Development Services
Proposed Fiscal Year
19/20 Budget

April 15, 2019
Department Overview
Innovative Approaches to Quality Development

THE MESA WAY STARTS HERE!!!

Mesa 2040 General Plan

ZONING ORDINANCE

INTERNATIONAL BUILDING CODE
Council Strategic Priorities

Sustainable Economy

Placemaking

Transforming Neighborhoods
Department Overview

• Customer Service Focus

• Planning Process Improvements

• Permit Trends
Small Business Assistance

• Position added in FY18/19
• Focus is helping small businesses and homeowners through the development process
Website Pageviews, Total Calls and Walk-ins By Quarter July 2016 - February 2018

Website Pageviews

Number of calls

Walk-Ins

Q1 FY16/17  Q2 FY16/17  Q3 FY16/17  Q4 FY16/17  Q1 FY17/18  Q2 FY17/18  Q3 FY17/18  Q4 FY17/18  Q1 FY18/19  Q2 FY18/19  Q3 FY18/19 (through Feb)
Percent of Calls Answered Within 5 Minutes

Average Calls per Month: 3,419
Improving Customer Service
Time Line

Submittal:

- Comments: Day 15
- Review Meeting: Day 21
- Re-submittal: Day 35
- Comment Resolution Date: Day 49
- Public Notice: Day 56
- P&Z Hearing: Day 79
Average Building Plan Review Time

Commercial Guaranteed Turnaround Time: 18 Business Days
Residential Guaranteed Turnaround Time: 10 Business Days
Total Permits Issued

- **Actual FY16/17**: 2577 total permits issued. 
  - **New Commercial**: 132
  - **New Single Family Residential**: 2445

- **Actual FY17/18**: 2722 total permits issued. 
  - **New Commercial**: 276
  - **New Single Family Residential**: 2446

- **Projected FY18/19**: 2111 total permits issued. 
  - **New Commercial**: 482
  - **New Single Family Residential**: 1629

- **Forecast FY19/20**: 2124 total permits issued. 
  - **New Commercial**: 482
  - **New Single Family Residential**: 1642

- **Forecast FY20/21**: 2012 total permits issued. 
  - **New Commercial**: 457
  - **New Single Family Residential**: 1555

- **Forecast FY21/22**: 1967 total permits issued. 
  - **New Commercial**: 443
  - **New Single Family Residential**: 1524
# Financial Overview

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<th>FY 17/18</th>
<th>FY 18/19</th>
<th>FY 18/19</th>
<th>FY 19/20</th>
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Questions?