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# Development Services Department

*Anchorage: Performance. Value. Results.*

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## **Purpose**

Development Services works to facilitate development in accordance with municipal codes, municipal design criteria, and municipal construction standards. We protect public health through regulation of on-site water and wastewater systems. We respond to our customers seeking building, right-of-way, and land use permits or inspections or code enforcement information with open, friendly, cost efficient and effective service.

## **Core Services**

- Enable property development through building and land use permitting.
- Ensure new construction meets municipal standards for protecting safety, public health, and environmental quality.
- Enforce municipal codes to protect public assets such as rights-of-way and to promote clean and attractive neighborhoods.

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# Development Services Department

## Building Safety Division

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### **Purpose**

Building Safety Division processes applications for building, land use, and private development permits; performs inspections (structural, mechanical, and plumbing) to assure safe development; and protects public health and environmental quality through regulation of on-site water and wastewater systems.

### **Direct Services**

- Process permit applications, provide cashier services, and issue permits.
- Inspect construction and remodeling for compliance with plans and adopted building codes.
- Conduct Code Abatement services such as code compliance inspections, water/fire damage, dangerous building reviews, and securing vacant and abandoned property.

### **Accomplishment Goals**

- Ensure development-related infrastructure is designed and constructed according to municipal design criteria, standards, codes, and practices; and
- Provide prompt and efficient permit processing, timely plan reviews, and same-day as requested construction inspection services.
- Respond to service requests for such activities as illegal fill/excavation, business license inspection, and notice of permit requirement.

### **Performance Measures**

Progress in achieving goals will be measured by:

**Measure #1: Average number of minutes for first customer contact (Permit Management Division)**

Average Number of Minutes for 1 <sup>st</sup> Customer Contact			
Q1 2024	Q2 2024	Q3 2024	Q4 2024
12 Minutes	30 Minutes	35 Minutes	Minutes
3,092 Customers (in-person) 433 (Permit Inbox)	3,939 Customers (in-person) 1,335 (Permit Inbox)	4,169 Customers (in-person) 1,406 (Permit Inbox)	# Customers
4 Employees	3 Employees	# Employees	# Employees
Q1 2023	Q2 2023	Q3 2023	Q4 2023
7.25 Minutes	11.07 Minutes	16 Minutes	12 Minutes
1571 Customers	2601 Customers	3718 Customers	2590 Customers
3 Employees	4 Employees	4 Employees	2 Employees
Q1 2022	Q2 2022	Q3 2022	Q4 2022
4.86 Minutes	16.01 Minutes	10.73 Minutes	7.31 minutes
1752 Customers	2276 Customers	2373 Customers	1590 Customers
3.5 Employees	2 Employees	4 Employees	3 Employees
Q1 2021	Q2 2021	Q3 2021	Q4 2021
Note 1	Note 2 4.47 minutes	5.21 minutes	3.98 minutes
Drop off service/ COVID	877 customers (5/24/21 – 6/30/21)	2,347 customers	1377 customers
4.5 employees	6 employees	6 employees	4 employees
Q1 2020	Q2 2020	Q3 2020	Q4 2020
13.01 minutes	Note 1	Note 1	Note 1
2,824 customers	Note 1	Note 1	Note 1
4 employees	3.5 employees	3.5 employees	5 employees

Note 1-COVID drop-off only

Note 2-Switched from drop-off to in-person on 5/24/2021

**Measure #2: Percent of construction inspections completed same day as requested (Building Inspection Division)**

Percent of Construction Inspections Completed Same Day as Requested			
Q1 2024	Q2 2024	Q3 2024	Q4 2024
98.57%	97.2 %	98%	%
4543 regular insp. (109 Total Leftover) (98 P/M Leftover)	5960 regular insp.	7,081 regular insp. (144 leftover)	# regular insp.
17 inspectors	17 inspectors	18 inspectors	# inspectors
Q1 2023	Q2 2023	Q3 2023	Q4 2023
99%	99%	98%	97.2%
3858 regular insp. (96 leftover)	5238 regular insp. (65 leftover)	6,148 regular insp. (133 leftover)	5120 regular insp. (145 leftover)
18 inspectors	18 inspectors	17 inspectors	17 inspectors
Q1 2022	Q2 2022	Q3 2022	Q4 2022

99.02%	99.94%	99.74%	99.9%
3911 regular insp. (132 leftovers)	5,169 regular insp. (309 leftovers)	7454 290 leftovers	4,562 regular insp. 14 leftovers
11 inspectors (+ 1 inspector updating V&A)	11 inspectors (+ 1 inspector updating V&A)	14 inspectors	18 inspectors
<b>Q1 2021</b>	<b>Q2 2021</b>	<b>Q3 2021</b>	<b>Q4 2021</b>
99.9%	99.9%	99.9%	99.9%
4,162 regular insp. (104 business license/ vacant/abandoned)	5,901 regular insp.	6,349 regular insp.	5,798 regular insp.
15 inspectors	15 inspectors	15 inspectors	12 inspectors
<b>Q1 2020</b>	<b>Q2 2020</b>	<b>Q3 2020</b>	<b>Q4 2020</b>
99.8%	99.9%	99.9%	99.8%
3,827 regular insp.	4,423 regular insp.	5,406 regular insp.	4,793 regular insp. (104 business license/ vacant/abandoned)
15 inspectors	15 inspectors	15 inspectors	15 inspectors

**Measure #3: Code Abatement Service Requests: new requests, number resolved, remaining open cases (Code Abatement Division)**

<b>2024 DATA</b>								
<b>2024 SERVICE REQUEST TYPES</b>	<b>Q1 New Requests</b>	<b>Q1 New Requests Resolved</b>	<b>Q2 New Requests</b>	<b>Q2 New Requests Resolved</b>	<b>Q3 New Requests</b>	<b>Q3 New Requests Resolved</b>	<b>Q4 New Requests</b>	<b>Q4 New Requests Resolved</b>
Abatement General Intake	12	7	13	11	12	7		
Abandoned Buildings	20	5	34	6	30	9		
Building Open to Casual Access	4	3	5	3	4	4		
Dangerous Building	23	4	24	6	27	12		
Fire Damaged Building	5	2	6	1	6	4		
Water Damaged Building	12	7	3	2	2	0		
Illegal Fill/Excavation	1	0	3	2	2	1		
Notice of License Requirement	3	0	6	1	3	1		
Notice of Permit Requirement	20	10	36	13	45	27		
Business License Inspection	29	29	57	31	8	7		
Code Compliance Inspection	43	17	69	27	53	16		
Misc. Service Requests	236	137	49	23	40	22		
<b>TOTAL New Service Requests</b>	<b><u>408</u></b>		<b><u>305</u></b>		<b><u>232</u></b>			
<i>New</i> Service Requests Resolved	<b><u>221</u></b>		<b><u>136</u></b>		<b><u>110</u></b>			
<i>Prior</i> Service Requests Resolved	<b><u>118</u></b>		<b><u>71</u></b>		<b><u>166</u></b>			
<b>TOTAL Resolved this Quarter</b>	<b><u>339</u></b>		<b><u>207</u></b>		<b><u>276</u></b>			
<b>TOTAL OPEN Service Requests Remaining at End of this Qtr</b>	<b><u>545</u></b>		<b><u>552</u></b>		<b><u>508</u></b>			

## 2023 DATA

2023 SERVICE REQUEST TYPES	Q1 New Requests	Q1 New Requests Resolved	Q2 New Requests	Q2 New Requests Resolved	Q3 New Requests	Q3 New Requests Resolved	Q4 New Requests	Q4 New Requests Resolved
Abatement General Intake	8	7	9	4	6	3	5	3
Abandoned Buildings	29	6	28	3	31	1	15	2
Building Open to Casual Access	3	1	4	4	2	0	13	6
Dangerous Building	21	11	17	5	26	8	13	6
Fire Damaged Building	16	8	14	5	3	0	6	2
Water Damaged Building	27	12	42	15	12	5	14	12
Illegal Fill/Excavation	1	0	3	2	6	3	1	0
Notice of License Requirement	9	9	2	1	5	2	1	1
Notice of Permit Requirement	20	12	44	20	41	14	32	13
Business License Inspection	79	75	128	109	47	46	17	16
Code Compliance Inspection	30	26	48	31	51	22	74	40
Misc. Service Requests	60	33	61	36	47	21	106	15
<b>TOTAL New Service Requests</b>	<b><u>303</u></b>		<b><u>400</u></b>		<b><u>277</u></b>			
<i>New</i> Service Requests Resolved	<b><u>110</u></b>		<b><u>227</u></b>		<b><u>125</u></b>			
<i>Prior</i> Service Requests Resolved	<b><u>296</u></b>		<b><u>122</u></b>		<b><u>133</u></b>			
<b>TOTAL Resolved this Quarter</b>	<b><u>396</u></b>		<b><u>349</u></b>		<b><u>258</u></b>			
<b>TOTAL OPEN Service Requests Remaining at End of this Qtr</b>	<b><u>325</u></b>		<b><u>376</u></b>		<b><u>395</u></b>			

## 2022 DATA

2022 SERVICE REQUEST TYPES	Q1 New Requests	Q1 New Requests Resolved	Q2 New Requests	Q2 New Requests Resolved	Q3 New Requests	Q3 New Requests Resolved	Q4 New Requests	Q4 New Requests Resolved
Abatement General Intake	2	0	2	4	6	5	2	1
Abandoned Buildings	11	4	2	20	19	18	28	4
Building Open to Casual Access	0	0	9	7	18	6	1	1
Dangerous Building	4	3	16	14	20	7	11	4
Fire Damaged Building	14	9	12	13	21	14	8	3
Water Damaged Building	15	9	36	30	52	26	15	3
Illegal Fill/Excavation	0	0	1	2	4	1	1	1
Notice of License Requirement	1	0	5	2	10	5	5	2
Notice of Permit Requirement	9	4	52	42	65	33	21	15
Business License Inspection	15	92	117	153	117	58	80	79
Code Compliance Inspection	3	2	17	35	20	16	14	8
Misc. Service Requests	47	18	74	56	65	38	36	17
<b>TOTAL New Service Requests</b>					<b><u>417</u></b>		<b><u>224</u></b>	
<i>New</i> Service Requests Resolved	<b><u>141</u></b>		<b><u>240</u></b>		<b><u>239</u></b>		<b><u>138</u></b>	

<i>Prior</i> Service Requests Resolved	<u>289</u>		<u>138</u>		<u>130</u>		<u>212</u>	
<b>TOTAL <i>Resolved</i> this Quarter</b>	<u>430</u>		<u>378</u>		<u>369</u>		<u>350</u>	
<b>TOTAL OPEN Service Requests Remaining at End of this Qtr</b>	<u>320</u>		<u>210</u>		<u>396</u>		<u>318</u>	

## 2021 DATA

<b>2021 SERVICE REQUEST TYPES</b>	Q1 New Requests	Q1 New Requests Resolved	Q2 New Requests	Q2 New Requests Resolved	Q3 New Requests	Q3 New Requests Resolved	Q4 New Requests	Q4 New Requests Resolved
Abatement General Intake	2	2	9	9	3	5	3	0
Abandoned Buildings	87	43	139	63	16	15	15	2
Building Open to Casual Access	2	2	1	1	3	10	4	5
Dangerous Building	5	5	3	2	5	4	5	8
Fire Damaged Building	15	9	16	16	4	4	11	11
Water Damaged Building	5	4	7	6	16	15	16	18
Illegal Fill/Excavation	0	0	1	1	3	1	0	0
Notice of License Requirement	16	10	7	5	7	20	7	6
Notice of Permit Requirement	39	20	44	10	20	51	43	22
Business License Inspection	49	45	123	2	52	52	62	96
Code Compliance Inspection	41	34	20	1	22	22	36	38
Misc. Service Requests	25	15	44	34	17	13	35	35
<b>TOTAL New Service Requests</b>								
<i>New</i> Service Requests Resolved	<u>286</u>		<u>414</u>		<u>170</u>		<u>225</u>	
<i>Prior</i> Service Requests Resolved	<u>189</u>		<u>150</u>		<u>164</u>		<u>119</u>	
<b>TOTAL <i>Resolved</i> this Quarter</b>	<u>351</u>		<u>544</u>		<u>324</u>		<u>368</u>	
<b>TOTAL OPEN Service Requests Remaining at End of this Qtr</b>	<u>372</u>		<u>419</u>		218		<u>385</u>	

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# Development Services Department

## Plan Review Division

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### **Purpose**

The purpose of this Division is to review projects for adherence to currently adopted building codes and provide interpretations on building code language and intent; to provide a safe building environment held to a modern standard. We meet this purpose by providing engineering review of permit applications for residential and commercial construction projects to include plans and calculations as required; coordination with the Building Inspection Division for issues during construction and code violations.

### **Direct Services**

- Attend preliminary permit submittal meetings to discuss potential conflicts that could delay approvals when submitting.
- Review permit applications for commercial and residential construction projects within the Building Safety Service Area (BSSA) or as requested outside the BSSA but still within the Municipality of Anchorage.
  - Provide approval or comments for corrections to applicant.
- Provide support to the Building Inspection Division during construction for permitted work that does not match permit documents.
- Review Alternate Means and Methods (AMM) requests for adherence to the intent of the code; to verify AMM provides equivalent health and safety standards, for final approval by the Building Official.
- Conduct site visits with Building Inspection Division following service request for non-code-compliant items; assist in developing path forward to compliance with building owner.
- Provide customer service, education and code enforcement including interpretation of Anchorage Municipal Code.
- Respond to public comments, issues, or questions with respect to the Municipality of Anchorage's currently adopted codes and policies.
- Develop and share handouts and policies for clarity on the currently adopted building codes, to be reviewed and approved by the Building Official.
- Review and approve third party reviewers for commercial and residential engineering and architectural reviews; audit minimum 10% of permits submitted by third party reviewers.

### **Accomplishment Goals**

- Complete first cycle permit reviews within currently established time frames or sooner.
  - Complete expedited reviews within half the established time frame of regular permits
- To provide enhanced review for in person applicants to streamline reviews where applicable.
- To provide clear advice and interpretations on building codes to the public.

### **Performance Measures**

Progress in achieving goals shall be measured by:

**Measure #4: Percent of first-time residential plan reviews completed within 4 business days (Plan Review Division)**

<b>Percent of 1<sup>st</sup>-Time Residential Reviews Completed within 4 Business Days</b>			
<b>Q1 2024</b>	<b>Q2 2024</b>	<b>Q3 2024</b>	<b>Q4 2024</b>
84% in 4 days	90% in 4 days	90% in 4 days	% in 4 Days
97% in 10 Days	97% in 10 Days	96% in 10 Days	% in 10 Days
198 reviews	703 reviews	564 reviews	# reviews
<b>Q1 2023</b>	<b>Q2 2023</b>	<b>Q3 2023</b>	<b>Q4 2023</b>
88% in 4 days	Data unavailable. Issues with report accuracy due to work being submitted through eplans and report from Infor being broken.	Data unavailable. Issues with report accuracy due to work being submitted through eplans and report from Infor being broken.	Data unavailable. Issues with report accuracy due to work being submitted through eplans and report from Infor being broken.
98% in 10 days	in 10 days	in 10 days	in 10 days
195 Reviews	Reviews	Reviews	Reviews
<b>Q1 2022</b>	<b>Q2 2022</b>	<b>Q3 2022</b>	<b>Q4 2022</b>
73% 4 days	74% in 4 days	70% in 4 days	83% in 4 days
94% in 10 days	91 % in 10 days	91% in 10 days	96% in 10 days
160 Reviews	299 Reviews	244 Reviews	139 Reviews
<b>Q1 2021</b>	<b>Q2 2021</b>	<b>Q3 2021</b>	<b>Q4 2021</b>
47% in 4 days	78% in 4 days	<b>81% in 4 days</b>	<b>92% in 4 days</b>
77% in 10 days	93% in 10 days	94% in 10 days	99% in 10 days
189 Reviews	720 Reviews	610 Reviews	266 Reviews
<b>Q1 2020</b>	<b>Q2 2020</b>	<b>Q3 2020</b>	<b>Q4 2020</b>
80% in 4 days	72% in 4 days	71% in 4 days	66% in 4 days
97% in 10 days	92% in 10 days	91% in 10 days	86% in 10 days
229 Reviews	638 reviews	611 reviews	284 Reviews



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# On-Site Water and Wastewater Division Development Services Department

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## **Purpose**

The purpose of this Section is to establish minimum requirements to safeguard public health by protecting aquifers from contamination and environmental degradation. We meet this purpose by providing engineering reviews and analysis as required for approval or disapproval of on-site water & wastewater disposal system permits, as-built documentation, issuance of Certificates of Onsite Systems Approval (COSA), reviewing waiver requests, enforcement and reviewing innovative on-site wastewater disposal systems and advanced technologies.

## **Direct Services**

- Review applications for the installation of on-site well and wastewater disposal systems to assure compliance with all Municipal codes and regulations.
- Review and approve (or disapprove) requests for Certificates of Onsite Systems Approval submitted by private sector engineers.
- Review and evaluate requests for waivers to established setback distance requirements between on-site septic systems and surface water, potable water wells and property lines.
- Conduct field inspections, consult with private citizens, professional engineers and other government agencies.
- Prepare and present seminars to professional engineers, well drillers, excavators, real estate agents and others.
- Provide customer service, education and code enforcement including interpretation of Anchorage Municipal Code.
- Respond to citizen complaints regarding on-site wells and wastewater disposal systems. Ensure that code compliance is accomplished and that offenders are dealt with firmly and fairly.

## **Accomplishment Goals**

- Approve COSA applications for existing wastewater system with 3 business days.
- Private engineer's inspection reports reviewed and approved with 3 business days.
- On-site and septic permit applications reviewed within 3 business days.

## **Performance Measures**

Progress in achieving goals shall be measured by:

**Measure #5: Percent of certificate of on-site approval (COSA) applications for existing wastewater (septic) systems reviewed within 3 business days. (On-Site Water and Wastewater Division)**

Percent of Certificate of On-Site Acceptance Applications Reviewed w/ 3 Business Days			
Q1 2024	Q2 2024	Q3 2024	Q4 2024
100%	100%	98%	%
3 staff	6 staff	3 staff	# staff
86 applications	125 applications	170 applications	# applications
Q1 2023	Q2 2023	Q3 2023	Q4 2023
44%	Data unavailable. Issues with report accuracy due to work being submitted through eplans and report from Infor being broken.	36%	56%
2 staff	staff	3 staff	3 staff
79 applications	applications	143 applications	102 applications
Q1 2022	Q2 2022	Q3 2022	Q4 2022
75%	41%	35%	55%
3 Staff	3 Staff	2 Staff	3 Staff
119 applications	196 applications	162 applications	85 applications
Q1 2021	Q2 2021	Q3 2021	Q4 2021
82%	56%	50%	71%
3 staff	3 staff	3 staff	3 staff
145 applications	220 applications	217 applications	147 applications
Q1 2020	Q2 2020	Q3 2020	Q4 2020
95%	87%	41 %	67 %
3 staff	3 staff	3* staff	3 staff
129 applications	163 applications	242 applications	166 applications
<i>*One of three staff out for medical leave for part of Q3 2020.</i>			

**Measure #6: Percent of private engineers' inspection reports submitted to the MOA that are reviewed and completed within 3 business days after date of submittal. (On-Site Water and Wastewater Division)**

Percent of Inspection Report Reviews Completed within 3 Business Days			
Q1 2024	Q2 2024	Q3 2024	Q4 2024
20% in 3 days	43 in 3 days	No data available	% in 3 days
3 staff	3 staff	# staff	# staff
45 reviews	35 reviews	# reviews	# reviews

Q1 2023	Q2 2023	Q3 2023	Q4 2023
19% in 3 days	Data unavailable. Issues with report accuracy due to work being submitted through eplans and report from Infor being broken.	Data unavailable. Issues with report accuracy due to work being submitted through eplans and report from Infor being broken.	18% in 3 days
2 staff		staff	3 staff
32 reviews		reviews	60 reviews
Q1 2022	Q2 2022	Q3 2022	Q4 2022
66% in 3 days	25% in 3 days	20% in 3 days	22% in 3 days
3 staff	3 staff	2 staff	3 staff
59 reviews	28 reviews	20 reviews	41 reviews
Q1 2021	Q2 2021	Q3 2021	Q4 2021
63% in 3 days	77% in 3 days	67% in 3 days	59% in 3 days
3 staff	3 staff	3 staff	3 staff
70 reviews	35 reviews	49 reviews	63 reviews
Q1 2020	Q2 2020	Q3 2020	Q4 2020
48% in 3 days	89% in 3 days	42% in 3 days	49% in 3 days
3 staff	3 staff	3* staff	3 staff
69 reviews	38 reviews	55 reviews	80 reviews
<i>*One of three staff out for medical leave for part of Q3 2020.</i>			

**Measure #7: Percent of on-site well and septic permit application reviews completed within 3 business days (On-Site Water and Wastewater Division)**

Percent of On-Site Permit Application Reviews Completed within 3 Business Days			
Q1 2024	Q2 2024	Q3 2024	Q4 2024
56% in 3 days	% in 3 days	No Data Available	% in 3 days
3 staff	# staff	# staff	# staff
43 permits	# permits	# permits	# permits
Q1 2023	Q2 2023	Q3 2023	Q4 2023
50% in 3 days	Data unavailable. Issues with report accuracy due to work being submitted through eplans and report from Infor being broken.	Data unavailable. Issues with report accuracy due to work being submitted through eplans and report from Infor being broken.	64% in 3 days
2 staff		staff	3 staff
50 permits		permits	89 permits
Q1 2022	Q2 2022	Q3 2022	Q4 2022
73 % in 3 days	22% in 3 days	20% in 3 days	22% in 3 days
3 staff	3 staff	2 staff	3 staff

67 permits	164 permits	149 permits	85 permits
<b>Q1 2021</b>	<b>Q2 2021</b>	<b>Q3 2021</b>	<b>Q4 2021</b>
78% in 3 days	48% in 3 days	46% in 3 days	71% in 3 days
3 staff	3 staff	3 staff	3 staff
91 permits	157 permits	162 permits	72 permits
<b>Q1 2020</b>	<b>Q2 2020</b>	<b>Q3 2020</b>	<b>Q4 2020</b>
92% in 3 days	76% in 3 days	33% in 3 days	42% in 3 days
3 staff	3 staff	3*staff	3 staff
52 permits	160 permits	192 permits	96 permits
<b><i>*One of three staff out for medical leave for part of Q3 2020.</i></b>			

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# Private Development Division Development Services Department

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## **Purpose**

- Ensure that all new subdivisions and right-of-way improvements adhere to the established standards set forth by municipal codes, as well as platting and zoning regulations.
- Promote high-quality development by the private sector through reviewing building permits, subdivision plans, and Stormwater Pollution Prevention Plans.
- Review Flood Hazard Permits for construction and development within the floodplain to minimize damage to structures and property during flood events.

## **Direct Services**

- Review private development construction plans and plats to promote conformance with municipal codes and design standards.
- Review and approve building permit plans to promote conformance with municipal codes and design standards.
- Review and approve Stormwater Pollution Prevention Plans for construction projects to ensure contractors effectively manage materials, equipment, and runoff on construction sites.
- Prepare subdivision agreements in accordance with Platting Board's summary of action.
- Conduct thorough surveillance, pre-final, and final inspections on new subdivision construction to ensure adherence to approved construction plans and regulatory requirements.
- Conduct surveillance inspections on new construction projects to verify compliance with approved erosion and sediment control plan.
- Respond to public inquiries concerning activity within the floodplain.

## **Accomplishment Goals**

- To ensure 100% compliance of private development construction plans and plats with municipal codes and design standards through thorough and accurate reviews, thereby facilitating safe and sustainable development within the community.
- Efficiently review and approve building permit plans with a 100% compliance rate to municipal codes and design standards, facilitating safe and high-quality construction projects that enhance the community's infrastructure.
- To meticulously review and approve Stormwater Pollution Prevention Plans (SWPPP) for all construction projects, ensuring that contractors effectively manage materials, equipment, and runoff on construction sites, thereby minimizing environmental impact and promoting sustainable development practices.
- To draft subdivision agreements aligned with the Platting Board's directives, facilitating transparent and legally compliant land development processes that promote community safety, sustainability, and development.
- To consistently execute comprehensive surveillance, pre-final, and final inspections on new subdivision construction projects, achieving a 100% compliance rate with approved construction plans and regulatory standards. Through close oversight, contribute to the successful completion of safe, high-quality development that enhance community infrastructure and uphold regulatory integrity.
- To conduct surveillance inspections on new construction projects, ensuring adherence to approved erosion and sediment control plans. Achieve full compliance with regulatory

standards, thereby promoting environmental protection and sustainable development practices within the community.

- Provide timely and accurate responses to all public inquiries regarding activity within the floodplain, ensuring clarity and understanding of regulations and potential risks. Enhance public awareness and confidence by delivering comprehensive information and guidance, ultimately fostering community safety in flood-prone areas.

**Performance Measures**

Progress in achieving goals shall be measured by:

**Measure #8: Percent of all required MOA development plan review responses provided to a customer within 15 business days of submittal (Private Development Division)**

Percent of Development Review Responses Provided Within Fifteen Business Days			
Q1 2024	Q2 2024	Q3 2024	Q4 2024
80% <sup>12</sup>	100% <sup>13</sup>	100%	%
Q1 2023	Q2 2023	Q3 2023	Q4 2023
100% <sup>8</sup>	100% <sup>9</sup>	100% <sup>10</sup>	100% <sup>11</sup>
Q1 2022	Q2 2022	Q3 2022	Q4 2022
80%	92% <sup>5</sup>	100% <sup>6</sup>	100 % <sup>7</sup>
Q1 2021	Q2 2021	Q3 2021	Q4 2021
79% <sup>1</sup>	94% <sup>2</sup>	100% <sup>3</sup>	86 % <sup>4</sup>
Q1 2020	Q2 2020	Q3 2020	Q4 2020
70%	80%	100%	100%

<sup>1</sup> Fourteen reviews in Q1 2021; three were 1 to 2 days late due to late comment submittals from other reviewing agencies.

<sup>2</sup> Eighteen reviews in Q2 2021; 17 were sent out on time. One was due on a Friday and went out the following Monday due to late comment submittals.

<sup>3</sup> Fifteen reviews in Q3 2021. 100% of reviews sent out on time.

<sup>4</sup> Seven reviews in Q4 2021. 86% of reviews sent out on time

<sup>5</sup> Thirteen reviews in Q2 2022. 12 sent out on time and 1 late

<sup>6</sup> Ten reviews in Q3 2022, 100% of reviews sent out on time.

<sup>7</sup> Eight Reviews in Q4 2022, 100% of reviews sent out on time.

<sup>8</sup> Seven Reviews in Q1 2023, 100% of reviews sent out on time.

<sup>9</sup> Nine Reviews in Q2 2023, 100% of reviews sent out on time.

<sup>10</sup> Sixteen Reviews in Q3 2023, 100% of reviews sent out on time.

<sup>11</sup> Three reviews in Q4 2023, 100% of reviews sent out on time.

<sup>12</sup> Five reviews in Q1 2024, 80% of reviews sent out on time

<sup>13</sup> Nine reviews in Q2 2024, 100% of reviews sent out on time

**Measure #9: Percent of all required MOA development plan review responses provided to a customer withing 15 business days of submittal. (Private Development Division) (NEW)**

Q1 2024	Q2 2024	Q3 2024	Q4 2024
Not reported	Not reported	100%	%

**Measure #10: Percent of initial Private Development civil reviews completed within 20 working days (Private Development Division) (NEW)**

Q1 2024	Q2 2024	Q3 2024	Q4 2024
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Not reported	Not reported	88%	%
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**Measure #11: Percent of subsequent Private Development civil reviews and change orders completed within 10 working days. (Private Development Division)**  
**(NEW)**

Q1 2024	Q2 2024	Q3 2024	Q4 2024
Not reported	Not reported	95%	%

**Measure #12: Percent of Subdivision Agreement Reviews completed within 15 working days from the date of submittal. (Private Development Division)**  
**(NEW)**

Q1 2024	Q2 2024	Q3 2024	Q4 2024
Not reported	Not reported	100%	%

**Measure #13: Percent of Storm Water Pollution Prevention Plans (SWPPP) reviewed with in 10 working days from date of submittal. (Private Development Division)**  
**(NEW)**

Q1 2024	Q2 2024	Q3 2024	Q4 2024
Not reported	Not reported	100%	%

**Measure #14: Percent of Planning, Zoning, and Platting cases reviewed by the assigned agency comment due date. (Private Development Division)**  
**(NEW)**

Q1 2024	Q2 2024	Q3 2024	Q4 2024
Not reported	Not reported	92%	%

**Measure #15: Percent of Subdivision Agreement inspections completed within 5 working days from the date of inspection request. (Private Development Division)**  
**(NEW)**

Q1 2024	Q2 2024	Q3 2024	Q4 2024
Not reported	Not reported	92%	%

**Measure #16: Percent of Private Development inspections completed within five working days from the date of the inspection request. (Private Development Division)**  
**(NEW)**

Q1 2024	Q2 2024	Q3 2024	Q4 2024
Not reported	Not reported	25%	%

**Measure #17: Percent of Erosion and Sediment Control Inspections completed within five working days from the date of inspection request. (Private Development Division)**  
**(NEW)**

Q1 2024	Q2 2024	Q3 2024	Q4 2024
Not reported	Not reported	100%	%

**Measure #18: Percent of Flood Hazard public inquires responded to within four working days. (Private Development Division)**  
**(NEW)**

Q1 2024	Q2 2024	Q3 2024	Q4 2024
Not reported	Not reported	100%	%



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# Land Use Permitting & Enforcement Division Development Services Department

*Anchorage: Performance. Value. Results.*

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## **Purpose**

Protect the public health, safety, welfare, and economic vitality by:

Protecting the traveling public and improving the quality, useful life, and safety of public infrastructure within the rights-of-way of the Municipality of Anchorage.

Improving quality of life and property values through effective application and enforcement of Anchorage Municipal Code Title 15 (Environmental Protection), 21 (Land Use Planning), 24 (Streets and Rights of Way), and six other codes.

Providing technical expertise and assistance to the public and development community through review of development proposals, land use and building permits and facility licenses; and

Maintaining unique addressing and street names to ensure 911 public safety and conformance with Anchorage's land use regulations.

## **Direct Services**

### **Right of Way Permitting & Enforcement**

- Interpret, apply, and enforce Anchorage Municipal Code Title 24, Streets & Rights of Way and eight other municipal codes.
- Investigate and resolve complaints of unsafe or illegal usage of rights-of-way.
- Inspect construction projects within municipal rights-of-way.
- Review construction plans and issue right-of-way permits on a timely basis; and
- Provide critical support for community events such as Fur Rendezvous and Iditarod.

### **Land Use Enforcement**

Interpret, apply, and enforce Anchorage Municipal Code Title 15 (Environmental Protection), Title 21 (Land Use Planning), and seven other municipal codes; and

- Review and inspect marijuana businesses, day care centers, animal facilities, & businesses selling alcoholic beverages for compliance with municipal land use regulations when those businesses seek new licenses or renewals.

### **Addressing**

- Maintain the Master Street Address Guide (MSAG);
- Provide critical support to maintain the 911 address data layer to support the Anchorage Police and Fire Departments; and
- Assign addresses to new construction and work to eliminate duplicate street names.

## **Accomplishment Goals**

- Continue to make progress eliminating duplicate street names to ensure the uniqueness of each address, thereby improving E911 response times.
- Protect the traveling public and the municipal rights-of-way, the largest single asset of the Municipality of Anchorage at +\$10 billion.
- Respond to land use code complaints within established timeframes.
- Complete final zoning inspections same day as requested; and
- Provide timely and accurate services for:
  - Business facility reviews and inspections
  - Assignment of new addresses, and

- Maintenance of GIS map data layers for roads and addresses

## Performance Measures

Progress in achieving goals will be measured by:

### Performance Measures Definitions and Terminology

Example: Measure #11: Percent of land use enforcement *complaints* with investigation initiated within one *working day* of receipt. (*Land Use Enforcement*)

**Complaint(s)** is defined as a request for assistance or an allegation of a use or activity not permitted by applicable Anchorage Municipal Code (AMC).

**Investigated or Investigation** is defined as the formal examination or action by the assigned enforcement agency to resolve the request for assistance and/or determine whether a violation of municipal code has occurred.

**Examples include but are not limited to:** complaint review, contact of complainant or alleged violator, issuance of relevant correspondence, site visit and the like, and completion of the supporting data entry and documentation of evidence and results.

**Working day** is defined as a scheduled shift a code enforcement officer is working who is responsible for the type of complaint and area the complaint is filed in.

“Working day” **does not** include scheduled days off such as weekends or holidays. However, “working day” **includes** scheduled vacation days as management has the responsibility to provide area coverage during those times.

### **Measure #19: Inspections of permitted construction completed to ensure installation compliance with MOA standards and specifications (Right of Way Division)**

Right of Way Construction Inspections Completed			
Month/Year	# of ROW Officers	Accomplished	YTD
Jan 24	5	566	566
Feb 24	4	11	577
Mar 24	4.75	38	615
Apr 24	5	214	829
May 24	5	379	1,208
Jun 24	5.25	627	1,835
Jul 24	6	677	2,512
Aug 24	6	833	3,345
Sept 24	6	447	3,792
Oct 24			
Nov 24			
Dec 24			
Jan 23	6	529	529
Feb 23	6	233	762
Mar 23	6	397	1159
Apr 23	6	284	1443
May 23	5	269	1712
Jun 23	5	368	2080
Jul 23	5	520	2600
Aug 23	5	476	3076

Sep 23	4.25	243	3319
Oct 23	4	424	3743
Nov 23	4.75	112	3855
Dec 23	5	117	3972
Jan 22	6	566	566
Feb 22	6	228	794
Mar 22	6	151	945
Apr 22	8**	130	1,075
May 22	*6**	330	1,405
Jun 22	*6**	551	1,956
Jul 22	*7**	393	2,349
Aug 22	8**	628	2,977
Sep 22	8**	757	3,734
Oct 22	8**	533	4,256
Nov 22	8**	309	4,565
Dec 22	8**	322	4,887

Examples of inspection types are: initial, progress (there could be 4-6 or more progress inspections), final, and warranty.

\*Two Right of Way Enforcement Officer Vacancies.

\*\*Two Inspectors are supporting Project Management and Engineering and inspections are not accounted for in this measure.

**Measure #20: Percent of all complaints of illegal uses with the rights-of-way with investigation initiated within one working day of receipt (Right-of-Way Division)**

**Percent of Illegal ROW Usage Complaints with Investigations initiated within One Working Day**

Month & Year	# of ROW Officers	Number of Complaints	Number Investigated within 1 Working Day	Percent Investigated within 1 Working Day	# Found to be no Violation	Cases w Violations Closed this Quarter (new cases)	Cases w Violations Closed this Qtr (pre-existing cases)
Jan 24	5	269	268	99%	13	579	4
Feb 24	4	207	199	96%	7		
Mar 24	4.75	105	103	98%	4		
Apr 24	5	58	57	98%	6	204	0
May 24	5	82	81	99%	4		
Jun 24	5.5	64	90	94%	2		
Jul 24	6	64	60	96%	1	277	0
Aug 24	6	109	108	99%	2		
Sep 24	6	79	78	99%	2		
Oct 24							
Nov 24							
Dec 24							
Jan 23	6	226	224	99%	26	596	0
Feb 23	6	291	286	98%	26		
Mar 23	6	79	79	100%	11		
Apr 23	6	57	50	88%	4	243	26
May 23	5	100	99	99%	16		
Jun 23	5	86	84	98%	10		
Jul 23	5	79	78	99%	9	216	6
Aug 23	5	80	78	97%	3		

Sep 23	4.25	106	106	100%	6	1237	0
Oct 23	4	88	86	98%	5		
Nov 23	4.75	638	629	98%	60		
Dec 23	5	511	495	97%	46		
Jan 22	6	129	129	100%	13	531	0
Feb 22	6	280	280	100%	29		
Mar 22	6	122	122	100%	12		
Apr 22	6	80	80	100%	26	243	7
May 22	*4	80	80	100%	44		
Jun 22	*4	83	83	100%	46		
Jul 22	5	75	75	100%	7	218	4
Aug 22	6	89	89	100%	9		
Sep 22	6	79	79	100%	9		
Oct 22	6	139	80	58%	6	1,246	6
Nov 22	6	283	202	71%	9		
Dec 22	6	824	687	83%	69		

\*Greater than 100% because officers observed & investigated other violations in addition to investigating complaints received same day.

**Measure #21: Percent of land use enforcement complaints with investigation initiated within one working day of receipt. (Land Use Enforcement Division)**

Month/Year	# of LUE Officers including 1 Lead Officer	Number of Complaints	Number Investigated within 1 Working Day	Percent Investigated within 1 Working Day	# Found to be no Violation	Cases w Violations Closed this Quarter (new cases)	Cases w Violations Closed this Qtr (pre-existing cases)
Jan 24	6	55	54	98%	38	182	30
Feb 24	6	62	61	98%	29		
Mar 24	6	65	63	97%	37		
Apr 24	6	159	159	100%	87	381	9
May 24	5	128	124	97%	58		
Jun 24	5	94	89	95%	35		
Jul 24	5	94	89	95%	35	423	0
Aug 24	5	125	125	98%	61		
Sep 24	5.5	124	121	98%	47		
Oct 24							
Nov 24							
Dec 24							
Jan 23	6	80	76	95%	34	220	1
Feb 23	6	74	72	97%	42		
Mar 23	5.5	66	65	98	39		
Apr 23	5	109	101	93%	41	392	21
May 23	5	154	111	72%	54		
Jun 23	5.5	129	116	90%	51		
Jul 23	5	163	162	99%	108	350	18
Aug 23	5	106	106	100%	30		
Sep 23	5	81	77	95%	18		
Oct 23	5.5	88	80	91%	44	204	0
Nov 23	6	63	63	100%	22		
Dec 23	6	53	52	98%	20		
Jan 22	6	99	99	100%	32	341	30



### PVR Measure WC: Managing Workers' Compensation Claims

Reducing job-related injuries is a priority for the Administration by ensuring safe work conditions and safe practices. By instilling safe work practices, we ensure not only the safety of our employees but reduce the potential for injuries and property damage to the public. The Municipality is self-insured and every injury poses a financial burden on the public and the injured worker's family. It just makes good sense to WORK SAFE.

Results are tracked by monitoring monthly reports issued by the Risk Management Division.

