

COMMUNITY DEVELOPMENT

Waste Water - Proposed Measures

- 1 Annually clean & monitor 20% of collection system, which is older than 10 years
Implementation technique: self track

Planning - Proposed Measures

- 1 Annually conduct a resident survey of satisfaction for community planning and traffic flow
Implementation technique: annual citizen questionnaire

Building Inspection & Code Enforcement - Proposed Measures

- 1 Review new residential permits within 1 working day and commercial building permits within 15 working days
Implementation technique: self track
- 2 90% voluntary compliance of all code violation cases initiated within calendar year
Implementation technique: self track

Engineering - Proposed Measures

- 1 Minimum notice of 30 days by letter to adjoining residents and businesses regarding upcoming infrastructure improvements and disruptions
Implementation technique: self track
- 2 75% of approved CIP projects completed within established timeframe and budget
Implementation technique: self track
- 3 Quarterly random customer service satisfaction questionnaire of permit holders
Implementation technique: quarterly questionnaire

Storm Water - Proposed Measures

- 1 90% voluntary compliance of all NPDES violation cases initiated within calendar year
Implementation technique: self track

GIS & Mapping - Proposed Measures

- 1 99% satisfaction of 4 working hour response time for information requests
Implementation technique: self track

PERFORMANCE VALUES

Customer Service

Responsive

Professional

Fair

Knowledgeable

Friendliness

Turn-around time

Reliability (Wastewater)

Responsive/Efficient/Consistent/Professional (Code Enforcement)