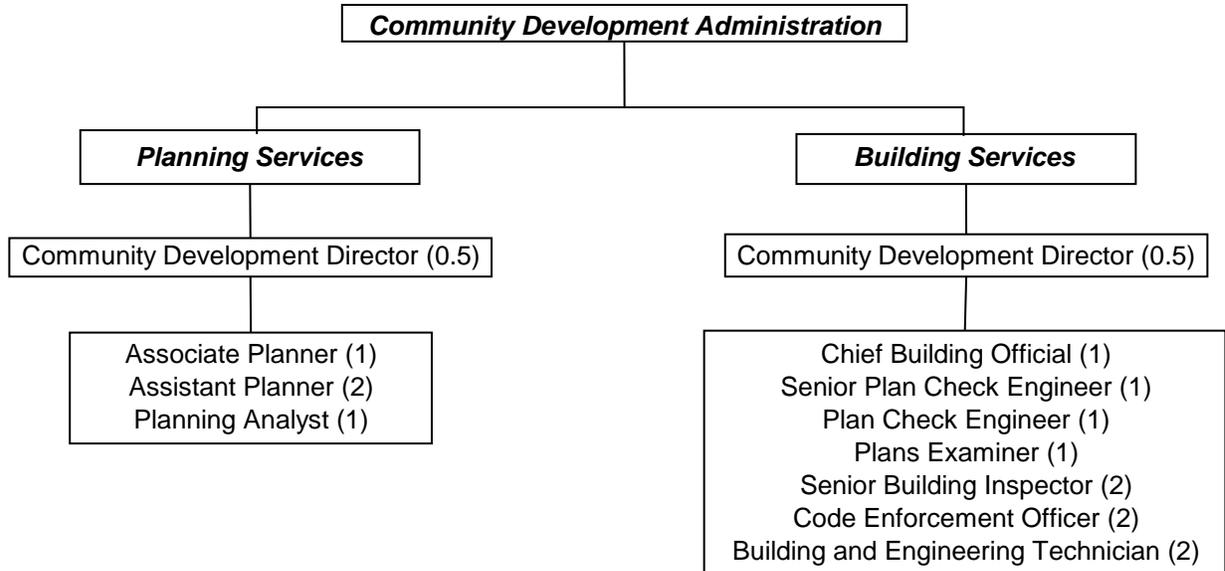


COMMUNITY DEVELOPMENT

Mission Statement: *The Community Development Department is committed to enhancing the quality of life of the City's residents, businesses and visitors, and to promote a safe, well-designed, physically integrated, livable and prosperous community.*

COMMUNITY DEVELOPMENT
Adopted Budget - FY 2014-15



SUMMARY OF PERSONNEL
Adopted Budget - FY 2014-15

COMMUNITY DEVELOPMENT

Planning Services

0.50	Community Development Director
1.00	Associate Planner
2.00	Assistant Planner
<u>1.00</u>	Planning Analyst
4.50	

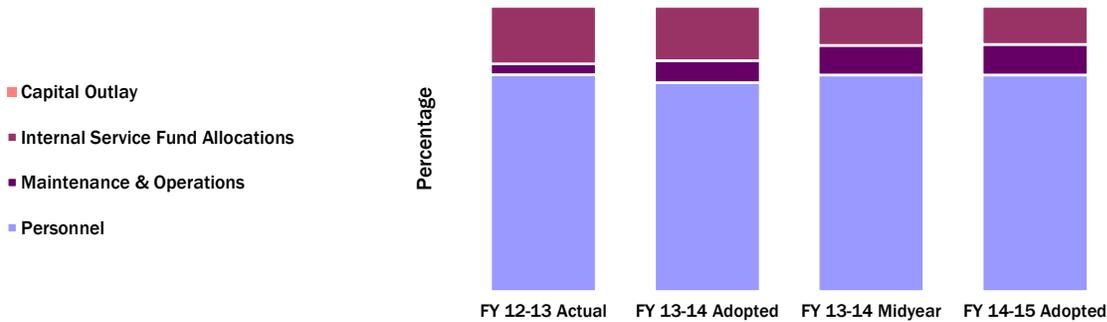
Building Services

0.50	Community Development Director
1.00	Chief Building Official
1.00	Senior Plan Check Engineer
1.00	Plan Check Engineer
1.00	Plans Examiner
2.00	Senior Building Inspector
2.00	Code Enforcement Officer
<u>2.00</u>	Building and Engineering Technician
10.50	

TOTAL PERSONNEL: 15.00

COMMUNITY DEVELOPMENT

<i>Operating Expenses</i>	FY 12-13 Actual	FY 13-14 Adopted	FY 13-14 Midyear	FY 14-15 Adopted	Increase/ Decrease	
Personnel	1,810,692	1,845,191	1,939,142	1,980,346	41,204	2%
Maintenance & Operations	90,126	192,725	267,404	280,032	12,628	5%
Internal Service Fund Allocations	478,775	478,775	347,726	347,726	-	0%
Capital Outlay	-	-	-	-	-	0%
TOTAL	2,379,593	2,516,691	2,554,272	2,608,104	53,832	2%



<i>Funding Sources</i>	FY 12-13 Actual	FY 13-14 Adopted	FY 13-14 Midyear	FY 14-15 Adopted	Increase/ Decrease	
General Fund	2,379,593	2,516,691	2,554,272	2,608,104	53,832	2%
TOTAL	2,379,593	2,516,691	2,554,272	2,608,104	53,832	2%

COMMUNITY DEVELOPMENT PLANNING SERVICES

Purpose: The Planning Services Division administers the City's long-range and current planning programs, as guided by the City's adopted General Plan and Zoning Ordinance to provide for the types and mix of land uses necessary to serve the needs of existing and future residents, to ensure that projects are developed to achieve a high level of quality, to improve the livability of neighborhoods, and to enhance the economic health of the community. Specific programs of the division include:

- Development review to permit property owners to make improvements to property in conformance with the General Plan and Zoning Ordinance;
- Updating the General Plan and Zoning Ordinance to meet the changing land use and development needs of the community; and
- Administration of the City's Historic Preservation Program to assist property owners who submit applications to designate their own properties as historic landmarks and/or historic districts, and to safeguard the City's heritage, identity, and visual character.

<i>Operating Expenses</i>	FY 12-13 Actual	FY 13-14 Adopted	FY 13-14 Midyear	FY 14-15 Adopted	Increase/ Decrease	
Personnel	650,361	555,494	590,235	623,641	33,406	6%
Maintenance & Operations	14,301	48,903	75,269	47,378	(27,891)	(37%)
Internal Service Fund Allocations	152,226	152,226	112,224	112,224	-	0%
Capital Outlay	-	-	-	-	-	0%
TOTAL	816,888	756,623	777,728	783,243	5,515	1%

<i>Funding Sources</i>	FY 12-13 Actual	FY 13-14 Adopted	FY 13-14 Midyear	FY 14-15 Adopted	Increase/ Decrease	
General Fund	816,888	756,623	777,728	783,243	5,515	1%
TOTAL	816,888	756,623	777,728	783,243	5,515	1%

COMMUNITY DEVELOPMENT BUILDING SERVICES

Purpose: The Building Services Division of the Community Development Department is charged with the plan checking, permitting, and inspection of all private construction within the City. The Building Services Division is also in charge of code enforcement of the City's Municiple Code. These tasks are accomplished using both active and interactive methods, with the goal of constantly improving the safety and livability of our neighborhoods. The tide of construction activity in the City rises and falls in an ongoing cycle. The Building Services Division staff is committed to the mission of providing efficient, cost-conscious service to all areas of operation. The Building Services Division is dedicated to supporting the City's mission, core values, and strategic plan goals.

<i>Operating Expenses</i>	FY 12-13 Actual	FY 13-14 Adopted	FY 13-14 Midyear	FY 14-15 Adopted	Increase/ Decrease	
Personnel	1,160,331	1,289,697	1,348,907	1,356,705	7,798	1%
Maintenance & Operations	75,825	143,822	192,135	232,654	40,519	21%
Internal Service Fund Allocations	326,549	326,549	235,502	235,502	-	0%
Capital Outlay	-	-	-	-	-	0%
TOTAL	1,562,705	1,760,068	1,776,544	1,824,861	48,317	3%

<i>Funding Sources</i>	FY 12-13 Actual	FY 13-14 Adopted	FY 13-14 Midyear	FY 14-15 Adopted	Increase/ Decrease	
General Fund	1,562,705	1,760,068	1,776,544	1,824,861	48,317	3%
TOTAL	1,562,705	1,760,068	1,776,544	1,824,861	48,317	3%

COMMUNITY DEVELOPMENT

Core Service Activities

Adopted	FY 2013-14 (59%)	Total Staff Hours:	18,220
Adopted	FY 2014-15 (59%)	Total Staff Hours:	18,220

Planning Services

- Respond to approximately 2,500 public counter information inquiries and 2,000 phone calls about zoning, the General Plan, projects and planning applications.
- Issue 15 administrative decisions on 2-3 unit residential applications, with 100% completed within 45 days.
- Render an administrative decision for 12 modifications (administrative variances) within 21 days of submittal of an application.
- Complete the processing of 30 applications requiring approval of the Planning Commission, Harbor Commission, Preservation Commission, and City Council.
- Complete 1 zoning amendment.
- Conduct 50 final inspections for development projects within 48 hours of the request for inspection.
- Perform 300 reviews of development plans submitted for plan check, 270 (90%) completed within 3 weeks and 30 (10%) completed within 6 weeks.
- Issue 50 Stop Work orders for construction being performed without a permit.
- Perform 150 business license investigations related to businesses with expired business licenses and businesses operating without a license.
- Complete processing of 2 new entertainment permits and renewals of 19 permits.
- Complete 14 Massage Business and Practitioner Registrations and Renewals.

Building Services

- Complete an average of 65 counter requests daily for a total of 15,210.
- Perform 11,000 annual Building Services Division inspections within 48 hours.
- Issue 3,000 building permits.
- Complete 800 Building Services Division plan checks.
- Provide 750 Residential Building Reports within 3 business days.
- Issue 50 Stop Work orders for construction being performed without a permit.
- Perform 150 business license investigations related to businesses with expired business licenses and businesses operating without a license.
- Resolve 15 administrative issues.
- Answer 85 questions regarding code requirements, plan check and inspections daily for a total of 19,890.

COMMUNITY DEVELOPMENT

Key Projects and Assignments

Adopted	FY 2013-14	(24%)	Total Staff Hours:	7,613
Adopted	FY 2014-15	(24%)	Total Staff Hours:	7,613

Planning Services

	Hours
▪ Engage with AES and the community as directed by the City Council by June 2015.	1020
▪ Prepare recommendations on amendments to the Zoning Ordinance to reduce or eliminate CUP requirements and to improve the process to enhance business friendliness by August 2014.	100
▪ Coordinate and actively participate in all aspects of Waterfront Revitalization including land use, permitting, environmental review, design review and Coastal Commission coordination by June 2015.	1020
▪ Report to the City Council on mechanisms for private development projects to fund public art by July 2014.	100
▪ Complete building assessment and security improvements at City facilities by September 2014.	50
▪ Provide assistance and actively participate in all land use and urban design aspects of Riviera Village and Artesia Boulevard Corridor revitalization by June 2015.	40
▪ Complete zoning amendments required by the adopted Housing Element of the General Plan by September 2014.	428
▪ Coordinate and participate in Vitality City projects by June 2015.	50

Building Services

• Perform a comprehensive review of all existing codes and schedule adoption of new codes with local amendments by September 2014.	1580
• Train staff in enforcement of new codes by December 2014.	260
• Provide community education and training on new Building Code requirements by December 2014.	260
• Coordinate and participate in permitting and design review of Waterfront Revitalization by June 2015.	520
• Continue construction and permit assistance for construction of the Marine Avenue hotels, the Shade Hotel and the South Bay Galleria by June 2015.	1560
• Update MUNIS property data file by attaching existing historical data by June 2015.	625

COMMUNITY DEVELOPMENT

Customer Service and Referrals

Adopted	FY 2013-14	(17%)	Total Staff Hours:	5,367
Adopted	FY 2014-15	(17%)	Total Staff Hours:	5,367

Planning Services

- Continue expediting plan check for projects involving additions of 500 square feet or less by implementing a policy for a 3-day turn around for such projects.
- Provide training to key department staff in public speaking, presentation and report writing skills.
- Respond to a minimum of 90 City Council referrals annually.
- Monitor and track resident requests, complaints, and feedback (averaging approximately 400+ per year) through internal files and via the online Comcate "Customer Service Center" software system.
- Maintain and update departmental procedure manuals.
- Schedule and conduct a quarterly departmental review and discussion of telephone and counter protocol and procedures, as well as customer service standards and expectations.

Building Services

- Respond to a minimum of 90 City Council referrals.
- Monitor and track resident requests, complaints, and feedback (averaging approximately 400+ per year) through internal files and via the online Comcate "Customer Service Center" software system.
- Maintain and update departmental procedure manuals.
- Provide staff access to continuing education seminars and certifications at a minimum 2 classes or certifications per employee.
- Schedule and conduct a quarterly departmental review and discussion of telephone and counter protocol and procedures, as well as customer service standards and expectations.
- Respond to approximately 250 inquiries at the counter regarding Code Enforcement operations and ordinances.
- Respond to approximately 2,500 phone inquiries about Code Enforcement related issues.



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