Community Development Department Annual Report & Work Plan



117 NW Lafayette Avenue Bend, Oregon

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Website: www.deschutes.org/cdd



Adopted June 10, 2015



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Judy Hackett, Permit Technician
Caroline House, Permit Technician
Jennifer Lawrence, Permit Technician
Lisa Petersen, Permit Technician
Martha Shields, Permit Technician
John Griley, Code Enforcement Technician
Anthony Laemmle, Code Enforcement Technician

Environmental Soils

Todd Cleveland, Environmental Health Supervisor

Operations

Kathleen Stockton, Administrative Assistant

Planning

Peter Gutowsky, AICP, Planning Manager
Paul Blikstad, Senior Planner
Will Groves, Senior Planner
Matt Martin, Associate Planner
Anthony Raguine, Senior Planner
Peter Russell, Senior Transportation Planner
Chris Schmoyer, Associate Planner
Cynthia Smidt, Associate Planner
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DESCHUTES COUNTY MISSION STATEMENT

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

BOARD OF COUNTY COMMISSIONERS' 2015-2016 GOALS AND OBJECTIVES:

Safe Communities

Protect the community through planning, preparedness and coordinated public safety services

- Collaborate with County and community partners in preparing for and responding to natural and man-made disasters.
- Promote targeted prevention, diversion, and intervention programs to reduce recidivism and future demands on county services achieved through the continuum of incarceration, detention, and supervision services.
- Respond to, investigate, and prosecute criminal activity to ensure the guilty are held accountable, the innocent are protected, and the rights of all citizens are respected.
- ♦ Implement the 2015-17 911 strategic plan.
- ♦ Assess and respond to marijuana legalization as it relates to community law enforcement, health, and land use regulations.

Healthy People

Enhance and protect the health and well being of the community through advocacy, prevention, education, and services

- Consider population health, wellness and multi-modal connectivity in the design and implementation of infrastructure.
- Assess and adjust to changing health system reforms, address gaps in service, and strategize regional approaches.
- Provide timely and convenient access to quality health and human services.
- Assess, preserve, promote, and protect the basic health and wellness of the community through partnerships, community education, outreach, and advocacy.
- ♦ Identify gaps and needs and advocate for funding solutions related to transit options, homelessness, and affordable housing.

Resilient Economy

Promote policies and actions that simulate economic vitality

- Complete strategic capital projects that strengthen the region's economy.
- Partner with organizations that stimulate economic vitality.
- Support land use programs and initiatives that promote economic growth and diversity, livability, and sustainability.

DESCHUTES COUNTY MISSION STATEMENT, CONTINUED

- Support beneficial management and access policies of publicly owned natural resources to promote tourism and recreational activities.
- Pursue inter-jurisdictional and interdepartmental cooperation to enhance service delivery and the cost-effectiveness of public services.
- Pursue interjurisdictional and interdepartmental cooperation to enhance service delivery and the cost effectiveness of public services.

Natural Resources

Promote environmental stewardship through assessment, advocacy and collaboration

- Enhance and protect air, land and water resources.
- Educate the public and enforce policies regarding noxious weed control and eradication.
- Support healthy and sustainable forest and public land management practices and oversight.
- Restore and maintain landscapes across all jurisdictions that are resilient to fire-related disturbances.
- Partner with community members and appropriate agencies to preserve and protect South County's water resources.

Ouality Service Delivery

Provide internal support and external services that are innovative, efficient and comprehensive

- Encourage and expand opportunities for public engagement with Deschutes County government.
- Provide internal support to County operations to ensure cost effective and efficient delivery of services to the public.
- Support employee wellness, development, productivity and job satisfaction.
- ◆ Support and promote Deschutes County Customer Service "Every Time" standards.
- ♦ Adapt to changing state and federal laws, industry trends, and community needs in continuing to provide innovative services to the public.

Effective Asset Management:

Preserve and enhance capital and fiscal assets

- Utilize best management practices to sustain the quality of County assets and infrastructure.
- Improve financial and human resources data systems to promote streamlined business processes.
- Develop financial strategies to ensure long-term stability.
- Plan for long-term building and facility capital needs including major maintenance and replacement strategies.

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 2014 accomplishments, the work plan for Fiscal Year 2015-16, 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

Geographic Information Systems (Information Support Systems)



Main Office 117 NW Lafayette Ave. Bend, OR 97701 Mon., Tues., Thurs., Fri. 8-5, Wed. 9-5



Deschutes County Fair & Expo 3800 SW Airport Way Redmond, OR 97756 Thursday 8:00-4:30



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

^{*}Building Services are provided at Sisters City Hall.

OVERVIEW BOARD OF COUNTY COMMISSIONERS HEARINGS HISTORIC LANDMARKS PLANNING DESCHUTES RIVER BICYCLE AND OFFICERS COMMISSION COMMISSION MITIGATION AND **PEDESTRIAN ENHANCEMENT ADVISORY COMMITTEE** COMMITTEE **NICK LELACK CDD Director PLANNING COORDINATED SERVICES BUILDING SAFETY ENVIRONMENTAL SOILS DIVISION DIVISION DIVISION DIVISION RANDY SCHEID PETER GUTOWSKY TODD CLEVELAND LORI FURLONG Building Safety Planning Manager Environmental Administrative** Director **Health Supervisor** Manager Commercial/Residential **Current Planning Permit Technicians** Onsite Plan Review Program Long Range Planning **Code Enforcement** and Inspections **Geographic Information** Systems (Information Support Systems)

Budget Summary	FY 2012	FY 2013	FY 2014	FY 2015 ¹	FY 2016 ² (Proposed)
Resources	4,476,213	4,457,366	4,914,977	6,230,219	7,213,683
Requirements	4,476,213	4,457,366	4,914,977	6,230,219	7,213,683

¹FY 15 Reserves: \$687,470 ²FY 16 Reserves: \$1,037,652

Full Time Equivalents	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016
Community Development	28.60	28.60	29.00	33.00	35.00

COMMUNITY DEVELOPMENT DEPARTMENT GOALS

SUMMARY

This section applies to all Community Development Department (CDD) Divisions and programs.

This Plan was developed through Planning Commission, Historic Landmarks Commission and Board of County Commissioners (BOCC) work sessions and public hearings, stakeholder meetings, and input from our community.

- FY 2015-16 WORK PLAN 1. Implement the BOCC's FY 15-16 Goals and Objectives.
 - 2. Employ the County's Customer Service Standards: "Every Time Standards" Goals:
 - We respond in a timely and courteous manner, identifying customer needs and striving for solutions (response).
 - ♦ We set honest and realistic expectations to achieve optimum results (expectations).
 - ♦ We provide knowledgeable, timely, professional, respectful service (professionalism).
 - We take ownership of our customer's needs and follow through (follow through).
 - We value our customers and approach them with an open mind (service).
 - 3. Partner, coordinate and cooperate with partner organizations in the public, private and non-profit sectors and citizens to implement this Work Plan.
 - 4. Provide efficient, cost-effective and high-quality services to cities pursuant to intergovernmental agreements or contracts.
 - 5. Promote and conduct robust public engagement that informs, involves, and empowers people and communities, including maintaining and enhancing cooperative relationships and open dialogue with stakeholder organizations.
 - 6. Maintain high customer services levels with sustained high levels of development and permit activity by:
 - Maintaining appropriate staffing levels to meet business demands; and
 - Pursuing staff training opportunitites and employing technologies that improve service while reducing the cost of delivery.



COMMUNITY DEVELOPMENT DEPARTMENT GOALS, CONTINUED

FY 2015-16 WORK PLAN

- 7. Adopt and implement the Comprehensive User Fee Study and Five-Year Operating Plan, including:
 - ♦ Developing new performance measures to:
 - ♦ Assess how well the department is achieving its goals.
 - Determine customer satisfaction.
 - Make necessary improvements to increase efficiencies or services.
 - Developing a financial plan to ensure the long-term sustainability and consistency of CDD's services.
 - ◆ Aligning the FY 16-17 Work Plan with the Five-Year Operating Plan.
- 8. Provide customer and community training and education on new and improved technologies to gather, analyze and apply development application and/or permit data and relevant current issues and processes.
- 9. Develop and empower CDD's most valuable asset—our employees—through:
 - Building professional skills to help achieve CDD and County goals.
 - Supporting employee health and safety.
 - Recognizing good customer service, innovation, problem solving and strategic thinking.

COORDINATED SERVICES

OVERVIEW

The Coordinated Services Division provides service to customers at the main office in Bend, as well as at satellite offices in Redmond and La Pine. The Division consists of seven permit technicians and two 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. Staff also performs basic building plan reviews and addressing in the rural county and City of Redmond under contract.

ACCOMPLISHMENTS

Accela:

- Software modules installed for Planning and Code Enforcement.
- ◆ Coordinated and installed Accela Automation for the Building, Environmental Soils, Planning, and Coordinated Services/Code Enforcement Divisions, and for the cities of Redmond (Planning and Building Divisions) and Sisters (Building Division).
- ♦ Organized and trained all County CDD staff, Redmond and Sisters staff, and customers to implement and efficiently use Accela. Provided training courses for licensed professionals in conjunction with Central Oregon Builders Association and the State of Oregon on Accela and ePermitting. Much of this training is ongoing.
- Trained staff in Administration and Crystal Report writing as part of contract with the Accela vendor. This training allows staff to update users, fees, workflows, create new record types and write reports for the planning and code enforcement modules.
- Trained and coordinated with City of Sister's staff on processing building permit applications, estimating and calculating fees, and ensuring the appropriate permits are issued.
- ◆ Relocated the La Pine satellite office to La Pine City Hall to create a one-stop development services shop for both City and County permits. The result is better coordination of permit processing for properties located within the City. Coordinated with the City of La Pine planner on permit reviews and sign off on building permits.
- In coordination with GIS and 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:



COORDINATED SERVICES, CONTINUED

- Providing tablets 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.

WORK PLAN

- ◆ Continue to lead, facilitate and/or participate in training all County, Sisters, and Redmond staff and user groups on Accela.
- ◆ Continue to coordinate 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.
- ♦ Serve on statewide epermitting committee, participate in national Accela conference, and pursue other actions to ensure Accela meets Deschutes County's needs.
- Perform addressing duties in rural Deschutes County and for the City of Redmond.
- ◆ Plan for the opening of a fall, 2016 one-stop development services shop with the City of Redmond in Evergreen.
- Continue to cross train permit technicians to perform simple plan review; continue to encourage participation in statewide permit technician training programs.



CODE ENFORCEMENT

OVERVIEW

The Code Enforcement program consists of two Code Enforcement technicians (2 FTE in 2014-2015) 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 253 cases in 2014.

	ARREST ARCIAL SPECIAL ARCS	ACTUAL CONTRACTOR AND ADMINISTRA
C		Summary
LACE	Initiation	Summarv

10 may 10 mg		New Complaint Cases	New Proactive CE Cases	Total Cases Initiated	Percent Change From Previous YR
STATE OF THE REAL PROPERTY.	2012	252	24	276	47%
A-10.00	2013	241	13	254	(8%)
	2014	284	6	290*	14%

Case Turnaround

	Total Cases Closed	30 Days	60 Days	180 Days	360 Days
2012	257	13%	26%	62%	77%
2013	264	8%	21%	64%	86%
2014	253	10%	22%	56%	75%

Compliance

	Voluntary	Warning	Citation	Injunction
2012	85%	10%	5%	<1%
2013	84%	13%	3%	<1%
2014	85%	10%	5%	NA

- Adoption of the Code Enforcement Policy and Procedures Manual Update, including a userfriendly format.
- ♦ The number of new Code Enforcement cases increased 14% in 2014 from 2013. Staff continued to achieve an 85% voluntary compliance rate with the additional cases and completion of the Manual Update.
- 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 the decision, including the annual update of doctors' letters for medical hardships, removal of manufactured homes for storage permits and for living in RVs.

^{*317} Total Investigations (27 complaints were unfounded or resolved prior to case initiation)

CODE ENFORCEMENT, CONTINUED

- Coordinating with the County Weeds Program Specialist, staff extended proactive enforcement program focus to include identification of noxious weed-infested properties.
- Developed and approved contract with the City of La Pine to provide Code Enforcement services for solid waste within City limits.

WORK PLAN

Ongoing Projects:

- 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.
- Participate in land use text amendment processes by providing information and insight to ensure code enforceability.
- 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.
- ♦ With the use of new technology, Code Enforcement will strive to become a more paperless environment.

Potential Projects:

- 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 options.
- ◆ Explore the feasibility of conducting proactive enforcement of certain types of land use permits which have conditions of approval associated with them. Determine the types of conditions that would be applicable for follow up, and whether it would be possible to view from a public vantage point. Landscaping, lighting and signage are examples of possible conditions.



GEOGRAPHIC INFORMATION SYSTEMS (INFORMATION SUPPORT SYSTEMS)

OVERVIEW

Geographic Information Systems (Information Support Systems) (GIS) is staffed by one GIS Analyst (proposed to become a Senior Systems Analyst) and supports CDD divisions as well as providing direct service to the public via electronic and web-based mapping. GIS (ISS) will assist Coordinated Services with the daily software administration of the department's Permitting software (Accela).

ACCOMPLISHMENTS

- Assisted the Coordinated Services Division, Information
 Technology Department (IT) and other CDD staff to convert to
 e-Permitting software (Accela), including setting up and training
 staff on mobile devices (tablets) to post real-time inspection
 results in the field.
- Developed web application for address issuance and research.
- Provided support and direction in conversion of department's transition to new website.
- ♦ Began conversion of onsite system operation and maintenance program to new software program.
- ◆ Served as lead CDD staff to assist with maintenance and improvements related to DIAL.
- ◆ Assisted CDD staff with computer software and spatial analysis questions, issues and projects.
- Provided training and support of department's electronic building plan reviews.
- ◆ Assisted Code Enforcement Technicians, Environmental Health staff with statistics, reports, maps, exhibits, Assessor data and land use records.
- ◆ Coordinated with CDD and IT staff to create new monthly development statistics reports in Accela. Created new reports for analyzing development trends, plan review turn-around times, planning caseloads, etc.
- ◆ Created bicycle route interactive web-based "Story Map," displaying official bicycle routes within Deschutes County
- ◆ Created Historic Landmarks interactive web-based "Story Map," depicting information on Deschutes County's Goal 5 inventory
- Created maps for quasi-judicial land use applications, including Urban Growth Boundary amendments affecting the cities of Bend and Sisters.
- Created maps for public hearings and meetings.
- Provided data and GIS mapping for the Goal 11 Exception application.
- Provided data and GIS mapping to the general public.
- Updated and maintained the CDD website.

GEOGRAPHIC INFORMATION SYSTEMS, CONTINUED

WORK PLAN

- Develop digital tools to measure CDD performance.
- ◆ Continue to educate CDD staff on the use of GIS data and products in their work objectives, and identify areas where they may assist.
- Develop and implement technology recommendations to improve CDD service delivery.
- ◆ Provide monthly technology updates for the CDD Update.
- Complete the automation of the CDD monthly statistics, provide training on how to run the reports, and revise/update the reports as necessary.
- Support the CDD Technology Team in various general projects, including:
 - Maintaining Accela, providing DIAL information and training as necessary and monitoring and assessing CDD's computer and technology inventory
- Propose creative and innovative concepts and designs in CDD's annual report format and any/all other departmental publications, manuals, forms, etc. that are attractive and user friendly.
- Support continued improvements in Electronic Document Review for Building Division.
- Support mapping needs for the Southern Deschutes County Goal 11 Exception application.
- Create and inventory databases and maps for all surface mines in Deschutes County. Determine which surface mines no longer require Surface Mining Impact Area reviews; update Accela, GIS and DIAL.
- Assist with the coordination of CDD software programs, computer systems, and mobile devices, including maintaining training in all areas. Continue to assist in implementing and updating Accela, and training staff and customers on existing and new/updated features.
- Provide technical support, including mapping and analysis to the cities of Bend, La Pine, Sisters and Redmond for future Urban Growth Boundary (UGB)/Urban Reserve Area (URA) expansions.



BUILDING SAFETY

OVERVIEW

The Building Safety Division consists of a Building Safety Director, Assistant Building Official and eight field inspectors and plans reviewers, plus additional on-call staff. The Division provides construction plan reviews, consultations and inspections to assure compliance with the State Building Code. All inspectors are required to be certified by the State of Oregon for the specialty code they enforce.

The Building Safety Division also maintains active agreements with neighboring jurisdictions and the State of Oregon for the application of State Codes.

ACCOMPLISHMENTS

- ♦ Issued 332 single family dwelling permits in 2014 for Deschutes County and the City of Sisters jurisdictions, and 147 single family dwelling permits in 2014 for the City of Redmond.
- Enhanced Accela capabilities for inspection scheduling and recording, such as using thermal printers for iPads in the field to greatly improve and streamline inspection reporting functions. The Division has also implemented the use of Accela in the City of Sisters.
- Provided building services to the City of Sisters for the second year of a three-year contract, and continued to provide building services to the City of Redmond.
- Exceeded the state-mandated turnaround time on plan reviews during a notable increase in permit activity.
- Continued to coordinate pre-construction/pre-design meetings to facilitate an improved plan review process for both Deschutes County and the City of Sisters.
- Participated in state-mandated classes for the continuing education of certified inspectors and local design professionals, and continued to cross train staff to perform multiple inspections on each site visit.
- Successfully achieved major staffing transitions without adverse customer/public impacts.

WORK PLAN

- ♦ The Division will continue to provide full service to all of its customers through the plan review and inspection process.
- Complete the third year of the Sisters building services contact, and compete for a two-year extension. Staff will continue to work with City staff, emphasizing educational opportunities for owners and builders and developing a streamlined and efficient permitting system. Contacts and communication channels that have been developed with Sisters' divisions will continue to be strengthened and engaged as the County provides building permit services.
- Two inspectors are participating in state-provided classes for specialized electrical inspector certification, and one inspector is enrolled in the specialized plumbing inspector certification training. Completion of the program and successful testing will allow these inspectors to perform limited commercial electrical inspections and limited commercial plumbing inspections. This capability will allow us to be more efficient in the field.

BUILDING SAFETY, CONTINUED

- ♦ Continue monthly meetings with Central Oregon Builders Association. These meetings benefit both the builders and our staff feedback from the builders is valuable to CDD as inspection processes are continuously improved. Implement state codes as they are adopted.
- Staff will participate in the development of training opportunities for the inspectors and plan reviewers. These functions typically also involve local design professionals and contractors.
- ♦ Maintain field inspection turnaround time to meet goal of 24 hours, with plan review completion within the stated time frames of 10 days for commercial and 4.5 days for residential.
- Continue to review and refine the process for determining agricultural and equine exemptions with the goal of all exemptions meeting the requirements of ORS 455.315.



ENVIRONMENTAL SOILS

OVERVIEW

The Environmental Soils Division is staffed by one Environmental Health Supervisor, one Environmental Health Specialist, 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. Staff also inspects sewage pumper trucks, reports on the 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 is also engaged in the proactive pursuit of protecting the groundwater in Deschutes County.

ACCOMPLISHMENTS

In 2014, the Division:

- Assessed 136 sites for onsite wastewater treatment and dispersal systems, up approximately 14% from 2013, and issued 935 permits and authorizations for new and existing onsite treatment and dispersal systems, up 13.5% from 2013.
- Regularly coordinated with Department of Environmental Quality (DEQ), including the hydrologist in the Western Region office, to determine the circumstances in South County requiring protective onsite wastewater systems. Staff continued to support and work with DEQ staff on South Deschutes/Northern Klamath Groundwater Protection Steering Committee recommendations.
- Replaced approximately 56 antiquated, leaky steel septic tanks within the groundwater protection area of South County.
- Permitted and inspected 18 new nitrogen reducing alternative treatment technology (ATT) systems in South County, bringing the total to 182 homes which are reducing nitrogen loading from their wastewater to standards necessary to ensure safe drinking water in South County.
- Continued coordination with the Deschutes County/ NeighborImpact Loan Partnership program that provides financial assistance to South County property owners when a nitrogen-reducing ATT system is required to repair a failing onsite system.
- Provided eight property owners in South County with rebates of \$3,750 per property for upgrading conventional onsite systems to nitrogen reducing pollution reduction systems.
- Coordinated with the City of Bend to assess sites eligible for onsite wastewater treatment and dispersal systems due to their distances from a sewer collection facility.



ENVIRONMENTAL SOILS, CONTINUED

- Participated in the DEQ Total Maximum Daily Load (TMDL) work group for the upper Deschutes Basin and City of Bend Stormwater Quality Public Advisory Group.
- Presented information regarding the Onsite Wastewater Program to Central Oregon Realtors in Sunriver.

WORK PLAN

- The Environmental Soils Division will continue to maintain or exceed service level goals and permit application processing time for site evaluations, design review and inspection of onsite wastewater treatment and dispersal systems.
- Staff will coordinate with the DEQ and the planning division on groundwater protection efforts, including implementing the South Deschutes/North Klamath Groundwater Steering Committee recommendations, including participating in discussions regarding Statewide Planning Goal 11 (Public Facilities and Services).
- ◆ Staff will prioritize addressing sewage health hazards and protecting public health and the environment.
- ◆ Staff will continue working with the DEQ on permitting protective onsite wastewater systems in South Deschutes County.
- Given the current workloads and permit activities, an Environmental Health Specialist position was approved in the FY 15 budget in order to sustain permit and inspection service level goals. Recruitment for this position will be underway shortly.
- ◆ Provide financial assistance opportunities where needed and appropriate to assist South Deschutes County property owners who do not qualify for conventional loans to upgrade conventional onsite systems to nitrogen reducing pollution reduction systems (Nitrogen Reducing System Rebates and the NeighborImpact Non-Conforming Loan partnership).
- ◆ Participate on the City of Bend stormwater public advisory technical committee.
- Participate in the Upper Deschutes Agricultural Water Quality Management Area Plan review and update.
- Monitor and participate as applicable in the 2015 Legislative Session regarding onsite wastewater legislative and/or rule amendments and water quality issues.
- Maintain and update the South Deschutes County Groundwater Protection Annual Report.



ENVIRONMENTAL SOILS, CONTINUED

- Assess staffing needs to maintain service levels.
- Update Operation and Maintenance reporting, tracking, and electronic invoicing system as required by DEQ.
- ◆ Develop an electronic mail list for installers and distributors to improve information transfer and distribution.
- ◆ As opportunities become available, work with stakeholders to assist in future sewer feasibility studies or logistical research.
- ◆ Develop and train new Environmental Soils staff regarding the onsite program and Deschutes County service standards.

LONG-TERM PROJECTS

- Update County Code Chapter 13.08 to be consistent with contemporary rules and requirements.
- ◆ 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).



PLANNING

OVERVIEW

CURRENT PLANNING

LONG RANGE PLANNING



The Planning Division is divided into two operational areas: Current Planning and Long Range Planning. The Division consists of 11 employees: a Community Development/Planning Director, one Planning Manager, three Senior Planners, one Senior Transportation Planner, an Information Support Systems programmer/analyst, three Associate Planners and an Administrative Secretary.

Current Planning 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 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 Support 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.

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.

CURRENT PLANNING ACCOMPLISHMENTS

- Received 517 land use applications in 2014, compared with 459 applications for 2013. Nine were reviewed by hearings officers in 2014.
- ◆ The highest volume applications were landscape management reviews (84), conditional use permits (58), property line adjustments (44), temporary uses (41), and site plans (37).
- ◆ There were four appeals filed with the Land Use Board of Appeals in 2014. This compares with two appeals in 2013.
- Noteworthy land use applications in 2014 included a 50-lot cluster subdivision west of Bend, three subdivisions at Widgi Creek Resort, improvements to Sunriver Marina, a new water reservoir for Sunriver and hotels at Tetherow and Pronghorn resorts.

COORDINATION WITH OTHER JURISDICTIONS AND AGENCIES

♦ City of Bend Airport Master Plan

The BOCC adopted an ordinance in October approving a City of Bend land use application amending the zoning map for the Airport Development (AD) zone in Deschutes County Code (DCC) 18.76 and its subzones of Airfield Operations District (AOD), Aviation-Related Industrial District (ARID), and Aviation Support District (ASD). It also corrected a procedural error from the 2003 adoption of the subdistricts and the 2002 Bend Airport Master Plan Update.

♦ Sage Grouse

Staff is participating with the Bureau of Land Management (BLM), which in November 2013 released a draft Environmental Impact Statement (EIS) for federal land use and resource management plan (RMP) amendments to incorporate sagegrouse conservation measures in Central and Eastern Oregon. The Final EIS and Record of Decision are expected in 2016.

Staff is also participating with the Governor's Office, Sage-Grouse Conservation Partnership. This involves interagency coordination related to sage-grouse habitat on non-federal lands. The State's goal is to demonstrate that listing the sage-grouse as a federally threatened or endangered species is unnecessary.

♦ Statewide Planning Goal 11 Exception

Staff continues to support the Oregon Department of Environmental Quality (DEQ) South Deschutes/ Northern Klamath County Groundwater Protection Project. In December, Department of Land Conservation and Development (DLCD) and DEQ submitted draft findings on a Goal 11 Exception. The findings include a rationale for the exception and a map of the proposed area. The Goal 11 Exception would allow sewers in rural Southern Deschutes County to address nitrates in shallow groundwater. The County is fine tuning the findings and preparing a land use application for Planning Commission and BOCC consideration during a formal public process. Completion is estimated in late 2015.

GRANTS

♦ Certified Local Government Grant

Received a \$13,000 Certified Local Government (CLG) Grant from the State Historic Preservation Office to assist Deschutes County with its historic preservation programs. The grant deadline is August 2016.

♦ U.S. EPA Brownfield Community-Wide Assessment Grant

The Planning Division is in the second year of administering a three-year \$400,000 U.S. Environmental Protection Agency (US EPA) Community-Wide Brownfield Assessment Grant. Brownfield redevelopment often requires environmental site assessments (ESAs) and regulatory review. To help property owners navigate these processes and access resources that can help pay for the assessments and review, approximately \$264,000 of the brownfield grant provides ESAs for eligible properties, and gives technical assistance to property owners, citizens, businesses and other stakeholders. Phase I ESAs involve a review of records, site inspections, and interviews with owners, occupants, neighbors and local government officials. Phase II ESAs include sampling and laboratory analysis to confirm the presence of hazardous materials. To date, proceeds from the grant enabled the County to provide funding for five Phase I and three Phase II ESAs.



The Brownfield grant also dedicates \$90,000 for Area Wide Planning (AWP). AWP offers resources to conduct research, technical assistance and training that can result in an area-wide plan and implementation strategy for key brownfield sites. This information can then help inform the assessment, cleanup and reuse of brownfield properties and promote area-wide revitalization. The Mid-Town area of Redmond's downtown is the beneficiary of these resources. The timing and readiness to utilize AWP funding offer extraordinary advantages for the City of Redmond. It dovetails with the City's existing efforts to revitalize the area, including an urban renewal district, market analysis, and recently completed housing study.

PROJECTS ♦ Agricultural Lands Program

Staff received direction from the BOCC on November 24, 2014 to explore HB 2229, also known as the Big Look Bill, as it relates to correcting mapping errors of farm and forestlands. Three developments have occurred over the last several months that complicate implementing HB 2229: a January 8, 2015 Department of Land Conservation and Development (DLCD) letter, a conversation with former Community Development Director John Anderson (1978-85), and recent remarks by Jim Rue, DLCD Director during a meeting in Bend on April 17 with city and county officials. On May 6, the BOCC initiated a letter to Director Rue respectfully requesting rulemaking for HB 2229.

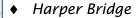
Code Enforcement Task Force

The BOCC directed staff to convene a group of stakeholders to explore whether consensus could be achieved on a conceptual text amendment to County Code to prohibit the issuance of permits for properties in violation of County Code or a prior land use decision. The direction was based both on testimony provided during the update of the Code Enforcement Manual and CDD 2014-15 Annual Work Plan. Staff convened a stakeholder group in January and reached consensus on a draft concept based on Multnomah County's model. Staff is currently developing a draft text amendment for the stakeholder group's consideration and subsequently, BOCC direction on next steps.

Destination Resort Text Amendments

Last September, staff initiated a press release announcing a three-month window to accept applications to amend Deschutes County's destination resort eligibility maps. The current maps became effective February 20, 2012. ORS 197.455(2) allows counties to remap eligible lands for destination resorts once every thirty months. The deadline for submitting applications was December 1. None were received.





Staff continues to coordinate with the Sunriver Owners Association (SROA) and Oregon Marine Board (OMB) on a solution to conflicts between traffic on Spring River Road and those seeking to launch boats or float on the Deschutes River from Harper Bridge.

Historic Preservation Strategic Plan

Staff developed a historic preservation strategic plan for rural Deschutes County and the City of Sisters. The plan provides a framework for shaping the rural county and Sisters' preservation programs and services over the next five years and creates a blueprint for allocating CLG grant funding.

Housekeeping Amendments

Staff initiated a package of text amendments to incorporate changes in state law into the county zoning ordinance. In addition, "housekeeping" amendments were also adopted to correct scrivener errors and provide additional clarification to existing regulations and the Comprehensive Plan. BOCC adoption is expected this summer.

♦ Medical Marijuana Dispensaries

On January 27, the BOCC directed staff to draft a text amendment regulating medical marijuana, prior to the statewide ban expiring on May 1. CDD initiated amendments to Deschutes County Code, announcing the first public hearing before the Planning Commission on March 12. The BOCC, after conducting a hearing of April 8, adopted an ordinance on April 22. Medical marijuana dispensaries are an an outright permitted use, subject to site plan review, in rural commercial (i.e., Tumalo, Terrebonne, Sunriver) and industrial zones.

♦ Natural Hazards Goal 7 Plan

The University of Oregon's Community Service Center (CSC) is reviewing County codes and policies regarding natural hazards and mitigation. CSC will focus on Comprehensive Plan Section 3.5. The CSC will also conduct a national review of other jurisdictions' codes and policies to gauge whether some may be suitable for the County to adopt as well as identifying best practices and model ordinances. CSC's work will ultimately aid in determining what needs to be updated in the County's Natural Hazards Mitigation Plan and Community Wildfire Plans. CPW review started in January, with work sessions with the Planning Commission in April and will conclude in late June with a report to the BOCC.





- ◆ Transferable Development Credit (TDC) Advisory Committee The TDC Advisory Committee convened on August 21 and conducted a total of five meetings. On December 18, members reviewed a matrix of options and identified their top two choices: 1) maintain the status quo; and, 2) reconvene the committee in 24 to 36 months. The BOCC supported the recommendation on February 4.
- ◆ Transportation Planning Bicycle Guide Update
 The Planning Division finalized a Deschutes County Bicycle and Pedestrian online map (https://deschutes.maps.arcgis.com)

FY 2015-2016 WORK PLAN

DEVELOPMENT REVIEW

- ◆ Continue to improve pre-application conferences to provide the best available information (e.g., applicable standards, fees, processes) to customers at the start of their projects.
- ◆ Continue cost accounting system for current planning section and analyze data from that system. Information will be used to review fees and to quantify work tasks not directly tied to land use permits.
- ♦ Continue to issue all administrative decisions for land use actions requiring prior notice within 45 days of determination of complete application and for those that do not require prior notice, within 21 days of determination of complete application.
- Maintain tracking systems on destination resort reporting requirements and obligations, such as improvement agreements and residential-to-overnight accommodation ratios. This tracking may also include other major existing, approved, or potential developments (i.e., Skyline Forest Master Plan). Include tracking systems in the appendix to this Work Plan beginning in FY 15-16.
- Assist GIS staff regarding the Local Update of Census Addressing and annual annexation updates.

COMPREHENSIVE PLANNING

- ◆ Statewide Planning Goal 11
 Process a Goal 11 Exception for Southern Deschutes County.
- Agricultural/Forest Lands
 - Participate in rulemaking for HB 2229 or non-resource lands, if initiated.
 - Initiate a text amendment that reduces setbacks in forest land related specifically to Haner Park.



- Clarify agricultural exempt buildings policy with Building Division, which may require text amendments.
- Initiate a Comprehensive Plan amendment to clarify that resource land, EFU and forest use parcels, can be redesignated and rezoned to non-resource lands through a quasi-judicial application process, without taking an exception to Goal 3 or Goal 4.

Natural Hazards

Coordinate with the Planning Commission and the BOCC to discuss implementing recommendations from the University of Oregon's Community Service Center's review of County codes and policies regarding natural hazards and mitigation.

♦ Tracking System

Maintain tracking system of Comprehensive Plan and Community/Area Plan implementation activities, updates, necessary revisions, and potential areas for new plans. Include this tracking system in this Work Plan in FY 15-16.

TEXT AMENDMENTS

- Recreational Marijuana
 Initiate a text amendment regulating recreational marijuana.
- ♦ Code Enforcement

Initiate a text amendment to prohibit the issuance of land use and building permits if a property has a pending code violation or is in violation with conditions of approval from a prior land use decision.

Housekeeping and Legislative Amendments
 Initiate housekeeping and legislative text amendments.

ECONOMIC DEVELOPMENT

- Central Oregon Large-Lot Industrial Project
 Coordinate with the City of Redmond to initiate a UGB amendment for a regional large-lot industrial campus.
- ◆ U.S. EPA Brownfield Grant
 Administer \$400,000 U.S. EPA Community-Wide Brownfield
 Assessment Grant.

COORDINATION— LOCAL GOVERNMENT

- City of Bend Growth Management
 Coordinate with the City of Bend to complete its UGB amendment.
- ♦ Bend Airport Master Plan

Coordinate with the City of Bend to adopt: 1) the Bend Airport Master Plan (BAMP) Update into the Comprehensive Plan; 2) zoning map amendments to implement the BAMP Update; and 3) text amendment(s) for Deschutes County Code (DCC) 18.76, Airport Development Zone.

COORDINATION— STATE GOVERNMENT

SPECIAL PROJECTS

Legislative Session

Participate in and monitor annual legislative session, committee and work groups regarding BOCC planning priorities.

♦ Harper Bridge

Participate in the process to develop solutions for safe access to the Deschutes River at or near Harper Bridge.

♦ Population Forecast

Coordinate with the Assessor's and Administration Offices to complete Portland State University, Population Research Center, 2015 Housing Unit and Population Questionnaire.

HISTORIC PRESERVATION ◆

♦ CLG Grant

Administer a CLG Grant from the State Historic Preservation Office spanning 2015 and 2016.

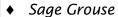
NATURAL RESOURCES •

♦ Floodplain

Monitor and participate in state-led process to address the effects of the U.S. District Court decisions related to the ESA and floodplain development.

♦ Oregon Spotted Frog

Last August, the U.S. Fish and Wildlife Service extended protection to the Oregon spotted frog as a federally threatened species under the Endangered Species Act (ESA). The final rule designating critical habitat is expected this summer. Upon its release, CDD will schedule a BOCC work session and use a matrix to discuss options for responding to critical habitat from a land use standpoint.



In January, the Land Conservation and Development Commission initiated rulemaking to address large-scale development and sage-grouse habitat. All seven counties are participating on a Rules Advisory Committee (RAC) to assist in the development of a draft rule. The RAC will meet over a six-month period between February and July 2015. If rulemaking is successful, staff will convene a work session with BOCC to discuss updating County Code.

NOTE: Deschutes County coordinates and strategizes planning activities of the county, cities, special districts and state agencies, to assure an integrated comprehensive plan for the entire area of the County. Unless directed by the BOCC, the Planning Division will maintain its coordination role, and rely instead on local governments, special districts, or affected organizations or individuals to lead and initiate amendments to Deschutes County Code.



2014 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 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 (Deschutes County Code 2.52.020D requires membership on the Commission to be representative of the various geographic areas of the County.) It also contains the County's Community Involvement goal and corresponding five policies that comply with Goal 1 (http://www.deschutes.org/Community-Development/Planning/ Title-23-Comprehensive-Plan/3_Chapter-1.aspx. Pages 9-12).

This report briefly discusses the noteworthy community involvement actions undertaken by the Planning Division in 2014. 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.

2014
COMMUNITY INVOLVEMENT
ACCOMPLISHMENTS

CURRENT PLANNING

As noted in the Community Development Department's (CDD) 2015 Annual Report, administering the zoning code requires the Current Planning Division to processes individual land use applications, zoning review and signoff 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, telephone conversations, and appointments. Telephone messages are returned within 24 hours.

A number of prominent quasi-judicial land use applications—which required public hearings with a hearings officer and, depending on the underlying zoning, the Board of County Commissioners—occurred in 2014.

2014 DESCHUTES COUNTY COMMUNITY INVOLVEMENT REPORT, CONTINUED

MONTHLY UPDATE

In 2014, the Deschutes County Community Development/Planning Director distributed a departmental update newsletter every other month containing current and long-range planning projects; Historic Landmarks Commission, Planning Commission, and Board of County Commissioners calendars; noteworthy land use issues and decisions; and legislative subcommittee discussions. This update is emailed to residents, stakeholders, partner organizations and agencies which have requested copies. It is also posted on the CDD website and the County's Facebook page.

WEBSITE, FACEBOOK AND DIAL 2

In 2014, 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.

AGRICULTURAL LANDS DISCUSSION



The BOCC directed the Community Development Department (CDD) in May 2014 to conduct a public outreach campaign to understand community, stakeholder, and landowner opinions about Deschutes County farm designations and land uses. The Planning Division conducted six (6) community conversations in locations throughout the county. The meetings were held in Alfalfa, Bend, Brothers, La Pine, Sisters, and Terrebonne. Each one provided an overview of Deschutes County's agricultural lands program with details focusing on its history, relevant Comprehensive Plan policies, and recent land use trends. A variety of public engagement techniques were utilized to generate public comments including facilitated exercises, and questionnaires. An online survey was also made available on the CDD website. In addition, stakeholder meetings were conducted with numerous organizations in the region, including Central Oregon LandWatch, Deschutes Basin Board of Control, Deschutes County Farm Bureau, Oregon Department of Fish and Wildlife, and the City of Redmond to understand their perspectives.

2014 DESCHUTES COUNTY COMMUNITY INVOLVEMENT REPORT, CONTINUED

PLANNING COMMISSION

The Deschutes County Planning Commission held 18 meetings in 2014 discussing an assortment of issues, including:

- Agricultural Land Discussions
- ♦ Bend Airport Zoning Map Amendment
- Conventional Housing Combining Zone Discussions
- ♦ Destination Resort Overnight Unit Amendments
- ♦ Domestic Livestock Issues
- ♦ Draft Planning Division FY 2014/2015 Annual Work Program
- ♦ Endangered Species Act Discussions
- ♦ Goal 11 Exception Discussions
- ♦ HB 2229 (Big Look Bill) Discussions
- Legislative and Housekeeping Amendments
- ♦ Legislative Session Updates
- Multiple Use Agricultural 10 Zone Amendments Allowing Manufactured Home Parks
- Marijuana Dispensary Moratorium Amendments
- Operation, Maintenance and Piping of Irrigation Canal Text Amendments
- Sunriver Community General District Text Amendment for Wireless Telecommunication Facilities
- ♦ Traffic Study Amendments



Matrix of Potential Future Projects

Potential Future Projects	Lead Division	Level of Complexity
1. Initiate Deschutes Junction Master Plan.	Planning	Significant
Review and, if necessary, update the Tumalo, Terrebonne, and Newberry Country Community Plans.	Planning	Moderate
3. Review signage for bicycle crossing across Highway 20 in Tumalo.	Planning / Road Dept.	Minor
4. Update Goal 5 wildlife inventories and maps, many of which were created or adopted in 1984 or 1992.	Planning	Significant
5. Initiate an amendment to Deschutes County Code to prohibit land partitions and/or cluster developments where a homeowners association and/or homeowners agreement is required and the final configuration results in only two parties with equal voting authority.	Planning	Minor to Moderate
6. Amend the zoning code to regulate RV camping or temporary uses on private property to require an electric drop to be installed if a utility services the lot, thereby eliminating the use of electric generators.	Planning	Moderate
7. Work with the Planning Division to investigate the potential benefits and drawbacks of adopting a County Grading Ordinance. This will entail examining the ICC model Grading Code, along with local adaptations utilized by other jurisdictions. Present a decision framework to the Board of County Commissioners.	Building	Moderate
8. Update the Goal 5 historic resources inventory descriptions as necessary.	Planning	Moderate to Significant
9. Conduct an inventory of potential properties eligible for landmark designation.	Planning	Significant
10. Review and update as necessary relevant County codes for consistency with State historic preservation laws and policies.	Planning	Moderate
11. Review DCC 13.12.205 Definition of Solid Waste and consider text amendments to provide clarity.	Code Enforcement	Minor
12. Prepare a multi-year CDD Work Plan based on Board direction, Planning Commission and Historic Landmarks Commission recommendation, citizen input, and Comprehensive Plan policies.	All	Moderate
13. Provide more content to the historic preservation story map descriptions.	Planning	Minor to Moderate
14. Improve the management and access of historic property records in partnership with other agencies and local museum resources.	Planning	Minor to Moderate
15. Conduct an audit of Board, hearings officer, and administrative quasi-judicial decisions and initiate text amendments to clarify, update, and reconcile inconsistencies based on changes in law, interpretations, and current conditions.	Planning	Moderate to Significant
16. Amend resource (farm and/or forest) land designations based on Board and Planning Commission direction, and pursuant to required State approvals and applicable laws.	Planning	Significant
17. Review and update DCC 13.08 Water Supply Systems	Environmental Soils	Minor to Moderate

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