

Local Services' Product Catalogs

As part of its efforts to improve services for residents, DLS partnered with agencies to develop product catalogs as a building block to track the cost and quality of services delivered in unincorporated King County.

These product catalogs have evolved through the 2019-2020 budget process, with feedback from agencies and key stakeholders, and form the basis for the commitments contained in the service partnership agreements (SPA). DLS and agencies will use the product catalogs and SPA to better understand and improve the quality and quantity of programs, services, and facilities provided. Beginning in 2019, DLS will begin annual reporting on the metrics tracked in the product catalogs and SPA. This is a more formal approach to tracking services than the County has used in the past, and the list of programs, services, and facilities tracked, as well as the product catalogs themselves, will evolve over time.

For the initial list of products included, please see the table below.

Department	Division	Product
DES	Animal Services	Shelter Services
DES	Animal Services	Field Service Patrol
DES	Animal Services	Pet Licensing
DLS	Permitting Division	Permits
DLS	Permitting Division	Inspections
DLS	Permitting Division	Code Enforcement and Abatement
DLS	Permitting Division	Subarea Planning
DLS	Permitting Division	Business Licenses
DLS	Roads Services	Roadways
DLS	Roads Services	Bridges
DLS	Roads Services	Traffic Control
DLS	Roads Services	Drainage
DLS	Roads Services	Roadside
DNRP	Parks	Local Passive Parks
DNRP	Parks	Local Active parks
DNRP	Parks	Programs
DNRP	Stormwater Services	Stormwater – Facilities
DNRP	Stormwater Services	Pollution Prevention
DNRP	Stormwater Services	Technical Assistance
DPH	Environmental Health	On-Site Sewage Systems
DPH	Environmental Health	Plumbing and Gas Piping Inspection

Product Catalog – Regional Animal Services of King County

Product: Shelter Services

Description:

The animal shelter is a place where animals, nearly all dogs and cats, can be cared for pending placement in a new forever home. Professional staff, an onsite veterinary clinic, and highly active volunteer and foster programs provide animal care 365 days a year. Adoption assistance and customer service at the Kent animal shelter and adoption centers are available routinely seven days a week.

Shelter services include:

- Kenneling
- Lost pet matching and redemption (Online lost and found)
- Eight off-site adoption locations throughout King County
- Veterinary medical and surgical care
- Volunteer program including off-site foster animal care support
- Transfer based space available rescue of pets at risk for euthanasia
- Donation-funded veterinary specialty care for rehabilitatable pets

Outcome:

- Animals sheltered - capacity 47 dog kennels, 217 cat kennels, 10 other
- Lost & found pet redemptions
- Adoptions
- Prevention Spay Neuter (S/N) surgeries
- Volunteer opportunities

Output Units & Cost (2019-2020):

- Animal Intakes in the unincorporated area: 3,800
- S/N surgeries: 3,100 (2,200 adoption pets, 900 public, e.g. feral cat sterilization)
- Volunteer count/hours: 766 active volunteers; 120,523 hours

Critical Quality Standards:

- Behavioral enrichment and medical management
- Shelter/offsite adoption locations meet SKCPH licensing requirements
- Live Release Rate

Budgeted cost, net of revenue, is shared with 24 contract cities and unincorporated King County.

Estimated Budgeted Allocable Cost for two years (2019 and 2020): \$2.1 million

Product: Field Service Patrol (Unincorporated King County)

Description:

Services include the operation of a public call center, dispatch of animal control officers (ACO) and vehicles, investigating complaints (e.g. nuisances, barking, animal bites) and animal cruelty, collecting and delivering animals to the Animal Shelter and Adoption Center in Kent. Animal control field service calls for service are prioritized by severity (1-5) for triaged response and follow up action. There are three control districts geographically located (north, east, and south) for officer staffing.

Program Capacity

- 11 Animal Control Vehicles
- Call Center (M-F 8:30 – 4:30)
- Seven (7) day per week response for routine field services
- 7 x 24 hour response to afterhours priority calls (Emergency response assist, injured animals, animal threatening)

Outcome:

- Timely response and resolution to resident animal complaint
- Access to King County Hearing Examiner to independently assess appeals of any enforcement action

Output Units & Cost (2019-2020):

Biennialcalls

- Priority 1 – 3 initial calls: 1,100
- Priority 4 & 5 initial calls: 2,300

Budgeted cost, net of revenue, is shared with 24 contract cities and unincorporated King County based 20% on population and 80% on average usage, per Interlocal agreement.

Estimated Budgeted Allocable Cost for two years (2019 and 2020): \$1.4 million

Critical Quality Standards:

- Equipped ACO vehicle
- Geolocation in ACO vehicles
- Chameleon data system access
- Trained ACO
- Response time to complaints

Product: Pet Licensing (Unincorporated King County)

Description:

Dogs and cats are licensed providing easy identification of stray pets (leading to prompt return) and to provide base funding for animal services. Marketing and education via direct mail, social media, and neighborhood campaigns.

Program Capacity

- 24/7 Online Pet Licensing (new & renewal)
- Mail-in and counter sales
- ~65 Pet licensing Sales Partners
- ~400 Pet License brochure (“Tag you’re it”) partners
- After-hours tag telephone information service to identify lost/found pets

- Enhanced Licensing Support Services available on a fee for service basis

Outcome:

- Number of Dogs and cats licensed
- Revenue for pets licensed

Output Units & Cost (2019-2020):

- Biennial licenses issued: 62,000

Budgeted cost, net of revenue, is shared with 24 contract cities and unincorporated King County based 20% on population and 80% on average usage, per Interlocal agreement.

Estimated Budgeted Allocable Cost for two years (2019 and 2020): \$0.5 million

Critical Quality Standards:

- Timely issuance (cycle time)
- Online license sales portal availability
- UKC Pet License Compliance

Product Catalog: DLS - Permitting Division

Permitting - Permits

Description:

The Permitting Division issues land use and building code permits for Unincorporated King County. The acceptance of complete permit applications includes reviewing application materials for conformance with applicable codes and laws, requesting revisions or additional information, issuing permits for compliant applications.

Outcome:

- Protection of the built and natural environments
- Structures that are resistant to fire, earthquake, flood damage
- Prevention of environmental degradation

Output Units & Cost (2019-2020):

Biennial application volume:

- Residential building: 6,000
- Commercial building: 1,000
- Land use/other: 2,400

Critical Quality Standards:

- Permits issued comport with State and Federal laws and King County code
- Customer service
- Response time to plan submittal

Biennial cost:

- Residential building: \$6.7 million
- Commercial building: \$4.0 million
- Land use/other: \$6.4 million

Average Cost per permit:

- Residential building: \$1,100
- Commercial building: \$4,000
- Land use/other: \$2,700

Permitting - Inspections

Description:

The Permitting Division employs a combination of electronic and in-person methodologies to confirm approved structures and/or equipment are built or installed according to plans and applicable codes.

Outcome:

Protection of the built and natural environments: structures that are resistant to fire, earthquake, flood damage; prevention of environmental degradation by assuring conformance to permit requirements.

Output Units & Cost (2019-2020):

Biennial inspection volume:

- Residential building: 25,800
- Commercial building: 9,600
- Land use/other: 660

Biennial cost:

- Residential building: \$7.3 million
- Commercial building: \$4.6 million
- Land use/other: \$1.5 million

Average Cost per inspection: \$372

Critical Quality Standards:

- Permits issued comport with State and Federal laws and King County code
- Inspection requests fulfilled within 24 hours
- Inspection results posted on-line upon completion of inspection

Permitting - Code Enforcement and Abatement

Description:

The Permitting Division provides a resident initiated process whereby the Division confirms violations of County maintained codes then works iteratively with violator to gain compliance either voluntarily or through legal processes.

Outcome:

Resolution of code violations within 120 days

Output Units & Cost (2019-2020):

- Biennial Violations opened: 2,000
- Biennial cost: \$4.4 million
- Average Cost per unit: \$2,200

Critical Quality Standards:

Percent of resolutions of code violations resolved within 120 days

Permitting - Subarea Planning

Description:

The Division of Permitting prepares a sub-area plan for each of thirteen CSAs and urban communities in unincorporated King County; one plan produced each year, which is informed through robust public engagement

Outcome:

Integrated and long-range policies and actions related to land use, environment, transportation and other topics relevant to each CSA

Output Units & Cost (2019-2020):

- 2019-2020 Sub Area Plans: 2
 - Skyway-West Hill
 - North Highline
- Product cost (Division of Permitting, including planners and GIS support):
 - Biennial cost of planning: \$1.0 million
 - Cost per plan: \$515,000

Critical Quality Standards:

- Plans are consistent and compliant with the WA Growth Management Act,
- Vetted by KC Lines of Businesses implementing plan actions,
- Supports the KC Strategic Plan, Comprehensive Plan, Strategic Climate Action Plan and other regional plans,
- Transmitted to and approved by Council in a timely manner

Permitting - Business Licenses

Description:

Licensing of businesses in unincorporated areas that have a greater risk of need for law enforcement, including cannabis producers and sellers, entertainment, used goods dealers, and charitable solicitors. Each business license is reviewed and renewed on an annual basis.

Outcome:

Licensee compliance with County code

Output Units & Cost (2019-2020):

- Biennial quantity, marijuana: 44
- Biennial quantity, adult beverage: 80
- Biennial quantity, other: 114
- Biennial cost: \$40,000
- Cost/unit: \$168

Critical Quality Standards:

Capture and reporting of licensee information to consumer agencies, e.g. sheriff

Product Catalog: DLS - Roads Services

Product: Roadway Product Family

Description:

This product family includes:

- Roadway surface – the drivable surface, which is typically made of asphalt, gravel, concrete, or brick.
- Roadway substructure – several differing layers of gravel, dirt, and other materials, to support the roadway surface. Many of the county’s older roads were built upon wood and rock, rather than engineered with modern materials.

The roadway enables movement of people and goods, serving residents, commerce, emergency services, and other users. All roads are shared use roadways, per state law, and accommodate cars, trucks, buses, and bicycles for their travel needs. Traffic volume and vehicle weight, especially heavy trucks and buses, plus water and weather all impact the rate of deterioration of the roadway asset. Road pavement protects the substructure below from deterioration. Pavement must eventually be resurfaced due to wear and tear or the substructure will deteriorate at an accelerated rate. The substructure is critical to the structural integrity of the road. Typical Roadway activities to be funded in the upcoming biennium include roadway resurfacing, road reconstruction, small surface repairs (pothole filling, patching, etc.), snow and ice response (plowing, sanding, anti-ice treatment), and pavement condition rating.

Outcomes:

- Preserve roadway infrastructure using cost effective resurfacing treatments and minor roadway rehabilitation to extend the useful life of existing roads.
- As resources permit, rebuild selected roadways when pavement preservation efforts are no longer effective.
- Facilitate accessibility for emergency vehicles
- Promptly respond to emergent hazards

Select Output Units & Cost (2019-2020):

- Roadway Resurfacing: Up to 25 centerline miles resurfaced
Cost: \$9.7 million
- Snow and Ice Response: Up to 15% of the road system plowed and/or treated with sand/salt, each storm
Cost: \$3.0 million
- Pavement Condition Inspection and Analysis: 2/3 of the road pavement is rated **Cost:** \$0.9 million
- **Total** 2019-2020 budget request for capital and operating associated with roadway product family: \$35 million

Critical Quality Standards:

- Pavement inspection and condition scores, as measured by industry standard methods
- Meets local, state, and federal regulations and standards

Bridges and Structures Product Family

Description:

The bridges and structures product family includes:

- Bridges – can be made of concrete, steel, or timber and include long span bridges, short span bridges, safety enhancement bridges that help keep wildlife off roadways, and pedestrian bridges.
- Structures – infrastructure designed to retain the natural environment and protect the built environment. Examples include seawalls and retaining walls.

Bridges are key components of the county road network that provide routes over bodies of water, roads, lowlands, railroad tracks, or other obstacles. Bridges are inspected regularly and if found to be unsafe must be fixed or closed. Closures can result in loss of access to property or longer travel times due to detours. Structures enable roads to exist in diverse landscapes by controlling and shaping the natural environment and providing protection from environmental impacts such as flooding, tides, waves, storm surges, and landslides. Typical bridge activities to be funded in the upcoming biennium include bridge replacement/rehabilitation, bridge priority maintenance, bridge scour/abutment repairs, minor bridge maintenance and repair, bridge inspection and analysis, and South Park Bridge operations.

Outcome:

Perform high priority replacement, preservation, and maintenance projects to keep the bridge inventory serviceable and safe for the traveling public.

Select Output Units & Cost (2019-2020):

- Bridge Replacement/Rehabilitation:
5 bridge replacements under design
Cost: \$7.1 million
- Bridge Priority Maintenance:
15-20 Bridge Priority Maintenance projects
Cost: \$1.6 million
- Bridge Inspection and Analysis:
100% of King County's 178 vehicular bridges routinely inspected
Cost: : \$0.8 million
- **Total** 2019-2020 budget request for capital and operating associated with bridge product family: \$24 million

Critical Quality Standards:

- Meets local, state, and federal regulations
- Sufficient communication to the public regarding bridge restrictions and closures
- Bridge condition rating
- Using a Council approved priority ranking process, decrease the number/percent of the King County bridge inventory in unsatisfactory condition to the degree feasible within available funding.

Product: Traffic Control/Safety Product Family

Description:

The traffic control devices includes devices and other traffic-related safety measures used to regulate, warn, or guide traffic (vehicle and pedestrian) and includes the following:

- Signs and pavement markings.
- Street lighting.
- Signals (flashing beacons, full traffic signals, and associated equipment).
- Roundabouts
- Intelligent transportation system (ITS) equipment – cameras, electronic signs, license plate readers for travel time estimation, traffic counters, radar speed feedback signs, and other information gathering and communication devices.

Traffic control devices promote safety and efficiency, and can enhance transit speed and reliability by enabling the orderly movement of all road users. Typical traffic control activities to be funded in the upcoming biennium include signal and ITS installation and maintenance, intersection improvements and roundabouts, school zone safety improvements, installation of signs, traffic markings maintenance, traffic camera operations and maintenance, data analysis, traffic studies, and safety investigations.

Outcomes:

- Improved intersections and turning movement safety and efficiency for all users of the road network, including vehicles, pedestrians, and bicyclists.
- Improved safety in designated school zones.
- Reduction of collisions in targeted intersections and road segments.
- Traffic information is clear, current, and informs drivers' choices.

Select Output Units & Cost (2019-2020):

- **Output:** Signal preventative maintenance conducted on 100% of signals 4 times per year
Cost: \$114,000
- Intersection Improvements and Roundabouts: 5 Roundabouts: commence design on 3; complete construction on 2
Cost: \$1.3 million
- **School Zone Safety Improvements:** 6-10 schools treated with safety improvements per biennium
Cost: \$200,000
- **Total** 2019-2020 budget request for capital and operations associated with traffic control/safety product family: \$31 million

Critical Quality Standards:

Meets local, state, and federal regulations and standards

Product: Drainage Product Family

Description:

The drainage product family includes:

- Conveyance systems, located within Roads right-of-way, which move water from one location to another. These include pipe networks, culverts, ditches, and catch basins.
- Detention and treatment systems, such as stormwater ponds, rain gardens, vaults, and swales.

Drainage infrastructure moves stormwater away from the roadway. Stormwater may originate from the road surface, from neighboring properties, or from further distances. Standing water can be a safety hazard to road users and accelerates the deterioration of the roadway surface and substructure. Drainage infrastructure also reduces flood risk to the built environment (private and public property) by collecting and redirecting stormwater to natural bodies of water and designated collection points. Drainage infrastructure may improve the safety and condition of the road system while enhancing fish passage, by replacing culverts that are in poor or failing condition, or undersized, with new culverts of fish passable design. In addition, drainage infrastructure reduces water pollution by collecting stormwater and filtering out pollutants and sediment via settlement, infiltration, or other processes. Typical activities to be funded in the upcoming biennium include drainage preservation (pipe repair and replacement), design/construction of fish passage culverts, cleaning and inspection of enclosed systems, ditch maintenance, minor repairs, and pond maintenance.

Outcome:

Replace failing and preserve aging drainage assets and associated roadway features in compliance with current regulations, codes, and standards.

Select Output Units & Cost (2019-2020):

- Cleaning and Inspection of Enclosed Systems
100% of catch basins inspected annually
Cost: \$250,000
- Up to 500K linear feet of ditches cleaned
Costs: \$4.0 million
- Total 2019-2020 budget request for capital and operations associated with drainage product family: \$43 million

Critical Quality Standards:

Meets local, state, and federal regulations and standards

Product: Roadside Product Family

Description:

The roadside product family includes the various road system features and components that are within the road right-of-way but outside the travel lanes of the road. This includes sidewalks, pathways, shoulders, planters and landscape walls, roadside slopes, and curb ramps. (Note: Drainage facilities may be located in the roadside area, but are treated as a separate product family.) Road shoulders can provide space for slow-moving vehicles, disabled vehicles, nonmotorized travel, and construction and maintenance activities. Typical Roadside activities to be funded in the upcoming biennium include guardrail construction and upgrades, pathway construction, sidewalk repair, road shoulder vegetation management, shoulder cleaning and restoration, slide repair/bank stabilization (emergent service), and storm washout repair response.

Outcome:

- Reduced safety risks associated with run-off-the-road collisions.
- Improved safety for pedestrians, bicyclists, and other users of the roadside.
- Repaired roadway shoulders and slopes that have failed.
- Maintain sufficient sight distance for road users

Select Output Units & Cost (2019-2020):

- Pathway Construction
Up to 3 school pathway projects designed/constructed
Cost: \$280,000
- Sidewalk repair
Up to 6,000 of lineal feet of sidewalk repaired in ESJ communities
Cost: \$917,000
- Road shoulder Vegetation Management
Output: Up to 3,500 shoulder miles mowed
Cost: \$3.7 million
- Shoulder Cleaning and Restoration Slide
Output: Up to 1.0 million linear feet of road shoulder cleaned/year
Cost: \$3.0 million
- **Total** 2019-2020 budget request for capital and operations associated with roadside product family: \$39 million

Critical Quality Standards:

Meets local, state, and federal regulations and standards

Product Catalog: DNRP - Parks and Recreation Division

Product: Local Passive Parks

Description:

Passive parks are properties designed for residents to use for recreational and contemplative uses that typically require low levels of maintenance and development.

Outcome:

- Healthy communities as measured by public health metrics such as air quality, obesity rates, etc.
- Improved public use as measured by customer and stakeholder surveys

Output Units & Cost (2019-2020):

- Est. Units: 420 acres/~20 sites
- Est. Cost: \$1.4 million
- \$3,400 per acre

Critical Quality Standards*:

- Fewer invasive & noxious weeds
- Trees planted
- Volunteer engagement

*Metrics are system-wide numbers, these are not tracked by park or local service area.

Product: Local Active Parks

Description:

Local active parks are properties that support independent, group and team activities that require a significant level of development, maintenance, operation and scheduling. Active parks typically have amenities such as ballfields, picnic shelters, and restrooms (as opposed to primitive toilets).

Outcome:

- Healthy communities as measured by public health metrics such as air quality, obesity rates, etc.
- Improved public use as measured by customer and stakeholder surveys

Output Units & Cost (2019-2020):

- Est. Units: 790 acres/~30 sites
- Est. Cost: \$8.4 million
- \$10,600 biennial per acre

Critical Quality Standards:

- Conduct monthly inspections on all play structures and exercise equipment to identify potential hazards, maintenance concerns, and replacement

*Metrics are system-wide numbers, these are not tracked by park or local service area.

Product: Programs

Description:

The White Center Teen Program provides recreational programming for youths aged 12-19 from the White Center area and community groups for youth recreation. This program is based out of Steve Cox Memorial Park.

Outcome:

- Healthy communities as measured by public health metrics such as neighborhood crime, obesity rates, etc.
- Improved public use as measured by customer and stakeholder surveys

Output Units & Cost (2019-2020):

- Est. Units: 2,400 biennial hours
- Est. Cost: \$3.0 million
- \$1,250 Per hour

Critical Quality Standards:

- Summer Sack Lunch participants

Product Catalog: DNRP - Water and Land Resources Division, Stormwater Services

Product: Stormwater Services - Facilities

Description:

Stormwater facilities include those that control and treat stormwater runoff, and those that collect and convey it. This includes ponds, tanks, and vegetated swales that reduce the quantity of runoff as well as pipe systems, culverts, and ditches that collect and convey the stormwater runoff. Most stormwater facilities are constructed by private parties as required when developing land. Others are constructed by King County to address flooding, erosion, or water quality problems.

In addition to constructing some of these facilities, Stormwater Services (SWS) is responsible for making sure all such facilities are mapped and maintained in accordance with state and federal regulations. SWS does this through regular inspections of both public and private facilities. SWS has its own inventory of facilities as well which it proactively manages to prevent costly failures.

Outcome:

- Public safety and property protection – reduce the risk of personal harm and damage to homes, roads, buildings, facilities, and farmland from flooding, erosion, pollution, and facility failures.

- Aquatic health – protection and restoration of water quality and quantity in streams, lakes, and wetlands.

Output Units & Cost (2019-2020):

Inspection and Maintenance of Existing Facilities:

Facility inspections planned in 2019-2020:

- 1,520 maintenance inspections of facilities maintained by SWS (1,017 total facilities)
- 990 maintenance inspections of facilities maintained by others (993 total facilities)
- 230 miles of KC conveyance system inspected for mapping (570 miles left to map)

Total Inspection/Maintenance Cost: \$7.0 million

Capital Improvement and Construction of Facilities:

In 2019-2020, SWS will be actively implementing capital improvement projects including the following:

- 10 feasibility studies to scope future project needs
- 50 facilities improved to prevent future failures
- 8 projects to address flooding problems arising from changes in the natural drainage system
- 4 projects to improve or add new stormwater control/treatment facilities on public land
- 10 projects to add stormwater control/treatment features on private developed land

Total Capital Program Cost: \$8.2 million

Critical Quality Standards:

- 90% or better of stormwater control/treatment facilities compliant with standards
- 150 acres or more of farmland put back into production through drainage improvements

Product: Stormwater Services - Pollution Prevention

Description:

SWS operates programs aimed at finding pollutant sources and taking steps to keep them from contaminating stormwater runoff. These programs implement the following activities:

- Inspection of business sites to identify causes of pollution (e.g., cleaning, fueling, and storage of equipment, trash, and materials).
- Inspection and sampling of the County's stormwater conveyance system to check for pollution.
- Inspection and sampling within the watersheds of known polluted streams, lakes, and other waterbodies to detect and eliminate the sources of that pollution.
- Investigation of reported water quality problems and follow-up as needed to detect and eliminate sources of pollution contributing to the problem.
- Public education to increase awareness of stormwater pollution and eliminate behaviors that cause pollution.

Outcome:

- Public safety – reduce the risk of personal harm from stormwater pollution.
- Aquatic health – protection and restoration of water quality and beneficial uses (fishing and swimming) of streams, lakes, and wetlands.

Output Units & Cost (2019-2020):

2019-2020 Estimated Business Inspections:

- 870 of the 2,175 business sites inspections

Detection & Elimination of Illicit Discharges to the County’s Stormwater System:

- 480 of the 2,000 mile conveyance system inspected per year

Detection & Elimination of Pollutant Sources within the Watersheds of Known Polluted Waterbodies:

- 242 known polluted waterbodies in UKC
- 12 watersheds of focus in 2019-2020 that drain to known polluted waterbodies and encompass a total land area of 89 square miles
- 1,800 water samples tested

Investigation of Reported Water Quality Problems:

- 120 reported problems investigated
- 32 water samples taken and tested

2019-2020 Planned Public Education and Outreach:

- 14 different campaigns
- 20 outreach events planned
- 12 discrete subjects targeted
- 48 different audiences targeted

Total Cost of Pollution Prevention: \$3.2 million

Critical Quality Standards:

- 100% compliance with pollution prevention standards achieved on businesses sites inspected
- 100% elimination of located sources of pollution
- 24-hour turnaround or better on investigation of reported water quality problems

Product: Stormwater Services - Technical Assistance

Description:

Stormwater Services assists landowners, residents, communities, and other agencies deal with a variety of stormwater issues and requirements that may affect those entities. Key among these are the following:

- Helping landowners understand and deal with drainage problems that they are responsible for.
- Helping landowners understand the annual Surface Water Management (SWM) fee they are charged based on the use or amount of impervious surface on their land and available discounts based on having facilities or features that control or treat the stormwater runoff leaving their property.

- Helping permit applicants, design engineers, and permit reviewers with interpreting, applying, and varying from the requirements of the King County Surface Water Design Manual (SWDM) for designing stormwater facilities on development projects.
- Helping state and federal regulators stay informed of the County's programs and progress toward complying with the National Pollutant Discharge Elimination System (NPDES) stormwater permit issued to KC under the federal Clean Water Act.
- Helping County agencies understand, deal and comply with the NPDES permit and address other stormwater issues.

Outcome:

- Public safety and property protection – reduce the risk of personal harm and damage to homes, roads, buildings, facilities, and farmland from flooding, erosion, pollution, and facility failures.
- Aquatic health – protection and restoration of water quality and quantity in streams, lakes, and wetlands.
- Customer satisfaction – residents, landowners, and others served are satisfied with assistance received.

Output Units & Cost (2019-2020):

Assistance with Drainage Problems:

- 300 drainage problems investigated
- 190 engineering reviews of problems

Assistance with SWM Fee Charges and Requirements:

- 90 impervious surface re-measures
- 50 discount requests

Assistance with SWDM Requirements and Variances:

- 100 responses to user questions
- 80 consultations with permit reviewers
- 24 variance consultations

Assistance with NPDES Permit Compliance:

- 2 annual Stormwater Management Program Plans
- 2 annual reports

Total Cost of Technical Assistance: \$4 million

Critical Quality Standards:

- 3-day response time or better for initial contact to schedule a drainage problem investigation
- 30-day turnaround or better on requests for SWM fee re-measures and discounts
- 2-day response time or better to answer SWDM questions from users
- 100% compliance with KC's NPDES permit

Product Catalog: Public Health - Environmental Health Service Division

Product: On-Site Sewage Systems (OSS) Permitting in Unincorporated King County

Description:

The Public Health On-site Sewage System (OSS) Program helps to ensure that over 85,000 OSS County-wide are safe. OSS treat wastewater when homes and buildings are not connected to public sewer systems. The OSS Program provides educational, advisory and permitting services for owners of OSS and certifications for several OSS professionals.

- Review designs
- Field inspection prior to and post installation
- Respond to failure complaints and work with owners to repair or replace systems or connect to public sewers
- Work with stormwater programs in city jurisdictions and King County to investigate fecal pollution that may be caused by a failing septic system or side sewer pipe.

Outcome:

Properly functioning on-site sewage systems that protect the environment and public health.

Est. Unincorporated King County

Output Volume: 4,670

- OSS Design Applications: 1,000
- OSS Installation Permits: 700
- Remodel/New use Proposal OSS Reviews: 600
- Subdivisions: 70
- Surfacing sewage investigations: 100
- Technical customer consultations: 2,200

Critical Quality Standards:

- Response time on OSS applications
- Response time on OSS & side sewer failure complaints
- OSS site application volumes by month

Cost/hour: \$184.80 in 2019 & \$191.62 in 2020

Average hours/service provided:

(Note – The time per service varies significantly based on the site conditions and the type of septic & water system)

- OSS Design Applications: 5.5 hrs.
- OSS Installation Permits: 5 hrs.
- Remodel/New use Proposal OSS Reviews: 3.4 hrs.
- Subdivisions: 15 hrs.
- Surfacing sewage investigations: Time is highly variable
- Customer consultation: 0.25 hrs.

Biennial Cost (UKC): \$2.3 million

Product: On-Site Sewage Systems (OSS) Operation and Maintenance in Unincorporated King County

Description:

The Public Health On-site Sewage System (OSS) Program helps to ensure that over 85,000 OSS County-wide are safe. OSS treat wastewater when homes and buildings are not connected to public sewer systems. The OSS Program provides educational, advisory and permitting services for owners of OSS and certifications for several OSS professionals.

- Certify professionals who maintain and pump on-site sewage systems
- Review time of sale inspection reports to verify function of OSS at time of property sale and review of regular operation and maintenance inspections
- Oversee Marine Recovery Areas to ensure that water quality meets standards for safe shellfish harvest, and work with property owners on ensuring regular operation and maintenance of OSS
- Work with stormwater programs in city jurisdictions and King County to investigate fecal pollution that may be caused by a failing septic system or side sewer pipe.
- The truck inspections ensure that the vehicles are properly identified, maintained so that effluent will not contaminate the environment and are equipped to safely transfer effluent at the approved disposal facility.

Outcome:

Properly functioning on-site sewage systems that protect the environment and public health.

Output Units & Cost (2019-2020):

Est. Unincorporated King County Output

Volume: 5,650

- Time of Sale Inspections: 3,000
- Certification of OSS professionals: 300
- Truck inspections: 350
- Technical customer consultations: 2,000

Cost/hour: \$184.80 in 2019 & \$191.62 in 2020

Average hours/service provided:

(Note -- The time per service varies significantly based on the site conditions and the type of septic & water system)

- Time of Sale Inspections: 1 hr.
- Surfacing sewage investigations: Time is highly variable
- Certification of OSS professionals: 1.5 hrs.
- Customer consultation: 0.25hr

Biennial Cost (UKC): \$1.1 million

Critical Quality Standards:

- Response time on OSS & side sewer failure complaints
- Transition of OSS professionals certification from paper to online applications

Product: Plumbing and Gas Piping Inspection for Unincorporated King County

Description:

The Public Health Plumbing and Gas Piping Inspection Program helps ensure the safe installation of plumbing and gas piping systems in the City of Seattle and Unincorporated King County.

- Review plans
- Inspect during the work and before the work is covered up, and inspect after installation, all for code compliance.

Outcome:

Properly functioning plumbing and gas piping systems that protect public health and the environment

Output Units & Cost (2019-2020):

Est. Unincorporated King County Output

Volume: 3,955

- Residential Building: 3,700
- Commercial Building: 220
- Other: 35

Critical Quality Standards:

- Percent of applications completed within 24-hours of the request
- Percent of applications completed online
- Already built construction complaint volumes by month

Cost/hour: \$201.00 in 2019 & 2020

Biennial Cost (UKC): \$1.1 million