



KITSAP COUNTY DEPARTMENT OF COMMUNITY DEVELOPMENT

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Subject: Second Quarter 2010 Performance Report

This report is presented to demonstrate the Department's performance during the second quarter, 2010.

Second Quarter Results

Permit activity during this quarter was 6% above the same period last year. Increased activity was seen in Building (12%), Environmental Programs (286%), and Fire Marshal (12%). Development Engineering saw a 44% reduction compared to the same period in 2009 and Policy and Planning saw a reduction of 24%. Overall permit activity for the first half of the year is 8% down from the same period in 2009.

While new single family residences with garages is down 25% compared to the previous year, single family residence additions are up 164% reflecting the current trend to upgrade current homes. Additionally, the department is now tracking home remodel activity, which also fits into the nationwide trend in its performance measures.

Commercial projects during the same period are relatively static as are commercial tenant improvements.

At Appendix A is the Department's performance measures for the second quarter.

In most areas, there are improvements in processing times due to the fact many of the historic permit applications have been cleared from the system. While these performance numbers include some dated permits, most of the work being processed date to 2009 and 2010. This is good news for all concerned.

The significant increase of processing times for new single family residence permits was primarily due to staffing shortages. The department has been reduced to 2 plan reviewers which results in impacts to clients when one plan reviewer takes any type of leave. The Department is devising a plan that will short stop the situation, but it must be recognized that this "fix" will come at the expense of another service.

Traditionally, new single family residences have been the primary permit activity within the department. This has changed. There have been 109 new single family residences permits issued this year, compared to 144 during the same reporting period in 2009. Comparatively, issuances of other residential permit types, i.e. garages, additions, replacement homes amounted to 322 compared to 260 last year. The processing times of those types of permits ranges from 1 to 26 days depending on the complexity of the permit. The Department has actually issued more building type permits in the first six months of 2010 than it did in 2009.

Employee Reductions/Losses

During the quarter, the department continued to face revenue issues that resulted in the layoff of one employee (inspections desk). Additionally, two other individuals resigned and their positions will remain vacant.

Year of the Rural

The Department is nearly completed with a revision of the Rural Element of the County's Comprehensive Plan. This update provides a statistical analysis of Kitsap County, its rural character, and identifies rural commercial and industrial uses that should be allowed to support families and individuals outside cities and urban growth areas. Additionally, the update focuses on the creation of limited areas of more intense rural development (LAMIRD) to support employment centers in the rural area. The update will be found at http://www.kitsapgov.com/dcd/community_plan/comp_plan/draft%20revisions%20to%20chapter3/Draft%20Revisions%20to%20Chapter%203_072610.pdf. The Chapter is beginning its public outreach plan by working with a variety of stakeholders and meetings with the County's planning commission.

If there are questions regarding this report, please contact the Director at (360) 337-5777 or help@kitsap1.com.

Appendix A: Performance Measures

Performance Measures - 01/01/2010 to 03/31/2010

Permit Type	Automatic Fire Extinguishing System					
	10/30 Days					
Objective Processing Time	2006	2007	2008	2009	1st Qtr, 2010	2nd Qtr, 2010
Year						
Issued	47	43	49	29	7	8
Average Processing Time-Days	38.8	17.7	13.1	10.3	15	11.5
% Met Objective Target	0%/39%	19%/84%	49%/97%	41%/100%	29%/100%	63%/100%

Permit Type	Fire Alarm and Detection System					
	10/30 Days					
Objective Processing Time	2006	2007	2008	2009	1st Qtr, 2010	2nd Qtr, 2010
Year						
Issued	60	52	64	45	12	9
Average Processing Time-Days	34	54	9	10.9	13.9	12
% Met Objective Target	10%/59	13%/54%	70%/96%	60%/96%	25%/92%	44%/100%

Permit Type	Commercial Tenant Improvements					
	30 Days					
Objective Processing Time	2006	2007	2008	2009	1st Qtr, 2010	2nd Qtr, 2010
Year/Quarter						
Issued	74	104	129	126	45	22
Average Processing Time-Days	27.5	33.1	25	24.2	27.5*	15
% Met Objective Target	64%	62%	79%	72%	64%	95%

Permit Type	Conditional Use Permits (Hearing Examiner)					
	106 Days					
Objective Processing Time	2006	2007	2008	2009	1st Qtr, 2010	2nd Qtr, 2010
Year/Quarter						
Issued	8	13	13	16	0	5
Average Processing Time-Days	Insuff Data	329.6	315	780	0	195
% Met Objective Target	0%	0%	8%	0%	0%	0%

Permit Type	Single Family Residence Remodel (Major) (New)					
Objective Processing Time	14/30 Days					
Year/Quarter	2006	2007	2008	2009	1st Qtr, 2010	2nd Qtr, 2010
Issued					5	7
Average Processing Time-Days					21.4	20.3
% Met Objective Target					20%/80%	28%/74%

Permit Type	Single Family Residence Remodel (Minor) (New)					
Objective Processing Time	14/30 Days					
Year/Quarter	2006	2007	2008	2009	1st Qtr, 2010	2nd Qtr, 2010
Issued					16	24
Average Processing Time-Days					11.9	4.1
% Met Objective Target					57%/100%	88%/96%

Permit Type	Single Family Residence with Garage					
Objective Processing Time	14/30 Days					
Year/Quarter	2006	2007	2008	2009	1st Qtr, 2010	2nd Qtr, 2010
Issued	601	677	401	259	56	25
Average Processing Time-Days	38.2	35.4	25.5	25.3	25.5	42.3
% Met Objective Target	30%/57%	45%/69%	49%/77%	42%/52%	34%/73%	0%/20%

Permit Type	Preliminary Plats					
Objective Processing Time	106 Days					
Year/Quarter	2006	2007	2008	2009	1st Qtr, 2010	2nd Qtr, 2010
Issued	6	17	9	8	0	1
Average Processing Time-Days	Insuff Data	443.8	502	954.5	0	237
% Met Objective Target	0%	24%	0%	12%	0%	0%

Permit Type Objective Processing Time	Site Development Activity Permit - Commercial					
	106 Days					
Year/Quarter	2006	2007	2008	2009	1st Qtr, 2010	2nd Qtr, 2010
Issued	19	14	17	7	3	5
Average Processing Time-Days	221.3	190.3	283	151.4	207	141
% Met Objective Target	11%	0%	5%	0%	0%	40%

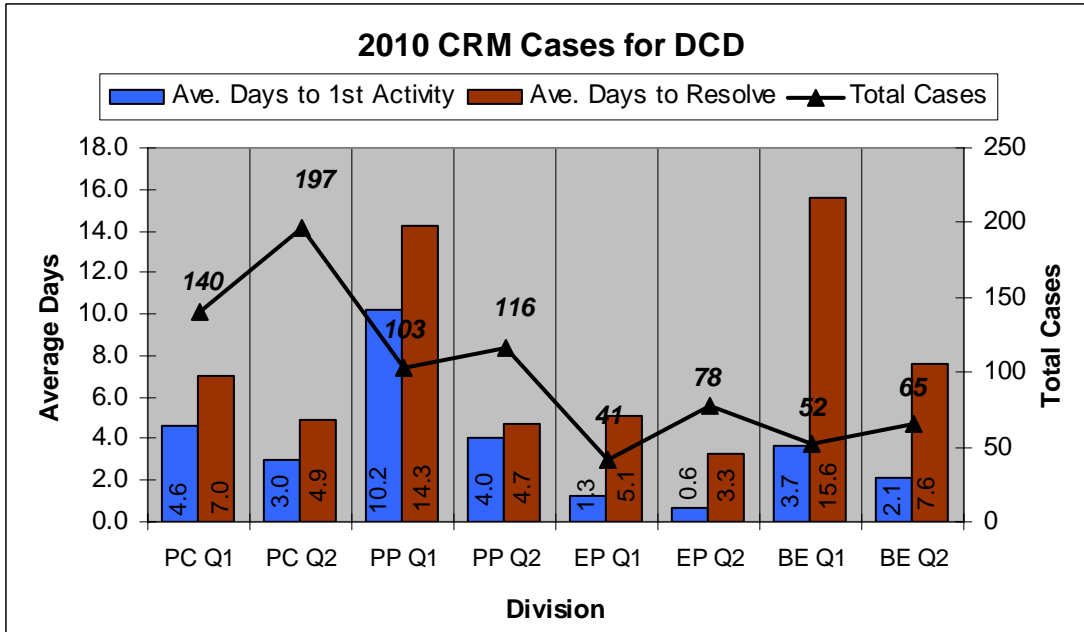
Permit Type Objective Processing Time	Site Development Activity Permit Single Family Residence					
	106 Days					
Year/Quarter	2006	2007	2008	2009	1st Qtr, 2010	2nd Qtr, 2010
Issued	47	56	36	23	8	6
Average Processing Time-Days	93.2	186.8	151.2	116	112	129
% Met Objective Target	23%	13%	44%	53%	38%	33%

Inspection Activity	2006	2007	2008	2009	1st Qtr, 2010	2nd Qtr, 2010
	Number of Conducted Building Inspections	25,059	24,913	21,247	16,167	2,989
Average Daily Inspections	101.04	100.46	85.67	73	64**	67
Daily Roll Over average	Not Measured	8	4	6	3	4.0

Notes

* - Permits tied to a parental land use application removed from statistics

** - Inspection time allocation increased to reduce rollovers and to account for longer inspections associated with commercial projects



PC=Permit Center, PP=Policy and Planning, EP=Environmental Programs, BE= Building and Engineering

Description: This chart reflects the average number of days it took DCD to respond and resolved CRM cases in the 1st and 2nd Quarters of 2010 by division.

Findings: In the 1st quarter of 2010 the average number of days to first activity (i.e. email, phone call) for the department was **4.9**. In the 2nd quarter it reduced to **2.4**. In the 1st quarter the average number of days to resolve a case for the department was **10.5**. In the second quarter it reduced to **5.1**.

Conclusion: Beginning in April 2010 DCD implemented new workload processes for CRM cases to ensure that they were being addressed and resolved in a timelier manner. The result is a 49% decrease in both the time to first contact and the time to case resolution.