City of Centennial

Community Development Dept. – Current Planning
Quarter 3 2013 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 land use planning and zoning in the City:
Excellent: 7%
Good: 45%
Fair: 35%
Poor: 13%

Citizen's rating of quality of new development in the City:
Excellent:16%
Good: 58%
Fair: 22%
Poor: 4%

Citizen's rating of the quality of the planning review process for new development:
Excellent: 7%
Good: 45%
Fair: 34%
Poor: 14%

FTE: 5.0

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 standards. We strive to uphold our mission by adhering to our organizational values.

Current Planning Mission:

The Current Planning Division seeks to protect the health, safety and welfare of the general public by promoting best practices in the physical growth and development in Centennial in order to achieve the long term vision of the community. This is achieved by performing development review to ensure consistency with the comprehensive plan and local regulations as well as conducting inspections to assure compliance with local codes. In addition, the Current Planning Division provides assistance to educate potential applicants and the general public as to purpose of and proactively seeking solutions to comply with local codes.

Current Planning Strategic Goals (OVOV Centennial 2030 Alignment)

Enforce Regulations. Current Planning Division will enforce and ensure compliance with the adopted Land Development Code (LDC) by providing thorough development review, entitlement processing and inspections. (EH 7)

Education. Current Planning Division will seek to explain the purpose of regulations and guiding documents to foster community support and compliance from applicants to ensure all development meets minimum standards. (CQL 6.1; CQL 6.4)

Enhance Regulations. Current Planning 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. Current Planning 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. Current Planning 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)

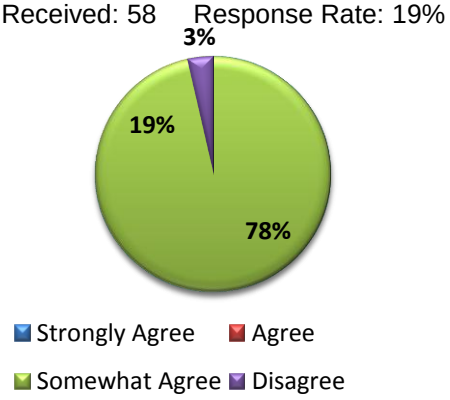
Andrew Firestine, Principal Planner - 303.754.3336

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.

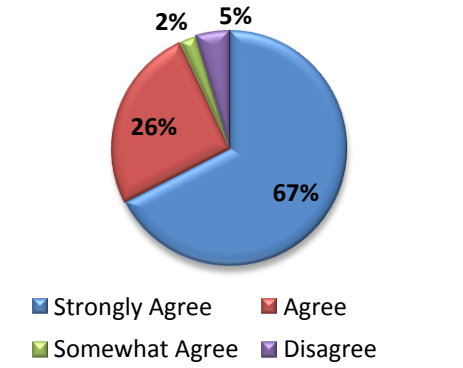
2011 Customer Survey Results: Was Centennial's Staff Responsive?

Received: 58 Response Rate: 19%



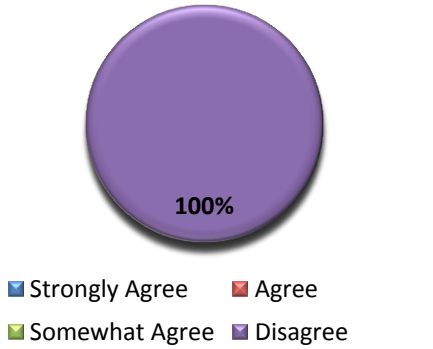
2012 Customer Survey Results: Was Centennial's Staff Responsive?

Received: 43 Response Rate: 17%



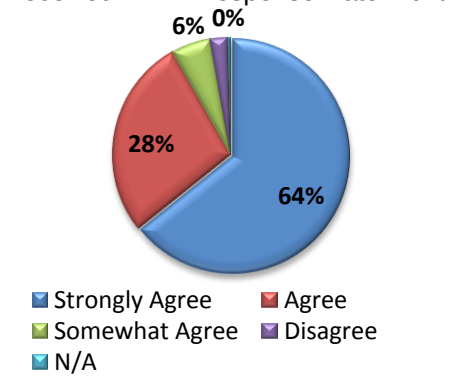
2013 YTD Customer Survey Results: Was Centennial's Staff Responsive?

Received: 13 Response Rate: 16%



2011 Survey Results: Did Centennial's Staff Provide Timely Service?

Received: 44 Response Rate: 19%



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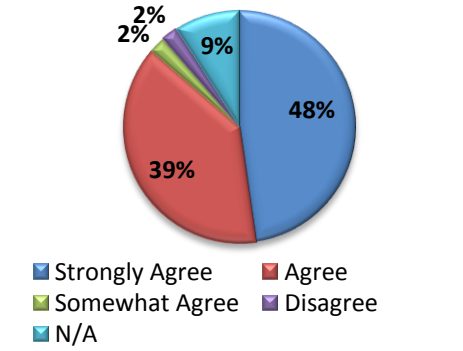
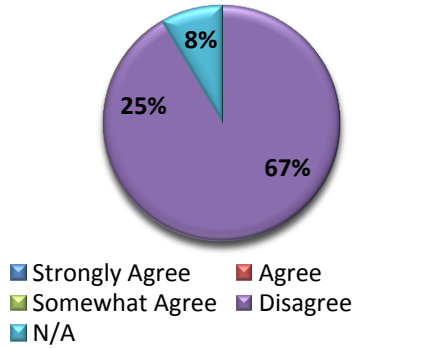


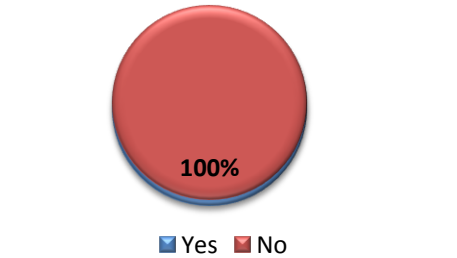
2013 YTD Survey Results: Did Centennial's Staff Provide Timely Service?

Received: 12 Response Rate: 15%



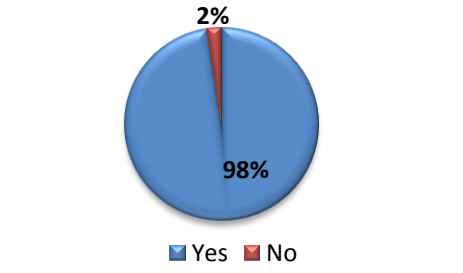
2011 Customer Survey Results: Did Centennial's Staff Treat You with Respect?

Received: 41 Response Rate: 19%



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

Received: 44 Response Rate: 17%

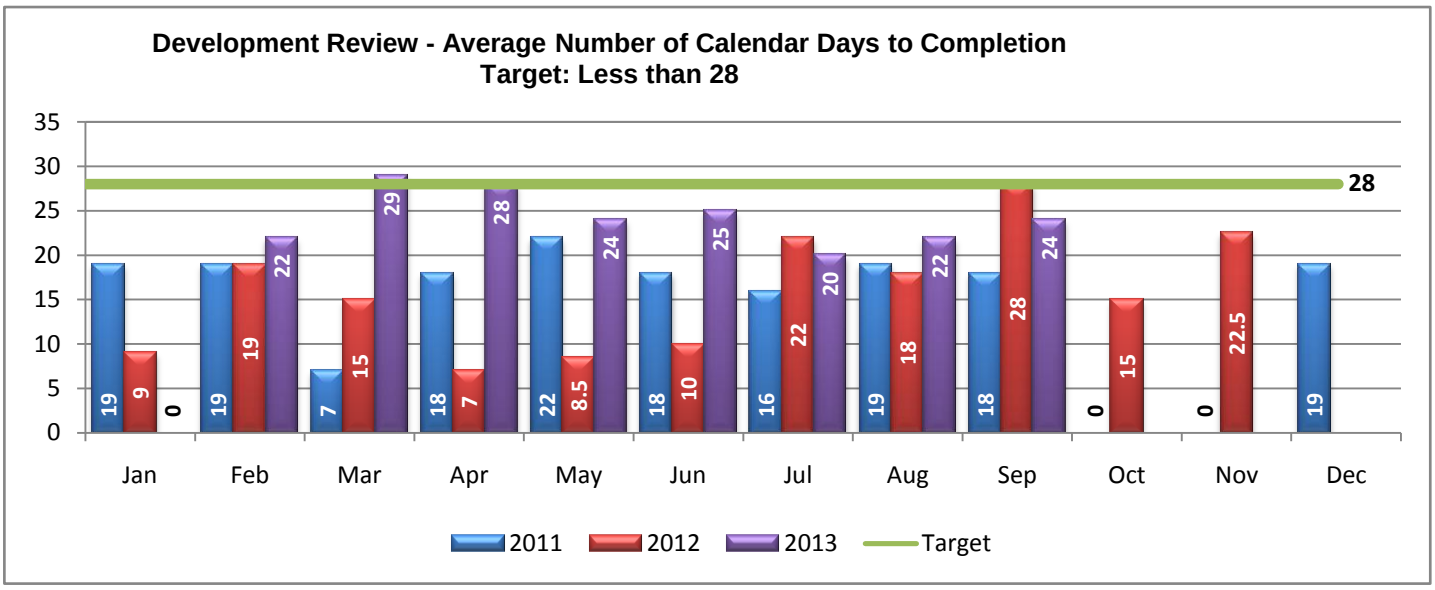


2013 YTD Customer Survey Results: Did Centennial's Staff Treat You with Respect?

Received: 13 Response Rate: 19%

Service Level Measures

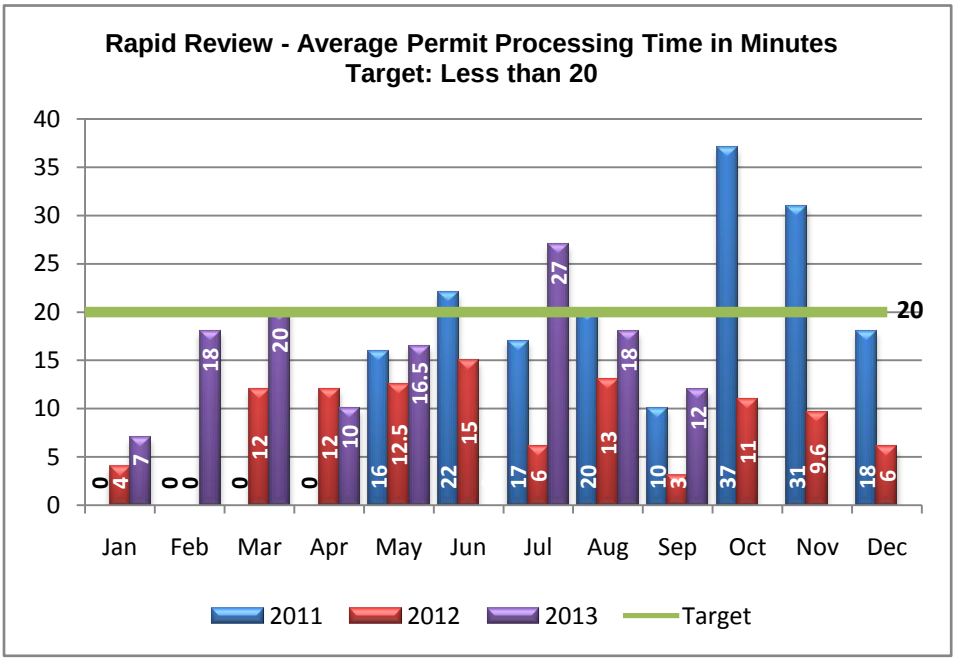
Service Level Measures may be thought of as efficiency measures. A measure of the resources required to produce a certain outcome; these may or may not be associated with a goal or target.



Notes: The Planning Division's goal is to completely review a customer's land use application in 28 days or less.

Amendments and technical amendments take two weeks to process. Outside referrals have a 21 day turnaround.

Month	2011	2012	2013
January	0.0	4.0	7.0
February	0.0	0.0	18.0
March	0.0	12.0	20.0
April	0.0	12.0	10.0
May	16.0	12.5	16.5
June	22.0	15.0	0.0
July	17.0	6.0	27
August	20.0	13.0	18
September	10.0	3.0	12
October	37.0	11.0	-
November	31.0	9.6	-
December	18.0	6.0	-

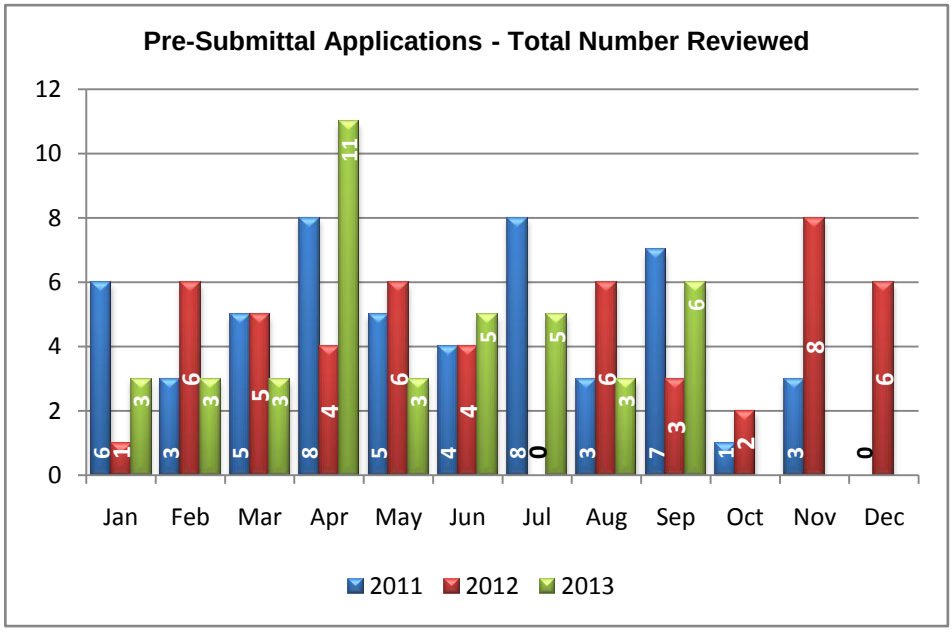


Notes: Definitions - Rapid Review Processing Time is for fence and sign permits. In 2011 processing time included wait time. In 2012 this statistic was adjusted to include only processing time.

Output Measures

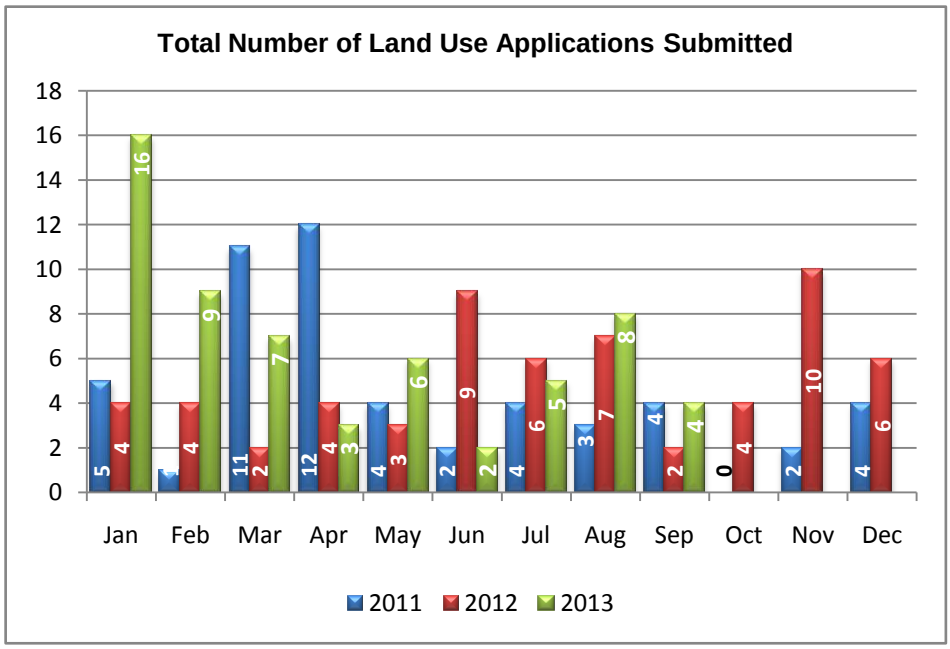
Performance Output Measures indicate the amount of service provided.

Month	2011	2012	2013
January	6	1	3
February	3	6	3
March	5	5	3
April	8	4	11
May	5	6	3
June	4	4	5
July	8	0	5
August	3	6	3
September	7	3	6
October	1	2	-
November	3	8	-
December	0	6	-
Total	**53**	**51**	**42**

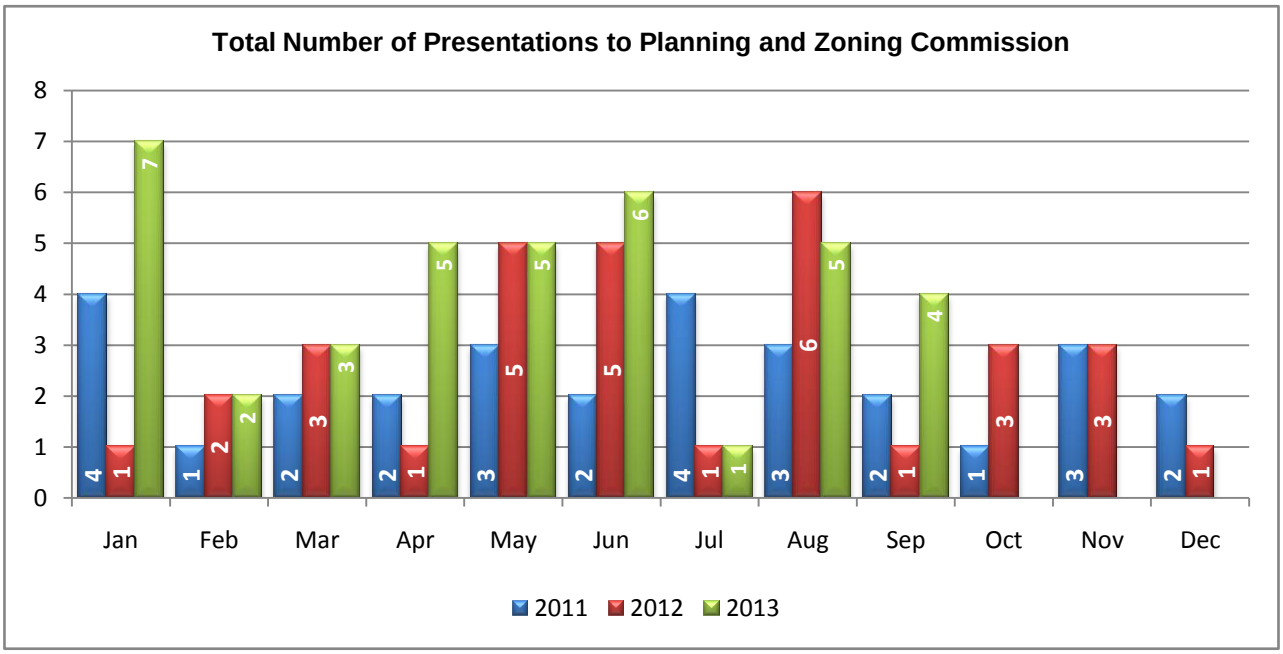


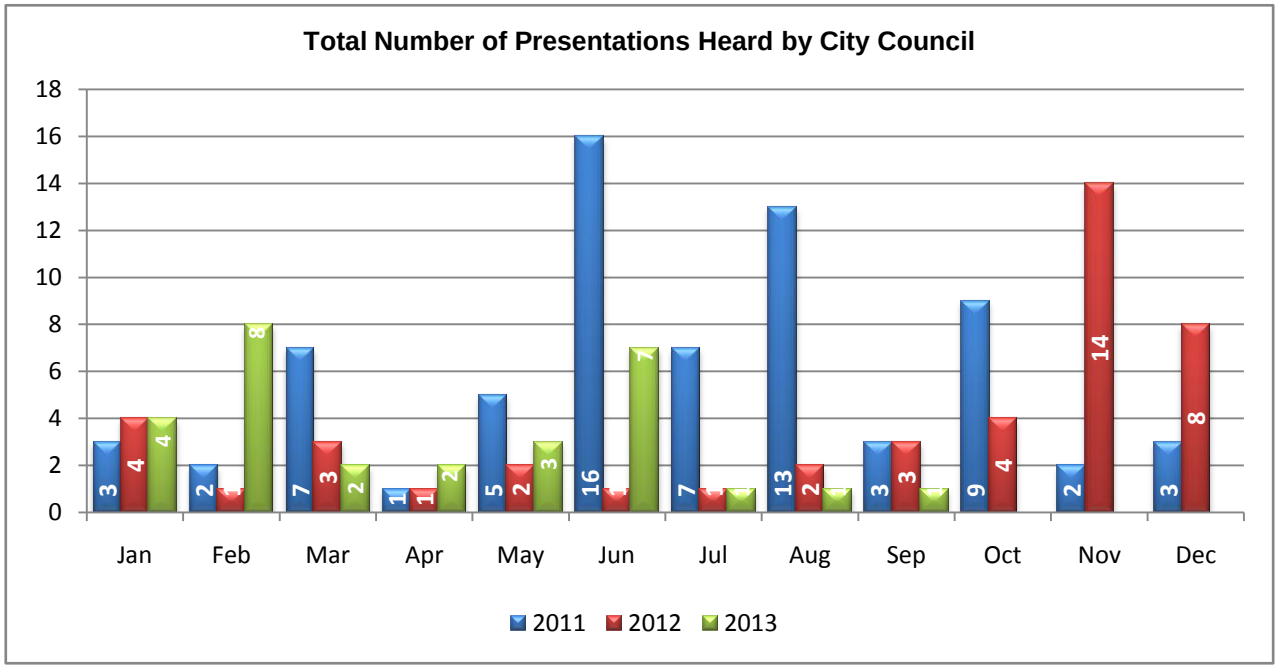
Notes: A pre-submittal meeting gives an applicant/developer the opportunity to present a conceptual plan to the Planning Division. Staff provides general comments on the feasibility of the plan, the processes and fees required to process and review the plan, and a list of referrals.

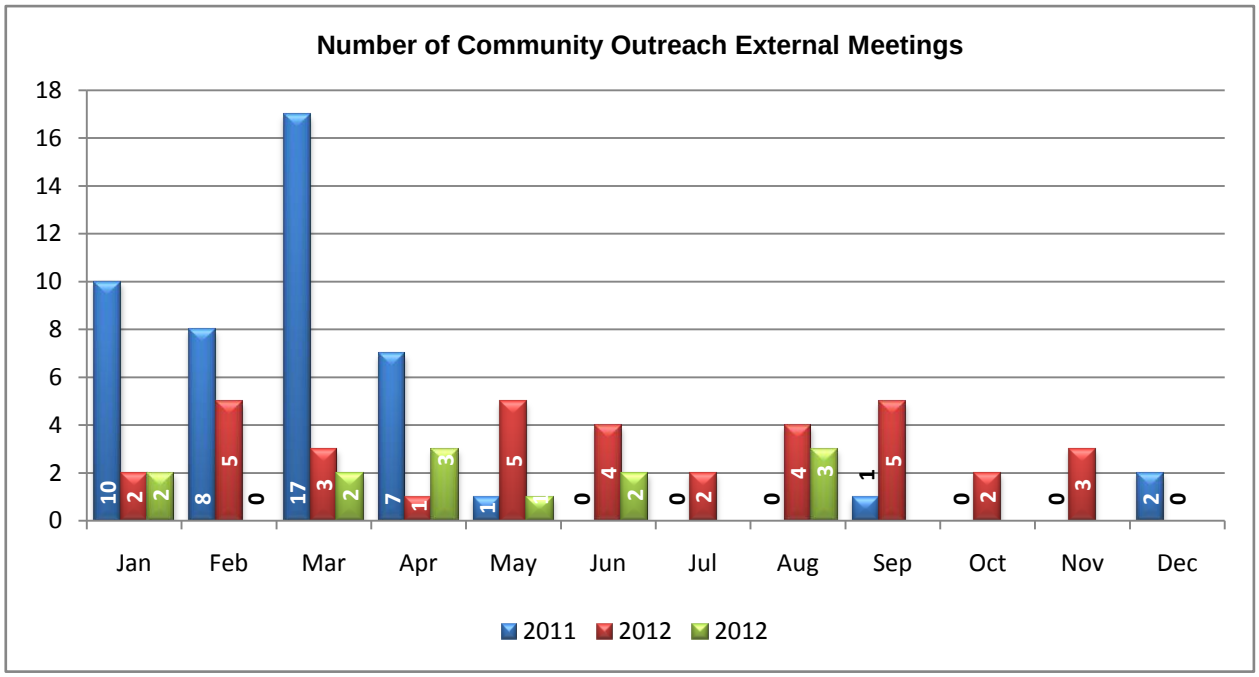
Month	2011	2012	2013
January	5	4	16
February	1	4	9
March	11	2	7
April	12	4	3
May	4	3	6
June	2	9	2
July	4	6	5
August	3	7	8
September	4	2	4
October	0	4	-
November	2	10	-
December	4	6	-
Total	**52**	**61**	**60**



Notes: With three quarters of the year completed, the City is already close to surpassing the total number of land use applications received in all of 2012. While a large part of this is likely due to the high January number, comparing the numbers from Quarter 3 2012 to 2013 reveals an increase of 13%, or two applications.


Total Number of Presentations to Planning and Zoning Commission
8
7
6
5
4
3
2
1
0
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec
2011
2012
2013


Total Number of Presentations Heard by City Council
18
16
14
12
10
8
6
4
2
0
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec
2011
2012
2013



Notes: Due to implementation of the new Land Development Code, the first four months of 2011 involved more community outreach and external meetings than the rest of the year.

Summary of Current Planning Applications By Type - 2013

Application	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Annexation	0	0	1	-	-	-	-	-	-	-	-	-
Zoning/ Rezoning (PDP/MDP)	2	2	1	2	2	1	-	1	-	-	-	-
Site Plans (FDP, SDP, ASP)	4	1	4	-	2	-	1	3	2	-	-	-
Site Plan Amendments (AA/TA)	4	2	0	-	-	-	3	3	2	-	-	-
Conditional Uses (incl USR)	0	0	0	-	-	-	-	-	-	-	-	-
Plats	4	1	2	-	-	-	1	1	-	-	-	-
Other	2	4	0	1	2	1		-	-	-	-	-
Total	**16**	**10**	**8**	**3**	**6**	**2**	**5**	**8**	**4**	**-**	**-**	**-**

Abbreviations: PDP=Preliminary Development Plan, MDP=Master Development Plan, FDP=Final Development Plan, SDP=Subdivision Development Plan, ASP=Administrative Site Plan, AA=Administrative Amendment, TA=Technical Amendment, USR=Use By Special Review.

Summary of Current Planning Applications By Type - 2012

Application	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Annexation	0	0	0	1	0	0	0	1	0	0	3	0
Zoning/ Rezoning (PDP/MDP)	1	0	0	1	0	1	1	2	0	1	2	1
Site Plans (FDP, SDP, ASP)	0	0	0	0	1	3	0	2	1	1	1	3
Site Plan Amendments (AA/TA)	2	3	1	0	2	2	2	0	1	1	0	1
Conditional Uses (incl USR)	0	0	0	0	0	0	0	0	0	0	0	0
Plats	1	1	0	0	0	2	0	2	0	1	0	0
Other	0	0	1	2	0	1	3	0	0	0	4	1
Total	**4**	**4**	**2**	**4**	**3**	**9**	**6**	**7**	**2**	**4**	**10**	**6**

Summary of Current Planning Applications By Type - 2011

Application	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Annexation	0	0	0	0	0	0	0	0	0	0	0	0
Zoning/ Rezoning (PDP/MDP)	0	0	1	2	0	0	0	0	0	0	0	0
Site Plans (FDP, SDP, ASP)	1	0	2	1	0	0	0	2	0	0	0	0
Site Plan Amendments (AA/TA)	0	0	0	0	0	0	0	0	0	0	0	0
Conditional Uses (incl USR)	0	0	0	0	0	0	0	0	0	0	0	0
Other	4	2	3	1	4	2	0	1	0	0	0	0
Total	**5**	**2**	**6**	**4**	**4**	**2**	**0**	**3**	**0**	**0**	**0**	**0**

Key Performance Measures Report

Current Planning
Quarter 3 2013

Executive Summary

Survey Results
The survey results received indicate that, overall, Current Planning is providing services which are responsive, timely, and respectful. All 13 responses received year to date for the "Responsive" question have been in the "Strongly Agree" category. There have been no negative responses to the "Respect" question. All but one response to the "Timely" question have either fallen in "Strongly Agree" or "Agree."

Average Number of Calendar Days to Completion
The average for Quarter 3 is 22 days, below the target of 28 days. The two new Planners hired in Quarter 2 likely supported this decrease, down a full seven days from the high of 29 days in March 2013.

Rapid Review – Average Permit Processing Time
In Quarter 3, Staff received a total of five rapid review permits – two each in July and August and one in September. While the average processing time has increased above the target for the quarter, efficiencies and alterations to other processes may contribute to the overall efficiency of the department.

Pre-Submittal Applications (Total)
The total number of Pre-Submittal Applications for Quarter 3 2013 is up 56% from the same time period in 2012 (14 to 9). For the year, the number of Pre-Submittal Applications is tracking 20% ahead of 2012 (42 to 35).

Total Number of Land Use Applications
As a result of an extremely strong Quarter 1, the total number of land use applications remains well ahead of last year, to date. The number of applications (60) is up 46% over this time last year (41). Comparing Quarter 3 2013 to Quarter 3 2012 reveals a 13% increase (17 to 15) for the same time period.