

Building: 2014 2nd 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

	12 Month Trend	Apr	May	June	YTD Actual to Expected				
Total Number of Permits Issued <i>Reflection of building activity in the City.</i>		489	532	538	<table border="1"> <tr> <td>3,250</td> <td>Expected</td> </tr> <tr> <td>2,636</td> <td>Actual</td> </tr> </table>	3,250	Expected	2,636	Actual
3,250	Expected								
2,636	Actual								
Total Number of Inspections <i>Measures the number of building inspections (both residential and business) from Staff</i>		2,085	2,097	1,918	<table border="1"> <tr> <td>7,750</td> <td>Expected</td> </tr> <tr> <td>11,669</td> <td>Actual</td> </tr> </table>	7,750	Expected	11,669	Actual
7,750	Expected								
11,669	Actual								
Average Rapid Review Permit Processing Time (Minutes) <i>The amount of time it takes Staff to process a Rapid Review Permit</i>		25.7	22.4	29.1	<table border="1"> <tr> <td>30.0</td> <td>Expected</td> </tr> <tr> <td>24.5</td> <td>Actual</td> </tr> </table>	30.0	Expected	24.5	Actual
30.0	Expected								
24.5	Actual								
Average Rapid Review Customer Wait Time (Minutes) <i>The length of time a customer submitting a Rapid Review Permit has to wait for Staff assistance</i>		4.0	2.4	3.1	<table border="1"> <tr> <td>5.0</td> <td>Expected</td> </tr> <tr> <td>3.0</td> <td>Actual</td> </tr> </table>	5.0	Expected	3.0	Actual
5.0	Expected								
3.0	Actual								
Customer Satisfaction Rating <i>Measures satisfaction of individuals with the provision of the Building Department</i>		92%	100%	97%	<table border="1"> <tr> <td>80%</td> <td>Expected</td> </tr> <tr> <td>94%</td> <td>Actual</td> </tr> </table>	80%	Expected	94%	Actual
80%	Expected								
94%	Actual								

— Current Year
— Previous Year

Key Performance Measures Report

Building Services Quarter 2 2014

Executive Summary

Results from the measures below indicate a robust business/development climate at the City of Centennial.

Total Number of Permits Issued / Total Number of Inspections Performed.

1,559 permits were issued in Quarter 2 bringing the 2014 total to 2,636 or about 19% less than the expected amount last year. 6,100 inspections for these permits occurred in Quarter 2 bringing the 2014 total to 11,699 or about 51% higher than expected. These numbers reflect that building permits from larger, more complex projects often require multiple inspections. Several of the large projects requiring multiple inspections in Quarter 2 include:

- Morning Star Development-Assisted living center
- Peakview Place Development-300 multi-family structure
- Villas of Highland Park-370 townhome structures
- Spectrum Retirement Community
- Time Warner Cable

Additionally, a total of 10 building permits have been submitted in the last quarter with an estimated valuation in excess of \$500,000, including building permits for:

- Uncorked Kitchen
- TopGolf
- Race Street Apartments
- Comcast Media Center
- Columbine Federal Credit Union

Anticipating that development projects in the City of Centennial will continue to grow, the Building Division is in the process of hiring a new full-time inspector to start in late July.

Average Rapid Review Permit Processing Time

The average processing time for a Rapid Review permit in Quarter 2 was 25.7 minutes bringing the 2014 average to 24.5 minutes. This is in line with the average processing time (24.1 minutes) in the previous year during this time and is well below the division's expected time of 30.0 minutes. This lower than expected trend is reflective of the efficiency of the Building Division in processing Rapid Review permits.

Average Rapid Review Permit Wait Time

The average wait time for a Rapid Review Permit occurs from the time a customer enters the building and requests assistance to the time Building Services responds. The average wait time for the quarter was 3.2 minutes bringing the 2014 average wait time to 3.0 minutes. This is slightly higher than the average wait time for the same period last year (2.8 minutes) but remains well below the 5.0 minute expected time.

Survey Results: Customer Satisfaction Rating

The Building Division continues to receive exceptionally high customer satisfaction ratings. Quarter 2 had an average customer satisfaction rating of 96%, bringing the 2014 average to 94%. These high scores can be attributed to the efficiency and professionalism of the Building Division.