

Zoning Administration		Key Performance Measures									
		1st Quarter Total		2nd Quarter Total		3rd Quarter Total		4th Quarter Total		Annual Total	
		FY09	FY08	FY09	FY08	FY09	FY08	FY09	FY08	FY08	FY08
1.	Number of permits completed.	86	154	269	352		387		255		1148
2.	Percent of permit reviews completed within two days.	100%	100%	100%	98%		99%		99%		99%
3.	Number of telephone and email zoning inquiries received.	178	194	341	381		311		277		1163
4.	Percent of telephone and email zoning inquiries answered within twenty-four hours.	98%	94%	93%	85%		90%		97%		91%
5.	Number of special zoning projects completed.	209 ¹	90	249	109		160		63		506
Comments											
		1. Due to a decline in permit review activity and telephone/email inquiries , Zoning Administration staff was able to take on a significant increase in special projects, including additional OnBase document imaging projects and OnBase programming enhancements, active involvement on the County's Staff Action Team, and other specific assignments that had not previously been taken on due to time constraints.									