

#### Program #91021B - Land Use Planning Customer Service

**Program Contact:** Karen Schilling 7/21/2015

**Department: Community Services** 

**Program Offer Type:** Innovative/New Program Program Offer Stage: As Adopted

**Related Programs:** 91021A

**Program Characteristics:** 

#### **Executive Summary**

This program offer is to add an additional FTE to increase program capacity to process land use applications and staff the public planning counter. The Program strives to provide excellent customer service. An additional FTE will improve the customer experience by allowing each planner to take more time to help constituents understand the land use review process due to reduced work case loads. The additional FTE will continue to build relationships and community support by allowing the program to take a more proactive approach in community outreach.

### **Program Summary**

Multnomah County is a unique and highly sought after location to live, work and recreate because the area offers vast open spaces, natural and scenic resources, forests and farmland. Land use planning develops and implements codes and policies to preserve the rural character by preventing urban sprawl. Current staff resources are at a minimal level with only three planners. Planners are carrying heavy workloads and are challenged with providing timely customer service. An additional FTE will allow the program to provide better customer service throughout the application process and will also provide capacity to be able to more actively engage with other agencies and the community helping to build partnerships.

Over the past three fiscal years, average planner case load has increased 74%. It can take a full year to train a new land use planner on Oregon land use law, the County's development code and the internal processes in the Planning office. Currently, 15% of staff are eligible for retirement. Staff resources are stretched thin and the ability to handle one person's extended absence, let alone a resignation or retirement, is a concerning challenge for the Department. With unexpected absences such as illness, cases have to be reassigned and balanced to ensure State mandated deadlines are met, taking a toll on each Planner's ability to manage cases.

In addition, with the current staffing levels there is limited capacity to address process improvements and special projects that include addressing county, regional and state planning initiatives such as climate adaptation, emergency preparedness, equity and sustainability. Additional resources will help the program prepare for a widespread disaster. This program offer demonstrates the county's commitment to serving the community needs.

This Program Offer advances the Department of Community Services Strategic Plan's goal of service excellence by delivering the most effective services possible to our customers in a timely, efficient and thoughtful manner. This will increase levels of customer satisfaction and improve customer access to service.

Performance Measures								
Measure Type	Primary Measure	FY14 Actual	FY15 Purchased	FY15 Estimate	FY16 Offer			
Output	Number of land use permit inquiries	new	new	new	535			
Outcome	number of land use actions taken	new	new	new	75			
Efficiency	% of land use decisions made in 120 days	new	new	new	90%			

#### **Performance Measures Descriptions**

These performance measures complement Program Offer #91021A. The output measure includes calls received and responded to, walk-in customers assisted. The outcome measure captures preliminary meetings held, land use reviews issued, zoning sign-offs completed within the fiscal year. Our efficiency goal is to issue final decisions within 120 days of when they are made complete.

## **Legal / Contractual Obligation**

Multnomah County must adopt a Comprehensive Plan that meets Statewide Planning Goals, including enacting implementing regulations as provided under ORS 92, 195, 196,197, 215 and 390. The County regulates land uses in the National Scenic Area in accordance with federal law. These land use laws mandate the County review all development within its jurisdiction, prescribe extensive procedures the County must follow to ensure due process and set out a timeframe within which land use reviews must be completed. The County must update its codes to comply with new laws adopted each legislative session or when the Gorge Commission revises its rules. The County must appoint a Planning Director and employ staff necessary to carry out these responsibilities.

# Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2015	2015	2016	2016
Personnel	\$0	\$0	\$97,973	\$0
Internal Services	\$0	\$0	\$11,027	\$0
Total GF/non-GF	\$0	\$0	\$109,000	\$0
Program Total:	\$0		\$109,000	
Program FTE	0.00	0.00	1.00	0.00

Program Revenues						
Total Revenue	\$0	\$0	\$0	\$0		

## **Explanation of Revenues**

## Significant Program Changes

Last Year this program was: