



# Council Agenda Report

To: Mayor Grisanti and the Honorable Members of the City Council

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Reviewed by: Richard Mollica, Planning Director

Approved by: Steve McClary, City Manager

Date prepared: November 29, 2022 Meeting date: December 12, 2022

Subject: Planning Department Performance Metrics

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**RECOMMENDED ACTION:** Receive and file a report on Planning Department performance metrics.

**FISCAL IMPACT:** Funding to perform this project was included in the Adopted Budget for Fiscal Year 2022-2023, and as amended on November 28, 2022, in multiple programs as follows:

- Full-time Planners and Administrative Staff – Account No. 101-2001-4100.00 (Planning Salaries and Benefits)
- Contract Planners - Account No. 101-2001-5100.00 (Planning Department - Professional Services) and Account No. 102-3002-5100.02 (Fire Rebuilds-Planning)
- Development Database and Statistical Reports - Account No. 101-2001-5100.00 (Planning Department - Professional Services)
- Website Development and Reporting - Account No. 101-2001-4100.00 (Planning Salaries and Benefits)

**WORK PLAN:** This item was included as item #4.I.1. (Planning Department Operations) in the Adopted Work Plan for Fiscal Year 2022-2023.

**DISCUSSION:** On November 28, 2022, the City Council approved allocating funds from the General Fund Undesignated Reserve to obtain additional contract planners to augment staffing levels. In addition, the Council directed staff to come back and present performance measures for June 2023 to ensure the use of contract planners is improving the Planning Department's performance.

Due to a shortage of full-time staff members, the Department is unable to review applications in a timely manner. As such, staff recommends that the overarching goal is to improve staff's response times and to create metrics that can measure response times for various types of applications. Below is the recommended goal with metrics to measure the Department's performance, 2022 actual results as of November 16, 2022, and targets to be met by June 30, 2023.

**Goal** – Provide a review of applications and issue actions for minor applications in a timely manner.

**Metric #1 - Initial Response**

What percentage of applications received an incomplete letter, complete letter, or decision within 30 days from the date of application submittal?

*Actual 35% (213 out of 617)*

*Target 75%*

**Metric #2 - Second Response**

What percentage of applications received an incomplete letter, complete letter, or decision within 30 days from the date of the first complete revised submittal?

*Actual 15% (4 out of 26)*

*Target 50%*

**Metric #3 - Solar Permits (No Department Reviews Required)**

What percentage of applications received a decision within 1 day from the date of application submittal?

*Actual 28% (16 out of 57)*

*Target 50%*

**Metric #4 - Outdoor Lighting Reviews**

What percentage of applications received a decision within 7 days from the date of application submittal?

*Actual 0% (0 out of 7)*

*Target 50%*

**Metric #5 - Over-the-Counter Applications (No Department Reviews Required)**

What percentage of applications received a decision within 2 days from the date of application submittal?

*Actual 50% (5 out of 10)*

*Target 75%*

**Metric #6- Over-the-Counter Level II Applications (Department Reviews Required)**

What percentage of applications received a decision within 30 days from the date of application submittal? (OC Level II applications include interior remodels, exterior remodels under 5%, and minor exterior site improvements.)

*Actual 17% (16 out of 94)*

*Target 50%*

**Metric #7 - Administrative Plan Reviews (No Department Reviews Required)**

What percentage of applications received a decision within 30 days from the date of application submittal?

*Actual 0% (0 out of 11)*

*Target 50%*

**Metric #8 - Administrative Plan Reviews (Department Reviews Required)**

What percentage of applications received a decision within 30 days from the date of application submittal?

*Actual 0% (0 out of 73)*

*Target 25%*

**Metric #9 - De Minimis Waivers for Onsite Wastewater Treatment Systems**

What percentage of applications received a decision within 30 days from the date of application submittal?

*Actual 0% (0 out of 19)*

*Target 50%*

*\*All days are based on calendar days.*

Next Steps

In order to meet the targets, staff will need to evaluate the Department's resources and allocate appropriately without compromising other priorities, coordinate targets with the Public Works and Environmental Sustainability Departments, coordinate the creation of statistical reports with the City's Development Database software programmer, and conduct staff training to ensure consistent data collection.

Staff will publish these metrics on the Planning Department's webpage with additional information such as how the metrics are calculated, and any factors that may be important in explaining each metric. The targets referenced will help assess whether the contract planner augmentation has provided the necessary stop gap by improving the Department's performance in the near term. Meanwhile, the City has also embarked on a comprehensive study of all development services related functions and a land management system (permitting software). These initiatives will take time to finalize and implement, but as a result of those efforts the metrics may be subject to change as the City identifies what key performance indicators are the most appropriate to monitor for the

long-term. Furthermore, the new technology will likely result in better reporting capabilities and a dashboard of the metrics for the Department's webpage.

CONCLUSION: Staff will provide a progress report to the Council during the Fiscal Year 2023-2024 budget hearings in Spring 2023. This progress report will not only include statistics but will include observations regarding any challenges in meeting the targets.

ATTACHMENTS: None.