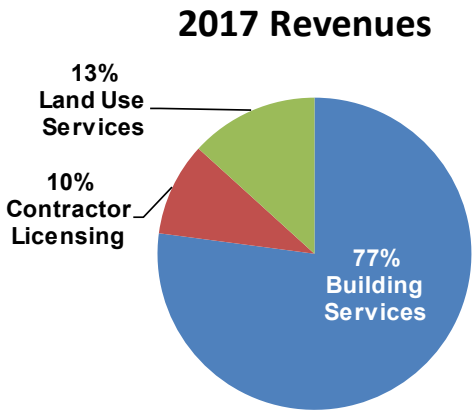
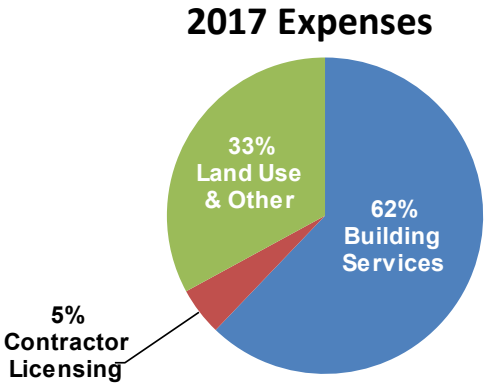
Land Use Fund

LAND USE

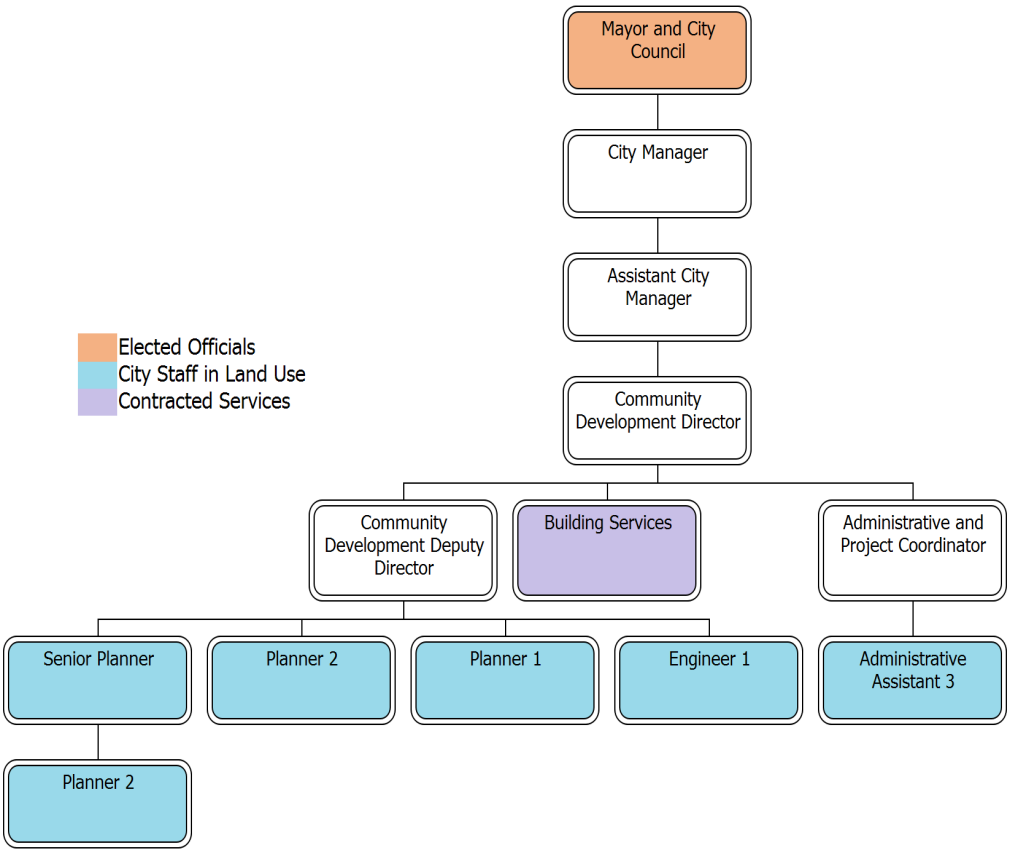
Land Use Services works to enforce the City's regulations and implement the City's vision in order to maintain and enhance the community's quality of life. It is comprised of five Divisions that, when combined, create a one-stop shop for all new land development and redevelopment. In carrying out their duties, the Land Use Services staff's utmost priority is the protection of the public's health, safety, and welfare.





Staff and Contracted Resources Summary

	2015 Actual FTE	2016 Revised FTE	2017 Proposed FTE	2016 / 2017 Difference
Current Planning	6.00	6.00	6.00	-
Engineering - Contracted	1.00	1.00	1.00	-
Building - Contracted	8.00	8.00	9.00	1.00
TOTAL	**15.00**	**15.00**	**16.00**	**1.00**



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TOTAL	**15.00**	**15.00**	**16.00**	**1.00**

Overview: The Current Planning Division is responsible for the administration of the City of Centennial's Land Development Code, including the review and processing of land development applications and other development orders in the zoning code, such as fence and sign permits, CMRS permits, development permits, and zoning clearance. The Current Planning Division also provides support to other Divisions and Departments within the City, including zoning compliance checks of building permits, business and sales tax licenses, and liquor licenses, as well as the Planning and Zoning Commission.

The Division also conducts engineering review of land use applications, the review and approval of site civil construction documents and development permits, and inspections related to the construction of improvements associated with new development. In conjunction with the Southeast Metro Stormwater Authority (SEMSWA), the Division is responsible for inspection and acceptance of new public improvements associated with land use cases and is also responsible for coordination of City services with SEMSWA.

Prior Year Accomplishments:

City Services

- Maintained an efficient, transparent, responsive, accountable, and fiscally responsible division by tracking and meeting performance measurements, improving business processes, performing customer service surveys, and operating within budget.
- Monitored citizen and customer service expectations and satifaction through customer service surveys. Implemented improvements based upon customer suggestions.

Community Quality of Life/Citizen Engagement

- Kept citizens and stakeholders informed about development and other projects with meetings and workshops. Encouraged citizen participation in the current planning process through community meetings.
- Supported neighborhoods by providing residents with information by attending three HOA meetings and one CenCON meeting.
- Supported neighborhoods and community by attending 28 meetings to provide residents with relevant and useful information about Current Planning services.

Economic Health

- Continued to implement business practices that make doing business with the City simple, efficient and as responsive as possible by increasing the number of paperless submittals. Accepted 100 percent of submittals electronically.
- Pursued opportunities for strategic annexations into the City.

Environment

- Monitored ordinances for environmentally sound practices.
- Accepted 100 percent of submittals electronically.

Performance Measurement:	Expected / Historical Average:	2016 Estimated:	2017 Projected:
Construction Documents			
Average Number of Calendar Days Until 1st Review Completion:	▪ 28.	▪ 27	▪ 25
Average Number of Calendar Days Until 2nd Review Completion:	▪ 21.	▪ 16	▪ 18
Average Number of Calendar Days Until 3rd Review Completion:	▪ 14.	▪ 5	▪ 7
Land Use			
Average Number of Calendar Days Until 1st Review Completion:	▪ 28	▪ 23	▪ 25
Average Number of Calendar Days Until 2nd Review Completion:	▪ 21	▪ 15	▪ 18
Average Number of Calendar Days Until 3rd Review Completion:	▪ 14	▪ 3	▪ 5
Rapid Review Average Permit Processing Time:	▪ 20	▪ 20	▪ 20
Total Number of Land Use Applications:	▪ 19	▪ 55	▪ 20
Total Number of Pre-Submittal Applications Reviewed:	▪ 15	▪ 42	▪ 15

Goals and Objectives:

City Services

- Maintain an efficient, transparent, responsive, accountable, and fiscally responsible division by tracking and meeting performance measurements, improving business processes, performing customer service surveys, and operating within budget.
- Monitor citizen and customer service expectations and satisfaction through customer service surveys. Implement improvements based upon customer suggestions.

Community Quality of Life/Citizen Engagement

- Continue to keep citizens and stakeholders informed about development and other projects with meetings and workshops. Encourage citizen participation in the current planning process through community meetings.
- Support neighborhoods by providing residents with information by attending HOA meetings and CenCON meetings.
- Support neighborhoods and community by attending meetings to provide residents with relevant and useful information about Current Planning services.

Economic Health

- Continue to implement business practices that make doing business with the City simple, efficient and as responsive as possible by increasing the number of paperless submittals.
- Pursue opportunities for strategic annexations into the City.

Environment

- Monitor ordinances for environmentally sound practices.
- Accept 100 percent of submittals electronically.

Overview: The Building Division is responsible for ensuring the life safety of all persons in the City of Centennial related to the construction of all commercial and residential structures, by enforcing compliance of the adopted International Codes. This is achieved by examining submitted plans and conducting necessary inspections to assure compliance with all City of Centennial building codes and ordinances.

Prior-Year Accomplishments:

City Services

- Developed and launched an improved Home Improvement Program.
- Pursued International Code Council (ICC) Certifications and Educational Training.
- Instituted Records Management Program.

Community Quality of Life/Citizen Engagement

- Participant in the Centennial 101 Program Leadership Academy.
- Conducted three homeowner workshops over the summer.
- Developed and improved Home Improvement Program.

Economic Health

- Created a City policy for Temporary Certificate of Occupancy to assist major developments.
- Coordinated efforts to simplify Pre-Construction Meetings.
- Technology improvements including updating City's Building Services Division webpages.

Environment

- Implemented an Electronic Plan Submission policy to reduce paper plans.

Performance Measurement:	Expected / Historical Average:	2016 Estimated:	2017 Projected:
Average Rapid Review Customer Wait Time (minutes):	5.0	4.8	5.0
Average Rapid Review Permit Processing Time (minutes):	30.0	22	25
Contract Compliance Rate (%):	100	100	100
Customer Satisfaction Rating (%):	80	93	80
Total Number of Inspections:	5,973*	10,000	5,000
Total Number of Permits Issued:	1,984*	3,288	3,000

*3 Year Historical Average

Goals and Objectives:

City Services

- Maintain high level of accountability and productivity by consistently meeting all performance measurements.
- Continue to improve City's Building Services webpages simplifying access to critical public information.
- Increase over the counter plan review services to better the residential public.

Community Quality of Life/Citizen Engagement

- Support neighborhoods by providing residents with relevant and useful information about Building Services by facilitating community workshops and attending HOA, CenCON, and City Council District meetings.
- Work with Araphaoe County Sheriff's Office to educate residents on scam contractors.
- Continue to build strong partnership with all three fire protection providers, SEMSWA, and Tri-County Health.
- Continue to improve the delivery of Emergency Management within the community.

Economic Health

- Continue working on online services to deliver and implement a permit and data system that is innovative, effective and efficient.
- Continue to expand the electronic plan submission program for both residential and commercial projects.
- Support Economic Development by creating an expedited review process.
- Continue to improve City's Building Services webpages providing ease of access and critical information.

Environment

- Continue to expand the electronic plan submission program to reduce paper.
- Continue working on online services to deliver and implement a permit program that can be accessed online.

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