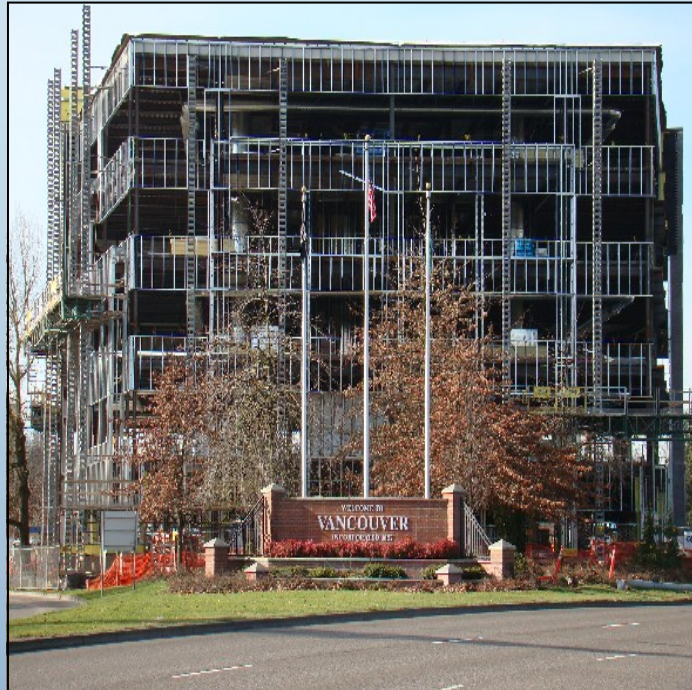


City of Vancouver

Development Review Services 2008 Annual Report



Development Review Services Remains “*Open for Business*”

I am pleased to present the 2008 Annual Report for Development Review Services.

As a result of the nationwide economic crisis development activity in Vancouver took a significant plunge in 2008. DRS responded to the downturn with a number of cost-saving measures, including reducing our work force. It is our goal to ensure that these staff reductions do not impact our ability to deliver professional and efficient service in a fiscally responsible manner. Land use review and building plan review timelines remained within standards and even improved in some instances. We continue to leverage technology and use customer feedback to enhance the way we do business.

While we are very mindful of the current state of the economy and continue to find efficiencies wherever we can, we also remain focused on moving our community forward. This view is shared by all departments throughout the City of Vancouver.

I am grateful to the hard-working men and women of Development Review Services for their commitment to exceptional service, especially during an extremely challenging year. Thanks are also due to the Mayor, City Council and City Manager for providing the vision and leadership that keeps us focused on the needs of our future. We look forward to working with you in the coming year.

David Scott,
Development Review Services Director

Activity Volumes

The following charts show the volumes of permit, review and inspection activity conducted by DRS in 2008 compared to the 2007 activity volumes.



Counter Customer Volumes			
Activity	2007	2008	% Change
Incoming Telephone Calls	24,005	18,682	-22 %
Walk-in Customers	19,692	16,898	-14 %



Pre-application meetings provide customers with land-use requirements

Planning Review Applications Received Activity			
Activity	2007	2008	% Change
Pre-Applications	179	121	-32 %
Preliminary Land Divisions	41	21	-49 %
Final Land Divisions	47	25	-47 %
Preliminary Site Plans	69	68	-1 %
Boundary Line Adjustments	10	13	30 %
Conditional Use Permits	6	7	17 %
Critical Area Permits	52	47	-10 %
Floodplain Permits	-	-	See Critical Area Permits
Planned Developments	0	1	100 %
Post Decision Reviews	20	23	15 %
Shoreline Permits	6	8	33 %
Variances	7	9	29 %
Wetland Permits (Included in Critical Area Permits)	-	-	See Critical Area Permits
Appeals	18	3	-83 %
Total (Not including Pre-Applications)	276	225	-18 %



Permit Counter staff assists customers in obtaining building permits and inspection information

Engineering Plan and Mylar Review Activity			
Activity	2007	2008	% Change
Plans Reviewed	222	111	-50 %
Mylars Reviewed/Signed	78	46	-41 %



Plans Examiners review plans for code compliance



DRS conducted 41,105 inspections

Building Permit, Plan Review & Inspection Activity			
Activity	2007	2008	% Change
Building Inspections	46,698	41,105	-12 %
Site Visits/Stops	31,544	27,957	-11 %
Building Plan First Review (COM, SFR, RES, MFR)	2,060	1,487	-28 %
• Same Day Over the Counter Review	216	216	0 %
Total Building Permits	8,370	7,854	-6 %

Code Compliance Activity			
Activity	2007	2008	% Change
All Code Compliance Telephone Hot Line Complaints	3,668	3,612	-2 %
Junk, Junk Vehicles, Solid Waste, Housing and Zoning Code Violation Inspections	4,669	5,936	27 %
Abandoned Vehicle Complaints	3,320	2,502	-25 %
Abandoned Vehicle Inspections	5,861	4,107	-30 %
Abandoned Vehicles Tagged	2,388	1,828	-23 %
Abandoned Vehicles Towed	513	253	-51 %
Code Cases Assigned	1,449	1,957	35 %
Percent of Code Cases Resolved in 60 Days	84 %	88 %	4 %
Percent of Cases Requiring Enforcement (Citation)	4.5 %	3.2 %	1.3 % <i>less enforcement</i>
Code Cases Solved Overall	1,442	1,929	34 %



Performance

The following charts indicate the time it takes DRS to review land-use permit applications and engineering and building plans, compared to our service standards.

Land Use Review Performance (Type II and III)

Review	Expectation	2007	2008	% Change
Average Technical Complete (<i>1st Review</i>)	21 days	20 days	19 days	-5 %
Average Technical Complete (<i>2nd + Review</i>)	12 days	12 days	12 days	0 %
Average Time from Technical Complete to Decision	90 days	79 days	78 days	-1 %
Percentage of Projects Reviewed Within 120 Day Timeline	100%	100%	100%	0 %
Streamlined Projects (<i>Not Involving Hearings. Three Civil Plan Reviews Only</i>)	90 days	94 days	95 days	1 %

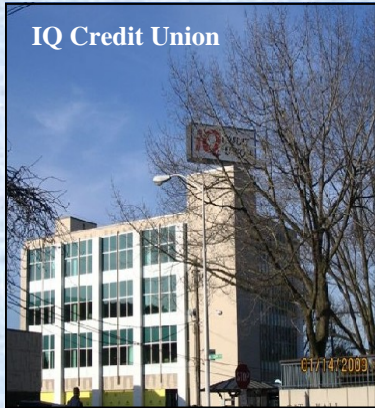
Note: All projects are required to be completed within 120 days unless the applicant requests a waiver.



Engineering Review Performance

Review	2007	2008	% Change
Percentage of Plans Reviewed Within 28 days	61%	65 %	4 %
Average Plan Review Time	23 days	24 days	4 %
Percentage of Mylars Reviewed/Signed Within 14 Days	62%	74 %	12 %
Average Mylar Review Time	13 days	12 days	-8%

Performance



Building Plan Review Performance (Counter receipt to end of first review, including zoning review time)

Review	Expectation	2007	2008	% Change
New Single-Family Plans				
Percentage of Single-Family First Plan Review in 14 Days or Less (<i>Counter receipt to end of first review, includes same as review</i>)	100%	91%	71 % New Method	-20 %
Average Review Time	14 days	9 days	13 days	44 %
Residential Alterations/Additions Plans				
Average First Review Time	7 days	5 days	4 days	-20 %
Multiple-Family Plans				
Average First Review Time	42 days	N/A	N/A	N/A
• High Rise	28 days	17 days	18 days	6 %
• Low Rise	7 days	2 days	2 days	0 %
• Alterations				
Commercial Plans				
Average First Review Time	10 days	5 days	5 days	0 %
• Minor TI	21 days	10 days	12 days	20 %
• Major TI	28 days	15 days	17 days	13 %
• 3 Stories & Less	42 days	37 days	35 days	-5 %
• 4 Stories & More				



Development Review Services Permit Center

4400 NE 77th Avenue, Lower Level

M-F 8 a.m. to 5 p.m.; Except Wednesday 9 to 5

Closed Daily 12:30 to 1:30

Main Phone Line: 360-487-7800

City of Vancouver; Development Review Services;

PO Box 1995; Vancouver, WA 98668

www.cityofvancouver.us

Mayor Royce E. Pollard, City Manager Pat McDonnell

Councilmembers: Pat Jollota, Jeanne Harris, Jeanne Stewart, Tim Leavitt, Larry J. Smith, Pat Campbell

