

Development Services



**Municipal
Manager**

**Planning,
Development &
Public Works**

**Development
Services**

Development Services Department

Description

Development Services' mission is to foster economic development and a high quality of life for our community through robust, responsible and sustainable development. We enforce building safety, work to ensure municipal rights-of-way are safe for the traveling public and promote cohesive neighborhoods by ensuring land uses conform with the adopted codes.

Divisions

- Director's Office & Administration (101000 and 163000)
 - Provides leadership and coordination for overall operations of the department; and
 - Provides full array of administrative services: budget, accounting, purchasing, IT coordination, human resources coordination, payroll, etc.
- Building Safety (163000)
 - Processes applications for building permits.
 - Reviews submitted plans for compliance with adopted codes and design criteria.
 - Performs inspections for all construction disciplines to ensure code compliance.
 - Tracks progress on permitted projects for required approvals, and issues final certificates of occupancy for projects that have passed all required inspections.
- Land Use Enforcement (101000)
 - Enforces municipal codes to ensure properties are in compliance with land use regulations.
- On-Site and Wastewater (101000)
 - Regulates on-site water and wastewater systems.
 - Issues Certificate of Onsite Systems Acceptance (COSA) required for the sale/purchase of properties with septic systems.
 - Reviews engineered submittals for platting cases to ensure developability.
- Right-of-Way Enforcement (101000)
 - Permits, inspects, and manages all construction activities occurring within public rights-of-way and municipal easements.
 - Ensures proper and legal use of municipal rights-of-way by enforcing Title 24.
 - Aides MOA Street Maintenance with winter and summer maintenance.
 - Inspects Private Development projects.
- Private Development (101000)
 - Reviews planning, zoning and platting cases and makes recommendations to boards and commissions to ensure improvements and land uses associated with new developments comply with applicable standards and municipal codes.
 - Administers development agreements for private parties constructing road, drainage and lighting improvements within public right-of-way.
 - Reviews engineered plans for roads, drainage and street lighting for conformance with municipal standards.
 - Provides construction oversight inspections for privately funded subdivision projects.
- Code Abatement (101000 and 163000)
 - Investigates reports of dangerous buildings, writes citations, and follows up to ensure code compliance.
 - Investigates and responds to complaints related to work performed without permits, building code violations, and unlicensed contractors.
 - Secures, monitors and tracks vacant and abandoned buildings to prevent public access and nefarious activity.
 - Enforces Titles 9, 10, 14, 15, 21, 23, 24, 25, and 26.

Department Goals that Contribute to Achieving the Mayor’s Mission:



Good Government

- Continue to improve customer service by adding and retaining permit counter staff, improving employee morale, improving employee knowledge base with new training opportunities and instituting easy online permitting and payment systems.
- Increasing property values and providing development opportunities by removing blighted properties and readying lots for redevelopment.
- Increasing department transparency and informing the public by tailoring weekly and monthly permitting and construction valuation reporting to provide both detailed and “big-picture” information.
- Increasing revenue by revamping antiquated accounting practices to ensure all department revenue is correctly captured.



Safe Streets and Trails

- Mobilize ROW Enforcement plow trucks to assist Street Maintenance and Parks and Recreation with snow removal operations on critical streets and trailheads.
- Ensure new developments incorporate adequate snow storage, drainage improvements, lighting and bike/pedestrian facilities.
- Assist APD in the abatement of derelict properties and homeless camps.
- Demolish blighted, vacant properties to reduce the number of “hotspots” requiring APD and AFD resources.



Building Our Future

- Work with the community and legislature to revamp outdated regulatory requirements hindering economic development.
- Incentivize more multifamily development by building regulatory discretion into codified off-site improvement requirements.
- Simplify permitting, review and inspection processes with updated and improved software functionality.
- Collaborate with the development community to identify development roadblocks and find compromises.
- Rework contract bonding language in coordination with the Legal Department to allow for a more diverse pool of contractors to bid on private development projects, create a more competitive bidding environment and drive down construction prices.

Development Services Department Summary

	2023 Actuals Unaudited	2024 Revised	2025 Proposed	25 v 24 % Chg
Direct Cost by Division				
DS Development Services	11,202,794	12,144,553	12,403,779	2.13%
Direct Cost Total	11,202,794	12,144,553	12,403,779	2.13%
Intragovernmental Charges				
Charges by/to Other Departments	2,035,001	2,224,308	2,292,672	3.07%
Function Cost Total	13,237,795	14,368,861	14,696,451	2.28%
Program Generated Revenue	(8,871,358)	(8,485,900)	(8,102,900)	(4.51%)
Net Cost Total	4,366,437	5,882,961	6,593,551	12.08%
Direct Cost by Category				
Salaries and Benefits	10,692,154	11,473,030	11,741,869	2.34%
Supplies	92,081	139,711	139,711	-
Travel	2,615	-	-	-
Contractual/Other Services	389,465	522,267	512,654	(1.84%)
Debt Service	-	-	-	-
Equipment, Furnishings	26,479	9,545	9,545	-
Direct Cost Total	11,202,794	12,144,553	12,403,779	2.13%
Position Summary as Budgeted				
Full-Time	72	72	72	-
Part-Time	-	-	-	-
Position Total	72	72	72	-

Development Services Reconciliation from 2024 Revised Budget to 2025 Proposed Budget

	Direct Costs	Positions		
		FT	PT	Seas/T
2024 Revised Budget	12,144,553	72	-	-
Changes in Existing Programs/Funding for 2025				
- Salaries and benefits adjustments	259,226	-	-	-
2025 Continuation Level	12,403,779	72	-	-
2025 Proposed Budget Changes				
- None	-	-	-	-
2025 Proposed Budget	12,403,779	72	-	-

Development Services
Division Summary
DS Development Services

(Fund Center # 192020, 192080, 192030, 192075, 192040, 192070, 192050, 192015, 192010,...)

	2023 Actuals Unaudited	2024 Revised	2025 Proposed	25 v 24 % Chg
Direct Cost by Category				
Salaries and Benefits	10,692,154	11,473,030	11,741,869	2.34%
Supplies	92,081	139,711	139,711	-
Travel	2,615	-	-	-
Contractual/Other Services	389,465	522,267	512,654	(1.84%)
Equipment, Furnishings	26,479	9,545	9,545	-
Manageable Direct Cost Total	11,202,794	12,144,553	12,403,779	2.13%
Debt Service	-	-	-	-
Depreciation/Amortization	-	-	-	-
Non-Manageable Direct Cost Total	-	-	-	-
Direct Cost Total	11,202,794	12,144,553	12,403,779	-
Intragovernmental Charges				
Charges by/to Other Departments	2,035,001	2,224,308	2,292,672	3.07%
Function Cost Total	13,237,795	14,368,861	14,696,451	2.28%
Program Generated Revenue by Fund				
Fund 101000 - Areawide General	2,061,536	2,195,000	2,120,400	(3.40%)
Fund 163000 - Anchorage Building Safety SA	6,809,822	6,290,900	5,982,500	(4.90%)
Program Generated Revenue Total	8,871,358	8,485,900	8,102,900	(4.51%)
Net Cost Total	4,366,437	5,882,961	6,593,551	12.08%

Position Summary as Budgeted

Full-Time	72	72	72	-
Position Total	72	72	72	-

Development Services

Division Detail

DS Development Services

(Fund Center # 192020, 192080, 192030, 192075, 192040, 192070, 192050, 192015, 192010,...)

	2023 Actuals Unaudited	2024 Revised	2025 Proposed	25 v 24 % Chg
Direct Cost by Category				
Salaries and Benefits	10,692,154	11,473,030	11,741,869	2.34%
Supplies	92,081	139,711	139,711	-
Travel	2,615	-	-	-
Contractual/Other Services	389,465	522,267	512,654	(1.84%)
Equipment, Furnishings	26,479	9,545	9,545	-
Manageable Direct Cost Total	11,202,794	12,144,553	12,403,779	2.13%
Debt Service	-	-	-	-
Non-Manageable Direct Cost Total	-	-	-	-
Direct Cost Total	11,202,794	12,144,553	12,403,779	2.13%
Intragovernmental Charges				
Charges by/to Other Departments	2,035,001	2,224,308	2,292,672	3.07%
Program Generated Revenue				
404010 - Plmbr/Gas/Sht Metal Cert	25,238	150,000	25,000	(83.33%)
404030 - Plmbr/Gas/Sht Metal Exam	8,110	9,400	8,000	(14.89%)
404060 - Local Business Licenses	102,909	450,000	89,000	(80.22%)
404090 - Building Permit Plan Review Fees	1,374,853	1,000,000	1,302,000	30.20%
404091 - Flood Hazard Permit Reviews	-	-	30,000	100.00%
404092 - Storm Water Plan Reviews	-	-	30,000	100.00%
404100 - Bldg/Grade/Clearing Permit	3,995,114	3,300,000	3,300,000	-
404110 - Electrical Permit	203,365	200,000	190,000	(5.00%)
404120 - Mech/Gas/Plumbing Permits	589,225	520,000	515,000	(0.96%)
404130 - Sign Permits	46,055	42,000	35,000	(16.67%)
404140 - Construction & ROW Permits	1,119,810	1,100,000	-	(100.00%)
404141 - ROW Rental Permits	-	-	200,000	100.00%
404142 - ROW General Permits	-	-	200,000	100.00%
404143 - ROW Utility Permits	-	-	600,000	100.00%
404150 - Elevator Permits	435,532	595,000	485,000	(18.49%)
404160 - Mobile Home/Park Permits	530	-	-	-
404220 - Miscellaneous Permits	162,893	199,000	126,000	(36.68%)
404222 - On-Site Permits	-	-	200,000	100.00%
406020 - Inspections	162,622	170,000	170,000	-
406021 - Storm Water Inspections	-	-	30,000	100.00%
406022 - Code Compliance Inspections	-	-	20,000	100.00%
406120 - Rezoning Inspections	52,600	70,000	51,000	(27.14%)
406170 - Sanitary Inspection Fees	491,892	595,000	-	(100.00%)
406450 - Mapping Fees	55	1,500	1,200	(20.00%)
406461 - Code Abatement Time	-	-	50,000	100.00%
406470 - Development Services Admin Fees	-	-	10,000	100.00%
406471 - Application Fees	-	-	2,000	100.00%
406550 - Address Fees	20,654	24,000	21,000	(12.50%)

2025 Proposed General Government Operating Budget

	2023 Actuals Unaudited	2024 Revised	2025 Proposed	25 v 24 % Chg
406580 - Copier Fees	26,875	21,000	21,000	-
406590 - COSA Fees	-	-	250,000	100.00%
406625 - Reimbursed Cost-NonGrant Funded	40	-	13,000	100.00%
407050 - Other Fines & Forfeitures	47,996	38,000	83,200	118.95%
408380 - Prior Year Expense Recovery	4,887	-	-	-
408560 - Appeal Receipts	-	500	500	-
408580 - Miscellaneous Revenues	103	500	45,000	8900.00%
Program Generated Revenue Total	8,871,358	8,485,900	8,102,900	(4.51%)
Net Cost				
Direct Cost Total	11,202,794	12,144,553	12,403,779	2.13%
Charges by/to Other Departments Total	2,035,001	2,224,308	2,292,672	3.07%
Program Generated Revenue Total	(8,871,358)	(8,485,900)	(8,102,900)	(4.51%)
Net Cost Total	4,366,437	5,882,961	6,593,551	12.08%

Position Detail as Budgeted

	2023 Revised		2024 Revised		2025 Proposed	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Administrative Coordinator	-	-	-	-	1	-
Civil Engineer II	2	-	2	-	2	-
Civil Engineer III	1	-	1	-	1	-
Civil Engineer IV	2	-	2	-	2	-
Director, Development Services	1	-	1	-	1	-
Electrical Inspector	4	-	4	-	4	-
Electrical Inspector Foreman	1	-	1	-	1	-
Elevator Inspector	3	-	3	-	3	-
Engineering Technician III	13	-	13	-	13	-
Engineering Technician IV	6	-	6	-	6	-
GIS Technician II	1	-	1	-	1	-
GIS Technician III	1	-	1	-	1	-
Junior Administrative Officer	2	-	2	-	1	-
Manager	3	-	3	-	3	-
Mechanical Inspector - Level 1	5	-	5	-	5	-
Mechanical Inspector Foreman	1	-	1	-	1	-
Permit Clerk II	-	-	1	-	1	-
Plan Review Engineer	8	-	8	-	8	-
Plan Reviewer I	3	-	2	-	2	-
Plan Reviewer II	2	-	2	-	2	-
Plan Reviewer III	1	-	1	-	1	-
Principal Accountant	1	-	1	-	1	-
Structure Inspector	10	-	10	-	9	-
Structure Inspector Foreman	1	-	1	-	2	-
Position Detail as Budgeted Total	72	-	72	-	72	-

Development Services Department

Anchorage: Performance. Value. Results.

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; and
- Enforce municipal codes to protect public assets such as rights-of-way and to promote clean and attractive neighborhoods.

Building Safety Division

Development Services Department

Anchorage: Performance. Value. Results.

Purpose

Building Safety Section accepts applications for building, land use, and private development permits; performs plan reviews for compliance with code, municipal design criteria, and municipal construction standards; issues permits; performs inspections 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;
- Verify that plans meet minimum code requirements through plan review;
- Inspect construction for compliance with plans and adopted building codes;
- Administer subdivision, improvement to public place, and development agreements in accordance with code;
- Process applications and issue permits for water and wastewater systems serving single family homes in accordance with Anchorage Municipal Code 15.55 (Water) and 15.65 (Wastewater); and
- Process certificates of on-site systems approval (COSA) for existing single-family water and wastewater systems.

Accomplishment Goals

- Manage the private development process effectively and efficiently;
- 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.
- Provide on-site water and wastewater permitting, certification, training, and enforcement consistent with goals of protecting public health and environmental quality.

Performance Measures

Progress in achieving goals will be measured by:

**Measure #1: Average number of minutes for first customer contact
(Permitting Mgt. Division)**

Average Number of Minutes for 1 st Customer Contact			
Q1 2024	Q2 2024	Q3 2024	Q4 2024
12 Minutes	30 Minutes	Minutes	Minutes
3,092 Customers	3939 Customers	# Customers	# 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 first-time residential plan reviews completed within 4 business days (Plan Review Division).

Percent of 1 st -Time Residential Reviews Completed within 4 Business Days			
Q1 2024	Q2 2024	Q3 2024	Q4 2024
84% in 4 days	90% in 4 days	% in 4 days	% in 4 Days
97% in 10 Days	97% in 10 Days	% in 10 Days	% in 10 Days
198 reviews	703 reviews	# reviews	# reviews
Q1 2023	Q2 2023	Q3 2023	Q4 2023
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
Q1 2022	Q2 2022	Q3 2022	Q4 2022
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

Q1 2021	Q2 2021	Q3 2021	Q4 2021
47% in 4 days	78% in 4 days	81% in 4 days	92% in 4 days
77% in 10 days	93% in 10 days	94% in 10 days	99% in 10 days
189 Reviews	720 Reviews	610 Reviews	266 Reviews
Q1 2020	Q2 2020	Q3 2020	Q4 2020
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

**Measure #3: 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 %	%	%
4543 regular insp. (109 Total Leftover) (98 P/M Leftover)	5960 regular insp. (167 leftover)	# regular insp.	# regular insp.
17 inspectors	# inspectors	# 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
Q1 2021	Q2 2021	Q3 2021	Q4 2021
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
Q1 2020	Q2 2020	Q3 2020	Q4 2020
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 #4: Code Abatement Service Requests: new requests, number resolved, remaining open cases (Code Abatement Unit)

2024 DATA								
2024 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	12	7	13					
Abandoned Buildings	20	5	34					
Building Open to Casual Access	4	3	5					
Dangerous Building	23	4	24					
Fire Damaged Building	5	2	6					
Water Damaged Building	12	7	3					
Illegal Fill/Excavation	1	0	3					
Notice of License Requirement	3	0	6					
Notice of Permit Requirement	20	10	36					
Business License Inspection	29	29	57					
Code Compliance Inspection	43	17	69					
Misc. Service Requests	236	137	49					
TOTAL New Service Requests	<u>408</u>		<u>305</u>					
<i>New</i> Service Requests Resolved	<u>221</u>		<u>136</u>					
<i>Prior</i> Service Requests Resolved	<u>118</u>		<u>71</u>					
TOTAL <i>Resolved</i> this Quarter	<u>339</u>		<u>207</u>					
TOTAL OPEN Service Requests Remaining at End of this Qtr	<u>545</u>		<u>552</u>					

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
TOTAL New Service Requests	<u>303</u>		<u>400</u>		<u>277</u>			
<i>New</i> Service Requests Resolved	<u>110</u>		<u>227</u>		<u>125</u>			
<i>Prior</i> Service Requests Resolved	<u>296</u>		<u>122</u>		<u>133</u>			
TOTAL <i>Resolved</i> this Quarter	<u>396</u>		<u>349</u>		<u>258</u>			
TOTAL OPEN Service Requests Remaining at End of this Qtr	<u>325</u>		<u>376</u>		<u>395</u>			

2025 Proposed General Government Operating Budget

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
TOTAL New Service Requests					<u>417</u>		<u>224</u>	
<i>New</i> Service Requests Resolved	<u>141</u>		<u>240</u>		<u>239</u>		<u>138</u>	
<i>Prior</i> Service Requests Resolved	<u>289</u>		<u>138</u>		<u>130</u>		<u>212</u>	
TOTAL <i>Resolved</i> this Quarter	<u>430</u>		<u>378</u>		<u>369</u>		<u>350</u>	
TOTAL OPEN Service Requests Remaining at End of this Qtr	<u>320</u>		<u>210</u>		<u>396</u>		<u>318</u>	

2025 Proposed General Government Operating Budget

2021 DATA								
2021 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	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
TOTAL New Service Requests								
<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>	
TOTAL <i>Resolved</i> this Quarter	<u>351</u>		<u>544</u>		<u>324</u>		<u>368</u>	
TOTAL OPEN Service Requests Remaining at End of this Qtr	<u>372</u>		<u>419</u>		218		<u>385</u>	

Measure #5: 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% ¹²	100% ¹³	%	%
Q1 2023	Q2 2023	Q3 2023	Q4 2023
100% ⁸	100% ⁹	100% ¹⁰	100% ¹¹
Q1 2022	Q2 2022	Q3 2022	Q4 2022
80%	92% ⁵	100% ⁶	100 % ⁷
Q1 2021	Q2 2021	Q3 2021	Q4 2021
79% ¹	94% ²	100% ³	86 % ⁴
Q1 2020	Q2 2%2020	Q3 2020	Q4 2020
70%	80%	100%	100%

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

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

3 Fifteen reviews in Q3 2021. 100% of reviews sent out on time.

4 Seven reviews in Q4 2021. 86% of reviews sent out on time

5 Thirteen reviews in Q2 2022. 12 sent out on time and 1 late

6 Ten reviews in Q3 2022, 100% of reviews sent out on time.

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

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

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

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

11 Three reviews in Q4 2023, 100% of reviews sent out on time.

12 Five reviews in Q1 2024, 80% of reviews sent out on time

13. Nine reviews in Q2 2024, 100% of reviews sent out on time

**Measure #6: Percent of certificate of on-site approval (COSA) applications for existing wastewater (septic) systems reviewed within 3 business days
(On-Site Water & Wastewater Section)**

Percent of Certificate of On-Site Acceptance Applications Reviewed w/ 3 Business Days			
Q1 2024	Q2 2024	Q3 2024	Q4 2024
100 %	100%	%	%
3 staff	3 staff	# staff	# staff
83 applications	125 applications	# 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
*One of three staff out for medical leave for part of Q3 2020.			

Measure #7: 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	% in 3 days	% 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 #8: 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
100% in 3 days	100% in 3 days	% in 3 days	% in 3 days
3 staff	3 staff	# staff	# staff
39 permits	107 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
Q1 2021	Q2 2021	Q3 2021	Q4 2021
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
Q1 2020	Q2 2020	Q3 2020	Q4 2020
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

*One of three staff out for medical leave for part of Q3 2020.

Land Use Permitting & Enforcement Division Development Services Department

Anchorage: Performance. Value. Results.

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 #9: Inspections of permitted construction completed to ensure installation compliance w/ MOA standards & specifications (ROW Enforcement Section)

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	1208
Jun 24	5.25	627	1835
Jul 24			
Aug 24			
Sept 24			
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 #10: Percent of all complaints of illegal uses within the rights-of-way with investigation initiated within one working day of receipt. (*Right-of-Way Enforcement Section*).

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							
Aug 24							
Sep 24							
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		
Oct 23	4	88	86	98%	5	1237	0
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 #11: Percent of land use enforcement complaints with investigation initiated within one working day of receipt. (Land Use Enforcement Section)

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							
Aug 24							
Sep 24							
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
Feb 22	6	86	62	100%	24		
Mar 22	6	156	156	100%	47		
Apr 22	6	150	150	100%	75	486	23
May 22	6	133	133	100%	51		
Jun 22	6	203	203	100%	109		
Jul 22	6	132	132	100%	65	223	37
Aug 22	5	124	124	100%	49		
Sep 22	5	123	123	100%	53		
Oct 22	5	101	101	100%	53	280	37
Nov 22	5.5	109	109	100%	59		
Dec 22	6	70	70	100%	36		

**Measure #12: Percent of final zoning inspections completed same day as requested
(Land Use Enforcement Section).**

2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inspections Requested	19	17	29	28	49	49						
Completed Same Day	16	17	29	28	49	49						
% Completed Same Day	84%	100%	100%	100%	100%	100%						
# of Staff (includes 1 lead officer)	6	6	6	6	5	5						
2023	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inspections Requested	30	39	54	33	45	100	87	79	71	56	38	25
Completed Same Day	29	39	52	33	45	98	87	76	69	55	38	25
% Completed Same Day	97%	100%	96%	100%	100%	99%	100%	97%	97%	98%	100%	100%
# of Staff (includes 1 lead officer)	6	6	5.5	5	5	5.5	5	5	5	6	6	6
2022	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inspections Requested	41	35	37	42	30	53	69	113	77	58	62	20
Completed Same Day	41	35	37	41	30	50	64	112	76	57	62	20
% Completed Same Day	100%	100%	100%	98%	100%	94%	93%	99%	99%	99%	100%	100%
# of Staff (includes 1 lead officer)	6	6	6	6	6	6	6	6	6	6	6	6

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.

