

Development Review Performance: Month 3

Prepared for the steering committee. The backlog target has been met; the share of incomplete applications remains above target.

Reporting period Weeks 9-12	Prepared by Process owner with HGMA	Applications decided 336 this period	Next report Week 16
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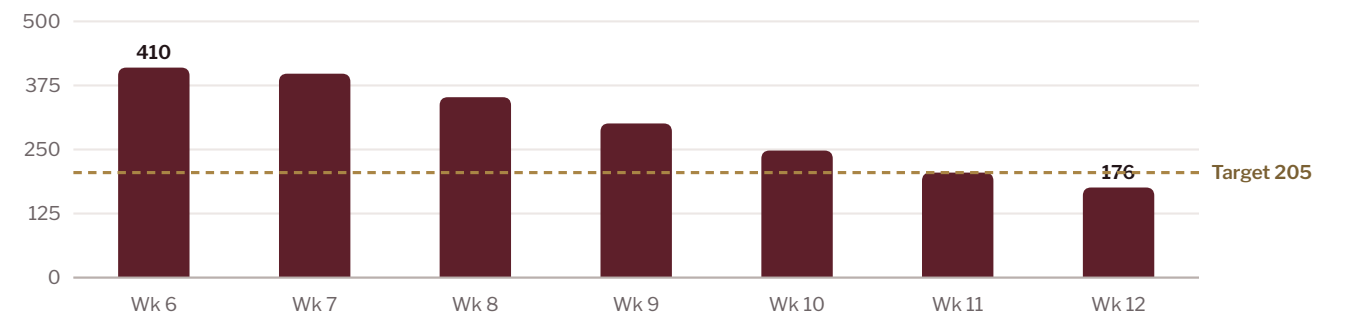
24 days median days from submission to decision, down from 41	176 pending applications, down from 410	4 days Express lane median, in business days	17% applications incomplete at submission, down from 38%
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PERFORMANCE AGAINST TARGETS

MEASURE	BASELINE	TARGET	WEEK 12	STATUS
Median days from submission to decision, all applications	41 days	30 or fewer	24 days	● On track
Express lane median (road opening permits)	34 days*	5 business days	4 business days	● On track
Pending applications	410	205 or fewer	176	● On track
Applications incomplete at submission	38%	Under 15%	17%	▲ At risk
Average review rounds, site plans	2.3	1.5 or fewer	1.7	▲ At risk
Status inquiries as share of front desk calls	25%	Under 10%	12%	▲ At risk

Median days from submission to decision are elapsed days, the same basis as the 41-day baseline; the county's 30-day service standard counts from the date an application is complete. *Pre-pilot median wait for pending road opening permits, in calendar days (findings memo); not directly comparable with the Express lane median, which is measured in business days.

Pending applications by week since the pilot began



Applications awaiting a decision at the end of each week. Week 6 is the pre-pilot baseline; focused backlog review sessions took place in weeks 8 and 9. Dashed line marks the target of 205.

PILOT COMPONENTS

COMPONENT	STATUS	NOTES
Review lanes and Express path	● On track	All new road opening permits routed to Express since week 7.
Parallel routing and consolidated comments	● On track	Used on 81% of new site plans; remainder require sequential drainage review.
Single tracking log	● On track	All pending applications are recorded in the shared log; front desk staff use it to answer status questions.
Completeness gate and applicant guide	▲ At risk	The share of incomplete applications is declining but remains above target. Outreach to the 20 most frequent filers is scheduled for week 13.
Monthly dashboard	▲ At risk	Relies on a weekly manual export from the legacy database; reporting automation will be assessed in the permitting system work.
Traffic review capacity	▲ At risk	One reviewer vacancy; two engineers cross-trained to cover routine traffic comments.

DECISIONS REQUESTED

1. Approve the review lanes and parallel routing as the standard process, effective week 14.
2. Approve publishing a public version of this dashboard on the county website starting next quarter.
3. Authorize the IT Director to begin permitting system requirements for the next fiscal year budget request.