

## Special Revenue Fund (SRF) Service Level Standards

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The following reflects anticipated service levels upon full implementation of the special revenue fund (SRF). These enhancements will be achievable within seven (7) months of SRF creation. The City will report performance quarterly.

### Permit Center Improvements

Development Plat Review (Commercial Plans)

- **Current Service Level:** Review takes upwards of 15 days
- **Improved Service Level:** 90% of plans reviewed within 5 business days

Site Plan Compliance Review (Single-Family Residential Plans)

- **Current Service Level:** Review takes upwards of 15 days
- **Improved Service Level:** 90% of plans reviewed within 3 business days

Expedited Plan Review

- **Current Service Level:** Daily program capacity of two (2) commercial plans and two (2) single-family residential plans
- **Improved Service Level:** Daily program capacity fifteen (15) commercial plans and 25 single-family residential plans

Planner of the Day (POD) Service – 1002 Washington

- **Current Service Level:** Walk-in/Telephone POD service window available each business day from 8:00AM to 4:00PM – Average customer wait time to see planner is 11.5 minutes.
- **Improved Service Level:** Walk-in/Telephone POD service window available each business day from 8:00AM to 4:00PM – Average customer wait time to see planner is under 6 minutes.

### Subdivision Plat Office Improvements

Subdivision plat staff recommendations (excluding variance and public hearing items)

- **Current Service Level:** 90% of staff recommendation provided to applicant by 9 AM on the day of Planning Commission
- **Improved Service Level:** 90% of staff recommendations provided to applicant by 3 PM on the day before Planning Commission

Subdivision plat recordation appointments

- **Current Service Level:** Appointments available within 10 business days
- **Improved Service Level:** Appointments available within 5 business days

Planner of the Day (POD) Service

- **Current Service Level:** Walk-in/Telephone POD service not available the day before and the day of Planning Commission
- **Improved Service Level:** Walk-in/Telephone POD service available each business day

Applications requiring notification

- **Current Service Level:** Applicant provides electronic and paper copies of the mail out notification package: 1) county appraisal district map with notification area; 2) county appraisal district records; 3) notification spreadsheet; and 4) stamped/addressed envelopes
- **Improved Service Level:** Applicant will pay the adopted notification fee and staff will process the application using GIS technology. Mail out notification package not required.