



HBA/LUT Quarterly meeting



| May 15, 2023

Land Use & Transportation

www.washingtoncountyor.gov/LUT

→ Upcoming fee increases

Objectives: provide adequate staffing to achieve target service levels and achieve financial sustainability

On Feb. 21 the Board voted to:

- Increase fees in Building Services and Development Review/Current Planning by 50% effective July 1, 2023

Additional recommendations for action:

- Annual program cost index fee adjustment effective July 1, 2024
- Technology fee surcharge effective July 1, 2024

→ Target service levels

Staff are developing target service levels

Will be available online and as a handout in our office

Provides transparency and accountability

Helps to train new staff

Example:

Type I Planning Application	Target Service Level*
Initial application set up	1 business day
Completeness Review	7-12 business days
Review and final decision	20-25 business days

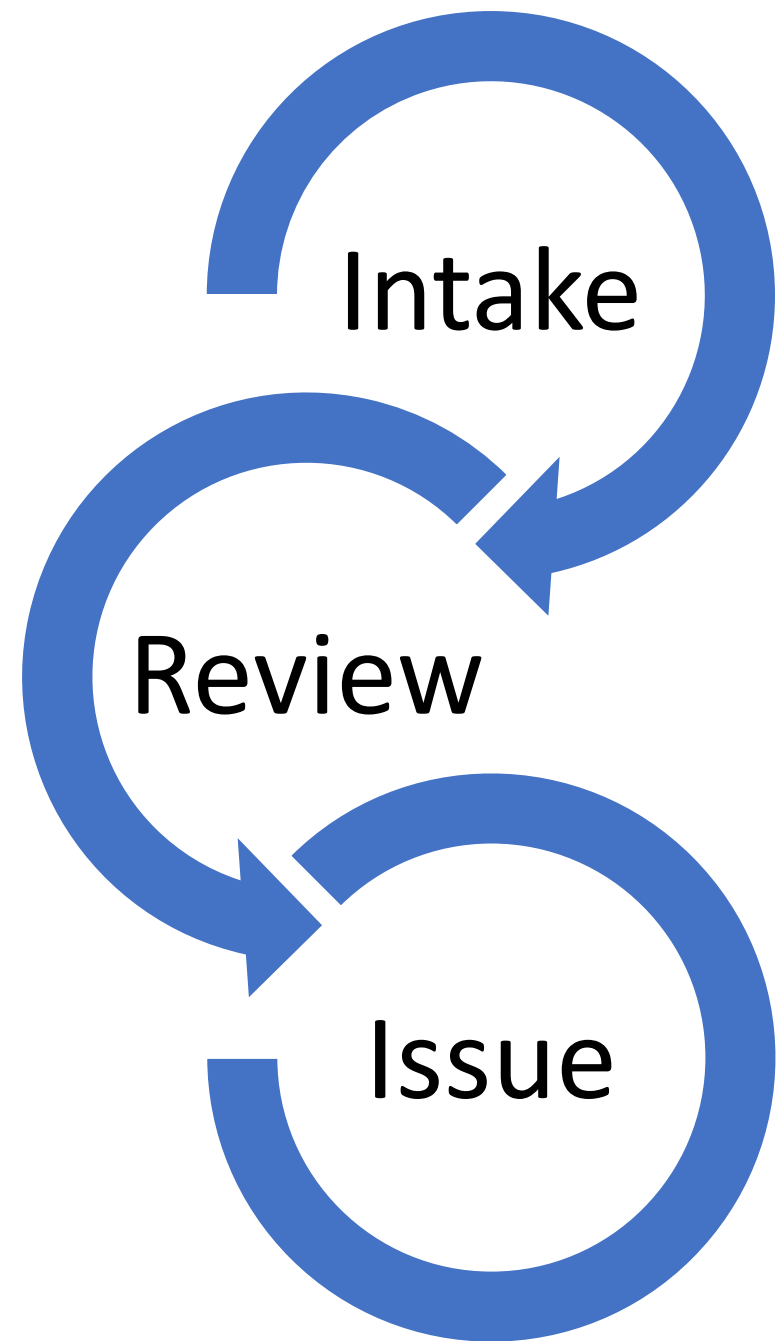
* County staff time only; does not include time for applicant responses

→ Target and Actual Service levels

	Target Service Level	Actual Service Level (5/12/23)
Set-up Permit	3-5 business days	6 business days
Prescreen	3-5 business days	3 days
File Check	3-5 business days	2 days
Permit Issuance	1-2 business days	2 days



Other process improvements



Staff continues reviewing processes and implementing improvements to maximize efficiency and maintain a high service level.

This includes:

- Updating ProjectDox workflows to improve efficiencies for reviews
- Implementing Online Applicant Services (OAS) software to allow for direct permit submittals by applicant
- Documenting processes
- Evaluating submittal forms and processes
- Implementing electronic submittals for Development Review/Current Planning



Changes to permit submittals

We are working hard to keep up with incoming submittals. To keep things moving efficiently, we ask a few things of you:

- Please submit only one application per email (except for townhomes)
- To ensure faster Prescreens, please make sure to:
 - Pay intake fees
 - Submit a complete plan set
- Please limit submittals to 10 building applications per week
 - If you must submit more than that due to a specific circumstance, please let us know as soon as possible so we can attempt to accommodate you
- Once submitted, you have 30 days to upload plans and pay review fees
 - If fees are not paid and plans not submitted within 30 days, the permit will be withdrawn

Applications will be processed in the order received

→ Inspection delays

Significant staffing shortages have created inspection delays

- Usual turnaround is one-two days for inspections. Currently we are at about eight days
- Five inspectors have been hired:
 - Four new inspectors have started since April
 - One will start on June 1
- Recruitment for one Plumbing and one Electrical Combo I underway
- Staff using video and photo inspections for small jobs and re-inspections when possible
- Inspectors are authorized to work overtime
- We hope to return to our target timeframe in the summer as new inspectors complete training

→ Recruitments Underway

- Combo 1 – Electrical (closes 5/21)
- Combo 1 – Plumbing(closes 5/21)
- Senior Permit Technician (closes 5/21)
- Senior Plans Examiner (posting soon)
- Associate Planner - Development Review (posting soon)



Questions?

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