

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	FY09	FY08
1.	Number of permits completed.	86	154	269	352	244	387	231	255	830	1148
2.	Percent of permit reviews completed within two days.	100%	100%	100%	98%	100%	99%	98%	99%	99%	99%
3.	Number of telephone and email zoning inquiries received.	178	194	341	381	274	311	262	277	1079	1163
4.	Percent of telephone and email zoning inquiries answered within twenty-four hours.	98%	94%	93%	85%	92%	90%	89%	97%	94%	91%
5.	Number of special zoning projects completed.	209 <sup>1</sup>	90	249 <sup>1</sup>	109	299 <sup>1</sup>	160	259 <sup>1</sup>	63	1016 <sup>1</sup>	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.									