

1 clear information which sets out the county's best and most  
2 accurate estimates of what applying for permits will cost.

3 BE IT ORDAINED BY THE COUNCIL OF KING COUNTY:

4 SECTION 1. Department of development and environmental services

5 **print publications.** A. Every applicant for a permit from the department of development  
6 and environmental services who owns and occupies his or her own home, and who is  
7 seeking a permit for work on his or her own home or property or who has engaged a  
8 contractor or other agent to do so on his or her behalf, shall be provided, upon request, at  
9 the time of application, and in addition to any other informational bulletins, brochures or  
10 flyers which may be provided throughout the permitting process, bulletins, brochures or  
11 flyers outlining all of the steps and costs which the applicant may encounter during the  
12 permitting process. This is to include a listing of all of the studies which the county may  
13 require, depending on the individual circumstances of the permit sought, in order to  
14 approve a permit application for a building or land use action involving a single owner-  
15 occupied home or the short platting of a parcel containing an owner-occupied single home.  
16 Printed materials listing any and all fees charged by the county for permit processing shall  
17 be made available upon request and shall also include a disclaimer that those specific fees  
18 are subject to change without notice and may be different than actual fees.

19 B. In order to facilitate the provision and understanding of this information, the  
20 department shall prepare scenarios, illustrations or case studies which will give an  
21 applicant for a building or land use permit involving an owner-occupied home a clear idea  
22 as to what similar actions in the recent past have entailed and cost. To this end, the  
23 department shall prepare and make available to those applicants who request them

1 materials which illustrate both the most likely studies and costs which may be required  
2 during the permit application process as well as a worst case scenario which shall illustrate  
3 the studies and costs which may be required in response to the most extreme circumstances  
4 which may be found on private property within King County.

5           C. Any printed materials provided under this section shall not be binding on King  
6 County and shall not prevent King County from requiring any steps, costs, studies or fees  
7 not disclosed therein.

8           D. The department shall emphasize, in such scenarios, that the cost information  
9 provided is only an estimate to help the applicant anticipate possible costs. Actual costs  
10 may be higher or lower and would depend on specific site conditions.

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E. The materials outlined above shall be prepared in simple, common ordinary everyday English in order to insure that permit applicants have a clear understanding of the material and shall, to the extent possible, avoid the use of bureaucratic or legal terminology.

INTRODUCED AND READ for the first time this 24<sup>th</sup> day of August, 1998.

PASSED by a vote of 7 to 6 this 14<sup>th</sup> day of December, 1998.

KING COUNTY COUNCIL  
KING COUNTY, WASHINGTON

Louise Miller  
Chair

ATTEST:

J. Jensen  
Clerk of the Council

~~APPROVED~~ this 21 day of December, 1998  
Vetoed

Dale Aris  
King County Executive

Attachments:



King County Executive  
RON SIMS

RECEIVED  
98 DEC 21 PM 1:55  
CLERK  
KING COUNTY COUNCIL

December 21, 1998

The Honorable Louise Miller  
Chair, King County Council  
Room 1200  
COURTHOUSE

Dear Councilmember Miller:

By this letter I am vetoing Ordinance 13378 and Ordinance 13379, relating to customer service at the Department of Development and Environmental Services. These ordinances were adopted by the King County Council on December 14, 1998.

I fully support the Council's goal of enhancing customer service at DDES. Indeed, as County Executive, I am committed to providing excellent service through all county agencies to all residents of King County.

Nevertheless, these ordinances are not appropriate tools by which to ensure the most responsive DDES customer service now and in the future. The detailed requirements of these ordinances would be legally binding on the Department until such time as they might be formally amended or repealed. This translates into unnecessary and unacceptable micromanagement of an Executive agency by the Council.

I understand that the often-complex building and land-use permit processes can be frustrating for many customers, including Councilmembers seeking to respond to constituents' concerns. Providing consistently high-quality customer service at DDES is a priority for both DDES management and myself. To that end, the Department has established many improvements in recent years and is continuing to evaluate numerous aspects of its operation with an eye to maximizing efficiency and customer satisfaction.

Following are several examples of the Department's recent customer service initiatives. The Department provided a comprehensive list in its final report to the Council regarding implementation of Ordinance 12196 (October 23, 1998).

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The Honorable Louise Miller

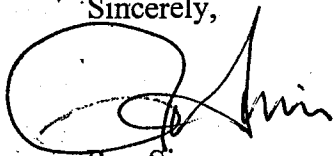
December 21, 1998

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- The DDES web site ([www.metrokc.gov/DDES/](http://www.metrokc.gov/DDES/)) currently provides permit information, zoning and land use maps, regulations and policies affecting land use and building activities, classes offered by DDES and upcoming public meetings sponsored by DDES.
- An on-call "planner of the day" meets with walk-in customers who do not have appointments.
- Adding more customer appointment times each day has reduced appointment wait time from five weeks to 10 days.
- Three satellite offices at Fall City, Vashon and Lake Wilderness issue some permits and provide other services to customers in these outlying areas.
- Next-day inspections remain a priority, even as workload has increased.

The discussion surrounding Ordinances 13378 and 13379 by Executive and Council elicited many good ideas, and I welcome a continuation of the dialogue. In that spirit, I have asked DDES to continue its good work on customer service and to provide the Council with an update on its activities during 1999.

Sincerely,



Ron Sims

King County Executive

cc: King County Councilmembers

ATTN: Steve Ohlenkamp, Chief of Staff

Shelley Sutton, Policy Staff Director

Anne Noris, Clerk of the Council

Robert Derrick, Director, Department of Development and Environmental Services