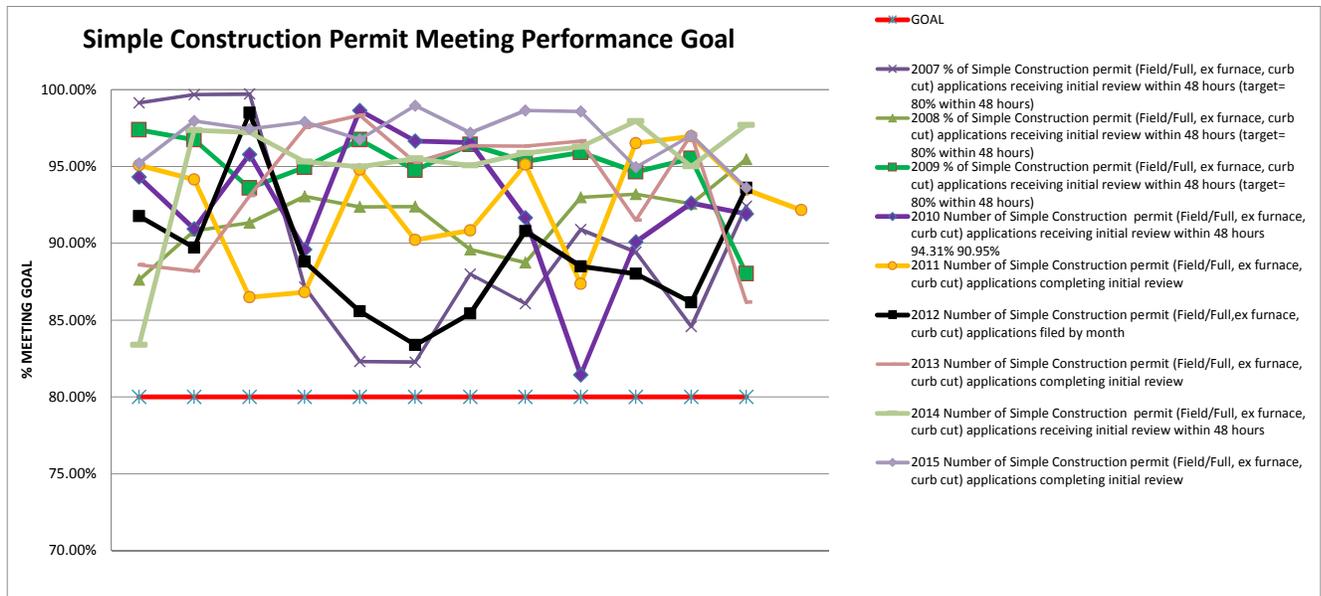
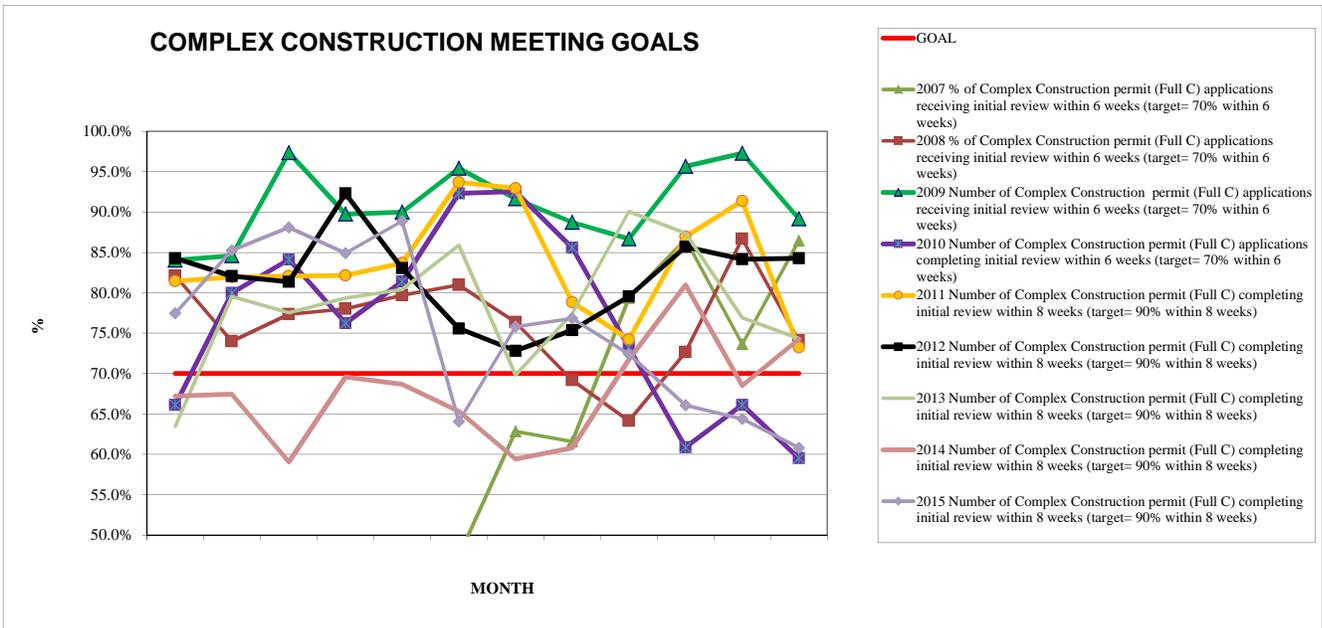


SDCI: PERFORMANCE MEASURES FROM 2007 ACCOUNTABILITY AGREEMENT

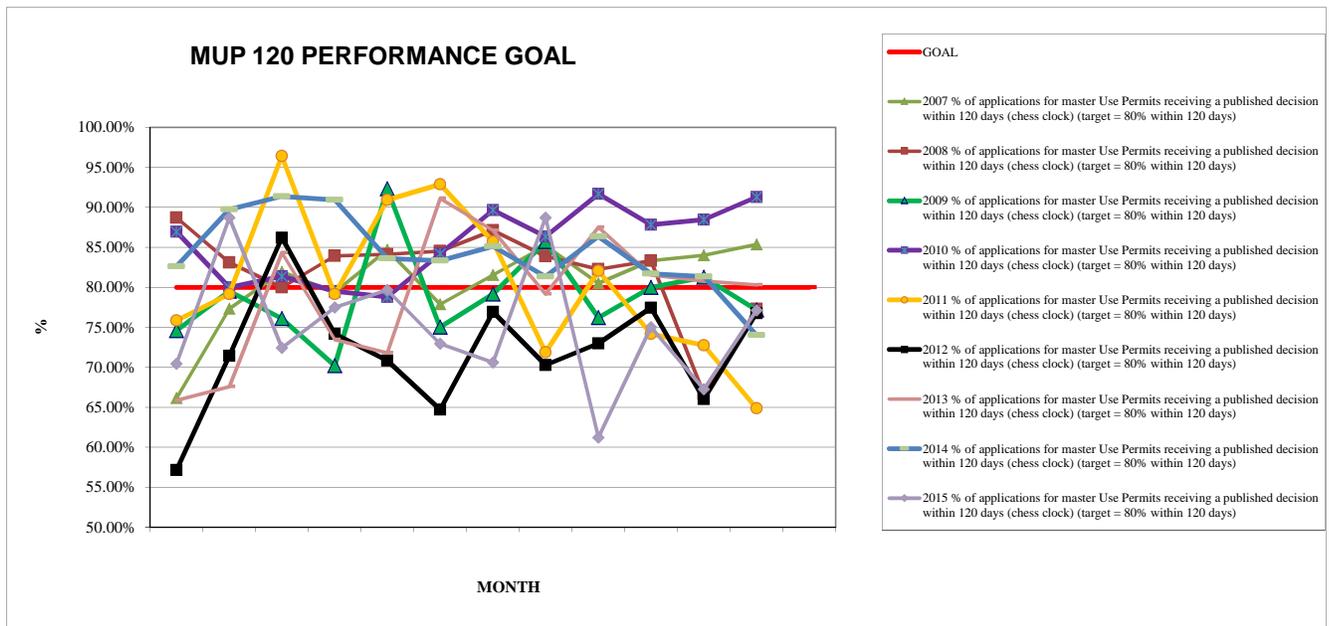
Simple	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2016 Number of Simple Construction permit (Field/Full, ex furnace, curb cut) applications filed by month	99.55%	98.53%	98.06%	98.23%	96.68%	98.31%	96.20%	99.34%	95.88%	95.53%	95.62%	97.99%	97.48%
2015 Number of Simple Construction permit (Field/Full, ex furnace, curb cut) applications completing initial review	95.20%	97.95%	97.44%	97.89%	96.76%	98.96%	97.20%	98.65%	98.59%	94.95%	97.02%	93.61%	89.07%
2014 Number of Simple Construction permit (Field/Full, ex furnace, curb cut) applications receiving initial review within 48 hours	83.38%	97.36%	97.21%	95.31%	94.98%	95.51%	95.07%	95.86%	96.28%	97.94%	95.00%	97.70%	94.87%
2013 Number of Simple Construction permit (Field/Full, ex furnace, curb cut) applications completing initial review	88.6%	88.2%	93.1%	97.5%	98.3%	95.3%	96.3%	96.3%	96.7%	91.5%	97.1%	86.2%	94.0%
2012 Number of Simple Construction permit (Field/Full, ex furnace, curb cut) applications filed by month	91.76%	89.71%	98.50%	88.81%	85.58%	83.39%	85.44%	90.80%	88.51%	88.01%	86.15%	93.61%	89.07%
2011 Number of Simple Construction permit (Field/Full, ex furnace, curb cut) applications completing initial review	95.07%	94.14%	86.49%	86.81%	94.80%	90.21%	90.85%	95.11%	87.36%	96.52%	96.97%	93.49%	92.17%
2010 Number of Simple Construction permit (Field/Full, ex furnace, curb cut) applications receiving initial review within 48 hours	94.31%	90.95%	95.79%	89.60%	98.64%	96.66%	96.56%	91.67%	81.44%	90.08%	92.61%	91.90%	92.72%
2009 % of Simple Construction permit (Field/Full, ex furnace, curb cut) applications receiving initial review within 48 hours (target= 80% within 48 hours)	97.38%	96.73%	93.58%	94.94%	96.74%	94.75%	96.43%	95.32%	95.91%	94.65%	95.51%	88.01%	94.93%
2008 % of Simple Construction permit (Field/Full, ex furnace, curb cut) applications receiving initial review within 48 hours (target= 80% within 48 hours)	87.6%	90.8%	91.3%	93.1%	92.4%	92.4%	89.6%	88.7%	93.0%	93.2%	92.6%	95.5%	91.5%
2007 % of Simple Construction permit (Field/Full, ex furnace, curb cut) applications receiving initial review within 48 hours (target= 80% within 48 hours)	99.1%	99.7%	99.7%	87.2%	82.3%	82.3%	88.0%	86.1%	90.9%	89.4%	84.6%	92.4%	89.6%
GOAL	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%



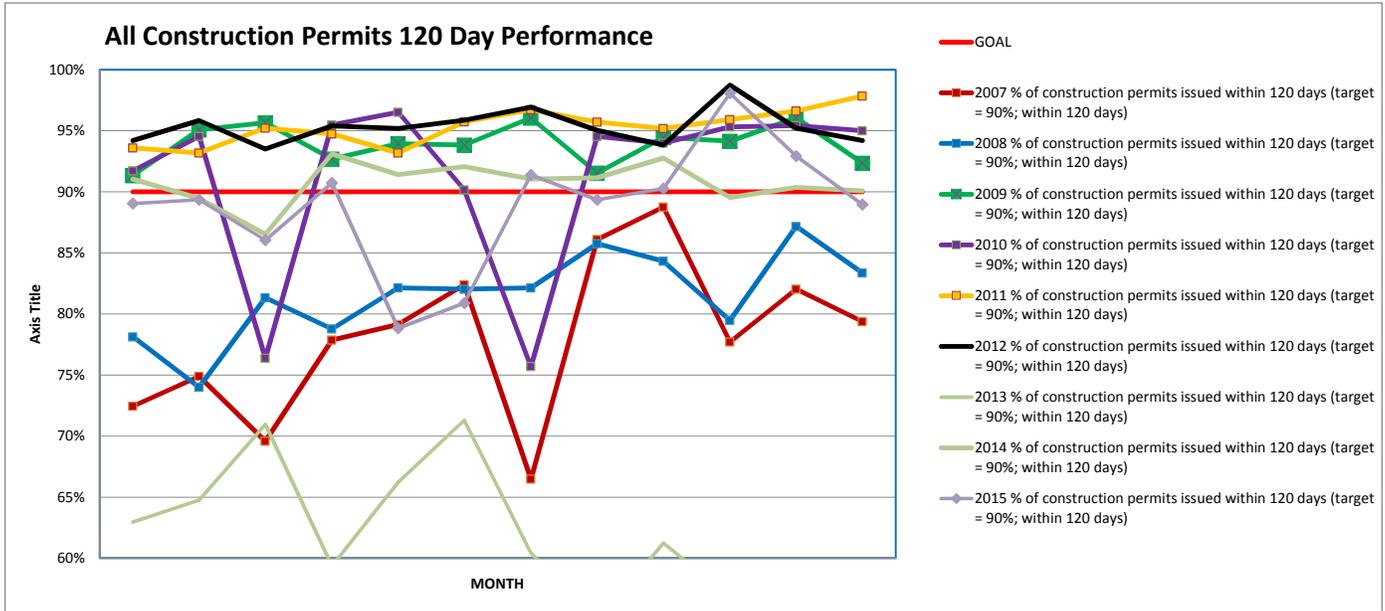
Complex		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2016	Number of Complex Construction permit (Full C) completing initial review within 8 weeks (target= 90% within 8 weeks)	60.53%	56.78%	62.50%	63.58%	67.74%	80.14%	72.37%	88.08%	87.76%	81.02%	77%	57.89%	71.28%
2015	Number of Complex Construction permit (Full C) completing initial review within 8 weeks (target= 90% within 8 weeks)	77.46%	85.27%	88.10%	84.92%	88.89%	64.07%	75.81%	76.82%	72.41%	66.06%	64.36%	60.80%	74.41%
2014	Number of Complex Construction permit (Full C) completing initial review within 8 weeks (target= 90% within 8 weeks)	67.22%	67.44%	59.06%	69.60%	68.69%	65.32%	59.40%	60.78%	71.76%	80.98%	68.53%	74.25%	67.76%
2013	Number of Complex Construction permit (Full C) completing initial review within 8 weeks (target= 90% within 8 weeks)	63.48%	79.55%	77.55%	79.37%	80.42%	85.92%	69.83%	77.42%	90.08%	87.39%	76.92%	74.36%	78.64%
2012	Number of Complex Construction permit (Full C) completing initial review within 8 weeks (target= 90% within 8 weeks)	84.29%	82.09%	81.36%	92.31%	83.08%	75.58%	72.82%	75.37%	79.57%	85.71%	84.16%	84.29%	81.29%
2011	Number of Complex Construction permit (Full C) completing initial review within 8 weeks (target= 90% within 8 weeks)	81.43%	81.97%	82.09%	82.14%	83.70%	93.69%	92.96%	78.82%	74.24%	86.96%	91.38%	73.26%	83.70%
2010	Number of Complex Construction permit (Full C) applications completing initial review within 6 weeks (target= 70% within 6 weeks)	66.10%	80.00%	84.13%	76.25%	81.40%	92.31%	92.54%	85.60%	73.24%	60.87%	66.10%	59.52%	77.35%
2009	Number of Complex Construction permit (Full C) applications receiving initial review within 6 weeks (target= 70% within 6 weeks)	84.04%	84.62%	97.37%	89.74%	90.00%	95.45%	91.67%	88.73%	86.67%	95.65%	97.30%	89.16%	90.36%
2008	% of Complex Construction permit (Full C) applications receiving initial review within 6 weeks (target= 70% within 6 weeks)	82.12%	73.98%	77.36%	78.01%	79.72%	80.95%	76.36%	69.18%	64.14%	72.66%	86.67%	74.07%	75.98%
2007	% of Complex Construction permit (Full C) applications receiving initial review within 6 weeks (target= 70% within 6 weeks)	23.08%	40.91%	27.59%	31.73%	42.65%	47.44%	62.86%	61.57%	79.34%	86.63%	73.64%	86.45%	53.76%
	GOAL	70.0%	70.0%	70.0%	70.0%	70.0%	70.0%	70.0%	70.0%	70.0%	70.0%	70.0%	70.0%	70.0%



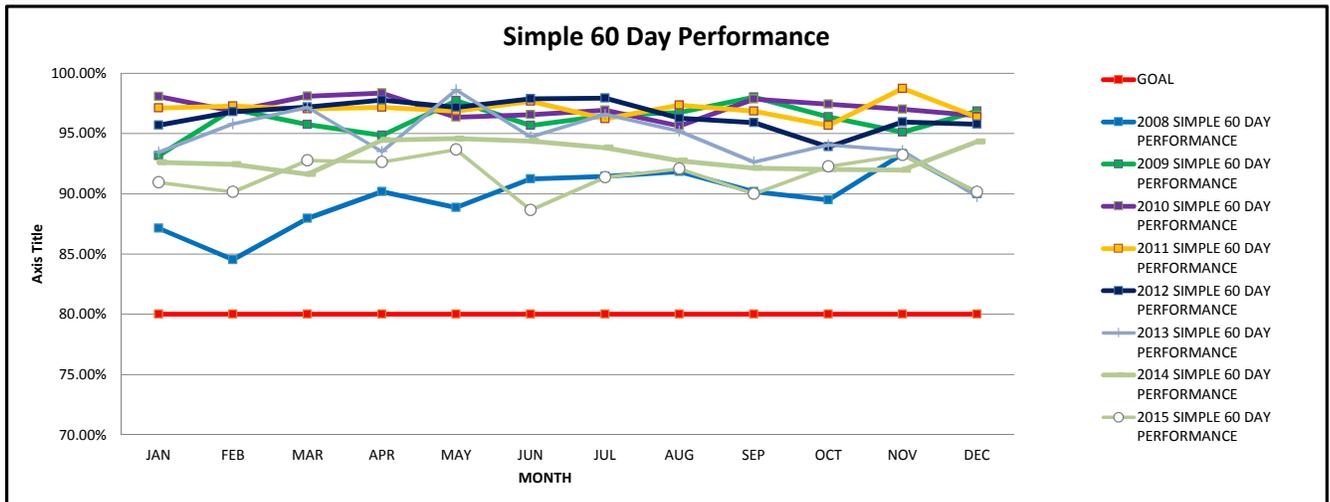
MUP		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2016	% of applications for master Use Permits receiving a published decision within 120 days (chess clock) (target = 80% within 120 days)	82.26%	77.78%	72.60%	75.00%	68.18%	62.65%	80.65%	56.90%	75.82%	67.57%	64.58%	71.96%	71.17%
2015	% of applications for master Use Permits receiving a published decision within 120 days (chess clock) (target = 80% within 120 days)	70.45%	88.68%	72.41%	77.46%	79.66%	72.94%	70.59%	88.71%	61.22%	75.00%	67.27%	77.11%	75.35%
2014	% of applications for master Use Permits receiving a published decision within 120 days (chess clock) (target = 80% within 120 days)	82.6%	89.7%	91.4%	90.9%	83.6%	83.3%	85.1%	81.4%	86.4%	81.7%	81.4%	74.0%	84.2%
2013	% of applications for master Use Permits receiving a published decision within 120 days (chess clock) (target = 80% within 120 days)	65.85%	67.57%	84.31%	73.47%	71.79%	91.11%	87.10%	79.17%	87.50%	81.54%	80.77%	80.30%	79.76%
2012	% of applications for master Use Permits receiving a published decision within 120 days (chess clock) (target = 80% within 120 days)	57.14%	71.43%	86.21%	74.19%	70.83%	64.71%	76.92%	70.27%	72.97%	77.42%	66.00%	76.74%	71.68%
2011	% of applications for master Use Permits receiving a published decision within 120 days (chess clock) (target = 80% within 120 days)	75.86%	79.17%	96.43%	79.17%	90.91%	92.86%	85.71%	71.88%	82.05%	74.19%	72.73%	64.86%	79.94%
2010	% of applications for master Use Permits receiving a published decision within 120 days (chess clock) (target = 80% within 120 days)	86.96%	80.00%	81.40%	79.49%	78.79%	84.21%	89.66%	86.36%	91.67%	87.80%	88.46%	91.30%	85.31%
2009	% of applications for master Use Permits receiving a published decision within 120 days (chess clock) (target = 80% within 120 days)	74.58%	79.49%	76.09%	70.21%	92.31%	75.00%	79.17%	85.71%	76.19%	80.00%	81.25%	77.14%	78.05%
2008	% of applications for master Use Permits receiving a published decision within 120 days (chess clock) (target = 80% within 120 days)	88.71%	83.10%	80.00%	83.93%	84.13%	84.51%	87.10%	83.87%	82.26%	83.33%	66.67%	77.27%	82.93%
2007	% of applications for master Use Permits receiving a published decision within 120 days (chess clock) (target = 80% within 120 days)	66.13%	77.33%	81.91%	79.38%	84.68%	77.88%	81.52%	85.19%	80.52%	83.33%	84.00%	85.37%	80.95%
	GOAL	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%



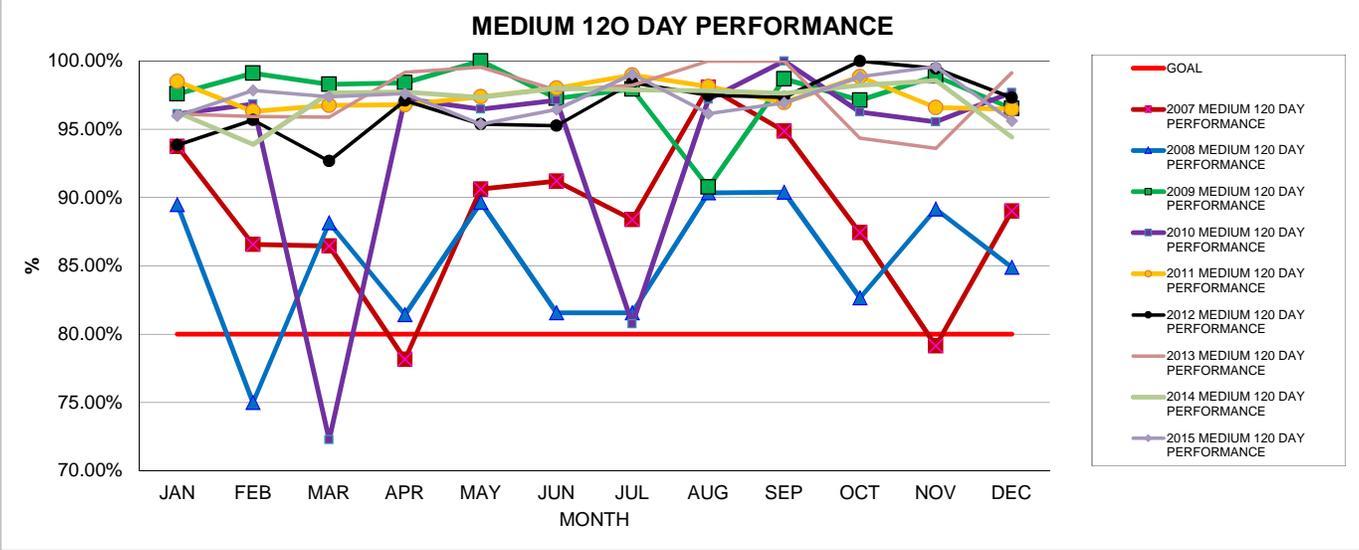
INTAKE TO ISSUE DAYS		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2016	% of construction permits issued within 120 days (target = 90%; within 120 days)	96.59%	86.89%	87.94%	90.95%	89.66%	91.22%	89.48%	88.77%	60.99%	90.48%	89.81%	81.17%	86.80%
2015	% of construction permits issued within 120 days (target = 90%; within 120 days)	89.06%	89.36%	86.05%	90.74%	78.83%	80.90%	91.38%	89.36%	90.27%	98.08%	92.93%	88.98%	88.49%
2014	% of construction permits issued within 120 days (target = 90%; within 120 days)	91.06%	89.47%	86.53%	93.11%	91.42%	92.06%	91.06%	91.15%	92.78%	89.55%	90.38%	90.10%	90.76%
2013	% of construction permits issued within 120 days (target = 90%; within 120 days)	62.98%	64.76%	70.96%	59.38%	66.22%	71.30%	60.42%	54.75%	61.26%	56.83%	55.09%	55.34%	61.31%
2012	% of construction permits issued within 120 days (target = 90%; within 120 days)	94.20%	95.86%	93.51%	95.41%	95.19%	95.87%	96.93%	95.04%	93.84%	98.74%	95.23%	94.21%	95.42%
2011	% of construction permits issued within 120 days (target = 90%; within 120 days)	93.60%	93.19%	95.21%	94.76%	93.19%	95.74%	96.74%	95.71%	95.19%	95.93%	96.64%	97.84%	95.33%
2010	% of construction permits issued within 120 days (target = 90%; within 120 days)	91.72%	94.55%	76.39%	95.48%	96.53%	90.18%	75.70%	94.54%	93.99%	95.33%	95.43%	95.02%	90.85%
2009	% of construction permits issued within 120 days (target = 90%; within 120 days)	91.34%	95.09%	95.65%	92.69%	93.95%	93.83%	96.06%	91.56%	94.48%	94.15%	96.05%	92.34%	93.95%
2008	% of construction permits issued within 120 days (target = 90%; within 120 days)	78.13%	74.00%	81.32%	78.78%	82.14%	82.03%	82.14%	85.77%	84.32%	79.49%	87.18%	83.37%	81.32%
2007	% of construction permits issued within 120 days (target = 90%; within 120 days)	72.45%	74.91%	69.59%	77.86%	79.13%	82.40%	66.47%	86.09%	88.76%	77.71%	82.05%	79.38%	77.91%
	GOAL	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%



SIMPLE 60 DAY PERFORMANCE		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
	GOAL	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%
2016	SIMPLE 60 DAY PERFORMANCE	85.29%	85.56%	90.40%	91.43%	89.14%	92.65%	88.50%	87.61%	88.02%	90.85%	92.06%	89.12%
2015	SIMPLE 60 DAY PERFORMANCE	90.94%	90.15%	92.75%	92.64%	93.66%	88.64%	91.35%	92.07%	90.00%	92.27%	93.20%	90.16%
2014	SIMPLE 60 DAY PERFORMANCE	92.60%	92.45%	91.62%	94.44%	94.57%	94.36%	93.82%	92.74%	92.12%	92.01%	91.97%	94.31%
2013	SIMPLE 60 DAY PERFORMANCE	93.44%	95.81%	97.17%	93.51%	98.63%	94.72%	96.59%	95.20%	92.62%	94.06%	93.57%	89.75%
2012	SIMPLE 60 DAY PERFORMANCE	95.70%	96.79%	97.19%	97.78%	97.16%	97.90%	97.94%	96.27%	95.90%	93.89%	95.95%	95.78%
2011	SIMPLE 60 DAY PERFORMANCE	97.11%	97.29%	97.04%	97.17%	96.86%	97.68%	96.21%	97.37%	96.85%	95.66%	98.74%	96.36%
2010	SIMPLE 60 DAY PERFORMANCE	98.08%	96.86%	98.09%	98.35%	96.34%	96.56%	96.93%	95.63%	97.85%	97.43%	97.01%	96.48%
2009	SIMPLE 60 DAY PERFORMANCE	93.16%	97.03%	95.75%	94.85%	97.73%	95.67%	96.47%	96.76%	98.02%	96.37%	95.11%	96.86%
2008	SIMPLE 60 DAY PERFORMANCE	87.13%	84.54%	87.95%	90.16%	88.86%	91.24%	91.44%	91.84%	90.18%	89.49%	93.31%	90.00%



MEDIUM	120 DAY PERFORMANCE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
	GOAL	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%
2016	MEDIUM 120 DAY PERFORMANCE	95.71%	97.12%	97.24%	99.10%	98.89%	96.51%	95.33%	97.44%	97.62%	97.39%	97.89%	86.44%
2015	MEDIUM 120 DAY PERFORMANCE	95.98%	97.85%	97.37%	97.61%	95.37%	96.45%	99.04%	96.15%	96.93%	98.85%	99.60%	95.60%
2014	MEDIUM 120 DAY PERFORMANCE	96.23%	93.89%	97.66%	97.73%	97.34%	98.01%	97.90%	97.82%	97.64%	98.21%	98.58%	94.42%
2013	MEDIUM 120 DAY PERFORMANCE	96.11%	95.94%	95.88%	99.17%	99.55%	97.87%	98.23%	100.00%	100.00%	94.35%	93.60%	99.13%
2012	MEDIUM 120 DAY PERFORMANCE	93.85%	95.68%	92.67%	97.10%	95.38%	95.27%	98.40%	97.50%	97.33%	100.00%	99.46%	97.32%
2011	MEDIUM 120 DAY PERFORMANCE	98.50%	96.30%	96.75%	96.79%	97.39%	98.02%	98.97%	98.12%	96.97%	98.85%	96.60%	96.48%
2010	MEDIUM 120 DAY PERFORMANCE	96.12%	96.84%	72.26%	97.24%	96.48%	97.13%	80.74%	97.19%	100.00%	96.25%	95.54%	97.69%
2009	MEDIUM 120 DAY PERFORMANCE	97.60%	99.10%	98.29%	98.41%	100.00%	97.26%	97.93%	90.75%	98.68%	97.12%	98.90%	96.52%
2008	MEDIUM 120 DAY PERFORMANCE	89.47%	75.00%	88.15%	81.43%	89.66%	81.56%	81.56%	90.34%	90.40%	82.64%	89.16%	84.88%
2007	MEDIUM 120 DAY PERFORMANCE	93.75%	86.57%	86.46%	78.15%	90.63%	91.19%	88.39%	98.08%	94.85%	87.42%	79.13%	89.01%



COMPLEX	120 DAY PERFORMANCE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
	GOAL	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%
2016	COMPLEX 120 DAY PERFORMANCE	75.29%	80.89%	67.70%	75.54%	74.43%	78.16%	76.87%	68.16%	77.65%	75.36%	60.36%	58.82%
2015	COMPLEX 120 DAY PERFORMANCE	68.00%	77.19%	62%	75%	67.23%	79.10%	74.27%	70.06%	77.06%	80.15%	82.93%	77.70%
2014	COMPLEX 120 DAY PERFORMANCE	78.23%	76.98%	82.07%	77.37%	71.11%	83.10%	68.64%	72.30%	82.35%	73.48%	76.60%	80.99%
2013	COMPLEX 120 DAY PERFORMANCE	78.49%	70.09%	75.00%	71.32%	80.43%	70.10%	77.30%	100.00%	100.88%	67.91%	83.02%	73.10%
2012	COMPLEX 120 DAY PERFORMANCE	77.65%	76.27%	75.73%	72.46%	79.07%	81.01%	83.93%	74.77%	69.39%	100.00%	78.22%	81.25%
2011	COMPLEX 120 DAY PERFORMANCE	69.62%	63.77%	77.03%	75.24%	66.67%	81.74%	81.58%	79.31%	71.43%	77.08%	85.92%	86.27%
2010	COMPLEX 120 DAY PERFORMANCE	64.63%	77.78%	80.30%	69.84%	87.18%	56.15%	58.65%	77.32%	67.39%	82.93%	84.48%	78.16%
2009	COMPLEX 120 DAY PERFORMANCE	67.50%	75.00%	83.13%	75.31%	64.38%	73.17%	87.13%	81.43%	65.71%	73.86%	77.08%	63.93%
2008	COMPLEX 120 DAY PERFORMANCE	39.44%	36.36%	46.91%	39.05%	46.15%	42.11%	42.11%	55.70%	52.78%	50.59%	56.67%	49.46%
2007	COMPLEX 120 DAY PERFORMANCE	32.37%	28.14%	32.65%	36.90%	35.10%	34.12%	20.69%	52.89%	66.19%	46.55%	46.22%	47.37%

