

DPER Equity and Social Justice Commitments							
Product Line	IBT Category	PSB Category	Issue/Question	2013 Actual	2014 Committed	2015-16 Base	2015-16 Change
Customer Service	Policy, Decision Making, Planning		AMENDMENT TO KCC 4.68 for credit card acceptance / e-commerce: We are seeking an amendment to King County Code section 4.68 to remove a dated requirement that applicants must have written confirmation from the Finance Director that property taxes are paid. This requirement can be unjust in that property taxes may be paid but not yet updated in the Assessor's system, thus leading to incorrect information. Also, many permits are applied for by third parties (contractors, architects) who should not be in the position of attesting to a client's property taxes.		In progress		
	Engagement and Customer Service		AFFORDABLE HEALTH CARE. For the past many months, DPER has been providing information about Affordable Health Care to all customers visiting our department, contributing to the level of enrollment achieved in King County.	Completed	On-going		
	Engagement and Customer Service		TECHNOLOGY/E-COMMERCE. We are working with other departments to allow DPER to accept credit cards for payments. Once this organization effort is resolved, we will be able to launch on-line permitting. On-line permitting will greatly increase access to the department's services (though we acknowledge that not everyone owns or has immediate access to a computer/internet).		In progress	On-going	
	Engagement and Customer Service	community engagement	LANDSLIDE HAZARD MAPPING. landslide risks due to lack of information. DPER is working with DNRP and Transportation to update the County's 1990 landslide hazard map by including data from new technologies and factoring in projected TYPE of risk and projected MAGNITUDE of risk. This will provided		In progress	Planning phase	

DPER Equity and Social Justice Commitments							
Product Line	IBT Category	PSB Category	Issue/Question	2013 Actual	2014 Committed	2015-16 Base	2015-16 Change
			critical information to property owners and residents that they may not have any way to obtain on their own.				
	Engagement and Customer Service	Budget challenge	SUBAREA PLANNING. A recent Community Service Area meeting in the Skyway neighborhood allowed the County to become better informed about planning efforts that community is undertaking on its own. DPER can partner with Skyway to assist it not only with the planning effort but also with capital facility planning and financing options. Further, it can assist with plan implementation, which would contribute to neighborhood reinvestment and revitalization that could contribute significantly to implementing ESJ objectives.		In progress	Planning phase	
	Other		Review priority for low-income housing and homeless tent camps	On-going	On-going	On-going	NA
	Other		Hold public meetings in or near affected communities <ul style="list-style-type: none"> Pacific Raceways 	On-going	On-going	On-going	NA
All	Engagement and Customer Service	customer base	Translation Services for customers with Limited English proficiency	Initial Phase Complete	On-going	Planned implementation	
All	Engagement and Customer Service	community engagement	Placing a dumpster at Nickelsville homeless encampment in Skyway in connection with an expedited temporary use permit	Completed	NA	NA	NA
All	Organization Practices	workforce	DPER will to encourage staff to attend the Disability Awareness Workshop series to insure DPER in a welcoming and inclusive workplace for People with Disabilities		Planning phase		
Permitting	Engagement and Customer	community engagement	Hosting flood information seminar for Snoqualmie Valley residents and businesses	Completed	On-going	On-going	

DPER Equity and Social Justice Commitments							
Product Line	IBT Category	PSB Category	Issue/Question	2013 Actual	2014 Committed	2015-16 Base	2015-16 Change
	Service						
Permitting	Engagement and Customer Service	community engagement	Opened satellite office on Vashon	Completed	On-going	On-going	