



KING COUNTY
Signature Report

1200 King County Courthouse
516 Third Avenue
Seattle, WA 98104

November 9, 2004

Motion 12036

Proposed No. 2004-0509.2

Sponsors Edmonds, Patterson, Constantine,
Ferguson, Pelz, Phillips, Gossett
and Hague

1 A MOTION expressing the intent of the council to monitor
2 permit efficiency and customer service by the department
3 of development and environmental services and to follow
4 through on recent recommendations from the King County
5 auditor.

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8 WHEREAS, during consideration of the ordinances relating to critical areas,
9 stormwater and clearing and grading, the council heard testimony raising concerns about
10 permit costs, particularly for applications triggering hourly fees for review by the
11 department of development and environmental services, and

12 WHEREAS, a September 28, 2004, report from the King County auditor
13 reviewed the department of development and environmental services' workload and
14 staffing and provided trend data for the average review time per permit and the average
15 number of permits processed per reviewer over the period from 2000 through 2003, and

16 WHEREAS, in its September 28, 2004, report to the council, the King County
17 auditor recommended that the department of development and environmental services

18 develop performance measures to track permit processing efficiency on a quarterly basis,
19 and

20 WHEREAS, the council wants to continue to monitor trends for permit processing
21 efficiency following adoption of the critical areas, stormwater and clearing and grading
22 ordinances as a way of informing future council decisions about permit review processes
23 and permit fee structures, and

24 WHEREAS, the council seeks information on how often "complex" site
25 engineering review is required, triggering the need for hourly review fees, and

26 WHEREAS, a March 2, 2004, report from the King County auditor reviewed the
27 department of development and environmental services' permitting practices and
28 recommended the use of telephone exit surveys as a tool for monitoring customer
29 satisfaction;

30 NOW, THEREFORE, BE IT MOVED by the Council of King County:

31 A. Through the 2005 budget process, the council will direct the department of
32 development of environmental services to add two new performance measures to the
33 department's business plan: the average review time per permit by type; and the average
34 number of permits processed per reviewer. Further, the council will direct the
35 department of development and environmental services to report monitoring data for
36 these performance measures quarterly to the King County auditor, the chair of the growth
37 management and unincorporated area committee, or its successor, and the chair of the
38 labor, operations and technology committee, or its successor, and to include a summary
39 of this data with the performance measures submitted as part of the annual budget
40 process;

41 B. Through the 2005 budget process, the council will direct the department of
42 development and environmental services to monitor the percentage of site reviews
43 required to go through a "complex" site engineering review that involves hourly charges
44 for review as apposed to a fixed-fee "basic" or "standard" site engineering review, and to
45 report this information quarterly to the King County auditor, the chair of the growth
46 management and unincorporated area committee, or its successor, and the chair of the
47 labor, operations and technology committee, or its successor;

48 C. Through the 2005 budget process, the council will direct the department of
49 development and environmental services to develop a performance measure related to
50 customer satisfaction, to contract with an outside vendor or agency to conduct
51 anonymous random telephone exit surveys of permit customers, and to report the exit
52 survey results quarterly to the King County auditor, the chair of the growth management
53 and unincorporated area committee, or its successor, and the chair of the labor, operations
54 and technology committee, or its successor; and

55 D. Through the 2005 budget process, the council will direct the King County
56 auditor to review the quarterly data on permit efficiency, percentage of applications
57 undergoing "complex" site engineering reviews, and customer exit data and present

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58 findings to the council on trends in permit efficiency and customer satisfaction on a
59 semiannual basis.

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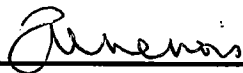
Motion 12036 was introduced on 10/25/2004 and passed as amended by the Metropolitan King County Council on 11/8/2004, by the following vote:

Yes: 11 - Mr. Phillips, Ms. Edmonds, Mr. von Reichbauer, Ms. Lambert, Mr. Pelz, Mr. Ferguson, Mr. Gossett, Ms. Hague, Mr. Irons, Ms. Patterson and Mr. Constantine
No: 0
Excused: 2 - Mr. McKenna and Mr. Hammond

KING COUNTY COUNCIL
KING COUNTY, WASHINGTON


Larry Phillips, Chair

ATTEST:



Anne Noris, Clerk of the Council

Attachments None