

City of Vancouver

Development Review Services

**2005
Annual
Report**



Development Review Services Improves Service by Thinking Big

I am pleased to present the 2005 Annual Report for Development Review Services (DRS). Mayor Royce Pollard's theme for his 2006 State of the City speech was, "Think Big", which accurately describes the way we have been and how we will continue to do business at DRS.

2005 proved to be another busy and productive year - Land Use Review and Building Plan Review both saw a dramatic increase in activity. In spite of this, our review timelines remained within standards and even improved in some instances. We were able to accomplish this by looking at ways to improve the services we provide. We have leveraged technology and use customer feedback to continually enhance our processes and procedures. As always, our goal is to provide professional, efficient service in a fiscally-responsible manner and to keep Vancouver, "Open for Business."

Once again, I am grateful to the hard-working Development Review staff and other City staff involved in the review process for their commitment to exceptional service. Thanks are also due to the Mayor, City Council and City Manager for thinking big and continuing to provide the vision and leadership to balance the needs of our growing community.


We look forward to working with you in the coming year.

*David Scott,
Development Review Services Manager*



Activity Volumes

The following charts show the volumes of permit, review, and inspection activity conducted by DRS in 2005 compared to the 2004 activity volumes.



Counter Customer Volumes			
Activity	2004	2005	% Change
Incoming Telephone Calls	27,688	23,685	-14%
Walk-in Customers	19,113	19,543	2%



Residential Construction

Land Use Review Applications Received Activity			
Activity	2004	2005	% Change
Pre-Applications	187	257	37%
Preliminary Land Divisions	47	62	32%
Final Land Divisions	20	40	100%
Preliminary Site Plans	73	92	26%
Boundary Line Adjustments	6	6	0%
Conditional Use Permits	9	10	11%
Floodplain Permits	9	16	78%
Miscellaneous Zoning Review	25	8	-68%
Planned Developments	8	4	-50%
Shoreline Permits	9	18	100%
Variances	6	20	233%
Wetland Permits	9	26	189%
Appeals	11	16	45%
Total	419	575	37%



Multi-Family Construction

Engineering Plan and Mylar Review Activity			
Activity	2004	2005	% Change
Plans Reviewed	241	241	0%
Mylars Reviewed/Signed	99	89	-10%



**Commercial Construction
Southwest WA Medical Center
Expansion**



Building Permit, Plan Review & Inspection Activity			
Activity	2004	2005	% Change
Building Inspections	50,581	50,524	0%
Site Visits/Stops	33,654	36,464	8%
Building Plan First Review (COM, SFR, RES, MFR)	1,621	1,826	13%
• Same Day Over the Counter Review	<i>Not Tracked</i>	309	
Total Building Permits	7,201	7,046	-2%

Code Enforcement Activity

Activity	2004	2005	% Change
All Code Enforcement Telephone Hot Line Complaints	3,378	4,287	27%
Junk, Junk Vehicles, Solid Waste, Housing and Zoning Code Violation Inspections	5,198	5,210	0%
Abandoned Vehicle Complaints	3,699	3,995	8%
Abandoned Vehicle Inspections	7,150	7,632	7%
Abandoned Vehicles Tagged	2,957	3,601	22%
Abandoned Vehicles Towed	716	723	1%



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 (Minor & Major – Type II and III)

Review	Expectation	2004	2005	% Change
Average Technical Complete (1st review)	21 days	23 days	22 days	-4%
Average Technical Complete (2nd + review)	12 days	11 days	13 days	18%
Average Time from Technical Complete to Decision	90 days	78 days	88 days	13%
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.

Engineering Review Performance

Review	2004	2005	% Change
Percentage of Plans Reviewed Within 28 days*		71%	
Average Plan Review Time	20 days	21 days	5%
Percentage of Mylars Reviewed/Signed Within 14 Days	72%	71%	-1%
Average Mylar Review Time	11 days	14 days	27%

**2005 marks the first year that we officially used the 28-day count as our standard for plan review timeline reporting. In previous years, a 6 week review goal was utilized. Although our percentages may be lower in 2005, our average review times remain well below the 28-day count.*

Performance



Building Plan Review Performance

(counter receipt to end of first review, including zoning review time)

Activity	Expectation	2004	2005	% Change
New Single-Family Plans				
Percentage of Single-Family First Plan Review in 14 Days or Less (counter receipt to end of first review)	100%	54%	77%	43%
Same As Plan Review in 5 Days or Less	100%	<i>Not Tracked</i>	97%	
Average Review Time	14 days	17 days	6 days	-65%
Residential Alterations/Additions Plans				
Average First Review Time	7 days	13 days	5 days	-62%
Multiple-Family Plans				
Average First Review Time	42 days	36 days	18 days	-50%
Commercial Plans				
Average First Review Time	42 days	9 days	18 days	100%

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Mayor Royce E. Pollard

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

City Manager, Pat McDonnell