

We're
Ahead of the
Curve...

Take advantage of tomorrow's benchmark
in land use and building permit services today!



RENTON

AHEAD OF THE CURVE

Who We Are Our History and Scope

In 1991, the Development Services Division was created to accommodate future growth and anticipated economic expansion. A division of the Department of Planning, Building and Public Works, the Development Services Division coordinates land use and building permit processes.

What We Do For You

The Development Services Division is the place to go for information, permits or inspections relating to land development and construction within the city limits of Renton.

The Development Services Division provides:

- Public information regarding land use, public works, building and zoning regulations
- Permit application screening and intake
- Permit plan review
- Inspection
- Code compliance
- Complaint resolution
- Staff support for the Environmental Review Committee, Board of Adjustment, City Hearing Examiner and City Council



Our Objectives

Upon inception our objectives were to:

- Streamline the development permit process
- Make service improvements recommended by the Renton Chamber of Commerce's Blue Ribbon Committee
- Evaluate service levels from customer feedback
- Adopt a greater service ethic toward those we serve

Results

As a result of this effort, we have minimized overall timeframes, increased coordination and enhanced our customer service skills. The average land use permit timeframes decreased from 26 weeks to 6 to 12 weeks

and the average processing time for subdivisions—from initial plan submission to recording of the final plat—reduced from 80 weeks to 34 weeks.

We carry forth these objectives today and continually seek feedback to further improve our services.



Our Mission Statement & Goals

The Development Services Division's mission is to create and maintain a safe and pleasant physical environment by ensuring compliance with codes and land use regulations and assisting the public and the development community through the regulatory process in a polite, professional and helpful manner.

We pride ourselves on:

- Prompt assistance
- Empathy for customers
- Exploration of options
- Constructive advice
- Energy, enthusiasm and positive attitude

We're committed to:

- Providing dependable technical information and practical solutions
- Communicating in non-technical terms
- Meeting or exceeding the state guidelines for processing land use applications within 120 days
- Completing single-family plan reviews within 2 weeks
- Conducting requested inspections within 24 hours
- Responding to all telephone calls and e-mail inquiries within one business day
- Responding to all code enforcement complaints within 24 hours and resolving most complaints within 15 business days
- Providing excellent customer service through accurate, predictable and cost-effective service by qualified staff



Our Staff

The Development Services Division employs permit center staff, land use planners, plan reviewers, building inspectors and public works inspectors. Our staff consistently remains accessible and accommodating to your needs.

Our Services Include

DEVELOPMENT SERVICES DIVISION

CUSTOMER SERVICE CENTER:

Our state-of-the-art Customer Service/Permit Center furnishes information to the general public about building, public works and land use codes, as well as the information needed to complete the permit process quickly. Our 'one-stop' Service Center is designed

to allow customers easy access to all the City's development-related information. Our resources include maps, copies of the City's development regulations, and a dedicated customer computer connected to the City's permitting program.

FAST PERMITS:

Although Renton's rate of growth exceeds other jurisdictions, we maintain exceptionally quick processing times. Our efficient and friendly staff accentuates the effectiveness of this expedited permit system.

Recently the Washington State Competitiveness Council recognized Renton's streamlined permit processing as an example of successful regulatory reform that reduced processing time while



preserving high standards of environmental protection. The committee's Executive Summary recommended that the State of Washington "Institute regulatory reform at the Department of Ecology following the City of Renton's example."

Permit processing times vary based on the scale and complexity of the project, but most applicants can expect the following timeframes:

- Minor Land Use Application Review—6 to 8 weeks
- Major Land Use Application Review—12 to 16 weeks
- Single Family Building Permits—2 weeks
- Commercial Building Permits—4 to 6 weeks

THOROUGH, YET EXPEDITIOUS PLAN REVIEW:

Our division includes several plan review sections: Building, Public Works and Land Use. Plan review provides applicants with assistance and guidance regarding proper methods of construction and conformity with codes. Each section prides itself on being thorough and maintaining quick turnaround times. On average, the Building Section accomplishes 1,200 plan reviews per year, the Public Works Section completes 1,000 and the Land Use Compliance Section performs 550.

TIMELY INSPECTIONS & CODE COMPLIANCE:

We also offer several inspection sections: Building, Public Works and Land Use Code Compliance. These sections address life-safety and quality of life issues. We average more than 22,000 building site inspections per year, Code Compliance Officers carry out more than 750 code violation investigations and utility/street inspectors complete nearly 300 permit inspections yearly.

PUBLIC NOTICE:

One of our most important goals is educating the public on complex land use issues. Our objective is to encourage citizens to become positively involved in their community.

When new land use applications are submitted to the City, we mail notices to all property owners within 300 feet of the proposed site. We also post brightly colored flyers notifying neighbors of the application. Finally, we outline this information and other development projects on the Internet at www.ci.renton.wa.us.

We produce Land Use Update video segments on the City's public television Channel 21. Land Use Updates are broadcast daily and provide names, locations and site plans for current development proposals. Viewers may contact the City with comments and requests for information. Our goal is to provide an entertaining and informative form of public notification that enhances interest and involvement.

ENVIRONMENTAL PROTECTION:

We are responsible for assuring compliance with environmental regulations. During project plan review we ensure that proper setbacks from wetlands, steep slopes and other environmentally critical areas are maintained and we also conduct critical areas code enforcement and field inspections. We are vigilant in finding ways to accommodate the legitimate, but

sometimes conflicting, demands of economic development and environmental protection while maintaining quality of life. To meet our environmental protection mandates, we rely on citizen involvement to apprise us of any potential threat to the environment. Should you witness an environmental violation, please contact us at 425-430-7200. If the violation occurs after regular business hours, call the Renton Police Department by dialing 9-1-1.

PRELIMINARY PROJECT REVIEW OPPORTUNITY:

To assist in determining project feasibility and better prepare applicants for the development review process, we offer a free preliminary project review. Upon written request, City staff from various disciplines will review an applicant's preliminary project information prior to formal



submittal of a land use application. Prior applicants expressed high satisfaction with this informal, no-cost procedure because it allowed them to identify hidden needs in their projects and avoid costly plan revisions and permit delays. While most jurisdictions charge for similar reviews, Renton encourages applicants to come in and discuss their proposals early in the design phase, which further streamlines their formal permitting process.

EASIER ACCESS TO DEVELOPMENT-RELATED INFORMATION AND ON-LINE INSPECTIONS:

Our Web site offers access to building, land use, public works and sign permit application forms, information about land development proposals currently under review, definitions of development-related terms and an on-line complaint form. You may also e-mail

requests for zoning information and review the City's Development Regulations.

Hard copies of City Development Regulations are also available from the City Finance Department at 425-430-6850.

Our Web site is located at www.ci.renton.wa.us. Visit frequently to see what's new.

To better serve our customers, we recently installed Permits Plus®, a new and improved permit processing and tracking system. You can also use Voice Permits™, an interactive voice response system (425-430-7202), to schedule inspections or access permit status information.



Our Customers

Our customers have diverse requests and perspectives. They include individual property owners applying for residential building permits to commercial developers and design professionals, concerned neighbors and elected officials. We understand and respect the eclectic needs of all our customers.

We strive to continually improve our service. We welcome suggestions that will increase your satisfaction.

CUSTOMER COMMENTS

- “Friendly, extremely helpful and courteous.”
- “Nice new building. Old staff is still as good as ever.”
- “Yours is the only permit center in the area that goes smoothly. Thanks.”
- “I was in and out very quickly with all my questions thoroughly answered. Impressive.”
- “Superb, professional service . . . It makes a client want to do future business with the City.”
- “The submittal process was very thorough, yet painless, and made me feel as if everyone is paying attention to the details.”
- “Easiest in greater Puget Sound.”
- “Great counter knowledge.”
- “I am impressed with your attention to customer service.”
- “The terrific assistance and extra effort I received was unmatched anywhere else.”
- “Employees remain the City’s greatest asset.”



How To Contact Us

We're located on the Sixth Floor of Renton City Hall at 1055 South Grady Way. Our staff is available to answer your questions Monday through Friday between 8:00 am and 5:00 pm. Appointments are not necessary—our staff operates on a first-come, first-served basis. You'll rarely encounter more than a five-minute wait for assistance.

PERMITS

General Permit Questions - (425) 430-7200
Building Permits & Status Inquiries - (425) 430-7276
Land Use Permits - (425) 430-7294 or 7289
Sign Permits - (425) 430-7200
Water and Sewer Permits - (425) 430-7266

INSPECTIONS

Building Inspection Requests - (425) 430-7202
Public Works Inspection Requests - (425) 430-7203
Inspectors - (425) 430-7200

INFORMATION

General Division Information - (425) 430-7200
Building Code Technical Information - (425) 430-7290
Complaints (Bldg., Land Use) - (425) 430-7269 or 7386
Critical Areas Information - (425) 430-7294 or 7289
Drainage, Street & Utility Questions - (425) 430-7266
Energy Code Technical Information - (425) 430-7276
Fax Number (425) 430-7231 or 7300
Sign-Related Questions (425) 430-7294 or 7289
Zoning and Land Use Info (425) 430-7294 or 7289

CUSTOMER SURVEYS

We monitor customer satisfaction through customer surveys and citizen comment cards. Comment cards are available at the Sixth Floor customer service counter or we will mail or fax one to you if you call us at (425) 430-7200.

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