



Centennial's Vision:

The City of Centennial is dedicated to providing a high quality of life, delivering superior customer service, and achieving the highest professional standard. We strive to uphold our mission by adhering to our organizational values.



Building Division Mission:

The Building Division seeks to protect the life safety of all persons in Centennial related to the construction of all commercial and residential structures. This is achieved by completing plans examination, ensuring contractors are licensed, and conducting necessary inspections to assure compliance with adopted building codes and ordinances. In addition, the Building Division will provide assistance to educate potential applicants and the general public as to life safety issues related to construction and how to comply with local codes.



Building Division Strategic Goals (OVOV Centennial 2030 Alignment)

Enforce Regulations. Building Division will enforce and ensure compliance with the adopted International Codes by providing thorough plans examinations and inspections. (EH 7)

Education. Building Division will seek to explain the purpose of regulations to foster community support and compliance from applicants to ensure all construction meets minimum standards. (CQL 6.1; CQL 6.4)

Enhance Regulations. Building Division will seek to proactively identify regulatory enhancements to address local issues and to recommend tailored solutions that fit the expectations of the community. (CS 5.3; CQL 4)

Efficient and Effective Service. Building Division will maintain an accountable, transparent, responsive, and fiscally responsible division by tracking and meeting performance measurements and improving business processes. (CS 3, 3.2; EH 1, 1.2, 3.2; Env. 2)

Customer Service. Building Division will interact with all customers in a respectful, responsive, accountable and trustworthy manner to achieve customer satisfaction. (CS 3, 3.6; CQL 6.5)



Survey Says...

The 2010 Centennial Citizen Survey provided residents the opportunity to rate the quality of life in the City, as well as the service delivery and overall workings of local government. The survey also permitted residents to provide feedback to the City on what is working well and what is not.

Citizen's rating of the quality of building inspections services provided by the City:

Excellent: 8%
Good: 44%
Fair: 30%
Poor: 19%

Citizen's rating of building permit services provided by the City:

Excellent: 7%
Good: 40%
Fair: 34%
Poor: 19%

Budget:

2013: \$1,011,300
2012: \$1,350,000
2011: \$1,425,000

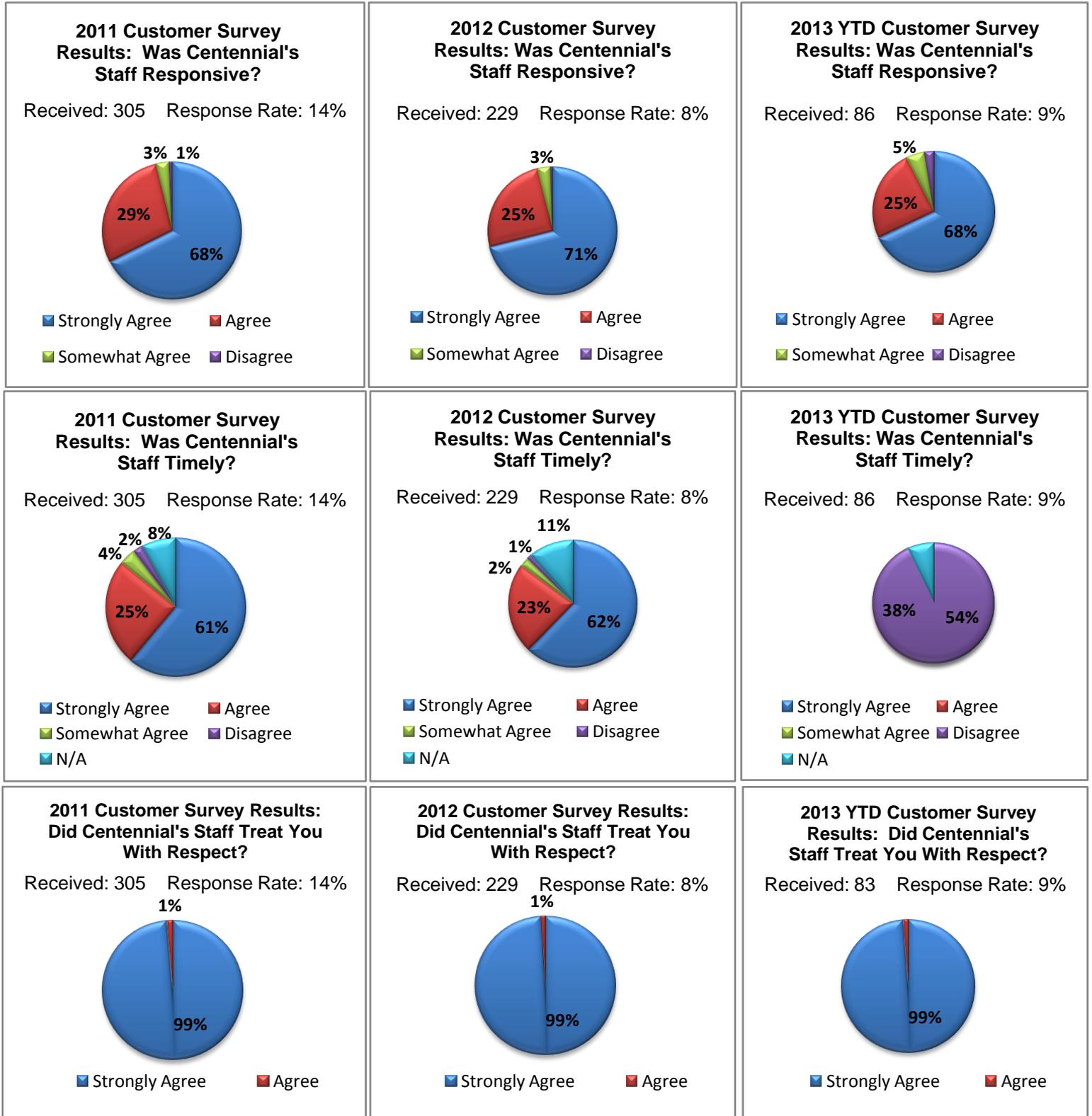
FTE: 8.0

The Building Division provides building inspection and permitting services through a contract with SAFEbuilt.

Performance Outcome Measures

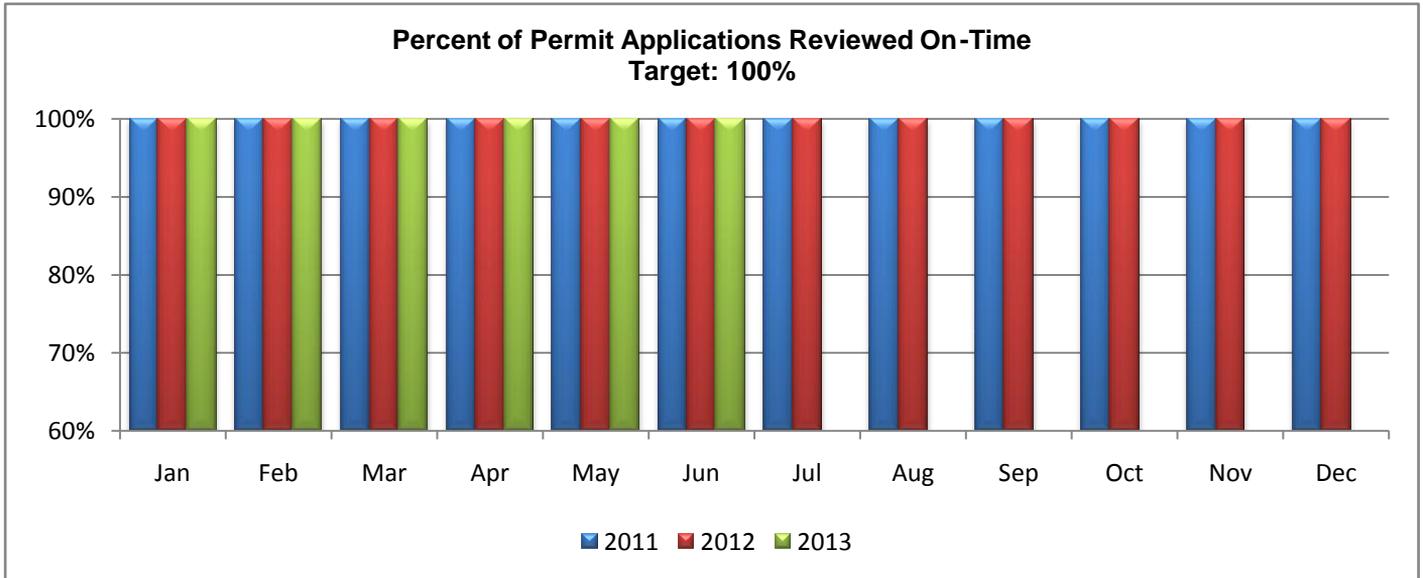
Performance outcomes are measures that indicate how well the department/division's objectives were accomplished. Outcome measures indicate the quality of effectiveness of a service and are

The number of surveys received may be low because contractors who have consistent business with the City do not return surveys for each job performed.



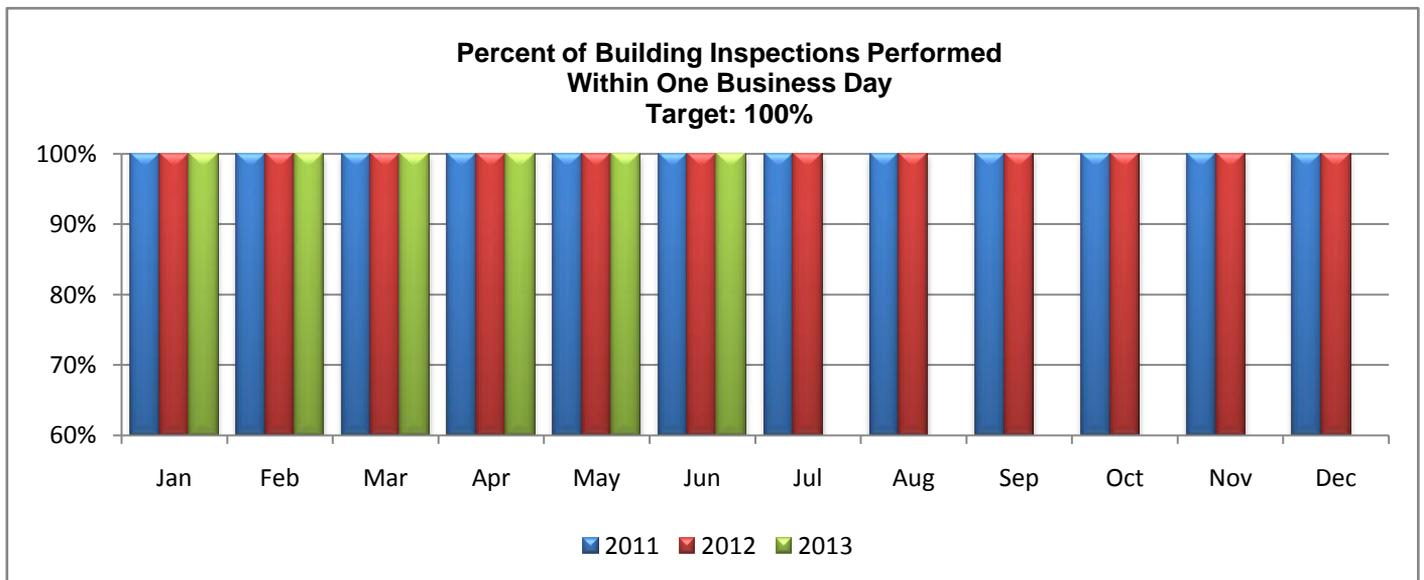
Service Level Measures

Service Level Measures may be thought of as efficiency measures. A measure of the resources required to produce a certain outcome; these may or may not be associated with a goal or target.

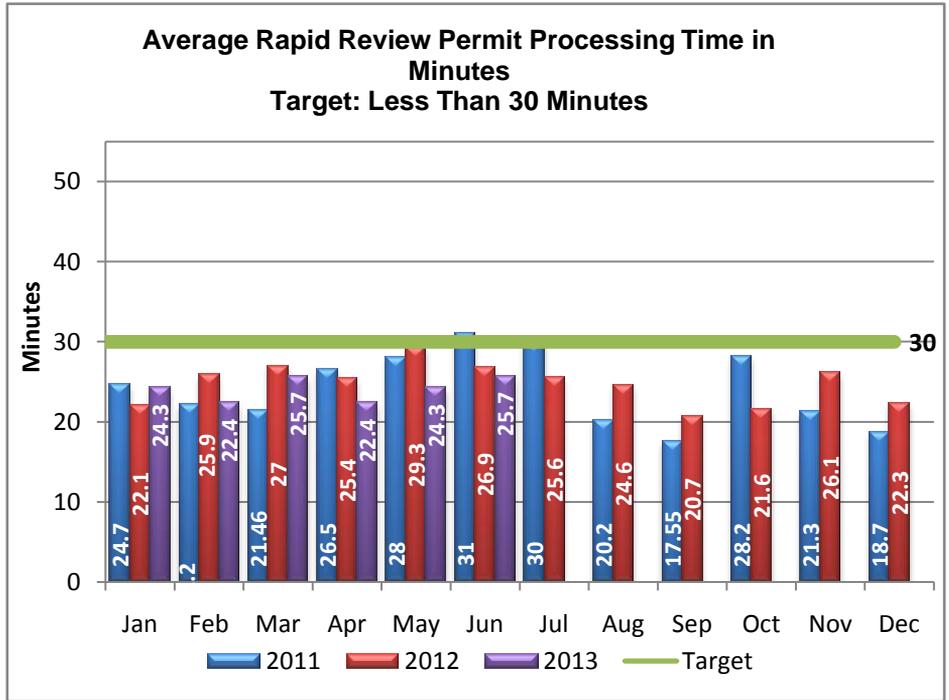


Notes: Whether a permit application is reviewed "on-time" depends on the type of permit application being reviewed. The different target times to review a particular permit application are listed below:

1. New Residential Permit = 10 days
2. Residential Alterations = 5 days
3. New Commercial = 15 days
4. Commercial Alterations = 10 days
5. Miscellaneous = 5 days.



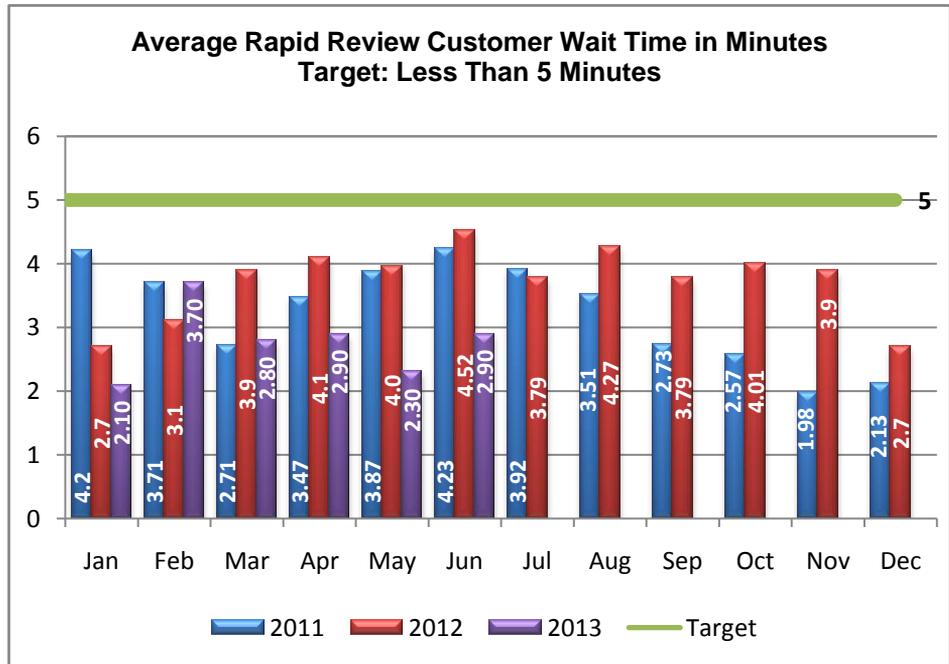
Month	2011	2012	2013
January	24.7	22.1	24.3
February	22.2	25.9	22.4
March	21.5	27.0	25.7
April	26.5	25.4	22.2
May	28.0	29.3	23.7
June	31.0	26.9	25.5
July	30.0	25.6	-
August	20.2	24.6	-
September	17.6	20.7	-
October	28.2	21.6	-
November	21.3	26.1	-
December	18.7	22.3	-



Notes: Rapid Review permits are over-the-counter permits for do-it-yourself projects and are reviewed by the Building Division in 30 minutes or less.

Rapid Review permits are reviewed every Thursday and are available for the following project types: shade covers, uncovered decks, patio covers, egress windows, and basement finishes.

Month	2011	2012	2013
January	4.20	2.70	2.10
February	3.71	3.10	3.70
March	2.71	3.90	2.80
April	3.47	4.10	3.00
May	3.87	3.97	2.30
June	4.23	4.52	2.90
July	3.92	3.79	-
August	3.51	4.27	-
September	2.73	3.79	-
October	2.57	4.01	-
November	1.98	3.90	-
December	2.13	2.70	-

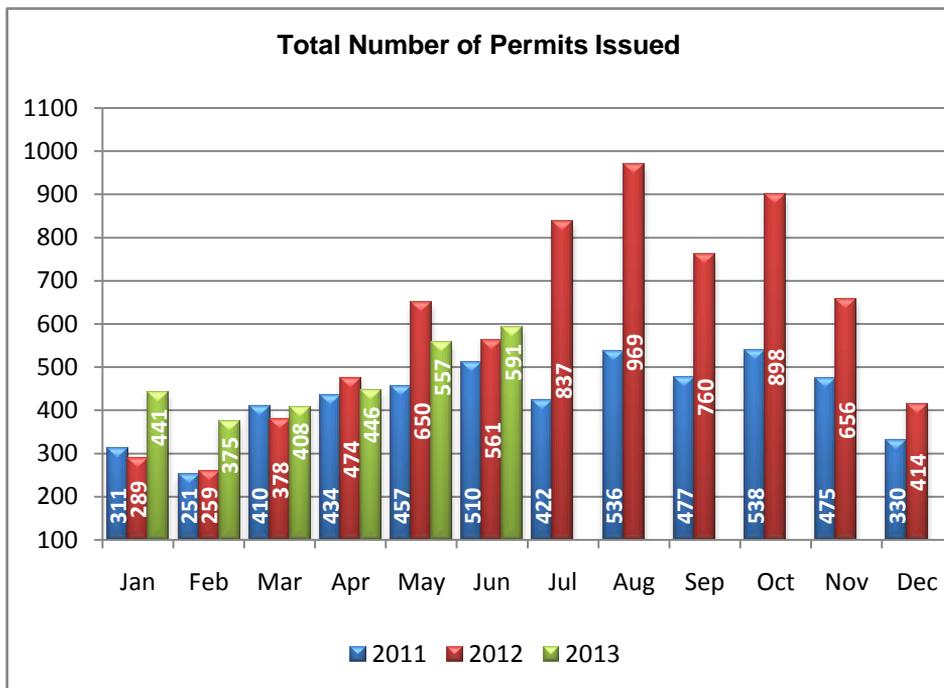


Notes: Rapid Review Customer Wait Time is the amount of time a customer has to wait between asking for Building Division staff to review a permit and receiving assistance.

Output Measures

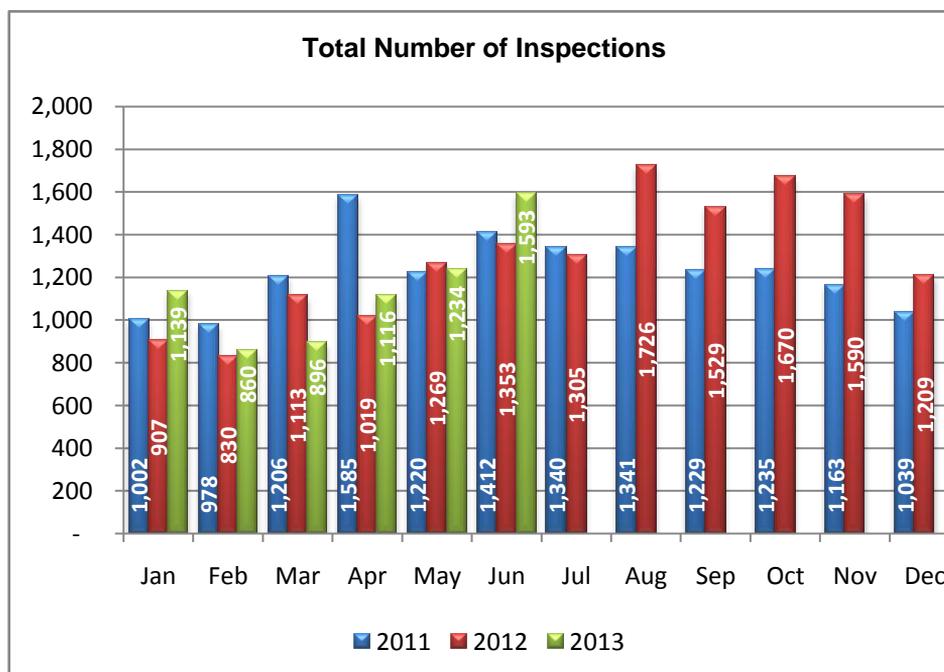
Performance Output Measures indicate the amount of service provided and efficiency of work.

	2011	2012	2013
January	311	289	441
February	251	259	375
March	410	378	408
April	434	474	446
May	457	650	557
June	510	561	591
July	422	837	-
August	536	969	-
September	477	760	-
October	538	898	-
November	475	656	-
December	330	414	-
Total	5151	7145	2818



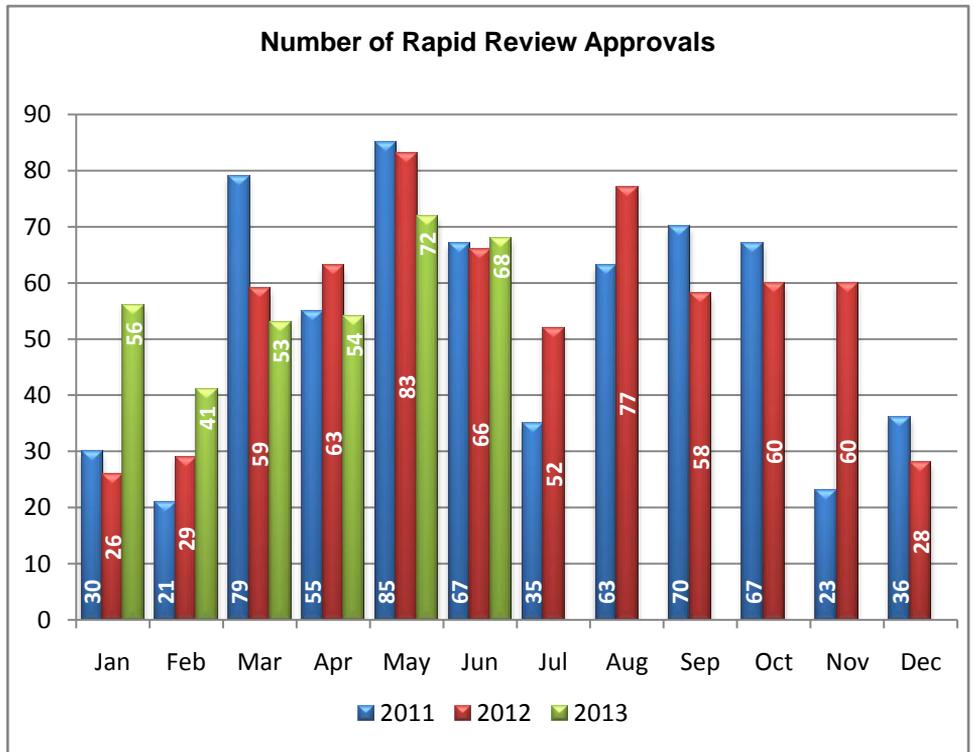
Notes: The total number of permits issued is down 5.4% Q2 2013 over Q2 2012, yet remain ahead of last year's pace by 7.9%. (2,818 issued YTD 2013 versus 2,611 in the same time period 2012).

	2011	2012	2013
January	1,002	907	1,139
February	978	830	860
March	1,206	1,113	896
April	1,585	1,019	1,116
May	1,220	1,269	1,234
June	1,412	1,353	1,593
July	1,340	1,305	-
August	1,341	1,726	-
September	1,229	1,529	-
October	1,235	1,670	-
November	1,163	1,590	-
December	1,039	1,209	-
Total	14,750	15,520	6,838

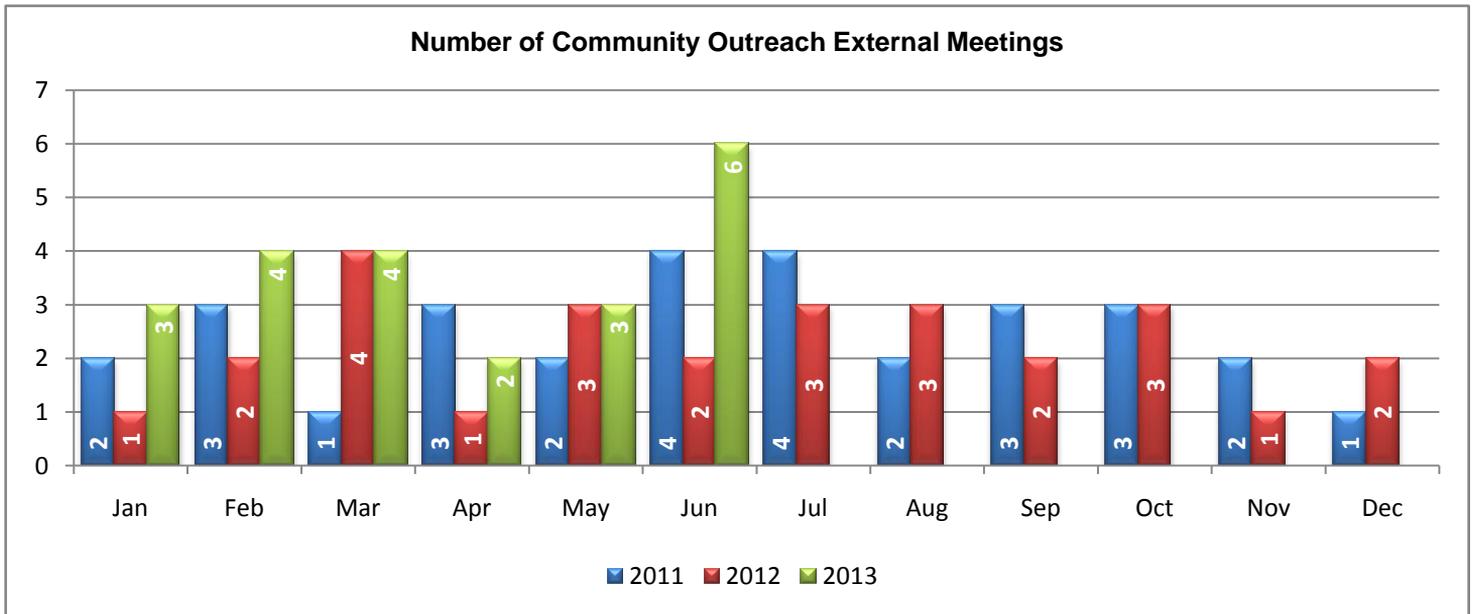


Notes: The total number of inspections is up 8.3% Q2 2013 over Q2 2012, and remains ahead of last year's pace by 5.3%. (6,838 inspections YTD 2013 versus 6,491 in the same time period 2012).

	2011	2012	2013
January	30	26	56
February	21	29	41
March	79	59	53
April	55	63	54
May	85	83	72
June	67	66	68
July	35	52	-
August	63	77	-
September	70	58	-
October	67	60	-
November	23	60	-
December	36	28	-
Total	631	661	344



Notes: The total number of permits issued is down 8.5% Q2 2013 over Q2 2012, but is ahead of last year's pace by 5.2%. (344 issued YTD 2013 versus 326 through the same time period in 2012).



Notes: During HIP meetings, Building Division staff provides assistance and education to Centennial homeowners on home improvement processes.

Key Performance Measures Report

Building Division Quarter 2 2013

Executive Summary

Survey Results

Survey responses remain strong. Of the 86 surveys received year to date; only 5% (6 overall responses) have “Somewhat Agreed” or “Disagreed” with the fact that Centennial’s service was responsive. Of these, 3 occurred in Quarter 2.

Service provided is of a timely and respectful nature, with only one “Somewhat Agree” or “No” answer in 2013 to date. This answer also occurred in Quarter 2.

Permit Applications Reviewed on Time

All permit applications (100%) for the quarter were reviewed in a timely manner, continuing a long-standing success rate for this measure.

Percent of Building Inspections Performed within One Business Day

All building inspections (100%) for the quarter were performed within one business day, continuing a long-standing success rate for this measure.

Average Rapid Review Permit Processing Time / Total Rapid Review Approvals

The target for Rapid Review permit processing time is less than 30 minutes. The Building Division continues to remain below target for this measure, averaging 23.8 minutes in Quarter 2. This represents a 1.2% decrease from Quarter 1 in 2013, and a 12.5% decrease from Quarter 2 2012.

While the total number of Rapid Review approvals is down slightly as compared to Quarter 2 2012, which may account for the decrease in processing time, the totals remain relatively strong, especially as compared to Quarter 1 2013.

Average Rapid Review Permit Wait Time

Considered concurrently with the prior measures, the 35% decrease in wait time from Quarter 2 2012 (4.20 minutes) to Quarter 2 2013 (2.73 minutes) is an indicator of rapid response to customer requests. Compared to the prior quarter in 2013, the average wait time has decreased by 0.14 minutes, or 4.9%.

Total Number of Permits Issued / Inspections Performed

The total number of permits issued, year to date, is outpacing 2012 by 7.9% (207 permits ahead of the 2012 pace). A total of 1,594 permits were issued in Quarter 2 2013, 30% (370) ahead of Quarter 1 2013. Total number of inspections performed is up 8.3% (302 inspections) over Quarter 2 2012, and remains ahead of the 2012 pace by 5.3%.

This increase, year over year, and quarter over quarter, is likely due to increased development as well as the beginning of the summer construction season.