



Quarterly News

Letter from the Director

Dear DDES Customer:

Much like a private-sector company, King County's Department of Development and Environmental Services (DDES) has tested customer satisfaction levels for the past few years. DDES does this to measure year-to-date performance and progress from year to year. The improved survey numbers this year can be attributed to important enhancements made over the last several years. DDES has developed project management tools that provide for more accountability and predictability; including up-front fee estimates and single-point-of-contact permitting. A more consumer-friendly website and improved phone services have helped customers through the permitting process as well.



Stephanie Warden

The survey used a five-point scale, where 5 means "extremely satisfied" and 1 means "not at all satisfied."

- When asked, "Overall, how satisfied are you with the service provided by King County DDES," 87% rated the agency with a 5, 4 or a 3.
- 87% also gave DDES a 5, 4 or a 3 ranking for "making fair decisions."

> In This Issue

Letter from the Director	1
What is the public saying about DDES?	2
New Short Plat Pre-application Process	3
DDES employees participate in the Adopt-A-Road Program	3
King County helps commercial building projects "go green" with grants to owners	4
King County's post-construction soil standard first in Western Washington	7
DDES hires a Rural Permit Coordinator	7
Questions? Just ask us	8

What is the public saying about DDES?

PS: I also wish to say "Thank You" to King County about the close attention and support that it has paid to this project, as it is a wonderful 1912 classic Bungalow from Wallingford that is being saved as a result of everyone's efforts. It is this kind of support for "House Recycling" that keeps wonderful houses like this one from unnecessarily going into the landfill! I hope to keep in touch with King County about this as other "historic quality" houses get saved and recycled. Sincerely,

— Jeff McCord 6-4-07

Hi Chris — I just wanted to take a moment and tell you about our experience working with Sonja Hardy yesterday at our Permit Intake appointment. Sonja was a pleasure to work with! She was personable, professional, efficient and was kind enough to wait for us when the 405 traffic made my wife and our Architect tardy for the appointment. Sonja is truly a great asset for your office and made a process that I was apprehensive about quite the enjoyable experience. Thank you for letting Sonja know how much we appreciated working with her. Sonja is what I would call an "ambassador" for King County. Best Regards,

— Rob & Kristi Schnittker 6-15-07

I am sending you this note to communicate the stellar quality of staff member James Chan. As you know, I function as an applicant agent and work closely with many of the DDES employees. My experiences with Mr. Chan throughout have resulted in developing workable solutions to often times difficult situations. Mr. Chan continuously participates with applicants by remaining accessible. He has the ability to communicate realistically and, if possible, always finds a fair and equitable answer to the problem at hand. In addition, he never fails to follow through on what he says he will do. From an applicant's standpoint, this is invaluable. Mr. Chan should be recognized for his unsurpassed contribution in making the permit approval process more efficient. I am pleased Mr. Chan has been promoted to Division Director for Building Services and look forward to working with him in the future.

— Mary Hanna Murphy (7-20-07)

Letter from the Director Continued from page 1

■ DDES staff scored a 4.42 average on the 5-point scale for being "courteous and professional." We are constantly looking for ways that we can improve the public's permitting experience and these positive numbers demonstrate we are moving in the right direction. DDES hears anecdotal stories from customers, but these survey results give us a more accurate picture of the applicant's opinions. **Have a great summer!**

Sincerely,



Stephanie Warden, Director, Department of Development and Environmental Services

New Short Plat Preapplication Process

Starting October 1, 2007, the Land Use Services Division (LUSD) will begin a new three step short plat preapplication process. The goal of this process will be to better educate the customer of the process, requirements and costs prior to submittal of a formal application.

Step 1 – Informational Meeting – The purpose of this meeting is to provide a basic overview of the short plat process (phases, average cost for each phase, submittal requirements, timeframes, etc.). Also, the applicant will be required to watch a presentation on the short plat process. There is no charge for this step.


Step 2 – Feasibility Meeting – The purpose of this meeting is to further discuss the process and possible site specific issues. Applicants will be required to submit a list of issues and questions, a written description of the proposal, a site plan, application and a deposit. Site/field visits may occur prior to this meeting.

Step 3 – Detailed Preapplication Meeting - The purpose of this meeting will be to review documents required for submittal of a complete application (i.e. title report, level 1 drainage analysis, density calculations, concurrency, etc.). If the field/site visit did not occur in step 2, it will occur in this step. The meeting will provide applicants with detailed site specific comments on the short plat proposal. A fee quote will be prepared after this meeting and prior to submittal of the application for the first phase of the short plat application review.

Contact Lanny Henoach at 206-205-1453, Trishah Bull at 206-296-6758 or Marci Gunnell at 206-296-7059 with questions.

DDES employees participate in the Adopt-A-Road Program

Just recently, several DDES employees spent a Saturday cleaning-up litter along a local roadway. This was a volunteer effort on behalf of the participants. In short, DDES employees don't just talk the talk by implementing environmental regulations, but they also walk the walk by picking-up garbage along the road in their spare time.



King County helps commercial building projects “go green” with grants to owners

Now accepting applications for 2007 grants

Three new buildings – one in rural south King County, one on an agricultural site near Woodinville and another at Bellevue’s Mercer Slough – have received grants from King County for their low-impact, sustainable designs.

In an effort to encourage higher performance green commercial buildings that conserve energy and minimize waste, King County’s GreenTools Program has awarded its first round

of Leadership in Energy and Environmental Design (LEED) Green Building Grants.

Under the new program, commercial building owners and developers across King County (excluding Seattle) were eligible to receive up to \$25,000 in funds to help encourage higher performance green buildings.

Recipients are also eligible to receive free technical assistance through the GreenTools Program, which is administered through the county’s Solid Waste Division (SWD).

“Green buildings can have lower energy and water consumption rates, and offer

occupants excellent comfort and functionality,” said Katie Spataro, GreenTools program manager. “These new incentives provide terrific opportunities to stimulate and support green building throughout King County.”

The grant provides funding of \$15,000 to \$25,000, depending on the LEED certification level that the project achieves. The funds are intended to help offset the up-front costs of green buildings, and can help pay for design or modeling costs, plus LEED registration and certification fees.

Green Building grant recipients for the first round of awards are:

Jack Hunter O’Dell Education Center

Owner: Institute for Community Leadership

Location: 24833 180th Ave. SE, Kent

Architect: Jones & Jones Architects and Landscape Architects

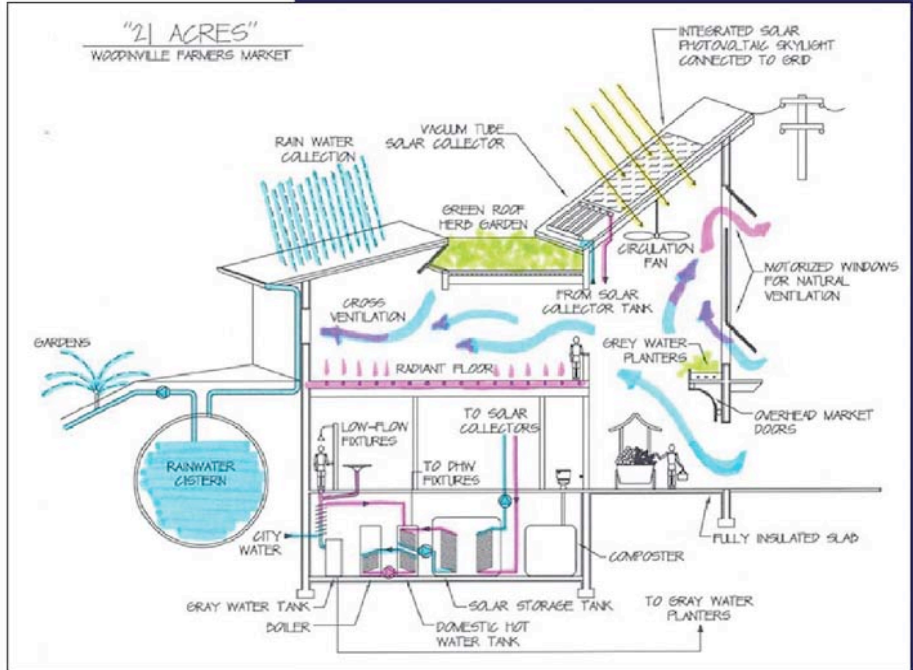
Grant Award: \$25,000

LEED certification goal: Platinum



The Institute for Community Leadership provides training for traditionally disenfranchised young people in South Seattle and South King County in overcoming hurdles to academic excellence and meaningful civic engagement. The Institute's new Jack Hunter O'Dell Environmental Education Center is a multi-service facility which includes a 4,400-square-foot learning center and workshop studio on a 17-acre campus near Kent. The buildings are designed to welcome the natural environment indoors with sliding doors and views to the surrounding meadow and forest. The green design goals for the project highlight durability, minimize energy use, provide for zero emissions, and protect the site's natural habitat. The O'Dell Education Center will showcase renewable energy systems (geothermal and solar), native materials, rainwater catchment, and low impact development practices while providing a regional model for design that demonstrates appropriate technology and rural functionality.

Located on a 21-acre parcel near the Woodinville town center, the 21 Acres Agricultural Center is a 17,000-square-foot facility housing a year-round farmers market, agriculture learning center and community kitchen. The site includes community gardens and farm land demonstrating organic agricultural production. The project features extensive use of solar energy both for producing electricity and heating water. Earth berms surrounding the buildings will provide natural cooling for cellars and storage areas of farm products, resulting in a reduction of the project's overall energy consumption. As part of its low-impact development strategy, the center will be capped by a vegetated green roof, while rainwater will be captured in large cisterns for on-site irrigation use.



21 Acres Agricultural Center
Owner: 21 Acres
Location: 13701 NE 171st St.,
Woodinville
Architect: Eitavonni Architecture
Grant Award: \$25,000
LEED certification goal: Platinum

Continued from page 5

The new Mercer Slough Environmental Education Center, developed in partnership with the Pacific Science Center, Puget Sound Energy, and the City of Bellevue Parks and Community Services Department, will be a premier regional facility for freshwater wetland ecology, water quality, and environmental sustainability. The center will be located in the Mercer Slough Nature Park, a 320-acre freshwater wetland featuring one of the most diverse ecosystems in the region. A series of small buildings totaling about 12,000-square feet will house a visitor's center, classrooms, and labs for research and monitoring

to increase understanding of wetland ecology. The project will be a demonstration of low-impact development that seeks to reduce runoff and naturally manage stormwater onsite. The project includes a vegetated green roof, rain gardens and elevated boardwalks and trails extending into the surrounding slough.

The LEED rating system is a national standard for developing high-performance, healthy buildings that minimize their impact on the environment. The system assigns credits for meeting a variety of criteria, such as preserving habitat, increasing energy efficiency, reducing potable water use and using recycled-content building

materials. Spataro said 36 of the 58 LEED-certified buildings in Washington are located within Seattle and King County.

King County is now accepting applications for a second round of green building grants for projects seeking LEED certification. Private, nonprofit, and public projects in King County outside the City of Seattle are eligible to apply.

Grant applications and further information on green building incentives in King County are available at www.greentools.us, or by contacting Spataro at 206-263-6037 or katie.spataro@metrokc.gov.

Mercer Slough Environmental Education Center
Owner: City of Bellevue- Parks & Community Services
Location: 118th Avenue Southeast, Bellevue
Architect: Jones & Jones Architects and Landscape Architects
Grant Award: \$15,000
LEED certification goal: Silver



King County's post-construction soil standard first in Western Washington

Other Washington communities to adopt similar standards by 2009

Builders and developers with projects in unincorporated King County are now meeting a new post-construction soil standard—the first of its kind adopted in western Washington. The standard helps protect the environment from the negative effects of stormwater runoff.

King County's post-construction soil standard, which has been a part of the construction-permitting process since 2005, requires a minimum of eight inches of soil containing 8-13 percent of the soil organic matter that provides food for worms and other soil life.

While King County's requirements for proper soil management are some of the first of their kind in Western Washington, they are certainly not the last. In fact, the Washington State Department of Ecology is requiring Western Washington counties and cities with municipal stormwater permits to adopt similar soil standards by 2009.

"Like clean air and clean water, healthy soil is vital for a healthy environment," said Pam Bissonnette, Director of King County's Department of Natural Resources and Parks. "Preserving soil or restoring it in disturbed areas such as construction sites is essential to managing stormwater runoff and preventing water pollution."

"King County has developed tools to help developers meet this standard, including a guidance booklet and online compost and topsoil calculator to help determine the amount of soil or compost that's needed for a specific site,"

DDES hires a Rural Permit Coordinator

In an effort to assist rural residents with the permitting process, DDES hired Joelyn Higgins as our new Rural Permit Coordinator. Joelyn has already attended the Greater Maple Valley, Four Creeks and Vashon-Maury Island Unincorporated Area Council meetings. In addition, Ms. Higgins will be meeting with representatives from the Green River Community College's Small Business Assistance Center on a regular basis. Residents using services of the college will be encouraged to seek guidance from the DDES Rural Permit Coordinator as they establish home-based businesses. After taking-on this assignment Ms. Higgins said, "Anytime we have an opportunity to enhance communication with our partners in the rural area, we need to jump on it." For those who have not met Ms. Higgins, she is a very enthusiastic person who enjoys new challenges. Joelyn can be reached at 206-296-7159 or joelyn.higgins@kingcounty.com.

Questions? Just ask us

DIRECTOR'S OFFICE

Director	
Stephanie Warden	206-296-6700
Public Affairs Director	
<i>(media relations, publications, web content, customer service)</i>	
Tim Attebery	206-296-6682
Human Resources Service Delivery Manager	
Lance King	206-296-6612
Human Resources Manager	
Kathy Graves	206-296-6725

ADMINISTRATIVE SERVICES DIVISION

Division Director	
Jim Schaber	206-296-6684
Finance Management Supervisor	
<i>(billing procedures and practices)</i>	
Elaine Gregory	206-296-7139
Information Systems Supervisor	
Tom McBroom	206-296-6706

BUILDING SERVICES DIVISION

Division Director	
Mike Dykeman	206-296-6761
Intake and Screening Supervisor	
<i>(permit applications)</i>	
Chris Ricketts	206-296-6750
Technical Screening/Building Review Supervisor	
Pamela Dhanapal	206-296-6731
Building Inspections Supervisor	
<i>(residential and commercial structures)</i>	
Bernard Moore	206-296-6762
Site Engineering and Planning Supervisor	
<i>(drainage review, parking, traffic, landscaping)</i>	
Jim Chan	206-296-6740

FIRE MARSHAL DIVISION

Fire Marshal	
<i>(inspections, fire investigations, fire system permits)</i>	
John Klopfenstein	206-296-7071

LAND USE SERVICES DIVISION

Division Director	
Joe Miles	206-296-7179
Engineering Review Supervisor	
<i>(final plats and short plats, lot line adjustments)</i>	
Jim Sanders	206-296-7178
Current Planning Supervisor	
<i>(preliminary plat and short plats, SEPA, EIS, CUPs, shoreline permits)</i>	
Lisa Dinsmore	206-296-7171
Site Development Services Supervisor	
<i>(clearing, grading and forestry permits)</i>	
Randy Sandin	206-296-6778
Critical Areas Supervisor	
<i>(wetlands, streams, geo hazards)</i>	
Steve Bottheim	206-296-7144
Land Use Inspections Supervisor	
<i>(site infrastructure)</i>	
Steve Townsend	206-296-7204
Code Enforcement Supervisor	
<i>(building, environmental and health hazard complaints)</i>	
Deidre Andrus	206-296-6656

CUSTOMER SERVICE NUMBERS

DDES Customer Information Line	206-296-6600
Permit Application Appointments	206-296-6797
DDES Billing Hot Line	206-296-6659
DDES Records Center	206-296-6696
Code Enforcement	206-296-6680

Continued from page 7

said Stephanie Warden, Director of King County's Department of Development and Environmental Services. "We can also offer expert advice to help builders and developers meet soil-management requirements so that building permits won't be delayed."

King County has developed four different options that developers can use to meet the post-construction soil standard:

- Leaving native soil undisturbed and protected from compaction during construction;
- Amending existing soil in place;
- Importing topsoil with 8-13 percent soil organic matter content; or
- Stockpiling native site duff and topsoil, and reapplying after grading and construction.

"These soil management practices will improve stormwater management and create a foundation for healthy and beautiful landscapes, which can be a strong selling point to home buyers," Warden said.

Healthy soil not only allows vegetation to flourish, but protects the environment by absorbing excess rainwater and preventing flooding. Acting like a sponge, deep, rich soil releases water to plants between rainfalls. Water is filtered as it percolates through the soil, preserving water quality and protecting the people and wildlife that depend on it.

More information on King County's post-construction soil standard is available by visiting <http://www.metrokc.gov/permits/publications/forms.aspx>, selecting the alphabetical list of DDES forms and handouts, listed by title, and then scrolling down to "soil health."