25	20
Number of Commercial Addition/Remodel Permits Issued	444	482	500	450
Number of Plan Reviews Performed	1,607	1,551	1575	1500
Total Revenue (fees)	\$1,881,849	\$2,516,036	\$2,500,000	\$2,400,000

Goals and Objectives:

 <p>City Services</p>	<ul style="list-style-type: none"> • Maintain high level of accountability and productivity by consistently meeting all performance measurements. • Continue to monitor citizen and customer expectations and satisfaction through customer service surveys. Implement process improvements based upon customer suggestions.
 <p>Community Quality of Life / Citizen Engagement</p>	<ul style="list-style-type: none"> • 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. • Maintain strong working relationships with all three fire protection providers serving the City through monthly meetings and emergency responses.
 <p>Economic Health</p>	<ul style="list-style-type: none"> • 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. Oversee the new contract for the Building Division, specifically the implementation of new services and improved performance measures within the approved budget. • Continue to implement business processes that make doing business with the City as simple, efficient and responsive as possible: make available paperless submittals; increase the number and/or percent of permits received through Rapid Review Thursdays over 2013; maintain new performance measurements for permits; integrate contractor licensing; help implement technology for inspections to provide better customer service; and implement on-line submittals.
 <p>Environment</p>	<ul style="list-style-type: none"> • Enhance customer access to Building Services via web interface; further implementation of paperless plan review/submittals and mobile technology for inspections; continue to update and enhance building information (applications, handouts, fees and relevant information) on the City's website.