

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:

2012: \$1,350,000
2011: \$1,425,000
2010: \$1,572,755

FTE: 6.5

The Building Division provides building inspection and permitting services through an agreement 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)

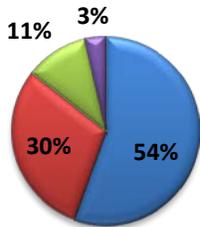
Efficient and Effective Service. Building Division will maintain an accountable, transparent, responsive, and fiscally responsible division by tracking and meeting performance measurements and improving business processes. (CS 3, 3.2; EH 1, 1.2, 3.2; Env. 2)

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)

Performance Outcome Measures

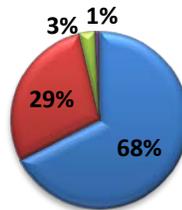
Performance outcomes are measures that indicate how well the department/division's objectives were accomplished. Outcome measures indicate the quality of effectiveness of a service and are usually associated with a goal for each measure.

2010 Customer Survey Results: Was Centennial's Staff Responsive?



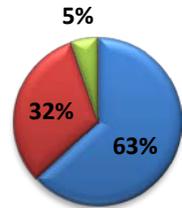
■ Strongly Agree ■ Agree
■ Somewhat Agree ■ Disagree

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



■ Strongly Agree ■ Agree
■ Somewhat Agree ■ Disagree

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



■ Strongly Agree ■ Agree
■ Somewhat Agree ■ Disagree

Number of surveys received in 2010 = 192 (13% response rate)

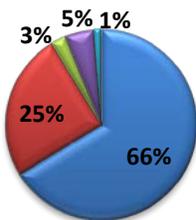
Number of surveys received in 2011 YTD = 299 (15% response rate)

Number of surveys received in 2012 YTD = 19 (15% response rate)

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.

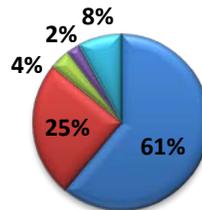
In 2011 the Building Division received 299 customer satisfaction surveys. This is a 15% contractor response rate, which is higher than the 2010 response rate (13%).

2010 Customer Survey Results: Was Centennial's Staff Timely?



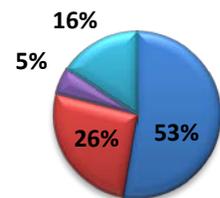
■ Strongly Agree ■ Agree
■ Somewhat Agree ■ Disagree
■ N/A

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



■ Strongly Agree ■ Agree
■ Somewhat Agree ■ Disagree
■ N/A

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



■ Strongly Agree ■ Agree
■ Somewhat Agree ■ Disagree
■ N/A

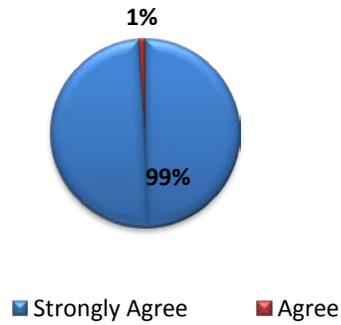
Number of surveys received in 2010 = 192 (13% response rate)

Number of surveys received in 2011 YTD = 293 (15% response rate)

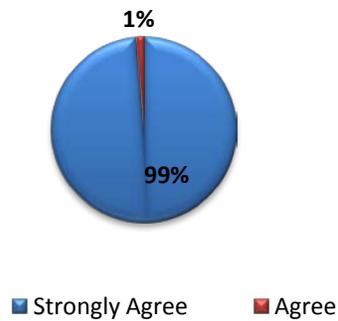
Number of surveys received in 2012 YTD = 19 (15% response rate)

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.

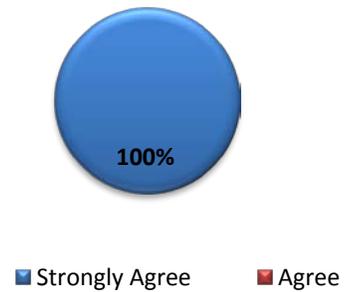
**2010 Customer Survey Results:
Did Centennial's Staff Treat
You With Respect?**



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



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



Number of surveys received in 2010 = 192 (13% response rate)

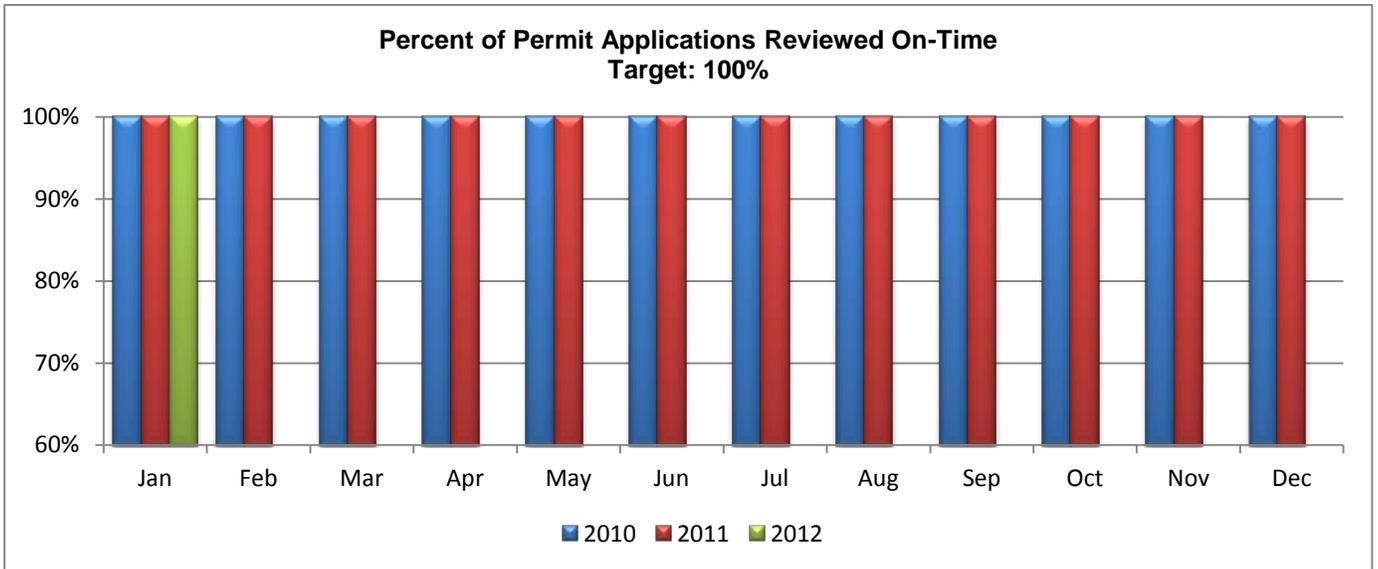
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Service Level Measures

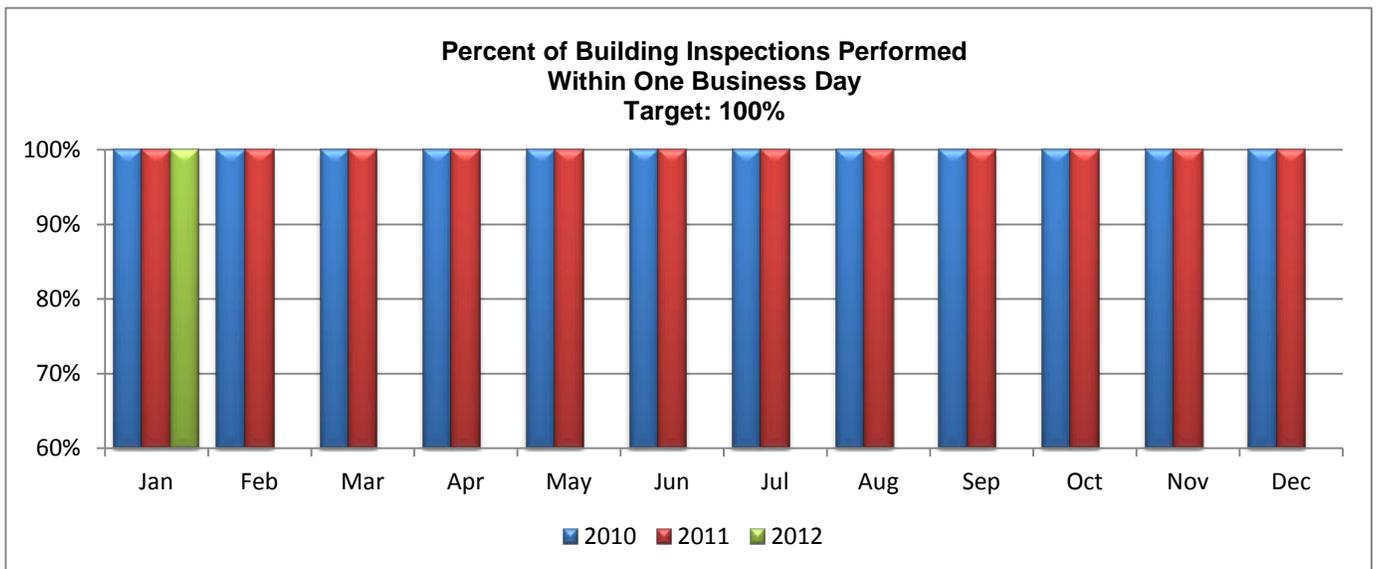
Service Level Measures may be thought of as efficiency measures. A measure of the resources required to produce a certain outcome; these may or may not be associated with a goal or target.



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.

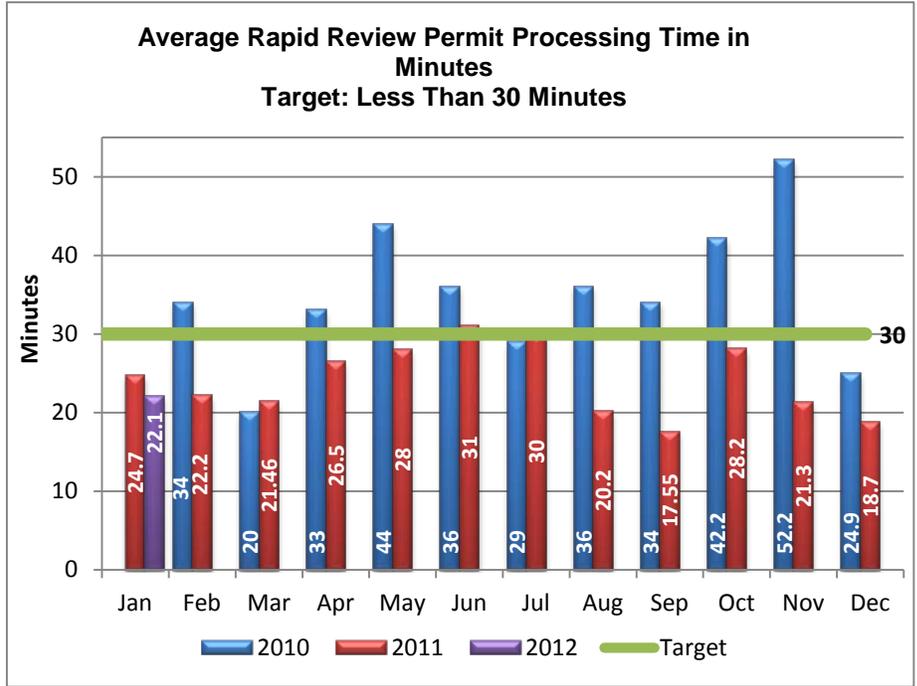
In January, all 289 permits were reviewed "on-time."



Notes: In January 2012, all 907 building inspections were performed within one business day.

In 2011, all 14,745 building inspections were performed within one business day.

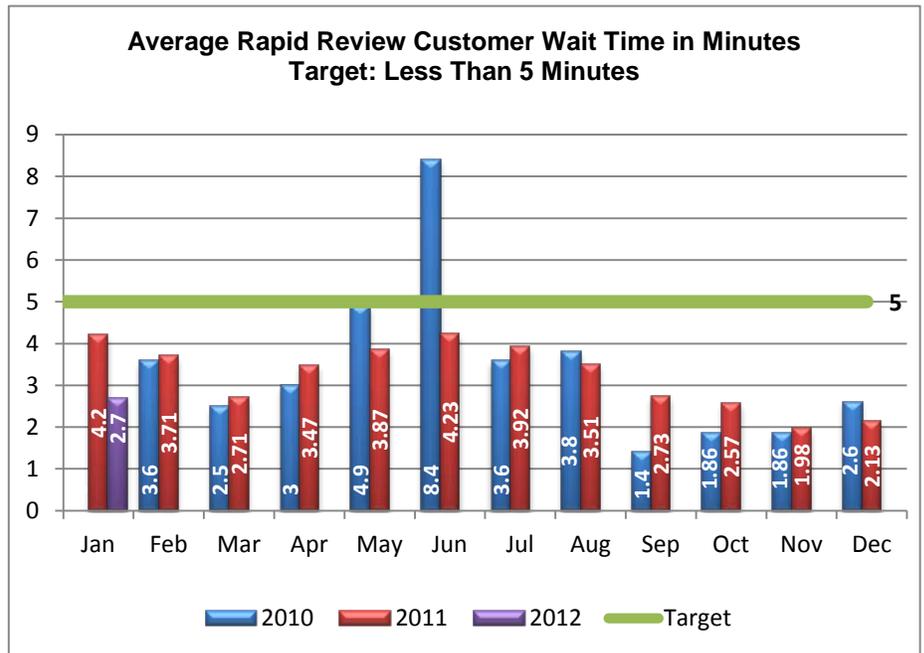
Month	2010	2011	2012
January	-	24.7	22.1
February	34	22.2	-
March	20	21.46	-
April	33	26.5	-
May	44	28	-
June	36	31	-
July	29	30	-
August	36	20.2	-
September	34	17.55	-
October	42.2	28.2	-
November	52.2	21.3	-
December	24.9	18.7	-



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. In January, the Building Division approved 26 Rapid Review permits with an average time of 22.1 minutes per permit.

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	2010	2011	2012
January	-	4.2	2.70
February	3.6	3.71	-
March	2.5	2.71	-
April	3	3.47	-
May	4.9	3.87	-
June	8.4	4.23	-
July	3.6	3.92	-
August	3.8	3.51	-
September	1.4	2.73	-
October	1.86	2.57	-
November	1.86	1.98	-
December	2.6	2.13	-



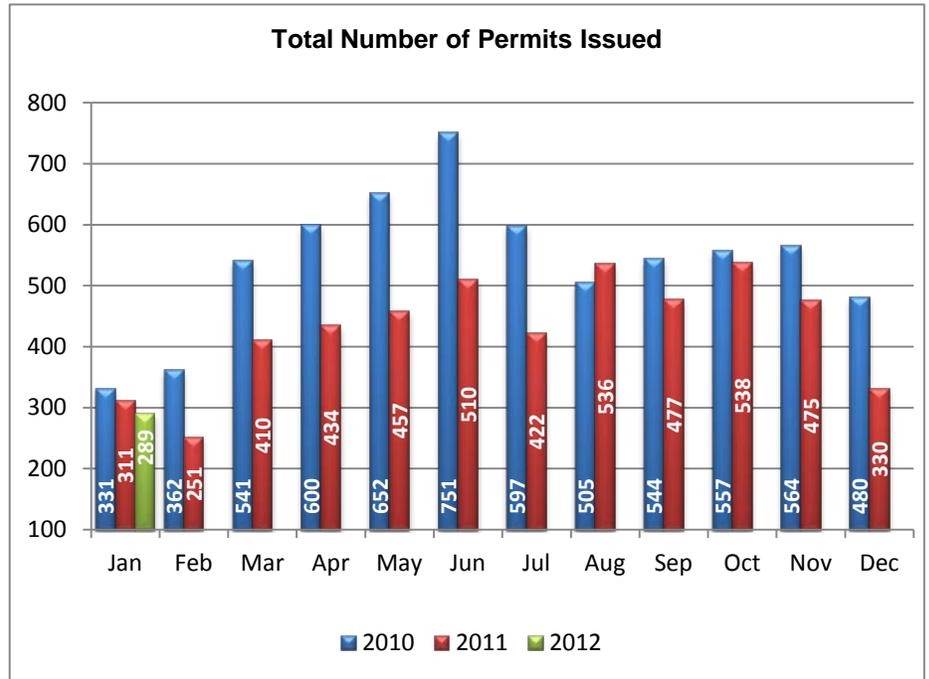
Notes: Rapid Review Customer Wait Time is the amount of time a customer has to wait between asking for Building Division staff to review a permit and receiving assistance.

In January, customers had to wait an average of 2.7 minutes before Building Division staff began the Rapid Review permit process. This is below the target wait time of 5 minutes.

Output Measures

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

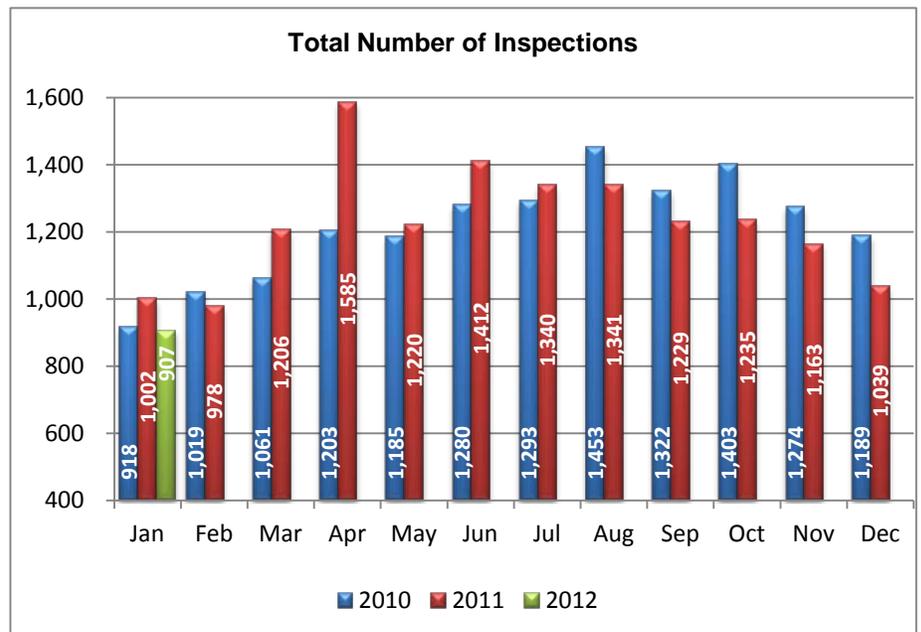
	2010	2011	2012
January	331	311	289
February	362	251	-
March	541	410	-
April	600	434	-
May	652	457	-
June	751	510	-
July	597	422	-
August	505	536	-
September	544	477	-
October	557	538	-
November	564	475	-
December	480	330	-
Total	6,484	5,151	289



Notes: The total number of permits issued in January 2012 (289) decreased 12.4% compared to December 2011 (330) and decreased 7% compared to January 2011 (311).

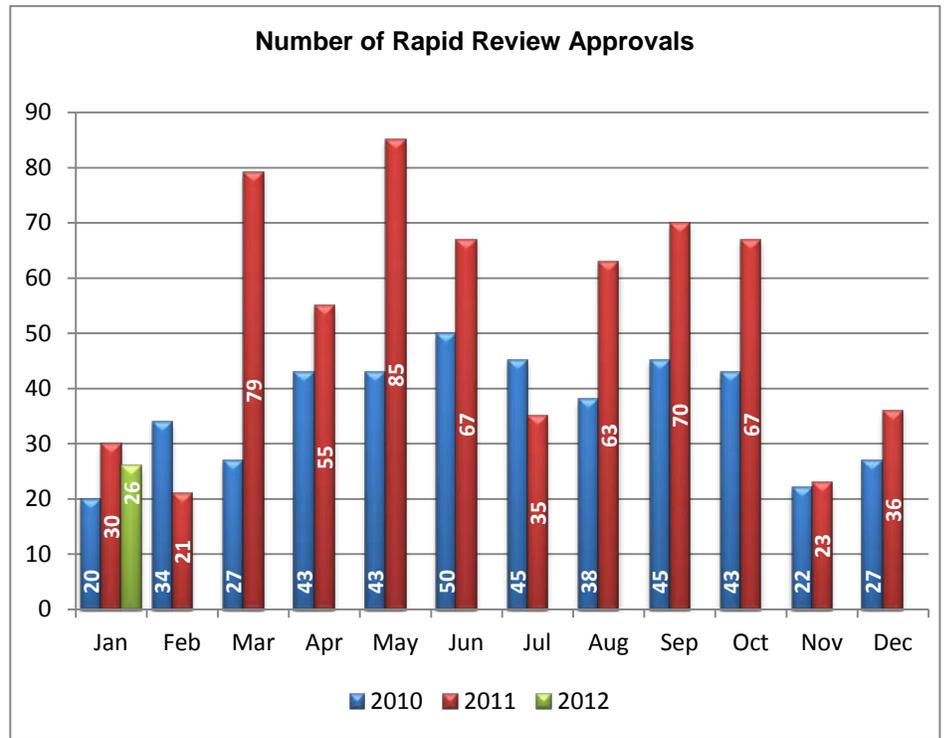
The Building Division issued 21% fewer permits in 2011 (5,151) compared to 2010 (6,484).

	2010	2011	2012
January	918	1,002	907
February	1,019	978	-
March	1,061	1,206	-
April	1,203	1,585	-
May	1,185	1,220	-
June	1,280	1,412	-
July	1,293	1,340	-
August	1,453	1,341	-
September	1,322	1,229	-
October	1,403	1,235	-
November	1,274	1,163	-
December	1,189	1,039	-
Total	14,600	14,750	-

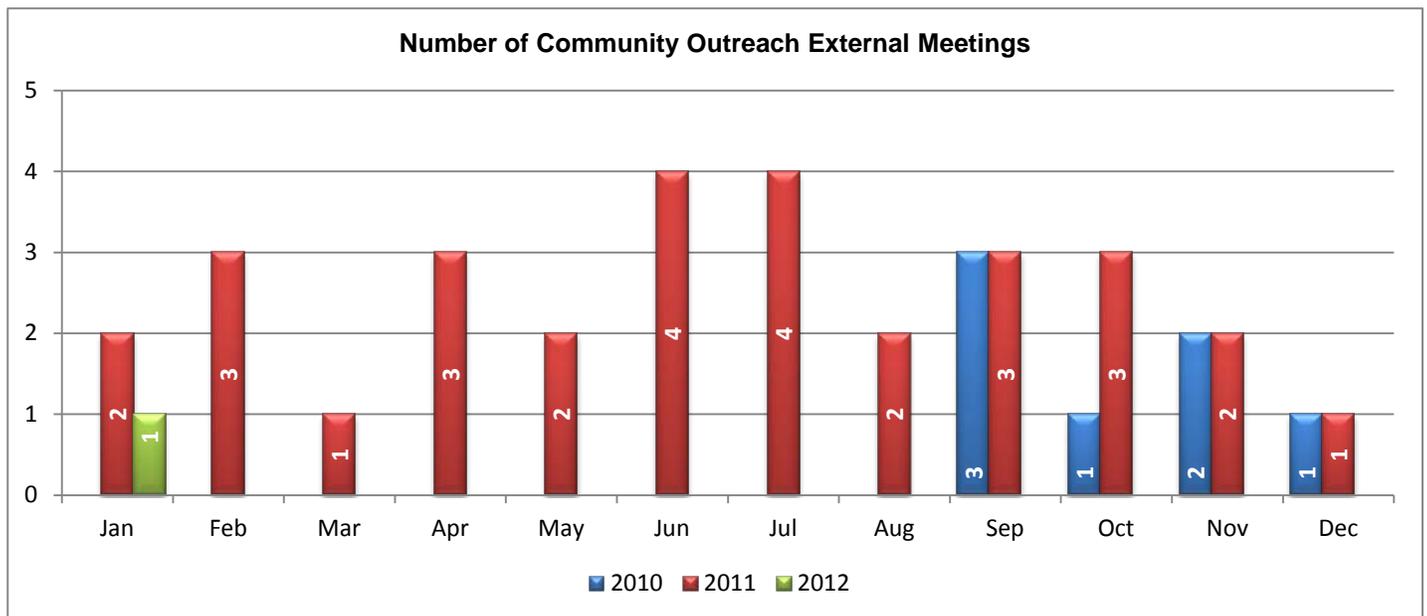


Notes: Although 2011 permits issued decreased 21% compared 2010, inspections increased 1% compared to 2010. This increase may be due to the need for multiple inspections per permit issued. Typically, projects requiring multiple inspections have a higher permit value.

	2010	2011	2012
January	20	30	26
February	34	21	-
March	27	79	-
April	43	55	-
May	43	85	-
June	50	67	-
July	45	35	-
August	38	63	-
September	45	70	-
October	43	67	-
November	22	23	-
December	27	36	-
Total	437	631	26



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 Approvals increased 44% in 2011 (631) compared to approvals in 2010 (437). This increase is due to more contractors taking advantage of the program, with many having utilized it multiple times.



Notes: The increase in meetings in June and July 2011 is attributed to Home Improvement Program (HIP) meetings.

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

