

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

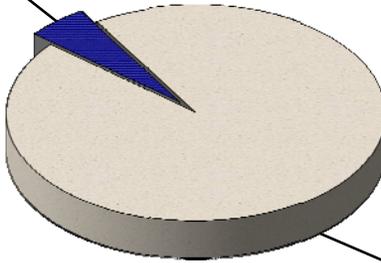
The Development Services Department (DSD) provides direction, coordination and support for metropolitan land use planning, property management, and development approval processes. The Department also oversees the operation of the Booth-Kelly Center. DSD actively works for increased housing, business, 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 or 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.

FY10 OPERATING BUDGET - General Fund	\$ 30,468,201
Development Services:	\$ 1,540,046

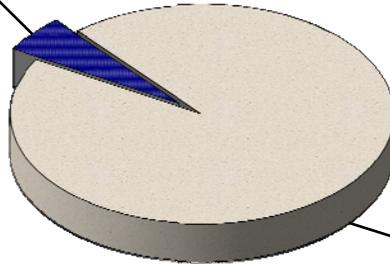
Development Services
\$1,540,046
5%



All Others
\$28,928,155
95%

FY10 OPERATING BUDGET - All Funds	\$ 77,808,526
Development Services:	\$ 4,755,952

Development Services
\$4,755,952
6%



All Others
\$73,052,574
94%

Development Services Department

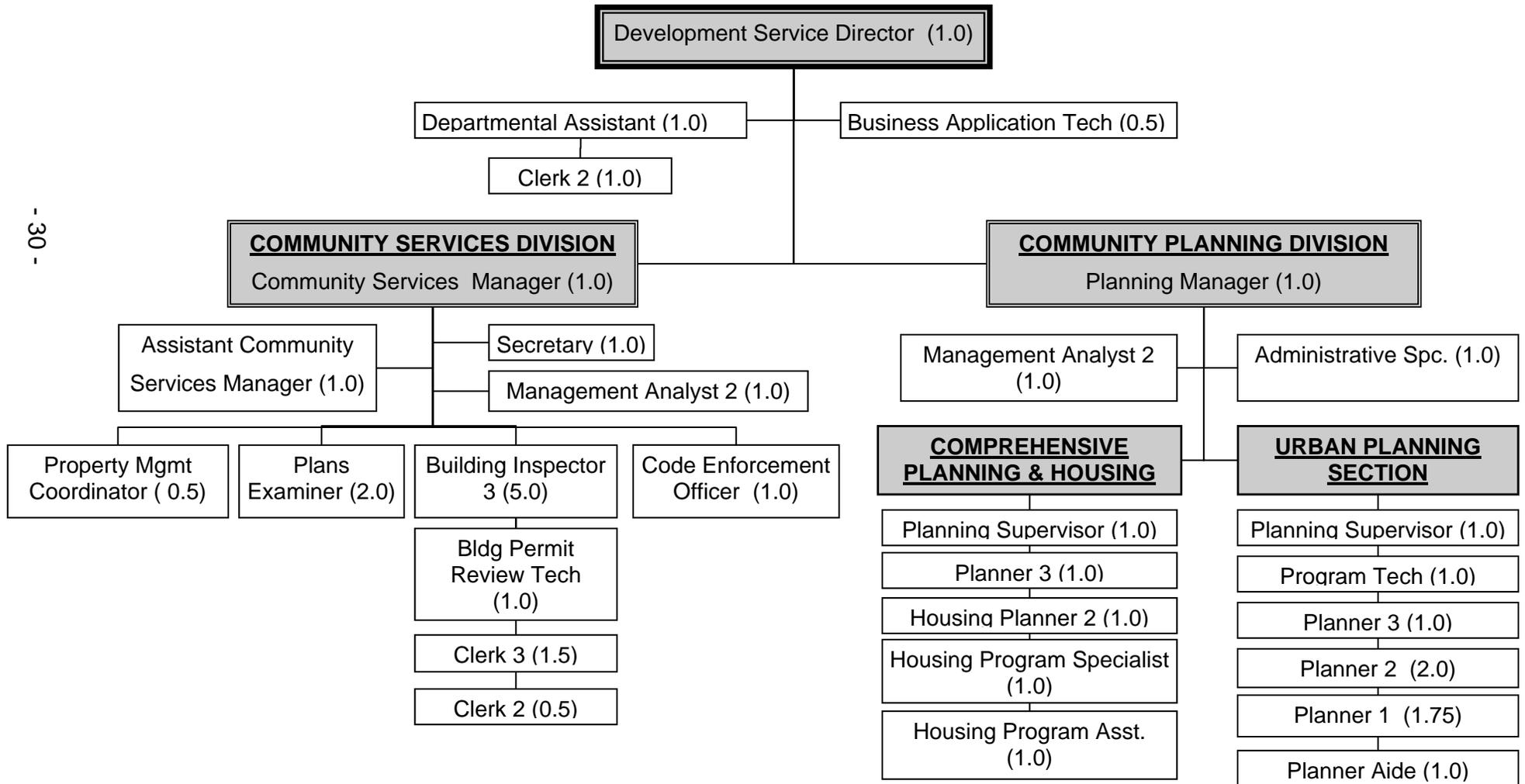
Financial Summary

	Actual FY07	Actual FY08	Amended FY09*	Adopted FY10
Expenditures by Category:				
Personal Services	\$ 2,582,109	\$ 2,725,139	\$ 3,273,884	\$ 2,973,828
Materials and Services	2,499,447	2,565,478	4,128,102	1,782,124
Capital Outlay	-	21,612	-	-
Total	<u>\$ 5,081,556</u>	<u>\$ 5,312,228</u>	<u>\$ 7,401,986</u>	<u>\$ 4,755,952</u>
Expenditures by Fund:				
General	\$ 1,466,190	\$ 1,674,125	\$ 1,760,532	\$ 1,540,046
Building	2,167,892	2,230,237	1,991,743	1,418,413
Booth-Kelly	320,528	315,873	390,622	394,095
Community Development Block Grant	867,480	803,835	2,791,047	1,009,357
Drainage Operation	32,844	32,647	47,124	48,728
SDC Administration	97,479	103,409	95,296	97,080
Sewer Operations	19,121	21,378	22,312	23,088
Special Revenue	5,683	7,065	193,052	115,665
Street	49,592	55,028	58,503	59,620
Transient Room Tax	45,184	43,955	47,555	49,260
Vehicle and Equipment	9,563	24,677	4,200	600
Total	<u>\$ 5,081,556</u>	<u>\$ 5,312,228</u>	<u>\$ 7,401,986</u>	<u>\$ 4,755,952</u>
Expenditures by Sub-Program:				
Administration	\$ 321,590	\$ 386,761	\$ 378,021	\$ 355,294
Community Development Block Grants and Home Investment Partnership Funds	869,014	808,471	2,798,662	1,009,357
Special Revenue Fund (SHPO Grant)	4,149	2,428	-	3,000
Community Planning & Revitalization	444,085	546,643	567,699	569,030
Museum Operations	5,596	6,646	11,155	11,155
Downtown Program	-	40,280	-	-
Community Services	2,448,234	2,508,161	2,305,225	1,700,781
General Property Management				
Booth-Kelly Operations	265,808	246,486	285,091	291,752
Carter Building Operations	-	26,029	25,000	25,000
General Property Management	69,938	58,818	97,940	91,001
Urban Planning	<u>653,142</u>	<u>681,505</u>	<u>933,193</u>	<u>699,582</u>
Total	<u>\$ 5,081,556</u>	<u>\$ 5,312,228</u>	<u>\$ 7,401,986</u>	<u>\$ 4,755,952</u>

* Amended as of June 1, 2009

Development Services Department

Total FTE: 34.75



Development Services Department

FTE Summary by Fund

Number of Full-Time Equivalents	Actual FY07	Actual FY08	Adopted FY09	Adopted FY10
General	16.95	16.55	17.25	14.81
Booth-Kelly	0.55	0.55	0.55	0.50
Building Code	11.11	13.51	13.56	11.93
Community Development Block Grant	4.21	4.21	3.97	4.09
Drainage Operation	0.32	0.32	0.44	0.44
SDC Administration	0.94	0.94	0.82	0.82
Sewer Operations	0.21	0.21	0.21	0.21
Special Revenue Fund	0.00	0.00	2.00	1.00
Street	0.45	0.45	0.45	0.45
Transient Room Tax	0.51	0.51	0.50	0.50
Total Full-Time Equivalents	35.25	37.25	39.75	34.75

Position Summary

Job Title/Classification:	Actual FY07	Actual FY08	Adopted FY09	Adopted FY10
Administrative Specialist	0.00	0.00	0.00	1.00
Assistant Community Services Manager	0.00	0.00	1.00	1.00
Building Inspector 2	1.00	0.00	0.00	0.00
Building Inspector 3	3.00	6.00	6.00	5.00*
Building Permit Review Technician	1.00	1.00	1.00	1.00
Building Safety Supervisor	1.00	0.00	0.00	0.00
Business Application Technician	0.50	0.50	0.50	0.50
Clerk 2	1.00	1.00	1.50	1.50
Clerk 3	2.50	1.50	1.50	1.50
Code Enforcement Inspector	1.00	1.00	0.00	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	0.00*
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	0.00
Housing Programs Assistant	0.00	0.00	0.00	1.00
Housing Programs Specialist	1.00	1.00	1.00	1.00

Development Services Job Title/Classification, Continued:	Actual FY07	Actual FY08	Adopted FY09	Adopted FY10
Management Analyst 2	1.00	2.00	2.00	2.00
Planner 1	1.75	1.75	1.75	1.75
Planner 2	5.00	4.00	4.00	3.00*
Planner 3	2.00	3.00	4.00	2.00*
Planner Aide	0.00	0.00	1.00	1.00
Planning Manager	1.00	1.00	1.00	1.00
Planning Supervisor	2.00	2.00	2.00	2.00
Planning Technician	0.00	0.00	0.00	0.00
Plans Examiner	0.00	1.00	1.00	2.00
Plans Review Engineer	1.00	1.00	1.00	0.00
Program Technician	0.00	1.00	1.00	1.00
Property Management Coordinator	0.50	0.50	0.50	0.50
Secretary	2.00	2.00	2.00	1.00
Senior Building Inspector	1.00	0.00	0.00	0.00
Total Full-Time Equivalents	35.25	37.25	39.75	34.75

* 5.0 FTE were not funded for FY10 in order to meet budgetary targets

Development Services Department

Program: Administration

Program Description:

Administration staff guide overall Department programs, functions and activities to ensure efficient delivery of development services including planning, zoning and land development administration, building safety reviews, nuisance and other general code enforcement actions, management of the Booth-Kelly facility, management of the Community Development Block Grant, housing and redevelopment activities, assistance with urban renewal and economic development activities managed by the City Manager's Office, and coordination of regional planning activities with Eugene, Lane County, Lane Council of Governments, 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.
- 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 Laserfiche' scanning position for the Development Services and Public Works Departments.

Service Level Changes: No impact to FY10 General Fund.

Program Outcomes & Indicators:	Actual FY07	Actual FY08	Estimated FY09	Adopted FY10
Establish and monitor Departmental workplan				
• Update and monitor Departmental Work Plan	COMPLETE	ONGOING	ONGOING	ONGOING
• Meet Department outcome targets established in the Council-approved Strategic Plan	N/A	N/A	N/A	100%
Evaluate the performance of Departmental employees				
• Performance evaluations completed	35	36	38	37
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	COMMENCED	ONGOING	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 approximately \$424,500 funding allocation in Federal FY09.
- 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 \$21,225 in HOME funding to four area Community Housing Development Organizations.
- Will see completion of construction of the St. Vincent de Paul, HUD202, affordable senior housing project, at 3rd and S, streets the Aster Apartments.
- Will see the completion of the 2 affordable home ownership units and preliminary construction of two more units through Habitat for Humanity.

Service Level Changes: No impact to FY10 General Fund.

Program Outcomes & Indicators:	Actual FY07	Actual FY08	Estimated FY09	Adopted FY10
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Low-income households are provided with home ownership opportunities.

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|---|-----|-----|-----|-----|
| <ul style="list-style-type: none"> • Percent of affordable* housing stock in Springfield purchased using SHOP funds. | 14% | 17% | 19% | 19% |
|---|-----|-----|-----|-----|

* Affordable is defined as a single-family house with a selling price of less than \$145,000 for FY09.

Low-income households aware of SHOP

- | | | | | |
|---|----|----|----|----|
| <ul style="list-style-type: none"> • Number of lenders using SHOP | 40 | 36 | 40 | 40 |
| <ul style="list-style-type: none"> • Number of realtors using SHOP | 61 | 40 | 55 | 56 |

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 approximately \$605,000 CDBG funding allocation in Federal FY09.
- Will provide approximately \$90,750 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 FY10 General Fund but less support to CDBG programs.

Program Outcomes & Indicators:	Actual FY07	Actual FY08	Estimated FY09	Adopted FY10
City's housing stock complies with Building Safety Code				
• Percent of units that still meet housing quality standards 3 years or more after CDBG rehabilitation.	97%	97%	97%	97%
• Percent of available CDBG funds used for housing stock improvement.	30%	30%	30%	30%
• Percent of available CDBG funds used for Community Development activities (streets, parks, public facilities and downtown revitalization)	70%	70%	70%	70%

Program Outcomes & Indicators:	Actual FY07	Actual FY08	Estimated FY09	Adopted FY10
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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. The Springfield HOME program provides financial assistance to non-profit and for-profit housing developers creating affordable housing for low-income Springfield residents.

Budget Highlights and Service Level Changes:

Highlights:

- Complete the Commercial and Industrial Buildable Lands Study; complete the land supply inventory, conduct a future needs analysis; designate lands required for future development; implement Council direction.
- Complete the Residential Land Study; prepare policy evaluation; implement Council direction
- Complete the Goal 14 Alternative Analysis; prepare Metro Plan policy amendments to establish Springfield's Urban Growth Boundary.
- Continue planning support for preparation of amendments to TransPlan and Public Facilities Plan.
- Develop an updated Glenwood Refinement Plan.
- Develop and implement a Downtown Revitalization Strategic Plan.
- Continue planning support for the new I-5 Bridge and interchange improvements.
- Continue implementation of nodal development designations.
- Prepare policy updates to the Springfield Development Code to implement Affordable Housing and Land Use Efficiency Measures.
- Continue planning support for preparation of local and regional transportation system plans.

Service Level Changes: Community Planning & Revitalization staff was reduced by 1.0 FTE (Planner 3) for last half of FY09 and FY10

Program Outcomes & Indicators:	Actual FY07	Actual FY08	Estimated FY09	Adopted FY10
Work Program Projects				
• Implement HB 3337	10%	20%	75%	100%
• Strategic Plan Goal: To offer financially responsible and stable government services Outcome: There is adequate land supply to meet development needs - Residential Lands Study	50%	75%	80%	100%
• Strategic Plan Goal: To offer financially responsible and stable government services Outcome: There is adequate land supply to meet development needs - Commercial and Industrial Buildable Lands Study	10%	50%	80%	100%
• Strategic Plan Goal: To Encourage Community and Economic Development and Revitalization Outcome: Target areas are developed and revitalized - Downtown Revitalization Strategic Plan	10%	25%	30%	100%
• Nodal & Mixed Use Development implementation: RiverBend	N/A	25%	100%	100%
• Development Code Amendments: RLS Implementation	N/A	10%	90%	100%
• Development Code Amendments: Master Plans Policy Update	N/A	100%	100%	100%
• Glenwood Comprehensive Planning	N/A	10%	50%	75%
• Jasper/Natron Specific Development Plan	75%	75%	100%	50%
• Update TransPlan	N/A	25%	50%	75%
• I-5 Willamette River Bridge/Ramps	40%	75%	100%	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 \$140,000,000
- Successfully maintained 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. Started implementation of Statewide electronic permitting and plan review services. Springfield is the first City to adopt.
- Successfully responded to all development demands for plan review and inspection services for the RiverBend-Peace Health 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 over 22,000 building safety inspections.

- 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: Reduction of 2.0 FTE – Construction Representative and Building Inspector III – minimal impact to the General Fund

Program Outcomes & Indicators:	Actual FY07	Actual FY08	Estimated FY09	Adopted FY10
Process building plans efficiently within targeted timeframes				
• Percent of residential plan reviews completed within 10 working days	70%	95%	97%	97%
• Percent of commercial/industrial plan reviews completed within 12 working days	70%	90%	90%	95%
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	GOOD	EXCELLENT	VERY GOOD	EXCELLENT
• Survey rating of inspection services received	EXCELLENT	EXCELLENT	VERY GOOD	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	EXCELLENT	EXCELLENT	EXCELLENT
• Survey rating of the level of assistance provided by reception staff	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT
The Booth-Kelly Center is effectively managed and maintained				
• Percent of tenant respondents who felt satisfied with city's response to individual tenant space issues or concerns	95%	95%	90%	90%

Program Outcomes & Indicators:	Actual FY07	Actual FY08	Estimated FY09	Adopted FY10
Resolve complaints by voluntary compliance and correction of code violations				
• Percent of violations corrected following the first written notice	68%	70%	72%	74%
• Percent of violations corrected following warning citation	70%	72%	74%	76%
Provide efficient and effective inspection services				
• Percent of building safety inspections conducted within 24 hours of inspection request	99%	99%	99%	99%

Development Services Department

Program: Community Services

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 public street and sewer project in Glenwood.
- Will assist approximately 30 very low-income households with emergency rental assistance.

Service Level Changes: None

Program Outcomes & Indicators:	Actual FY07	Actual FY08	Estimated FY09	Adopted FY10
Administer leases of City-owned property other than the Booth-Kelly Center				
• Monitor existing leases and negotiate lease renewals	8	8	10	8
Negotiate and assist in the purchase or sale of other-than-foreclosed property				
• Provide City-wide assistance in real property matters	14 Cases	15 Cases	17 Cases	15 Cases

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; 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 laws, goals, standards and policies of the community.

Budget Highlights and Service Level Changes:

Highlights:

- Meet or exceed the number of applications completed within the Council target of 75 days with reduced staff; 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.
- Update the Springfield Development Code for compliance with State and Federal regulations. Identify new requirements and applications to generate new sources of revenue and serve the public in a timely manner.
- Continue rapid process improvement of development procedures and implement innovative cost and time saving techniques such as Express Building Permits.
- Implement Tidemark and Laserfiche software systems to greatly enhance application management and tracking by staff while simultaneously allowing the public access to view status of applications.
- Continue to cultivate new development and process Expedited Applications for major projects that serve the development community and the citizens of Springfield.
- Continued high-level front counter staffing will assist owners, consultants and lenders identify and develop new projects in the recovering market.
- Develop, implement and staff a new annexation program under ORS Chapter 222 for the City of Springfield.

Service Level Changes: Reduction of 1.0 FTE – Planner 2 for FY10.

Program Outcomes & Indicators:	Actual FY07	Actual FY08	Estimated FY09	Adopted FY10
Provide timely customer service				
• Respond to customer requests within 24 hours	85%	88%	90%	90%
• Return phone calls the same day if received before 3 PM.	90%	80%	80%	80%
Provide land use decisions within statutory and Council goals				
• Process land use decisions within Council goal (75 days)	90%	85%	90%	90%