



KITSAP COUNTY DEPARTMENT OF COMMUNITY DEVELOPMENT

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TO: Board of Commissioners

FM: Director, Community Development

RE: Department of Community Development 2010 Annual Report

Since 2007, the Department has been tracking its performance as related to permit and land use applications, inspections, and budget.

Purpose: Provide Citizens, Board of Commissioners, Stakeholders and Interested Parties an annual report on the permit/land use activities of Kitsap County's Department of Community Development for the year 2010.

Department's Mission: Enable the development of quality, affordable, structurally safe and environmentally sound communities.

Department Accomplishments:

- Completed revision of Chapter 3, Rural and Resource Element, to the County Comprehensive Plan.
 - Defined the character of Kitsap County based on statistical information.
 - Established goals and policies that promote the preservation of rural lands and uses.
 - Established four limited areas of more intense rural development (LAMIRDs) to create rural employment centers.
- Continued to develop the updated Shoreline Master Plan with assistance of a stakeholder group.
- Completed Phase 2 of the Chico Creek restoration project; began Phase 3.
- Secured over \$2.4 million from the state legislature for the construction of the Stillwaters Fish Passage for Carpenter Creek (requires a replacement bridge).
- Completed and implemented the innocent purchaser ADU approval program.
- Amended and adopted the 2009 editions of the International codes as adopted and required by the state.
- Completed the process for evaluating special events and incorporated a modest permitting requirement for "festivals" into the fire code.
- Design and implementation of a "Two Meeting Model" for reviewing land use and engineering applications.

Staffing: In 2010, staff operated at .75/.80 full time equivalents. Programs were implemented for expedited review and after hours inspections which builders paid a premium for staff to work on days not funded under the current program.

Permit/Land Use Application Statistics:

The following table shows the ratio between the numbers of permits or land use applications submitted during the 2010 calendar compared to the number of permits or land use applications approved/issued. The Department’s objective is to achieve a minimum of 85% ratio between submitted to approve in a given year. Approved permits/land use applications are those which are ready for client pickup.

Submitted to Approved Ratio

Permit Division	2006	2007	2008	2009	2010
Building	86%	91%	96%	76%	82%
Engineering	85%	90%	86%	52%	102%
Environmental	62%	60%	55%	59%	63%
Fire Marshal	90%	93%	104%	97%	101%
Land Use	42%	42%	57%	60%	62%
Total Permits Submitted	4858	4772	3794	2686	2479
Total Permits Approved	4017	4151	3205	2154	2165
Total Submitted to Approved Ratio	83%	87%	89%	80%	87.3%

Permit/Land Use Application Meeting Objective Processing Times:

The Department identified eight permit types to track permit performance: automatic fire extinguisher systems, fire alarm and detection systems, commercial tenant improvements, conditional use permits requiring hearing examiner approval – commercial, and site development activity permit – residential. In 2010, two additional permit types were added: single family residence remodel – major and single family residence remodel – minor. Appendix A is a detailed breakdown of these permit types identifying the number issued, the average processing days as compared to the objective processing times, and the percentage of permits that met the processing times. Processing times reflect the total time (other than “Stop Clock Time” when staff is waiting for the applicant to respond) that the application is in the department from the application date to the issued date

In this year’s report, permits that were submitted prior to 2010 and issued in 2010 have been broken out into a separate column. The 2010 column reflects only the permits submitted and approved/issued in 2010 that meet objective processing times.

Permit Type	Objective Processing Time (days)	2006 %	2007 %	2008 %	2009 %	Pre-2010 Submit – Approved %	2010 submit Approved %
Auto Fire Ext Sys	10/30 Days	0/39	19/84	49/97	41/100	11/100	37/83
Fire Alarm & Dect Sys	10/30 Days	10/59	13/54	70/96	60/95	25/75	46/95
Comm Tenant Improvement	30 Days	64	62	79	72	0	85
Conditional Use Permit	106 Days	0	0	8	16	0	0
Prelim Plat	106 Days	0	24	0	0	0	None Submitted
Single Family Residence (SFR)	14/30 Days	30/57	45/69	45/69	49/77	24/53	21/59
SFR - Remodel Major	Not Evaluated						38/74
SFR – Remodel Minor	Not Evaluated						81/94
SDAP – Comm	106 Days	11	0	5	9	0	100
SDAP - Residential	106 Days	23	14	44	9	38	54

Submitted to Notice of Decision/Approval Processing Times

The Department tracks key land use, environmental, and engineering applications based on submitted to notice of decision/approval times. In 2010, staff went from full time to .80 FTE.

Application Type	Objective Processing Time (days)	2006	2007	2008	Pre-2009 Submit – Approved	2009 Submit - Approved	Pre-2010 Submit – Approved	2010 Submit - Approved
Administrative Conditional Use	78 Day	453	271	135	410	122	511	117
Conditional Use Permit	106 Days	251	234	173	519	167.5	208	229
Commercial Shoreline Substantial Development	106Days	177	205	93		113	371	None Submitted
Residential Shoreline Substantial Development	106 Days	263	334	236		397	266	None Submitted
Critical Area Buffer Reduction	106 Days	144	159	101	None Submitted	None Submitted	407	None Submitted
Site Development Activity Permit - Commercial	106 Days	281	292	119	188.6 (1)	52	227 (2)	61
Site Development Activity Permit – Grading	106 Days	173	179	64	227 (3)	31.4	116 (2)	63
Site Development Activity Permit – Land Use	106 Days	421	333	197	320	136	310	66

- (1) Three projects were removed due to their skewing of the data. They were submitted in late 1990s/early 2000 and have been in the system awaiting other permits.
- (2) One project removed due to skewing of data; project was submitted in early 2000s; required additional permits.
- (3) Three projects were removed due to their skewing of the data. The projects required additional permits before review could occur.

Inspections

In 2010, the Department conducted 14,140 structure inspections, for a daily average of 66, or 16.5 inspections per inspector. Staff reduction in hours account for the reduced number of daily inspections.

Inspection Activity	2006	2007	2008	2009	2010
Number of Structure Inspections	25,059	24,913	21,247	17,411	14,140
Average Number of Daily Inspections	101.04	100.46	85.67	73	66
Daily Rollover Average	Not Measured	8	4	6	5

Code Compliance

New cases are declining; however closure rates have also decreased due to staff hour reductions from full time to .80 FTE.

Code Compliance	2006	2007	2008	2009	2010
New Cases	1454	1247	985	891	719
% Cases Closed within 1 year	57%	68%	68%	59%	95%

Public Contact via Kitsap One

Beginning in 2010, the Department began using Kitsap One for its primary initial contact with citizens. Of the 92,275 calls to Kitsap One, 42,966 (47%) were Community Development related. As the new call flow processing sheets were developed, it clear that by the end of the fourth quarter, 2010, Kitsap One was able to answer many public queries. A significant issue exists in the number of days it takes to make first contact with a citizen after a case has been opened in the citizen response management process. Given the reduction in staff, the question of priority must be addressed. Is it more important to answer public queries or work on processing permit/land use applications for fee paying customers? During 2011, the Department is reviewing its brochures, checklists, website, and use of Smart Gov, the replacement for the permit component for the Land Information System to identify ways people provide information to citizens about land use requirements, etc. At Appendix B is the Call and Case Report of Citizen Response Management for 2010.

Department Budget

The Department completed its third year as a Special Revenue Fund. The previous two years required loans to keep the fee part of the Department operational. In 2010, the Board of Commissioners passes a fee increase resolution that helped the Department end the year in the black by \$87,930.

Revenues:	\$6,493,785
Expenditures:	\$6,405,855

Director's Assessment

2010 proved be another challenging year for the organization. Individuals were required to take salary reductions of 20-25 percent, meaning that the number of available hours reduced accordingly. Staff continued to perform their best under the conditions they operated.

A victim of the reductions was process improvements. Though selected operational procedures were introduced, i.e. the two meeting model, for the most part finding time to develop new or improve procedures were placed on the backburner in order to process permits.

A significant accomplishment that must be noted is the continual cleaning out of backlog applications in the system. The result was a noted improvement in processing times in selected permit categories. Others still have processing time issues that when analyzed indicate there is a need to reconsider the application structure. This will occur in 2011.

Finally, the Board of Commissioners and stakeholder groups continued to demonstrate support for the Department's activities. Many citizens have volunteered numerous hours to help create comprehensive plan updates or code amendments that improve the economic environment within the county's jurisdiction. The Department's leadership is truly appreciative of these efforts and recognizes the contributions of these individuals and organizations.

Appendices

- A – Performance Measures
- B – Kitsap One Citizen Response Management Report

