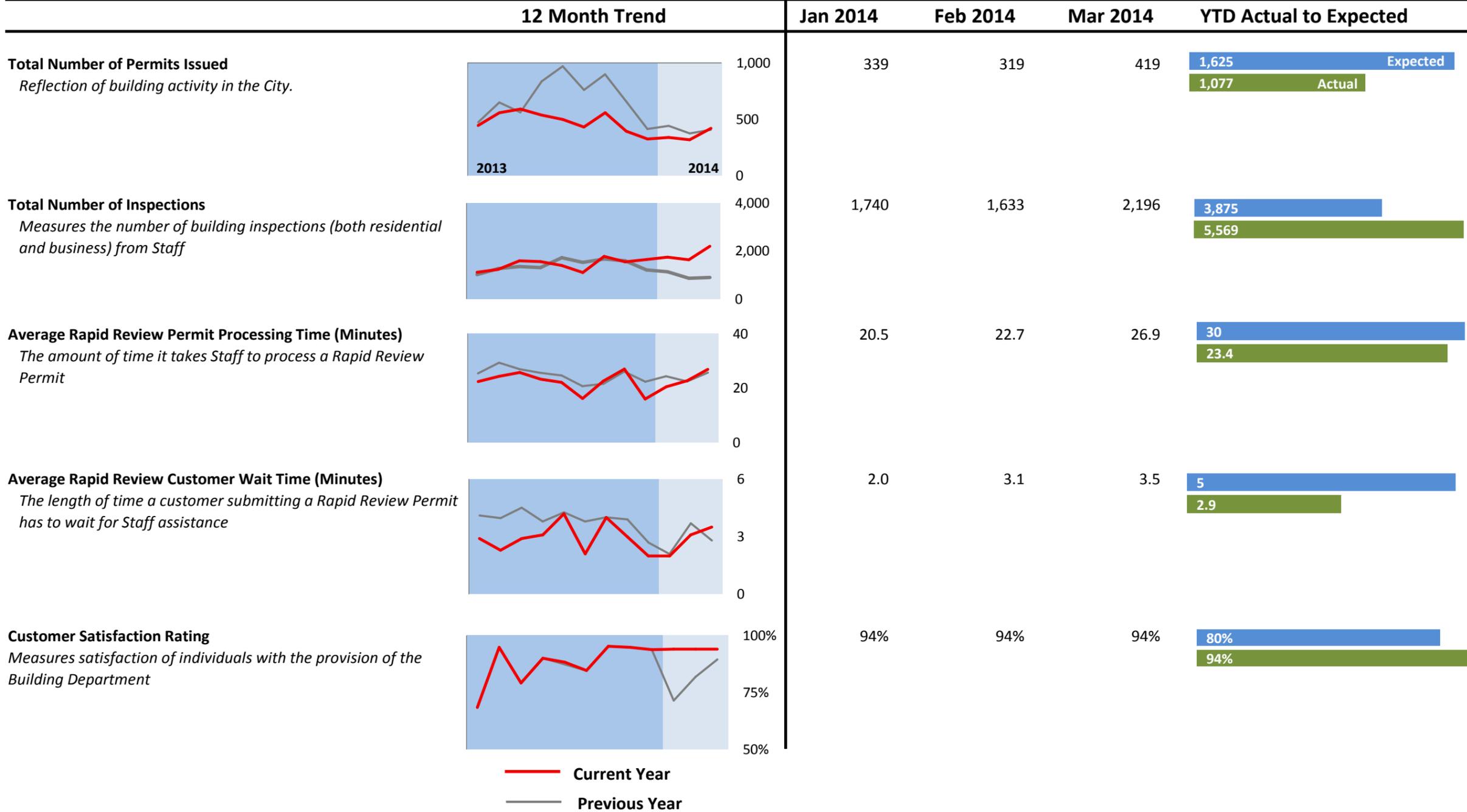


## Building: 2014 1st Quarter

**Mission:** To protect the life safety of all persons in the City of Centennial related to the construction of all commercial and residential structures.

**Annual Budget:** \$1,900,000

**Contractor:** SAFEbuilt



## Key Performance Measures Report

### Building Division Quarter 1 2014

#### Executive Summary

##### ***Total Number of Permits Issued***

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).

##### ***Inspections Performed***

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

##### ***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.

##### ***Survey Results: Customer Satisfaction Rating***

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)