

**Community Development Dept. – Current Planning
Quarter 4 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)

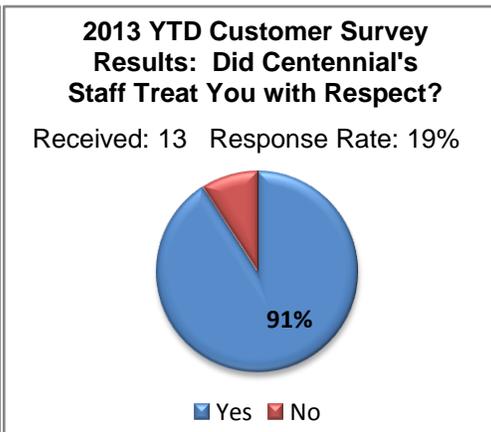
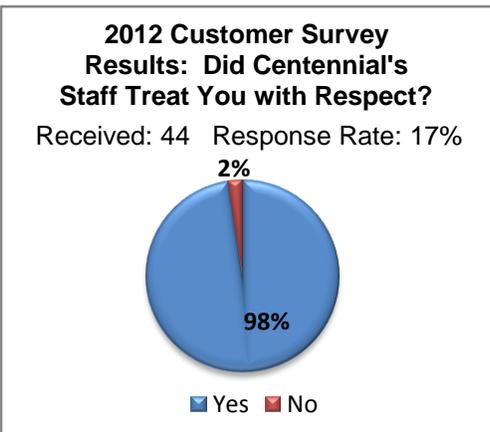
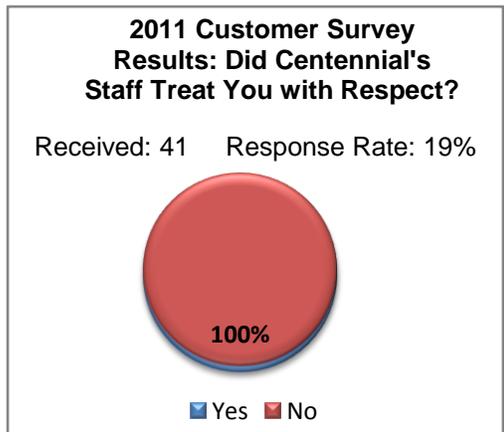
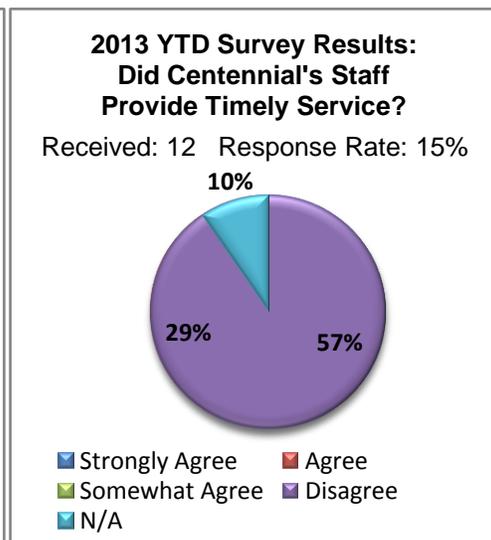
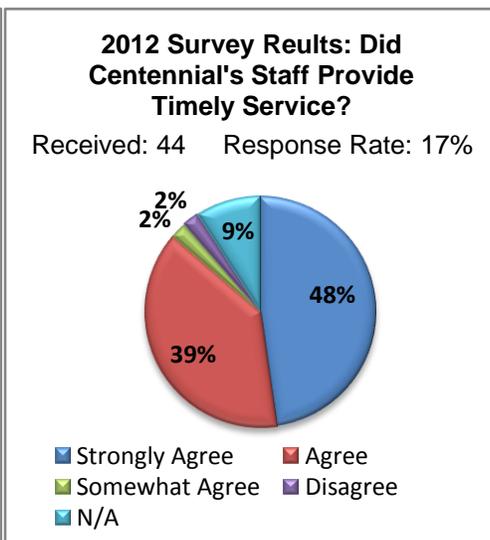
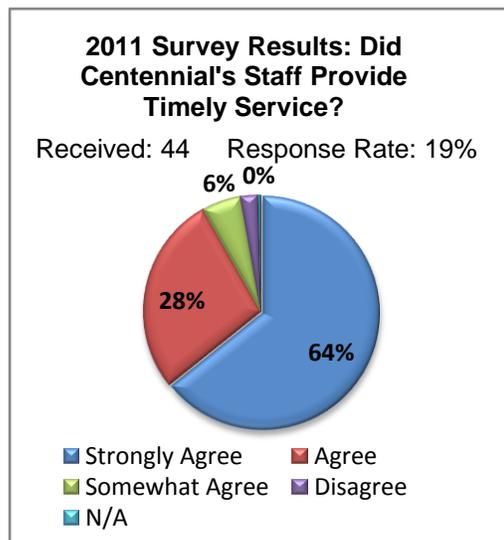
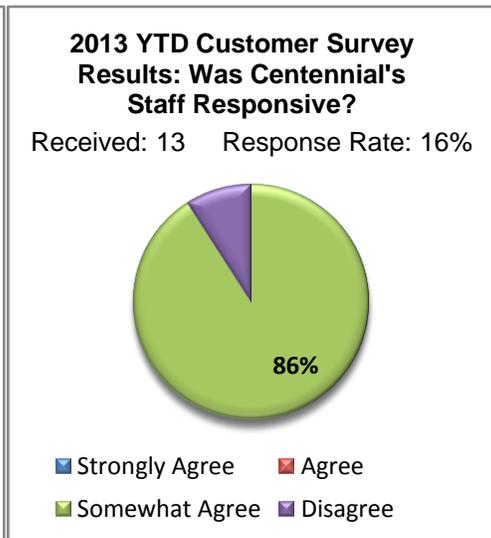
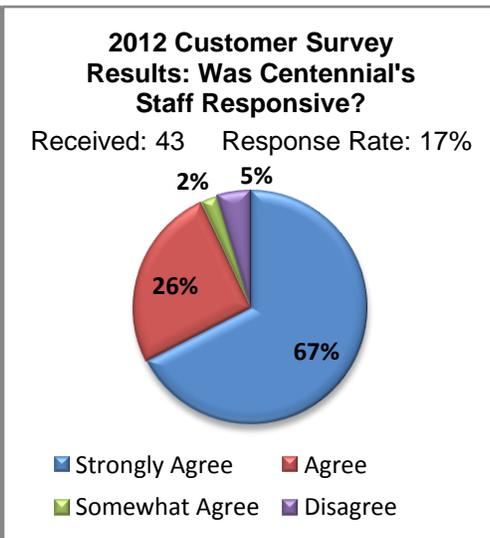
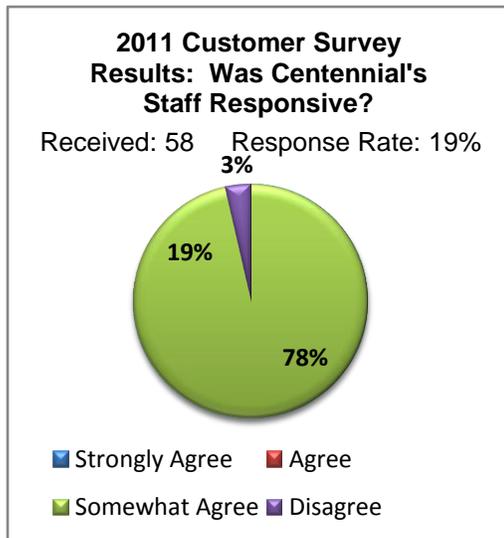
Enhance Regulations. Current Planning Division will seek to proactively identify regulatory enhancements to address local issues and to recommend tailored solutions that fit the expectations of the community. (CS 5.3; CQL 4)

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)

Performance Outcome Measures

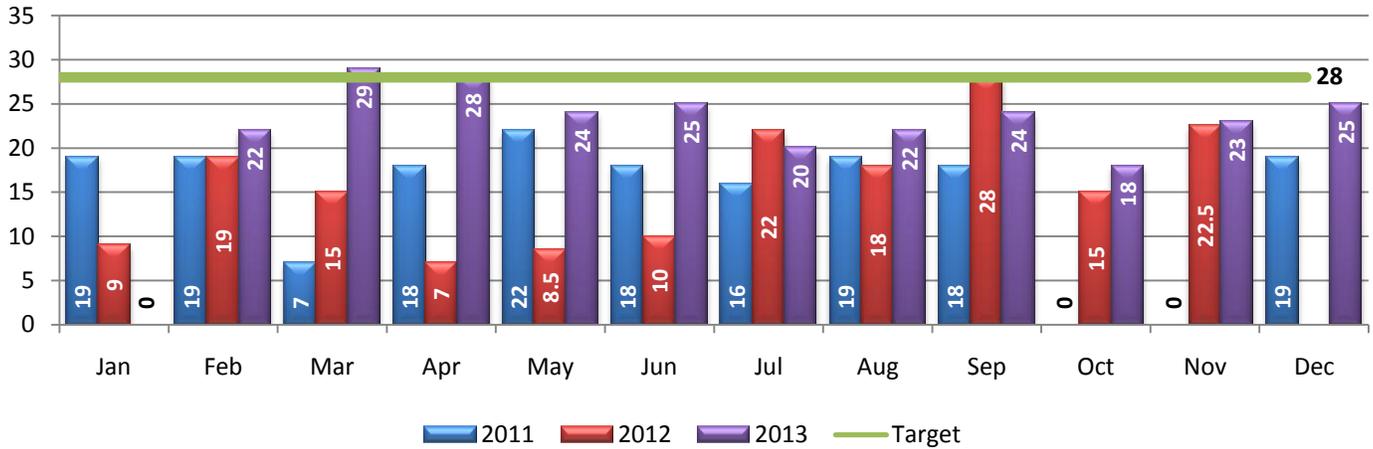
Performance outcomes are measures that indicate how well the department/division's objectives were accomplished. Outcome measures indicate the quality of effectiveness of a service area usually associated with a goal for each measure.



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.

Development Review - Average Number of Calendar Days to Completion
Target: Less than 28

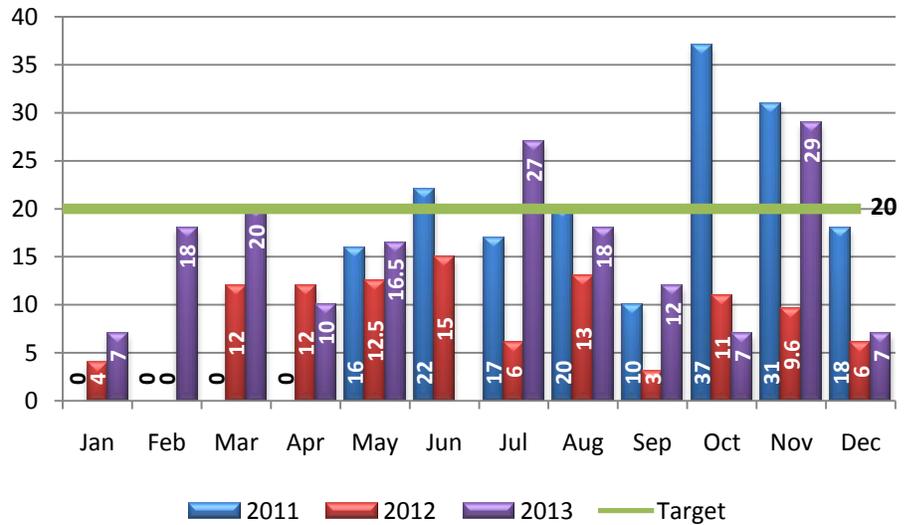


Notes: The Planning Division's goal is to completely review a customer's land use application in 28 days or less.

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	7
November	31.0	9.6	29
December	18.0	6.0	7

Rapid Review - Average Permit Processing Time in Minutes
Target: Less than 20

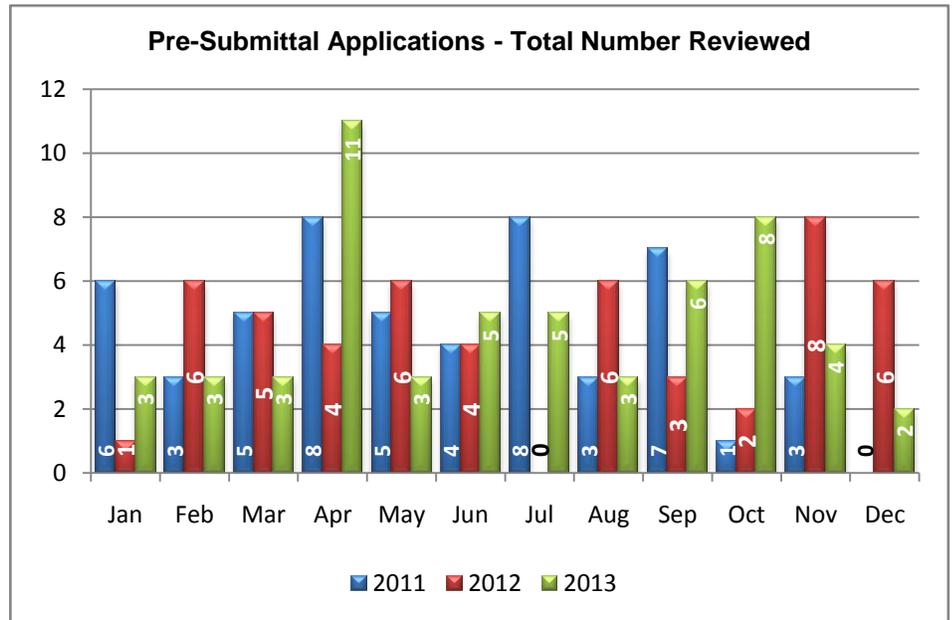


Notes: Definitions - Rapid Review Processing Time is for fence and sign permits. In 2011 processing time included wait time. In 2012 this statistic was adjusted to include only processing time.

Output Measures

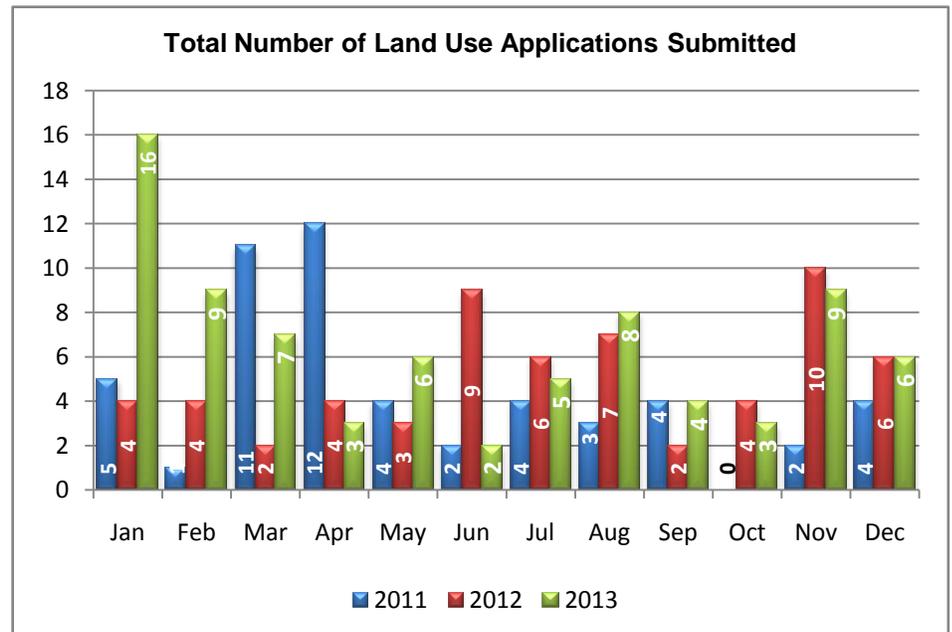
Performance Output Measures indicate the amount of service provided.

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	8
November	3	8	4
December	0	6	2
Total	53	51	56



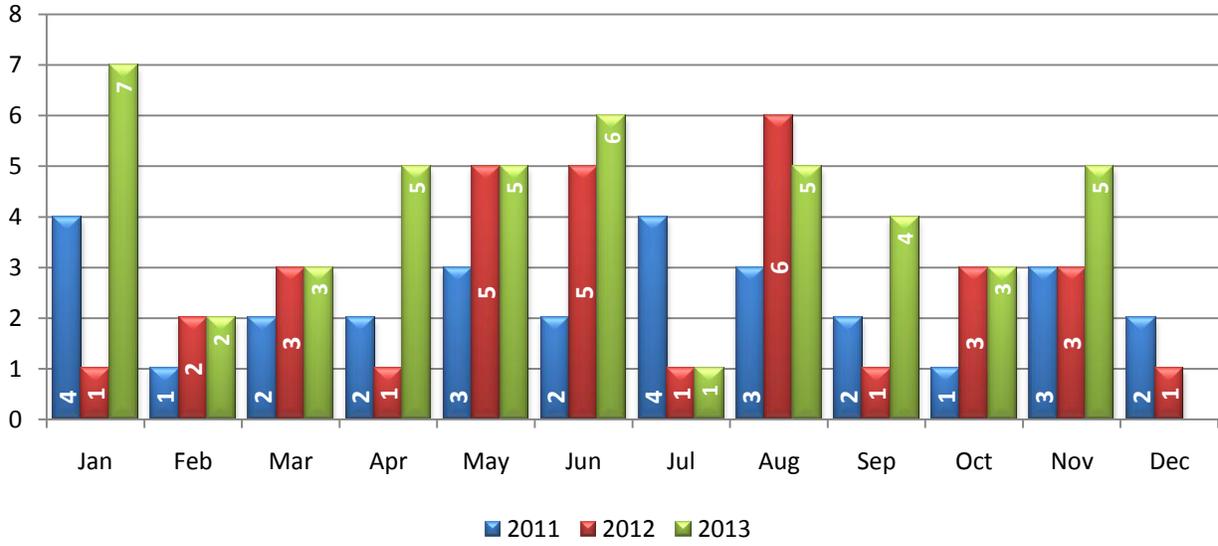
Notes: A pre-submittal meeting gives an applicant/developer the opportunity to present a conceptual plan to the Planning Division. Staff provides general comments on the feasibility of the plan, the processes and fees required to process and review the plan, and a list of referrals.

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	3
November	2	10	9
December	4	6	6
Total	52	61	78

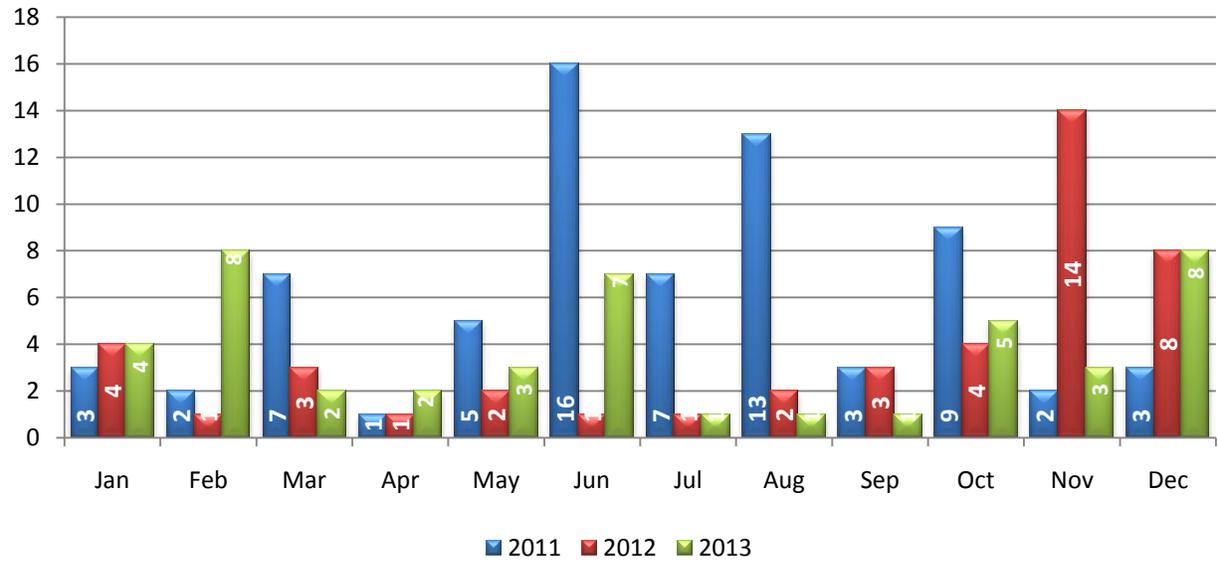


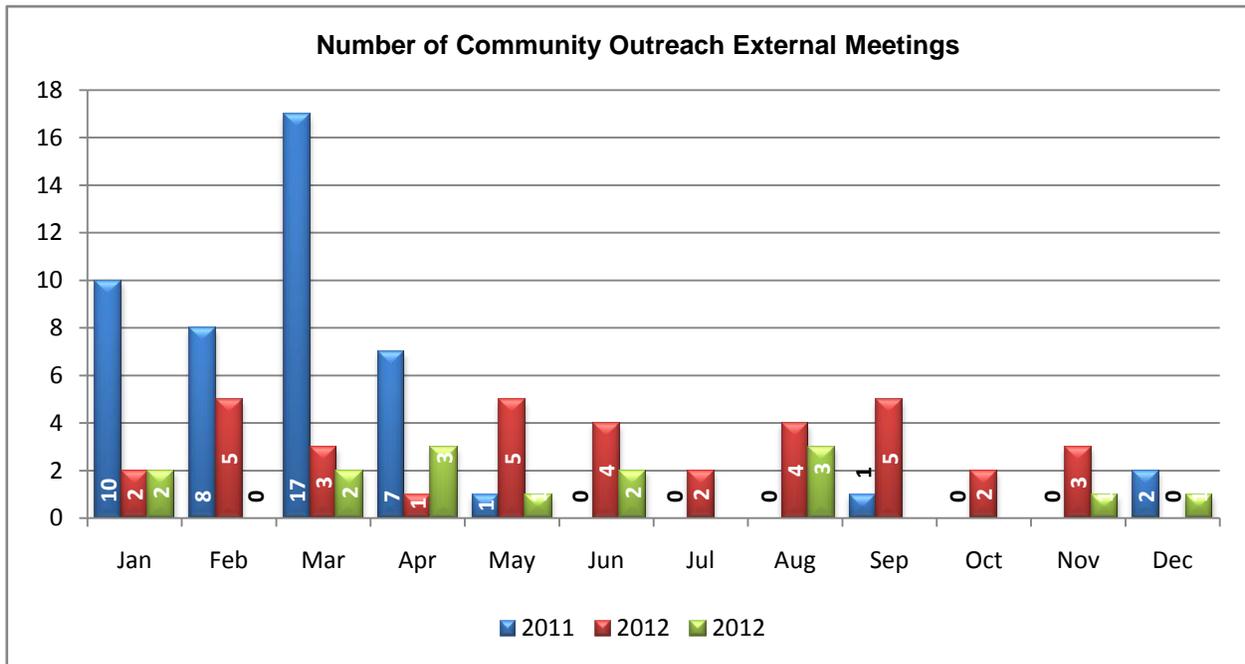
Notes: With four quarters of the year completed, the City has surpassed the total number of land use applications received in all of 2012.

Total Number of Presentations to Planning and Zoning Commission



Total Number of Presentations Heard by City Council





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	-	-	1	1
Site Plans (FDP, SDP, ASP)	4	1	4	-	2	-	1	3	2	-	6	2
Site Plan Amendments (AA/TA)	4	2	0	-	-	-	3	3	2	1	1	-
Conditional Uses (incl USR)	0	0	0	-	-	-	-	-	-	-	-	-
Plats	4	1	2	-	-	-	1	1	-	1	-	1
Other	2	4	0	1	2	1	-	-	-	1	1	2
Total	16	10	8	3	6	2	5	8	4	3	9	6

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 4 2013

Executive Summary

Survey Results

Completed responses in Quarter 4 indicate a generally **high level** of service

Quarter 4 saw a response rate of about 17% with 9 surveys completed out of 53 that were available. This is a slight increase from the response rate in Quarter 3 (15.3%), and is in line with 2013 as a whole, which saw a response rate of 16.4% with 22 surveys completed out of the 134 that were available.

In Quarter 4, Current Planning received the following results for measured categories:

- Responsive: 78% (7/9)*
- Timeliness: 100% (8/8)
- Respect: 78% (7/9)*

Quarter 4 results are similar with 2013 results as a whole, which received the following scores for measured categories:

- Responsive: 91% (20/22)
- Timeliness: 100% (19/19)
- Respect: 91% (20/22)

Average Number of Calendar Days to Completion

Quarter 4 had an average of 22 calendar days to completion, which was the same average as Quarter 3. 2013 as a whole was 22.6% below the target goal (28 days) with an average of 21.67 calendar days to completion. Compared to the previous two years, the 2013 average is higher than the average number of calendar days of completion for both 2012 (14.5) and 2011 (14.58).

Rapid Review – Average Permit Processing Time

Quarter 4 had an average processing time of 14.33 minutes, which was about 25% below the Quarter 3 average (19 minutes). 2013 as a whole had an average processing time of 14.3 minutes, which is 28.5% below target (20 minutes), but 65% higher than the 2012 average (8.67) and consistent with the 2011 average (14.25).

Pre-Submittal Applications (Total)

The total number of Pre-Submittal Applications for Quarter 4 was the same as the total number in Quarter 3 (14), bringing the 2013 total to 56 applications. The number of applications in 2013 is approximately 10% higher than the number of applications in 2012 (51), and approximately 6% higher than the number of applications in 2011 (53).

Total Number of Land Use Applications

The total number of Land Use Applications is slightly higher in Quarter 4 from Quarter 3 (18 from 17), bringing the 2013 total to 78 applications. The number of applications in 2013 is roughly 28% higher than the number of applications in 2012 (61) and 50% higher than the number of applications in 2011 (52).

*Staff indicated that the two negative responses to the survey likely resulted from two separate incidents that occurred in the month of October and that the respondents reflected their displeasure in the survey. The first respondent was upset over City permit fees and the requirement for a fence permit to construct a new fence. The second respondent had built a portion of a fence over the height allowed by the City's Land Development Code. The respondent had requested a variance from the height regulation which was denied by the Planning and Zoning Commission and the fence now needs to be brought into compliance with the height regulations.

