

# City of Vancouver

## Development Review Services



## 2009 Annual Report

### **Development Review Services: Dedicated Responsive Solution-Oriented**

We are pleased to present the 2009 Annual Report for the City of Vancouver's Development Review Services (DRS).

Due to the continuing global economic recession, development activity in Vancouver continued to lag in 2009. Responding to this trend, DRS sought and implemented cost-saving measures, including reducing our workforce. For 2009, land use, engineering and building plan review timelines remained within standards with minor exceptions.

We remain focused on moving our community forward and being mindful of the current economic conditions. We will continue to explore options for reducing costs, while striving to ensure that cost-saving measures and staff reductions do not impact our ability to deliver professional service in a fiscally responsible as well as timely manner. We continue to maximize opportunities for leveraging technology and using customer feedback to help us find ways to better streamline the way we do business.

I deeply appreciate the hard-working professionals of Development Review Services and other involved City of Vancouver departments who have shown a strong commitment to exceptional service during an extremely challenging year. I also thank Vancouver's Mayor, City Council and City Manager for providing the vision and leadership that keep us focused on the needs of our future. With continued dedication, DRS looks forward to serving our community in the coming year.

*David Scott,  
Development Review Services Director*

Activity charts show the volumes of permit, review, and inspection activity conducted by DRS in 2009 compared to the 2008 activity volumes.



### Counter Customer Volumes

Activity	2008	2009	% Change
Incoming Telephone Calls	18,682	12,163	-35%
Walk-in Customers	16,898	18,997	12%

### Planning Review Applications Received Activity

Activity	2008	2009	% Change
Pre-Applications	121	67	-45%
Preliminary Land Divisions	21	11	-48%
Final Land Divisions	25	8	-68%
Preliminary Site Plans	68	62	-9%
Boundary Line Adjustments	13	9	-31%
Conditional Use Permits	7	2	-71%
Critical Area Permits	47	54	15%
Planned Developments	1	1	0%
Post Decision Reviews	23	12	-48%
Shoreline Permits	8	9	13%
Variances	9	5	-44%
Appeals	3	6	100%
<b>Total (Not including Pre-Applications)</b>	<b>225</b>	<b>179</b>	<b>-20%</b>

### Engineering Plan and Mylar Review Activity

Activity	2008	2009	% Change
Plans Reviewed	213*	122	-43%
Mylars Reviewed/Signed	133*	71	-47%

\*2008 numbers altered to reflect new methodology used in 2009

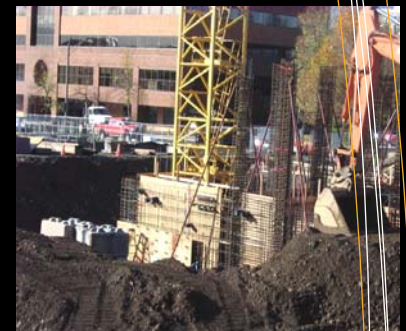
### Building Permit, Plan Review, and Inspection Activity

Activity	2008	2009	% Change
Building Inspections	41,105	28,141	-32%
Site Visits/Stops	27,957	19,724	-29%
Building Plan First Review (COM, SFR, RES, MFR)	1,487	1,420	-5%
Same Day Over the Counter Review	216	99	-54%
<b>Total Building Permits</b>	<b>7,854</b>	<b>5,505</b>	<b>-30%</b>

Building inspector utilizes mobile technology



School for the Blind



Library Groundbreaking



Humane Society for SW Washington



Mayor Timothy D. Leavitt  
 City Manager Pat McDonnell  
 Councilmembers: Jeanne Harris,  
 Jeanne E. Stewart, Larry Smith,  
 Pat Campbell, Jack Burkman,  
 and Bart Hansen

# Code Compliance Activity Volume

Code Compliance Activity			
Activity	2008	2009	% Change
All Code Compliance Telephone Hot Line Complaints	3,612	3,982	10%
Junk, Junk Vehicles, Solid Waste, Housing and Zoning Code Violation Inspections	5,936	6,564	11%
Abandoned Vehicle Complaints	2,502	2,081	-17%
Abandoned Vehicle Inspections	4,107	3,382	-18%
Abandoned Vehicles Tagged	1,828	1,391	-24%
Abandoned Vehicles Towed	253	161	-36%
Code Cases Assigned	1,957	2,094	7%
Percent of Code Cases Resolved in 60 Days	87.5%	90.8%	3%
Percent of Cases Requiring Enforcement (Citation)	3.2 %	4.7%	2%
Code Cases Solved Overall	1,929	1,957	1%

## Performance

Providing streamlined, development review services



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



Clark College at Columbia Tech Center

### Land Use Review Performance (Minor & Major—Type II and III)

Review	Expectation	2008	2009	% Change
Average Fully Complete (1st Review) *	21 days	19 days	18 days	-5%
Average Fully Complete (2nd + Review) *	12 days	12 days	7 days	-42%
Type II: Average Time from Fully Complete to Decision	78 days	90 days	80 days	-11%
Type III: Average Time from Fully Complete to Decision **	90 days	(goal was 90 days for both)	75 days	-17%
Percentage of Projects Reviewed Within 120 Day Max. Timeline	100%	100%	100%	0%
Streamlined Reviews (Submittal to Final Engineering Approval) ***	90 days	95 days	91 days	-4%

Note: \* Streamlined Projects not counted due to different first FC goal (28 days)

\*\* Type III "FC to Decision" measures staff time from FC to hearing date; not inclusive of Hearing Examiners time to issue written decision

\*\*\* Does not include streamlined projects that had a public hearing or required more than three civil plan reviews



Engineering Review Performance			
Review	2008	2009	% Change
Percentage of Plans Reviewed Within 28 days	55%*	71%	23%
Average Plan Review Time	26 days*	24 days	-8%
Percentage of Mylars Reviewed/Signed Within 14 Days	56%*	77%	27%
Average Mylar Review Time	15 days*	12 days	-20%
*2008 numbers altered to reflect new methodology used in 2009			

Building Plan Review Performance (Counter receipt to end of first review, including zoning review time)				
Review	Expectation	2008	2009	% Change
<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, includes same as review)	100%	71% New Method	65%	-8%
Average Review Time	14 days	13 days	13 days	0%
<b>Residential Alterations/Additions Plans</b>				
Average First Review Time	7 days	4 days	4 days	0%
<b>Multiple-Family Plans</b>				
Average First Review Time	42 days	N/A	N/A	N/A
• High Rise	28 days	18 days	29 days	61%
• Low Rise	7 days	2 days	3 days	50%
• Alterations				
<b>Commercial Plans</b>				
Average First Review Time	10 days	5 days	5 days	0%
• Minor TI	21 days	12 days	12 days	0%
• Major TI	28 days	17 days	16 days	-6%
• 3 Stories & Less	42 days	35 days	41 days	17%
• 4 Stories & More				

**Building Permit Center**  
 4400 NE 77th Avenue, Lower Level  
 M-F 8 a.m. to 4 p.m.; Except Wednesday 9 to 4  
 Closed Daily 12:30 to 1:30  
 Main Phone Line: 360-487-7800

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[www.cityofvancouver.us](http://www.cityofvancouver.us)

