



CITY OF BEND

COMMUNITY  
DEVELOPMENT  
DEPARTMENT

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# Annual Report

July 1, 2012 - June 31, 2013

## Community Development Department

The Building, Planning and Engineering Divisions, Code Enforcement, Signs and Addressing make up the Community Development Department. The Department is consolidated on the ground floor of City Hall.

Over the past few years the Community Development Department developed a Strategic Plan identifying goals and action items to further the Department's Mission Statement:

**"Through communication, dedication and service we assist in the development, enhancement and preservation of a safe, beautiful and functional community"**

This Annual Report is the product of one of our Strategic Plan action items that addresses a department goal to communicate the benefits of what we do and promote CDD success. To that end, the City's website is a valuable tool used in accomplishing our Strategic Plan Goals. CDD uses the website to share information internally and to get information out to the community. It is updated regularly with the latest permitting activity, code and fee changes, UGB information, historical information and other events happening within the department that affects the community. We also ensure that permit applications for all types of activities remain up to date and that outdated materials and information is removed from the site. The department is always open to feedback so please forward any comments and suggestions to [bendcdd@bendoregon.gov](mailto:bendcdd@bendoregon.gov)



## Director's Message

Hello. Welcome to the Community Development Department's annual report. In this issue you will learn about the programs and activities conducted by the Department over the past year. It was a busy year! The economy recovered more quickly and more strongly than we anticipated. The work volume in planning, building and engineering nearly doubled over the previous year.

Fortunately, efficiency measures implemented by the Department during the recession have allowed us to process more work with fewer staff than we did during the "boom" years of 2000 to 2007. For example, where it took 26 plans examiners and inspectors to process 1,550 permits in 2007, six years later we processed 1,565 permits with 14 examiners and inspectors.

The development activity shows significant and sustained upward trends in both planning and building applications. As the work volume continues to increase, affecting our ability to maintain acceptable permit review times, we continue to pay overtime and hire new staff to keep up with the pace of the economy.

We use technology to improve customer service and increase efficiency. This is demonstrated in the number of customers who visit the front counter to obtain permits versus the number who now go online to apply and pay for permits. Our webpage has become more useful to our customers seeking information about the City's permits, codes, fees or maps. You can also learn all you ever wanted to know about the Urban Growth Boundary by visiting the website.

Our planners have been very busy this year with state legislation that affects planning for urban growth boundaries. They have been active in developing legislation and rules for evaluating boundaries which may be helpful to the City as we pursue our boundary expansion. As you can see in the report the Long Range Planners have been engaged in completing work that supports our expansion effort like the water and sewer public facilities plans and transportation modeling for the metropolitan regional transportation plan.

As we look forward to 2014, we see a continuation of a strong market for new residential, a moderate increase in commercial activity, and a large increase in publicly funded projects like an OSU Cascades residence hall and classrooms, Central Oregon Community College dormitory, and two new schools by Bend La Pine School District. Please be aware that the urban growth boundary effort will kick into high gear next year as we begin to engage the community on growth issues related to housing and economic land need and scenarios for efficient use of urban land.

In closing, I want to recognize all the staff in the department for their professionalism and willingness to make changes to improve service. Our motto is fast, fair, friendly and flexible, and the staff exhibits these qualities in their daily actions with our community and I am very proud of them.

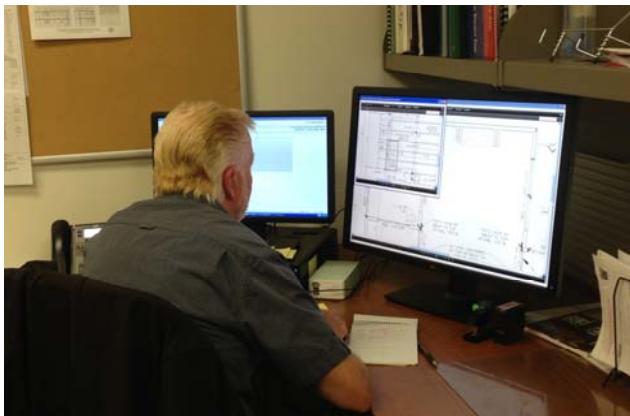
Cordially,

Mel Oberst, Community Development Director



## ePlans = Efficiency

The Department has realized many great returns on the investment into ePlans. Last year's report focused on the sustainability generated by the use of ePlans. With the economy coming back and the volume of work dramatically increasing due to revival of the development industry, efficiency is our focus in this issue.



In 2008 the Building Safety Division began utilizing ePlans but still allowed for paper plan submittals. In 2010 the division required all projects to be submitted through ePlans. Sign permits went electronic in July 2011. The division has realized an increase in efficiency of 68% between 2008 and 2012 that can largely be attributed to ePlans.

In 2008 the division reviewed 68 plans per individual full time equivalent staff (FTE); in 2010 the division reviewed 84 plans per FTE; in 2012 the division reviewed 136 plans per FTE and in 2013 the division is slated to review 142 plans per FTE. While the efficiency has been substantial, upgrades to business practices and programs are continually being made to maintain efficiencies in all work areas. In 2010 the Planning Division began utilizing ePlans and averaged 48 reviews per FTE; in 2011

the division completed 63 reviews per FTE; in 2012 the division completed 106 reviews per FTE and is on track to meet or exceed the 2012 reviews in 2013. The Planning Division realized an increase in efficiency of 69% from 2010 to 2013.

The Department is enthusiastic about the efficiency gained by utilizing ePlans to its fullest capacity. The Department's internal and external customers have also realized efficiency gains on their end. Other city departments and outside agencies that are required to review development and construction plans can do so without leaving their office and without unrolling large rolls of plans at their desk. Plans can be shared electronically in conference type settings and projected on screens with various parties participating from multiple, different locations. This results in clear, precise communication. Customers are obtaining quicker, unambiguous response to reviews as the software allows thumbnails of the impacted areas to be sent with correction notices so the correction item is clear and definitive. Designers outside the city are finding the submittal and review process very accessible to them, especially those in different time zones.



## The Permit Center

The City of Bend Permit Center serves as a community resource where citizens can receive permit information, answers to questions that pertain to city infrastructure, public improvement projects and planning and zoning standards.

Permit activity has risen significantly over the last year and the Permit Center is feeling the effects of the upward trend in the economy. While the numbers of permits submitted to the permit center substantially increased, the number of visitors to the permit center decreased by approximately 6%. You may ask

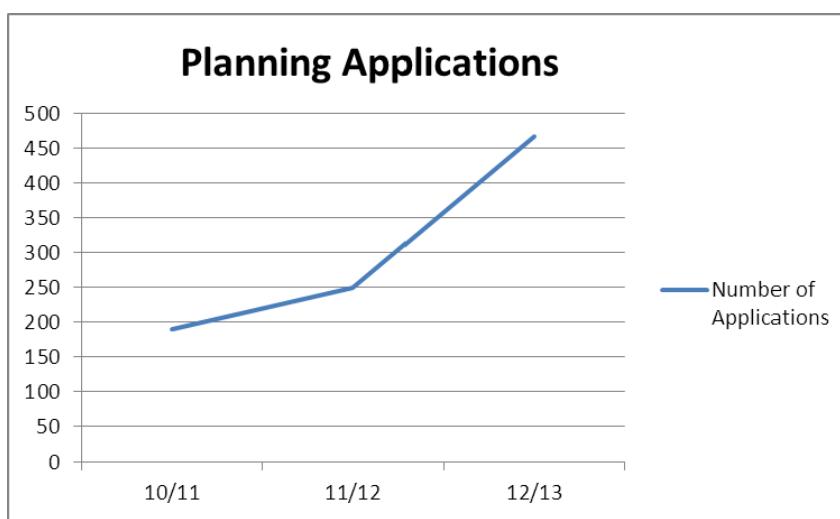


is that a bad sign? The answer is no. The discrepancy in numbers is positive and indicates that a majority of the permitting process is completed electronically and that more customers are embracing the technological change. Others items that would have contributed to the reduction in customer visits is the enhancement to the CDD website and our GIS mapping system, the expansion of the electronic permitting system to allow for permit approval packets to be issued electronically and the consolidation of permits on single family homes.

In evaluating our changes, we see the value in providing City services that serve our customers remotely. Over the next year we will focus on enhancing those services as a way to maintain efficiency for the department and better serve our customers.

In an effort to improve our service through technology, we do not want to lose sight of the human element and welcome any feedback that our customers have concerning their experience with us.

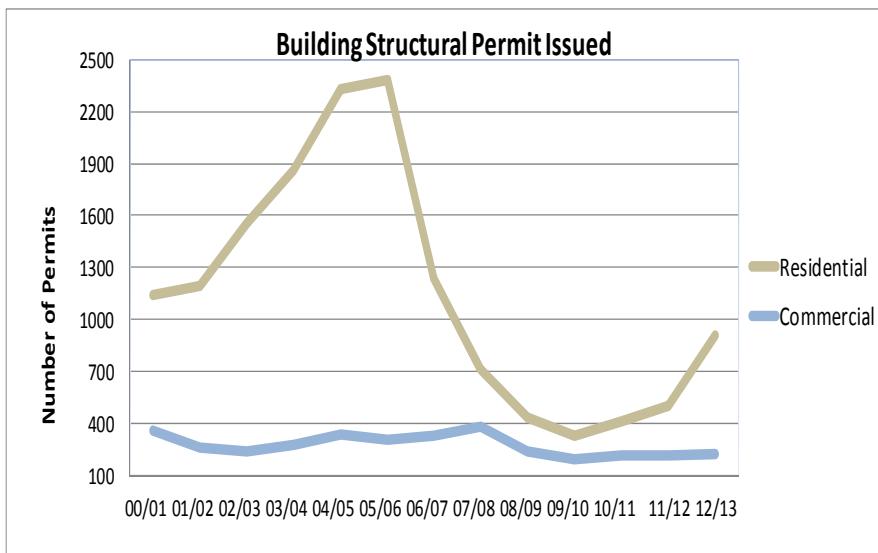
## Development Activity



**Planning** – Planning activity increased substantially during the past year as illustrated. The Division has received a variety of applications ranging from vacation home rental permits, new commercial buildings and new residential subdivisions. Because of the increased work load, the Division hired a new Associate Planner.

**Building Safety Division -** During the 2012/2013 fiscal year the Building Safety Division issued 737 permits for new home construction, a 67% increase over last fiscal year. Additionally, the Division issued 210 permits for remodels and additions to commercial structures and 10 permits for new commercial buildings during the 2012/2013 fiscal year. The Building Division has added one new full-time inspector and contracted with two additional inspectors for "on call" work.

Sign permits are logged in as building permits. A total of 425 Sign permits were issued and 288 sign code violations were resolved without issuing any citations.



**Private Development Engineering -** Over the past year the Private Development Engineering Division has experienced a tremendous increase in development activity. This increase translates into more public improvements being constructed through private development projects. In order to keep pace with the workload demands and reduce turnaround times, the division will be seeking approval from the City Council to add an additional engineer. The new engineer will assist the City Engineer, Russell Grayson, with plan review and fielding infrastructure improvement questions as they relate to private development projects.



Aside from the development review, the Private Development Engineering division continues to coordinate with other City Departments to analyze the City's infrastructure needs and develop a project list with funding strategies.

Updates to the City Standards and Specification are currently underway. The goal is to have the updated document ready for adoption by Council in early 2014 in preparation for the 2014 construction season. The update will include several housekeeping edits as well as procedural changes to the Private Development processes. This update process will include public outreach and discussions with stakeholders including local developers, engineers, and contractors prior to bringing the revisions to Council for adoption.

**For more information, go to:  
[bendoregon.gov/privatedevelopmentengineering](http://bendoregon.gov/privatedevelopmentengineering)**

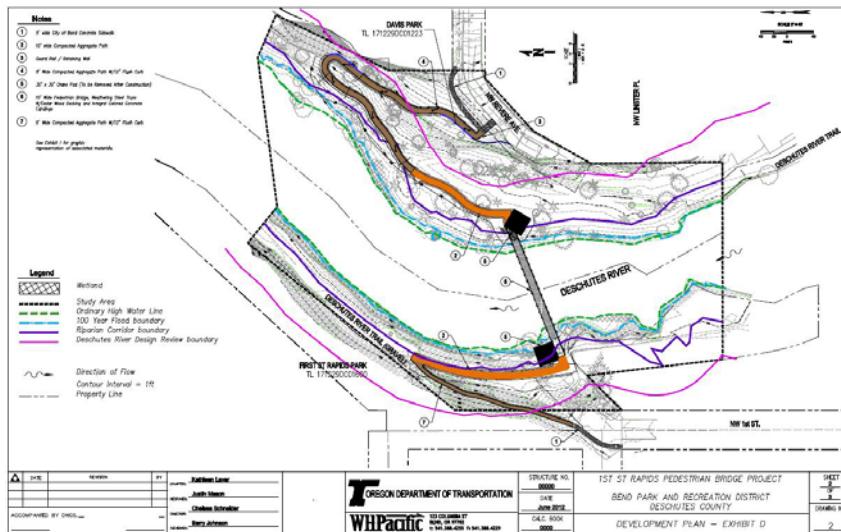


## 2012 - 2013 Development Highlights

Below are just a few of the big projects that have been reviewed by the Planning and Building Division staff over this past year. Several projects are already completed or under construction.

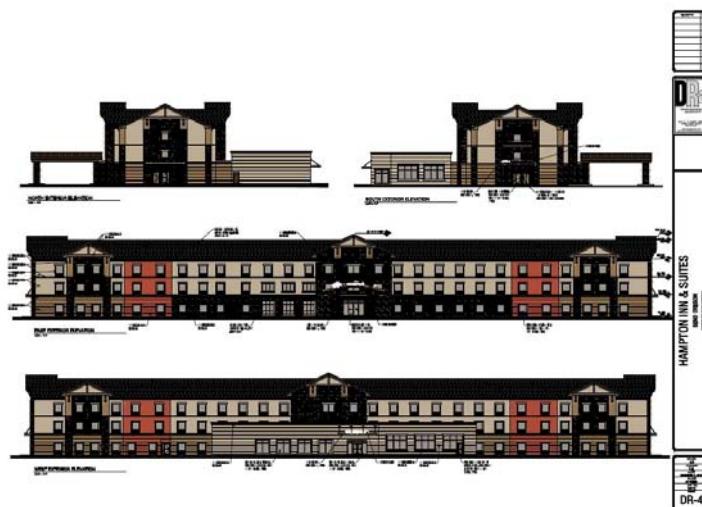
### Approved Planning Projects:

- A new Walgreens approved at the corner of 3<sup>rd</sup> and Franklin
- Northwest Crossing plan amendments to update the district and facilitate the development of the Discovery Park area
- Market of Choice grocery store between Colorado and Arizona
- An Urban Growth Boundary expansion on Skyliners Rd. for the Universalist Church
- Expansion of Suterra's manufacturing facility
- Miller Landing Park
- First Street Rapids Bridge
- A 50-unit Touchmark assisted living facility
- A 70,000 square foot Hampton Inn in the Old Mill District
- A 104 unit Sage Spring apartment complex
- River's Edge Phases 14 and 15, a 40-lot subdivision



### Building Projects under construction:

- 37,870 sq ft addition to the Terrace Lodge at Touchmark
- Hampton Inn – new 114 room motel
- 13,110 sq ft addition to the Bend Rock Gym
- Sage Springs Apartments – new 11 building /104 unit apartment complex
- Lithia Honda - new show room
- Touchmark - 27,870 sq.ft. expansion
- Bend Rock Gym - 13,110 sq ft



## Land Use Legislation

The Long Range Planning Division worked closely with the Central Oregon Cities Organization (COCO) and with the League of Oregon Cities to help pass two keys bills related to planning for urban growth boundaries. HB 2253 directs the Population Research Center at Portland State University to prepare forecasts of population for counties and cities outside of the Metro region for land use planning HB 2254 was product of the Governor's Urban Growth Advisory Committee and outlines new methods for evaluating and amending urban growth boundaries. In addition, LRP and COCO were successful in taking a legislative concept from 2013 HB 3362 and using it to develop a budget note for the Oregon Department of Land Conservation and Development. The budget note reads:

- 2) *The Department of Land Conservation and Development shall work with interested parties to develop recommendations for improving the processes through which local governments develop post-acknowledgement plan amendments under ORS 197.610 through 197.625. The issues to be addressed shall include, but will not be limited to: public notice of post- acknowledgement plan amendments, public review of amendments and changes to these amendments, conduct of hearings on legislative land use decisions, including applicable criteria.*

## Work in Support of the UGB

**Bend Urban Growth Boundary (UGB) Remand** - The UGB remand is currently the top priority of long-range planning staff. In the winter of 2012, a new project manager position was created to begin reframing and completing this project. Since then, the focus has been on meeting with the community and Remand Task Force to assess the best and fastest way to complete this project while also engaging the public. Staff has been working on key elements of the UGB remand which also have a broad and immediate impact on making land inside the existing UGB serviced with water and sewer infrastructure. This work includes the Water Public Facility Plan, Collection System Master Plan, and Metropolitan Planning Organization Transportation Demand Model; all of which must be completed to move forward on the UGB remand. The City obtained a time extension from the Land Conservation and Development Commission that requires the UGB remand to be completed, adopted, and submitted to the Department for review by June 30, 2017. Staff has been working with the Remand Task Force monthly since July to recommend to the City Council how to complete the project by April 2016, provide sufficient resources to the project to enable a more collaborative process involving the public, the creation and analysis of infill and expansion scenarios, and more focused public education and involvement. Project staff meets regularly with different community groups such as commercial and residential realtors, the Chamber of Commerce Board of Directors, the Bend Economic Development Advisory Board, and Central Oregon Landwatch to seek their input and provide information about the project. In 2014, expect to see the UGB remand project invigorated and supported to determine the city's 20-year need for residential and economic lands, identify areas for infill and redevelopment, and determining how to analyze where to expand the UGB in the future.

**Water Public Facility Plans** - Long Range Planning worked closely with the City Attorney's office to develop an amended Goal 11 Water Public Facilities Plan (PFP) for the General Plan. The City Council adopted a 2012 Water PFP that was subsequently appealed to LUBA. In November 2012, LUBA issued a remand order for the Water PFP, outlining what changes needed to be made to the PFP. LRP staff worked with the City Attorneys and Public Works staff to incorporate these changes into a 2013 version of the Water PFP. The Water PFP was subsequently adopted by the City Council in April 2013.

### **Collection System Master Plan and Sewer Infrastructure Advisory Group**

Long-range planning staff are assisting the city's Engineering Infrastructure Planning Division with land use analysis and planning for the ongoing Collection Systems Master Plan for wastewater. Long-range planning has been working with other staff and the Sewer Infrastructure Advisory Committee on planning related issues associated with this infrastructure plan. This plan is expected to be completed in early 2015, and is needed to complete the city's Urban Growth Boundary expansion work.

**MPO Transportation Demand Model** - Long Range Planning also began working with the Bend MPO to update the Metropolitan Transportation Plan. LRP staff began updating the 2010 land use base model as a foundation for further work on a 2040 scenario for the MTP. This work on the MTP will provide a platform for completing additional transportation modeling in support of the UGB remand.

## Special Projects

City planning staff is often called upon to work on special project that benefit the Bend Community and the greater Central Oregon region. Below are a few of these projects:

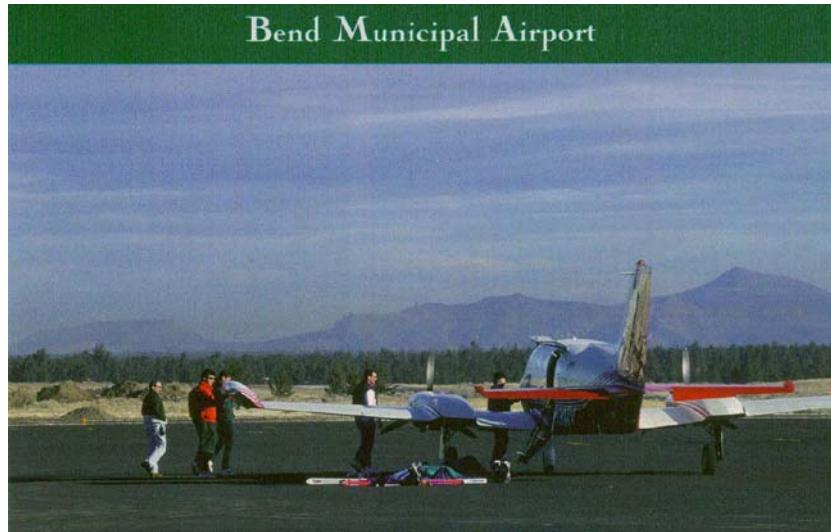
**Transportation and Growth Management (TGM) grant** - In the Fall of 2012, the City received a TGM grant to continue work on a portion of the Central Area Plan known as the Bend Central District. The Bend Central District is an area adjacent to Bend's existing downtown core that is physically separated from downtown by the Bend Parkway and the Burlington Northern Railroad tracks. The grant will help to establish the Bend Central District as a Multi Modal Mixed Use Area (MMA) that will serve future development needs and provide for improved connectivity, safe access and mobility. The project will establish a boundary for the MMA. The project will also include draft General Plan, Transportation System Plan, and Development code amendments that will entitle the Bend Central District for future land use implementation and redevelopment.

The **Large Lot Industrial Lands Program** in Central Oregon resulted in an Intergovernmental Agreement between all cities and counties in Crook, Jefferson, and Deschutes Counties as well as the Central Oregon Intergovernmental Council to cooperatively create an ongoing supply of large lot (50+ acre) industrial sites for large employers. This agreement, in addition to new Oregon Administrative Rules, pave the way for cities in the region to add land to existing Urban Growth Boundaries to meet unmet needs for large industrial sites.

(Continued from page 9)

**Airport Master Plan** - The Long Range Planning staff assisted in planning, analysis, and project management of the recent update to the Bend Municipal Airport Master Plan. The city's municipal airport needed a new plan to guide its growth for the next 20 years in response to rapid growth and development at the airport. This process involved extensive public engagement through an advisory committee consisting of airport users, neighbors, and aviation

related businesses. The airport is an important economic development engine for the city and region, and this plan positions the airport to grow in a manner that improves safety and provides for additional expansion. Key elements included a runway expansion to the north, additional development on the east side of the airport, new land use codes, and new runway, taxiway, and parking configurations to meet the needs of future growth. This planning process will conclude in August 2013, and will lead to an amendment of the Deschutes County Transportation Systems Plan and Comprehensive Plan in order to implement the new airport master plan.



## GreenSTEP Model

Oregon Department of Transportation's (ODOT) Transportation Planning Analysis Unit has developed the GreenSTEP model, a planning tool to estimate greenhouse gas emissions from the surface portions of the transportation sector and to assist in determining how the transportation sector can meet the statewide emissions targets in the future.

In the summer of 2013, the Oregon Sustainable Transportation Initiative (OSTI) gave a presentation to the Bend Metropolitan Planning Organization (MPO) on the use of the new GreenSTEP model. The Bend Metropolitan Planning Organization (MPO) is joint city-county-state planning organization focused on transportation planning in the Bend Area. The State of Oregon created GreenSTEP for MPOs to use as a tool in land use planning, with a particular focus on testing land use scenarios that would reduce the generation of green-house gas emissions (GHG). The City is exploring the use of GreenSTEP as a potential tool for evaluating land use scenarios in conjunction with the travel demand model to satisfy the Urban Growth Boundary Remand Order.

The Long Range Planning staff coordinate closely with the MPO on traffic modeling work needed to satisfy the UGB remand order, including work related to demonstrating that future land use plans will result in a per capita reduction in vehicles miles traveled (VMT) over the planning period. The City and MPO will be coordinating to evaluate scenarios through the State's travel demand model to address the remand order and the requirements of the State's Transportation Planning Rule (OAR 660-012).

## City of Bend Code Enforcement

Code Enforcement within the City of Bend is complaint driven. In the past year, 700 active cases were investigated. All but 34 of these cases were resolved through voluntary compliance. Calls for fire fuels abatement make up the majority of the code enforcement calls in the summer months. Code Enforcement works closely with the Bend Police, Bend Fire, and Community Development to ensure a vast variety of municipal codes are enforced. In the winter of 2013, Code Enforcement implemented a new enforcement program to educate property owners that have noxious weeds on their property. Over 900 property owners were mailed educational materials. Enforcement of this new program is set to take place in the spring of 2014.

### Noxious Weed Program

The Code Enforcement Division is currently in the process of educating the public on the Noxious Weed Program. Code Enforcement is looking for the public's help to eradicate invasive weeds from our city.

Noxious weeds are non-native, aggressive plants brought to the U.S. accidentally or on purpose. These plants are invading vast areas across the West, Deschutes County and the City of Bend. Noxious weeds increase soil, erosion, reduce habitat for wildlife, rob native plants of water, nutrients and light and are potentially toxic to humans and other animals. Noxious weeds are very difficult to control. There are no natural predators in our area to keep the weeds from spreading. Their seeds can remain viable for many years. The weeds have extensive root systems which can sprout after the tops have been removed, therefore controlling noxious weeds should be a priority of all property owners.

### What Can You Do?

- Become familiar with local noxious weeds
- Report weed sightings to the City of Bend's Code Enforcement Division
- Keep pets and other animals out of weeds and brush and remove seeds from the animal if they become attached to their hair

Call Julie Craig at 541-388-5527 for more information



Dalmatian Toadflax



Spotted Knapweed



Diffuse Knapweed



Orange Hawkweed



Yellow Flag Iris

## CITY OF BEND

Community Development  
Department  
710 NW Wall Street  
Bend, Oregon 97701

We're on the web  
[www.bendoregon.gov/](http://www.bendoregon.gov/)  
CDD

*"We strive to provide  
fast, fair, friendly, and  
flexible planning,  
building and  
engineering services to  
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## Looking Ahead

There are a number of exciting opportunities coming our way in the coming year. All of the projects below are included in the Bend City Council Goals for 2012- 2013.



### **OSU Cascades** has become a reality!

In December 2012 Governor Kitzhaber unveiled a proposed budget of \$16 million to transform OSU Cascades into a four-year university.

The City's role will be to assist OSU Cascades develop on their selected site for the campus. A crucial component of the effort will be to create a land use district that anticipates all of the elements necessary to make the university successful while also considering the needs of the surrounding neighbors. The district will have a land use element, a public facilities element, and a transportation element. Its creation will be conducted in an atmosphere of strong public involvement.

**Historic Preservation Code Revision** will bring the Preservation Code into consistency with other recently amended portions of the Bend Code and Bend Development Code. In January of 2012, the City Council created a separate Bend Landmarks Commission, comprised of five members with jurisdiction over the historical resources within Bend's UGB. The revised Code will provide better direction for which types of land use decisions may be made at the staff level and which types should be subject to a hearing before the Landmarks Commission. Completion of the project will also allow the Landmarks Commission to meet its obligations to the State Historic Preservation Office (SHPO) to be fully recognized as a Certified Local Government.

**Planning Fee Evaluation** will establish policy for how to sustainably and equitably fund the Planning Program in the Community Development Department by aligning funding sources with Program services. Staff will engage the Advocacy subcommittee of the Bend Economic Development Advisory Board in evaluating the funding options. The goal is to align the services provided by the Planning Division with relevant funding sources in order to provide an equitable distribution that enhances economic development and provides the basic services needed by the community.

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