

Development

Administration

Public Facilities

Planning

Building

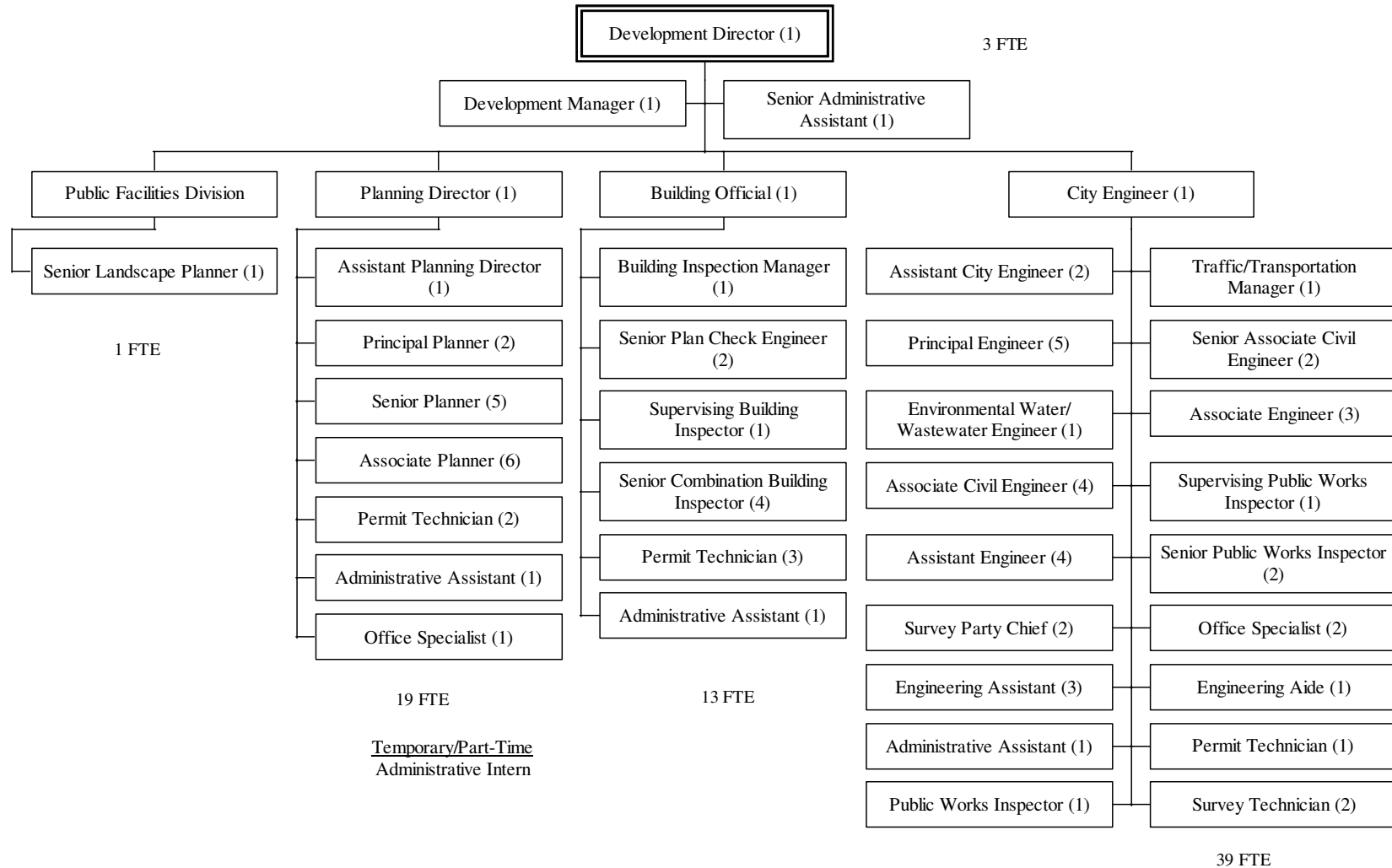
Engineering

2009-10 Organization Chart

Development

Effective July 1, 2009

(75 Full-time employees)



City of Ontario
Summary of Personnel and Organizational Changes

	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
<u>Development</u>			
Administration			
Departmental Administrator	1	1	0
Development Director	1	1	1
Development Manager	1	1	1
Senior Administrative Assistant	1	1	1
	<hr/> 4	<hr/> 4	<hr/> 3
Public Facilities			
Development Manager	1	0	0
Landscape Planner	1	0	0
Senior Landscape Planner	1	1	1
	<hr/> 3	<hr/> 1	<hr/> 1
Planning			
Administrative Assistant	1	1	1
Assistant Planning Director	1	1	1
Associate Planner	11	7	6
Office Specialist	2	1	1
Permit Technician	2	2	2
Planning Aide	1	0	0
Planning Director	1	1	1
Principal Planner	2	2	2
Senior Planner	6	5	5
	<hr/> 27	<hr/> 20	<hr/> 19
Building			
Administrative Assistant	1	1	1
Building Inspection Manager	1	1	1
Building Official	1	1	1
Building Plans Examiner	1	1	0

Summary of Personnel and Organizational Changes**Fiscal Year 2009-10**

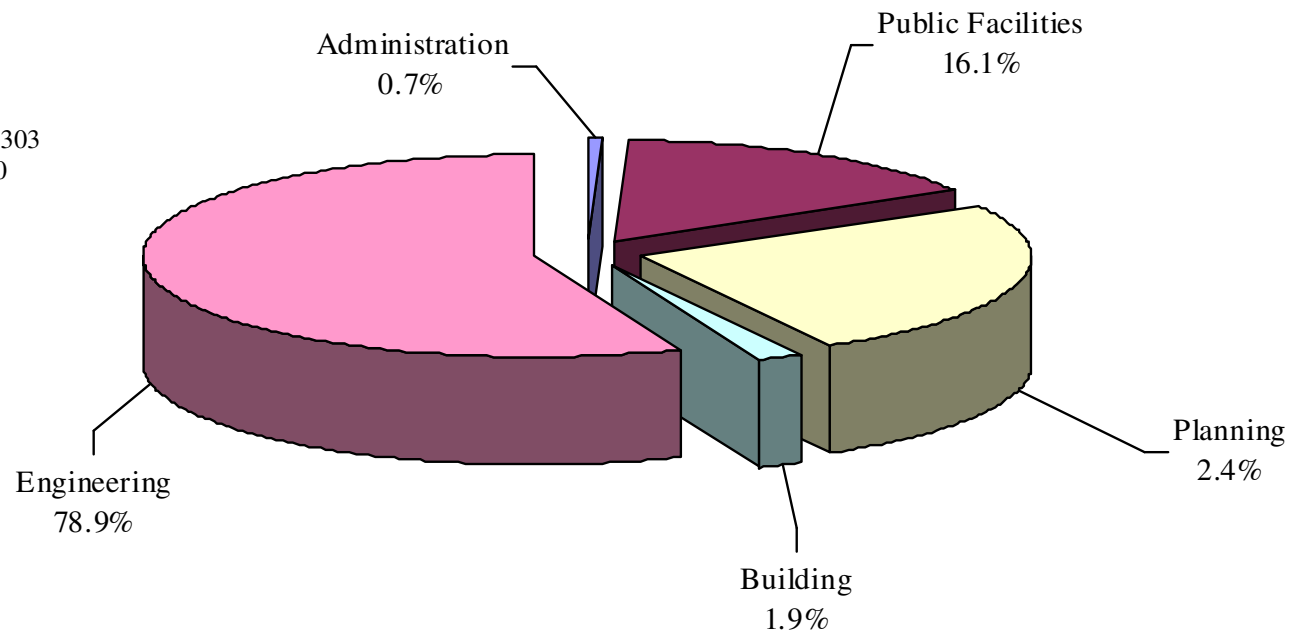
	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Permit Technician	3	3	3
Plan Check and Permit Services Manager	1	0	0
Senior Combination Building Inspector	7	4	4
Senior Permit Technician	1	0	0
Supervising Building Inspector	1	1	1
Senior Plan Check Engineer	2	2	2
	<hr/> 19	<hr/> 13	<hr/> 13
Engineering			
Administrative Assistant	1	1	1
Administrative Technician	1	0	0
Assistant City Engineer	2	2	2
Assistant Engineer	6	5	4
Associate Civil Engineer	9	5	4
Associate Engineer	3	3	3
City Engineer	1	1	1
Engineering Aide	2	1	1
Engineering Assistant	4	3	3
Environmental Water/Wastewater Engineer	1	1	1
Office Specialist	2	2	2
Permit Technician	1	1	1
Plan Check Engineer	1	0	0
Principal Engineer	6	6	5
Public Works Inspector	1	1	1
Senior Associate Civil Engineer	3	2	2
Senior Associate Engineer	1	1	0
Senior Public Works Inspector	2	2	2
Supervising Public Works Inspector	1	1	1
Survey Party Chief	2	2	2
Survey Technician	2	2	2
Traffic/Transportation Manager	1	1	1
Transportation Programs Manager	1	0	0
	<hr/> 54	<hr/> 43	<hr/> 39
Total Development Agency	<u>107</u>	<u>80</u>	<u>75</u>

Development

Total Funds:	\$115,655,075
General Fund:	\$9,615,389
Other Funds:	\$106,039,686

OTHER FUNDS CONSIST OF:

Gas Tax - \$3,112,188
Measure I - \$2,989,749
Measure I Valley Major Project - \$3,861,550
General Fund Grants - \$806
Ground Access - \$52,553,038
Capital Projects - \$18,531,110
Water Capital - \$633,344
Sewer Capital - \$3,729,148
RDA Proj. Area #1 - \$300,000
Storm Drain Maintenance - \$939,303
OMC Street Impact - \$19,314,450
NMC Street Impact - \$75,000



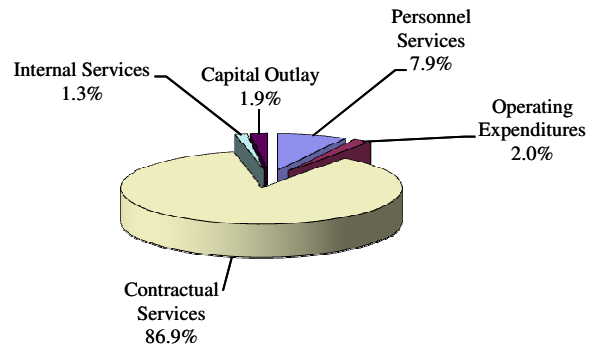
AGENCY SUMMARY FOR FISCAL YEAR 2009-10

Development

Agency contains the departments for Development Administration, Public Facilities, Planning, Building, Engineering, and Development related projects. It oversees all development projects within the City.

Adopted Budget Expenditures

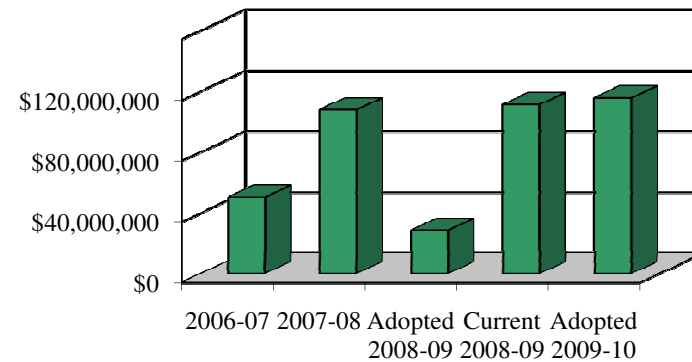
\$115,655,075



Service Objective:

To ensure that Building, Engineering, Planning and Public Facilities work in harmony to ensure all construction and development activities are well managed with focus on improving and sustaining the health of the City's economy, its neighborhoods, and its infrastructure.

Expenditures



Budget

<u>Expenditures Category</u>	<u>FY 2006-07</u>	<u>FY 2007-08</u>	<u>Adopted FY 2008-09</u>	<u>Current FY 2008-09</u>	<u>Adopted FY 2009-10</u>	<u>% Change to Adopted 08-09</u>
Personnel Services	\$ 9,305,886	\$ 10,409,736	\$ 11,567,134	\$ 10,739,637	\$ 9,165,579	-20.8%
Operating Expenditures	\$ 4,211,040	\$ 4,227,972	\$ 3,738,510	\$ 5,269,067	\$ 2,361,811	-36.8%
Contractual Services	\$ 33,522,977	\$ 90,850,906	\$ 11,418,266	\$ 85,717,328	\$ 100,471,656	779.9%
Internal Services	\$ 1,285,149	\$ 1,379,825	\$ 1,612,603	\$ 1,587,155	\$ 1,456,029	-9.7%
Debt Services	\$ 1,997,563	\$ 86,889	\$ 153,000	\$ 3,554,447	\$ -	-100.0%
Capital Outlay	\$ 49,527	\$ 794,350	\$ -	\$ 4,369,830	\$ 2,200,000	0.0%
Total Expenditures	\$ 50,372,142	\$ 107,749,679	\$ 28,489,513	\$ 111,237,464	\$ 115,655,075	306.0%
Annual Percentage Change		113.9%	-73.6%	290.5%	4.0%	
Annual Amount Change		\$ 57,377,537	\$ (79,260,166)	\$ 82,747,951	\$ 4,417,611	

Historical data may reflect fluctuations due to organizational restructuring.

Development 2009-10 Department Summary

Department Title (Department ID)	Detail Book Page Number	2006-07 Actual	2007-08 Actual	2008-09 Adopted Budget	2008-09 Current Budget	2009-10 Adopted Budget	% Change to Adopted Budget 2008-09
Development Administration (062)	86	\$ 952,805	\$ 1,059,330	\$ 999,165	\$ 979,349	\$ 777,255	-22.2%
Public Facilities (171)	88	296,269	260,473	426,770	318,116	164,031	-61.6%
Public Facilities Project (320)	90	21,607,808	78,026,693	-	50,681,830	18,531,110	0.0%
Planning/Planning Administration (063)	92	482,395	549,268	537,773	479,398	464,330	-13.7%
Planning/Planning - Current (064)	94	1,373,339	1,209,432	1,279,979	1,165,716	1,058,829	-17.3%
Planning/Advanced Long Range Planning (065)	95	2,224,588	1,688,024	855,594	1,961,952	838,348	-2.0%
Planning/New Model Colony (066)	97	915,139	820,500	670,578	1,322,481	396,644	-40.9%
Planning/Planning Projects (322)	98	25,000	-	420,000	420,000	806	-99.8%
Building/Building Administration (067)	99	306,936	337,352	384,514	384,588	360,483	-6.2%
Building/Building Inspection (068)	101	2,751,063	2,477,178	2,209,489	2,042,558	1,861,643	-15.7%
Engineering/Engineering Administration (069)	103	299,207	300,738	1,174,008	986,433	974,692	-17.0%
Engineering/Land Development (072)	105	2,167,089	3,145,832	1,493,376	1,637,896	1,336,891	-10.5%
Engineering/Traffic Signal/Street Lighting (077)	107	1,845,317	1,699,566	1,833,842	1,867,744	1,758,870	-4.1%
Engineering/Traffic (078)	109	-	-	609,767	586,616	691,999	13.5%
Engineering/Traffic Management (080)	110	150,067	150,994	159,956	159,956	111,561	-30.3%
Engineering/Streets Preventative Maint (081)	111	-	-	2,026,000	2,026,000	1,713,847	-15.4%
Engineering/Street Design Administration (082)	112	157,493	155,690	166,250	165,083	147,736	-11.1%
Engineering/Field Services (083)	113	239,021	495,736	331,683	336,607	222,348	-33.0%
Engineering/Water Engineering (084)	115	917,073	966,153	1,016,859	962,630	633,344	-37.7%
Engineering/Sewer Engineering (085)	117	879,433	976,266	1,033,045	956,858	629,148	-39.1%
Engineering/Storm Water/NPDES (183)	118	900,797	881,376	930,182	925,311	976,303	5.0%
Engineering/CIP Design Administration (264)	120	5,016	4,946	34,480	34,480	20,555	-40.4%
Engineering/Engineering Project (302)	121	10,338,001	10,518,113	9,357,956	33,879,368	62,669,852	569.7%
Engineering/NMC-DIF Engineering Project (351)	132	1,509,547	1,893,753	-	4,072,347	-	0.0%
Engineering/OMC-DIF Engineering Project (352)	133	28,740	132,265	538,247	2,884,147	19,314,450	3488.4%
TOTAL DEVELOPMENT		\$ 50,372,142	\$ 107,749,679	\$ 28,489,513	\$ 111,237,464	\$ 115,655,075	306.0%

Historical data may reflect fluctuations due to organizational restructuring.

Development Major Accomplishments Fiscal Year 2008-09

Development Agency Administration

- Maintained on time project delivery, including the completion of the Citizens Business Bank Arena, despite a reduction in staff resulting from the economic downturn through reassessing workloads and priorities

Building

- Performed over 40,000 inspections for Building, Mechanical, Plumbing, and Electrical issued over the past two years
- Accomplished timely Plan Checking on all plan submittals
- Staff reviewed over 1,500 sets of building plans
- For the fiscal year through March, the Building Department issued 1,688 permits with a total valuation of \$57.4 million including: 125 Tenant Improvement permits (with a valuation of \$20 million), 68 Alteration and Addition permits (with a valuation of \$1.7 million), and 1,477 permits (with a valuation of \$23 million) for walls, signs, and industrial equipment

Engineering

Traffic Transportation Section

- Secured a \$475,000 federal appropriation to continue preliminary engineering work in conjunction with the I-10 Freeway at Grove Avenue Interchange and the Grove Avenue Corridor Widening Project
- Secured a \$485,500 Highway Safety Improvement Program grant for traffic signal and roadway safety improvements at Grove Avenue and Sixth Street and awarded the corresponding construction contract
- Completed construction on the I-10 at Haven Avenue Interchange landscaping project to beautify this important City gateway
- Completed the preliminary engineering phase-alternatives analysis-for the South Milliken, South Archibald and North Vineyard Avenue Railroad Grade Separation projects to address goods movement and access to the LA/Ontario International Airport
- Solicited bids for construction of new traffic signals at Grove Avenue and Princeton Street and Vineyard Avenue at Francis Street
- Installed emergency vehicle preemption and battery back-up systems at fourteen (14) intersections to enhance emergency vehicle response times and motorists safety

Development Major Accomplishments Fiscal Year 2008-09

Capital Improvement Projects Section/Field Services Section

- Applied for and received:
 - \$168,000 reimbursement to the General Fund from FEMA for expenditures related to damage caused by the 2005 Winter Storms
 - \$4,350,000 reimbursement from the State for design expenditures for the North Milliken Avenue Grade Separation Project
 - \$5,400,000 in funding from the State through Proposition 1B (local street and roads program) to enhance the Pavement Maintenance Program for the City
- Completed construction of the Holt Trunk Sewer Project (Phase B), a key infrastructure element to facilitate development of the Ontario Town Center Project. Construction Management, inspection and survey was provided in-house resulting in a savings of \$85,000
- Surveying services were provided in-house for CIP, Municipal Utilities Agency, and Community & Public Services Agency to minimize the use of consultant services resulting in savings of \$350,000
- Designed in-house, bid and constructed all street rehabilitation projects (\$9.2M) budgeted in the current fiscal year. All combined, bids came in \$2,000,000 under the Engineer's estimates (due to the downturn in the economy), thus freeing up additional Gas Tax and Measure I funds
- Completed design of the North Milliken Avenue Grade Separation Project and provided right-of-way acquisition services to advance the project to a state of construction readiness
- Provided survey monument preservation (300 corner records) on the Engineering CIP and Community & Public Services Agency local street overlay program

Land Development Section

- Implemented a comprehensive project information database and adopted standard operating procedures for land development and plan check to improve the in-house engineering plan check capabilities, which eliminated the need to use outside plan check services, and resulted in a savings of \$165,000 in consulting fees
- Conducted a comprehensive review of Water Quality Management Plans (WQMPs) on all development projects submitted after June 2000 to determine the cumulative impact of installed rainwater catchments on groundwater recharge in order to increase the City's share of groundwater allocations and reduce the City's expenditures on imported water

Development
Major Accomplishments
Fiscal Year 2008-09

- Continued cooperative efforts with multiple agencies including the US Army Corps of Engineers, San Bernardino County Regional Parks, and City of Chino to jointly pursue federal funding for environmental/feasibility studies for the construction of the 200-acre offsite Mill Creek Wetland Restoration and Recreation Master Plan at Cucamonga Creek within Prado Basin
- Processed and approved over 1,360 encroachment and traffic control permits, 125 development applications encompassing more than 260 acres , and assisted over 2,000 customers at the front counter

Planning

Current Planning

- A total of 148 development and land use applications were completed in 2008, approximately thirty percent fewer than in 2007. Major development entitlements approved included:
 - Staybridge Suites Hotel
 - Embassy Suites Hotel
 - Flying J Truck Stop
 - Spring Hill Suites Hotel
 - A phased plan at Haven Avenue and the 60 Freeway for two hotels and 177,000 square feet of office space
 - Fletcher Jones Mercedes Benz Dealership
 - Fresh and Easy Market with a Walgreens Drugstore
 - 7 new industrial buildings totaling 177,000 square feet at Sunkist Avenue and Campus Avenue
 - Approval of a 428,000 square foot industrial building at Francis Street and Carlos Street
 - Two industrial buildings totaling 1,774,884 square feet at the Crossroads Business Park
 - Review of the Guasti Historic Core Master plan
 - Responded to over 9,000 requests for information and assistance regarding land use, entitlement processing, application submittals, permits, and business licenses at the public counter
- Completed the digital scanning of all forty (40) adopted specific plans, enhancing accessibility for staff and the public
- Digital scanning of all sign programs was completed and is now accessible on the Department's web site
- Updated the Development Code to bring it up to date with the adopted actions of the Planning Commission and City Council

Development Major Accomplishments Fiscal Year 2008-09

Advance Planning

- Completed work on The Ontario Plan (TOP) and EIR and scheduled them for public review and adoption before the Planning Commission and City Council. Work continues on two TOP components-the Implementation and the Tracking and Reporting sections
- Began update of the Development Code to bring it into conformance with The Ontario Plan
- Initiated the Airport Land Use Compatibility Plan program, a one year effort to plan for land uses around the Ontario Airport
- Analyzed and responded to 32 notices from inter-jurisdictional agencies for environmental reviews and projects that may affect Ontario, a thirty percent increase from last year
- Provided direct assistance and coordination of CEQA processing compliance to the Redevelopment Agency, Public Works Agency, Housing Agency, and the Engineering Department for projects they were involved with
- Attended and participated in regional planning activities including Metro Goldline Extension meetings, SCAG and SanBAG workshops, First Thursday Workgroup (IEUA), Inland Empire Landscape Alliance, Inland Empire Chapter of the Green Building Council, ALUCP Technical Advisory Committee, State Office of Planning and Research, League of California Cities, and APA Roundtable Workshop
- Completed several mandated reports including the Annual General Plan and Planning Department Activity Report (state), Housing Element Progress report (state), and the Certified Local Government Annual Report (state)
- Completed the review of the NMC Habitat Mitigation Program, which was created by the Riverside Land Conservancy for compliance with the NMC Settlement Agreement
- The Historic Preservation Section:
 - Completed the Guasti Interpretive and Conservation plans
 - Completed five dairy barn surveys
 - Processed one (1) Landmark Designation, four (4) Mills Acts, seven (7) Certificates of Appropriateness, and eighty (80) historic site eligibility list removal applications
 - Placed one historic plaque on a structure and Tiered three properties

Development Major Accomplishments Fiscal Year 2008-09

New Model Colony

- Continued efforts with other departments and outside agencies (Army corps of Engineers, Orange County Water District, and City of Chino) to plan and create regional water treatment wetlands in the Prado Basin
- Processed an amendment to The Avenue Specific Plan providing for the relocation and expansion of commercial uses and an increase in the residential density surrounding the commercial development
- Received two awards from the American Planning Association: A “Focused Issue Planning Award” for the NMC Streetscape Master Plan and a “Neighborhood Planning Award” for the Edenglen Specific Plan

Public Facilities

- Constructed the Citizens Business Bank Arena and adjacent public parking lot on time and under budget
- Updated and modified the Development Impact Fee (DIF) Program
- Worked with individual NMC builders on Annual Monitoring Reports as required by the respective Development Agreements.
- Reviewed approximately 250 projects for the Development Advisory Board
- Reviewed five (5) specific plans for development, four (4) within the New Model Colony
- Plan checked 200 projects, approximately 12,000,000 SF of landscape
- Performed 140 landscape and irrigation site inspections
- Participated in the Inland Empire Landscape Alliance Technical Committee in developing the Regional Chino Basin Water Efficient Landscape Ordinance as required by the Department of Water Resources to meet the requirements of The State Model Water Efficient Landscape Ordinance, AB1881 (Laird, 2006)
- Completed CADD landscape construction drawings for 9 sites for the California Friendly program of ‘Ontario Cares’ and coordinated with the Housing Agency staff
- Reviewed plans and inspected the construction of the NMC development—Edenglen model homes, single family and townhomes
- Reviewed plans and assisted with the design development of the Ontario Town Square Project (JH Snyder) and the Guasti Plaza Project
- Updated the Landscape Development Standards to promote water efficient landscapes and Low Impact Development

Development Major Goals Fiscal Year 2009-10

Development Agency Administration

Develop Strategies And Take Action To Minimize The Negative Impacts Of The Global Financial Downturn on Ontario's Economy And The City's Fiscal Health

In order to achieve this goal, all Development Agency Departments, i.e. Building, Engineering, Planning and Public Facilities, will re-examine existing programs, levels of service, methods of service delivery, use of outside service providers, and revenue opportunities, with the following objectives:

- Pursue maximizing operational efficiencies
- Optimize levels of service to balance resources with service needs
- Focus resources on improving the economic development climate
- Aggressively pursue outside funding opportunities
- Take advantage of the slowdown to utilize available resources to prepare for future growth, both in infrastructure and operational systems
- Work with the private sector to simplify and improve regulatory processes

In light of these administrative objectives and adopted City Council goals, the Development Agency Departments' goals for FY 2009/2010 are outlined below:

Building

Operate in a Businesslike Manner

- Continue to digitize City records for review at the front counter by the public and develop a program to place records on the City website
- Cross-train Building Inspectors to provide effective plan check services for residential additions and alterations
- Design a Request for Proposal template for consulting services with emphasis on reducing overall consulting costs

**Development
Major Goals
Fiscal Year 2009-10**

Engineering

Operate In A Businesslike Manner

- Design in-house, bid, and construct all budgeted pavement rehabilitation projects within the fiscal year
- Provide in-house Inspection and Survey of all Engineering and Municipal Utilities Agency Projects
- Streamline the existing Encroachment and Traffic Control permit procedures
- Work with co-permittees of the Area Wide Urban Storm Water Runoff Permit to streamline the requirements of the new NPDES Permit and develop a program to implement those requirements once the permit is adopted by the California Regional Water Quality Control Board, Santa Ana Region

Invest In the City's Infrastructure (Water, Streets, Sewers, Parks, Storm Drains and Public Facilities)

- Work with the State of California and SANBAG to secure an allocation of the \$48 million of TCRP funds and start construction of the North Milliken Avenue Grade Separation Project
- Implement new engineering standards for energy saving street light luminaries
- Complete the Project Study Report and begin the environmental phase on the alternatives for the I-10 Freeway at Grove Avenue Interchange and Grove Avenue Corridor Widening Project
- Substantially complete the Plans, Specifications and Estimates phase on the South Milliken, South Archibald and North Vineyard Avenue Railroad Grade Separation Projects
- Complete construction of new traffic signals at Grove Avenue and Princeton Street; at Vineyard Avenue and Francis Street and modify the existing traffic signal at Grove Avenue and Sixth Street to improve pedestrian and motorists' safety

Ensure The Development Of A Well-Planned, Balanced, And Self-Sustaining Community In The New Model Colony

- Start construction of the 30-acre offsite Mill Creek Wetland Restoration and Recreation Master Plan at the Cucamonga Creek Channel within the Prado Basin to meet Water Quality Management Plan requirements for the 4,000 acres of new development in the New Model Colony

**Development
Major Goals
Fiscal Year 2009-10**

Planning

Maintain the Current High Level of Public Safety

- Explore the development of additional hospitals and medical facilities in the City, with emphasis on the I-10 Corridor and New Model Colony

Invest in the Growth and Evolution of the City's Economy

- Complete the Implementation component, the Tracking and Reporting component, and the Environmental Compliance program of The Ontario Plan
- Complete a new web-based Development Code/Zoning Map to ensure consistency with The Ontario Plan
- Complete the Airport Land Use Compatibility Plan (ALUC) for Ontario International Airport

Operate In A Businesslike Manner

- Complete and have adopted a city-wide Environmental Review Clearance Program for all City related projects subject to CEQA and for review of other cities CEQA reviews which may affect Ontario
- Review and update the Permits Plus system for higher efficiency and use by staff and the public

Pursue City's Goals and Objectives by Working With Other Governmental Agencies

- Continue efforts to monitor and actively engage in efforts to amend State laws (AB 1118) regarding the Airport Land Use Commission and related planning activities
- Participate in Federal, State and regional planning and transportation efforts affecting the City, including efforts with agencies such as SCAG, LAWA, FAA, Division of Aeronautics, SANBAG, OPR and HCD
- Complete Phase II of the New Model Colony Habitat Mitigation Program with the Riverside Land Conservancy

Development Major Goals Fiscal Year 2009-10

Focus Resources in Ontario's Commercial and Residential Neighborhoods

- Seek funding to complete the historic resource re-survey of the east Downtown area
- Complete plans for a comprehensive Downtown Tour Guide and Way-Finding system to identify areas of interest and public facilities, and promote business in the Downtown
- Complete the 2010 Model Colony Historic Awards Program
- Design and implement a Neighborhood Power of Ten Program to engage local residents in discussing improvement opportunities for their neighborhoods

Ensure the Development of a Well Planned, Balanced, and Self-Sustaining Community in the New Model Colony

- Work with developers to update specific plans, tentative tract maps, and development plans to respond to the current market issues as well as to be prepared for when the housing market rebounds
- Continue working with New Model Colony Builders on creation of the Water Treatment Wetlands project

Public Facilities

Operate in a Businesslike Manner

- Provide the public with Landscape Development Standards and Guidelines to improve Plan Check efficiency
- Provide technical landscape support to City staff and the Development Advisory Board

Pursue City's Goals and Objectives by Working with Other Governmental Agencies

- Complete and adopt a City Ordinance to comply with the State Model Water Efficient Landscape Ordinance (AB1881) before January 1, 2010
- Continue to work with the Inland Empire Utilities Agency and Metropolitan Water District to promote 'California Friendly' landscapes and reduced water use
- Assist in meeting NPDES permit requirements by working with Engineering Department—Environmental Services for properly vegetated detention basins and infiltration swales to absorb storm water run-off

**Development
Major Goals
Fiscal Year 2009-10**

Ensure the Development of a Well Planned, Balanced, and Self-Sustaining Community in the New Model Colony

- Amend the Construction Agreement between the City and New Model Colony Builders LLC to respond to the current market issues facing the housing industry and position the City to partner with the development community when project plans and infrastructure improvements proceed
- Ensure that infrastructure plans, including those for Fire Station 9, are maintained to be readily implemented should conditions improve to warrant construction of such facilities

Invest in the City's Infrastructure (Water, Streets, Sewers, Parks, Storm Drains and Public Facilities)

- Continue to promote low impact development through street tree and large tree plantings where appropriate to improve aesthetics; cool the 'urban heat island' in parking lots and streets and reduce costly resources used to cool buildings
- Assist with the design and construction of City projects including the Milliken Avenue Grade Separation project and Bon View Facilities renovation
- Complete design and commence the City Hall Renovation/Expansion

**Development
Performance Measures
Fiscal Year 2009-10**

	Page # xxxiv-xxxvi Goal #	Actual FY 2007-08	Projected FY 2008-09	Estimated FY 2009-10
<i>Public Facilities</i>				
Review and process Development Advisory Board applications within 15 working days	5	95%	95%	90%
Plan check landscape and grading plans within 15 working days	5	95%	95%	90%
Perform landscape inspections for occupancy within 48 hours	5	100%	100%	95%
<i>Planning</i>				
Process over the counter business license applications the same day	5	98%	95%	99%
Process mailed-in business license applications the same day received		95%	95%	95%
Process remaining business license applications within 10 working days		100%	100%	100%
Process development applications:	5			
Site plans within 210 days		95%	90%	95%
Remaining site plans within 210 days		100%	100%	100%
Conditional Use Permits (ZA) – within 60 days of submittal		95%	100%	100%
Tract Maps within 120 days of submittal		95%	90%	95%
Remaining Tract Maps within 210 days of submittal		100%	100%	100%
Respond to land use questions received over the counter the same day	5	100%	100%	100%
Respond to land use questions received over the telephone the same day		99%	98%	100%
Respond to remaining land use questions within 72 hours		100%	100%	100%
<i>Building</i>				
Provide initial response to inquiries within 24 hours	5	100%	100%	100%
Provide inspection services for required inspections within 24 hours	5	100%	100%	100%
Provide plan check services for tenant improvements and residential additional/alterations within 10 days	5	95%	90%	100%
Provide consultant plan check services for new industrial and commercial projects within 10 days	5	100%	100%	100%

Development
Performance Measures
Fiscal Year 2009-10

	Page# xxxiv-xxxvi Goal #	Actual FY 2007-08	Projected FY 2008-09	Estimated FY 2009-10
Provide over-the-counter plan check services for residential patio covers, blockwalls, and minor alterations within 5 days	5	95%	95%	100%
<i>Engineering</i>				
Complete the design of all budgeted Capital Improvement Projects	5	68%	100%	100%
Complete the bidding and construction of all budgeted Capital Improvement Projects	5	80%	100%	100%
Re-establish and Preserve Ties and Corner Records	5	300 per year	300 per year	300 per year
Complete the review of development plans within 10 working days	5	93%	93%	95%