



KITSAP COUNTY DEPARTMENT OF COMMUNITY DEVELOPMENT

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November 4, 2010

Subject: Third Quarter 2010 Performance Report

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

Third Quarter Results

Submittal Activity

Overall permit activity between January 1 and September 30, 2010 is down 10% compared to the same time period last year. This quarter (July 1 to September 30), overall permit submittals dropped 14% compared to the same time period in 2009. Development engineering, environmental, fire marshal, and land use permit submittal activity remained constant with the previous year, while building permits took a drop of 17%.

Forty three single family residence submittals were received during the reporting period, compared to 114 in 2009. This is a 62% decline. Comparatively, single family additions and remodels saw a 6% increase.

Commercial projects during the same period increase by 3%, although commercial tenet improvements declined by 15%.

Issuance Activity

In addition to tracking approval time, the department tracks our backlog through a submitted to issue ratio. While permitting activity and staffing levels have been reduced over the last two years, the department has a high issue to submitted ratio. The table below shows this ratio for the major categories of permitting types within the department for the third quarter.

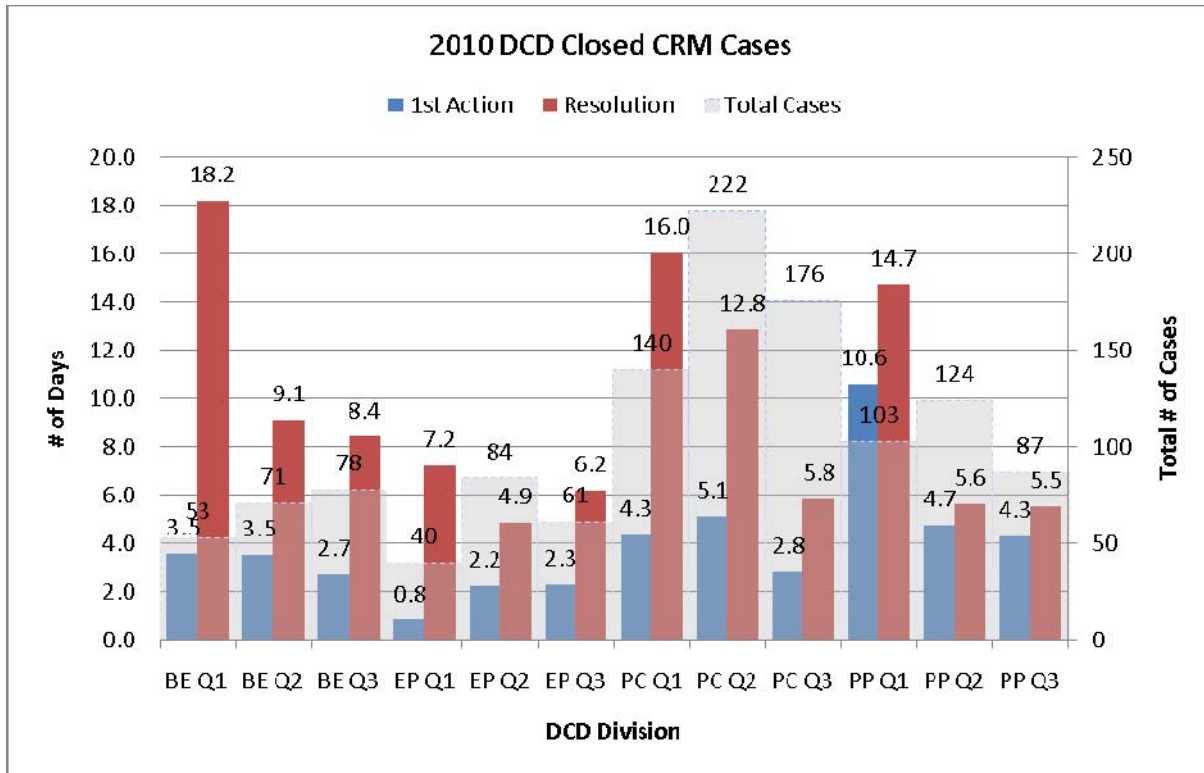
Permit Group	3rd Qtr 2009			3rd Quarter 2010		
	Submitted	Issued Approved	Ratio %	Submitted	Issued Approved	Ratio
Building Permits	566	510	90.11	472	549	116.31
Development Engineering Permits	27	26	96.30	29	28	96.55
Environmental	22	5	22.73	18	13	72.22
Fire Marshal	45	38	84.44	46	47	102.17
Land Use	36	21	58.33	31	28	90.32
Total DCD	696	600	86.21	596	665	111.58

Performance Measurements

Appendix A provides the Department's performance measures for the third quarter.

At the beginning of the quarter, plan reviews for building permits took eight to nine weeks. With the availability of staff and three surge periods, the department has been able to get these processing times down to 30 days for custom home reviews. Other review times continue to remain consistent with minor improvements.

Citizen Response Management



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

This chart reflects the total number of resolved CRM cases for DCD by area of work in the first 3 quarters of 2010. There have been a total of 1,244 cases resolved during this time.

In the First quarter of 2010 the average number of days to first activity (i.e. returning emails, phone calls, etc.) for the department was **3.9**. By the second quarter it had dropped to **3.1** days. In the third quarter, it dropped again to **2.4** days.

Resolution in solving cases has also dropped since the beginning of the year. In the first quarter the average number of days to resolve a case was **11.2**. By the third quarter this had been reduced to **7.1** calendar days.

Process Improvements

The department leadership is focused on continuing to improve the permit/land review processes. During the next six to nine months, additional focus will be on the application system (forms used/what’s reviewed), as well as tracking the number of submittals that are returned to applicants for additional information/corrections. The department is also looking to develop standard details to help facilitate review.