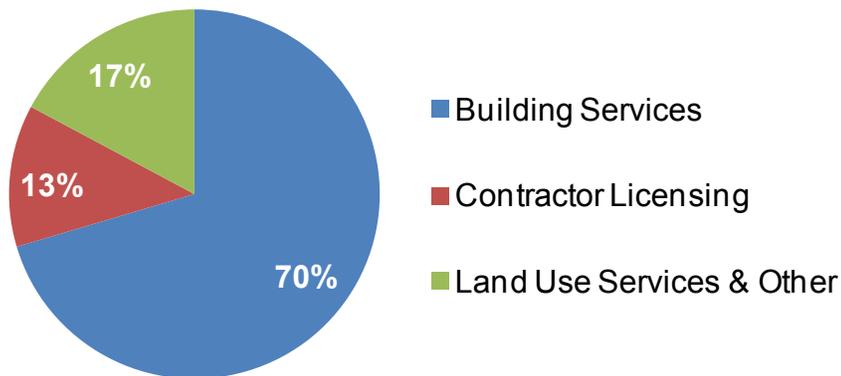




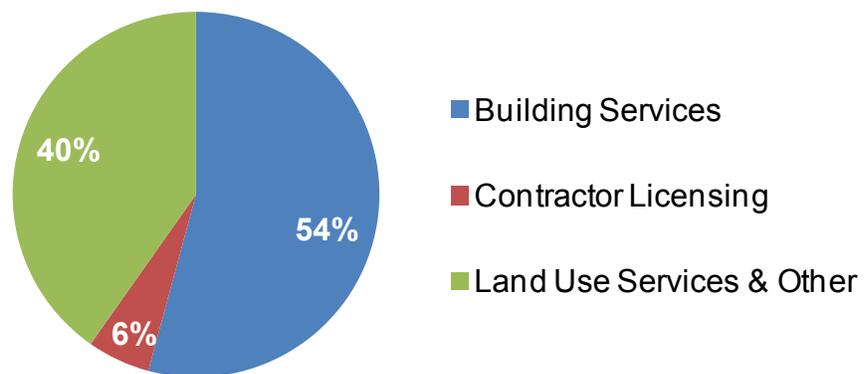
## LAND USE

*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.*

### 2013 Revenues

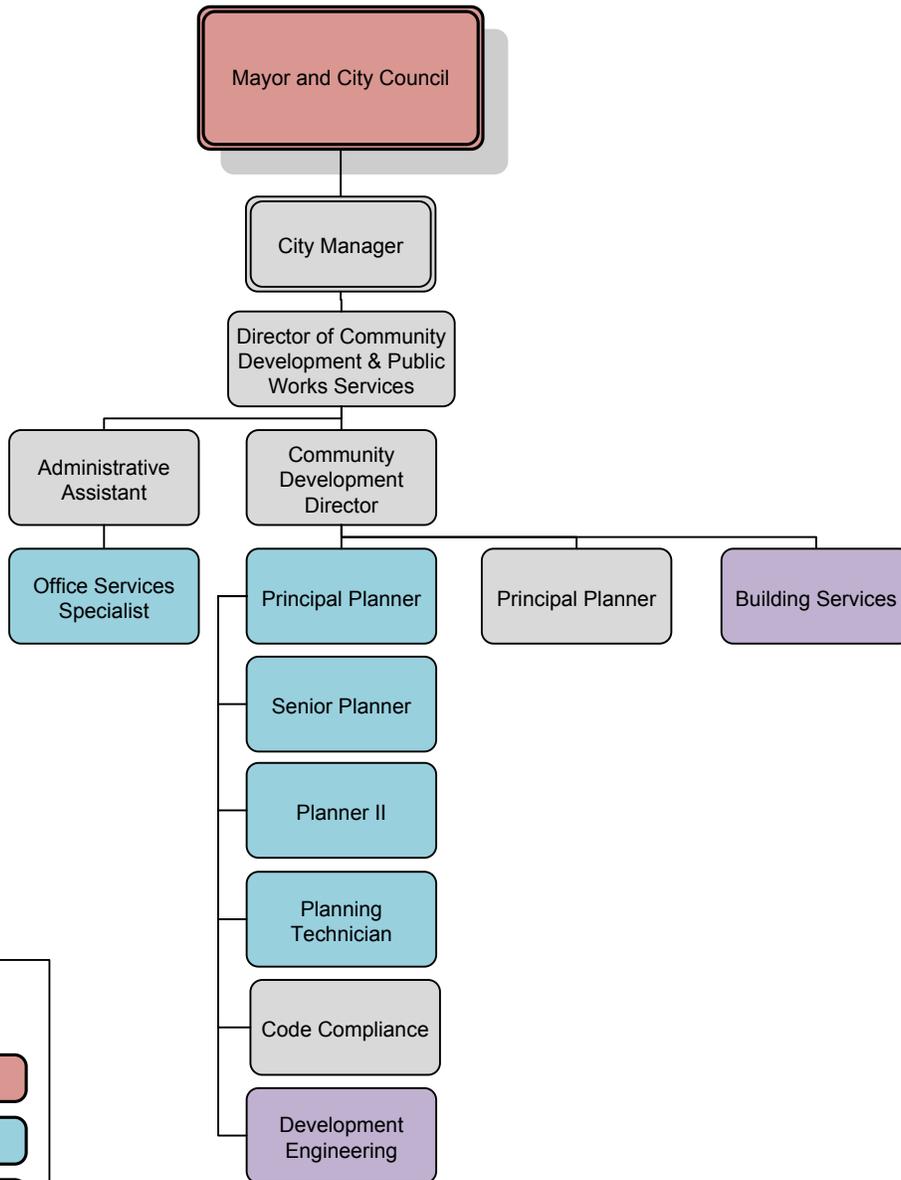


### 2013 Expenses



#### Total Adopted Budget by Category

	2011 Actual	2012 Adopted	2012 Revised	2013 Adopted	2012 Adopted/ 2013 Adopted \$ Chg	% Chg
Personnel Services	\$ 1,016,026	\$ 707,329	\$ 732,709	\$ 476,121	\$ (231,208)	-32.7%
Contracted Services	1,706,245	1,645,600	2,370,600	1,650,600	5,000	0.3%
Other Services & Supplies	235,253	264,770	404,369	401,517	136,747	51.6%
<b>TOTAL</b>	<b>\$ 2,957,524</b>	<b>\$ 2,617,699</b>	<b>\$ 3,507,678</b>	<b>\$ 2,528,238</b>	<b>\$ (89,461)</b>	<b>-3.4%</b>



LEGEND	
<span style="background-color: #e67e22; border: 1px solid black; border-radius: 5px; padding: 2px;">Elected Officials</span>	
<span style="background-color: #2980b9; border: 1px solid black; border-radius: 5px; padding: 2px;">City Staff</span>	
<span style="background-color: #9b59b6; border: 1px solid black; border-radius: 5px; padding: 2px;">Contracted Services</span>	
<span style="background-color: #d9ead3; border: 1px solid black; border-radius: 5px; padding: 2px;">General Fund</span>	

### Staff and Contracted Resources Summary

	2011 Actual FTE	2012 Revised FTE	2013 Adopted FTE	2012 / 2013 Difference
Current Planning	6.50	5.00	5.00	-
Engineering	4.00	-	-	-
Engineering Contracted	-	1.00	1.00	-
GIS Services	1.00	-	-	-
Building	8.00	8.00	8.00	-
<b>TOTAL</b>	<b>19.50</b>	<b>14.00</b>	<b>14.00</b>	<b>-</b>



**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><b>City Services</b></p>	<ul style="list-style-type: none"> <li>• Maintained a high level of accountability and productivity by consistently meeting all performance measurements.</li> <li>• Managed the multi-year Official Zoning Map project to implement the Land Development Code (LDC).</li> <li>• Monitored citizen and customer service expectations and satisfaction through customer service surveys. Implemented improvements based upon customer suggestions.</li> <li>• Encouraged citizen participation in current planning process with NCAA focus group meetings and community meetings related to NCAA. Conducted community meetings about pets and wildlife.</li> <li>• Kept citizens and stakeholders informed about development and other projects with meetings and workshops.</li> </ul>
 <p><b>Community Quality of Life / Citizen Engagement</b></p>	<ul style="list-style-type: none"> <li>• Supported neighborhoods by providing residents with information by attending at least two HOA and CenCON meetings. Attended CenCON to discuss agricultural animals and pets and wildlife. Attended Algonquin HOA to address code violations.</li> <li>• Furthered efforts to provide citizens and stakeholders with information by facilitating community meetings on agricultural animals and pets and wildlife.</li> <li>• Encouraged citizen participation in the current planning process through community meetings.</li> <li>• Participated in City sponsored customer service workshop.</li> <li>• Researched Citizen Planning Academy models in anticipation of future program.</li> </ul>
 <p><b>Economic Health</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Provided strong project management for annexations.</li> <li>• Continued to implement business practices to 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.</li> </ul>
 <p><b>Environment</b></p>	<ul style="list-style-type: none"> <li>• Monitored ordinances for environmentally sound practices. Evaluated oil and gas regulations and presented options to City Council.</li> <li>• Increased the number of paperless reviews to 90 percent (90%) and continued to update the interactive land use application map to allow citizens access without having to drive to the</li> </ul>



<b>Performance Measurements:</b>	<b>2009 Actual</b>	<b>2010 Actual</b>	<b>2011 Actual</b>	<b>2012 Estimated</b>	<b>2013 Projected</b>
Number of LDC Amendments Processed	5	0	8	17	8
Percent of Prepared Amendments Adopted	0%	0%	100%	100%	100%
Number of Contiguous Acres Annexed	261	0	70	53	0
Average Number of Days to Process Annexation	38	0	35	40	40
Number of Fence Permits Received	202	148	190	200	100
Number of Fence Permits Issued	202	148	190	200	100
Average Number of Days to Complete Fence Permits	2.2	2.5	2.8	3	3
Number of Sign Permits Requested	141	104	181	175	175
Number of Sign Permits Issued	141	104	181	175	175
Average Number of Days to Complete Sign Permits	2.5	1.6	2.6	3	3
Number of Variance Applications Received	5	12	17	10	8
Number of Variances Heard by Board of Adjustment (BOA)	4	12	17	10	8
Percent of Variances Approved by BOA	100%	92%	88%	75%	90%
Number of P&Z Commission Meetings Facilitated	19	14	20	20	23
Number of Applications Presented to P&Z Commission	24	17	16	22	23
Number of Applications Presented to City Council	39	21	33	32	33



**Goals and Objectives:**

 <p><b>City Services</b></p>	<ul style="list-style-type: none"> <li>• Maintain high level of accountability and productivity by consistently meeting all performance measures.</li> <li>• Manage multi-year Official Zoning Map project to implement LDC.</li> <li>• Manage LDC amendments.</li> <li>• Continue to monitor citizen and customer service expectations and satisfaction through customer service surveys. Implement improvements based upon customer suggestions.</li> <li>• Encourage citizen participation in the current planning process through community meetings.</li> <li>• Further efforts to keep citizens and other stakeholders informed about development and other projects by <u>facilitating community meetings, workshops, etc.</u></li> </ul>
 <p><b>Community Quality of Life / Citizen Engagement</b></p>	<ul style="list-style-type: none"> <li>• Support neighborhoods by providing residents with relevant and useful information about Current Planning services by attending at least two HOA/CenCON meetings with City Council District Meetings as requested.</li> <li>• Further efforts to keep citizens and other stakeholders informed about development and other projects by facilitating community meetings, workshops, etc.</li> <li>• Encourage citizen participation in the current planning process through community meetings.</li> <li>• Facilitate and participate in City sponsored customer service workshops.</li> <li>• Develop Citizen Planning Academy.</li> <li>• Provide a Planning 101 for CenCON and citizens.</li> </ul>
 <p><b>Economic Health</b></p>	<ul style="list-style-type: none"> <li>• 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>• Provide strong project management for annexations.</li> <li>• Continue to implement business practices to make doing business with the City as simple, efficient and as responsive as possible; increase the number of paperless submittals.</li> </ul>
 <p><b>Environment</b></p>	<ul style="list-style-type: none"> <li>• Monitor current and future ordinances for environmentally sound practices.</li> <li>• Increase the number of paperless submittals and electronic review: continue to update and enhance planning and zoning information and the interactive land use application map on the City's website, such that customers and citizens can receive public information from home and office, rather than traveling to the Civic Center.</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>• Maintained high level of accountability and productivity by consistently meeting all performance measurements.</li> <li>• Continued to monitor citizen and customer expectations and satisfaction through customer service surveys. Implemented 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>• 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>• 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.</li> <li>• Continued to implement business processes to 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 2011; 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>• Enhanced customer access to Building Services via web interface; implemented paperless plan review/submittals and mobile technology for inspections; continued to update and enhance building information (applications, handouts, fees and relevant information) on the City's website.</li> </ul>

Performance Measurements:	2009 Actual	2010 Actual	2011 Actual	2012 Estimated	2013 Projected
Number of Inspections	13,060	14,600	14,745	15,000	15,000
Number of Failed Inspections	2,890	2,172	3,008	2,800	2650
Total Number of Permits Issued	7,592	6,490		6,000	5500
Valuation of Permits	\$114,189,269	\$162,570,622	\$129,137,135	\$135,000,000	\$140,000,000
Number of New Single-family Permits Issued	23	35	14	20	17
Number of Single-family COs	19	30	10	10	10



Performance Measurements (Cont.):	2009 Actual	2010 Actual	2011 Actual	2012 Estimated	2013 Projected
Number of Residential Addition/Remodel Permits Issued	458	533	598	500	470
Number of New Commercial Projects Permitted	16	11	7	10	7
Number of Commercial Addition/Remodel Permits Issued	282	258	444	280	250
Number of Plan Reviews Performed	997	1,005	1607	1015	1100
Total Revenue (fees)	\$2,150,991	\$2,097,005	\$1,881,849	\$2,000,000	\$2,000,000

**Goals and Objectives:**

 <b>City Services</b>	<ul style="list-style-type: none"> <li>• Maintain high level of accountability and productivity by consistently meeting all performance measurements.</li> <li>• 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>• 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>• 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.</li> <li>• Continue to implement business processes to make doing business with the City as simple, efficient and as responsive as possible: make available paperless submittals; increase the number and/or percent of permits received through Rapid Review Thursdays over 2012; maintain new performance measurements for permits; integrate contractor licensing; help implement technology for inspections to provide better customer service; and implement on-line submittals.</li> </ul>
 <b>Environment</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>



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