



Development Services Progress Report FY2022

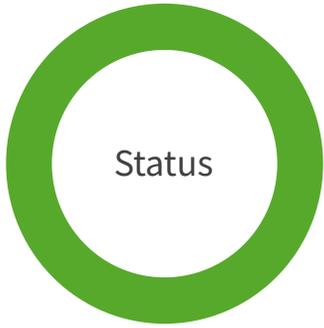
Date not set

Report Created On: Aug 12, 2022

5

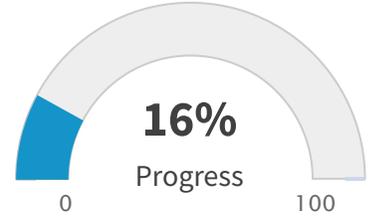
Goal

Overall Summary



On Track

%
100.0



Report Legend

 No Update

 Overdue

 Priority

Goal 2.1.1



Jul 01, 2021 - Jun 30, 2022

On Track

Progress 0%

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

Owner: Andrew Meadwell

Update provided by Cindy Chapman on Aug 01, 2022 17:19:56

Update this period: Next steps: Disruptions (if necessary):

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.

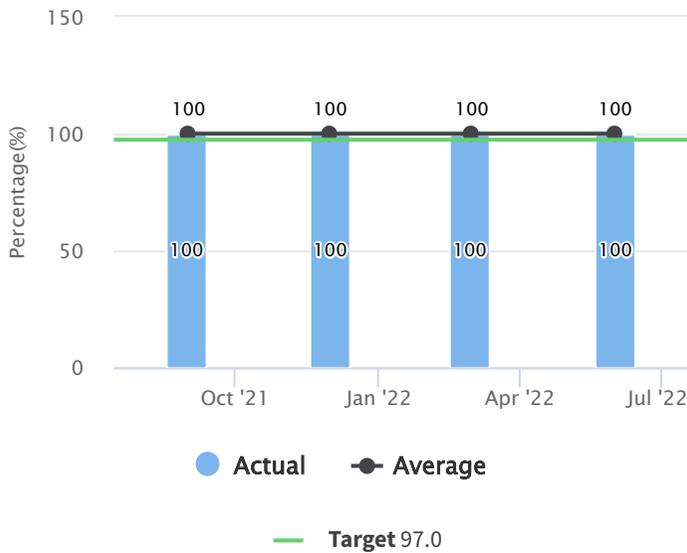
Disruptions (if necessary):

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)

Owner: Andrew Meadwell and Jamon Gaddy

Last Update: Aug 01, 2022 17:18:24



Comment

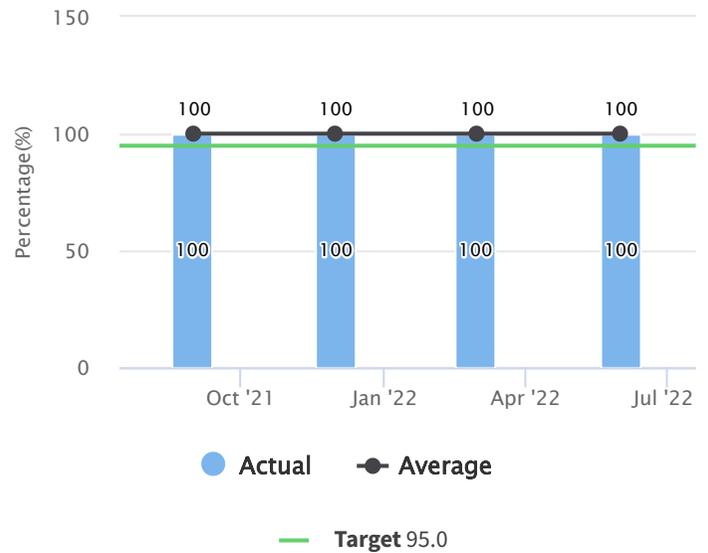
All emergency situations were responded to within one hour

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)

Owner: Andrew Meadwell

Last Update: Aug 01, 2022 17:18:52

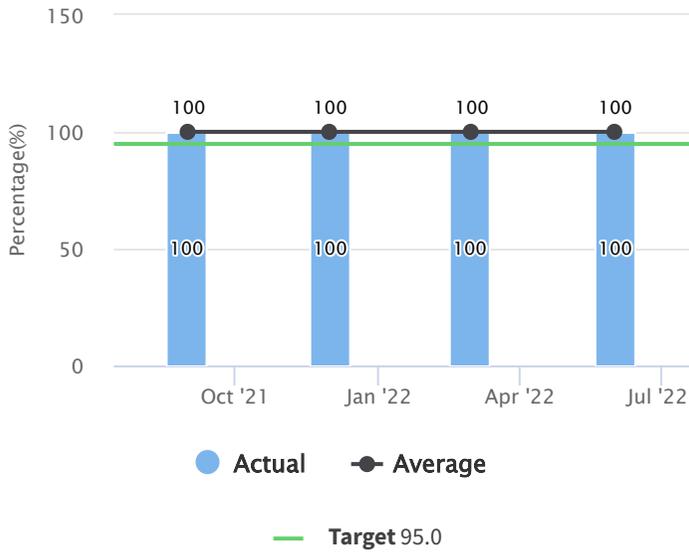


Routine maintenance repairs completed within 5 business days

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

Owner: Andrew Meadwell

Last Update: Aug 01, 2022 17:19:19

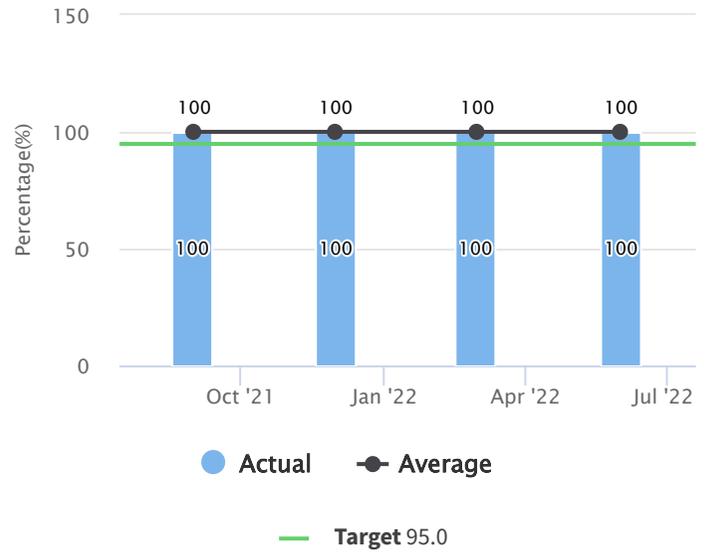


Work requests responded to within 8 hours

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

Owner: Andrew Meadwell

Last Update: Aug 01, 2022 17:19:40



Goal 2.1.2  Jul 01, 2021 - Jun 30, 2022 On Track Progress 0%

Improve Community Relations with Planning, Zoning and Inspections

Owner: Andrew Meadwell

Update provided by Cindy Chapman on Aug 01, 2022 17:21:06

Update this period: Next steps: Disruptions (if necessary):

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

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

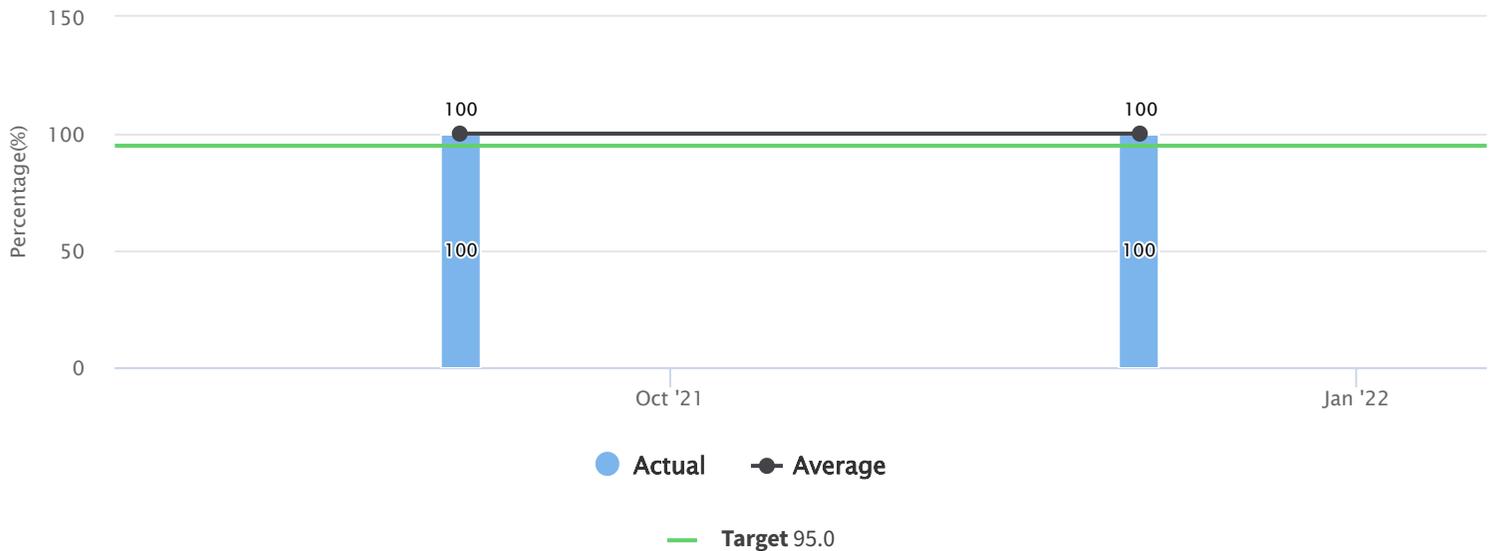
Disruptions (if necessary): Due to Covid 19 and injury to contract inspector reviews were suspended for this quarter

Maintain 95% satisfactory rating with users

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

Owner: Andrew Meadwell

Last Update: Aug 09, 2022 14:07:19



Comment

While we have did not conduct an online survey this fiscal year; we received positive feedback on our online operations.

Goal 2.1.3  Jul 01, 2021 - Jun 30, 2022 On Track Progress 80%

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

Owner: Andrew Meadwell

Update provided by Cindy Chapman on Aug 09, 2022 20:14:30

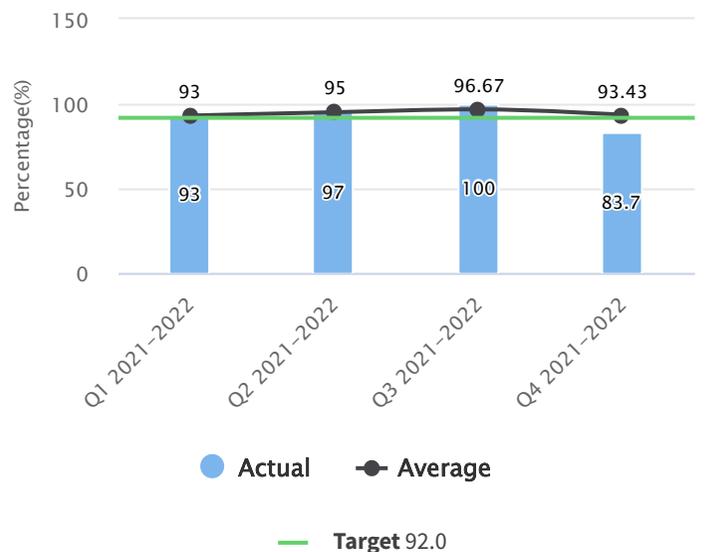
Update this period: Next steps: Disruptions (if necessary):

Building permits issued within 10 days of application

Percentage of Building Permits that are issued within 10 days (or less) of completed application received (Goal: 92% or greater)

Owner: Andrew Meadwell

Last Update: Aug 09, 2022 20:36:34



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

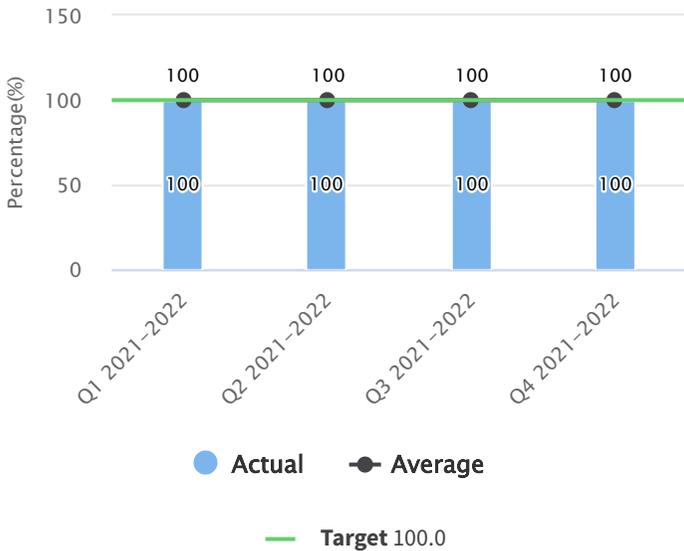
3rd Quarter

Rezoning applications processed within 45 day

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

Owner: Andrew Meadwell

Last Update: Aug 09, 2022 20:08:03



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)

Owner: Andrew Meadwell

Last Update: Aug 09, 2022 20:13:13



Comment

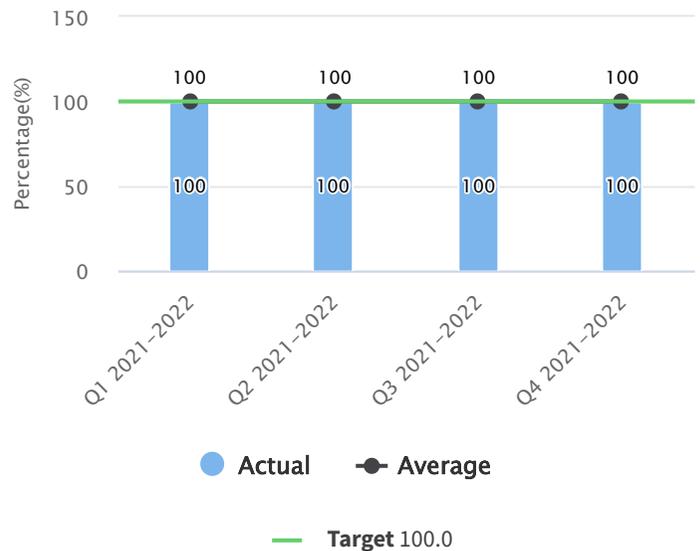
Due to Covid 19 and lack of Public Hearings by the BOC this quarter, disruptions occurred in scheduling hearing dates

Percent of inspection disputes that are resolved

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

Owner: Andrew Meadwell

Last Update: Aug 09, 2022 13:57:33



Comment

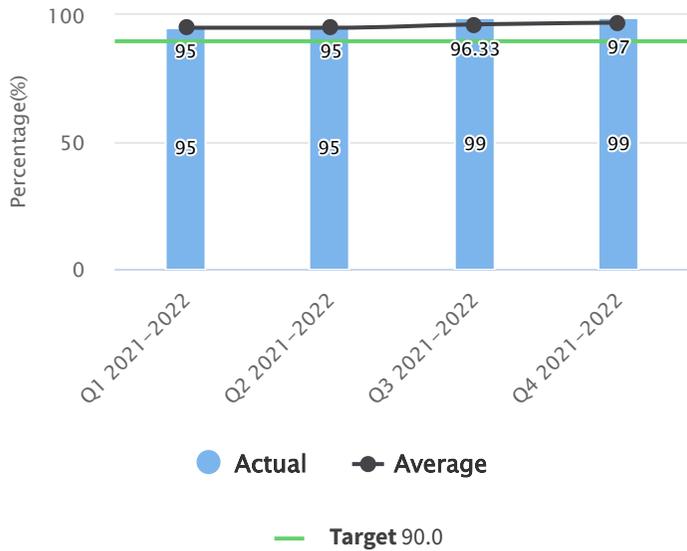
No disputes were filed during this quarter

Inspections performed within 24 hours or less

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

Owner: Andrew Meadwell

Last Update: Aug 09, 2022 13:58:06



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%)

Owner: Andrew Meadwell

Last Update: Aug 09, 2022 14:02:18

Comment

This metric is not applicable. No 2nd party inspections were completed this fiscal year.

Percentage of 2nd party reviews with no errors

Percentage of 2nd party reviews with no errors (Goal: 100%)

Owner: Andrew Meadwell

Last Update: Aug 09, 2022 14:01:42

Comment

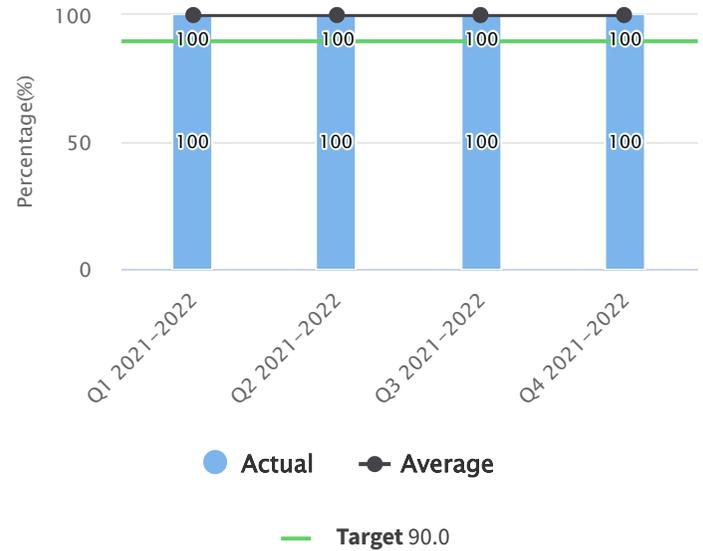
This metric is not applicable for this fiscal year. No 2nd party reviews this year.

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)

Owner: Andrew Meadwell

Last Update: Aug 09, 2022 14:03:32



Comment

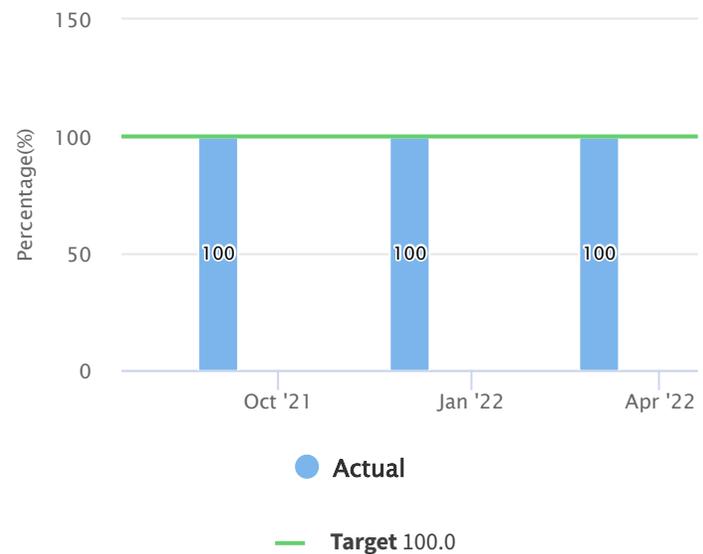
Inspections and Zoning complaints are responded to within 24 hours.

Percentage of building ordinances and codes reviewed

Complete annual review of building ordinances and codes (Goal: 100% ordinances are reviewed by June 30, 2022)

Owner: Andrew Meadwell

Last Update: Aug 09, 2022 20:10:31

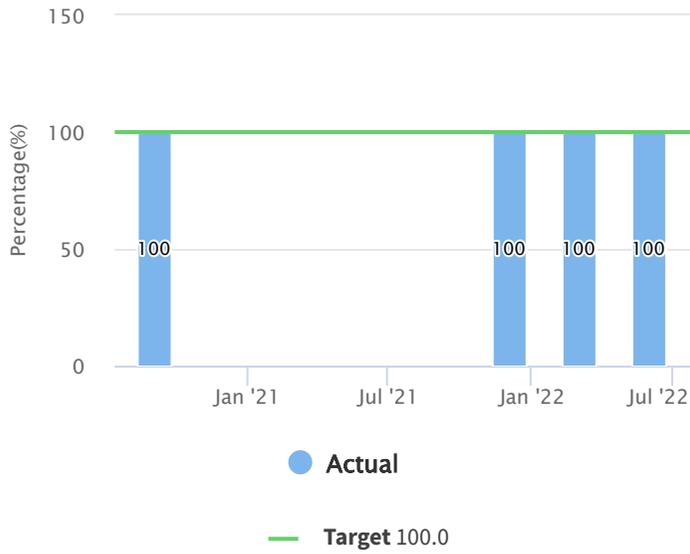


Maintain business database & send fire inspection notices

Maintain business database and send notifications of fire inspection process to 100% of new businesses in Davie County by June 30, 2022
(Goal: 100% complete)

Owner: Andrew Meadwell

Last Update: Aug 09, 2022 14:04:36



Goal 2.1.24

Ongoing - Ongoing

On Track

Enhance Employee Wellness - Planning, Zoning and Inspections

Owner: Andrew Meadwell

Update provided by Cindy Chapman on Aug 01, 2022 17:24:25

Update this period: Next steps: Disruptions (if necessary):

Update this period: 100% of employees on the County health insurance policy (and covered spouses) completed their Health Risk Assessment this year.

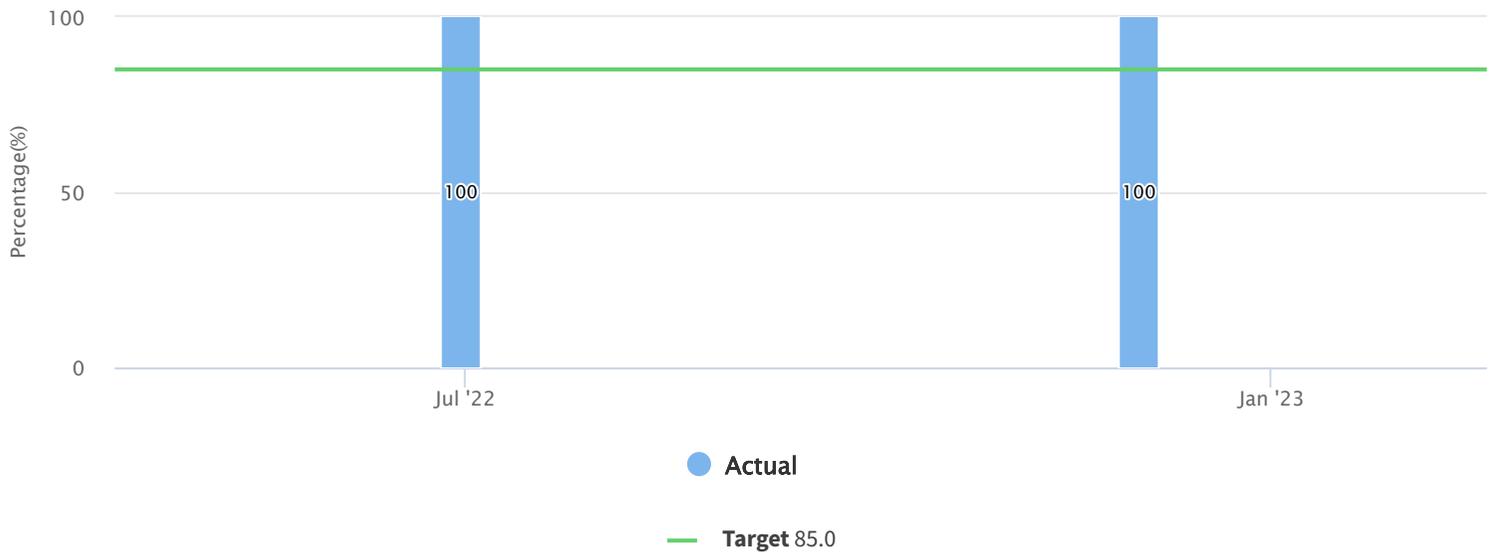
Next steps: Disruptions (if necessary):

Employee compliant with Health Risk Assessment

Percent of employees, and spouses, covered by County insurance who are compliant with completing a Health Risk Assessment (on file in the Employee Wellness Clinic) by June 30, 2022. (Goal: 85% or greater)

Owner: Andrew Meadwell

Last Update: Aug 01, 2022 17:22:38



Goal 2.1.25

Ongoing - Ongoing

On Track

Enhance Employee Wellness - Facilities Services

Owner: Andrew Meadwell

Update provided by Cindy Chapman on Aug 01, 2022 17:24:51

Update this period: Next steps: Disruptions (if necessary):

Update this period: 100% of employees on the County health insurance policy (and covered spouses) completed their Health Risk Assessment this year.

Next steps: Disruptions (if necessary):

Employees compliant with Health Risk Assessment

Percent of employees, and spouses, covered by County insurance who are compliant with completing a Health Risk Assessment (on file in the Employee Wellness Clinic) by June 30, 2022. (Goal: 85% or greater)

Owner: Andrew Meadwell

Last Update: Aug 01, 2022 17:25:03

