



Quarterly News

Letter from the Director

Dear DDES Customer:

Now that all the numbers are in, I'm happy to report that the King County Department of Development and Environmental Services (DDES) had another productive year in 2007! We issued 4,712 building permits and 1,521 land use permits for a total of 6,233 permits during the entire year. This final number was very close to the forecast we had developed at the end of 2006.



Stephanie Warden

As always, we keep a very close eye on permit production timelines. Our Building Services Division (BSD) issued permits within the designated timelines 90% of the time. Within the Land Use Services Division (LUSD), the Engineering Review Section met their timelines 81% of the time, the Current Planning Section met their timelines 83% of the time, and finally the Clearing and Grading Section met their timelines 95% of the time. Incomplete applications, neighborhood opposition, and/or demand exceeding forecast during some portion of the year were some of the reasons that timelines were not met.

Much like a private-sector company, DDES tested customer satisfaction levels in 2007. DDES does this to measure year-to-date performance and progress from year to year. The improved

> In This Issue

Letter from the Director 1

Reduced Permit Review Fees 3

DDES Code Enforcement case studies 4

DDES Permit Center hours changing 6

What is the status of my permit? 7

DDES employees participate in the Adopt-A-Road Program 7

Questions — just ask us 8

The new and improved DDES Web site is up 8

Letter from the Director — Continued from page 1

survey numbers in 2007 can be attributed to important enhancements made over the last several years. DDES has developed project management tools that provide for more accountability and predictability; including up-front fee estimates and single-point-of-contact permitting. A more consumer-friendly Web site and improved phone services have helped customers through the permitting process as well.

The survey used a five-point scale, where 5 means “extremely satisfied” and 1 means “not at all satisfied.”

- When asked, “Overall, how satisfied are you with the service provided by King County DDES,” **87%** rated the agency with a 5, 4 or a 3.
- **87%** also gave DDES a 5, 4 or a 3 ranking for “making fair decisions.”
- DDES staff scored a **4.42** average on the 5-point scale for being “courteous and professional.”

DDES is also responsible for implementing the State Growth Management Act. Over the last 14 years, the rate of annual residential growth in the rural area has been reduced from nearly twelve percent of the countywide total to hold steady at between four and five percent. This progress ensures that rural areas retain their rural character while the urban areas become more vibrant.

Sincerely,



Stephanie Warden, Director
Department of Development and Environmental Services

Reduced Permit Review Fees for Agricultural Buildings and Land Use Activities

(As of January 1, 2008)

The hourly review rate of \$70.00 applies to the following:

- > Property must be in the Agricultural Production District (APD) - **OR** –
- > RA-Zoned with a current farm plan developed in conjunction with King Conservation District (KCD). KCD is located at 935 Powell Ave SW in Renton. The phone number is 425-277-5581.
- > Agricultural Building means a structure, other than a dwelling, that is used in the operation of a farm for:
 - Storage, maintenance or repair of farm machinery or equipment
 - The raising, harvesting and selling of crops
 - The feeding, breeding, management and sale of, or the produce of, livestock, poultry, fur-bearing animals or honeybees
 - Dairying and the sale of dairy products
 - Any other agricultural or horticultural use or animal husbandry, or any combination thereof, including the preparation, storage, processing, or sale of agricultural products raised on the farm for human use and animal use
 - Processing, treatment, packaging and sale of agricultural products
 - Stabling or training equines, or
 - Equine riding lessons and training clinics
- > These hourly fees include not only permit intake and issuance processing, plan review and drainage site reviews, but building inspections as well.
- > These fees do not include outside agency reviews such as those required by the Department of Public Health.
- > Contact **Joelyn Higgins**, DDES Rural Permit Coordinator, at 206-296-7159 if you would like to discuss your proposed project in detail.

DDES Code Enforcement case studies

The case involved code violations that included an illegal shed in an alley. The property was brought up at every community meeting DDES attended. The neighbors behind the property were very upset that the shed was being used as an illegal dwelling and meeting place for drug users. The neighbors were in constant fear for their young children. The Sheriff's Office was being called on a regular basis because of the shed and the people that gathered there at all hours of the night. DDES wrote a Notice and Order for the illegal shed to be removed. From there, DDES negotiated a settlement to remove the illegal shed and to clean up the property. The following are comments from a community organizer and from a citizen.

> "I'm so glad to hear that the shed is down! It must be a huge relief. A huge thanks for this accomplishment should go to Vary Jackson (Sheriff's Office) and Al Tijerina (DDES Code Enforcement). Vary coordinated the removal of multiple trailers full of junk from the shed and Al pursued the code enforcement that finally forced the shed down. Thank you so much Al and Vary for all your hard work. I'm so glad to hear that the shed has come down and that the traffic through the alley is now only residents."

-Drug Free Communities Program Coordinator

> "I want to say a HUGE "THANK YOU" for all that you both have done working on the property!!! It's wonderful to see the fence & shed taken down. The traffic in the alley is now just the resident's who are supposed to be using it..."

-20th SW Neighborhood



> Al Tijerina, Code Enforcement Officer, and I joined the North Highline Unincorporated Area Council (UAC) for their weekend Community Celebration of Jubilee Days in July.

We distributed DDES informational handouts describing the role of Code Enforcement (CE) and how to contact our division to make complaints or inquiries. As we distributed the information, we answered individual questions about clearing and grading, junk storage, junk cars, home occupations and other regulations that DDES Code Enforcement enforces.

Our participation in a public celebration allowed us to interact with people who might not attend or be aware of a scheduled public meeting or ever join a UAC. Citizens had questions about Code Enforcement's regulations that affect quality of life, blight, environmental issues, structures built without permits, and then took our printed information home to review. We were able to interact with the UAC members, talk about common issues, and discuss difficult situations in enforcement. Beyond that, we had the opportunity to just talk about community, families, sports, and local news. We were working with the UAC group person-to-person, side-by-side, which allowed us to get out of our perceived "roles" and understand and appreciate each other in a different setting outside of a regimented agenda.

-Deidre Andrus, DDES Code Enforcement Supervisor



> **DDES Permit Center hours changing**

The DDES Permit Center, Phone Center and Record Center will be permanently changing its hours to:

Monday through Thursday,
7:30 a.m. to 4:30 p.m. and
Friday 7:30 to 11:30 a.m.

starting **July 7th**.

Free technical assistance will be offered:

Monday-Friday, 7:30 to 9:30 a.m.

After surveying our customers, these hours were preferred.

What is the status of my permit?

Go to the DDES online permit search at www.metrokc.gov/ddes/permits/reports/ to view a generalized permit status.

Call DDES customer service at 206-296-6600 where staff can research your permit application and tell you which review stations have issued approvals and which review stations are still pending.

Check with your DDES Project Manager or Project Coordinator if applicable. For proposed projects that are large and/or complicated, a manager or coordinator will have been assigned to the permit. You will have been introduced to that Project Manager early in the intake or review process, and you can call him or her directly for periodic updates.

DDES employees participate in the Adopt-A-Road Program

Just recently, several DDES employees spent a Saturday cleaning up litter along a local roadway. This was a volunteer effort on behalf of the participants. In short, DDES employees don't just talk the talk by implementing environmental regulations, but they also walk the walk by picking up garbage along the road in their spare time.



Questions? Just ask us

DIRECTOR'S OFFICE

- Director**
Stephanie Warden206-296-6700
- Deputy Director**
Joe Miles206-296-7179
- Public Affairs Director**
(media relations, publications, web content, customer service)
Tim Attebery206-296-6682
- Human Resources Service Delivery Manager**
Lance King206-296-6612
- Human Resources Manager**
Kathy Graves206-296-6725

ADMINISTRATIVE SERVICES DIVISION

- Finance Management Supervisor**
(billing procedures and practices)
Elaine Gregory206-296-7139
- Information Systems Supervisor**
Tom McBroom206-296-6706

BUILDING SERVICES DIVISION

- Division Director**
Jim Chan206-296-6740
- Intake and Screening Supervisor**
(permit applications)
Jarrod Lewis206-296-6713
- Technical Screening/Building Review Supervisor**
Chris Ricketts206-296-6750
- Building Inspections Supervisor**
(residential and commercial structures)
Bernard Moore206-296-6762
- Site Engineering and Planning Supervisor**
(drainage review, parking, traffic, landscaping)
Mark Bergam206-296-7270

FIRE MARSHAL DIVISION

- Fire Marshal**
(inspections, fire investigations, fire system permits)
John Klopfenstein206-296-7071

LAND USE SERVICES DIVISION

- Division Director**
Randy Sandin206-296-6778
- Site Development Services Supervisor**
Doug Dobkins206-296-7087
- Engineering Review Supervisor**
(final plats and short plats, lot line adjustments)
Jim Sanders206-296-7178
- Current Planning Supervisor**
(preliminary plat and short plats, SEPA, EIS, CUPs, shoreline permits)
Lisa Dinsmore206-296-7171
- Critical Areas Supervisor**
(wetlands, streams, geo hazards)
Steve Bottheim206-296-7144
- Land Use Inspections Supervisor**
(site infrastructure)
Steve Townsend206-296-7204
- Code Enforcement Supervisor**
(building, environmental and health hazard complaints)
Deidre Andrus206-296-6656

CUSTOMER SERVICE NUMBERS

- DDES Customer Information Line**206-296-6600
- Permit Application Appointments**206-296-6797
- DDES Billing Hot Line**206-296-6659
- DDES Records Center**206-296-6696
- Code Enforcement**206-296-6680

The new and improved DDES Web site is up

In this day and age, we are kidding ourselves if we think that the public's number one source of information is anything but the internet. With that in mind, DDES has **transformed our Web site** into something that is friendlier to the eye and will help customers navigate the DDES waters a little more easily. Check it out at www.kingcounty.gov/permits

Alternate Formats Available

206-684-2046 TTY Relay: 206-689-4665