



Development Services FY2021 Performance Indicators

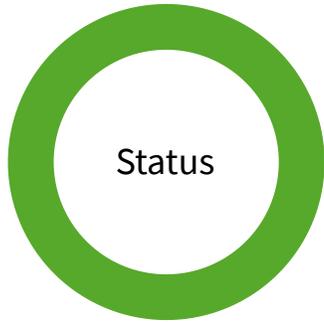
Date not set

Report Created On: Aug 23, 2021

3

Goal

Overall Summary



On Track

%
100.0

0%
Progress

Report Legend

 No Update

 Overdue

 **Priority**

Goal 2.1.1

Ongoing - Ongoing

On Track

Provide Uniformity among Local Government Regulations, Ordinances, and Codes - Facilities Services

Owner: Andrew Meadwell

Update provided by Andrew Meadwell on Jul 12, 2021 16:20:58

Update this period: Appropriate response times are a priority and were met at 100% in this quarter.

Next steps: Continue to be responsive to the internal customers.

Disruptions (if necessary):

Goal 2.1.1 > Metric

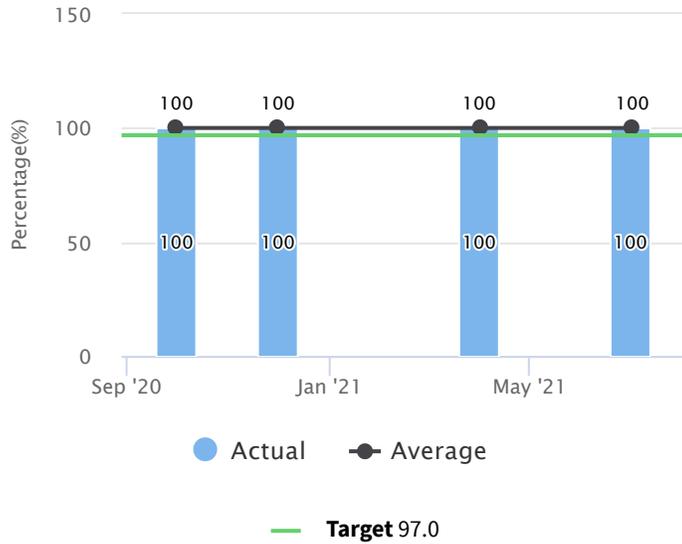
Emergency situations responded to within one hour

Percentage of emergency situations (power/water outages) responded to within one hour after initial notification (Goal: 97% or greater)

Goal 2.1.1 Provide Uniformity among Local Government Regulations, Ordinances, and Codes - Facilities Services

Owner: Brian Myers and Andrew Meadwell

Last Update: Jul 12, 2021 16:22:38



Comment

All emergency situations were responded to within one hour

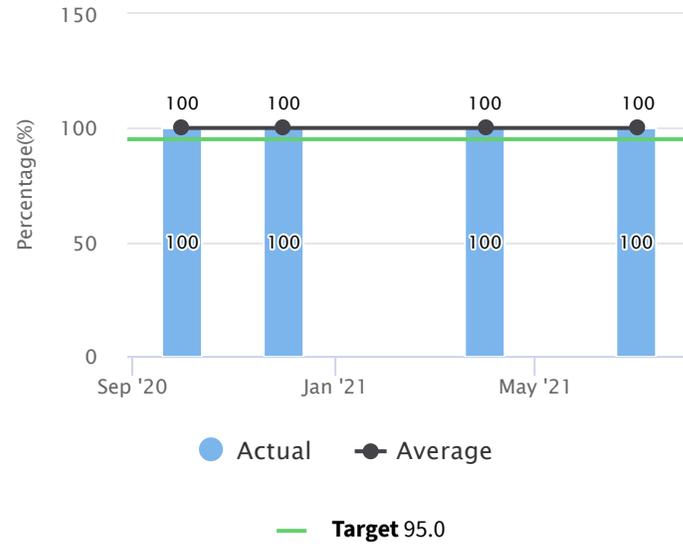
Major repairs responded to within 3 days

Percentage of urgent major repairs (telephone, electrical, and plumbing) responded to within 3 days of initial notification (Goal: 95% or greater)

Goal 2.1.1 Provide Uniformity among Local Government Regulations, Ordinances, and Codes - Facilities Services

Owner: Andrew Meadwell

Last Update: Jul 12, 2021 16:23:01



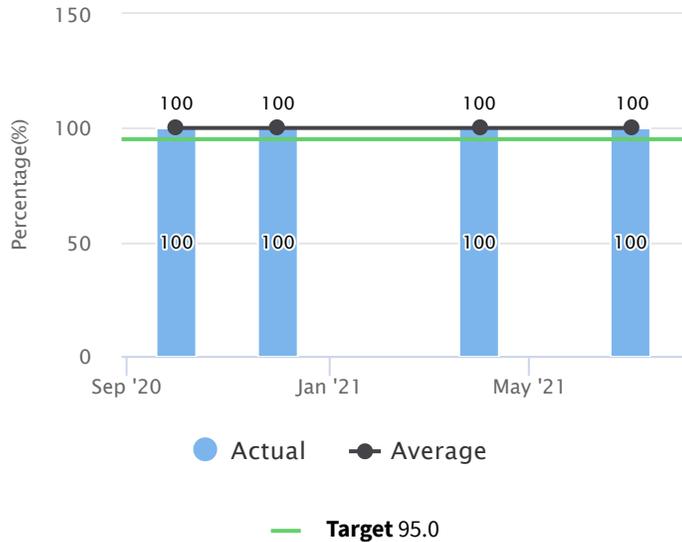
Routine maintenance repairs completed within 5 business days

Percentage of all routine maintenance repairs completed within 5 business days of work ticket submittal (Goal 95% or greater)

Goal 2.1.1 Provide Uniformity among Local Government Regulations, Ordinances, and Codes - Facilities Services

Owner: Andrew Meadwell

Last Update: Jul 12, 2021 16:23:31



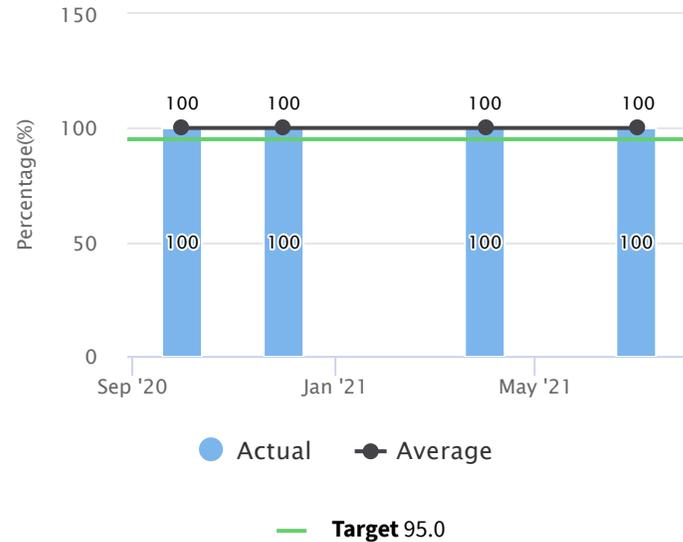
Work requests responded to within 8 hours

Percentage of work requests responded to within 8 working hours (Goal: 95% or greater)

Goal 2.1.1 Provide Uniformity among Local Government Regulations, Ordinances, and Codes - Facilities Services

Owner: Andrew Meadwell

Last Update: Jul 12, 2021 16:23:58



Goal 2.1.2

Ongoing - Ongoing

On Track

Improve Community Relations with Planning, Zoning and Inspections

Owner: Andrew Meadwell

Update provided by Andrew Meadwell on Jul 12, 2021 16:30:35

Update this period: Consumer surveys have not been initiated at this time.

Next steps: Survey requests will be initiated by 1st quarter.

Disruptions (if necessary): Due to Covid 19 and injury to contract inspector reviews were suspended for this quarter

Goal 2.1.2 > Metric

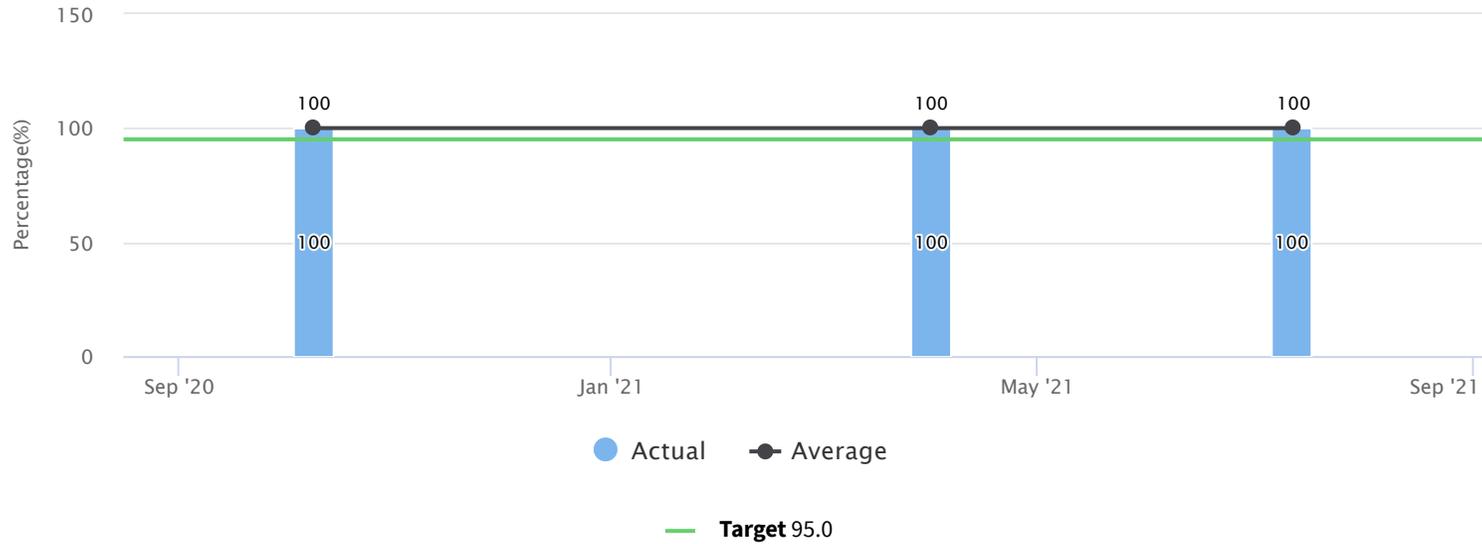
Maintain 95% satisfactory rating with users

Percentage satisfactory rating with users by online survey - Planning & Zoning and Inspections (Goal: 95% or greater)

Goal 2.1.2 Improve Community Relations with Planning, Zoning and Inspections

Owner: Andrew Meadwell

Last Update: Jul 12, 2021 16:24:25



Comment

While we have not opened the online survey yet, we continue to receive positive feedback on our online operations.

Goal 2.1.3

Ongoing - Ongoing

On Track

Provide Uniformity among Local Government Regulations, Ordinances, and Codes - Planning, Zoning and Inspections

Owner: Andrew Meadwell

Update this period:

Next steps:

Disruptions (if necessary): Due to Covid 19 Emergency Declarations disruptions occurred for Public meetings resulting in delays for rezoning request.

Goal 2.1.3 > Metric

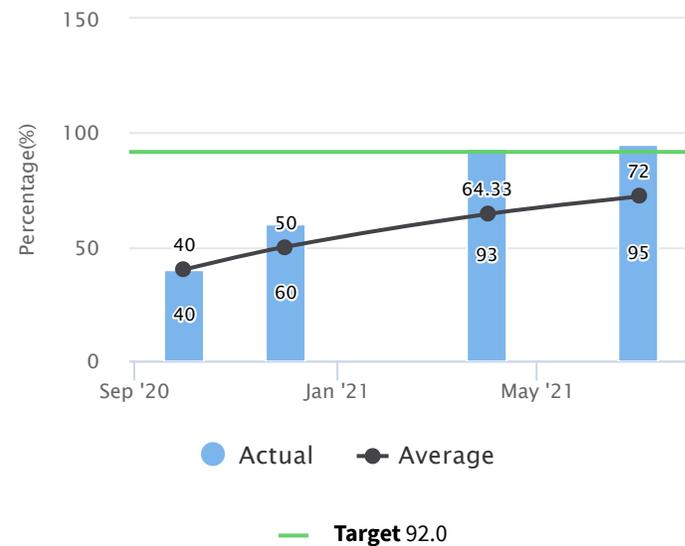
Building permits issued within 2 days of application

Percentage of Building Permits that are issued within 2 days (or less) of completed application received (Goal: 92% or greater) EXEMPTED Metric due to COVID-19

Goal 2.1.3 Provide Uniformity among Local Government Regulations, Ordinances, and Codes - Planning, Zoning a...

Owner: Andrew Meadwell

Last Update: Jul 12, 2021 16:25:36



Comment

1st Quarter

There were 150 residential building permits applied for this quarter. 60 permits were issued within the 2 day application goal. 90 applications took 3 days or more, due to the following being held for various reasons: 13-Zoning

25-Building
41-Environmental Health
20-Miscellaneous

2nd Quarter

There were 148 residential building permits applied for this quarter. 89 permits were issued within the 2 day application goal. 59 applications took 3 days or more, due to the following being held for various reasons:

6-Zoning
10-Building
31-Environmental Health
12-Miscellaneous

3rd Quarter

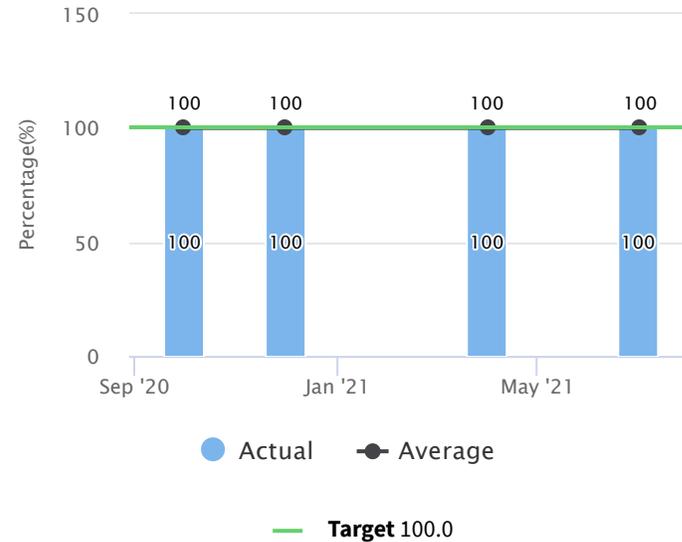
Rezoning applications processed within 45 day

Percentage of rezoning applications which are processed within 45 days (or less) of submittal (Goal 100%)

Goal 2.1.3 Provide Uniformity among Local Government Regulations, Ordinances, and Codes - Planning, Zoning a...

Owner: Andrew Meadwell

Last Update: Jul 12, 2021 16:27:01



Comment

1st Qtr - 3 rezonings request were processed
2nd Qtr - 1 rezoning request was processed
3rd Qtr - 5 rezoning request were processed
4th Qtr - 4 rezoning request were processed

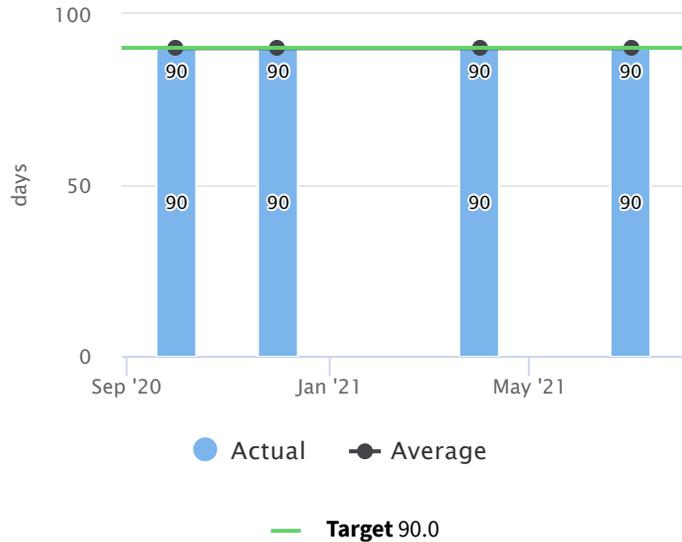
Average time to schedule rezoning requests to BoCC

Average length of time (days) to schedule rezoning requests to the BOCC
(Goal: 90 days or less)

Goal 2.1.3 Provide Uniformity among Local Government Regulations, Ordinances, and Codes - Planning, Zoning a...

Owner: Andrew Meadwell

Last Update: Jul 12, 2021 16:27:32



Comment

Due to Covid 19 and lack of Public Hearings by the BOC this quarter, disruptions occurred in scheduling hearing dates

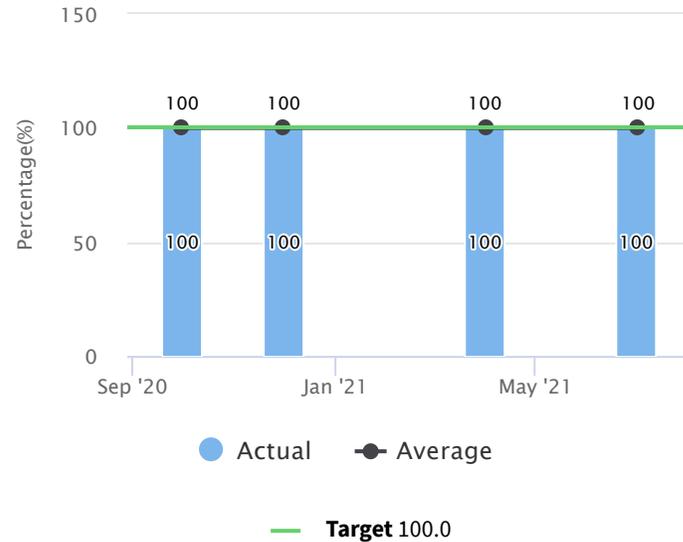
Percent of inspection disputes that are resolved

Percentage of Inspection disputes that were resolved each fiscal year
(Goal: 100%)

Goal 2.1.3 Provide Uniformity among Local Government Regulations, Ordinances, and Codes - Planning, Zoning a...

Owner: Andrew Meadwell

Last Update: Jul 12, 2021 16:27:59



Comment

No disputes were filed during this quarter

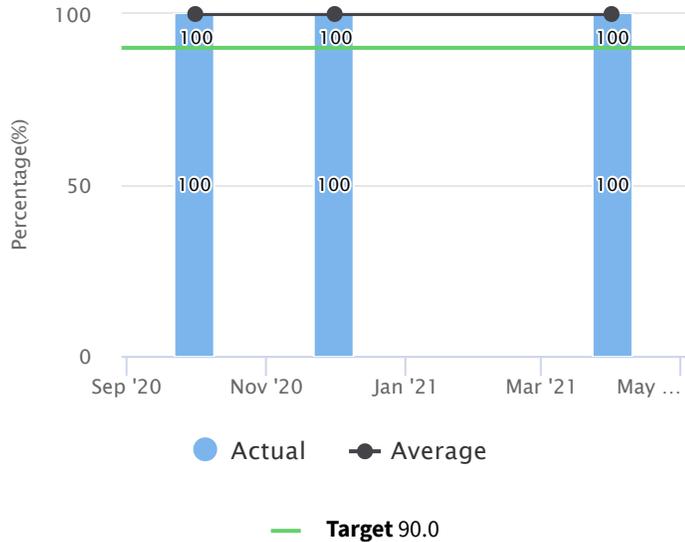
Inspections performed within 24 hours or less

Percentage of inspections performed within 24 hours or less of contractor request (Goal: 90% or greater)

Goal 2.1.3 Provide Uniformity among Local Government Regulations, Ordinances, and Codes - Planning, Zoning a...

Owner: Andrew Meadwell

Last Update: Apr 12, 2021 19:16:24



Comment

1st Qtr - The Department completed 1076 inspections this quarter.
 2nd Qtr - The Department completed 2048 inspections this quarter.
 3rd Qtr- The Department completed 1876 inspection this quarter.

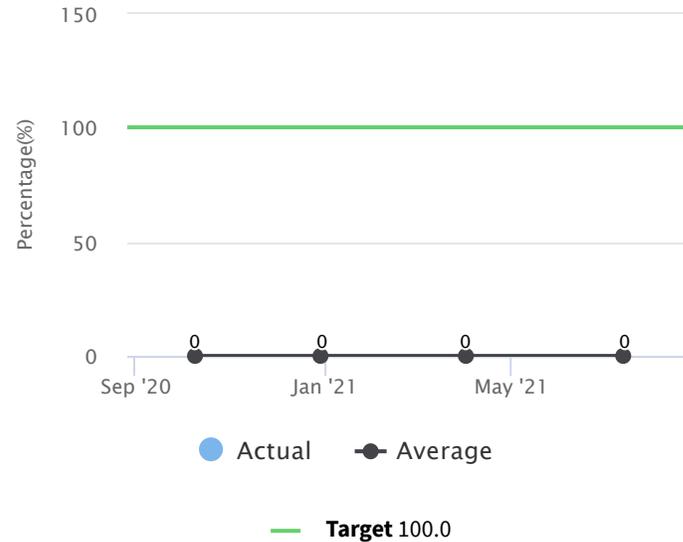
Percent of 2nd party inspections reviews conducted quarterly

Percentage of 2nd party inspections reviews conducted quarterly (Goal: 100%) EXEMPTED Metric due to COVID-19

Goal 2.1.3 Provide Uniformity among Local Government Regulations, Ordinances, and Codes - Planning, Zoning a...

Owner: Andrew Meadwell

Last Update: Jul 12, 2021 16:28:37



Comment

Due to Covid 19 and injury to contract inspector reviews were suspended for this quarter

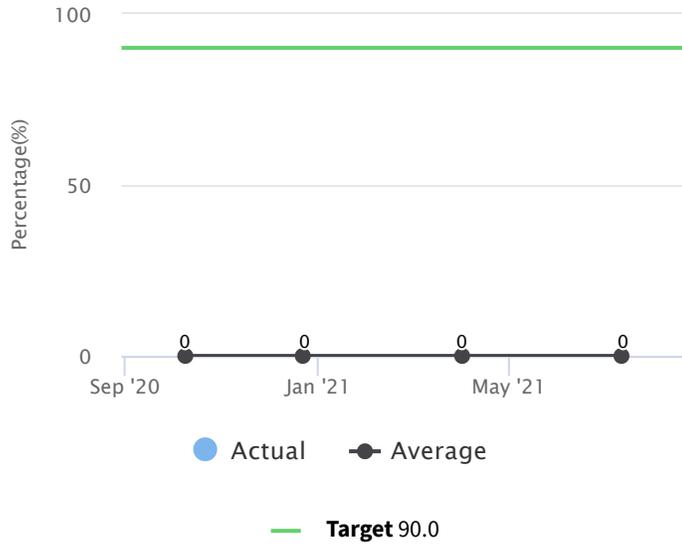
Percentage of 2nd party reviews with no errors

Percentage of 2nd party reviews with no errors (Goal: 90% or greater)
EXEMPTED Metric due to COVID-19

Goal 2.1.3 Provide Uniformity among Local Government Regulations, Ordinances, and Codes - Planning, Zoning a...

Owner: Andrew Meadwell

Last Update: Jul 12, 2021 16:28:59



Comment

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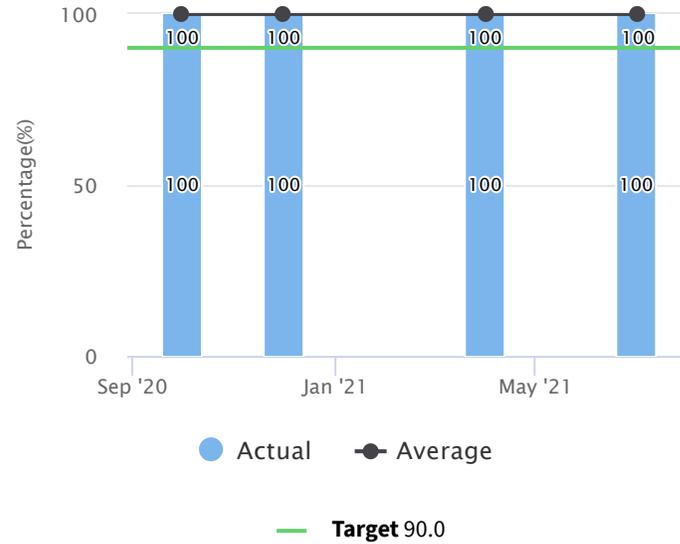
Complaints & violations responded to within 7 days

Percentage of complaints and violations that are responded to within 7 business days of receipt (Goal 90% or greater)

Goal 2.1.3 Provide Uniformity among Local Government Regulations, Ordinances, and Codes - Planning, Zoning a...

Owner: Andrew Meadwell

Last Update: Jul 12, 2021 16:29:18



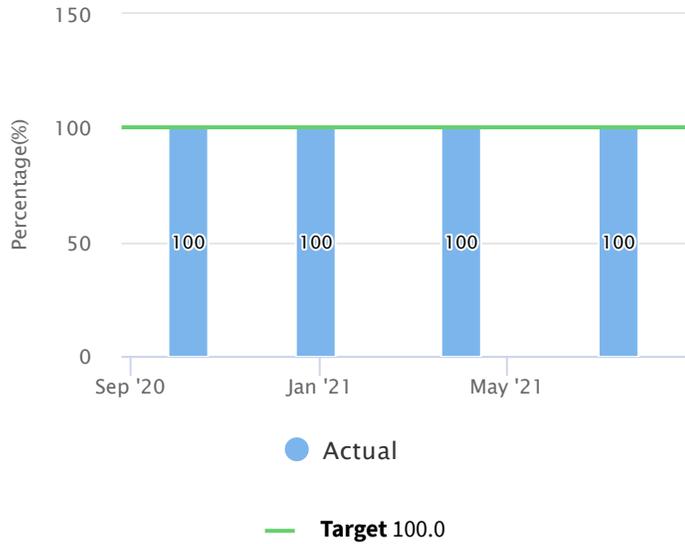
Percentage of building ordinances and codes reviewed

Complete annual review of building ordinances and codes (Goal: 100% ordinances are reviewed by June 30, 2021)

Goal 2.1.3 Provide Uniformity among Local Government Regulations, Ordinances, and Codes - Planning, Zoning a...

Owner: Andrew Meadwell

Last Update: Jul 12, 2021 16:29:38



Maintain business database & send fire inspection notices

Maintain business database and send notifications of fire inspection process to 100% of new businesses in Davie County by June 30, 2021 (Goal: 100% complete)

Goal 2.1.3 Provide Uniformity among Local Government Regulations, Ordinances, and Codes - Planning, Zoning a...

Owner: Andrew Meadwell

Last Update: Jul 12, 2021 16:29:57

