

Development Services Department

Departmental Programs

- Administration
- Community Planning and Revitalization (HOME)
- Community Planning and Revitalization (CDBG)
- Community Planning and Revitalization
- Community Services
- General Property Management
- Urban Planning

Department Description

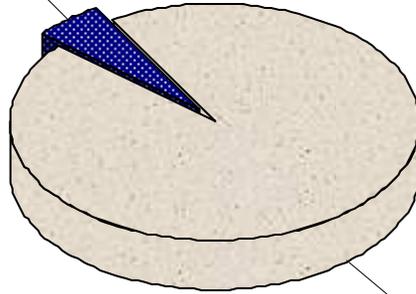
The Development Services Department (DSD) provides direction, coordination and support for metropolitan land use planning, property management, and development approval processes. The Department also oversees the operation of the Booth-Kelly Center. DSD actively works for increased housing, business, and industry opportunities in Springfield; administering the Community Development Block Grant (CDBG) Program and HOME programs, and managing the City's housing rehabilitation programs. DSD provides staff support to the Planning Commission, the Historical Commission and to the following committees: Community Development Advisory, Building Board of Appeals, and other ad hoc committees.

Mission

The mission of the Development Services Department is to help Springfield manage current development opportunities and prepare for future development's needs. We accomplish this through the thoughtful delivery of planning, building safety and community development services in balance with the City's resources and desire for a healthy, safe and sustainable community.

FY09 OPERATING BUDGET - General Fund	\$ 31,252,625
Development Services:	\$ 1,718,359

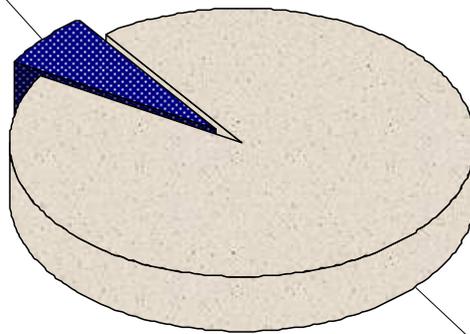
Development Services
\$1,718,359
5%



All Others
\$29,534,266
95%

FY09 OPERATING BUDGET - All Funds	\$ 77,519,518
Development Services:	\$ 5,063,275

Development Services
\$5,063,275
7%



All Others
\$72,456,243
93%

Development Services Department

Financial Summary

	Actual FY06	Actual FY07	Amended FY08*	Adopted FY09
Expenditures by Category:				
Personal Services	\$2,554,766	\$2,582,109	\$3,037,430	\$3,273,884
Materials and Services	2,119,043	2,499,447	3,655,401	1,789,391
Capital Outlay	-	-	21,612	-
Total	<u>\$4,673,810</u>	<u>\$5,081,556</u>	<u>\$6,714,443</u>	<u>\$5,063,275</u>
Expenditures by Fund:				
General	\$1,412,394	\$1,466,190	\$1,730,928	\$1,718,359
Building	1,875,345	2,167,892	2,410,195	1,991,743
Booth-Kelly	290,404	320,528	315,886	436,422
Community Development Block Grant	839,438	867,480	1,954,251	456,324
Drainage Operation	28,812	32,844	33,367	47,124
Riverbend Development	3,107	-	-	-
SDC Administration	93,392	97,479	103,559	95,296
Sewer Operations	18,321	19,121	21,833	22,312
Special Revenue	4,735	5,683	15,842	185,437
Street	53,762	49,592	55,245	58,503
Transient Room Tax	40,593	45,184	46,125	47,555
Vehicle and Equipment	13,507	9,563	27,212	4,200
Total	<u>\$4,673,810</u>	<u>\$5,081,556</u>	<u>\$6,714,443</u>	<u>\$5,063,275</u>
Expenditures by Sub-Program:				
Administration	\$ 322,608	\$ 321,590	\$ 409,745	\$ 378,021
Community Development Block Grants:				
CDBG Administration	102,179	96,244	73,318	62,368
CDBG Planning	53,980	54,044	61,260	61,793
CDBG Projects	155,468	164,144	410,882	157,264
Emergency Home Repair	67,582	60,676	86,405	-
Housing Rehab Loans	114,532	88,996	208,680	89,817
Community Development:				
HUD Home Grant	347,418	404,910	1,126,548	85,082
Comprehensive Planning	-	-	(8,600)	-
Special Revenue Fund (SHPO Grant)	3,015	4,149	3,000	-
Community Planning & Revitalization:	338,730	444,085	511,538	526,601
Community Development	9,530	-	-	-
Museum Operations	6,191	5,596	11,155	11,155
Downtown Program	-	-	40,000	-
Community Services	2,130,698	2,448,234	2,712,894	2,305,225
General Property Management:				
Booth-Kelly Operations	234,792	265,808	251,203	295,891
Carter Building Operations:	-	-	25,000	25,000
General Property Management	68,779	69,938	65,806	132,940
Urban Planning	718,308	653,142	725,609	932,118
Total	<u>\$4,673,810</u>	<u>\$5,081,556</u>	<u>\$6,714,443</u>	<u>\$5,063,275</u>

* Amended as of June 16, 2008

DEVELOPMENT SERVICES DEPARTMENT
TOTAL FTE: 39.75

Development Services Director (1.0)

Departmental Assistant (1.0)

Business Application Tech (0.5)

Clerk 2 (1.0)

COMMUNITY SERVICES DIVISION
Community Services Manager (1.0)

COMMUNITY PLANNING DIVISION
Community Planning Manager (1.0)

Assistant Community Services Manager (1.0)

Secretary (1.0)

Management Analyst 2 (1.0)

Management Analyst 2 (1.0)

Planning Secretary (1.0)

Property Management Coordinator (0.5)

Plan Review Engineer (1.0)

Building Inspector 3 (6.0)

Code Enforcement Officer (1.0)

COMPREHENSIVE PLANNING & HOUSING SECTION

URBAN PLANNING SECTION

Plans Examiner (1.0)
Bldg Permit Review Tech (1.0)
Construction Representative (1.0)
Clerk 3 (1.5)
Clerk 2 (0.5)

Planning Supervisor (1.0)
Planner 3 (2.0)
Housing Planner 2 (1.0)
Housing Program Specialist (1.0)
Housing Program Aide (1.0)

Planning Supervisor (1.0)
Program Tech (1.0)
Planner 3 (2.0)
Planner 2 (3.0)
Planner 1 (1.75)
Planner Aide (1.0)

Development Services Department

FTE Summary by Fund

Number of Full-Time Equivalents	Actual	Actual	Adopted	Adopted
	FY06	FY07	FY08	FY09
General	15.61	16.95	16.55	17.25
Booth-Kelly	0.55	0.55	0.55	0.55
Building Code Permits	9.86	11.11	13.51	13.56
Community Development Block Grant	4.55	4.21	4.21	3.97
Drainage Operation	0.32	0.32	0.32	0.44
SDC Administration	0.94	0.94	0.94	0.82
Sewer Operations	0.21	0.21	0.21	0.21
Special Revenue	0.00	0.00	0.00	2.00
Street	0.45	0.45	0.45	0.45
Transient Room Tax	0.51	0.51	0.51	0.50
Total Full-Time Equivalents	33.00	35.25	37.25	39.75

Position Summary

Job Title/Classification	Actual	Actual	Adopted	Adopted
	FY06	FY07	FY08	FY09
Assistant Community Services Manager	0.00	0.00	0.00	1.00
Building Inspector 2	1.00	1.00	0.00	0.00
Building Inspector 3	2.00	3.00	6.00	6.00
Building Permit Review Technician	1.00	1.00	1.00	1.00
Building Safety Supervisor	1.00	1.00	0.00	0.00
Business Application Technician	0.50	0.50	0.50	0.50
Clerk 2	0.00	1.00	1.00	1.50
Clerk 3	2.25	2.50	1.50	1.50
Code Enforcement Inspector	1.00	1.00	1.00	0.00
Code Enforcement Officer	1.00	1.00	1.00	1.00
Community Services Manager	1.00	1.00	1.00	1.00
Construction Representative	1.00	1.00	1.00	1.00
Departmental Assistant	1.00	1.00	1.00	1.00
Development Services Director	1.00	1.00	1.00	1.00
Housing Programs Aide	1.00	1.00	1.00	1.00
Housing Programs Assistant	1.00	0.00	0.00	0.00
Housing Programs Specialist	1.00	1.00	1.00	1.00
Management Analyst 2	0.00	1.00	2.00	2.00
Planner Aide	0.00	0.00	0.00	1.00
Planner 1	1.00	1.75	1.75	1.75
Planner 2	5.00	5.00	4.00	4.00
Planner 3	2.00	2.00	3.00	4.00

Job Title/Classification	Actual FY06	Actual FY07	Adopted FY08	Adopted FY09
Planning Manager	2.00	1.00	1.00	1.00
Planning Supervisor	1.00	2.00	2.00	2.00
Planning Technician	0.75	0.00	0.00	0.00
Plans Examiner	1.00	1.00	1.00	1.00
Plans Review Engineer	0.00	0.00	1.00	1.00
Program Technician	0.00	0.00	1.00	1.00
Property Management Coordinator	0.50	0.50	0.50	0.50
Secretary	2.00	2.00	2.00	2.00
Senior Building Inspector	1.00	1.00	0.00	0.00
Total Full-Time Equivalents	33.00	35.25	37.25	39.75

Development Services Department

Program: Administration

Program Description:

Administration staff: (1) guide overall Department programs, functions and activities to ensure efficient delivery of development services including planning, zoning and land development administration; (2) complete building safety reviews, nuisance and other general code enforcement actions; (3) manage the Booth-Kelly facility; (4) manage Community Development Block Grant, housing and redevelopment activities; (5) assist with urban renewal and economic development activities managed by the City Manager's Office; and (6) coordinate regional planning activities with Eugene, Lane County, Lane Council of Governments and affected state agencies and the City's management agreement with the Springfield Museum Board.

Budget Highlights and Service Level Changes:

Highlights:

- Provide overall administrative direction for all Departmental programs and services.
- Develop the Departmental budget and monitor annual revenues and expenses.
- Undertake special projects and assignments from the City Manager, Mayor and Council.
- Develop and monitor the Department's annual work program in coordination with the Public Works Department, and in concert with the annual Council Goals update.
- Actively participate in City issues as a member of the Executive Team.
- Increase accountability for resources by seeking operational efficiencies.
- Continuously improve coordination with the Public Works Department through management team-building.
- Provide high-level project coordination for the PeaceHealth regional medical facility under construction at RiverBend.
- Provide high-level project coordination for the evolving public-private partnership between the City, Willamalane Park and Recreation District and a pioneer family.
- Administer the City's Management Agreement with the Springfield Museum Board.
- Maintain close communication with planning and development counterparts in Lane County and the City of Eugene.
- Review and coordinate all Department agenda items docketed for City Council consideration.
- Provide senior level advice and counsel to the Planning Commission.
- Maintain a diligent role with regional planning activities including those related to the Metro Plan, and regional transportation planning and funding.
- Continue to direct utilization and enhancements to the Tidemark permit tracking system to integrate permit review between Planning, Building and Public Works to improve operational efficiency and customer service.
- Provide supervision for the Laser fiche' scanning position for the Development Services and Public Works Departments

Service Level Changes: No impact to FY09 General Fund.

Program Outcomes and Indicators:	Actual FY06	Actual FY07	Estimated FY08	Adopted FY09
Establish and monitor Departmental work plan.				
• Update and monitor Departmental Work Plan	Complete	Ongoing	Ongoing	Ongoing
Evaluate the performance of Departmental employees				
• Performance evaluations completed	35	35	36	38
Prudently manage City Resources				
• Percent General Fund Operating Budget Unspent	5%	5%	5%	5%
Maintain high level of communications within the Department and outreach to the community.				
• Hold regular Department meetings	Ongoing	Ongoing	Ongoing	Ongoing
• Periodically engage conversations with stakeholders	Ongoing	Commenced	Ongoing	Ongoing

Development Services Department

Program: Community Planning & Revitalization Section (HOME)

Program Description:

Staff in the Community Planning & Revitalization Section coordinate community development efforts, help increase tourism activity and opportunities in the City, and provide prompt, courteous and effective customer service at the front counter. The Springfield HOME program provides financial assistance to non-profit and for-profit housing developers that create affordable housing for low-income Springfield residents. The City's HOME Program is funded by a HUD grant made available through the Eugene-Springfield Consortium.

Budget Highlights and Service Level Changes:

Highlights:

- Will receive \$443,672 funding allocation in Federal FY08.
- The Springfield Home Ownership Program will assist approximately 20 low-income households with down-payment assistance for the purchase of their first home.
- Will provide approximately \$21,065 in HOME funding to four area Community Housing Development Organizations.
- Will begin working with St. Vincent de Paul to commence construction on the HUD202, affordable senior housing, at 3rd and S streets.
- Will see the completion of the 6 affordable home ownership units through NEDCO and Habitat for Humanity.

Service Level Changes: No impact to FY08 General Fund.

Program Outcomes and Indicators:	Actual FY06	Actual FY07	Estimated FY08	Adopted FY09
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Low-income households are provided with home ownership opportunities.

Percent of affordable* housing stock in Springfield purchased using SHOP funds	11%	14%	14%	15%
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* Affordable is defined as a single-family house with a selling price of less than \$155,000 for FY08.

Low-income households aware of SHOP

Number of lenders using SHOP	44	40	45	40
Number of realtors using SHOP	58	61	60	55

Development Services Department

Program: Community Planning & Revitalization (Community Development Block Grants - CDBG)

Program Description:

Administer the CDBG funded programs and projects to comply with Federal regulations. Prepare and implement neighborhood refinement plans and functional plans that address community needs for housing, public safety, transportation, and parks. Provide code enforcement in designated neighborhoods. Assist low-income Springfield residents with housing rehabilitation loans, grants, neighborhood improvements, social services, and access to housing. Provide assistance to Community Development projects. Provide assistance to downtown redevelopment.

Budget Highlights and Service Level Changes:

Highlights:

- Will receive \$605,018 CDBG funding allocation in Federal FY08
- Will provide approximately \$90,753 to the Intergovernmental Human Services Commission to be re-allocated among area service providers.
- Will provide approximately \$250,000 to community and economic development projects.
- Will perform approximately 120 emergency home repairs for very low-income households.
- Will assist approximately 30 very low-income households with emergency rental assistance.

Service Level Changes: No impact to FY09 General Fund but less support to CDBG programs.

Program Outcomes and Indicators:	Actual FY06	Actual FY07	Estimated FY08	Adopted FY09
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City's housing stock complies with Building Safety Code

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|---|-----|-----|-----|-----|
| • Percent of units that still meet housing quality standards 3 years or more after CDBG rehabilitation | 95% | 97% | 97% | 97% |
| • Percent of available CDBG funds used for housing stock improvement | 40% | 30% | 30% | 30% |
| • Percent of available CDBG funds used for Community Development activities (streets, parks, public facilities and downtown revitalization) | 60% | 70% | 70% | 70% |

Program Outcomes and Indicators:	Actual	Actual	Estimated	Adopted
	FY06	FY07	FY08	FY09

Manages program in compliance with grant requirements

- Number of Single Audit Findings or Questioned Costs Reported by the auditors

0	0	0	0
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Development Services Department

Program: Community Planning & Revitalization

Program Description:

Program responsibilities in the Community Planning & Revitalization Section include: 1) preparation of updates and provision of assistance in the implementation of the Metro Plan, refinement plans, special projects, and Federal and State mandates; 2) administration of the Community Development Block Grant and the HOME Investments Partnerships programs; 3) coordination of regional and metropolitan-wide planning, transportation, housing and social service programs with Eugene, Lane County and other governments and service providers; 4) preparation of reports and option scenarios as directed by Council; 5) assistance to other divisions and departments in evaluating and implementing State and Federal laws applicable to buildable lands, housing, natural resources and hazards, TransPlan and the Public Facilities and Services Plan.

Budget Highlights and Service Level Changes:

Highlights:

- Follow-up the Commercial and Industrial Buildable Lands Study; complete the land supply inventory, conduct a future needs analysis; designate lands required for future development
- Complete the Residential Land Study; prepare policy evaluation; implement Council direction
- Update TransPlan and implement new state Goal 12 Transportation Rules
- Initiate Glenwood Comprehensive Planning project.
- Initiate, develop and implement Downtown Revitalization Strategic Plan.
- Continue planning support for the new I-5 Bridge and interchange improvements
- Continue implementation of nodal development designations
- Complete the reformatting of the Springfield Development Code and begin policy updates

Service Level Changes: No changes are proposed. Expanded planning support for the Glenwood project may be funded at up to 2.5 FTE.

Program Outcomes and Indicators:	Actual FY06	Actual FY07	Estimated FY08	Adopted FY09
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Work Program Projects

- | | | | | |
|---------------------------|-----|-----|-----|------|
| • Implement HB 3337 | N/A | 10% | 20% | 75% |
| • Residential Lands Study | 25% | 50% | 75% | 100% |

Program Outcomes and Indicators:	Actual	Actual	Estimated	Adopted
	FY06	FY07	FY08	FY09
• Commercial Industrial Buildable Lands	N/A	10%	50%	100%
• Downtown Revitalization Strategic Plan	N/A	10%	25%	100%
• Nodal & Mixed Use Development implementation: RiverBend	N/A	N/A	25%	100%
• Development Code Amendments: RLS Implementation	N/A	N/A	10%	75%
• Development Code Amendments: Master Plans Policy Update	N/A	N/A	100%	N/A
• Glenwood Comprehensive Planning	N/A	N/A	10%	50%
• Jasper/Natron Specific Development Plan	75%	75%	75%	100%
• Update TransPlan	N/A	N/A	25%	50%
• I-5 Willamette River Bridge/Ramps	40%	40%	75%	100%

Development Services Department

Program: Community Services

Program Description:

Staff in the Community Services Division: 1) provide services designated to facilitate economic growth and neighborhood stability; 2) provide reasonable safeguards to life, health, property and the public welfare through building permit administration and enforcement; 3) support the effective coordination of Federal, State and City requirements relative to the built environment and welfare of the community; 4) deliver permits and inspection services efficiently, cost effectively and in a professional manner; 5) provide prompt, courteous and effective responses to City Code, Development Code and Building Safety Code citizen requests and/or complaints; 6) coordinate community concerns and public welfare through the investigation and issuance of appropriate business licenses; 7) manage the daily operation and revenue/expenses of the Booth-Kelly Center.

Budget Highlights and Service Level Changes:

Highlights:

- Maintained adequate plan review turnaround times for both residential and commercial construction despite significant increase in building activity and the absence of key staff members for an extended period of time.
- Provided permit and inspection services for new development with an estimated valuation exceeding \$125,000,000
- Successfully implemented an expedited residential plan review process where certain residential permit applications are reviewed with the applicant present with the goal being to issue a construction permit within one hour of submittal.
- Continued to expand and make more user-friendly the Community Services Division/Building Safety website. The site also offers a variety of links to other websites of interest to the construction community, including on-line access to the Oregon Specialty Codes and a complete list of licensed contractors throughout Oregon.
- Implemented additional enhancements to the electronic permitting software program so that contractors can apply and pay for certain permits on-line without being required to visit City offices. E-permitting is a substantial tool in expediting the building permit process. It saves the development industry time and money.
- Successfully responded to all development demands for plan review and inspection services for the RiverBend-PeaceHealth project without causing any unnecessary or avoidable delays to the accelerated construction schedule of the RiverBend facility.
- Successfully implemented the digital imaging of construction documents to make this information accessible to the public on-line.
- Successfully maintained and enhanced the Building Code Specialty Fund which was created to solely fund building permit and inspection services from revenue received from construction permits without financial support from the General Fund.

- Conducted more than 27,000 building safety inspections and responded to 3,000 nuisance, land use or enforcement actions
- Completed two facility improvement projects at the Booth-Kelly Center
- Responded to 3,100 inquiries for enforcement of nuisance code, land use, building and City Sign Code.

Service Level Changes: No impact to the general fund.

Program Outcomes and Indicators:	Actual FY06	Actual FY07	Estimated FY08	Adopted FY09
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Process building plans efficiently within targeted timeframes

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|--|-----|-----|-----|-----|
| • Percent of residential plan reviews completed within 10 working days | 85% | 70% | 95% | 91% |
| • Percent of commercial/industrial plan reviews completed within 12 working days | 65% | 70% | 90% | 90% |

Assist the construction industry and general public with information relevant to the State/City's building safety regulations with a courteous, friendly and helpful attitude both in the field and office.

- | | | | | |
|---|-----------|-----------|-----------|-----------|
| • Survey rating of the timeliness of commercial, industrial and residential plan review | Very Good | Good | Excellent | Very Good |
| • Survey rating of inspection services received | Excellent | Excellent | Excellent | Excellent |
| • Survey rating of interaction with staff regarding knowledge, courteousness and completeness of information provided | Excellent | Excellent | Excellent | Excellent |
| • Survey rating regarding consistency of information provided by staff | Very Good | Very Good | Excellent | Excellent |
| • Survey rating of the level of assistance provided by reception staff | Excellent | Excellent | Excellent | Excellent |
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Program Outcomes and Indicators:	Actual FY06	Actual FY07	Estimated FY08	Adopted FY09
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The Booth-Kelly Center is effectively managed and maintained

<ul style="list-style-type: none"> Percent of tenant respondents who felt satisfied with city's response to individual tenant space issues or concerns 	90%	95%	95%	90%
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Resolve complaints by voluntary compliance and correction of code violations

<ul style="list-style-type: none"> Percent of violations corrected following the first written notice 	60%	68%	70%	72%
<ul style="list-style-type: none"> Percent of violations corrected following warning citation 	68%	70%	72%	74%

Provide efficient and effective inspection services

<ul style="list-style-type: none"> Percent of building safety inspections conducted within 24 hours of inspection request 	99%	99%	99%	99%
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Development Services Department

Program: General Property Management

Program Description:

General Property Management: 1) manages City-owned property to protect and enhance the City's investment and, where possible, utilize properties to maximize the City's return; 2) assists other Departments in real property matters.

Budget Highlights and Service Level Changes:

Highlights:

- Continue to manage City-owned property and assist other Departments in the purchase, lease, or sale of other-than-foreclosed property
- Enhance the City's ability to lease vacant space in the Booth-Kelly Center by dividing existing large warehouse space into smaller manufacturing spaces
- Assist in the acquisition of properties for various City projects
- Acquire Public Utility Easements for Glenwood and the Mountain Gate sewer projects

Service Level Changes: None

	Actual FY06	Actual FY07	Estimated FY08	Adopted FY09
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Program Outcomes and Indicators:

Administer leases of City-owned property other than the Booth-Kelly Center

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|--|---|---|---|----|
| <ul style="list-style-type: none"> • Monitor existing leases and negotiate lease renewals | 6 | 8 | 8 | 10 |
|--|---|---|---|----|
-

Negotiate and assist in the purchase or sale of other-than-foreclosed property

- | | | | | |
|---|----------|----------|----------|----------|
| <ul style="list-style-type: none"> • Provide City-wide assistance in real property matters | 16 cases | 14 cases | 15 cases | 17 cases |
|---|----------|----------|----------|----------|
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Development Services Department

Program: Urban Planning

Program Description:

Staff in the Urban Planning Section: 1) strive to fulfill the Council goals for a safe community, excellent customer service, increased assessed value through quality development, and protection of Springfield's hometown character; 2) implement the Springfield Development Code, and State and Federal law related to land use and development within Springfield's jurisdiction; 3) prepare, amend and maintain the development code and fee schedule; 4) process administrative, quasi-judicial and legislative zoning and land use applications; 5) provide front-counter customer service on issues related to land use and development; 6) serve the City Council and Planning Commission on matters pertaining to the division's program; 7) collaborate with other public agencies, property owners and land developers to protect the public interest; and 8) assure that development review will be fast, fair, friendly, flexible and consistent with adopted goals, standards and policies of the community.

Budget Highlights and Service Level Changes:

Highlights:

- Continue to implement mandatory pre-submittal meetings for key land use applications.
- Subsequent applications submitted to the City are more complete and more accurate resulting in better reviews, fewer delays and quicker turnaround times.
- Institute more efficient business practices for application processing procedures thereby reducing waiting time and paperwork.
- Update the format for staff reports that incorporate new business practices improving efficiency and reducing paper and processing time.
- Update the Springfield Development Code and all land use applications on the City's web page for easy access and downloading by customers.
- Meet or exceed the number of applications completed within the Council target of 75 days; 90% of land use decisions will be issued within the Council target of 75 days; the remaining 10%, will be completed between 75 days and 120 days.
- Modify business practices and application forms for improved customer service.
- Continued high-level front counter staffing will result in improved communication with applicants and developers.
- Continue to implement Tidemark permit-tracking software to greatly enhance application management and tracking by staff while simultaneously allowing the public access to view status of applications.
- Increase the cost recovery for the land use review program as determined by City Council.
- Process high profile developments in an efficient and accurate manner.

Service Level Changes: No changes to service levels are anticipated for FY09.

Program Outcomes and Indicators:	Actual FY06	Actual FY07	Estimated FY08	Adopted FY09
Provide timely customer service				
• Respond to customer requests within 24 hours	85%	85%	88%	90%
• Return phone calls the same day if received before 3 PM	90%	90%	80%	80%
Provide land use decisions within statutory and Council goals				
• Process land use decisions within Council goal (75 days)	90%	90%	85%	90%
