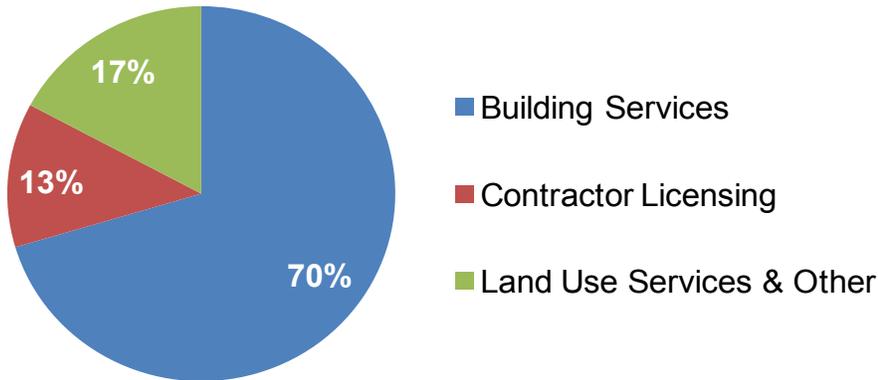




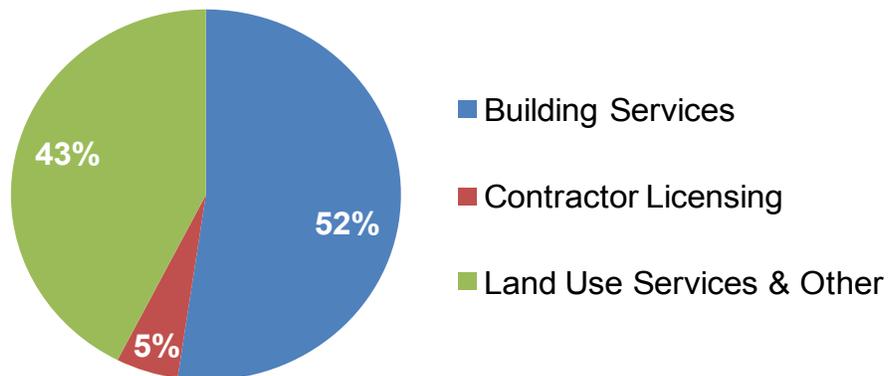
## LAND USE

*Land Use Services works to enforce the City's regulations and implement the City's vision in order to maintain and enhance the community's quality of life. It is comprised of five divisions that, when combined, create a one-stop shop for all new land development and redevelopment. In carrying out their duties, the Land Use Services staff's utmost priority is the protection of the public's health, safety, and welfare.*

### 2012 Revenues

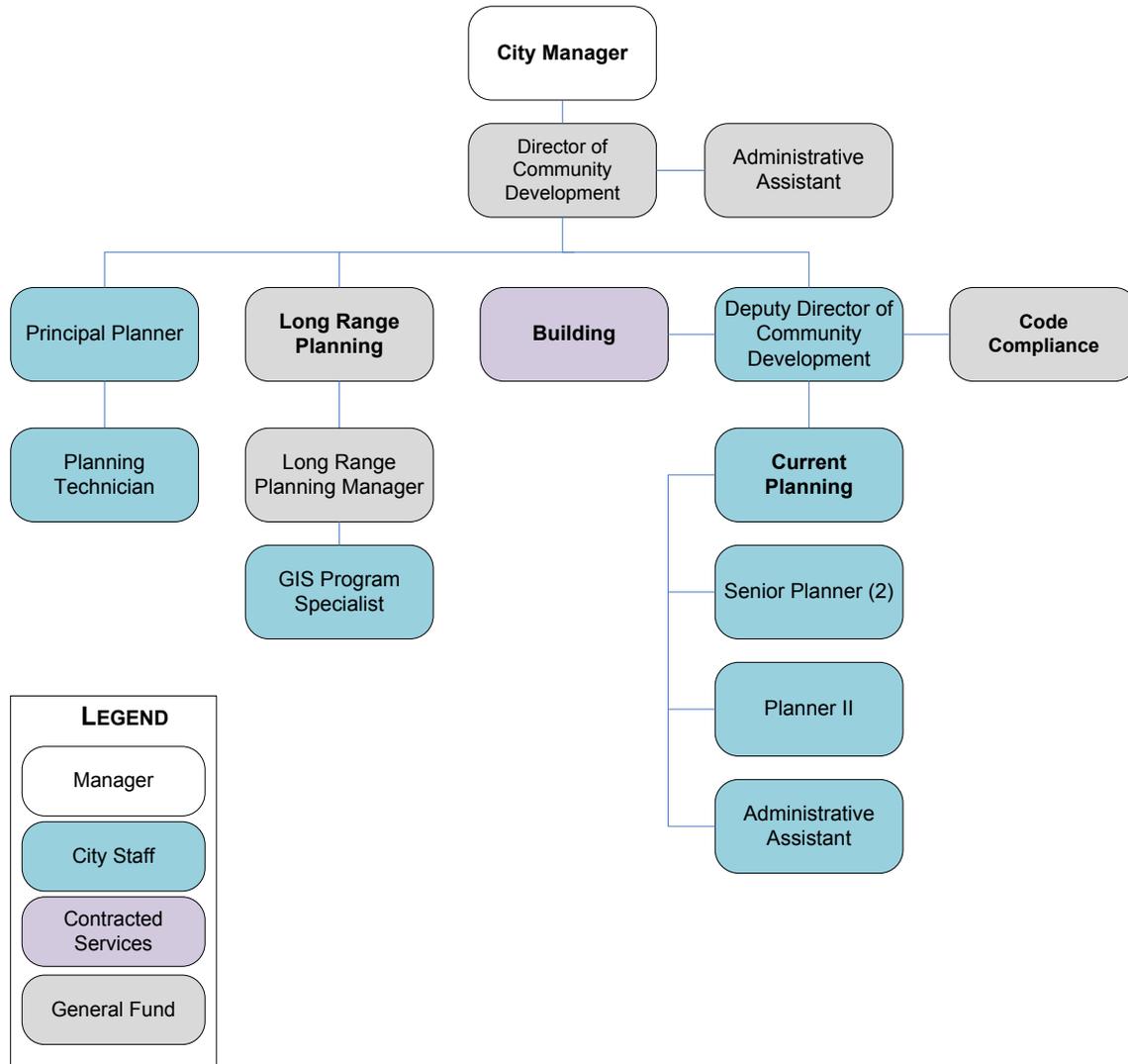


### 2012 Expenses



#### Total Adopted Budget by Category

	2010 Actual	2011 Adopted	2011 Revised	2012 Adopted	2011 Adopted/ 2012 Adopted \$ Chg	% Chg
Personnel Services	\$ 919,647	\$ 964,528	\$ 1,036,168	\$ 707,329	\$ (257,199)	-26.7%
Contracted Services	1,879,537	1,494,850	1,796,342	1,645,600	150,750	10.1%
Other Services & Supplies	192,642	198,314	244,649	264,770	66,456	33.5%
<b>TOTAL</b>	<b>\$ 2,991,826</b>	<b>\$ 2,657,692</b>	<b>\$ 3,077,159</b>	<b>\$ 2,617,699</b>	<b>\$ (39,993)</b>	<b>-1.5%</b>



## Personnel Summary

	2010 Actual FTE	2011 Revised FTE	2012 Adopted FTE	2011 / 2012 Difference
Current Planning	6.50	6.50	7.00	0.50
Engineering	4.00	4.00	-	(4.00)
GIS Services	1.00	1.00	1.00	-
Building	9.00	8.00	8.00	-
<b>TOTAL</b>	<b>20.50</b>	<b>19.50</b>	<b>16.00</b>	<b>(3.50)</b>



**Overview:** The Current Planning Division is responsible for development review, zoning information, building permits, planning review, variance applications, and sign and fence permit issuance. In addition, Current Planning also supports the Planning and Zoning Commission, as well as the Board of Adjustment.

**2011 Accomplishments:**

 <p>City Services</p>	<ul style="list-style-type: none"> <li>• Maintained a high level of accountability and productivity by consistently meeting all performance measurements.</li> <li>• Advanced a well-planned City by implementing the new Land Development Code (LDC) upon its effective date and presented the Deferred Code Items to City Council for final action; updated the lighting standards and incorporated into the LDC; updated the City's website; managed the multi-year Official City Zoning Map project to implement the LDC.</li> <li>• Monitored citizen and customer expectations and satisfaction through customer service surveys. Implemented process improvements based upon customer suggestions such as on-line submittals, on-line permitting, inspection results, and credit card payments for fence and sign permits.</li> <li>• Furthered efforts to keep citizens and other stakeholders informed about development and other projects by facilitating open houses, attended workshops, HOA meetings, and CenCON meetings.</li> <li>• Updated the City's website with a web based LDC, refinement to Land Use Category map, Commercial Mobile Radio Service permits, new application forms, and expanded information on fence and sign permits.</li> </ul>
 <p>Community Quality of Life / Citizen Engagement</p>	<ul style="list-style-type: none"> <li>• Supported neighborhoods by providing residents with relevant and useful information about Current Planning services by attending 28 HOA and three CenCON meetings to discuss the Zoning Map update.</li> </ul>
 <p>Economic Health</p>	<ul style="list-style-type: none"> <li>• Maintained a lean, transparent, responsive, and fiscally responsible division by tracking and meeting performance measurements, improved business processes, performed customer service surveys, and operated within budget.</li> <li>• Maintained and improved the HOA and civic association registration system.</li> <li>• Continued to implement business processes that make doing business with the City as simple, efficient and as responsive as possible. Increased the number of applications received through Rapid Review by ten in 2011. Instituted electronic submittal and review, agency referrals, agency comments, online payments, provided for concurrent planning and building review, which reduced review times, and streamlined the review process by creating a technical amendment to PUD taking two months off the review timeline.</li> </ul>
 <p>Environment</p>	<ul style="list-style-type: none"> <li>• Monitored current and future ordinances for environmentally sound practices; updated the lighting standards.</li> <li>• Continued to enhance and update planning and zoning information (applications, handouts, fees and relevant information) and the interactive land use application map on the City's website.</li> </ul>



<b>Performance Measurements:</b>	<b>2008 Actual</b>	<b>2009 Actual</b>	<b>2010 Actual</b>	<b>2011 Estimated</b>	<b>2012 Projected</b>
Number of LDC Amendments Processed	5	5	0	3	5
Percent of Prepared Amendments Adopted	100%	0%	0	100%	100%
Number of Contiguous Acres Annexed	35	261	0	45	0
Average Number of Days to Process Annexation	35	38	0	90	0
Number of Fence Permits Received	129	202	148	135	150
Number of Fence Permits Issued	129	202	148	135	150
Average Number of Days to Complete Fence Permits	4	2.2	2.5	2.5	2.5
Number of Sign Permits Requested	129	141	104	170	150
Number of Sign Permits Issued	121	141	104	170	150
Average Number of Days to Complete Sign Permits	4	2.5	1.6	3	2.5
Number of Variance Applications Received	14	5	12	13	5
Number of Variances Heard by Board of Adjustment (BOA)	14	4	12	13	5
Percent of Variances Approved by BOA	92%	100%	92%	90%	90%
Number of P&Z Commission Meetings Facilitated	20	19	14	18	20
Number of Applications Presented to P&Z Commission	28	24	17	20	20
Number of Applications Presented to City Council	32	39	21	25	25



**2012 Goals and Objectives:**

	<p><b>City Services</b></p>	<ul style="list-style-type: none"> <li>• Maintain high level of accountability and productivity by consistently meeting all performance measurements.</li> <li>• Manage the multi-year Official Zoning Map project to implement the LDC.</li> <li>• Continue to monitor citizen and customer service expectations and satisfaction through customer service surveys. Implement improvements based upon customer suggestions.</li> <li>• Encourage citizen participation in the current planning process through community meetings.</li> <li>• Further efforts to keep citizens and other stakeholders informed about development and other projects by facilitating community meetings, workshops, etc.</li> </ul>
	<p><b>Community Quality of Life / Citizen Engagement</b></p>	<ul style="list-style-type: none"> <li>• Support neighborhoods by providing residents with relevant and useful information about Current Planning services by attending at least two HOA/CenCON meetings and City Council District Meetings as requested.</li> <li>• Further efforts to provide citizens and other stakeholders with information about development and other projects by facilitating community meetings, workshops, etc.</li> <li>• Encourage citizen participation in the current planning process through community meetings.</li> <li>• Facilitate and participate in City sponsored customer service workshops.</li> <li>• Develop Citizen Planning Academy.</li> </ul>
	<p><b>Economic Health</b></p>	<ul style="list-style-type: none"> <li>• Maintain a lean, transparent, responsive, and fiscally responsible division by tracking and meeting performance measurements, improving business processes, performing customer service surveys, and operating within budget.</li> <li>• Provide strong project management for annexations.</li> <li>• Continue to implement business practices that make doing business with the City as simple, efficient and as responsive as possible; increase the number of paperless submittals. Increase the number and/or percent of applications received through electronic submittal.</li> </ul>
	<p><b>Environment</b></p>	<ul style="list-style-type: none"> <li>• Monitor current and future ordinances for environmentally sound practices.</li> <li>• Increase the number of paperless submittals and electronic review; continue to update and enhance planning and zoning information and the interactive land use application map on the City's website, such that customers and citizens can obtain public information from home and office, rather than travelling to the Civic Center.</li> </ul>



**Overview:** The Building Division is responsible for ensuring the life safety of all persons in the City of Centennial related to the construction of all commercial and residential structures, through enforcing compliance of the adopted International Codes. This is achieved by examining submitted plans and conducting necessary inspections to assure compliance with all City of Centennial building codes and ordinances.

**2011 Accomplishments:**

	<p>City Services</p>	<ul style="list-style-type: none"> <li>• Maintained a high level of accountability and productivity by consistently meeting all performance measurements.</li> <li>• Continued to monitor citizen and customer expectations and satisfaction through customer service surveys. Implemented process improvements based upon customer suggestions.</li> <li>• Implemented change of occupancy program.</li> <li>• Adopted and implemented the 2009 International Building Code.</li> </ul>
	<p>Community Quality of Life / Citizen Engagement</p>	<ul style="list-style-type: none"> <li>• Supported neighborhoods by providing residents with relevant and useful information about Building Services by facilitating community workshops as well as attending HOA, CenCON, or City Council District meetings as requested or required</li> <li>• Maintained strong working relationships with all three fire protection providers serving the City through monthly meetings and emergency responses.</li> </ul>
	<p>Economic Health</p>	<ul style="list-style-type: none"> <li>• Maintained a lean, transparent, responsive, and fiscally responsible division by tracking and meeting performance measurements, improving business processes, performing customer service surveys, and operating within budget. Oversaw the new contract for the Building Division, specifically the implementation of new services and improved performance measures within the approved budget.</li> <li>• Continued to implement business processes that make doing business with the City as simple, efficient and as responsive as possible: made available paperless submittals; increased the number and/or percent of permits received through Rapid Review Thursdays in 2010; maintained new performance measurements for permits; integrated contractor licensing; helped implement technology for inspections to provide better customer service; and explored on-line submittals. Implemented the plan for the Home Improvement Program (HIP) by end of year.</li> <li>• Continued to track HIP Program.</li> </ul>
	<p>Environment</p>	<ul style="list-style-type: none"> <li>• Enhanced customer access to Building Services via web interface; implemented paperless plan review/submittals and mobile technology for inspections; continued to update and enhance building information (applications, handouts, fees and relevant information) on the City's website.</li> </ul>

Performance Measurements:	2008 Actual	2009 Actual	2010 Actual	2011 Estimated	2012 Projected
Number of Inspections	13,187	13,060	14,600	13,100	15,000
Number of Failed Inspections	1,831	2,890	2,172	2,100	2,800
Total Number of Permits Issued	4,101	7,592	6,490	5,900	6,500
Valuation of Permits	\$182,010,531	\$114,189,269	\$162,570,622	\$150,000,000	\$175,000,000
Number of New Single-family Permits Issued	60	23	35	25	20
Number of Single-family COs	177	19	30	12	10



<b>Performance Measurements (Cont.):</b>	<b>2008 Actual</b>	<b>2009 Actual</b>	<b>2010 Actual</b>	<b>2011 Estimated</b>	<b>2012 Projected</b>
Number of Residential Addition/Remodel Permits Issued	452	458	533	575	500
Number of New Commercial Projects Permitted	27	16	11	12	10
Number of Commercial Addition/Remodel Permits Issued	207	282	258	265	280
Number of Plan Reviews Performed	982	997	1005	1000	1015
Total Revenue (fees)	\$2,283,384	\$2,150,991	\$2,097,005	\$1,900,000	\$2,000,000

**2012 Goals and Objectives:**

 <b>City Services</b>	<ul style="list-style-type: none"> <li>• Maintain high level of accountability and productivity by consistently meeting all performance measurements.</li> <li>• Continue to monitor citizen and customer expectations and satisfaction through customer service surveys. Implement process improvements based upon customer suggestions.</li> </ul>
 <b>Community Quality of Life / Citizen Engagement</b>	<ul style="list-style-type: none"> <li>• Support neighborhoods by providing residents with relevant and useful information about Building Services by facilitating community workshops as well as attending HOA, CenCON, or City Council District meetings as requested or required.</li> <li>• Attend two City sponsored customer service training programs.</li> <li>• Maintain strong working relationships with all three fire protection providers serving the City through monthly meetings and emergency responses.</li> </ul>
 <b>Economic Health</b>	<ul style="list-style-type: none"> <li>• Maintain a lean, transparent, responsive, and fiscally responsible division by tracking and meeting performance measurements, improving business processes, performing customer service surveys, and operating within budget. Oversee the new contract for the Building Division, specifically the implementation of new services and improved performance measures within the approved budget.</li> <li>• Continue to implement business processes that make doing business with the City as simple, efficient and as responsive as possible: make available paperless submittals; increase the number and/or percent of permits received through Rapid Review Thursdays in 2011; maintain new performance measurements for permits; integrate contractor licensing; implement technology for inspections to provide better customer service; and explore on-line submittals.</li> </ul>
 <b>Environment</b>	<ul style="list-style-type: none"> <li>• Enhance customer access to Building Services via web; expand the online permitting program; continue to update and enhance building information (applications, handouts, fees and relevant information) on the City's website.</li> </ul>



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