

## Land Services Monthly Report: December 2015

### Customer Service

	Counter	Phone/ Email	Total Contacts	Total Contacts Previous Month	Contacts YTD	Customer Previous YTD	Customer Surveys	YTD Surveys	YTD Cust. Service Scores
Environmental Services	161	666	827	956	15,887	15,060	61	573	99.9%
Public Land Management	34	192	226	282	7,681	7,455	6	218	96.8%
Property Valuation and Classification	310	703	1,013	767	10,285	9,272	147	546	94.8%
Recorder's Office	303	535	838	801	10,277	9,439	25	185	99.4%
Other/Not Specified*	69	163	232	176	7,334	7,102	9	144	99.7%
<b>Land Services Total</b>	<b>877</b>	<b>2259</b>	<b>3,136</b>	<b>2,982</b>	<b>51,464</b>	<b>48,328</b>	<b>248</b>	<b>1666</b>	<b>98.1%</b>

\*Includes Administrative Staff Survey Responses

### Land Use

	Current	Previous Month	2015 YTD	2014 YTD	% Change					
Permits	24	56	980	864	13.4%	2015 % Passing				
Permit Turnaround (Days)	1.6	3	3	N/A	N/A					
Septic Designs Submitted	16	22	344	306	12.4%					
Septic Compliance Inspections	56	60	931	745	25.0%	96.0%				
Septic Installs										
New	19	35	176	117	50.4%					
Upgrades	9	16	110	112	-1.8%					
Total	28	51	286	229	24.9%					
Land Use Complaints/Actions	Current	Previous	Open	Closed	% Closure	2015 YTD	2014 YTD	% Change		
	0	3	17	93	84.55%	110	87	26.4%		
Stormwater Plans*	Total Plans	Impl. this Month	Impl. This Year	Previous Month	Remaining Plans	2015 Goal	% of Goal	#s of Phosph.	#s of Phosph.	
2013 Plans	60	0	59	7	1	60	98%	0	14.75	
2014 Plans	76	2	53	3	23	38	139%	0.5	13.25	
2015 Plans	71	0	20	0	51	0	N/A	0	5	
Totals	207	2	132	10	75			0.5	33	

\* All stormwater permits have a two year window to be implemented.

### Forestry/Land Sales

	Current	2015 YTD	2014 YTD	2015 Goal	% of Goal
Regeneration Survey Acres	0	979	2571	950	103.1%
Forest Inventory Acres	156	2359	2260	2000	118.0%

	Current	2016 YTD	2015 YTD	2016 Goal	% of Goal
Firewood Permits	9	91	94		
Timber Acres Cruised (Oct to Oct Year)	167	505	348	1410	35.8%

	Current	YTD	2014 YTD	% Change	Auct. YTD	Previous YTD	Direct YTD	Previous YTD	Contract YTD	Previous YTD	OTC YTD	Previous YTD
TF Parcels Sold	3	57	61	-6.6%	25	25	5	5	26	26	27	24

### Property Assessment

	Current	2015 YTD	2014 YTD	% Change	Impro. Goal	% of Goal	Unimproved Current	U.I. YTD (Goal = 7677)	% of Goal
Quintile Inspections	44	10,007	8734	14.6%	8322	120.2%	199	3912	51.0%
Permit Reviews	713	1221	1481	-17.6%					
Review Inspections	266	767	778	-1.4%					
Callbacks	525	980	1183	-17.2%					
Mileage	3947	32,196	30,408	5.9%					
Certificates of Real Estate Value Received	290	2829	2654	6.6%					
Homesteads Applications Received	278	1423	1319	7.9%					

### Land Records

Documents Recorded	Current	2015 YTD	2014 YTD	% Change
Traditional	1,065	13,361	15,269	-12.5%
eRecordings	420	3,993	1,310	204.8%
Total	1,485	17,354	16,579	4.7%

#### Most Recorded Documents

Mortgage	314	3,476	3,069	13.3%
Satisfaction of Mortgage	290	3,315	2,953	12.3%
Warranty Deed	238	2,622	2,285	14.7%
Quit Claim Deed	164	1,337	1,366	-2.1%
Right of Way Easement	78	189	173	9.2%
Mortgage Foreclosures	8	122	135	-9.6%

#### Average Document Cycle Time (Days)

Traditional	11	8.2	14	-41.0%
eRecordings	2.0	1.8	N/A	N/A