P³ YEAR END REPORT
Fiscal Year 2013
July 1, 2012 – June 30, 2013

Department: Community Development
Program Name and Number: Administration 2111 & 2128
Program Owner: Sue Gray, Administrative Services Manager
Phone Number: 5504
Program Mission: Provide leadership, policy direction, and support to the Community Development divisions in order to assist them in achieving their goals and objectives.

MEASURABLE OBJECTIVES

1. Ensure that Community Development meets 80% of their department objectives.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of department objectives achieved.	80%	N/A	83%	N/A	82%	82%

Status:	On Target	
Comments:	CDD has 80 total objectives for FY 2013. 4 are not being reported on at year-end. Of the 76 remaining objectives 62 met the objectives (82%).	Objective Achieved ☒

2. Ensure all division budgets are within budget and that proper accounting procedures are followed.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of divisions within budget (four divisions reporting).	100%	100%	100%	100%	100%	100%

Status:	Achieved	
Comments:	All Community Development Department program expenditures are at or below 100%, with the exception of the RDA Successor Agency. This is due to the true up payments made to the State.	Objective Achieved ☒

3. Ensure all divisions respond to 90% of complaints filed via the City Administrator's or Mayor's Office within five days of receipt.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of complaints responded to within five days of receipt.	90%	N/A	N/A	N/A	100%	N/A

Status:	Achieved	
Comments:	There was one complaint received during FY13 and it was responded to within 5 days.	Objective Achieved ☒

PROJECT OBJECTIVES

4. Prepare mid-year budget review for Fiscal Year 2013.		
Status:	Achieved	
Comments:	The mid-year and third-quarter budget reviews were completed on time.	Objective Achieved ☒

5. Complete final report and close out documentation for the Homeless Prevention and Rapid Re-Housing (HPRP) American Recovery and Reinvestment Act grant.		
Status:	Complete	
Comments:	The final report and close out documentation was completed in October 2012.	Objective Achieved ☒

6. Develop Fiscal Year 2014 budget, including all auxiliary items such as new fee schedules, revenue projections, line items, etc.		
Status:	Achieved	
Comments:	All items related to the FY14 budget were completed on time.	Objective Achieved ☒

7. Coordinate City response to homeless issues and implement Council direction regarding homelessness.		
Status:	Achieved	
Comments:	1. Staff is involved in the formation of the Central Coast Collaboration on Homelessness (C3H). In October 2012, Council approved $75,000 for this effort and appointed two Council members to the Policy Council. In addition, a lease was signed to provide in-kind office space for C3H Staff in December 2012. Staff participates on the Executive Oversight Committee and the Coordination Committee. Staff also provides support to the Policy Council. As part of the new collaboration, the South Coast Homeless Advisory Committee was disbanded in November 2012. C3H is working on developing measurement tools and they have begun to track housing placements county wide. The Collaborative is looking at ways to deal proactively with the impacts of Casa Esperanza going to a sober-based facility. The group is also developing an outreach strategy regarding the Affordable Care Act & Health Care Reform and how it relates to homelessness. C3H will also serve as Continuum of Care Committee for the County's HUD grant review process which means that the group will evaluate and rank proposals for HUD funding such as Continuum of Care and Emergency Solutions grants. 2. In November 2012, a consultant was hired to reorganize the Milpas Action Task Force (MATF) in response to a CUP violation complaint from the Milpas Community Association. Staff worked closely with the facilitator to help the group work cooperatively together to lessen the impacts of the shelter on the Milpas area. As a result of the facilitation, the MATF has evolved into a productive working group.	Objective Achieved ☒

P³ YEAR END REPORT
Fiscal Year 2013
July 1, 2012 - June 30, 2013
July 10, 2013

Department: Community Development
Program Name: City Arts Advisory Program (2113)
Program Owner: Ginny Brush, Executive Director and Sue Gray, CD Business Mgr.
Phone Number: (805) 568-3992 and (805) 564-5504
Program Mission: Provide grants to various organizations to promote art, events, and festivals, and to enhance tourism in the City of Santa Barbara. Provide staff support for the Arts Advisory Committee, the Visual Arts in Public Places Committee, and the Community Events and Festivals Committee.

MEASURABLE OBJECTIVES

1. Ensure that 95% of City art grantees are placed under contract and in compliance within the current fiscal year that they are awarded funds.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of grantees under contract and compliance this fiscal year.	95%	8%	36%	51%	5%	100%

Status:	Achieved	
Comments:	Grantees were notified of their awards in September and contracting began in mid-September. The majority of grantees began the contracting process in January. All grantees were under contract before the end of the fiscal year.	Objective Achieved ☒

2. Ensure that all grant payments are made within 15 working days of receiving invoices.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of grant payments disbursed within 15 days of receiving the invoice.	100%	100%	100%	100%	97%	98%

Status:	On-target	
Comments:	All invoices were paid in 10 days with the exception of several invoices that were paid later than usual due to a staff change.	Objective Achieved ☐

PROJECT OBJECTIVES

3. Hold monthly committee meetings and ensure that all notices, agendas, and meeting minutes are properly filed.		
Status:	Achieved for 8 of 9 meetings.	
Comments:	City Arts Advisory and Visual Art in Public Places Committee meetings were held in July, October, November, January, February, March, April, May and June. All but one of the notices, agendas and meeting minutes were properly posted and filed. The June meeting had to be rescheduled due to late noticing. The Events & Festivals Committee met June 21st to review, recommend and approve 2013 grant requests.	Objective Achieved ☐

4. Produce two Channing Peake Gallery exhibitions in cooperation with other cultural organizations.		
Status:	Achieved	
Comments:	Arts Commission staff facilitated the **19th Annual Juried Exhibition**, organized by the **Santa Barbara Printmakers** which featured examples of both traditional and innovative printmaking techniques from artists throughout California and beyond. On July 5th *1st Thursday*, four master printmakers conducted workshops for the public providing demonstrations on different printmaking techniques and it presented a great opportunity for the public to interact with the award-winning artists and learn more about printmaking. The Santa Barbara County Arts Commission organized and presented ***Figure Fragments: The Part as the Whole*** exhibition which was on display in the Channing Peake Gallery from Sept. 4 through January 25th with a *1st Thursday* reception on Sept. 6th. 25 regional artists who investigate figurative elements that tell more than simply the sum of their parts were included. The exhibition also featured works by Allan Hancock College students, and Santa Barbara City College instructors. October 4th, *1st Thursday* featured a walk-thru gallery tour with guest curator Priscilla Bender Shore and Rita Ferri, the Arts Commission's Visual Arts Coordinator/Curator of Collections. The ***2012 AIA Design Awards: Design Matters*** exhibition, including an additional exhibit, ***Kids Draw Architecture,*** at the Channing Peake Gallery was on exhibit from January 28 – May 30, 2013, presenting projects that recently received awards from the SBCAIA for design excellence. The exhibit featured the works of all 74 entries received in the competition. This year's AIA SB Chapter Awards Jury included Lawrence Scarpa, FAIA, Michael Folonis, FAIA, Tibby Tothman, L.A. Weekly Architectural Critic. The exhibit also featured three free lecture/presentations by AIA	Objective Achieved ☒

	architects on their award-winning projects in the County Hearing Room during March, April and May, on *1st Thursday.* The County Arts Commission organized and presented the ***Dibblee Hoyt: Far Reaches*** exhibition, curated by writer and photographer Brett Leigh-Dicks, which featured the work of photojournalist, photographer and Allan Hancock instructor Dibblee Hoyt and seven of his former students who were inspired by his work. The exhibition opened on *1st Thursday*, June 6th. Joyce Howerton, former Mayor of Lompoc and staff of State Senator Hannah Beth Jackson's office, presented a Certificate of Appreciation to Dibblee Hoyt for his outstanding education service and contributions to the community.	

5. Maintain and promote the City Hall Art Gallery exhibition.		
Status:	Achieved	
Comments:	**Hidden Treasures** exhibition continued through December 2012. Three Santa Barbara artists photographers: Rodger Daws Dawson, Ken Pfeiffer, and Fritz Pinney capture common- place areas of the Historic Downtown Cultural Arts District in extraordinary ways and awaken new enjoyment and appreciation for the beauty of our City. **Synthesis,** an exhibition of paintings by Herbert Bayer opened February 18th in the City Hall Gallery and will remain on display through January 24th, 2014. The exhibition organized by Rita Ferri, Visual Arts Coordinator and Curator of Collections features works produced by Bayer between 1976-1985, all of it during the time he lived in Santa Barbara. An opening reception was held in the gallery March 7th during *1st Thursday* with Councilmember Hotchkiss, Arts Advisory liaison making remarks.The exhibition is linked to the Chromatic Gate Restoration project with a goal to inform the public about Herbert Bayer and his historic role in the art world.	Objective Achieved ☒

6. Identify and produce three cultural events that help foster the identity of the Cultural Arts District.		
Status:	Achieved	
Comments:	On July 6, 2012, UCSB Arts & Lectures, the SB County Arts Commission and the SB County Park Foundation launched its 4th annual free **Summer Movies Series** in the Sunken Gardens of the Courthouse. **Robots, Space Aliens and Body Snatchers** featured sci-fi film classics from the1950s and Arts Commission staff organized a series of family-friendly activities through collaboration with Art From Scrap (two free interactive art activities) and Fishbon, which provided Theremin Music coupled with the temporary	Objective Achieved ☒

	installation of a large-scale robotic figure. Approximately 8,000 people attended the 7 film series. The Arts Commission organized and hosted a Forum on the **Economic Impact of Arts & Cultural nonprofits in Santa Barbara County** in partnership with the SB Conference and Visitors Bureau & Film Commission held at the Lobero Theatre, October 4th. The featured speaker was Randy Cohen, Vice President for research and policy at Americans for the Arts. Arts Commission staff provided technical support to the collaborative efforts of SB Bowl Foundation, Notes 4 Notes, SB Education Foundation, New Noise Festival and SB Arts Collaborative in realizing **Pianos On State Street** for 10 days in November. Pianos on State that kicked off November 1st as part of Downtown Cultural nights and ran through the New Noise Music Festival. Pianos on State Street is primarily a volunteer supported event. This year Arts Commission staff engaged support from the Downtown Organization to facilitate the removal of the piano covers each morning and City Garage Parking staff provided a place to store them overnight. Staff also coordinated with Airport Staff to have a piano in the Baggage Claim area at the New Terminal which they retained through the Holidays to support their "Songs of the Season" live performances program at the airport. Arts Advisory Committee arranged for a proclamation and installation of Chryss Yost as the **City Poet Laureate**, at the April 9th City Council meeting. This was the result of conducting a nomination and review process. The Arts Commission collaborated with the UCSB Multi-Cultural Center and helped sponsor a very well attended **Spoken Word** event at the Coffee Cat on Thursday, May 16th that featured a nationally recognized artist Kelly Zen-Yie Tsai.	

7. Organize and host an annual symposium on the arts addressing regional art issues by the end of the third quarter of the fiscal year.		
Status:	Achieved	
Comments:	The **8th Annual Arts Symposium** was held April 26, 2013 at the Hotel Canary. The focus of the Arts Symposium was "Expanding Santa Barbara's Cultural Footprint" and exploring new ways to "Engage Communities Through the Arts." Approximately 110 attendees heard Victoria Hamilton, the Founding Director of the City of San Diego's Commission for Arts and Culture presentation on "Vibrant Culture Means Vibrant Communities." Mayor Helene	Objective Achieved ☒

	Schneider gave a digital presentation and many members of the City Council attended. The Santa Barbara Arts Collaborative announced the winners of its "Enterprise Grants" and the afternoon included lively breakout groups discussing such diverse topics as "An Update on New Arts Model in the Funk Zone", "Engaging Community Through the Power of the Spoken Word", "Empowering Students and Artists with Resources and Tools for Building Sustainable Art Careers" and more.	

8. Provide technical and professional support to artists, art organizations, non-profits, and the public for cultural events and programs in the City of Santa Barbara.		
Status:	Achieved	
Comments:	On Saturday, Oct. 6, 2012, the Santa Barbara County Arts Commission held a pop-up event in the **Funk Zone** in collaboration with Santa Barbara Museum of Art and Santa Barbara Youth Interactive. Artist Patrick Melroy, working with SBMA Teens 4 Teens High School Internship program, and area Ham radio operators, transformed a common shipping container into a Culture Collector transmitting live reports from the Funk Zone to the Downtown. Arts Commission staff provided technical support to the **Santa Barbara Choral Society** for its video production of the choir performing Handel's Messiah complete with flip cards at various cultural locations around SB. The video posted to YouTube in celebration of the Choral Society's 65th Anniversary, has generated 10's of thousand hits. Arts Commission staff provided tech support to the Arts Collaborative for its ongoing **Art in the Mayor's Office** Program with quarterly exhibitions. Art Commission staff coordinated materials and provided resources for the HD version of the **"In Plain Sight" Public Art** DVD and continues to work with City TV. A clip from the new BluRay version was previewed at the Arts Symposium in April. Staff is collaborating with City TV, SB Bowl Foundation, New Noise Festival and Notes for Notes in creating an outreach for area musicians to develop an original soundtrack for the DVD which is scheduled for completion in the Fall. In April, staff submitted a Technical Assistance Grant to the California Arts Council for funding to bring Victoria Hamilton, past Executive Director of the San Diego Cultural Arts Commission to lead 2 community workshops to help focus efforts in developing **the Public Art and Cultural Master Plan**.	Objective Achieved ☒

	The Arts Commission, with support from The Arts Fund and other community partners raised over $75,000 in private funding support for the restoration of the **Chromatic Gate** and established a dedicated fund for future maintenance. Staff oversaw contracting and conservation of the Chromatic Gate working with City departments to coordinate the permitting and onsite restoration process. The restoration was completed at the end of June. The Arts Commission staff provided technical support to **Art from Scrap,** a division of Explore Ecology, for its upcoming artist-based event in August 2013, presented in collaboration with Brooks Institute. The Arts Commission staff provided technical support to the SB Arts Collaborative for its **Arts Enterprise Grants** program, and to the following regarding possible events and festival Open Streets/Bike Coalition, and members of the American Choral Directors Association, Western States Division.	

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Community Events and Festivals Grant applications received.	20	10	0	0	0	10
2. Organizational Development Grant applications received.	30	38	0	0	0	38
3. Community Arts Grant applications received.	32	26	0	0	0	26
4. Monthly Visual Arts in Public Places (VAPP) and Arts Advisory Committee meetings held.	10	2	2	3	3	10

COMMENTS ON OTHER PERFORMANCE MEASURES:

P³ YEAR-END REPORT
Fiscal Year 2013
July 1, 2012 - June 30, 2013

Department: Community Development
Program Name and Number: CDBG and Human Services Administration – 2121 and 2124
Program Owner: Deirdre Randolph, Community Development Programs Supervisor
Phone Number: 5511
Program Mission: Ensure that the Federal Community Development Block Grant (CDBG) and City General Fund Human Services programs meet the basic human needs of low-income individuals through non-profit human service agencies and the departments.

MEASURABLE OBJECTIVES

1. Expend 95% of committed Human Services funds within the program year funds were committed.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of Human Services funds expended within the program year.	95%	8%	48%	51%	99%	99%

Status:	99% of committed Human Services funds were expended.	
Comments:	All grantees spent grant funds in accordance with terms of their grant agreement. One grantee under-spent their grant by $25.	Objective Achieved ☒

2. Ensure that less than 2% of all applicants appeal the Committee recommendations to the City Council by providing staff support to the Community Development/Human Services Committee and applicants in the annual process of recommending funding commitments.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of the number of applicants appealing the funding decisions to be less than 2%.	<2%	N/A	N/A	1.6%	N/A	1.6%

Status:	Less than 2% of all applicants made an appeal to change Committee recommendations	
Comments:	Of 62 applicants, only one that was not recommended for funding asked Council to reconsider the CDHSC's recommendation.	Objective Achieved ☒

3. Ensure that percentage of CDBG disbursements meet federal timeliness requirements as per HUD/CPD schedule.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of CDBG funds available to those drawn meets CPD timeliness test on or before May 2nd.	1.5%	1.98	1.54	1.54	1.18	1.18

Status:	Program met timeliness requirement prior to May 2nd .

Comments:	Per HUD, the timeliness ratio should be 1.5 by May 2nd. The City is well within that ratio at 1.18.	Objective Achieved ☒

PROJECT OBJECTIVES

4. Develop, with public input, the Consolidated Annual Performance Evaluation (CAPER) and submit to HUD by September 30, 2012.		
Status:	Objective Met	
Comments:	The CAPER was submitted to HUD prior to the due date September 30, 2012 and was accepted by HUD with comments from our Field Representative addressed in a timely manner.	Objective Achieved ☒

5. Develop, with public input, the Annual Consolidated Plan and submit to HUD by May 15, 2013.	
Status:	Objective Met
Comments:	Due to a delay from HUD on the City's CDBG grant amount, the City was given an extension beyond May 15 to submit the Action Plan. The Plan was submitted June 13, 2013, shortly after the allocation amounts were made public.

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Number of CDBG/Human Services grant applicants received in December 2012 for HUD Program Year	65	N/A	62	N/A	N/A	62
2. Number of CDBG/Human Services grant recipients awarded in March 2013	50	N/A	N/A	55	N/A	55
3. Number of homeless individuals served by funded agencies for services such as shelter, food, case management, supportive services and others.	3000*	N/A	1691	N/A	N/A	1691

4. Number of seniors served by funded agencies for services including day care, counseling, in-home supportive services and others	1,000*	N/A	956	N/A	N/A	956

5. Number of children and youth (0 – 18) served by funded agencies for services including child care, counseling, advocacy, gang prevention, after-school programs and others.	3,000*	N/A	3701	N/A	N/A	3701

COMMENTS ON OTHER PERFORMANCE MEASURES:

1. A total of 62 grant applications were received in FY13.
2. Grants are awarded by Council action in March 2013.

3. Subgrantee performance reports are compiled semi-annually, in January and July 25.
4. Subgrantee performance reports are compiled semi-annually, in January and July 25.
5. Subgrantee performance reports are compiled semi-annually, in January and July 25.

*Actual counts may be duplicated as some agencies may serve the same client.

P³ YEAR END REPORT
Fiscal Year 2013
July 1 2012 – June 30, 2013

Department: Community Development
Program Name: Rental Housing Mediation Task Force (2122)
Program Owner: Deirdre Randolph, Community Development Programs Supervisor
Phone Number: 5511
Program Mission: Provide mediation, information and consultation on landlord and tenant rights and responsibilities to help resolve rental-housing disputes.

MEASURABLE OBJECTIVES

1. Obtain either an oral or a written agreement between disputing parties on 85% of all face-to-face (in-office) mediations.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of in-office mediations with successful outcome: An oral or a written agreement is achieved between disputing parties.	85%	100%	100%	100%	100%	100%

Status:	Exceeded Target	
Comments:	With support from staff, the City Council appointed volunteer trained Task Force performed 4 in-office mediations during the year. Each of the 4 resulted in written binding agreements.	Objective Achieved ☒

2. Obtain either an oral or a written agreement between disputing parties on 85% of all telephone mediations.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of telephone mediations with successful outcome: An oral or a written agreement is achieved between disputing parties.	85%	100%	88%	100%	100%	97%

Status:	Exceeded Target	
Comments:	Staff performed 43 telephone mediations, 42 resulted in either an oral or a written agreement between the parties. The number of mediations and the outcome exceeded the annual projection.	Objective Achieved ☒

3. Provide 5 outreach and education presentations on rental housing rights and responsibilities to community groups, tenant groups, and landlord groups

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Number of outreach and education presentations.	5	1	1	3	3	8

Status:	Met Target	
Comments:	Outreach included Isla Vista food distribution center, Casa Esperanza Homeless Center, Carpinteria Main Family Resource Center, Carpinteria Children's Project, SB Property Owner's Association, Section 8 Landlords Open House, SB County Board of Supervisors Fair Housing Resolution and City of Santa Barbara Fair Housing Proclamation.	Objective Achieved ☒

4. Provide 1,400 residents with information, consultation and mediation services.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Number of residents receiving information, consultation and mediation services.	1,400	327	319	332	340	1318

Status:	Slightly below target	
Comments:	There was a change in staffing during the year which impacted the number of unduplicated clients serviced. Further, accommodations were made for clients with mental disabilities, which required additional staff time and was an added factor for the reduction in total clients served.	Objective Achieved ☐

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Total number of rental housing disputes receiving face-to-face mediation services	12	1	0	1	2	4
2. Total number of rental housing disputes receiving telephone mediation services	23	12	9	15	7	43

3. Percent of disputes in which all or most of the rental issues were resolved by staff consultation and information/materials per reported customer survey results	75%	N/A	62%	N/A	66%	66%

4. Average cost to mediate disputes	$500	$719	$361	N/A	$363	$481

5. Number of lost calls	217	48	66	53	48	215

COMMENTS ON OTHER PERFORMANCE MEASURES:

1. The RHMTF program has demonstrated its success in providing services to the community.

2. In-house staff training resulted in a substantial increase in telephone mediations; 43 versus the 23 projected

3. Data for percent of disputes resolved is gathered by an email survey sent to those clients providing their email address. The survey has 10 questions and allows for client comments.

FY 13 Of the 1318 clients served through June 30, 2013, 587 clients provided email addresses. and 103 clients responded to the below question. Please note that clients sometimes refuse to provide an email address, provide an incorrect address or do not have email In order to participate in the survey.

Q: Did the RHMTF staff consultation provide you with the needed information/materials to help you to resolve your rental issue? (6 respondents skipped this question)

All Issues Resolved (49) 47.6%
Most Issues Resolved (19) 18.4%
Half Issues Resolved (3) 2.9%
Some Issues Resolved (16) 15.5%
No Issues Resolved (16) 16.0%

A sample of client comments:

February 17, 2013 9:41 AM
"*Please know the housing mediation task force is invaluable. I was scared and cannot afford legal representation. The information and resources provided by the RHMTF allowed me to be confident in my rights and know that the foreclosure situation regarding my rental did not mean that my landlord can automatically lock me out. The RHMTF provided unbiased information regarding my rights as a tenant, as well as the rights and responsibilities of the landlord. Thank you."*

January 17, 2013 3:21PM
"*Andrea Bifano is a saint. She truly wanted the best outcome and strived to achieve it."*

October 21, 2012 1:54PM
" Netza Ortiz was very helpful. I probably would not have received any of my security deposit back

without his help. Although I did not get the full amount owed me, what I did get was enough to pay my October rent at my new apartment"

January 17, 2013 8:33PM
"I want to convey my deep gratitude to your office and specifically, Joel Estrada, for his broad knowledge and compassion while I explained the situation which was very stressful for me…I cannot thank him and your office enough."

July 13, 2013 11:09PM
Someone was there for me. The person on the phone seemed concerned and he was also courteous enough to send me a copy of my rights and privacy. I thank RHMTF for being there for me in times of desperation and stressful sleepless nights. Thank you all once again."

December 5, 2012 3:23PM
"I continue to be a fan of Andrea and her team, all of whom are polite, easy to talk with and helpful. I believe that the service that is provided is of invaluable importance to our community. I have turned to RHMTF for personal and professional reasons and have steered others to RHMTF as well. Thanks to them and you!"

4. Average cost to mediate disputes is calculated by time spent on the mediation and preparation as logged by staff involved. Total time is multiplied by $70.71 (hourly rate). The result is divided by the total telephone and face-to-face mediations performed.

5. Lost calls are typically due to staff not being able to reach clients who have left voice mail messages during business hours, Flex Fridays, weekends and non-business hours. In addition, during business hours staff can be involved in staff office consultations, telephone consultations, and telephone mediations. During these times, they may miss an incoming call. Staff returns all calls in a timely manner.

P³ YEAR END REPORT
Fiscal Year 2013
July 1, 2012 – June 30, 2013

Department: Community Development
Program Name and Number: Successor Agency 2125, 2611, 2711
Program Owner: Sue Gray, CD Business Manager
Phone Number: 5504
Program Mission: Revitalize the Project Area by eliminating the physical and economic conditions of blight through public and private partnerships in an effort to create an economically vibrant and environmentally balanced Project Area for all residents.

MEASURABLE OBJECTIVES

1. Complete 75% of Successor Agency-budgeted Capital Improvement Projects without exceeding the original budget by more than 10%.

Performance Measure	**Annual Target**	QTR 1 Jul-Sep	**QTR 2 Oct-Dec**	QTR 3 Jan-Mar	**QTR 4 Apr-Jun**	**Year to Date**
Percent of Successor Agency-budgeted Capital Improvement projects completed without exceeding original budget by more than 10%.	75%	N/A	N/A	100%	100%	100%

Status:	Achieved	
Comments:	Due to the dissolution of the RDA, only ROPS (Recognized Obligation Payment Schedule) approved capital projects. Four projects were completed in FY 13. All were completed without exceeding the original budget by more than 10%..	Objective Achieved ☒

2. Ensure that 100% of existing Successor Agency grant funds are spent on redevelopment-eligible activities and in compliance with grant agreements.

Performance Measure	**Annual Target**	QTR 1 Jul-Sep	**QTR 2 Oct-Dec**	QTR 3 Jan-Mar	**QTR 4 Apr-Jun**	**Year to Date**
Percent of grant funds spent on redevelopment-eligible activities and in compliance with grant agreement.	100%	100%	100%	100%	100%	100%

Status:	Achieved	
Comments:	All Successor Agency funds have been spent on redevelopment eligible activities and have been approved by the Oversight Board on a ROPS.	Objective Achieved ☒

PROJECT OBJECTIVES

3. Utilize Housing Successor funds for Affordable Housing through the Housing Development and Preservation Program in compliance with AB1x26 provisions.

Status:	N/A

Comments:	The Successor Agency completed and submitted the Low Moderate Income Due Diligence Review and transferred all non-encumbered funds to the County.	Objective Achieved ☐ N/A

4. Update the Successor Agency's Long Range Capital Improvement Program as part of the Fiscal Year 2013 budget process.		
Status:	Achieved	
Comments:	The Successor Agency's Long Range Capital Improvement Program is subject to review and approval of the Oversight Board and the State. Recognized Obligation Payment Schedules (ROPS) 1-4 have been approved.	Objective Achieved ☒

5. Submit the State Controller's Annual Report by December 31, 2012, and comply with all applicable State rules, regulations, and reporting requirements.		
Status:	N/A	
Comments:	Due to the dissolution of the RDA, the annual report is no longer due.	Objective Achieved ☐ N/A

6. Complete the Redevelopment Agency dissolution process in compliance with AB1x26.		
Status:	Completed to Date	
Comments:	The Successor Agency has filed all required reports to the State in a timely manner, including all ROPS, the Housing Asset Transfer List, the Housing Due Diligence Review, the Non-Housing Due Diligence Review, and Long Range Property Plan. The fifth ROPS is being developed for review by the Successor Agency Oversight Board for the period of Jan 1 – June 30, 2014.	Objective Achieved ☒

P³ YEAR END REPORT
Fiscal Year-End 2013
July 1, 2012 - June 30, 2013

Department: Community Development
Program Name: Housing Development and Preservation (2123, 2126 & 2127)
Program Owner: Deirdre Randolph, Community Development Programs Supervisor
Phone Number: 5512
Program Mission: Promote and facilitate the development and preservation of housing primarily for low- and moderate-income households to foster an inclusive and balanced community.

MEASURABLE OBJECTIVES

1. Provide approximately $5 million in Successor Agency, State, and Federal funds for development or rehabilitation of affordable housing projects in accordance with state and federal regulations.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Amount of City and Agency funding committed.	$5 mil	N/A	N/A	N/A	$900,000	$900,000

Status:	HOME funding utilized to help finance a new affordable housing project.	
Comments:	Due to the dissolution of the Redevelopment Agency, the balance of RDA housing set-aside funds ($2,963,990) was remitted to the County for disbursement to the taxing entities. HOME funding for a new affordable housing project located at 510 N. Salsipuedes was approved during the fourth quarter. The project is currently moving through the development process.	Objective Achieved ☐ (Not Applicable)

2. Assist in the development and preservation of 40 affordable units using density bonus, below-market rate financing, and other development incentives.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Number of affordable housing units for which financing is committed or density bonus approved.	40	0	0	0	0	0

Status:	In Process.	
Comments:	Staff has reviewed preliminary plans for three new housing projects that will include density bonus and/or inclusionary housing incentives.	Objective Achieved ☐ (Not Applicable)

3. Commit 100% of repayment funds from prior CDBG rehabilitation loans to new rehabilitation projects within 18 months of receipt.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of CDBG rehabilitation loan repayment funds committed within 18 months of receipt.	100%	100%	100%	100%	100%	100%

Status:	100% of repayment funds were committed within 18 months of receipt.	
Comments:	Funds were committed for eight (8) Housing Rehabilitation Loan Program (HRLP) multi-unit grants. Five (5) projects have grant documentation prepared but not yet signed and recorded; two (2) projects are in the bidding /contract phase and will commence construction soon; and one (1) has been completed.	Objective Achieved ☒

4. Commit 100% of federal HOME funding to eligible affordable housing projects within two years of receipt.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of HOME funds committed within two years of receipt.	100%	100%	100%	100%	100%	100%

Status:	Met Target	
Comments:	$900,000 of HOME funds have been committed for a new affordable housing project located at 510 N. Salsipuedes satisfying this HUD requirement under the HOME program.	Objective Achieved ☒

5. Certify compliance of at least 95% of 1,220 rental units to assure that 100% of those units are in compliance with the City's affordability and occupancy requirements.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of affordable rental units certified for compliance.	95%	N/A	N/A	98%	98%	98%

Status:	Above target	
Comments:	Holiday Mobile Home Park (25 units) did not submit required reports and is out of compliance with the City's affordability and occupancy requirements. Staff is still trying to obtain information.	Objective Achieved ☒

6. Certify compliance of at least 95% of 354 owner-occupied units to assure that 100% of those units are in compliance with the City's affordability and occupancy requirements.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of affordable ownership units certified for compliance.	95%	63%	36%	N/A	N/A	99%

Status:	Above target	
Comments:	Staff is following up on 2 owners who have not complied to date.	Objective Achieved ☒

7. Assure compliance with City requirements for 100% of initial sales, resale, and refinancing of affordable ownership units.						
Performance Measure	**Annual Target**	**QTR 1 Jul-Sep**	**QTR 2 Oct-Dec**	**QTR 3 Jan-Mar**	**QTR 4 Apr-Jun**	**Year to Date**
Percentage of monitored resales and refinances that complied with City requirements.	100%	100%	100%	100%	100%	100%
Status:	Met Target					
Comments:	100% of resales and refinancing complied with City requirements.				Objective Achieved ☒	

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Number of initial sales of new affordable units which Housing Programs staff monitored for conformance with housing policies.	80	39	46	19	1	105
2. Number of resales of existing affordable units which Housing Programs staff monitored for conformance with housing policies.	10	5	6	4	1	16
3. Number of refinances of existing affordable units which Housing Programs staff monitored for conformance with housing policies.	20	15	19	5	4	43

COMMENTS ON OTHER PERFORMANCE MEASURES:
1. The final Cottage Hospital closings occurred in Quarter 3.
2. Resales of existing affordable units exceeded the annual projection due to low interest rates and the availability of lower-priced market-rate housing.
3. Due to historic low interest rates, the number of refinances exceeded the projected number.

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P³ YEAR END REPORT
Fiscal Year 2013
January 2013 - June 2013

Department: Community Development
Program Name: Long Range Planning and Special Studies (2131)
Program Owner: John Ledbetter, Principal Planner
Phone Number: 564-2569
Program Mission: Develop public policies that reflect the community's vision, in order to manage the City's physical growth within our resources and to protect Santa Barbara's unique quality of life for the entire community.

PROJECT OBJECTIVES

1. Adopt **Climate Action Plan** by December 31, 2012. Key milestones include: prepare carbon emissions baseline, emission reduction targets, and implementation actions and strategies; prepare and circulate draft plan; conduct public review at the Planning Commission; Council review and adoption.		
Status:	Climate Action Plan **adopted** by Council on September 18, 2012	
Comments:		Objective Achieved ☒

2. Prepare draft General Plan **Safety Element** update by June 2013. Key milestones to include: inter-departmental coordination on technical studies; preparation of draft element including mapping, policies, and implementation measures; Planning Commission review; environmental review and public hearings; Council review and adoption.		
Status:	Draft Safety Element and environmental review **completed** and presented at Planning Commission on May 23rd. Planning Commission recommendations to Council expected in late August.	
Comments:	Public forum on community resilience scheduled for July 18th Planning Commission meeting.	Objective Achieved ☒

3. Initiate **Zoning and LCP Map Amendments** to ensure consistency between the new General Plan map and the existing Zoning and Local Coastal Program maps. Milestones for FY 13 include: complete Zoning map amendments, initiate Zoning and LCP amendments at the Planning Commission, prepare recommendations, review recommendations at Council Ordinance Committee, Council review and adoption, prepare and submit LCP application to the Coastal Commission.		
Status:	Zoning and General Plan map amendments outside the Coastal Zone, **adopted** by Council on May 23rd.	
Comments:	Initial discussion with Coastal Commission staff resulted in bifurcation of project. Second phase of the project, parcels within Coastal Zone subject to LCP amendment and certification, expected to be initiated in FY 2014.	Objective Achieved ☒

4. Initiate **Average Unit-Size Density Incentive Program** to replace existing Variable Density program. Milestones for FY13 include: initiate project at City Council, develop residential unit sizes and reduced parking requirements, conduct public review and worksession with the Planning Commission, prepare recommendations, review recommendations at Council Ordinance Committee.		
Status:	**In progress**: First Council hearing completed July 2nd; return to Council for formal Ordinance Introduction July 16th	
Comments:	All milestones achieved	Objective Achieved ☒

5. Council renewal of **Nonresidential Growth Management Program** by January 1, 2013. Milestones include: initiate project at Planning Commission (PC); develop revised square footages and categories, community benefit determinations, Development Plan Ordinance revisions, and criteria to assess traffic impacts; conduct public review at the PC and Transportation & Circulation Committee; review at the Ordinance Committee; develop final recommendations; conduct environmental review; review and adopt at Council.		
Status:	Council **adopted** Nonresidential Growth Management Ordinance on March 12, 2013.	
Comments:	Traffic strategy required additional time and effort. Council approved extending existing ordinance program as interim action on November 20, 2012, then new program adopted on March 12th 2013.	Objective Achieved ☐

6. Develop **Adaptive Management Program**. Key milestones include: Planning Commission initiation; develop recommendation to include baseline measurements; monitoring methods; assessment methods and timelines; policy adjustment mechanisms.		
Status:	Adaptive Management Program (AMP) developed and presented at the Joint Council Planning Commission worksession on April 17, 2013. **Final report issued** June 5th.	
Comments:	AMP combined with 2013 General Plan Implementation Report.	Objective Achieved ☒

7. Participate with the Santa Barbara County Association of Governments (SBCAG) to develop a SB 375 mandated **Sustainable Community Strategy**, that integrates the Regional Transportation Plan, Regional Housing Needs Allocation, and local land use decision making to reduce greenhouse gas emissions.		
Status:	**In progress:** Regional Housing Needs Assessment adopted by SBCAG Board on December 20, 2012. Preferred alternative scenario for SCS selected by Board; environmental review underway.	
Comments:	This project, including a **Housing Element Update**, is expected to be completed in 2014.	Objective Achieved ☒

YEAR-END REPORT
Fiscal Year 2013
July 2012 – June 2013

Department: Community Development
Program Name and Number: Development and Environmental Review (2132)
Program Owner: Renee Brooke, Senior Planner II
Phone Number: 564-5564
Program Mission: Manage the development review process, including project environmental review and stakeholder involvement, in order to protect and preserve the City's resources and quality of life.

MEASURABLE OBJECTIVES

1. Work with applicants to submit complete applications within the second 30-day review at least 70% of the time, in order to improve customer service and reduce workload.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of applications deemed complete within the 2nd DART process.	70%	0% 0 of 1	60% 3 of 5	50% 1 of 2	100% 2 of 2	60%

Status:	Objective was not achieved: 10 applications deemed complete; 6 within the 2nd 30-day DART review	
Comments:	Staff indicates additional information required for a complete DART submittal, but does not control the applicant's responsiveness. We cannot predict whether future applications will be more complete.	Objective Achieved ☐

2. Encourage at least 50% of Planning Commission projects to receive a Pre-Application Review Team (PRT) review, in order to provide early advice to project proponents and minimize applications that cannot be supported.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of DART applications that receive PRT.	50%	20% 1 of 5	17% 1 of 6	29% 2 of 7	67% 2 of 3	29%

Status:	Objective was not achieved: 21 applications received; 6 underwent PRT review	
Comments:	PRT is voluntary for a large number of applications types. Staff cannot require PRT for those projects.	Objective Achieved ☐

3. Ensure 80% of all Planning Commission and Staff Hearing Officer Staff Reports are submitted to the supervisor by the required review date.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of Draft PC/SHO staff reports submitted to the Development Review Supervisor on time.	80%	100% 5 of 5	75% 6 of 8	100% 6 of 6	57% 4 of 7	81%

Status:	Objective Exceeded: 26 staff reports submitted; 21 on time.	
Comments:		Objective Achieved ☒

4. Ensure that 90% of all minutes and resolutions are ready for action by the Planning Commission on the second meeting after the Planning Commission took action.

Performance Measure	**Annual Target**	QTR 1 Jul-Sep	**QTR 2 Oct-Dec**	QTR 3 Jan-Mar	**QTR 4 Apr-Jun**	**Year to Date**
Percent of minutes and resolutions ready for submission to the PC by the next scheduled meeting	90%	86% 6 of 7	100% 5 of 5	100% 5 of 5	100% 8 of 8	96%

Status:	Objective Exceeded: 25 sets of minutes reviewed; 24 within deadlines	
Comments:		Objective Achieved ☒

5. Provide Environmental Analyst support to case planners by providing written comments on technical documents and project environmental issues and impacts within the PRT/DART timelines.

Performance Measure	**Annual Target**	QTR 1 Jul-Sep	**QTR 2 Oct-Dec**	QTR 3 Jan-Mar	**QTR 4 Apr-Jun**	**Year to Date**
Percentage of Environmental Analyst written comments completed by due date	90%	100%	100%	100%	100%	100%

Status:	Objective Exceeded: 35 written comments provided; all within deadlines	
Comments:		Objective Achieved ☒

6. Achieve 80% reimbursement of CIP Environmental Analyst's salary for environmental and project review of City projects.

Performance Measure	**Annual Target**	QTR 1 Jul-Sep	**QTR 2 Oct-Dec**	QTR 3 Jan-Mar	**QTR 4 Apr-Jun**	**Year to Date**
Percentage of reimbursable time.	80%	28%	33%	0%	77%	34%

Status:	Objective was not achieved.	
Comments:	Public Works hired their own EA to process projects because of a reduction in Environmental Analyst staffing, which resulted in a lower level of EA reimbursement to the Planning Division during the first three quarters of the fiscal year. Filling the vacant EA position in April increased our reimbursement rate.	Objective Achieved ☐

PROJECT OBJECTIVES

7. Implement process improvements that reduce the amount of time spent to review projects while maintaining the quality of the City and better managing staff workload, including updated procedures, additional training for new and existing staff, and clearer environmental analysis procedures.

Status:	Worked on updating the Initial Study Checklist (used in the preparation of Negative Declarations and Environmental Impact Reports) until the former Environmental Analyst left City employment. Since that position was recently filled, we have made progress on the environmental review screening checklist, which is used during the preliminary environmental review process, to determine the appropriate environmental document.	
Comments:		Objective Achieved ☒

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Development applications submitted, including resubmittals.	60	5	6	7	8	26
2. Pre-application reviews received.	5	1	2	4	2	9
3. Hearings on development projects by Planning Commission.	37	2	7	4	3	16
4. Major work sessions, trainings, and discussion items at the Planning Commission.	20	6	2	2	5	15
5. Staff hours spent at the Planning Commission meetings (internal tracking purposes).	175	27.5	31.75	43	29.5	131.75
6. Planning Commission appeals.	5	0	0	0	0	0
7. Planning staff hours devoted to projects that include affordable housing.	700	53.75	63.75	81.25	150.5	349.25
8. Affordable housing units approved by Planning Commission/ Staff Hearing Officer.	65	0	0	0	0	0
9. Value of staff time spent at the Planning Comm. meetings on development review projects (salaries only).	$6,500	$994	$1,310	$1,895	$1,351	$5,550
10. Staff hours spent participating in Planning Division training sessions.	45	10	10	14	15	49

11. Number of major projects, policies/planning documents and/or technical studies the Environmental Analyst commented on (other than those associated with PRT or DART).	6	1	3	1	2	7

COMMENTS ON OTHER PERFORMANCE MEASURES:

The number of staff hours spent at Planning Commission in Q3 is greater than normal due to attendance of two Senior Planners during the training/transition phase.

Due to the dissolution of the Redevelopment Agency, there has been a reduction of affordable housing projects. Some affordable housing projects do not require review by the Planning Commission.

YEAR END REPORT
Fiscal Year 2013
July 2012 – June 2013

Department: Community Development
Program Name and Number: Zoning: Ordinance, Information, Enforcement, and Staff Hearing Officer (2133)
Program Owner: Danny Kato, Senior Planner and Susan Reardon, Senior Planner
Phone Number: 564-5564 and 564-4555
Program Mission: Protect and improve Santa Barbara's quality of life by providing information regarding the City's Planning and Zoning regulations to the community; ensuring that existing and new developments comply with those regulations; and, making sound decisions as the Staff Hearing Officer consistent with City land use policy.

MEASURABLE OBJECTIVES

1. Complete 75% of initial site inspections for highest priority enforcement cases (Levels 1 – 5) within 21 days of receipt of the complaint.

Performance Measure	**Annual Target**	QTR 1 Jul-Sep	**QTR 2 Oct-Dec**	QTR 3 Jan-Mar	**QTR 4 Apr-Jun**	**Year to Date**
Percent of highest priority enforcement cases where initial inspections are performed within 21 days of the receipt of the complaint	75%	80%	87%	91%	88%	87%

Status:	264 high priority site inspections; 229 performed within 21 days.	
Comments:		Objective Achieved ☒

2. Complete 75% of initial actions on enforcement cases within 10 days of the initial site inspection.

Performance Measure	**Annual Target**	QTR 1 Jul-Sep	**QTR 2 Oct-Dec**	QTR 3 Jan-Mar	**QTR 4 Apr-Jun**	**Year to Date**
Percent of enforcement cases where the warning letter is sent or the case is closed within 10 days of the initial site inspection	75%	85%	85%	85%	84%	85%

Status:	339 initial actions; 287 within 10 days.	
Comments:		Objective Achieved ☒

3. Complete 65% of initial zoning plan checks within the target timelines.

Performance Measure	**Annual Target**	QTR 1 Jul-Sep	**QTR 2 Oct-Dec**	QTR 3 Jan-Mar	**QTR 4 Apr-Jun**	**Year to Date**
Percent of initial zoning plan checks for building permits completed by the target date	65%	77%	62%	57%	68%	66%

Status:	1,163 initial zoning plan checks; 773 completed within target timelines	
Comments:	We have required help from other sections and paid overtime to meet this level of service.	Objective Achieved ☒

4. Complete 75% of re-submittal plan checks within the target timelines.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of re-submittal zoning plan checks for building permits completed by the target date	75%	87%	79%	78%	76%	80%

Status:	1.236 re-submittal zoning plan checks; 989 completed within target timelines	
Comments:	We have required help from other sections and paid overtime to meet this level of service.	Objective Achieved ☒

5. Issue 75% of Zoning Information Reports (ZIRs) within three working days of physical inspection.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of ZIRs issued within 3 working days of the inspection	75%	99%	100%	99%	98%	99%

Status:	587 ZIRs; 580 completed within three days of inspection	
Comments:		Objective Achieved ☒

6. Conduct 6 policy and procedure training sessions to ensure staff is properly trained in new assignments as a result of budget adjustments.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Number of training sessions held.	6	0	3	1	2	6

Status:		
Comments:		Objective Achieved ☒

7. Achieve 80% on-time completion of Staff Hearing Officer (SHO) review and approval of minutes and resolutions within five working days of SHO meetings.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of milestones achieved.	80%	100%	100%	100%	100%	100%

Status:	20 SHO meetings held; 20 sets of minutes/resolutions posted on-time.	
Comments:		Objective Achieved ☒

8. Complete 90% of preliminary plan checks for Architectural Board of Review (ABR), Historic Landmarks Commission (HLC), and Single Family Design Board (SFDB) within five days of receipt from applicant.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of preliminary plan checks for ABR, HLC, and SFDB completed within five days of receipt.	90%	74%	89%	87%	71%	80%

Status:	174 prelim. plan checks; 139 completed within 5 days of receipt	
Comments:		Objective Achieved ☐

PROJECT OBJECTIVES

9. Attend the monthly Neighborhood Improvement Task Force (NITF) meetings. Participate in at least one neighborhood clean-up activity, inter-departmental enforcement activity, or similar, if directed by the NITF.		
Status:	We attend the monthly meetings, and provide information and support to the group as necessary. We have not been directed to participate in any NITF projects as of yet.	
Comments:		Objective Achieved ☒

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Zoning enforcement cases received	250	71	69	86	72	298
2. Warning Letters sent	150	51	63	110	57	281
3. First Citations sent	30	7	3	6	14	30
4. Zoning enforcement cases closed	300	177	96	126	144	543
5. Zoning plan checks completed – initial review	1,100	284	274	266	339	1,163
6. Zoning plan checks completed – resubmittal	1,100	321	291	249	375	1,236
7. ZIRs prepared	400	149	132	125	181	587
8. People served at the Zoning Counter	10,000	2,810	2,367	2,541	3,022	10,740
9. Technology-related requests for assistance from staff and the public	50	13	21	8	3	45
10. Zoning Staff hours spent participating in Planning Division training sessions	40	4	11	18	8	41
11. Number of policies, procedures or handouts updated.	50	4	6	10	0	20

12. Number of Modification items heard by the SHO.	80	13	39	22	32	106

13. Hearings on development projects (former PC projects) by Staff Hearing Officer.	6	0	0	1	1	2

14. Number of SHO appeals.	3	0	1	1	0	2

COMMENTS ON OTHER PERFORMANCE MEASURES:

4.The number of Zoning enforcement cases closed in Q1 was inflated due to the closure of a large quantity of backlogged neon “OPEN” sign complaints. An hourly enforcement position added in November and continued additional help from other Divisions have allowed us to maintain an acceptable level of service in zoning/sign enforcement.

Other notes regarding zoning enforcement (for tracking purposes only):

- As of October 16th, 163 zoning-related complaints were pending on the investigation list.
- As of January 10th, 144 zoning-related complaints were pending on the investigation list.
- As of April 23rd, 142 zoning-related complaints were pending on the investigation list.
- As of July 5, 2013, 144 zoning-related complaints were pending on the investigation list.

P³ YEAR END REPORT
Fiscal Year 2013
July 2012 – June 2013

Department: Community Development
Program Name and Number: Design Review and Historic Preservation (2134)
Program Owner: Jaime Limón, Senior Planner II
Phone Number: 564-5507
Program Mission: Ensure the design and development of buildings and structures comply with adopted design guidelines and ordinances; and to assist the community in preserving and protecting the City's natural beauty, character, heritage, and established architectural traditions.

MEASURABLE OBJECTIVES

1. Complete 85% of the Master Environmental Assessments (MEAs) on Design Review applications within 20 days of application receipt.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of MEAs completed within established time lines.	85%	71%	86%	77%	81%	81%

Status:	Target objective not met.	
Comments:	52 of 57 completed within timeframe. 201 of 247 to date	Objective Achieved ☐

2. Present 80% of design review applications (ABR/HLC/SFDB) to decision makers for review within 30 days of acceptance.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of design review applications submitted within the established timelines.	80%	81%	93%	86%	89%	87%

Status:	Target objective met.	
Comments:	51 of 57 completed within timeframe 242 of 277 to date	Objective Achieved ☒

PROJECT OBJECTIVES

3. Continue progress on the Historic Preservation Work Program, including the review of survey records; development of Historic Resource Design Guidelines to work in conjunction with City's Historic Districting Plan and preservation policies, include in work program the new General Plan Historic General Plan Historic Element.

Status:	Work progress on Potential List updates and potential historic districts. The focus of work has been on completion and implementation steps for recently adopted General Plan Historic Resources Element.	
Comments:	Work continues on the Potential List updates and the Historic Preservation Work Program.	Objective Achieved ☒

4. Work with the Design Review boards and commissions to conduct one training seminar on improving efficiency of board meetings.		
Status:	(3) Trainings held for Boards in FY 2013 on meeting efficiency and code of ethics.	
Comments:		Objective Achieved ☒

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Design Review (ABR/HLC/SFDB & Sign Committee) applications received.	500	172	166	168	196	702
2. ABR agenda items scheduled.	220	83	88	80	66	317
3. HLC agenda items scheduled.	270	72	62	78	87	299
4. SFDB agenda items scheduled.	400	80	95	92	80	347
5. Administrative Staff review items.	215	56	31	35	48	170
6. Mailed notices prepared for Design Review public hearings.	140	26	19	35	28	108
7. Historic Resource Evaluations.	105	65	39	43	48	195
8. Appeals filed to City Council.	3	1	0	1	0	2
9. % of Design Review FB applications approved within 4 meetings or less	75%	90% 9 of 10	93% 13 of 14	82% 26 of 32	67% 29 of 43	78% 77 of 99
10. % of Sign Applications on Consent approved within 2 meetings or less.	50%	86% 25 of 29	89% 31 of 35	93% 38 of 41	100% 26 of 26	92% 120 of 131
11. Sign Review agenda items scheduled	100	14	20	21	16	71
12. Conforming Sign Review items.	200	47	40	35	39	161

COMMENTS ON OTHER PERFORMANCE MEASURES:

1. Number of ABR/HLC/SFDB and SIGN total applications received (702) up this year, above lowered total year projection. Applications at 566 received at end of year FY12.

2. Number of ABR agenda items increased this year to 317 for FY13. This ABR total was at only 261 at end of year in FY12.

3. Number of HLC agenda items increased this year to 299 for FY13. This HLC total was 264 at end of year in FY12.

7. Historic Resource evaluations up (195) due to new hiring of Urban Historian position. This was at 56 at end of year in FY 12

8. Number of Design Review Board appeals to City Council down from 6 in FY12 to only 2 appeals filed in FY 13.

11& 12. Total number of sign applications increased from 200 in FY12 to 232 in FY 13.

P³ YEAR-END REPORT
Fiscal Year 2013
July 2012 – June 2013

Department: Community Development
Program Name and Number: Building Inspection/Code Enforcement (2141)
Program Owner: Larry Cassidy, Building Inspection / Plan Check Supervisor
Phone Number: 5588
Program Mission: Review and inspect construction projects and abate substandard housing conditions and illegal dwelling units to ensure safe housing through compliance with all applicable building codes and City ordinances.

MEASURABLE OBJECTIVES

1. Respond to 100% of inspection requests on the day scheduled for permitted work.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Building Inspections Completed	100%	100%	100%	100%	100%	100%

Status:	Completed successfully	
Comments:	10,665 of 10,665 inspections completed on day requested.	Objective Achieved ☒

2. Respond to 90% of code enforcement complaint within five working days from receipt of complaint.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Code Complaints Response	90%	80%	77%	89%	92%	84%

Status:	Objective not met.	
Comments:	The number of cases processed for FY13 was 15% above projections, this combined with several long-term medical leave of absences throughout the year caused the P3 numbers to fall below projections. Year-end numbers show 391 cases total with 329 processed within the 5-day target.	Objective Achieved ☐

3. Perform 95% of specialty / commercial plan reviews (electrical, plumbing, mechanical) within four working days.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Specialty/Commercial Plan Checks Competed	95%	95%	88%	92%	98%	93%

Status:	Slightly below target.	
Comments:	619 of 665 PME reviews were completed within 4 days with 160 completed within 1 day of receiving plans. Several long-term medical leave of absences throughout the year have presented challenges to the Inspection Section in meeting P3 projections.	Objective Achieved ☐

PROJECT OBJECTIVES

4. One inspector to obtain ICC Green Building Certification.		
Status:	Not completed	
Comments:	Training has been scaled back due to several long-term medical leave of absences in the Inspection Section.	Objective Achieved ☐

5. One inspector to receive Certified Accessibility Specialist (CASp) certification		
Status:	Training on hold	
Comments:	Training has been scaled back due to several long-term medical leave of absences in the Inspection Section. Also, changes in State test content caused delays in testing.	Objective Achieved ☐

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Building inspections completed.	11,000	2,808	2,684	2,580	2,593	10,665
2. Code enforcement cases processed.	340	84	122	81	104	391
3. Erosion control inspections completed.	325	44	218	87	23	372
4. Specialty/commercial plan reviews completed.	650	132	177	160	196	665
5. Permits resolved under Expired Permit Program.	300	14	10	46	31	101

COMMENTS ON OTHER PERFORMANCE MEASURES:

2. Total Code Enforcement cases processed were 15% above projections.
3. Erosion Control Inspections were up slightly over projections in spite of low rainfall totals.
5. As this is one of our lowest priority measures, the numbers were well below projections due to staffing levels.

P³ YEAR-END REPORT
Fiscal Year 2013
July 2012 – June 2013

Department: Community Development
Program Name: Records, Archives and Clerical Services (RACS) (2142)
Program Owner: Brenda Nielsen, Administrative / Clerical Supervisor
Phone Number: 2653
Program Mission: Provide organized solutions for the preservation and accessibility of recorded property development history for the community and staff in adherence with State law and City Council policies.

MEASURABLE OBJECTIVES

1. Respond and deliver 100% of building and planning file document requests within one hour of receipt.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of requests for files delivered within one hour of receipt.	100%	100%	100%	100%	100%	100%

Status:	YTD Counter/off-site storage pulls – 4,819 Internet hits – 84,969 Total: 89,788	
Comments:		Objective Achieved ☒

2. Respond to 100% of commercial plan viewing requests within 72 hours of receipt.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of viewing appointments for commercial plans filled within 72 hours of receipt.	100%	100%	100%	100%	100%	100%

Status:	YTD Staff Requests: 167 YTD Public Requests: 374 Total YTP commercial plan requests: 541	
Comments:		Objective Achieved ☒

3. Respond to 100% of residential plan viewing requests within 10 days of receipt.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of viewing appointments for residential plans filled within 10 days of receipt.	100%	100%	100%	100%	100%	100%

Status:	Staff Requests: 779 Public Requests: 706 Total YTD residential plan requests: 1,485	
Comments:		Objective Achieved ☒

4. Ensure that 95% all building and planning documents are processed within ten days of receipt by RACS.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of documents prepared, scanned, and stored within ten days of receipt.	95%	98%	98%	98%	99%	98%

Status:	Street files – 23,842 Planning files – 14,483 Calculations – 27,643 Plans – 13,417 Public Works files – 2,050 Housing & Redevelopment files - 0 Fire/Sprinkler Calculations – 3,215 Total YTD – 84,620	
Comments:	We processed 84,620 of 85,939 total incoming documents (or 98%) within 10 days of receipt.	Objective Achieved ☒

5. Ensure that 100% of all Land Development team cash receipts are balanced to 100% accuracy on a daily basis.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of cash receipts received and in balance with Advantage cashiering reports.	100%	100%	100%	100%	100%	100%

Status:	We processed 7,929 LDT cash transactions for the fiscal year with zero errors.	
Comments:		Objective Achieved ☒

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Number of document requests processed.	40,000	21,167	22,163	23,174	23,284	89,788
2. Number of commercial plan viewing requests, made by the public & staff.	350	137	103	149	152	541
3. Number of residential plan viewing requests, made by the public & staff.	1,000	343	353	328	461	1,485
4. Total Documents scanned and archived YTD	90,000	17,626	26,102	18,958	23,253	85,939
5. LDT register transactions.	7,200	2,070	1,788	1,936	2,135	7,929

COMMENTS ON OTHER PERFORMANCE MEASURES:

Comment for #1. Our Internet and Intranet hits were much higher than expected for the year.

Comment for #4. We continue to use part time hourly assistance to maintain our ability to meet the goal of processing at least 95% of all incoming documents within 10 days of receipt.

YEAR END REPORT
Fiscal Year 2013
July 1, 2012– June 30, 2013

Date: June 2013

Department: Community Development
Program Name: Building Counter and Plan Review (2143)
Program Owner: Lonnie Cassidy, Building Inspection / Plan Check Supervisor
Phone Number: 5566
Program Mission: Provide project review, permit issuance, and customer service for property owners, the development community, and internal customers to ensure a safely built environment in accordance with State and local laws.

MEASURABLE OBJECTIVES

1. Complete 75% of building permit Initial Reviews within the promised timelines.

Performance Measure	**Annual Target**	QTR 1 Jul-Sep	**QTR 2 Oct-Dec**	QTR 3 Jan-Mar	**QTR 4 Apr-Jun**	**Year to Date**
Initial Reviews completed within the promised timeline.	75%	67%	76%	60%	63%	66%

Status:	621 of 940 Initial Reviews were completed on time this fiscal year.	
Comments:	The Sr. Plan Check/Counter Coordinator position, which had been vacant since September 2011, was filled on April 15, 2013. We were fortunate to hire Christy Foreman who has previously worked for the City of Tucson and the City of Rio Rancho in New Mexico. She is rapidly getting up to speed with the regulations applicable here in Santa Barbara and will certainly help with meeting our P3 goals next year. Unfortunately the existing plan check staff struggled to meet the target completion dates for initial review plan checks this past year. To compensate for late reviews the plan check staff regularly meets with applicants to review plan check corrections to insure that the re-submittal reviews are processed quickly. The plan check staff is also in communication with the applicants when plan check reviews will not be completed on time. Another contributing factor for missed deadlines this year was the number of large, priority projects such as the Housing Authority's addition of 6,353 sq. ft. to their existing office; new 10 unit apartment building with underground parking at 901 Olive St.; new shell buildings and separate tenant improvements for Sansum Clinics, one building was 61,032 sq. ft. and the other building was 13, 952 sq.ft.; complete remodel of the Santa Barbara Inn at 901 Cabrillo; new 5,859 sq.ft. common use building at Valle Verde Retirement Community.	Objective Achieved ☐

2. Complete 75% of building permit re-submittals within the promised timelines.						
Performance Measure	**Annual Target**	QTR 1 Jul-Sep	**QTR 2 Oct-Dec**	QTR 3 Jan-Mar	**QTR 4 Apr-Jun**	**Year to Date**
Re-submittals completed within the promised timeline.	75%	77%	78%	71%	75%	75%
Status:	776 of 1,040 Re-submittals were completed on time this fiscal year.					
Comments:	Priority is given to the review of resubmitted plans often making up for the extra time taken at initial review. This is also a considerable improvement over the percentage performance of last fiscal year (70%).				Objective Achieved ☒	

3. Complete 80% of building permit revisions within the promised timelines.						
Performance Measure	**Annual Target**	QTR 1 Jul-Sep	**QTR 2 Oct-Dec**	QTR 3 Jan-Mar	**QTR 4 Apr-Jun**	**Year to Date**
Percent of revisions completed within the promised timeline.	80%	82%	87%	72%	77%	80%
Status:	274 of 344 Revisions were completed on time this fiscal year.					
Comments:	The plan check staff has worked diligently to manage their workload. Priority is given to the review of revision submittals recognizing the need to keep a project moving forward. This is an improvement over the percentage performance of last fiscal year (78%).				Objective Achieved ☒	

4. Process 95% of faxed permit requests within 72 hours.						
Performance Measure	**Annual Target**	QTR 1 Jul-Sep	**QTR 2 Oct-Dec**	QTR 3 Jan-Mar	**QTR 4 Apr-Jun**	**Year to Date**
Percent of fax permits processed within 72 hours.	95%	100%	100%	100%	100%	100%
Status:	72 of 72 Fax permits were completed on time this fiscal year.					
Comments:	The number of fax permits for water heater change outs remain consistent. The fax permit requests for reroofing have declined due to the need for Planning review in the various Design Districts. This requirement eliminates the option for issuing a reroof permit via fax.				Objective Achieved ☒	

5. Notify property owners of permit expiration within 10 days of date of expiration.						
Performance Measure	**Annual Target**	QTR 1 Jul-Sep	**QTR 2 Oct-Dec**	QTR 3 Jan-Mar	**QTR 4 Apr-Jun**	**Year to Date**
Percent of permit expiration notification within 10 days of expiration date.	90%	100%	100%	100%	100%	100%
Status:	247 of 247 permit expiration notifications process on time this fiscal year.					
Comments:	The Building Inspector Aides work very closely with the permit applicants and plan check staff to monitor plan check expiration. This program continues to be successful.				Objective Achieved ☒	

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Total permits issued.	2,500	603	599	518	653	2,373
2. Staff hours devoted to PRT and DART reviews.	250	19	20	35	15	89
3. Plan reviews and re-submittals completed.	2,500	597	597	556	725	2,475
4. "Over-the-Counter" permits issued at the Building and Safety Counter.	1,600	409	380	369	408	1,566
5. New permit applications made to the Building and Safety Division.	2,500	670	649	652	732	2,703

COMMENTS ON OTHER PERFORMANCE MEASURES: Overall our P3 goals for plan check have been reflective of the influx in permits submitted prior to the holiday furlough and the increase in plan check activity in quarters 3 & 4. Plan check has worked hard to maintain the P3 goals while having the Senior Plan checker/Counter Coordinator position vacant until April of this year. We are determined to meet or exceed our 2014 P3 goals now that we are fully staffed.

2. The actual staff hours for PRT and DART reviews reflects the lack of projects submitted for these reviews.

FY 2012 Year End Numbers:

1. 2,282
2. 171
3. 2,536
4. 1,458
5. 2,495