



April 2003

Development Review Services Annual Report 2002

Manager's Viewpoint

Index

| | |
|---|-------|
| Manager's Message..... | p. 1 |
| Permit Counter and Engineering Review..... | p. 2 |
| Planning Review | p. 3 |
| Planning Review Team Projects Received..... | p. 6 |
| Building and Code Enforcement Team..... | p. 7 |
| Building Plan Review Performance..... | p. 9 |
| Construction and Develop- ment Activity Trends | p. 11 |

We are pleased to present you with the 2002 annual report for Development Review Services. During the past year, we experienced relatively steady construction activity and have worked hard to improve our customer service delivery and on developing codes that enhance our community.

Although the local, regional and national economy has continued to be a concern, construction activity in Vancouver remained stable compared to the previous year, with overall permitting levels increasing slightly over last year. The development profile continues to change. Continuing a trend begun in 1998, new single-family construction was down approximately 20% for the year, reflecting a development profile weighted more toward commercial and industrial activity. However, new applications to our land use review program decreased in 2002. Because land use applications are generally an indicator of future construction activity, it is possible that construction in 2003 will decrease unless the overall economic outlook improves.

As part of the City's effort to promote healthy economic development and to provide more jobs in our community, Development Review Services worked with our partners in the development community to put together a new Streamlined Permitting program. ***The program provides several options for streamlined development permitting which greatly enhance our current timelines.*** We are giving the program a test run during the first several months of 2003 and anticipate making it available to all development proposals later in the year.

Another facet of our effort to enhance customer service and promote a healthy economy is the on-going work to update our development and zoning code. The new code will be more user-friendly and will provide further opportunities for more streamlined reviews. In 2002, we completed a draft of the updated code and began an extensive workshop process with the Planning Commission. We anticipate that the new code will be available later this year.

No matter what shape the economy is in, our goal is to provide customers with responsive, timely and professional service. We will continue to enhance our services by implementing our new streamlined review process and begin planning for additional opportunities to improve services through the use of technology.

I would like to take this opportunity to acknowledge our dedicated staff who work hard to provide you with quality services. I'd also like to acknowledge those in the development community and in our neighborhoods who have volunteered their time to work with us over the past year. We look forward to serving you and continuing our dialogue to develop land use policies that promote a high quality of life and an even more livable community.

I would appreciate hearing from you regarding any issues discussed in this report. Thank you very much.

David Scott, Development Review Services Manager



Permit Counter and Engineering Review Teams



*“Served
15,976
walk-in
customers
in 2002”*



| Activity | 2001 | 2002 | % Change |
|-------------------------|--------|--------|----------|
| Total Telephone Calls | 25,438 | 26,192 | 3% |
| Total Walk-in Customers | 15,921 | 15,976 | 0% |

The Engineering Review Team coordinates the review of engineering plans for the City of Vancouver. The charts below show that most civil plan reviews are completed sooner than our 6 week target period. On average, civil plans are reviewed in about 3 weeks. On average, Mylar plans are reviewed and signed within the 14-day target period.

| Applications and Permits | 2001 | 2002 | % Change |
|---|--------|--------|----------|
| Applications Received, routed and permits issued | 17,500 | 18,700 | 7% |
| Building Permits Issued | 5,178 | 5,604 | 8% |
| Engineering Permits Issued | 3,193 | 3,100 | -3% |
| Land-Use Permits Issued | 803 | 786 | -2% |
| Water & Sewer Connection Permits Issued (City & County) | 2,672 | 2,587 | -3% |
| Right-of-Way Permits Issued | 521 | 513 | -2% |

| Engineering Civil Plan Review | 2001 | 2002 |
|--|--------------------|-----------|
| Plans Reviewed | 165 | 126 |
| Plans Not Reviewed/Still in Process | <i>Not tracked</i> | 16 |
| Target Review Time | 6 weeks | 6 weeks |
| Plans Reviewed 6 Weeks or Less | 150 (90%) | 120 (95%) |
| Plans Reviewed More than 6 Weeks | 15 (10%) | 6 (5%) |
| Average Review Time | 24 days | 19 days |
| Engineering Mylar Review | | |
| Mylars Reviewed/Signed | 72 | 63 |
| Mylars Not Yet Signed | <i>Not tracked</i> | 3 |
| Target Review/Signing Time | 14 days | 14 days |
| Mylars Reviewed/Signed 14 Days or Less | 49 (68%) | 44 (70%) |
| Mylars Reviewed/Signed More than 14 Days | 23 (32%) | 19 (30%) |
| Average Review Time | 14 days | 13 days |

“Although the local, regional and national economy has continued to be a concern, construction activity in Vancouver remained stable compared to the previous year, with overall permitting levels increasing slightly over last year.”

David Scott, Development Review Services Manager

Permit Counter and Engineering Review Teams

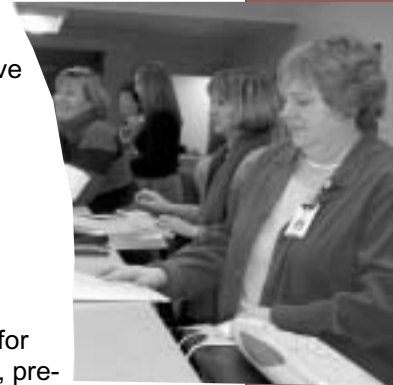
Major Accomplishments in 2002

- Reorganized basement records center, allowing us to provide more responsive records services.
- Reduced engineering plan review timelines.

Future Goals

Goals for 2003:

- Complete the Service Center Enhancement Project that will address options for integrating enhancements such as: self-service area, public information desk, pre-submission work areas and safety, into the permit center.
- Initiate customer service feedback survey program that will include call-backs, suggestion boxes and project follow-up.
- Update public information materials, development requirements brochures and fee information packets for use at counter and in Pre-Application meetings.
- Implemented new streamlined review process.



“Development Review Services worked with our partners in the development community to put together a new Streamlined Permitting program. The program provides several options for streamlined development permitting which greatly enhance our current timelines.”

David Scott, Development Review Services Manager

Planning Review Team

Activities

Although the total number of land use applications reviewed in 2002 increased 4% over 2001, the downturn in the economy resulted in a decline in the number of applications received by the City for new development activity. As shown in the table below we saw declines in pre-applications, preliminary site plans, and preliminary land divisions. These three types of applications are seen as indicators of overall activity and trends.

Planning Activity Trends - Recent Trend in Development Activity: 1998-2002

| | 1998 | 1999 | 2000 | 2001 | 2002 | % Change '01-'02 |
|--|------|------|------|------|------|------------------|
| Pre-Applications Received | 237 | 181 | 157 | 168 | 109 | -35% |
| Preliminary Land Divisions Received | 62 | 36 | 17 | 16 | 10 | -37% |
| Preliminary Site Plan Reviews Received | 92 | 78 | 71 | 65 | 48 | -26% |

Planning Review Team

Performance – Major & Minor Application Process

Performance – Major Applications involve a public hearing and include Subdivisions, Conditional Use Permits, some Variances, Planned Developments and Shoreline Permits. Minor applications are reviewed by planning staff and include Preliminary Site Plan Reviews, some Variances, Wetland Permits and Short Plats.

The table below shows that we improved our processing performance incrementally. We look forward to implementing our new streamlined review process in 2003, which will greatly enhance review timelines.

| Major-Minor Technically Complete to Decision | 2001 | 2002 |
|--|------------|----------|
| Maximum allowed timeline | 120 days | 120 days |
| Department performance standard | 90 days | 90 days |
| Average Technically Complete to Decision time | 93 days | 92 days |
| Projects processed in 60 days or less | 9 (13.5%) | 6 (8%) |
| Projects processed in 60-90 days | 21 (33.5%) | 28 (37%) |
| Projects processed between 90-120 days | 26 (42%) | 35 (47%) |
| Projects processed exceeding 120 day maximum review time | 7 (11%) | 6 (8%) |
| Shortest review time | 40 days | 39 days |
| Longest review time | 194 days | 159 days |

Note: Applicant revision time is included in above timelines.



Planning Review Team

| Technical Completeness (TC) Timelines | | | | | |
|---|----------------------|----------|---|----------|----------|
| Maximum Allowed Review Time | 28 days first review | | 14 days subsequent review | | |
| Department Performance Standard | 21 days first review | | 12 days subsequent review | | |
| | 2001 | 2002 | | 2001 | 2002 |
| Average Time for First TC Review | 24 days | 25 days | Average time for <u>second</u> and subsequent TC review | 11 days | 9 days |
| Projects Reviewed for TC in 21 Days or Less | 34 (42%) | 21 (28%) | <u>Second</u> TC 12 days or less | 18 (49%) | 23 (70%) |
| Projects Reviewed for TC Between 21-28 Days | 34 (42%) | 43 (58%) | <u>Second</u> TC 12-14 days | 14 (40%) | 6 (18%) |
| Projects Reviewed for TC Over 28 Days | 13 (16%) | 10 (14%) | <u>Second</u> TC over 14 days | 4 (11%) | 4 (12%) |
| Number of Projects TC After First Review | 45 (56%) | 26 (35%) | | | |
| Shortest First TC Review | 11 days | 2 days | | | |
| Longest First TC Review | 67 days | 34 days | | | |

The table above shows that we continue to provide responsive technically complete reviews. Still, there is room for improvement in reducing timelines in this area. Our goal in 2003 is to further reduce those timelines as part of our new streamlined review process.



Planning Review Team

2002 Accomplishments

- On average, the team reviewed land use applications in 92 days, 77% of the maximum time allowed by city ordinance (120 days from a technically complete determination).
- Developed new streamlined review process.



Planning Review Projects Received

| | 1996 | 1997 | 1998 | 1999 | 2000 | 2001 | 2002 | Percent Change '01-02 |
|------------------------------|------|------|------|------|------|------|------|-----------------------|
| Total Land Use Projects | n/a* | n/a | n/a | n/a | 1579 | 1585 | 1644 | 4% |
| Pre-applications | 113 | 228 | 237 | 181 | 157 | 168 | 109 | -35% |
| Preliminary Short Plats | 15 | 21 | 22 | 16 | 8 | 8 | 4 | -50% |
| Preliminary Short Plat Lots | n/a | n/a | n/a | n/a | 20 | 22 | 11 | -50% |
| Preliminary Subdivisions | 8 | 46 | 40 | 20 | 9 | 8 | 6 | -25% |
| Preliminary Subdivision Lots | n/a | n/a | n/a | n/a | 181 | 139 | 186 | 34% |
| Preliminary Site Plan Review | 3 | 107 | 92 | 78 | 71 | 65 | 48 | -26% |
| Boundary Line Adjustments | 2 | 7 | 15 | 8 | 10 | 13 | 4 | -69% |
| Conditional Use Permits | 19 | 11 | 20 | 17 | 16 | 17 | 17 | 0% |
| SEPA | 107 | 133 | 116 | 82 | 77 | 86 | 61 | -29% |
| Flood Plain Permits | n/a | n/a | n/a | n/a | 4 | 11 | 8 | -27% |
| Home Occupations | 209 | 492 | 283 | 478 | 234 | 232 | 238 | 3% |
| Misc. Zoning Reviews | n/a | n/a | n/a | n/a | 339 | 370 | 395 | 7% |
| Planned Unit Developments | 3 | 7 | 4 | 3 | 1 | 2 | 4 | 100% |
| Shoreline Permits | 2 | 4 | 5 | 7 | 7 | 4 | 7 | 75% |
| Variances | 40 | 10 | 12 | 19 | 19 | 8 | 11 | 38% |
| Wetland Permits | 6 | 11 | 2 | 2 | 16 | 11 | 11 | 0% |
| Appeals | 4 | 5 | 12 | 12 | 23 | 17 | 15 | -12% |
| Final Short Plats | n/a | n/a | n/a | n/a | 7 | 8 | 10 | 25% |
| Final Short Plat Lots | n/a | n/a | n/a | n/a | 20 | 20 | 26 | 30% |
| Final Subdivisions | n/a | n/a | n/a | n/a | 18 | 12 | 7 | -42% |
| Final Subdivision Lots | n/a | n/a | n/a | n/a | 453 | 309 | 181 | -41% |

*n/a = not available

The table above shows all land-use applications received. The table also shows the number of lots approved by preliminary short plat and subdivision approvals as well as all lots established by final recorded short plats and subdivisions. SEPA is the acronym for the State Environmental Policy Act. The SEPA numbers in the table indicate the total number of SEPA required checklists reviewed for the various development projects.

“The total number of land use applications reviewed in 2002 increased 4% over 2001.”

Planning Review Team

Looking Ahead

Planning Review Team Goals for 2003:

- Streamline the development review process by implementing new procedures, including a new consolidated land use - engineering process, and through code changes as part of an update to the Zoning Ordinance.
- Implement the new development code with extensive training.
- Implement a "Site Development Permit" to consolidate and simplify the existing process for on-site construction.
- Simplify ministerial review staff reports to streamline review timelines.
- Implement customer satisfaction feedback loop(s).
- Add pre-applications and projects to DRS webpage for descriptions and status.

Building & Code Enforcement Team

Accomplishments

In 2002 the Building and Code Enforcement Team:

- Performed 1440 plan reviews.
- Conducted **99% of the inspections the same day as requested.**
- Streamlined Single Family Certificate of Occupancy process, improving service to homebuilders and homeowners.
- Partnered with Clark County to bring additional erosion control/best management practices training to developers and contractors.
- Cleaned up and secured 23 private properties that were abandoned by the property owner over the last year.
- Drafted a Property Maintenance Ordinance which combined a number of codes enforced by the City into a single document.
- Briefed 40 neighborhood associations on the new Property Maintenance Ordinance.
- Increased public education on city codes related to abandoned vehicles resulting in fewer complaints, inspections, tags and tows and an increase in voluntary compliance.
- Implemented abandoned vehicle complaint 24 hour call back to reduce staff inspection time.



"Conducted 99% of the inspections the same day as requested"



"Partnering with Clark County to bring additional erosion control/best management practices training to developers and contractors"

"We are committed to seek ways to improve performance timelines and streamline processes"

Building and Code Enforcement Team

Code Enforcement

| Activity | | | |
|---|------|------|----------|
| Code Enforcement | 2001 | 2002 | % Change |
| Junk, Junk Vehicles, Solid Waste, Housing and Zoning Code Violation Complaints | 1102 | 1364 | 24% |
| Junk, Junk Vehicles, Solid Waste, Housing and Zoning Code Complaint Inspections | * | 2947 | |
| Abandoned Vehicle Complaints | 4060 | 3941 | -3% |
| Abandoned Vehicle Inspections | 7604 | 7208 | -5% |
| Abandoned Vehicles Tagged | 3486 | 2943 | -16% |
| Abandoned Vehicles Towed | 961 | 697 | -27% |

* Not previously tracked

Plan Review

| Activity | | | | |
|----------------------------|------|------|------|------------------|
| Building Plans Reviewed | 2000 | 2001 | 2002 | % Change '01-'02 |
| Commercial | 255 | 321 | 399 | 28% |
| Commercial Revisions | 106 | 204 | 168 | -18% |
| Grading | 1 | 16 | 43 | 169% |
| New Multi-Family | 20 | 42 | 66 | 57% |
| Multi-Family Revisions | 5 | 13 | 15 | 15% |
| Residential | 144 | 141 | 371 | 163% |
| Residential Revisions | 85 | 90 | 123 | 37% |
| New Single-Family | 435 | 331 | 430 | 30% |
| Single-Family Revisions | 189 | 241 | 124 | -49% |
| Mobile Homes | 13 | 2 | 14 | 600% |
| Signs | | 4 | 52 | 1200% |
| Fire Plans Reviewed | | | | |
| Fire Plan Review | 184 | 185 | 203 | 10% |
| Engineering Cases | NA | 84 | 53 | -37% |

“Processed
430 Single
Family Plan
Reviews”



Inspection

| Activity | | | | |
|----------------------|------|--------|--------|------------------|
| Building Inspections | 2000 | 2001 | 2002 | % Change '01-'02 |
| Building Inspections | * | 40,969 | 42,986 | 5% |
| Site visits/stops | * | 11,840 | 13,529 | 14% |

Building and Code Enforcement Team

Plan Review Performance

| | 2001 | 2002 |
|---|-------------|-------------|
| Single-Family Plan Reviews Completed | 331 | 430 |
| Target Review Time | 14 days | 14 days |
| Average Review Time | 4.5 days | 9 days |
| Percent Reviewed in less than 10 days | 90% | 91% |
| Percent Reviewed in 1 day | 41% | 34% |
| Residential Addition/Alteration Plan Reviews Completed | | |
| | 141 | 371 |
| Target Review Time | 7 days | 7 days |
| Average Review Time | 6 days | 13 days |
| Multiple-Family Plan Reviews Completed | | |
| | 42 | 66 |
| Target Review Time | 42 days | 42 days |
| Average Review Time | 37 days | 39 days |
| Commercial Plan Reviews Completed | | |
| | 321 | 399* |
| Target Review Time | 42 days | 42 days |
| Average Review Time | 20 days | 20 days |

The table above shows that we continue to provide very responsive service in building plan review, exceeding target review times in 3 categories. This service was provided with two fewer plans examiners than last year, while we had a 250% increase in Residential plan review applications, a 30% increase in Single Family plan review applications and a 35% increase in Commercial plan review applications over 2001.



“Exceeding standards in three categories”

Building and Code Enforcement Team

Reviewed, Approved and Inspected the Following Major Projects:

- Vancouvercenter
- Hewlett Packard Seismic Upgrade
- Tidewater Cove Mixed Use Development
- Rivershore Development
- Uptown Village – Mixed Use Development
- Mill Plain Town Center
- Terrace at Fishers Landing
- Winco Store
- QFC Market
- Washington Elementary School
- Lincoln Elementary School



In the Future

Goals for 2003:

- To maintain and improve the trust and respect of our diverse constituency by enhancing our reputation for technical competency, unparalleled customer service and quality fiscal and resource management.
- We expect to be in the final stages of implementing a telephone Interactive Voice Response system that will be interconnected to the permit tracking system allowing permit holders to request inspections and obtain specific building permit, plan review and inspection information, with future expansion to include access to a variety of DRS services.
- Adopt and implement a new Property Maintenance Code.



Construction & Development Review Activity Trends

| Building Permits Issued, Valuation, Inspection, and Plan Review | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|------------------|
| | 1996 | 1997 | 1998 | 1999 | 2000 | 2001 | 2002 | % Change '01-'02 |
| Total Building Permits | * | * | * | * | 5299 | 5178 | 5604 | 8% |
| New Single-Family Homes | 296 | 1202 | 1097 | 847 | 595 | 503 | 406 | -19% |
| New Multi-Family Units | 306 | 1352 | 1529 | 348 | 276 | 1534 | 795 | -48% |
| Commercial Projects | * | * | * | * | 437 | 420 | 747 | 78% |
| Total Valuation in Millions | \$268 | \$297 | \$253 | \$242 | \$180 | \$272 | \$208 | -24% |
| Building Inspections | * | * | * | * | * | 40969 | 42986 | 5% |
| Site visits/stops | * | * | * | * | * | 11840 | 13529 | 14% |
| Building Plan Review | * | * | * | * | * | 1401 | 1440 | 3% |

The table above reports specific building permit, plan review and inspection information.

New single-family homes shows the number of building permits issued for new single-family homes.

New multi-family units shows the number of units approved for multiple-family development project building permits. **Commercial projects** shows the number of commercial building permits issued.



Total valuation is the valuation of all buildings for which building permits were issued. **Total building permits** is the total number of all residential new construction, alteration and additions, demolition, fire, grading, mechanical, plumbing, electrical, sign, and commercial/industrial building permits issued.

Building inspections shows the total number of inspections associated with a building permit that were conducted. **Site visits/stops** shows the number of visits to a site by an inspector to conduct an inspection or several inspections. An inspector may conduct more than one inspection during a site visit/stop.

Building plan review is the total number of plans reviewed by the building plans examiners.

*“Conducted
42,986
Building,
Electrical,
Fire and
Zoning Code
Inspections”*

City of Vancouver Development Review Services is a team of committed and empowered individuals who...

- Provide responsive customer service.
- Work with the community and stakeholders to develop policies which balance growth with natural resources.
- Implement our community's land development and safety standards (in a consistent, efficient, timely and coordinated manner).
- Promote compliance with property maintenance standards.



Our Vision

Development Review Services facilitates and manages growth, development and property maintenance to enhance and maintain our livable community.



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