

GOALS & STRATEGIES

Code Administration
Gregg Fields, Acting Director

Program & Headline Indicators	FY 2013 Actual	FY 2014 Actual	FY 2015 Actual	FY 2016 Estimate	TARGET
Permitting Program					
Number of building permits issued (favorable trend: N/A)	10,790	▲ 14,268	▼ 11,859	▲ 11,978	11,918
Number of customers served in the Permit Center (favorable trend: ▲)	19,557	▲ 41,012	▼ 28,823	▲ 29,797	29,797
Percent of customers served within 15 minutes of receiving a ticket (favorable trend: ▲)	90%	▼ 87%	▼ 83%	▲ 84%	86%

Plan Review Services Program					
Percentage of plan submissions that are in compliance with State and City codes and standards (favorable trend: ▲)	-	83%	▲ 85%	— 85%	85%
Percent of plan reviews conducted within assigned plan review time targets (favorable trend: ▲)	-	-	98%	▼ 95%	90%

Property Maintenance and Nuisance Program					
Number of City property maintenance code violations cited (favorable trend: ▼)	1,947	▼ 1,714	▼ 1,635	▼ 1,575	1,500
Percent of cases responded to within established timelines (favorable trend: ▲)	97%	▼ 97%	▲ 98%	▲ 99%	100%

New Construction Program					
Percent of inspections where compliance issues are identified (favorable trend: ▼)	17.0%	▼ 14.0%	▼ 13.5%	▲ 15.0%	15.0%
Number of inspections performed (favorable trend: N/A)	30,335	▲ 37,026	▼ 33,798	▲ 34,000	34,000
Percent of inspections completed on date requested (favorable trend: ▲)	90%	▲ 91%	▼ 89%	— 89%	90%

Key:

▲ Favorable trend in year-to-year performance	▲ Unfavorable trend in year-to-year performance	▲ Year-to-year performance (no favorable trend)	— Performance trend is the same year-to-year
▼ Favorable trend in year-to-year performance	▼ Unfavorable trend in year-to-year performance	▼ Year-to-year performance (no favorable trend)	