

Community Development Department Annual Report and Work Plan



BOARD OF COUNTY COMMISSIONERS

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Sherry Pinner, Management Analyst
Kim Adamson, Administrative Secretary
Tim Berg, GIS Analyst/Programmer

BUILDING SAFETY

Randy Scheid, Building Safety Director
Chris Gracia, Assistant Building Safety Official
Krista Appleby, Building Inspector I
Rainer Doerge, Building Inspector III
Scott Farm, Building Inspector III
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Jennifer Lawrence, Permit Technician
Lisa Petersen, Permit Technician
Martha Shields, Permit Technician
John Griley, Code Enforcement Technician
Tony Laemmle, Code Enforcement Technician
Chris Tiboni, Code Enforcement Technician

ENVIRONMENTAL SOILS

Todd Cleveland, Environmental Health Supervisor
Larry Howard, Environmental Health Specialist II
Kiley Rucker Clamons, Environmental Health Specialist I
Tracy Griffin, Permit Technician

PLANNING

Peter Gutowsky, AICP, Planning Manager
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Izze Liu, Assistant Planner
Matt Martin, Associate Planner
Nicole Mardell, Assistant Planner
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Jacob Ripper, Associate Planner
Peter Russell, Senior Transportation Planner
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Cynthia Smidt, Associate Planner

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INTRODUCTION

CDD Mission Statement

The Community Development Department facilitates orderly growth and development in Deschutes County through coordinated programs of Planning, Environmental Soils, Building Safety, Code Enforcement education and services to the public.

This Annual Report highlights the Community Development Department's 2016-17 accomplishments, the Work Plan for Fiscal Year 2017-18, and implements the Board's goals and objectives. CDD provides satellite office coverage in Redmond, La Pine and Sisters, as well as services at the main office in Bend. The Department consists of divisions and programs as listed below, which provide coordinated planning and development services.

Coordinated Services

Building Safety

Environmental Soils

Planning Division

Code Enforcement

Information Services



Main Office
117 NW Lafayette Ave.
Bend, OR 97703
Mon., Tues., Thurs., Fri. 8:00-5:00
Wed. 9:00-5:00



La Pine City Hall
16345 Sixth Street
La Pine, OR 97739
Tuesday 8:00-4:00



Redmond City Hall
437 SW 9th St., Suite 202
Redmond, OR 97756
Tuesday 8:00-4:30



Sisters City Hall
520 East Cascade Ave.
Sisters, OR 97759
8:30-4:30

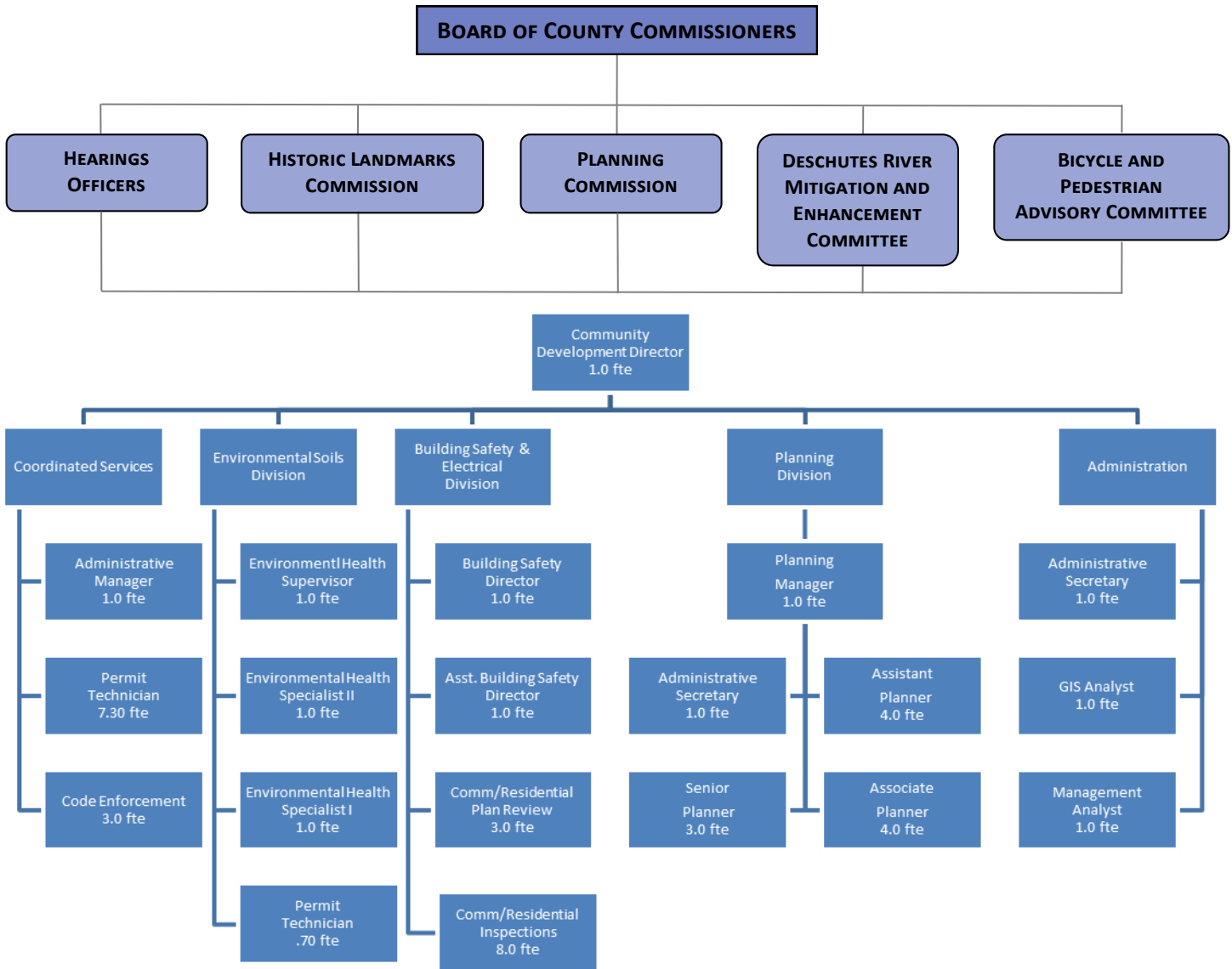
OVERVIEW

The Community Development Department (CDD) oversees building safety and electrical services, planning and zoning, environmental review, code enforcement and administrative services for Deschutes County. CDD consists of five divisions which provide coordinated planning and development services. The divisions include the following:

- ◆ **Administrative Services** establishes the integration of technology across all CDD divisions and coordinates with the cities as well as providing direct service to the public via application training and support, web-based mapping, reporting services and data distribution.
- ◆ **Coordinated Services Division** provides coordination of permitting and “front line” direct services to customers at the main office in Bend and at the Redmond, Sisters and La Pine city halls.
- ◆ **Code Enforcement**, within the Coordinated Services Division, is responsible for investigating code violation complaints to ensure compliance with each of the codes and statutes administered by CDD, and provides direct service on contract to the City of La Pine for solid waste violations.
- ◆ **Building Safety Division** provides construction plan reviews, consultation and inspections to assure compliance with federal and state building codes in the rural County and cities of Sisters and La Pine.
- ◆ **Environmental Soils Division** regulates on-site wastewater treatment systems (septic) and monitors environmental factors for public health and resource protection.
- ◆ **Planning Division** is separated into two operational areas, Current Planning and Long Range Planning. Current Planning processes individual land use applications and provides information to the public on all land use related issues. Long Range Planning addresses the future needs of the community through updates to the comprehensive plan, changes to County Code and other special projects.



OVERVIEW



Budget Summary	FY 2014	FY 2015	FY 2016 ¹	FY 2017 ²	FY 2018 ³ (requested)
Resources	6,605,706	7,833,348	7,213,683	8,420,357	8,978,919
Requirements	6,605,706	7,833,348	7,213,683	8,420,357	8,978,919

¹ FY 16 Reserves: \$1,037,652

² FY 17 Reserves: \$1,375,000

³ FY 18 Reserves: \$ 823,610

Full Time Equivalents	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018
Community Development	30.00	34.00	36.00	45.00	45.00

EXECUTIVE SUMMARY

BACKGROUND & FY 2017-18 WORK PLAN

EMERGING ISSUES TO BE ADDRESSED IN THIS & FUTURE WORK PLANS

- ◆ Managing Population Growth & Demographic Changes
- ◆ Addressing Affordable Housing
- ◆ Preserving & Protecting Natural Resources, Water Quality & Quantity
- ◆ Improving Transportation Systems
- ◆ Anticipating New Economic & Agricultural Opportunities
- ◆ Maintaining & Enhancing High Quality of Life
- ◆ Reducing Natural Hazard Risks, Preparing for Disaster Resilience
- ◆ Planning for Healthy & Safe Communities
- ◆ Regional Planning, Coordination, Partnerships
- ◆ Expanding Recreational Opportunities
- ◆ Facilitating Access to Health Care & Higher Education



The Annual Report and Work Plan is developed to:

- ◆ Implement the Board of County Commissioners (BOCC) goals and objectives (page 9);
- ◆ Implement the Deschutes County Customer Service “Every Time” Standards;
- ◆ Effectively and efficiently manage organizational assets, capabilities, and finances;
- ◆ Fulfill the department’s regulatory compliance requirements;
- ◆ Enhance the County as a safe, sustainable, and highly desirable place to live, work, learn, recreate, visit, and more; and
- ◆ Address changes in state law.

The BOCC adopts the Work Plan after considering public, stakeholder and partner organization input, and Planning Commission and Historic Landmarks Commission recommendations. The Work Plan includes more projects than there are resources available. CDD staff coordinates with the BOCC throughout the year to prioritize and initiate projects listed in this Plan. Projects not initiated are carried over to future years.

Key CDD fiscal issues and operational challenges in FY 2017-18 are summarized below.

Fiscal Issues

- ◆ Ensure costs are fully accounted for and recovered through fees and other revenue sources.
- ◆ Ensure financial stability and ongoing operations through establishing a long term financial plan.
- ◆ Explore future funding options to pay debt service on the bond funding the expansion of the La Pine sewer system.

Operational Challenges & Opportunities

- ◆ Maintaining high customer service levels with appropriate staffing levels.
- ◆ Responding to new regulations and laws as outcome of 2017/18 legislative sessions.
- ◆ Processing complex and controversial land use applications and decisions and code enforcement cases.
- ◆ Preparing for work force turnover through succession planning and staff retention strategies.
- ◆ Addressing affordable housing.
- ◆ Improving website, development statistics, and other reports.

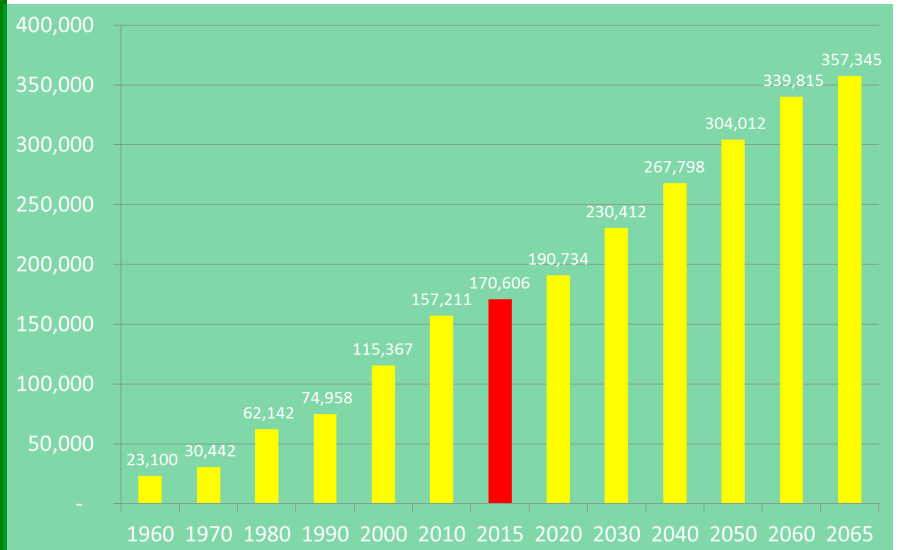
POPULATION GROWTH

Central Oregon is a dynamic region and an extraordinary place to live, work, learn, recreate, visit and so much more, as is clearly demonstrated by the sustained population growth over the past six decades. This page provides a snapshot of the County's growth since 1960, the 2015 Portland State University Population Forecast through 2065, and the most recent PSU Population estimate.

Deschutes County 50-Year Forecast: 2015-2065

	2015	2035	2065
Bend	85,737	132,206	194,793
Unincorporated	53,151	69,627	84,719
Redmond	27,715	39,812	64,784
Sisters	2,315	4,375	7,212
La Pine	1,687	3,014	5,836
Total	170,606	249,037	357,345

Total Deschutes County Population & Forecast



Portland State University Population Estimate 2016

Geographic Area	2016	2015	2014	2013	2012	2011
Deschutes County	176,635	170,740	166,400	162,525	160,140	158,875
Bend	83,500	81,310	79,985	78,280	77,455	76,925
Redmond	27,595	27,050	26,770	26,590	26,345	26,305
Sisters	2,390	2,280	2,190	2,115	2,080	2,055
La Pine	1,675	1,670	1,670	1,670	1,670	1,670
Unincorporated	61,475	58,430	55,785	53,870	52,590	51,920

DESCHUTES COUNTY MISSION STATEMENT

Enhancing the lives of citizens by delivering quality services in a cost-effective manner

BOARD OF COUNTY COMMISSIONERS' 2017-2018 GOALS AND OBJECTIVES

Safe Communities

Protect the community through planning, preparedness and delivery of coordinated services

1. Provide safe and secure communities through coordinated public safety services.
2. Reduce crime and recidivism through prevention, intervention, supervision and enforcement.
3. Collaborate with partners to prepare for and respond to emergencies and disasters

Healthy People

Enhance and protect the health and well being of communities and their residents

1. Support and advance the health and safety of Deschutes County's diverse populations.
2. Promote well-being through behavioral health and community support programs.
3. Help to sustain natural resources in balance with other community needs.

Economic Vitality

Promote policies and actions that sustain and simulate economic vitality

1. Support affordable housing options through availability of lands and appropriate regulation.
2. Administer land use programs that promote livability, and sustainability.
3. Maintain a safe, efficient and sustainable transportation system.
4. Partner with organizations and manage County assets to attract business development, tourism, and recreation.

Service Delivery

Provide solution-oriented service that is cost effective and efficient.

1. Ensure quality service delivery through the use of innovative technology and systems.
2. Support and promote Deschutes County Customer Service "Every Time" standards.
3. Promote community participation and engagement with County government.
4. Preserve and enhance capital assets and strengthen fiscal security.
5. Provide collaborative internal support for County operations.

PERFORMANCE MEASURES 2017-18

The Community Development Department's 2017-18 goals are reflected in the performance measures below. These performance measures strategically and comprehensively align all of CDD's operations with the Board of County Commissioners' (Board) 2017-18 Goals and Objectives and the County's Customer Service Standards.

The performance measures address service delivery expectations from the perspective of CDD's customers; ensure the department fulfills its regulatory compliance requirements; effectively manage the organization's assets, capacities, and finances; and preserve and enhance the County as a safe, sustainable, and desirable place to live, visit, work, learn, recreate and more.

CDD performance measures implement the Board's FY 2018 goals and objectives. Each performance measure references the applicable Board goal and objective.

For example, CDD performance measure 4 which is to achieve 85% voluntary compliance in Code Enforcement cases implements the Board's Safe Communities objective 1 to provide safe and secure communities through coordinated public safety and services will include the reference "SC-1" in bold type.

Safe Communities (SC)

Healthy People (HP)

Economic Vitality (EV)

Service Delivery (SD)



All CDD

1. Complete single family dwelling permit process from Application Acceptance to Ready to Issue in 30 days. SD-1
2. Complete commercial structural permit process from Application Acceptance to Ready to Issue in 35 days. SD-1
3. Achieve a customer feedback rating of 2.9 (out of 3.0) or better. SD-2

Coordinated Services & Code Enforcement

4. Achieve 85% voluntary compliance in Code Enforcement cases. SC-1
5. Resolve 75% of Code Enforcement cases within 12 months. SC-1
6. Complete structural permit Ready-to-Issue turnaround time of 4 days. SD-1

COMMUNITY DEVELOPMENT DEPARTMENT PERFORMANCE MEASURES, CONTINUED

Building Safety

7. Achieve an average of 6-10 stops at different construction job sites per day for each Building Inspector. Each stop may consist of multiple inspections. SD-1
8. Achieve an average turnaround time on building plan reviews of 8-10 days. SD-1

Environmental Soils

9. Issue new onsite septic system permits within 15 days of receiving a complete application. SD-1
10. Achieve compliance with the ATT operation and maintenance reporting requirements of 95%. HP-3

Planning

11. Issue all planning administrative (staff) decisions for land use actions requiring prior notice within 45 days of determination of complete application. SD-1
12. Issue all planning administrative (staff) decisions for land use actions that do not require prior notice within 21 days of determination of complete application. SD-1
13. Coordinate with cities regarding growth management. EV-1, EV-2, EV-3, EV-4, HP-1
14. Coordinate with the City of Bend to implement the Bend Airport Master Plan. EV-2, EV-4
15. Coordinate with the City of Redmond to entitle a large lot industrial site. EV-4
16. Re-evaluate agricultural land designations. EV-2, SD-3



ADMINISTRATION AND INFORMATION SERVICES

OVERVIEW

Administration provides oversight for all departmental operations and facilities, human resources, budget, customer services, and performance measures.

Information Services (IS) is responsible for the development and maintenance of digital spatial databases and for providing state-of-the-art mapping and data services to local governments, citizens, and businesses. In addition, IS staff supports customer service applications, reporting services, technical support and application development. IS establishes methods for deriving statistics, evaluating efficiency, and assisting in measuring departmental performance. IS is staffed by one GIS analyst/programmer.

ACCOMPLISHMENTS

- ◆ Worked with the County's database administrator to implement the use of genealogy within Accela and DIAL, allowing reverse chronological research of parcel changes.
- ◆ Established meaningful performance measures using database programming and custom report writing to measure volume and capacity of department.
- ◆ Developed departmental policies pertaining to:
 - ◇ Reserve funds
 - ◇ Fee setting
 - ◇ Records retention
 - ◇ Mileage reimbursement
 - ◇ Collection procedures
 - ◇ Payment card
 - ◇ Cash handling
- ◆ Established and monitored new performance measures to evaluate the efficiency and effectiveness of departmental operations and processes.
- ◆ Completed departmental Business Processes Audit and implemented 90% of recommendations.



WORK PLAN

- ◆ Complete implementation of Business Processes Audit recommendations.
- ◆ Implement new accounting, human resources, and timekeeping software.
- ◆ Remodel CDD lobby to improve safety, customer services, and efficiency.

ADMINISTRATION AND INFORMATION SERVICES

WORK PLAN, CONTINUED

- ◆ Establish performance measure reports for distribution to internal and external customers.
- ◆ Establish and monitor a new performance measure to target the number of days from building permit acceptance to ready to issue of 32 days.
- ◆ Create a CDD information technology strategic plan.
- ◆ Create a new web-based CDD newsletter to report department news, development statistics, performance measure results, and hearings officer, Board, and LUBA/court quasi-judicial land use decisions.



COORDINATED SERVICES

OVERVIEW

The Coordinated Services Division provides service to customers at the main office in Bend, as well as in City Halls in Redmond, La Pine and Sisters. The Division consists of eight permit technicians and three code enforcement technicians. The goals of the Division are to ensure minimal wait times, provide accurate information to the public, and ensure the efficient operation of the front counter and coordination among all divisions. Staff also performs basic building plan reviews and addressing in the rural County and City of Redmond, under contract.

ACCOMPLISHMENTS



- ◆ Customer service is the top priority for Coordinated Services staff and they have maintained that high level of service during the increase in activity and while training new staff.
- ◆ Coordinated Services relocated the Redmond satellite office to Redmond City Hall last spring. The office is staffed one day per week in this location. Responsibility for the Sisters building program was given back to the County last summer. Services are provided at Sisters City Hall with staffing one day per week.
- ◆ In coordination with Information Services (IS) and Information Technology (IT), Coordinated Services continued to assess equipment used by all CDD staff to ensure that operational needs were met. The team developed project lists that will enhance service, staff efficiency and communications. Projects included:
 - ◇ Providing smart phones to building and environmental health inspectors and code enforcement technicians in the field to provide real-time inspection results; making data available to inspectors in the field; and improving communication, photography and printing tools;
 - ◇ Providing linkages to historical documents where parcel numbers have changed;
 - ◇ Creating new types of online permit applications; and
 - ◇ Reviewing business processes and procedures and making several adjustments to accommodate and fully utilize Accela.
- ◆ Accela
 - ◇ Continued to create efficiencies using the Accela permitting software. As the software evolves and new tools become available, Deschutes County continues to be a statewide leader in offering training opportunities to our customers and regional agency partners using the software.
 - ◇ Deschutes County has created an Accela ePermitting Advisory Group that will be looking at the future of State ePermitting systems and how it can best fit the needs of the jurisdictions statewide. This is both an opportunity to discuss system issues and to offer suggestions for improvements to meet Deschutes County's needs. The state has been supportive of this group and its suggestions.

COORDINATED SERVICES, CONTINUED

WORK PLAN

- ◇ During the transition to Accela, it was discovered that a custom program used by Coordinated Services for operation and maintenance of septic systems did not fit under the umbrella of the new system. IT has created a new custom program for staff to use. This will enable staff to send out timely monthly billing statements to maintenance providers, track reports that have been submitted and keep better track of those septic systems that are out of compliance.
- ◇ Deschutes County was the first statewide jurisdiction to adopt the new Accela user interface that was introduced in the fall of 2016. This new interface has been a significant change from the current interface. Staff led several training sessions in preparation for this new interface.
- ◇ As part of the continued improvements to the ePermitting software by the state, an onsite module was implemented to better address onsite sewage disposal systems. Deschutes County staff helped to design and test this new module and implemented it in the fall of 2016.
- ◆ Continue to coordinate and conduct public outreach and education on Accela and all related elements to increase customer use of ePermitting, and encourage submittal of applications for all participating jurisdictions at any participating Community Development Department. A class was held for contractors this past winter to help educate them on the use of the online services .
- ◆ Serve on statewide ePermitting committee, participate in national Accela conference, and pursue other actions to ensure Accela meets Deschutes County’s needs.
- ◆ Continue to cross train permit technicians to perform simple plan reviews, and participate in statewide permit technician training programs and Central Oregon Planners Network Training.
- ◆ Achieve 25% of all permits being submitted electronically, with the exception of planning applications (the capability does not yet exist).
- ◆ Establish and monitor a new performance measure—the target number of days for structural permit ready to issue turnaround time for Coordinated Services of four days.

Performance Measures				✔ Meeting Target	
				! Within Range	
				✘ Not Meeting Target	
Coordinated Services					
	Lower Limit	Target	Upper Limit	Average	Score
Percentage of permits applied for at counter	60%	40%	20%	73.7%	✘

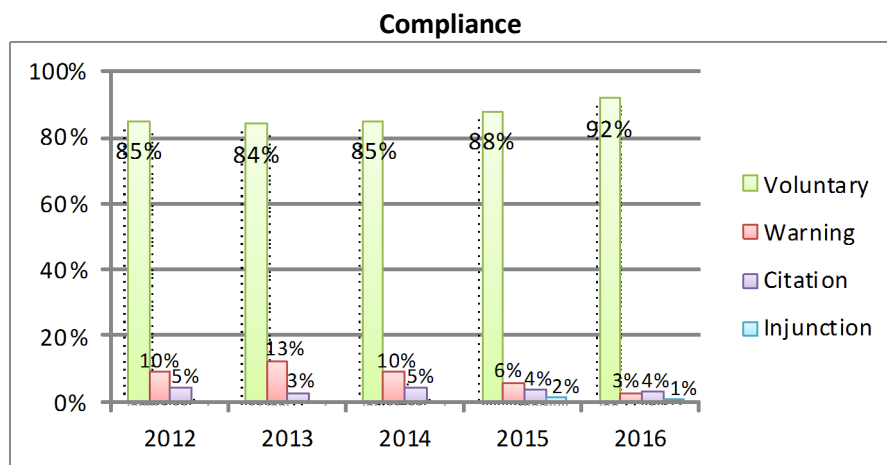
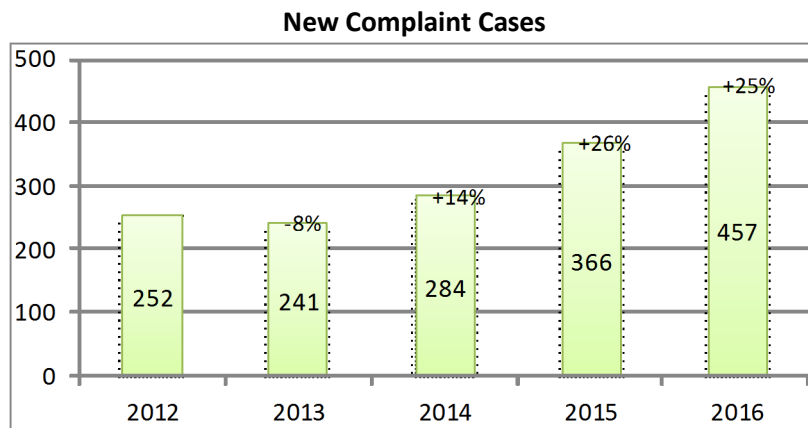
CODE ENFORCEMENT

OVERVIEW

The Code Enforcement program consists of three Code Enforcement technicians (3 FTE in 2017-2018) plus volunteers, supported by a law enforcement technician from the Sheriff's Department, management and the operating divisions. Code Enforcement is responsible for investigating code violation complaints associated with building, land use, onsite wastewater disposal and solid waste codes, with the overriding goal of achieving voluntary compliance. If necessary, Code Enforcement may issue citations for prosecution in circuit court or before a Code Enforcement hearings officer.

ACCOMPLISHMENTS

Code Enforcement staff successfully resolved 340 cases in 2016.



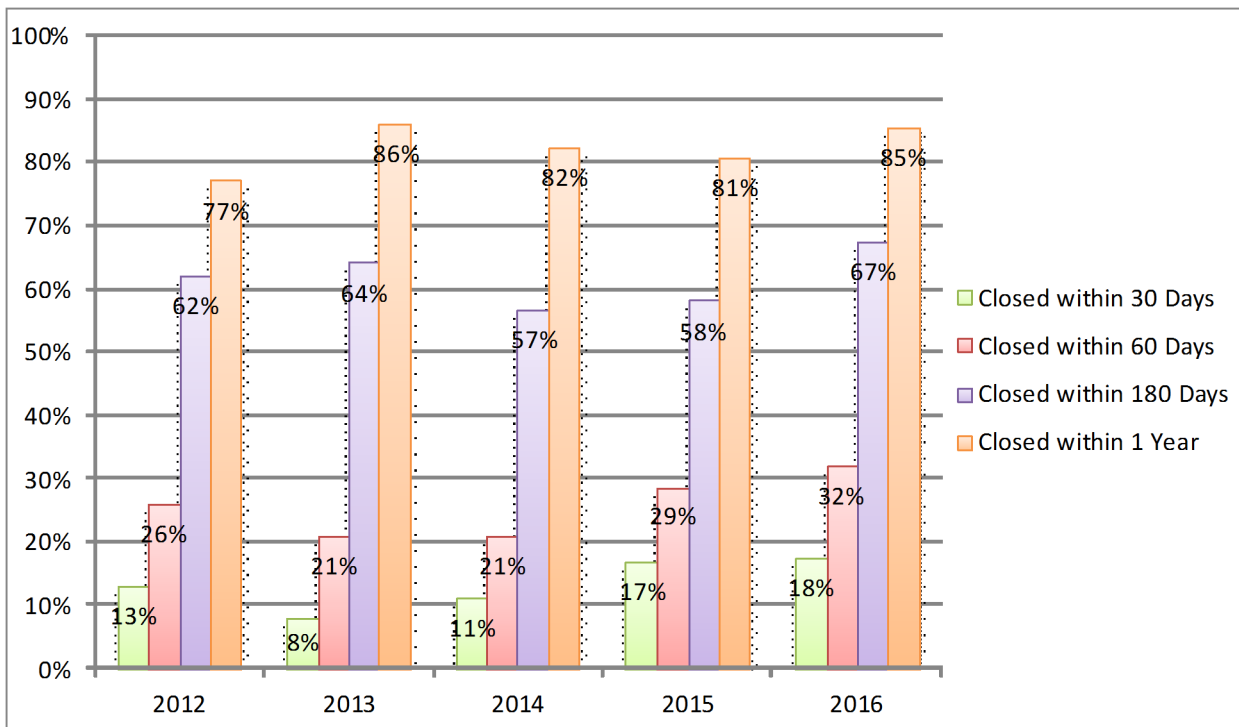
- ◆ Staff continued to achieve an 85% voluntary compliance rate with the additional case load.
- ◆ Utilization of volunteers in the proactive code enforcement program was very successful. Work performed by volunteers directly enhanced productivity and efficiency. Volunteers review Temporary Use Permits for compliance with conditional use decisions, including the annual update of doctors' letters for medical hardships, removal of manufactured homes for storage permits and for living in RVs.
- ◆ Code Enforcement staff has successfully coordinated with the inmate work crew on a few cases in order to resolve some solid waste enforcement issues. This has been a great partnership between two County departments to

CODE ENFORCEMENT, CONTINUED

resolve some difficult cases and help the homeowners to come into compliance. The County Road Department was also involved in helping to abate a property with a hazardous structure.

- ◆ Staff participated in a panel discussion on 'Living on Small Acreages.'
- ◆ Staff met with local jurisdictions and WEBCO on dealing with seniors with hoarding disorders and resources available.
- ◆ Staff participated in the Marijuana Advisory Committee meetings in order to address concerns on the enforceability of the proposed and adopted ordinances.
- ◆ In order to have cases heard by a hearings body in a more timely manner, staff have been issuing a Notice of Civil Penalty that are heard by a Hearings Officer instead of Circuit Court. This has allowed staff to schedule multiple hearings per day as needed, have a lien placed on the property if the property owner has not complied with County Code and pursue further action as needed.

Case Turnaround



WORK PLAN

- ◆ Continue to utilize the inmate work crew to resolve solid waste cases where the property's owner is unable to comply with County Code due to medical issues.
- ◆ Continue working with planning staff on marijuana related complaints in order to process these complex situations in a timely and consistent manner.
- ◆ Continue proactive efforts in investigation of illegal second dwellings, review temporary use permits, and follow up on replacement dwellings.
- ◆ Continue to establish a relationship between CDD Code Enforcement and rural subdivision homeowners' associations. Code Enforcement technicians make themselves available to speak at stakeholder meetings to share Deschutes County Code Enforcement information and operating procedures.

CODE ENFORCEMENT, CONTINUED

- ◆ Survey other code enforcement jurisdictions and incorporate innovative practices where appropriate. This effort includes direct involvement with the Oregon Code Enforcement Association (OCEA) conference participation and networking.
- ◆ Administer the Code Enforcement Volunteer Program, focusing on proactive, non-threatening case review.
- ◆ In cooperation with the Building Safety Division, participate in the development of a text amendment on the County Outdoor Lighting Ordinance. The amendment will update tables to include compact florescent lighting and LED options.
- ◆ Explore the feasibility of conducting proactive enforcement of certain types of land use permits which have conditions of approval associated with them.
- ◆ Evaluate updated Code Enforcement Policy and Procedures Manual, and initiate amendments per direction from the Board.
- ◆ Achieve 85% voluntary compliance in Code Enforcement cases.
- ◆ Resolve 75% of cases within 12 months.

✓ Meeting Target ! Within Range ✗ Not Meeting Target					
Code Enforcement					
	Lower Limit	Target	Upper Limit	Compliance Rate	Score
Achieving voluntary compliance	75%	85%	100%	91.60%	✓
Resolving cases within 12 months	75%	85%	100%	84.90%	!



BUILDING SAFETY

OVERVIEW

The Building Safety Division provides construction plan reviews, consultation and inspections to assure compliance with state statutes, state building codes and national standards. The Building Safety Division interprets and enforces the state-mandated building codes through a process of education and a clear and fair application of the specialty codes. The Division provides all of these services throughout the rural county, the Cities of La Pine and Sisters, and various services to Lake, Jefferson, Klamath and Crook counties, the Cities of Bend, Redmond and the State of Oregon Building Codes Division on an as-needed basis.

The Division consists of the Building Safety Director, Assistant Building Safety Director, and 11 Building Inspectors.

ACCOMPLISHMENTS

- ◆ Issued 523 single-family dwelling permits in 2016 for Deschutes County. Includes Sisters.
- ◆ Increased building inspections by 13% from 30,040 in CY 2015 to 34,426 in CY 2016
- ◆ Continued to enhance Accela’s capabilities through identifying issues, articulating business needs, and finding solutions and opportunities with this emerging building inspection software.
- ◆ Continued the process of cross-training all staff members. Two more Inspectors have received their “specialized” inspector certifications, allowing them to conduct limited commercial inspections, as well as all four residential certifications.
- ◆ Gained diversification in the division with the hiring of a former Permit Technician as the newest Plans Examiner after obtaining certifications.
- ◆ Continued the transition to a more fuel efficient inspection fleet. The vast majority of the daily field inspection fleet is now made up of small AWD vehicles.
- ◆ Completed a remodel of the Division’s work area to accommodate our consolidated staff.
- ◆ Reviewed and approved the first proposed marijuana extraction facility.
- ◆ Assisted in the snow load evaluations of county buildings, essential facilities, and schools in the rural area during the recent inclement weather event.
- ◆ Presented a well-attended educational offering that included all local building jurisdictions and the local design professional community through a partnership with our chapter of the International Code Council.
- ◆ Presented to the local chapter of International Association of Plumbing and Mechanical Officials.
- ◆ Presented to a Redmond Proficiency Academy Tiny House class.

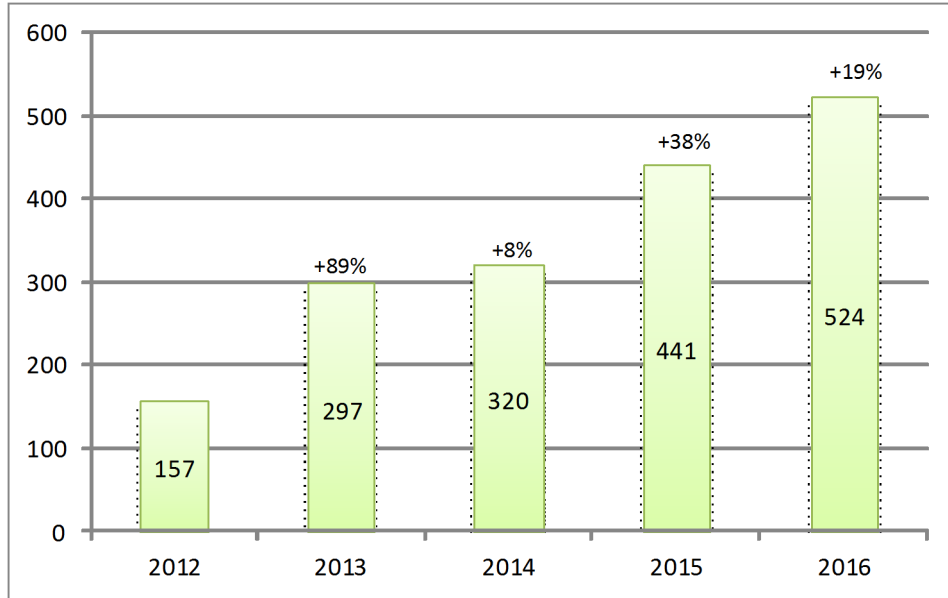


WORK PLAN

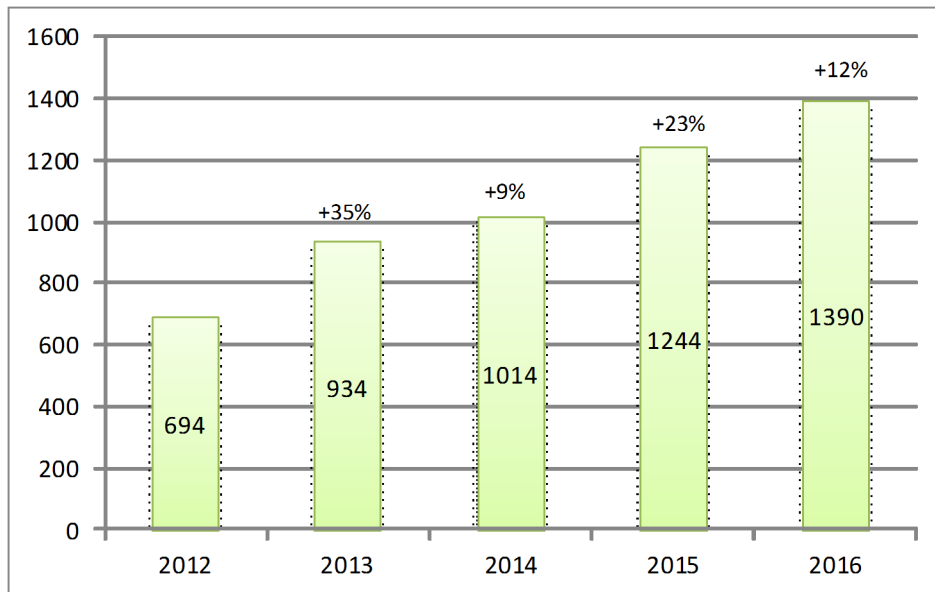
- ◆ Manage staffing resources to reduce any negative results due to the loss of two FTE’s until replacements can be hired and trained.
- ◆ Achieve an average of six to ten stops at different construction job sites per day for each building inspector.
- ◆ Achieve an average turnaround time on building plan reviews of eight to ten days.

BUILDING SAFETY

Numbers of New Homes



Numbers of Permits Issued



BUILDING SAFETY

Performance Measures					✓ Meeting Target
					! Within Range
					✗ Not Meeting Target
Building Safety					
	Lower Limit	Target	Upper Limit	Average	Score
Residential building inspections - number of stops per day	6	8	10	10.64	✗
Residential plan review - number per examiner per day	2	3	4	2.5	✓
Percentage of permits applied for electronically	20%	40%	60%	26.3%	!
Percentage of inspections scheduled electronically	50%	65%	80%	61.2%	!
Residential plan review turnaround time in days	2	5	8	12.78	✗
Inspections completed same day as requests	90	95	100	98.4	✓



ENVIRONMENTAL SOILS

OVERVIEW



The Environmental Soils Division provides site evaluations, design review and inspection of on-site wastewater treatment and dispersal systems as an agent of Oregon Department of Environmental Quality. Staff inspects sewage pumper trucks, reports on condition of existing wastewater systems, maintains an operations and maintenance tracking system, provides the public with information on wastewater treatment systems and regulations, and investigates sewage hazards. Staff are also engaged in the proactive pursuit of protection of the groundwater in southern Deschutes County and other sensitive areas.

The Environmental Soils Division is staffed by one Environmental Health Supervisor, one Environmental Health Specialist, one Environmental Health Specialist Trainee and one on-call inspector who provide site evaluations, design review, permitting, inspection, education and coordination with DEQ for onsite wastewater treatment and dispersal systems. Additional support staff include 0.5FTE permit technician.

ACCOMPLISHMENTS

In 2016, the Division:

- ◆ Assessed 276 sites for onsite wastewater treatment and dispersal systems, up approximately 60% from 2015, and issued 1373 permits and authorizations for new and existing onsite treatment and dispersal systems, up 9.7% from 2015. Applications included more complex and technical procedures compared to recent previous years.
- ◆ Provided two property owners in South County with rebates of \$3,750 per property for upgrading conventional onsite systems to nitrogen reducing pollution reduction systems.
- ◆ Hired and trained a new Environmental Health Specialist Trainee working the onsite program and helping with Operation and Maintenance reporting and tracking database.
- ◆ Supported Craft3 in starting its clean water loan program in Deschutes County. Craft3 now provides clean water loans throughout Oregon.

WORK PLAN

- ◆ Achieve a goal of a 10-day turnaround for new construction permits.
- ◆ Prioritize addressing sewage health hazards and protecting public health and the environment.
- ◆ Participate with DEQ in the pursuit of groundwater protection solutions and possible implementation of the South Deschutes/ Northern Klamath groundwater protection steering committee recommendations.
- ◆ Provide financial assistance opportunities to assist property owners who do not qualify for conventional loans to upgrade conventional onsite systems to nitrogen reducing pollution reduction systems

ENVIRONMENTAL SOILS, CONTINUED

WORK PLAN, CONTINUED



(Nitrogen Reducing System Rebates and the NeighborImpact Non-conforming Loan partnership).

- ◆ Participate on the City of Bend stormwater public advisory group.
- ◆ Continue coordination with the City of Bend and DEQ regarding the southeast sewer interceptor and sewer expansion, and the impact on homeowners with onsite wastewater systems.
- ◆ Maintain and update the South Deschutes County Groundwater Protection Annual Report.
- ◆ Complete updates of the Operation and Maintenance reporting, tracking, and electronic invoicing system as required by DEQ. Diversify and train additional staff to work the operation and maintenance program.
- ◆ Issue new onsite septic system permits within 15 days of receiving a complete application.
- ◆ Achieve voluntary compliance with the ATT operation and maintenance reporting requirements of 95%.

Long-Term Projects

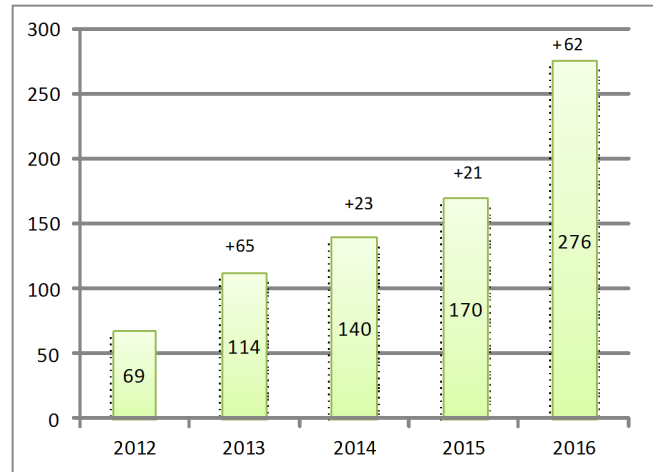
- ◆ Update the DEQ contract for the Onsite Wastewater Treatment System Program to be more consistent with current rules and requirements (current contract dates from 1981).

Performance Measures					✓ Meeting Target
					! Within Range
					✗ Not Meeting Target
Environmental Soils					
	Lower Limit	Target	Upper Limit	Average	Score
New system permit process control, turn-around time	5	10	15	10.30	✓
Percentage of permits applied for electronically	15%	35%	50%	5.5%	✓
Percentage of inspections scheduled electronically	35%	50%	65%	39.8%	!
Pre-cover inspections completed same day as request	90%	95%	100%	95.6%	✓

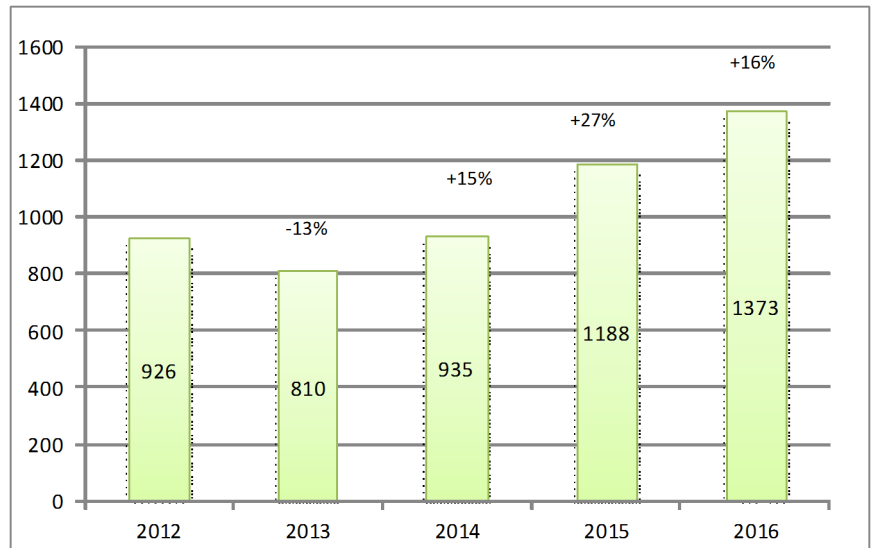
ENVIRONMENTAL SOILS, CONTINUED



Site Evaluations



Septic Permits Issued



PLANNING

OVERVIEW

The Planning Division consists of two operational areas: Current Planning and Long Range Planning. The Division consists of 12 employees: a Community Development/Planning Director, one Planning Manager, two Senior Planners, one Senior Transportation Planner, an Information Systems programmer/analyst, three Associate Planners, three Assistant Planners, and an Administrative Secretary.

Development Services is responsible for reviewing land use applications for compliance with Deschutes County Code (DCC) and state law, including zoning, subdivision and development regulations, and facilitating public hearings with hearings officers and the BOCC. Staff is also responsible for verifying compliance with land use rules for building permit applications and septic permits; coordinating with Code Enforcement to respond to complaints and monitor conditions of approval for land use permits; performing road naming duties and assisting with addressing; and providing assistance at the public information counter, over the telephone and via email.

Long-Range Planning is responsible for planning for the future of Deschutes County, including developing and implementing land use policy with the BOCC, Planning Commission, community and partner organizations. It is in charge of updating the County Comprehensive Plan and zoning regulations, coordinating with cities and agencies on various planning projects taking place in the region, including population forecasts with Portland State University and cities. Staff also monitors and participates in annual legislative sessions, and serves on numerous local, regional and statewide committees primarily focusing on transportation, natural resources, growth management and economic development.

Three specific disciplines support both Current and Long-Range planning, including transportation, wetlands/floodplains, and Information Systems, covered separately in this Work Plan.

Transportation Planning provides comments and expertise on land use applications, calculates System Development Charges (SDC's) as part of land use application review process or upon request; provides comments to the County's Risk Management Department regarding traffic issues for permitted events; participates in the annual County Capital Improvement Plan (CIP) process with the Road Department; applies for grants for enhanced bicycle and pedestrian facilities in coordination with the Bicycle and Pedestrian Advisory Committee (BPAC); participates in Oregon Department of Transportation (ODOT) funded refinement planning; coordinates road issues with Bureau of Land Management (BLM) and the United States Forest Service (USFS) for urban interface plans; and serves on several local and regional transportation committees, most notably BPAC, the Bend Metropolitan Planning Organization Technical Advisory Committee, and Central Oregon Area Commission on Transportation (COACT) Technical Advisory Committee.



PLANNING, CONTINUED

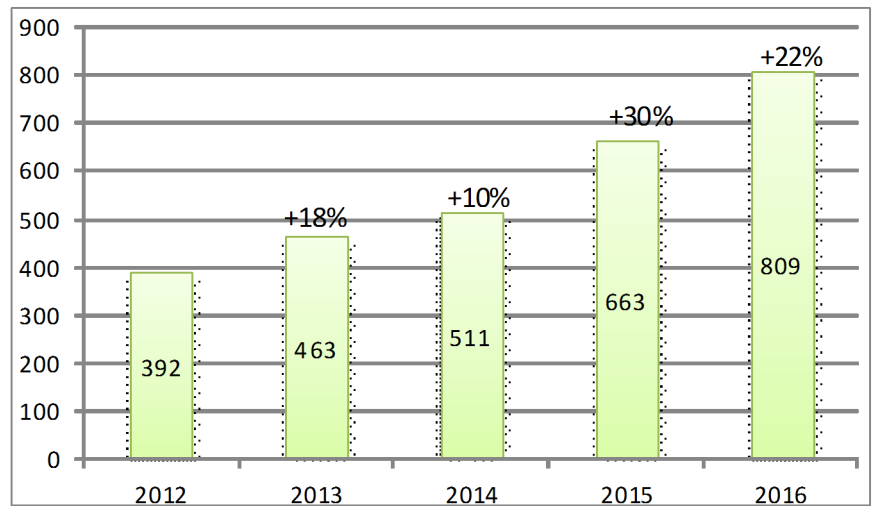
Floodplain and Wetlands Planning is responsible for providing comments and expertise on land use applications, code enforcement, and general property inquiries that require development, fill, or removal in mapped floodplain and wetlands. Staff maintains certification as an Association of State Floodplain Managers (ASFPM) Certified Floodplain Manager to provide customers with up-to-date and accurate information regarding FEMA regulations, surveying requirements, and construction requirements. Coordination is frequently required with external agencies including FEMA, US Army Corps of Engineers, Oregon Department of State Lands, Oregon Department of Fish and Wildlife, and the US Forest Service.

ACCOMPLISHMENTS

Applications

The Planning Division continues to experience an increase in land use applications. In 2016, the division received 809 land use applications, compared with 663 for 2015. The following table conveys the application trends over the last five years:

Land Use Applications

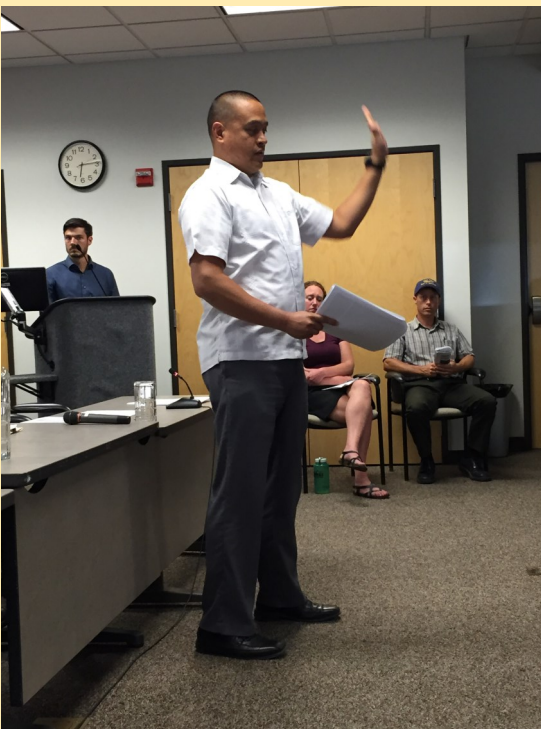


Eleven applications were reviewed by hearings officers in 2016. The highest volume were landscape management reviews (123), permit sign-offs (120), administrative determinations (83), property line adjustments (77), conditional use permits (73), lot of record verifications (63), and site plan reviews (41).

Comprehensive Plan and Zoning Text Amendments

The Planning Division processed:

- ◆ A plan amendment relating to a Goal 11 exception for Southern Deschutes County



PLANNING, CONTINUED

ACCOMPLISHMENTS, CONTINUED

- ◆ Plan amendment to rescind the 2002 Bend Airport Master Plan and adopt the 2013 Bend Air Master Plan into the Transportation System Plan
- ◆ Zoning text amendments for marijuana regulations
- ◆ Plan amendment relating to Bend's Urban Growth Boundary Amendment
- ◆ Zoning text amendment to expand the definition of a lot of record
- ◆ Plan and zoning text amendment recognizing non-resource lands process allowed under state law to change EDU zoning; a definition of ag-exempt buildings; and, reducing setbacks in the F2 Zone, for Haner Park Subdivision and an adjoining three-acre tax lot
- ◆ LUBA remand to initiate a plan amendment, zone change, changing Exclusive Farm Use zoning to Rural Industrial for property at Deschutes Junction

Land Use Board of Appeals

There were 8 appeals filed with the Land Use Board of Appeals in 2016, the same number as in 2015.

Marijuana Businesses

The Planning Division approved five marijuana production applications and one marijuana processing application in 2016.

Non-Farm Dwellings

The Planning Division received 39 nonfarm dwelling applications in 2016, compared with 28 for 2015, equating to a 39 % increase.

Partition and Subdivision Plats

Thirteen final plats were recorded in 2016 or are in the process of being recorded, creating a total of 163 residential lots.

Prominent Applications

Noteworthy land use applications in 2016 included two solar photovoltaic system modification of approvals, Bend Airport Master Plan amendment, dude ranch, Buddhist church, Bend Urban Growth Boundary amendment, and marijuana production and processing.

Grants

Certified Local Government Grant

Planning Staff completed an eighteen month \$13,000 Certified Local Government (CLG) Grant from the State Historic Preservation Office to assist Deschutes County with its historic preservation programs.

PLANNING, CONTINUED

ACCOMPLISHMENTS, CONTINUED



U.S. EPA Brownfield Community-Wide Assessment Grant

The Planning Division completed a three-year \$400,000 U.S. Environmental Protection Agency (US EPA) Community-Wide Brownfield Assessment Grant in September. Proceeds from the grant enabled the County to establish Brownfield inventories for Deschutes County and the Cities of Bend and Redmond and nine Environmental Site Assessments (ESAs). The Brownfield grant also dedicated \$90,000 for Area Wide Planning (AWP) for the City of Redmond's Mid-Town area. The timing and readiness to utilize AWP funding offered extraordinary advantages in Redmond. It dovetailed with the City's existing efforts to revitalize the area, including an urban renewal district, market analysis, and recently completed housing study. The City of Redmond contributed an in-kind match of \$44,700 to maximize the opportunity.

Projects

Statewide Planning Goal 11 Exception

The Planning Division, in coordination with the Oregon Department of Environmental Quality (DEQ) and Department of Land Conservation and Development (DLCD) initiated a Goal 11 Exception in June 2015 that would allow sewers in rural Southern Deschutes County to address nitrates in shallow groundwater. The Board adopted the Goal 11 exception in February 2016.

Recreational Marijuana

Convened a Marijuana Advisory Committee and held seven meetings in early 2016. Staff revised marijuana regulations and held work sessions and public hearings with the Board of County Commissioners to regulate marijuana businesses in the unincorporated areas of Deschutes County. Ordinances were adopted in June 2016.

Agricultural Lands

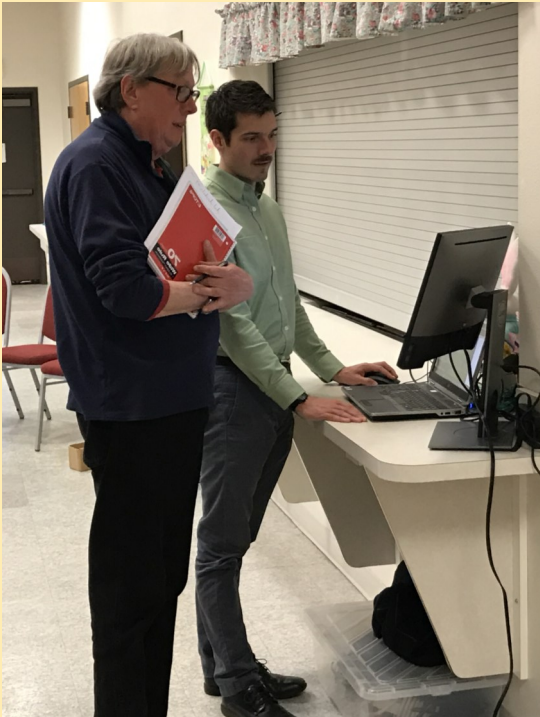
The Board adopted a plan and zoning text amendment in November recognizing non-resource lands process allowed under State law to change EDU zoning; a definition of ag-exempt buildings; and, reducing setbacks in F2 Zone, for Haner Park Subdivision and an adjoining three-acre tax lot.

Lot of Record Definition

The Board adopted a zoning text amendment in November, expanding the definition of a lot of record in response to a recent LUBA remand.

PLANNING, CONTINUED

ACCOMPLISHMENTS, CONTINUED



Coordination with Other Jurisdictions and Agencies

City of Bend Urban Growth Boundary Expansion

The Board of County Commissioners conducted a public hearing in the fall and adopted the Bend UGB amendment in September 2016.

Central Oregon Large-Lot Industrial Land Need






Planning staff coordinated with the City of Redmond regarding a site owned by the Oregon Department of State Lands (DSL) adjoining its Urban Growth Boundary (UGB) as a plausible location for a regional large-lot industrial campus. DSL is expected to initiate a City/County UGB plan amendment in 2017.

City of Bend Airport Master Plan

Planning staff coordinated with the City regarding a land use application to amend the County's Comprehensive Plan, Transportation System Plan, and Title 18 of the Airport Development Zone to implement the Bend Airport Master Plan. The City of Bend is expected to initiate an amendment in 2017.

City of Sisters Airport

Planning staff coordinated with the City of Sisters, Oregon Department of Aviation, Sisters Airport and Eagle Air Estates regarding the taxiway and the process related to a state "recognized" airport.

Performance Measures					 Meeting Target  Within Range  Not Meeting Target
Planning					
	Lower Limit	Target	Upper Limit	Average	Score
Days to process admin. determinaton apps w/o prior notice	14	21	35	26.6	
Days to process admin. determinaton apps with prior notice	30	45	60	68.9	

PLANNING, CONTINUED

WORK PLAN

Floodplain

Complete the process to amend County Code to change the floodplain base zone into a combining (overlay) zone.

Evaluate Marijuana Regulations

During the adoption of the marijuana land use regulations, the Board recognized this new program should be reviewed and evaluated to determine if it is working as intended—to support this emerging industry, protect the high quality of life for rural residents—and to address changing circumstances, interpretive matters, and amendments to state law. This evaluation would perform the analysis described above based on the decisions issued and public comments from all sides of this issue.

Agricultural Lands Re-Evaluation & Potential Re-Designation

Participate in the Land Conservation and Development Commission's Non-Resource Lands Rulemaking process, if initiated. Coordinate with the Department of Land Conservation and Development to initiate a process to re-evaluate agricultural lands.

Community & Area Plans

Engage Sisters Country, Tumalo, Terrebonne, Newberry Country, and/or Deschutes Junction residents to determine if community plans, goals, and policies meet the current and future needs of the area. Only one or two such planning efforts may be initiated each fiscal year.

South County Groundwater Protection

Develop a template for property owners or organizations to apply for Goal 11 Exceptions. Consider amending the Newberry Country Plan to replace the existing Goal 11 Exception policy with a new Goal 11 Exception policy framework for future policies.

Affordable Housing

Explore affordable housing options for the rural county.

Grading Ordinance

Consider and evaluate whether to develop a grading ordinance.

Historic Preservation—Certified Local Government (CLG) Grant

Administer the CLG Grant from the State Historic Preservation Office.

Natural Resources / Water

Convene a panel of regional water experts to discuss water resource and conservation issues with a particular emphasis on the relationship to land use and population growth and development. Initiate a review of County Goal 5 inventories and protection programs.



PLANNING, CONTINUED

WORK PLAN, CONTINUED



Growth Management Coordination

Coordinate with cities, County departments, state agencies and organizations to develop and implement growth management plans.

Central Oregon Large-Lot Industrial Land Need

Continue to coordinate with the City of Redmond to initiate a UGB amendment for a regional large lot industrial campus.

City of Bend Airport Master Plan

Continue to coordinate with the City of Bend to amend the Comprehensive Plan and Development Code to allow new airport-related businesses at the Bend Airport through a streamlined permitting process.

Natural Hazards

Consider implementing the recommendations from the University of Oregon's Community Service Center's review of County Codes and polices regarding wildfire mitigation.

Outdoor Mass Gathering Permit Amendments

Amend Deschutes County Code 8.16 pertaining to Outdoor Mass Gatherings in coordination with County Legal Counsel.

Ongoing Annual Projects

- ◆ Consider implementing legislative amendments stemming from laws enacted by the 2017 and 2018 Oregon Legislative Sessions
- ◆ Population Forecast: Coordinate with the County Assessor and Administration Office to complete the Portland State University, Population Research Center, 2017 Housing Unit and Population Questionnaire.
- ◆ Tracking Systems: Develop, maintain, and improve tracking systems for:
 - ◇ Comprehensive Plan and Community/Area Plan implementation activities, updates, necessary revisions, and potential areas for new plans.
 - ◇ Destination Resort overnight lodging units.
 - ◇ Limited Use Permits (agri-tourism and other commercial events and activities).
 - ◇ Marijuana Annual Reports.
 - ◇ Non-farm dwellings.
 - ◇ Medical Hardships.

2016 DESCHUTES COUNTY COMMUNITY INVOLVEMENT REPORT

BACKGROUND



Statewide Planning Goal 1, Citizen Involvement, requires cities and counties to create a citizen involvement program that provides opportunities for community participation in land use planning processes and decisions. Land use legislation, policies and implementation measures made by Oregonians over 40 years ago helped shape Oregon's urban and rural environments. Likewise, choices made today will ultimately shape these areas in the future. Successful land use planning occurs through an open and public process that provides room for information gathering, analysis and vigorous debate. Deschutes County's Community Involvement program is defined in Section 1.2 of the Comprehensive Plan. This chapter identifies the County Planning Commission as the committee for citizen involvement. It also contains the County's Community Involvement goal and corresponding five policies that comply with Goal 1.

This report briefly discusses the noteworthy community involvement actions undertaken by the Planning Division in 2015. The report is intended to provide county residents and stakeholders with a tool to assess its effectiveness and offer additional suggestions the County can utilize to ensure that its diverse communities remain actively involved in land use planning discussions.

2016 COMMUNITY INVOLVEMENT ACCOMPLISHMENTS

Current Planning

Administering the zoning code requires the Current Planning Division to process individual land use applications, zoning review and sign-off for building and septic permits. Current planners maintain legally prescribed turnaround times on land use applications (150-days) and provide customer service through assistance at the front counter, phone conversations, and appointments. Phone messages are returned within 24 hours.

Website, Facebook and DIAL 2

CDD utilized the County's website as a primary tool of public communication and information for public meetings; pending land use applications; long-range planning projects; posting the CDD Update; and providing links to current and past BOCC and Planning Commission meetings. In addition, CDD coordinated with the County's Communications Director to publish press releases and announce new documents, etc. on the County's Facebook page. CDD also coordinates with the Information Technology Department to create a one-stop shop in DIAL 2 for all County property, development/permits, assessor records, and interactive mapping. DIAL 2 increases access, simplifies, and consolidates information in one place for the benefit of the general public.

2016 DESCHUTES COUNTY COMMUNITY INVOLVEMENT REPORT, CONTINUED



Marijuana Regulations

CDD convened a Marijuana Advisory Committee and held seven meetings in early 2016. Based on the MAC's recommendation, staff revised marijuana regulations and held work sessions and public hearings with the Board of County Commissioners to regulate marijuana businesses in the unincorporated areas of Deschutes County. Ordinances were adopted in June 2016.

U.S. EPA Brownfield Community-Wide Assessment Grant

The Planning Division completed a 3-year \$400,000 U.S. Environmental Protection Agency (US EPA) Community-Wide Brownfield Assessment Grant in September. Deschutes County convened a Brownfield Advisory Committee (BAC) throughout the project to provide input on grant administration and to assist staff in making allocation decisions. The BAC convened for the final time to receive the project report as well as presentations by APEX Companies, LLC, Deschutes County, and the City of Redmond in September 2016.

Planning Commission

The Deschutes County Planning Commission held 13 meetings in 2016 discussing an assortment of issues, including:

- ◆ Marijuana Regulations
- ◆ Agricultural Lands
- ◆ Setbacks in Forest Use 2 zones
- ◆ Agricultural Exempt Buildings
- ◆ Destination Resort Tracking
- ◆ Planning Division Work Plan
- ◆ Bend Urban Growth Boundary
- ◆ Medical Hardship Dwelling
- ◆ Lot of Record Verification
- ◆ U.S. EPA Brownfield Grant
- ◆ Performance Measures
- ◆ LUBA Decisions / Appeals

Historic Landmarks Commission

The Historic Landmarks Commission held 4 meetings in 2016 discussing:

- ◆ Paulina Lake Cabins
- ◆ Pilot Butte Canal Historic District / National Register Nomination
- ◆ Deschutes County Centennial
- ◆ May Preservation Month
- ◆ LCDL Rulemaking
- ◆ Cline Falls Power Plant Demolition Permit
- ◆ Regional HLC Summit Concept

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