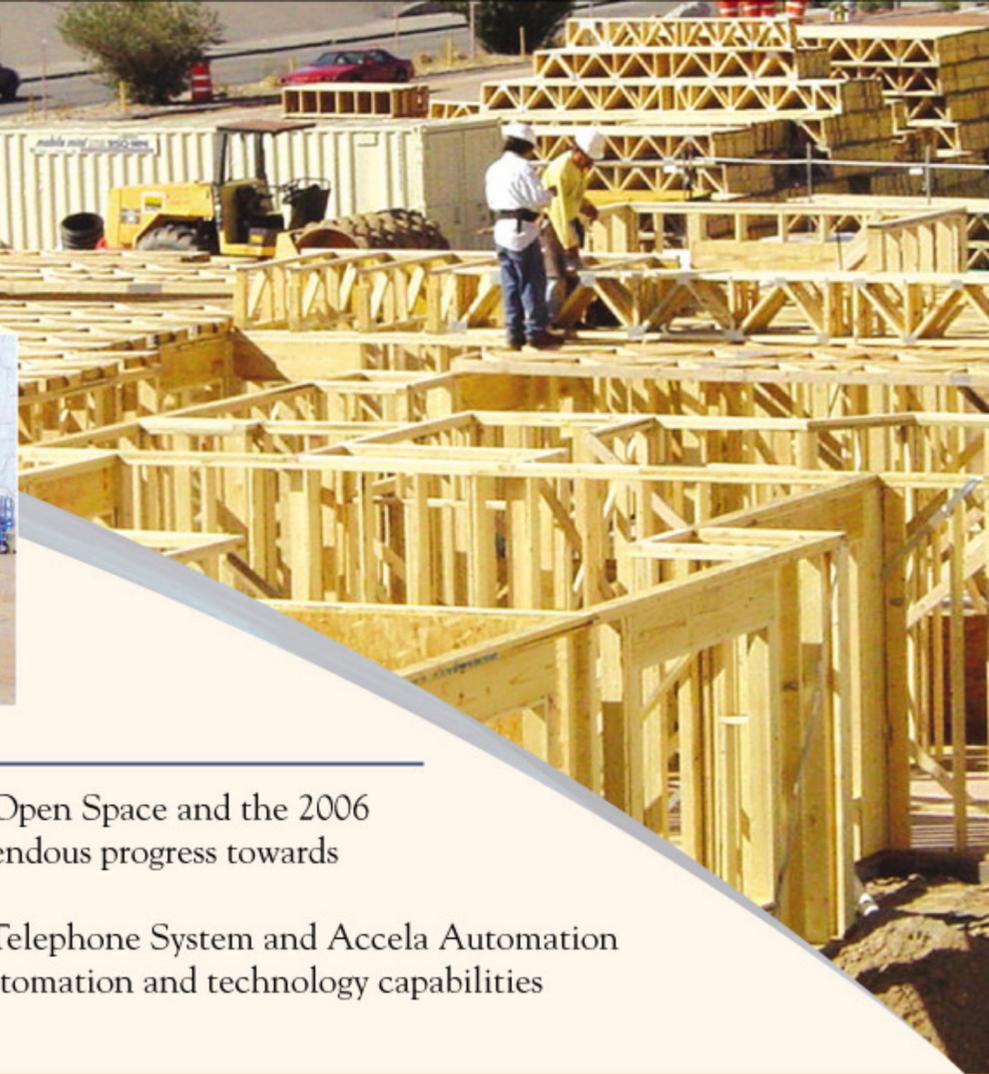


# Development Services

The Development Services Department (DSD) is dedicated to streamlining and enhancing the development process by providing consolidated services to the community at its newly structured One-Stop-Shop. The Department is a multi-faceted operation comprised of three core divisions: Building Permits and Inspections, Customer Service and Business Center and the Planning Division. With over 122,500 customers served in 2006, including productivity of nearly 90,000 inspections conducted and approximately 14,000 new permit issuances, DSD strives to continue its ongoing initiative to assist in the building of a better community while providing excellent customer service.



## Highlights in FY 06

- Paperless initiative for all business transactions commenced, ultimately converting the Department into a paperless operation
- Process of modernizing and rewriting the Subdivision Ordinance initiated, with expected completion in 2007
- Long-range Planning initiatives, including the development of the first

- comprehensive plan to conserve Open Space and the 2006 Northeast Master Plan, saw tremendous progress towards implementation
- Customer Management System, Telephone System and Accela Automation upgrades underway, enhancing automation and technology capabilities



## Highlights in FY 06

- Comprehensive review and revision of the Ten-Year Capital Improvement Plan
- Significant progress in the design, management and inspection of funded capital projects

# Engineering Services

The Engineering Services Department oversees the planning, design and construction of all the City's infrastructure and traffic management within the City. Through the use of modern engineering and professional management practices, Engineering Services ensures that the community's investment in public works, capital improvement projects and municipal infrastructure continues to be effectively expedited. The Department strives to provide technical expertise citywide while staying committed to providing quality services and projects to the community through valued engineering practices.

- Began the establishment of an alternate Traffic Management Center Facility
- Extensive review and refinement of the City's Architect & Engineering contracts and selection process