

**CLARK COUNTY COUNCIL  
COUNCIL TIME  
MINUTES OF JUNE 13, 2018**

The Board convened in Conference Room 698, 6th Floor, Public Service Center, 1300 Franklin Street, Vancouver, Washington. Chair Marc Boldt, Councilor Eileen Quiring, Councilor Julie Olson, Councilor John Blom and Councilor Jeanne Stewart present.

**12:30pm.**

**Old Business**

**Citygate Update**

Mitch Nickolds reported on the Citygate update. Mitch outlined that first they wanted to establish a baseline where constituents can succeed with the county. The strategic recommendations are easy to implement without changing much of the process. These “low hanging fruit” items include checklists for customers (itemized list of things a customer needs to have a successful permitting process), checklists for staff to ensure all requirements are met, lead support to permit counter to ask customers clarifying questions, and proactive customer service for quality control and quality assurance. Additionally, they are setting up concierge service in each division to ensure that for the larger projects there is a single point of contact who knows exactly where the permits are in the process.

The next phase is a more detailed analysis, including reverse-engineering a tax lot permit for a single family residence, identifying all the touch points, competing reviews, non-value-adding processes, all bottlenecks and pinch points that impedes the final delivery of the review and permit being given to the customer. They will implement a functional oversight team, which will eventually evolve into a benchmarking/continuous improvement team. This includes internal review partners and external customers. Councilor Olson asked if this plan was going to be implemented on commercial permitting projects as well, to which Mitch replied yes, specifically with schools that have multiple buildings on one piece of land and the highway 99 development plan. The functional oversight team will be the guiding voice, and they have included the auditor’s office in the construction of that team, to ensure the checks and balances are in order.

They want to track their goals and progress as well as implement a dashboard to provide data to Clark County and the public. The wait times in the permit center has been reduced 40 minutes, and are currently are working on the backlog in the lead permit queue. They would like to add another plans examiner to their team. Councilor Olson asked what they needed from the council and if he was getting the support needed. Mitch stated that he felt the support from the council, and asked only for more communication and more honesty. Councilor Quiring asked about the checklist, which is to be implemented at the end of June. Mitch clarified that the list will be finalized at the end of June, and will be implemented in approximately 60 days after the fact. What they are trying to avoid is competing reviews. Councilor Quiring also stated that one person, who is an expert in the field, reviews the documents and submits feedback to the customer; when the customer completes the tasks, someone else in the department reviews the items and submits different feedback to the customer. Mitch clarified that this was another pinch point that will be corrected. Mitch stated that there will be 25-30 two-to-three minute tutorials about how to apply for permits, get through inspections, and common inspection tips to help customers be better prepared for visits. Mitch outlined how he planned to make every residential permit into a lean permit.

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**Shoreline Permit Review**

Councilor Blom refreshed the council on the shoreline review for ADU housing. He spoke to Senator Wilson, who is taking it to the State of Ecology. Jim stated he would have follow up next week.

**New Business**

None.

**Council Report**

Councilor Boldt had a conversation with team Hwy 99 about expectations, especially regarding the half mile on each side of Heritage Farms. Jim will direct options to Oliver Orjiako.

Councilor Stewart discussed Highway 99 and the street barriers that had been put in on 63<sup>rd</sup> St. Transportation investigated and stated that the businesses that were complaining about minimized access by the barriers were still accessible by a private road. However, the private road is not able to cross right out of the business parking lot because of a double yellow line. Heath Henderson told Jim Rumpeltes that because it was out of a driveway, that it is legal to turn right even with the double yellow line.

**Staff Reports**

None.

**Report from Task Forces, Commissions and Boards**

C-Tran makeup is the same as before.

**Lindsey Shafar Report on Policy Issues**

None.

**Legislative Update – none.**

*The Council adjourned at 1:12 pm for four executive sessions – one on pending litigation, two contract negotiations, and one personnel update for one hour with no action.*

*The Council adjourned at 2:15pm.*

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BOARD OF COUNTY COUNCILORS

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Marc Boldt, Chair

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Jeanne E. Stewart, Councilor

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Julie Olson, Councilor

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John Blom, Councilor

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Eileen Quiring, Councilor

ATTEST:

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Rebecca Messinger, Clerk of the Council

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*Note: The audio recording for Board Time meetings can be accessed on the county website ([clark.wa.gov/thegrid](http://clark.wa.gov/thegrid)) on The Grid.*