Benchmarking the Internal Development Review Improvements
Update – January 2010

On June 8, 2009 we presented the Council with a preliminary baseline against which to measure our progress on internal improvements to the development review process.

The two key elements to successful measurements are: 1) establishing appropriate benchmarking goals and 2) having appropriate tools by to measure change. We have established appropriate benchmarking goals but do not yet have appropriate tools to measure change.

Setting Benchmarks: Development review staff set goals for: 1) improving average approval time and 2) reducing the cycles of application revisions and staff comments for three types of permits that are approved at staff level (see table below). We did not include permits that are reviewed by the Planning Board and Council as staff has much less control over the process of these larger application types.

Approval Periods	Permit Types		
	Final Plans – Zoning Compliance Permit	Administrative Zoning Compliance Permits	Single-Family Zoning Compliance Permit
Average Approval Time: Previous (6-2005 to 6-2009)	127	35	22
Average Approval Time: GOAL (20% Less Time)	**100**	**28**	**18**
Average Rounds of Review: Previous (6-2005 to 6-2009)	3 - 4	2 - 3	2 - 3
Average Rounds of Review: GOAL (Fewer Rounds)	**3 or less**	**2 or less**	**2 or less**

Measurement: We do not have reliable results to report for the past six month period. We have found that we are constrained by our existing technology and do not yet have appropriate tools to properly measure change. We are currently using an ACCESS database, created in-house, which provides us with some record keeping features; however the database prevents us from producing reliable measurements of our process improvements at this time.

We believe that better data management, tracking, and the generation of statistics would be included in a comprehensive technology solution.

We continue to make improvements to the development review process are confident that upgrades to our technology will improve our reporting abilities in the future.