City of Centennial

Community Development Department – Building Division
June 2012 Monthly Report

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)

Tom Pitchford, Chief Building Official - 303.754.3312

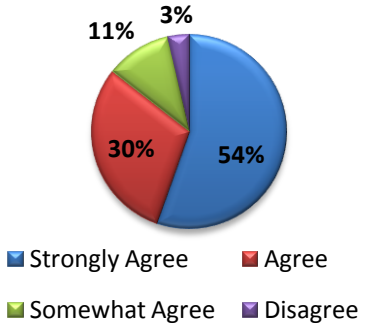
Performance Outcome Measures

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 usually associated with a goal for each measure.

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.

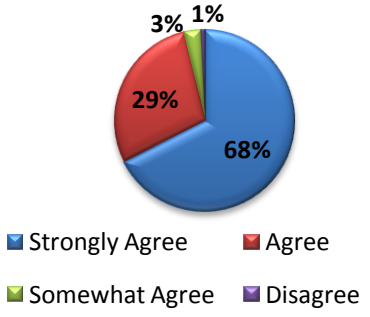
2010 Customer Survey Results: Was Centennial's Staff Responsive?

Received:192 Response Rate: 13%



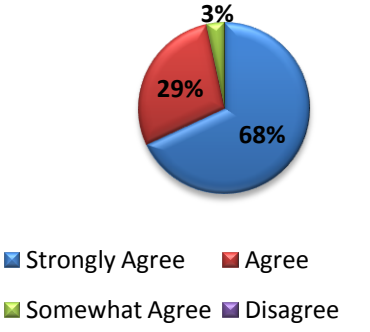
2011 Customer Survey Results: Was Centennial's Staff Responsive?

Received: 299 Response Rate: 15%



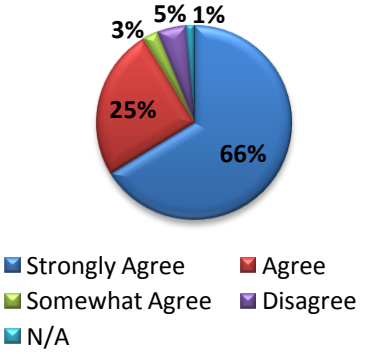
2012 YTD Customer Survey Results: Was Centennial's Staff Responsive?

Received:119 Response Rate: 11%



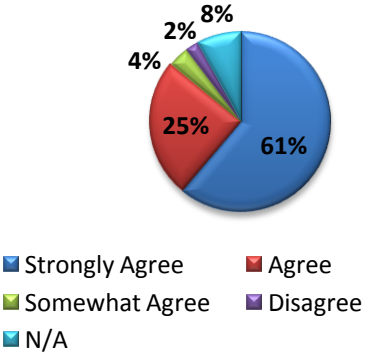
2010 Customer Survey Results: Was Centennial's Staff Timely?

Received:192 Response Rate: 13%



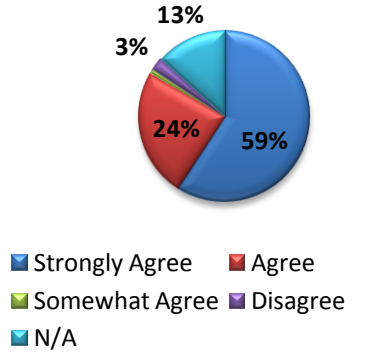
2011 Customer Survey Results: Was Centennial's Staff Timely?

Received: 299 Response Rate: 15%



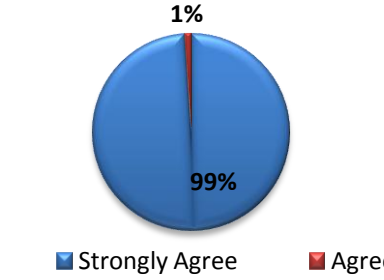
2012 YTD Customer Survey Results: Was Centennial's Staff Timely?

Received:120 Response Rate: 11%



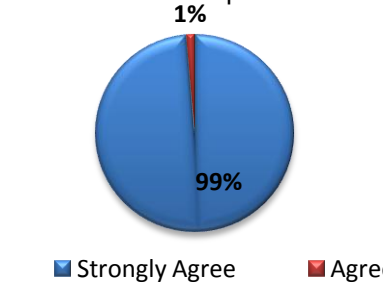
2010 Customer Survey Results: Did Centennial's Staff Treat You With Respect?

Received:192 Response Rate: 13%



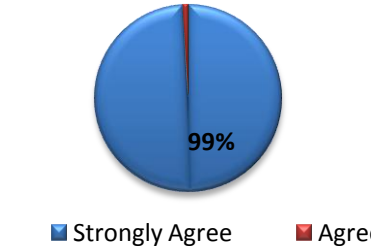
2011 Customer Survey Results: Did Centennial's Staff Treat You With Respect?

Received: 299 Response Rate: 15%



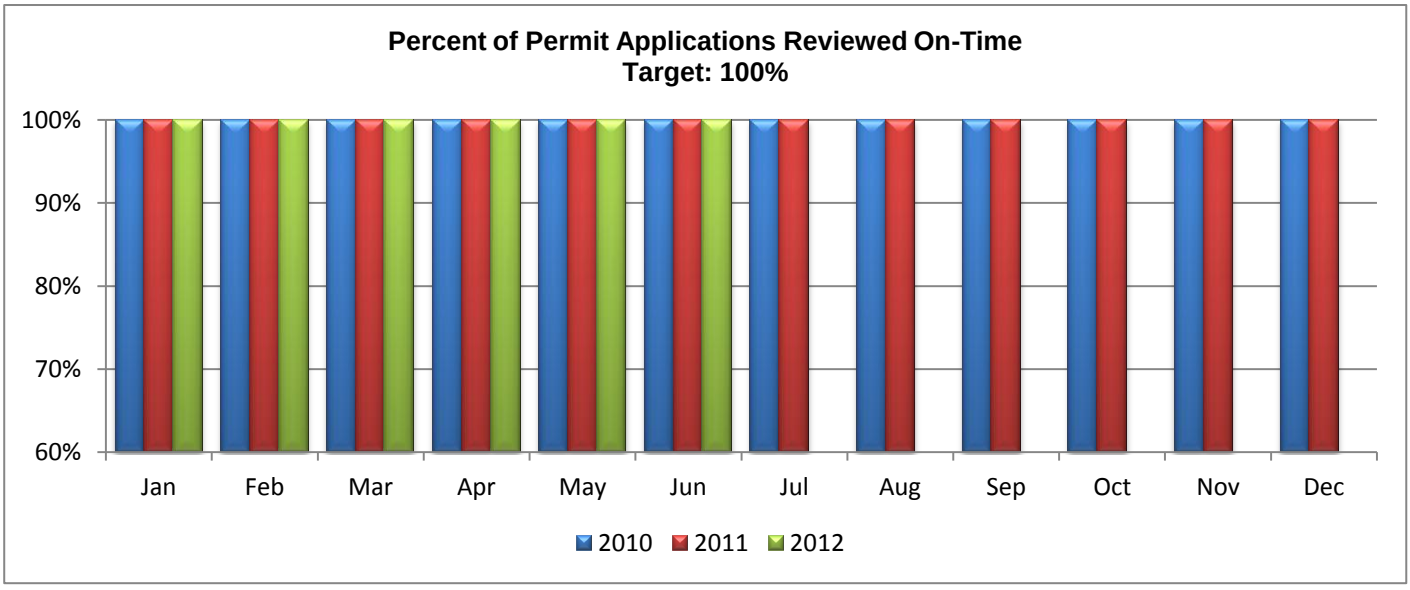
2012 YTD Customer Survey Results: Did Centennial's Staff Treat You With Respect?

Received:118 Response Rate: 11%



Service Level Measures

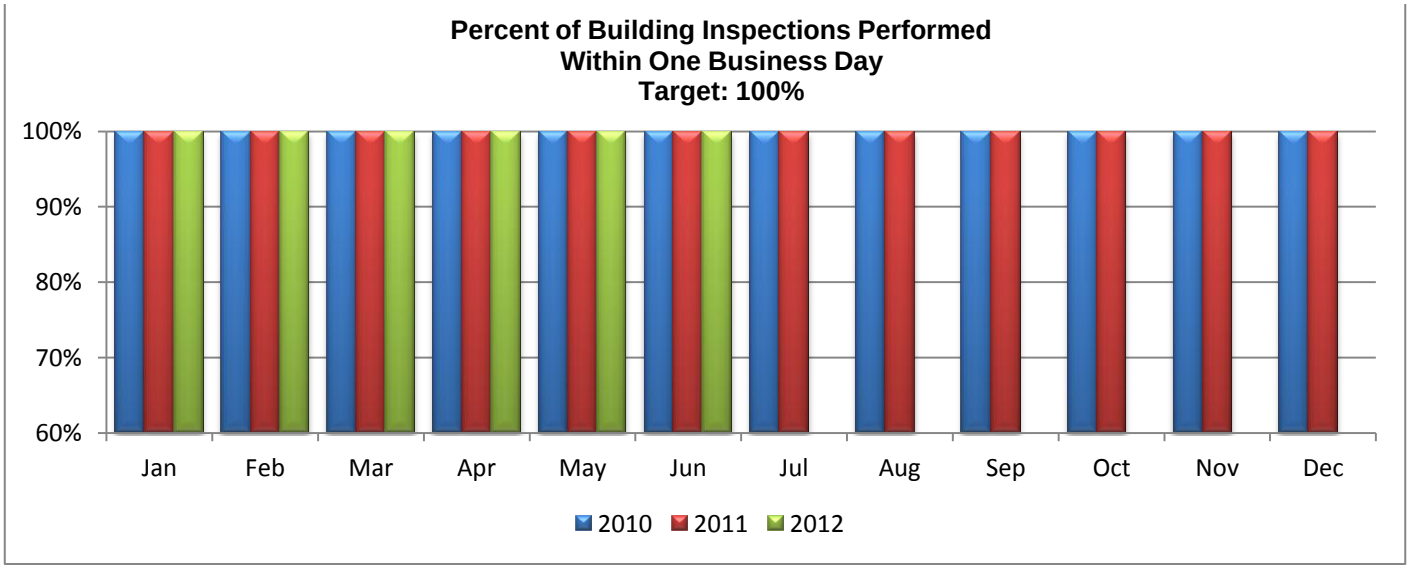
Service Level Measures may be thought of as efficiency measures. A measure of the resources required to produce a certain outcome; these may or may not be associated with a goal or target.



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.

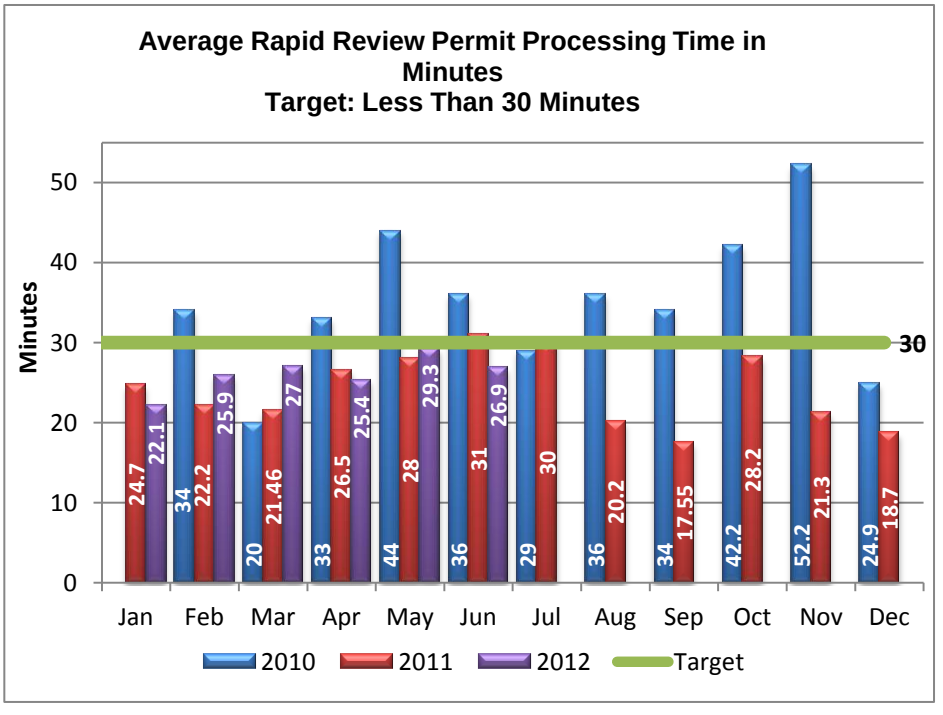
In June 2012, all 561 permits were reviewed "on-time."



Notes: In June 2012, all 1,353 building inspections were performed within one business day.

To date in 2012, all 8,503 building inspections have been performed within one business day.

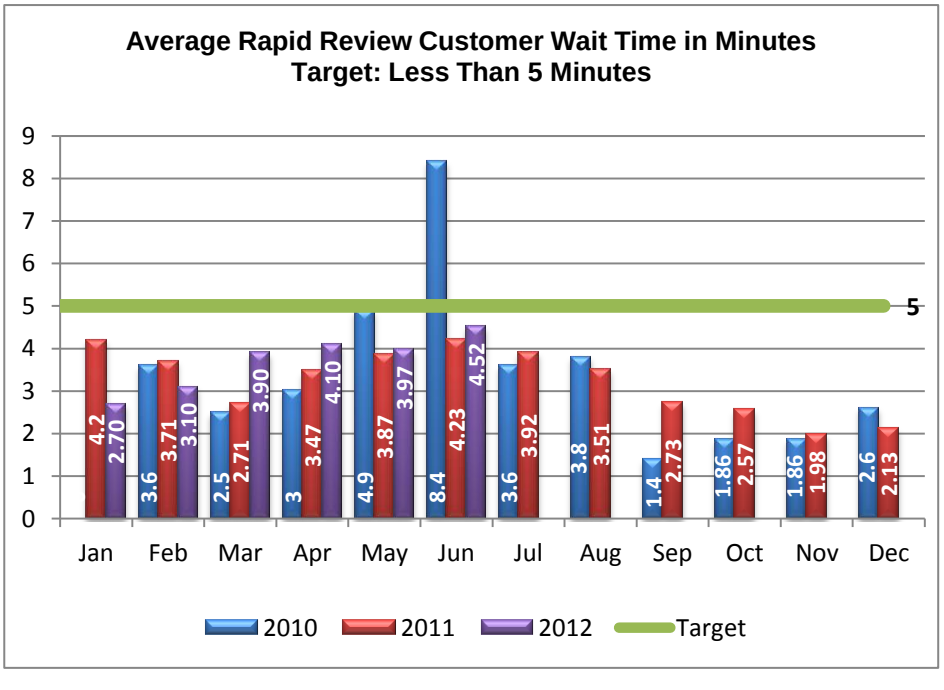
Month	2010	2011	2012
January	-	24.7	22.1
February	34	22.2	25.9
March	20	21.46	27.0
April	33	26.5	25.4
May	44	28	29.3
June	36	31	26.9
July	29	30	-
August	36	20.2	-
September	34	17.55	-
October	42.2	28.2	-
November	52.2	21.3	-
December	24.9	18.7	-



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 June, the Building Division approved 66 Rapid Review permits with an average time of 26.9 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	3.10
March	2.5	2.71	3.90
April	3	3.47	4.10
May	4.9	3.87	3.97
June	8.4	4.23	4.52
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	-



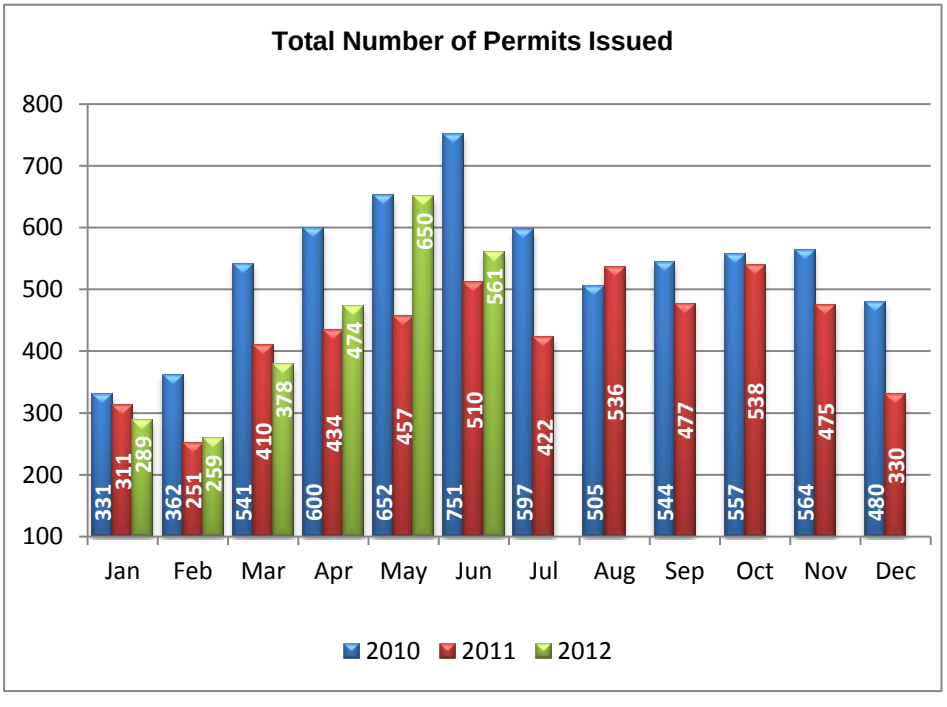
Notes: Rapid Review Customer Wait Time is the amount of time a customer has to wait between asking for Building Division staff to review a permit and receiving assistance.

In June 2012, customers had to wait an average of 4.52 minutes before Building Division staff began the Rapid Review permit process. This is below the target wait time of 5 minutes.

Output Measures

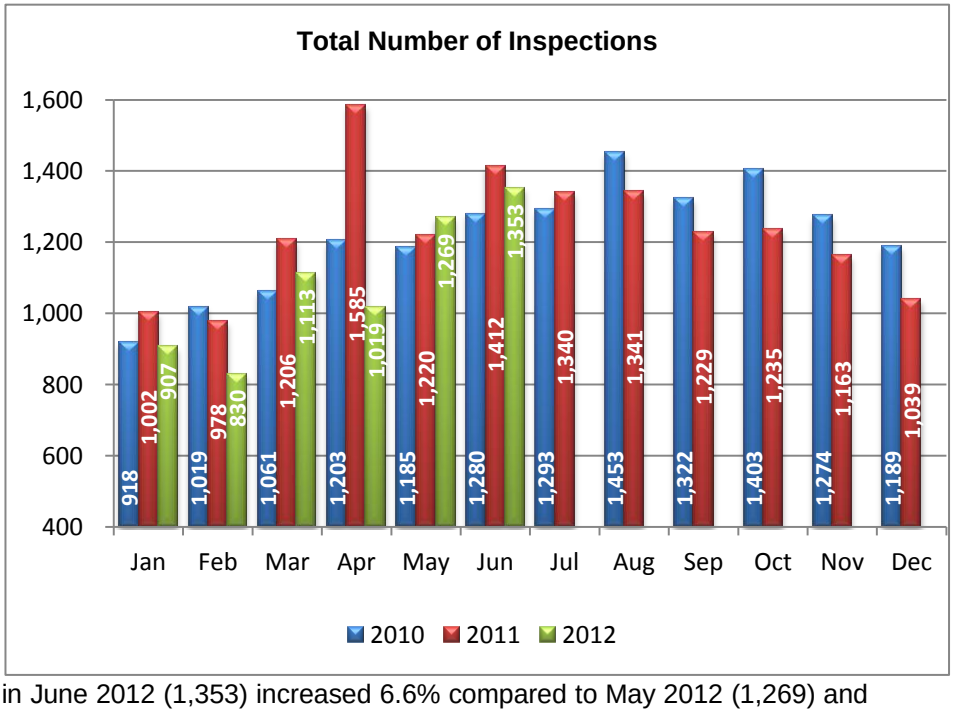
Performance Output Measures indicate the amount of service provided and efficiency of work.

	2010	2011	2012
January	331	311	289
February	362	251	259
March	541	410	378
April	600	434	474
May	652	457	650
June	751	510	561
July	597	422	-
August	505	536	-
September	544	477	-
October	557	538	-
November	564	475	-
December	480	330	-
Total	**6,484**	**5,151**	**2,611**



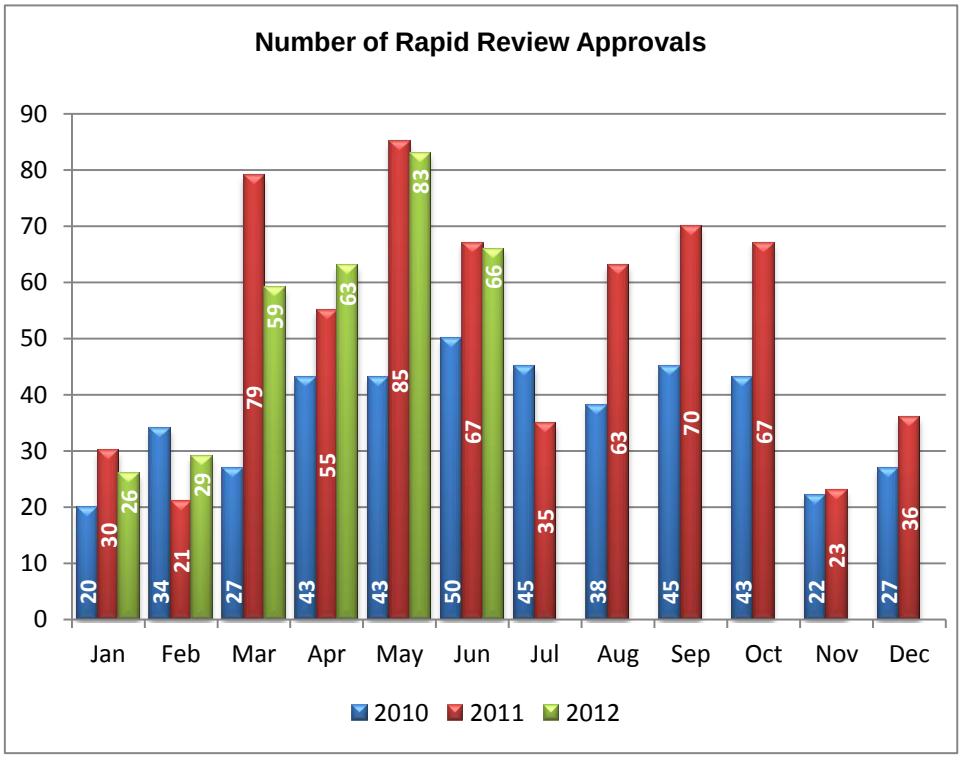
Notes: The total number of permits issued in June 2012 (561) decreased 15.9% compared to May 2012 (474) and increased 10.0% compared to June 2011 (510).

	2010	2011	2012
January	918	1,002	907
February	1,019	978	830
March	1,061	1,206	1,113
April	1,203	1,585	1,019
May	1,185	1,220	1,269
June	1,280	1,412	1,353
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**	**8,503**

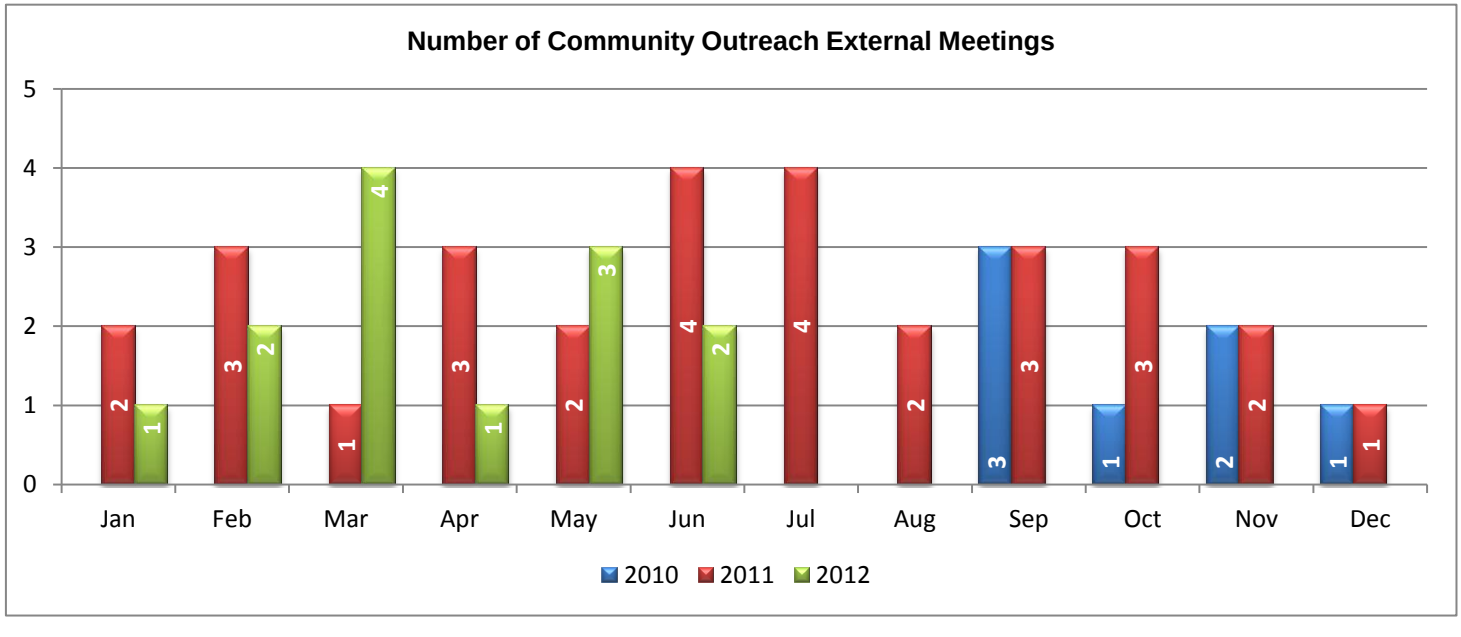


Notes: The total number of inspections in June 2012 (1,353) increased 6.6% compared to May 2012 (1,269) and decreased 4.4% compared to June 2011 (1,412).

	2010	2011	2012
January	20	30	26
February	34	21	29
March	27	79	59
April	43	55	63
May	43	85	83
June	50	67	66
July	45	35	-
August	38	63	-
September	45	70	-
October	43	67	-
November	22	23	-
December	27	36	-
Total	**437**	**631**	**326**



Notes: Year to date, Rapid Review Approvals have decreased 3.4% in 2012 (326) compared to 2011 (337).



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.