

## DEPARTMENT OF DEVELOPMENT SERVICES

**Mission Statement:** The Development Services Department mission is to foster through sound land use planning and management, a family friendly community that has an appropriate balance of housing, employment, recreational, cultural, and educational opportunities to further the City's goal to be a safe, healthy and sustainable community. We are committed to provide professional, prompt, and predictable services to our citizens and the development community that exceed the expectations of those we serve.

### **Primary Services:**

- Prepare Land Use Plans and Ordinances
- Review Building & Infrastructure Construction Plans
- Administer the Issuance of Construction Permits
- Perform Building Construction Inspections
- Administer various Administrative permits
- Administer PZB & GB Land Use Hearing Applications
- Inspect Public Infrastructure
- Administer R-O-W Permits
- Administer National Pollutant Discharge Elimination System (NPDES) permit program
- Provide Information & Guidance on various Development Processes

### **FY 13 Department Goals by City Strategic Goal:**

Strategic Goal: Infrastructure

- Direct or Assist in the Preparation, Administration & Management of the Impact Fee Capital Improvement Plan (IFCIP) in accordance with the IFCIP Policy to ensure adequate infrastructure

Strategic Goal: Development

- Continue the Preparation of Specific Area Land Use Plans to guide and ensure sound growth
- Systematically update Development Ordinances to enhance existing and future Growth

Strategic Goal: Government Services

- Continue to provide service that is Professional, Prompt, and Predictable
- Update and Streamline all Application Processes to improve the customer's experience

### **FY12 Department Accomplishments by City Strategic Goal:**

Strategic Goal: Infrastructure

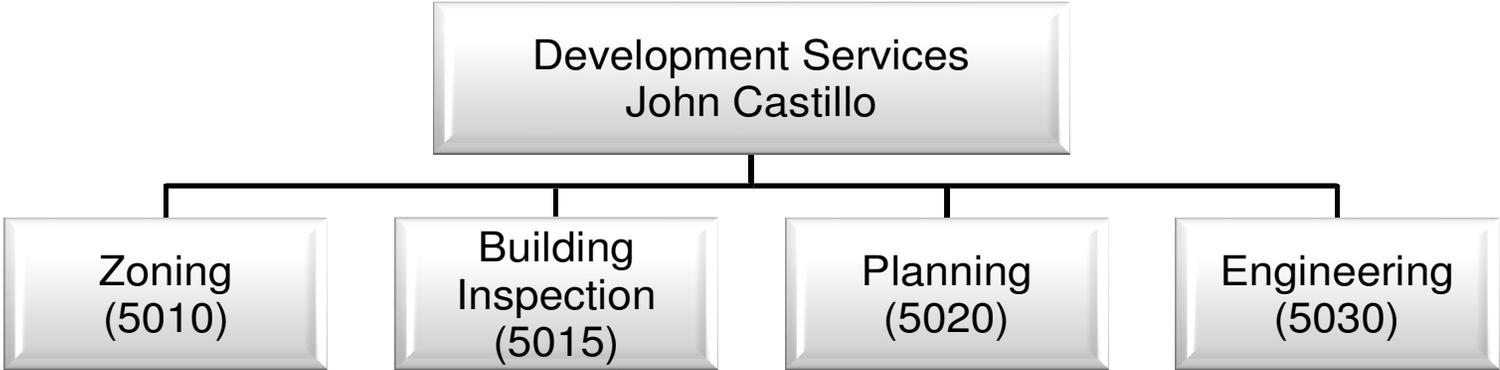
- Assisted with the Creation, Preparation & Implementation of the Impact Fee Capital Improvement Plan

Strategic Goal: Development

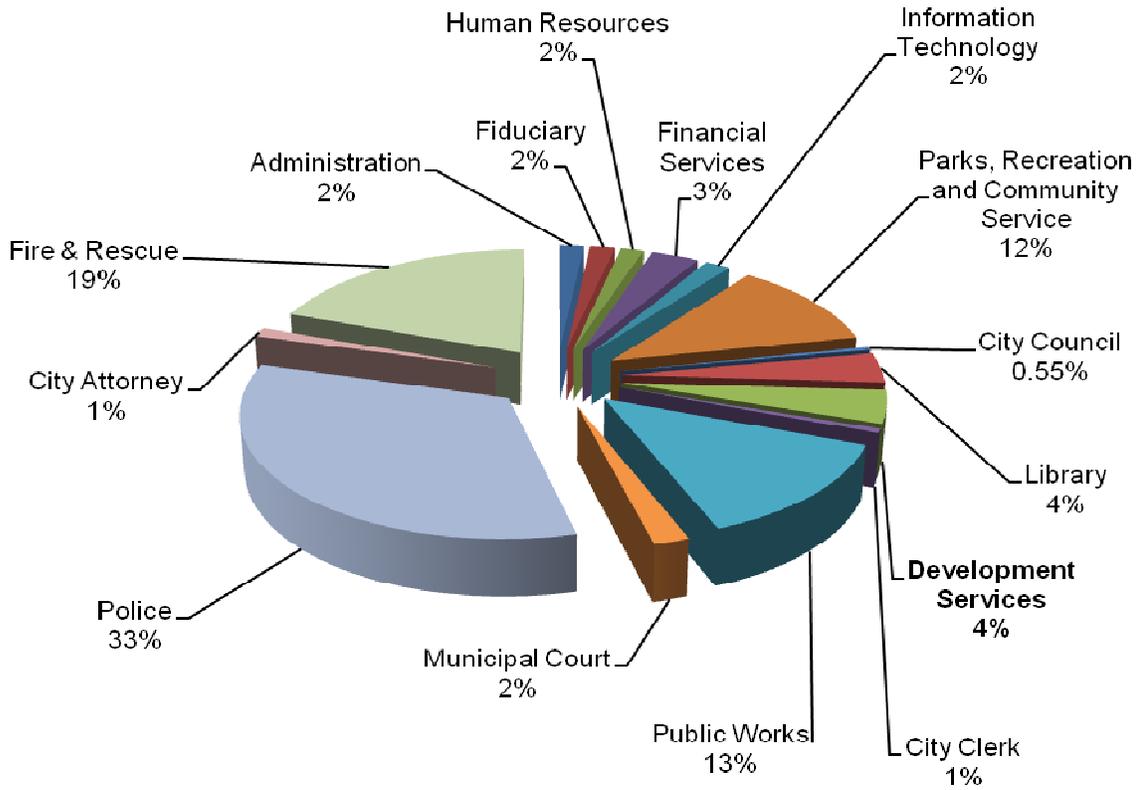
- Updated the City's Sign Ordinance to Increase Signage Opportunities for businesses while maintaining Quality of Life
- Updated the City's Landscaping requirements to promote Water Conservation

- Prepared or Amended various Land Use Plans to guide growth in the Community  
Strategic Goal: Government Services
- Completed a series of “Brown Bag” workshops to inform various Community Groups/Leaders and the Development Community of various elements in the Development Process
- Trained all Staff in the Importance of Excellent Customer Service
- Provided Training opportunities to all Staff in various Computer Software Applications

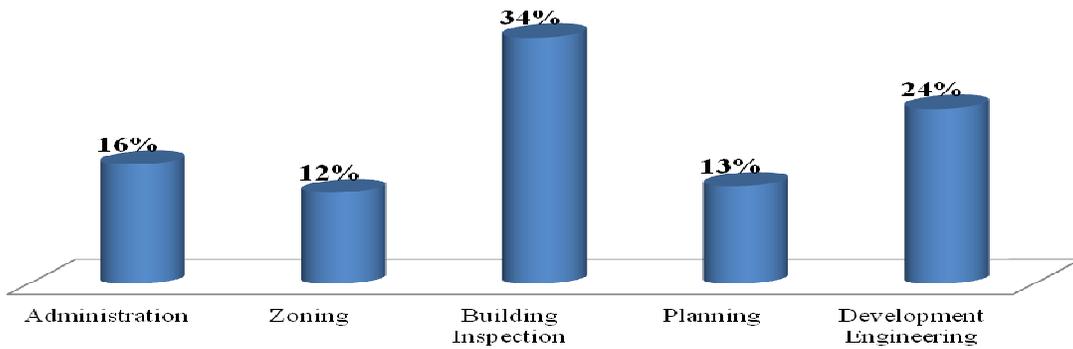
**City of Rio Rancho  
Department Budget Structure**



**GENERAL FUND  
FISCAL YEAR 2013  
Development Services  
Total Budget \$2,252,319**



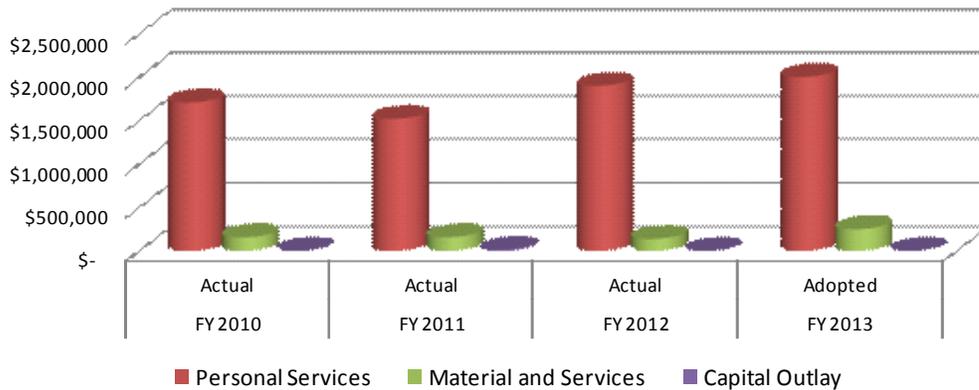
**Percentage by Cost Center**



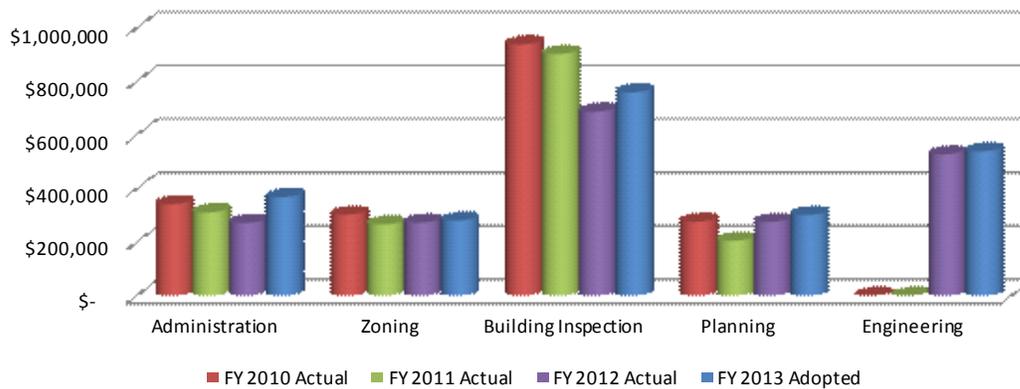
**DEVELOPMENT SERVICES DEPARTMENT  
BUDGET SUMMARY  
FISCAL YEAR 2012-2013**

<i>Object of Expenditures</i>	FY 2010 Actual	FY 2011 Actual	FY 2012 Actual	FY 2013 Adopted
<b>General Fund</b>				
Personal Services	\$ 1,707,667	\$ 1,519,573	\$ 1,900,969	\$ 2,003,049
Material and Services	154,541	156,388	137,139	249,270
Capital Outlay	-	11,000	-	-
<b>Total</b>	<b>1,862,208</b>	<b>1,686,961</b>	<b>2,038,108</b>	<b>2,252,319</b>
<b>Expenditure by Cost Center</b>				
<b>Cost Center</b>				
Administration	\$ 342,575	\$ 311,490	\$ 272,123	\$ 368,743
Zoning	303,045	266,541	273,314	280,848
Building Inspection	939,613	903,634	688,029	760,449
Planning	276,975	205,296	275,801	301,799
Engineering	-	-	528,841	540,480
<b>Total</b>	<b>1,862,208</b>	<b>1,686,961</b>	<b>2,038,108</b>	<b>2,252,319</b>

**By Type of Expenditures**



**Expenditures by Cost Center**



## DEVELOPMENT SERVICES

### Performance Indicators

#### Goal: DEVELOPMENT

Ensure the City has plans and policies in place to attract and create well-planned high-quality, stable, residential, commercial and industrial development.

Indicators	2010	2011	2012		2013
	Actual	Actual	Target	Actual	Target

#### Service: Review Construction Plans

Percent of residential plan reviews completed within target; 10 working days	97%	100%	97%	100%	97%
Percent of non-residential plan reviews completed within target; 20 working days	95%	99%	95%	100%	97%
Number of Residential Applications	1,345	899	750	872	900
Number of Non-Residential Applications	66	77	75	88	90

#### Service: Perform Construction Inspections

Percent of inspections completed within target; 2 working days from request for inspection to completion	97%	98%	98%	98%	98%
Number of Inspections	24,000	17,632	17,000	15,541	16,300

#### Service: Prepare Land use Plans/Codes

Number of Preliminary & Final Plats processed within target; 90 days	0%	87%	90%	100%	95%
Number of Preliminary & Final Plats	5	15	10	3	3
*Processing delayed at applicant's request					
Process complete GB/PZB applications within six weeks after receipt	Not Available	92%	90%	93%	95%
Number of ZMA Applications	Not Available	13	10	14	14

#### Goal: GOVERNMENT SERVICES

Deliver quality services to meet community needs, assuring that the City is sufficiently staffed, trained and equipped overall.

#### Service: Development Administrative (Customer) Services

Number of Civic Plus inquiries responses within target; 2 days	Not Available	89%	95%	97%	97%
Number of on-line Inquiries	Not Available	94	100	105	115

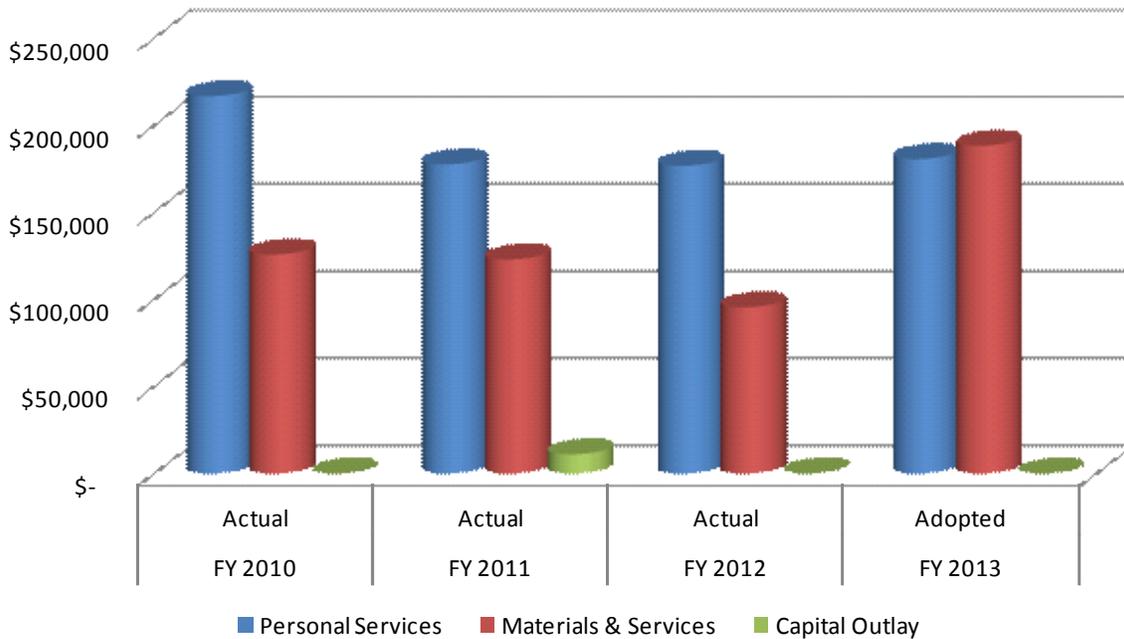
**Development Services / Administration (5005)**

**Program Description:**

Coordination of the multi-faceted operations of the Development Services Department.

<b>DEVELOPMENT SERVICE DEPARTMENT</b>					
<b>Administration</b>					
<b>Cost Center 101-5005</b>					
<b>Expenditures</b>					
	FY 2010 Actual	FY 2011 Actual	FY 2012 Actual	FY 2013 Adopted	% Change
Personal Services	\$ 216,789	\$ 177,568	\$ 176,681	\$ 180,552	2%
Materials & Services	125,786	122,922	95,442	188,191	97%
Capital Outlay	-	11,000	-	-	
<b>Total</b>	<b>\$ 342,575</b>	<b>\$ 311,490</b>	<b>\$ 272,123</b>	<b>\$ 368,743</b>	<b>36%</b>
<b>Positions Approved*</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>0%</b>

\*Full Time Equivalence



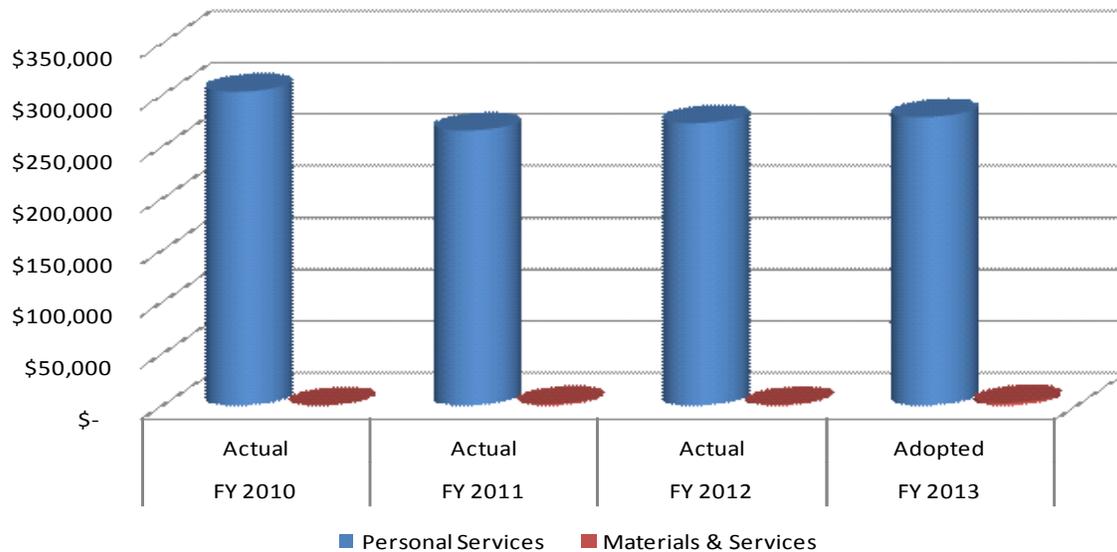
**Development Services / Zoning (5010)**

**Program Description:**

The **Zoning Division** of Development Services implements policy adopted by the Governing Body as it relates to health, safety, welfare, and land use management. In concert with the Planning Division, this staff provides technical support to the Planning and Zoning Board as well as the City Council with regard to land use decisions. The Zoning Division reviews and carries administrative approval authority for sign permits, special event permits, and home occupation permits. In addition they carry out residential and commercial plan reviews per the approved zoning regulations. The Division also processes requests for zone map amendments, variances, and conditional use requests. Finally, they evaluate and prepare recommendations to appeal and special exception applications for review and approval by the Planning & Zoning Board and the Governing Body. In general, the Division administers Chapter 9; Planning, Zoning, Land Use Management Ordinance and related ordinances as required in order to meet the needs of our community.

<b>DEVELOPMENT SERVICE DEPARTMENT</b>					
<b>Zoning</b>					
<b>Cost Center 101-5010</b>					
<b>Expenditures</b>					
	FY 2010 Actual	FY 2011 Actual	FY 2012 Actual	FY 2013 Adopted	% Change
Personal Services	\$ 303,045	\$ 265,505	\$ 272,723	\$ 278,528	2%
Materials & Services	-	1,036	591	2,320	0%
<b>Total</b>	<b>\$ 303,045</b>	<b>\$ 266,541</b>	<b>\$ 273,314</b>	<b>\$ 280,848</b>	<b>3%</b>
<b>Positions Approved*</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>-20%</b>

\*Full Time Equivalence



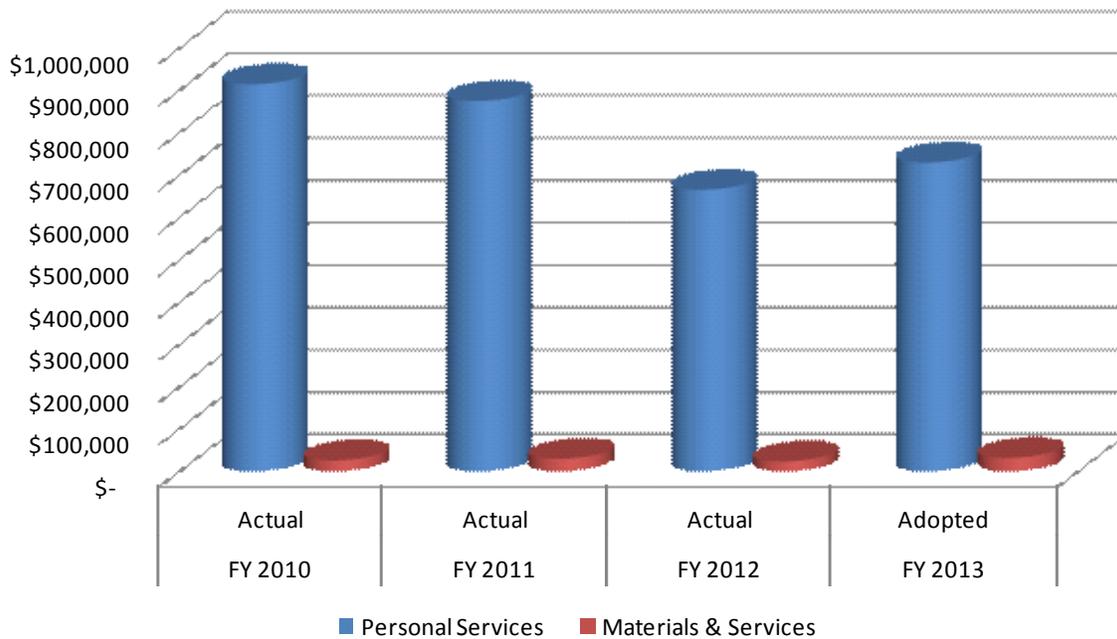
**Development Services / Building Inspection (5015)**

**Program Description:**

**The Building Division** is the portion of the Development Services Department that is charged with ensuring that all building construction over which the City has jurisdiction conforms to the standards set forth by the Governing Body and the State of New Mexico. This includes the issuance of building permits, the monitoring of construction, the inspection of all the appropriate building structures, follow-up on all citizen and Construction Industry Division (C.I.D.) complaints, and providing all customers with general construction information.

<b>DEVELOPMENT SERVICE DEPARTMENT</b>					
<b>Building Inspection</b>					
<b>Cost Center 101-5015</b>					
<b>Expenditures</b>					
	FY 2010 Actual	FY 2011 Actual	FY 2012 Actual	FY 2013 Adopted	% Change
Personal Services	\$ 914,259	\$ 874,431	\$ 664,828	\$ 729,218	10%
Materials & Services	25,354	29,203	23,201	31,231	35%
<b>Total</b>	<b>\$ 939,613</b>	<b>\$ 903,634</b>	<b>\$ 688,029</b>	<b>\$ 760,449</b>	<b>11%</b>
<b>Positions Approved*</b>	<b>16</b>	<b>16</b>	<b>12.49</b>	<b>12.49</b>	<b>0%</b>

\*Full Time Equivalence



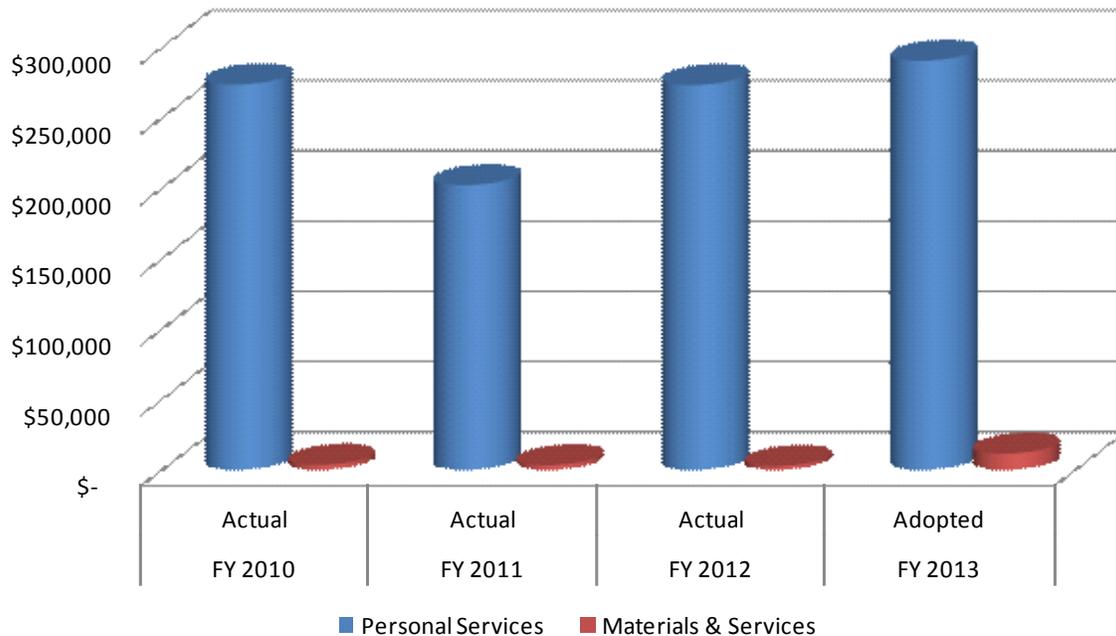
**Development Services / Planning (5020)**

**Program Description:**

The **Planning Division** within the Development Services Department implements the policy directives of the Governing Body and City Administration as they relate to the physical, social and economic development of the City. The community's physical development is managed through the subdivision review and approval process, current and long range planning efforts, land use and transportation planning. Additionally, the division maintains, monitors and updates the City's Vision 20/20 - Integrated Comprehensive Plan, provides research and analysis on a wide variety of projects including the North Central Area Plan.

<b>DEVELOPMENT SERVICE DEPARTMENT</b>					
<b>Planning</b>					
<b>Cost Center 101-5020</b>					
<b>Expenditures</b>					
	FY 2010 Actual	FY 2011 Actual	FY 2012 Actual	FY 2013 Adopted	% Change
Personal Services	\$ 273,574	\$ 202,069	\$ 273,198	\$ 290,419	6%
Materials & Services	3,401	3,227	2,603	11,380	337%
<b>Total</b>	<b>\$ 276,975</b>	<b>\$ 205,296</b>	<b>\$ 275,801</b>	<b>\$ 301,799</b>	<b>9%</b>
<b>Positions Approved*</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>0%</b>

\*Full Time Equivalence



**Development Services / Engineering Development (5030)**

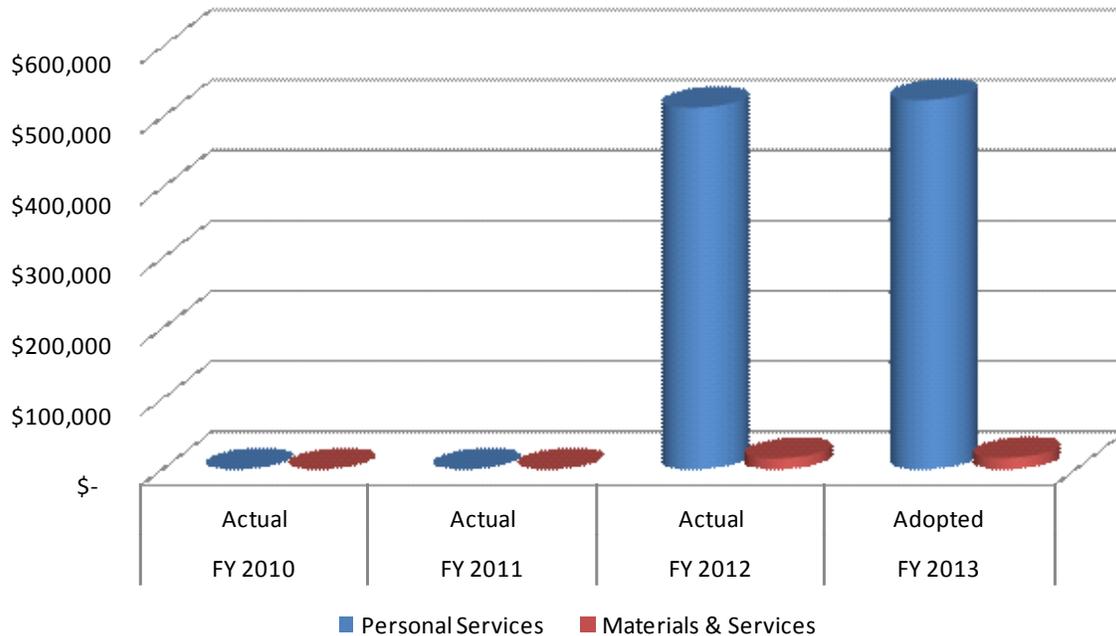
**Program Description:**

The division is responsible for overseeing the construction of public infrastructure built in conjunction with residential and nonresidential development. Division Staff works closely with all Divisions in Development Services Department, the Department of Public Works, developers, contractors, and outside agencies such as SCAFCFA and NMDOT.

<b>DEVELOPMENT SERVICE DEPARTMENT</b> <b>Development Engineering</b> <b>Cost Center 101-5030</b> <b>Expenditures</b>					
	FY 2010 Actual	FY 2011 Actual	FY 2012 Actual	FY 2013 Adopted	% Change
Personal Services	\$ -	\$ -	\$ 513,539	\$ 524,332	0%
Materials & Services	-	-	15,302	16,148	0%
<b>Total</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 528,841</b>	<b>\$ 540,480</b>	<b>0%</b>

Positions Approved*	0	0	7	7	0%
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\*Full Time Equivalence



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