City of Centennial

Community Development Department – Building Division

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.

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)

Tom Pitchford, Chief Building Official - 303.754.3312

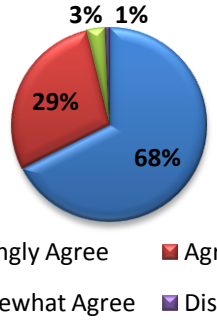
Performance Outcome Measures

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.

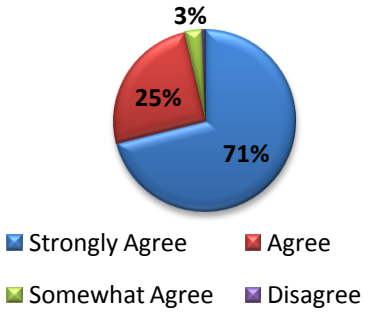
2011 Customer Survey Results: Was Centennial's Staff Responsive?

Received: 305 Response Rate: 14%



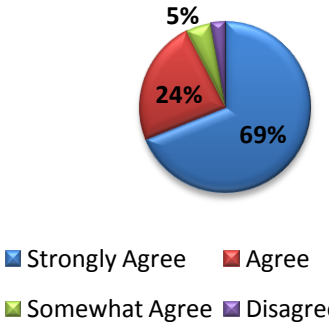
2012 Customer Survey Results: Was Centennial's Staff Responsive?

Received: 229 Response Rate: 8%



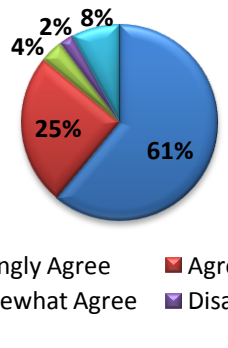
2013 YTD Customer Survey Results: Was Centennial's Staff Responsive?

Received: 117 Response Rate: 9%



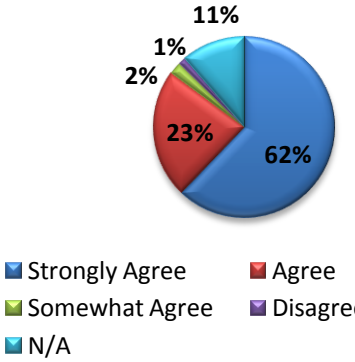
2011 Customer Survey Results: Was Centennial's Staff Timely?

Received: 305 Response Rate: 14%



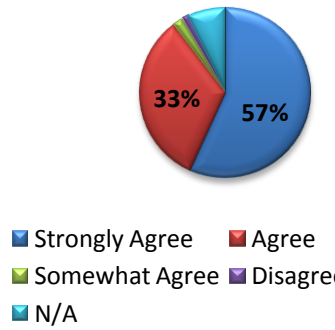
2012 Customer Survey Results: Was Centennial's Staff Timely?

Received: 229 Response Rate: 8%



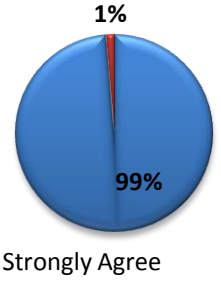
2013 YTD Customer Survey Results: Was Centennial's Staff Timely?

Received: 125 Response Rate: 9%



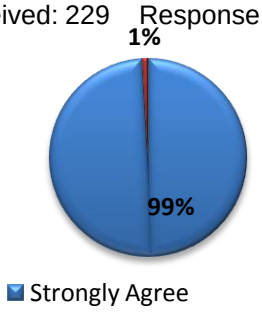
2011 Customer Survey Results: Did Centennial's Staff Treat You With Respect?

Received: 305 Response Rate: 14%



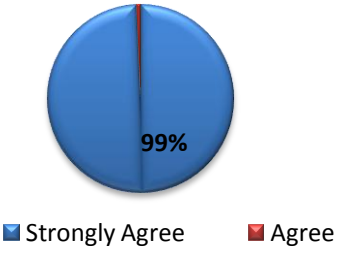
2012 Customer Survey Results: Did Centennial's Staff Treat You With Respect?

Received: 229 Response Rate: 8%



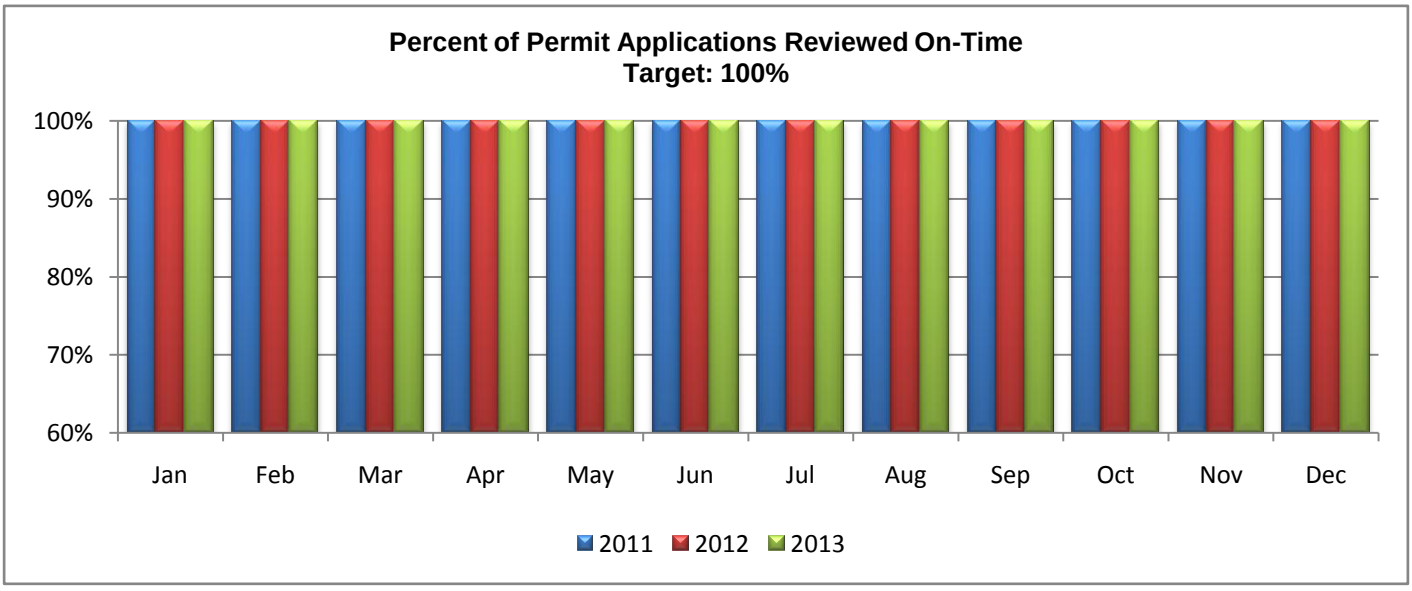
2013 YTD Customer Survey Results: Did Centennial's Staff Treat You With Respect?

Received: 122 Response Rate: 9%



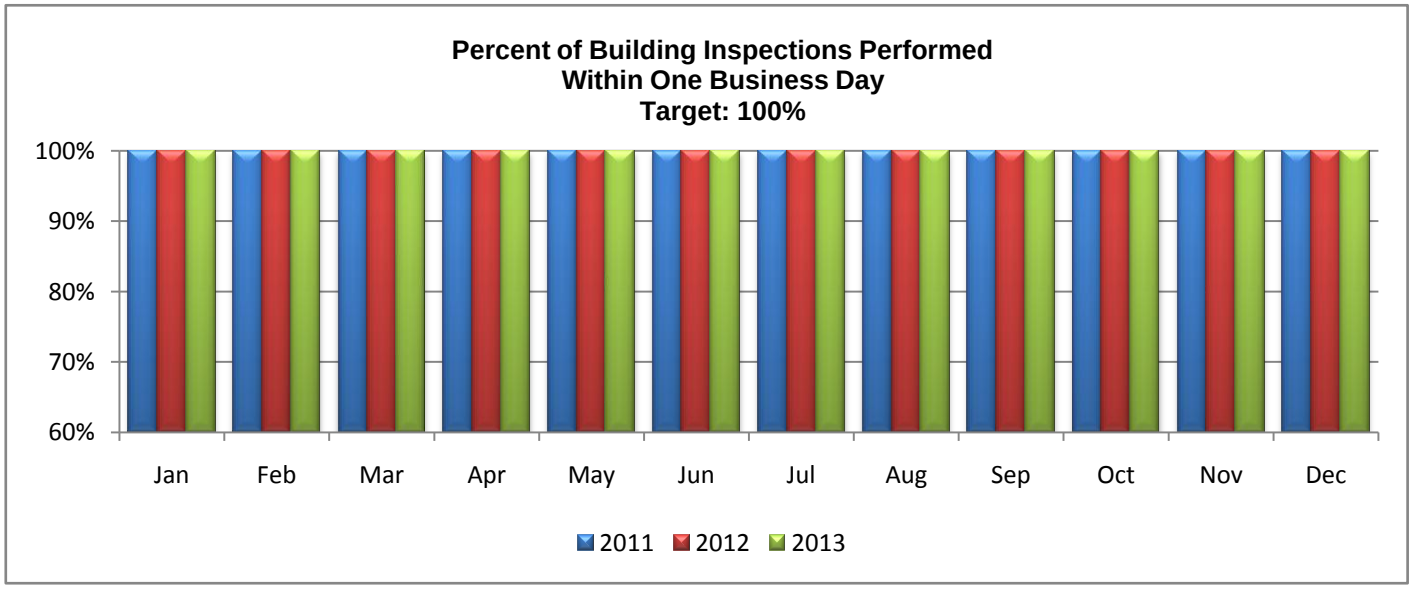
Service Level Measures

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.

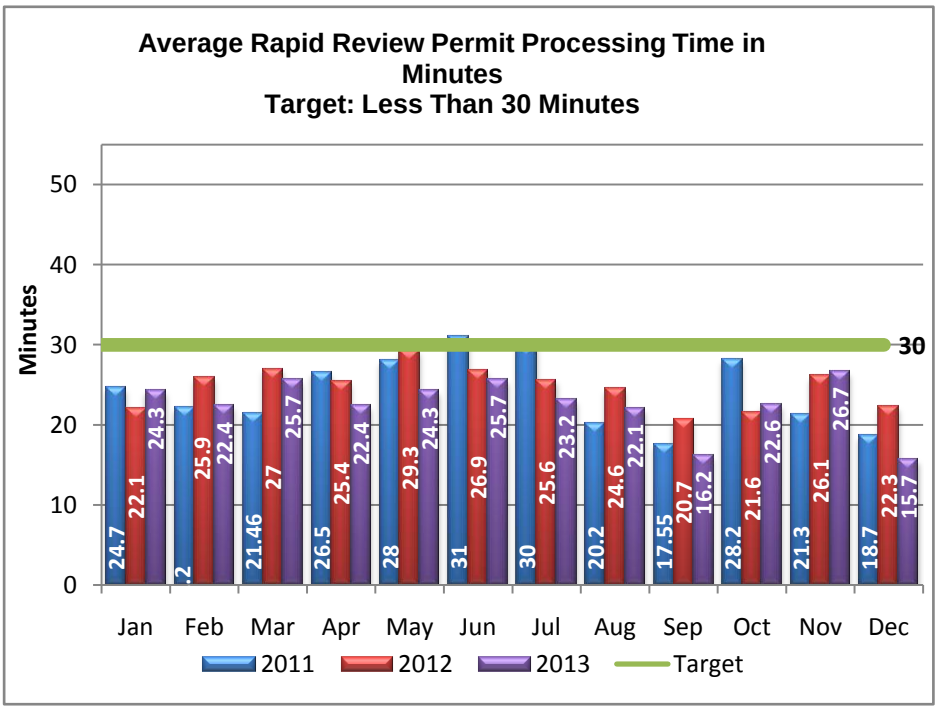


Notes: Whether a permit application is reviewed "on-time" depends on the type of permit application being reviewed. The different target times to review a particular permit application are listed below:

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.



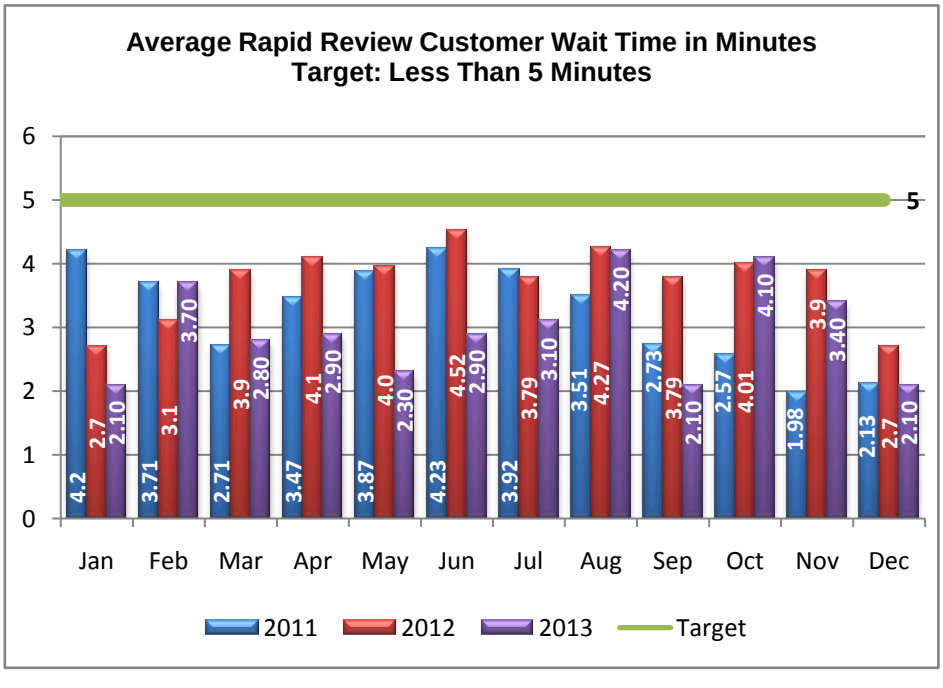
Month	2011	2012	2013
January	24.7	22.1	24.3
February	22.2	25.9	22.4
March	21.5	27.0	25.7
April	26.5	25.4	22.4
May	28.0	29.3	24.3
June	31.0	26.9	25.7
July	30.0	25.6	23.2
August	20.2	24.6	22.1
September	17.6	20.7	16.2
October	28.2	21.6	22.6
November	21.3	26.1	27
December	18.7	22.3	16



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	2.90
May	3.87	3.97	2.30
June	4.23	4.52	2.90
July	3.92	3.79	3.10
August	3.51	4.27	4.20
September	2.73	3.79	2.10
October	2.57	4.01	4
November	1.98	3.90	3
December	2.13	2.70	2

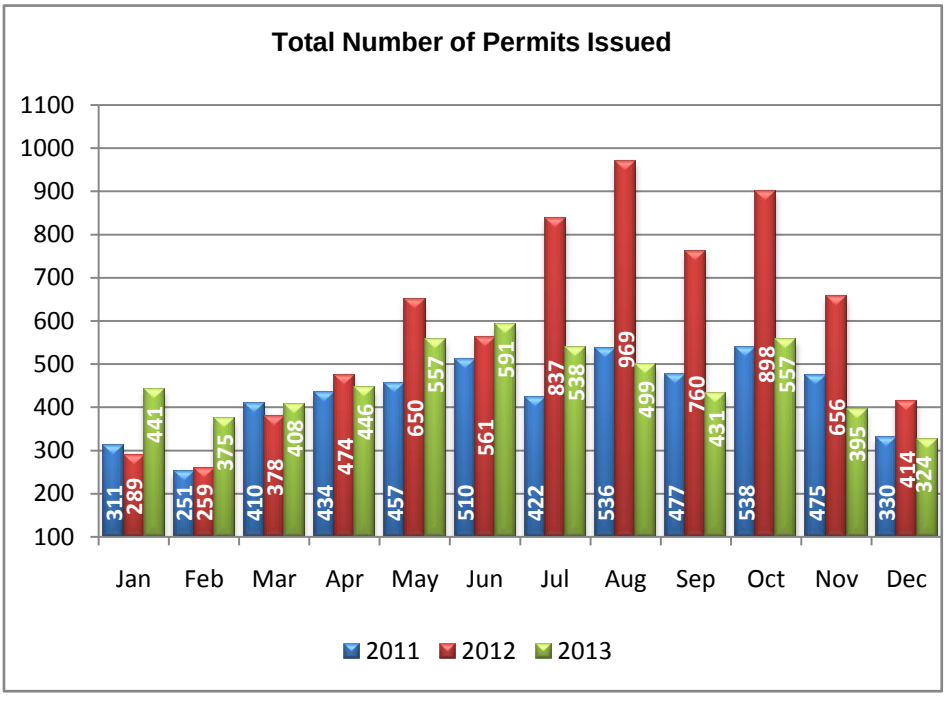


Notes: Rapid Review Customer Wait Time is the amount of time a customer has to wait between asking for Building Division staff to review a permit and receiving assistance.

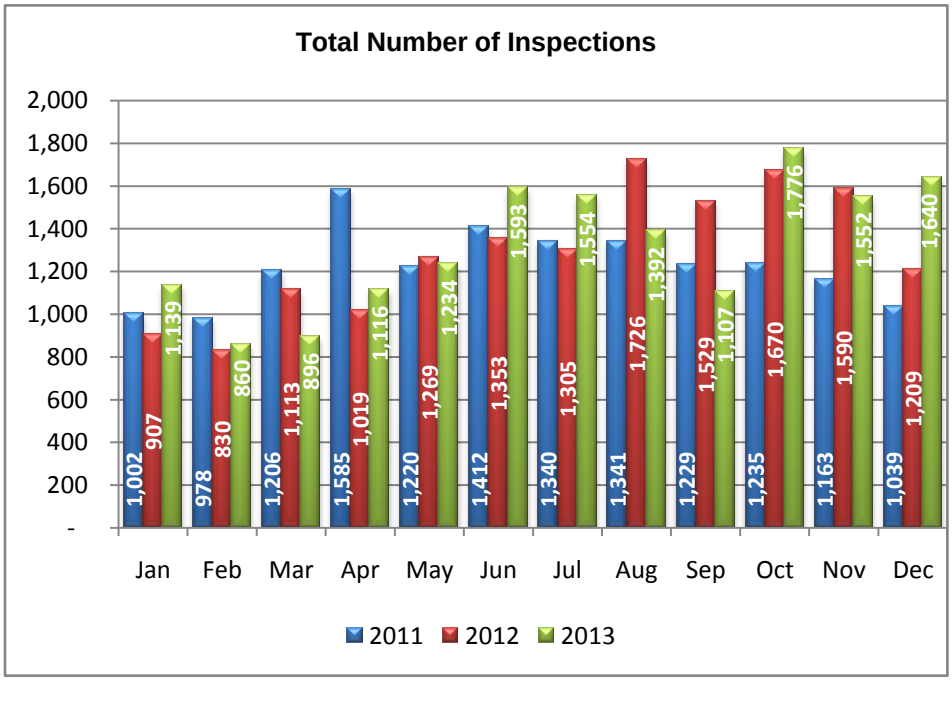
Output Measures

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

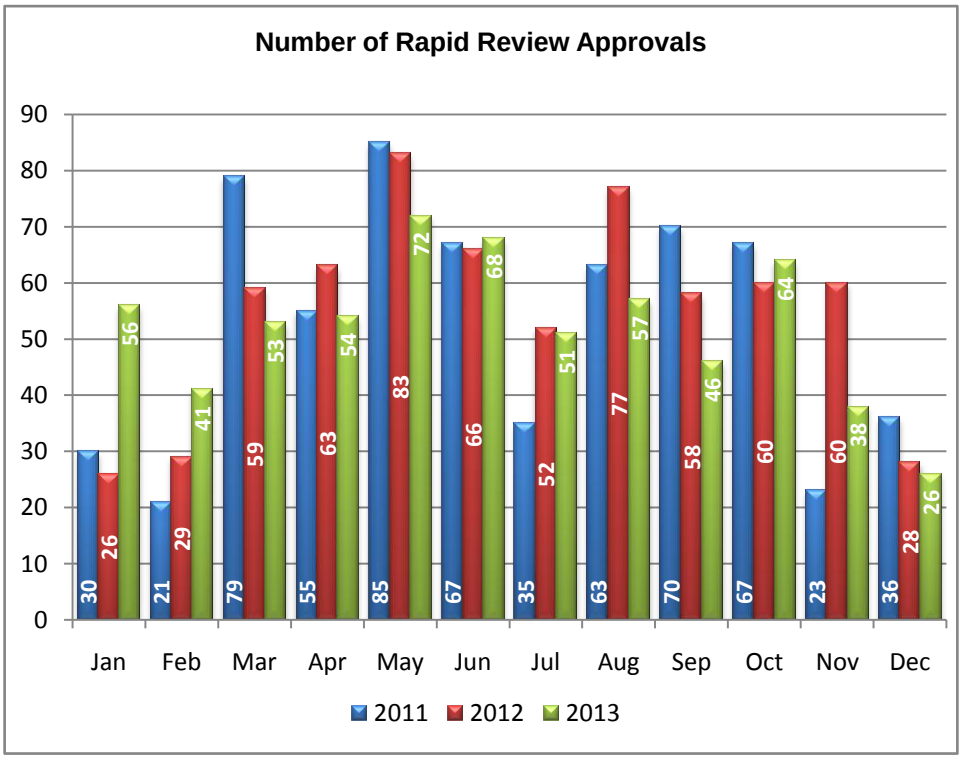
	2011	2012	2013
January	311	289	441
February	251	259	375
March	410	378	408
April	434	474	446
May	457	650	557
June	510	561	591
July	422	837	538
August	536	969	499
September	477	760	431
October	538	898	557
November	475	656	395
December	330	414	324
Total	**5151**	**7145**	**5562**

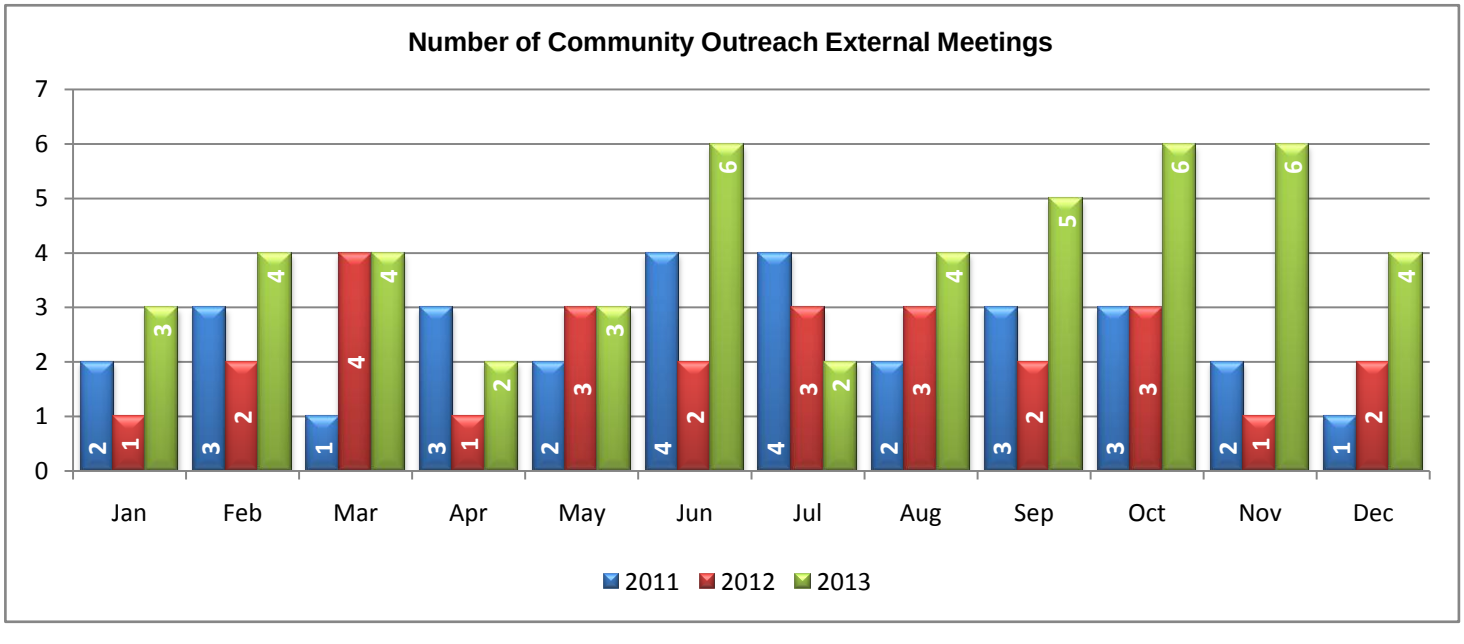


	2011	2012	2013
January	1,002	907	1,139
February	978	830	860
March	1,206	1,113	896
April	1,585	1,019	1,116
May	1,220	1,269	1,234
June	1,412	1,353	1,593
July	1,340	1,305	1,554
August	1,341	1,726	1,392
September	1,229	1,529	1,107
October	1,235	1,670	1,776
November	1,163	1,590	1,552
December	1,039	1,209	1,640
Total	**14,750**	**15,520**	**15,859**



	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	51
August	63	77	57
September	70	58	46
October	67	60	64
November	23	60	38
December	36	28	26
Total	**631**	**661**	**626**





Key Performance Measures Report

Building Division
Quarter 4 2013

Executive Summary

Survey Results
Completed responses in Quarter 4 indicate a generally **high** of service.

In Quarter 1, Building Services received the following results for measured categories:

- Welcome and Respected: 93% (50/54)
- Responsiveness of Staff: 96% (52/54)
- Overall Satisfaction: 94% (51/54)

Permit Applications Reviewed on Time
All permit applications 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 for the quarter were performed within one business day, continuing a long-standing success rate for this measure.

Average Rapid Review Permit Processing Time
The Quarter 1 average rapid review permit processing time was 23.4 minutes which was a slight increase from the previous Quarter (21.9).

Average Rapid Review Permit Wait Time
The average wait time for a Rapid Review Permit is slightly less from the previous quarter (2.87 minutes from 3 minutes). 2013 had an average wait time of 2.98 minutes while 2012 had an average wait time of 3.73 minutes.

Total Number of Permits Issued / Inspections Performed
The total number of permits issued for Quarter 1 was 1,077, which was slightly less than the total number of permits issued from the previous Quarter (1,276).

The total number of inspections performed in Quarter 1 was 5,569, slightly higher than the previous Quarter's amount (4,968).