

# City of Vancouver Development Review Services

## 2004 Annual Report

**Development Review Services and the City of Vancouver remain**  
*"Open for Business"*

I am pleased to present Development Review Service's 2004 Annual Report. DRS is committed to providing customers with professional, cost-effective service. Our goal is to ensure that development projects are completed in an efficient and fiscally-responsible manner.

Although we saw a 15% increase in overall development activity in 2004, key process improvements helped to keep most of our response times well within our service standards. We are committed to introducing more improvements to further streamline our review processes.

DRS completed a number of projects aimed at improving service delivery. These include:

- Fully implementing the streamlined land use review process and completing proposed amendments to the development code;
- Improving our building plan review process; and;
- Installing automated telephone and web-based inspection request services.

I am grateful to the Development Review staff for their commitment to exceptional service. Thanks are also due to the Mayor, City Council and City Manager for providing the vision and leadership to maintain our community's high standard of living. We all look forward to another successful year of development activity within the City.

*David Scott,*  
*Development Review Services Manager*

Development Review Services  
1313 Main Street ~ PO Box 1995  
Vancouver, WA 98668-1995  
Main phone line: (360) 696-8005  
[www.ci.vancouver.wa.us/developmentreview](http://www.ci.vancouver.wa.us/developmentreview)



**Convention Center**



**Mayor** Royce E. Pollard

**Councilmembers:** Pat Jollota, Dan Tonkovich, Jeanne Harris, Jeanne Stewart, Tim Leavitt, Larry J. Smith

**City Manager,** Pat McDonnell

# Activity Volumes

The following charts show the volume of activity DRS administered in 2004 compared to the 2003 volumes.

<b>Counter Customer Volumes</b>			
<b>Activity</b>	<b>2003</b>	<b>2004</b>	<b>%Change</b>
Incoming Telephone Calls	27,587	27,688	0%
Walk-in Customers	17,764	19,113	8%



**Development Review  
Permit Counter**

<b>Land Use Review Applications Received Activity</b>			
<b>Activity</b>	<b>2003</b>	<b>2004</b>	<b>%Change</b>
Pre-Applications	120	187	56%
Preliminary Land Divisions	18	47	161%
Final Land Divisions	19	20	5%
Preliminary Site Plans	46	73	59%
Boundary Line Adjustments	10	6	-40%
Conditional Use Permits	10	9	-10%
Floodplain Permits	5	9	90%
Miscellaneous Zoning Review	51	25	-51%
Planned Developments	3	8	167%
Shoreline Permits	5	9	80%
Variances	8	6	-25%
Wetland Permits	8	9	13%
Appeals	9	11	22%
<b>Total</b>	<b>312</b>	<b>419</b>	<b>34%</b>



**Constructing a trash enclosure  
at West Barracks**

<b>Engineering Plan and Mylar Review Activity</b>			
<b>Activity</b>	<b>2003</b>	<b>2004</b>	<b>%Change</b>
Plans Reviewed	142	241	70%
Mylars Reviewed/Signed	68	99	46%



**SW Washington Medical Center  
expansion**

<b>Building Permit, Plan Review &amp; Inspection Activity</b>			
<b>Activity</b>	<b>2003</b>	<b>2004</b>	<b>%Change</b>
Building Inspections	44,000	50,581	15%
Site Visits/Stops	31,151	33,654	8%
Building Plan Review	1,694	1,621	-4%
<b>Total Building Permits</b>	<b>6,150</b>	<b>7,201</b>	<b>17%</b>

<b>Code Enforcement Activity</b>			
<b>Activity</b>	<b>2003</b>	<b>2004</b>	<b>%Change</b>
Junk, junk vehicles, solid waste, housing and zoning code violation complaints	2,383	3,378	42%
Junk, junk vehicles, solid waste, housing and zoning code violation inspections	3,417	5,198	52%
Abandoned Vehicle Complaints	3,589	3,699	3%
Abandoned Vehicle Inspections	6,379	7,150	12%
Abandoned Vehicles Tagged	2627	2,957	13%
Abandoned Vehicles Towed	843	716	-15%

## 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.

<b>Land Use Review Performance (Minor &amp; Major – Type II and III)</b>				
<b>Review</b>	<b>Expectation</b>	<b>2003</b>	<b>2004</b>	<b>%Change</b>
Average Technical Complete (1 <sup>st</sup> review)	21 days	20 days	23 days	15%
Average Technical Complete (2 <sup>nd</sup> + review)	12 days	13 days	11 days	-15%
Average Time from Technical Complete to Decision	90 days	72 days	78 days	8%
Percentage of Projects reviewed within 120 day timeline	100%	100%	100%	0%

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



**City building inspector investigates a residential eroding basement wall**



**Tidewater Cove Development**

## Performance (continued)

<b>Engineering Review Performance</b>			
<b>Review</b>	<b>2003</b>	<b>2004</b>	<b>%Change</b>
Percentage of Plans Reviewed Within 6 Weeks	96%	99%	3%
Average Plan Review Time	20 days	20 days	0%
Percentage of Mylars Reviewed/Signed Within 14 Days	72%	72%	0%
Average Mylar Review Time	11 days	11 days	0%

<b>Building Plan Review Performance (includes zoning review time)</b>				
<b>Review</b>	<b>Expectation</b>	<b>2003</b>	<b>2004</b>	<b>%Change</b>
<b>New Single-Family Plans</b>				
Percentage of Single-Family First Plan Review in 14 Days or Less (counter receipt to end of first review)	100%	*	54%	
Average Review Time	14 days	19 days	17 days	-11%
<b>Residential Alterations/Additions Plans</b>				
Average First Review Time	7 days	14 days	13 days	-7%
<b>Multiple-Family Plans</b>				
Average First Review Time	42 days	24 days	36 days	50%
<b>Commercial Plans</b>				
Average First Review Time	42 days	23 days	9 days	-61%

\*Not measured from receipt at the counter to end of first review in 2003.



**Esther Street Improvements**