

Development Services

Bellevue Development Committee Kick Off Meeting

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Development Services Department

September 13, 2023



Agenda

1. Welcome & Purpose
2. Introductions
3. Call for Agenda Committee
4. Development Activity Update
5. Process Improvement Feedback & Priorities
6. Closing & Next Meeting



Welcome & Purpose

The Bellevue Development Committee (BDC) is a forum for comprehensive development-industry stakeholder input and provides an opportunity for the city and industry to identify challenges and solutions in partnership.

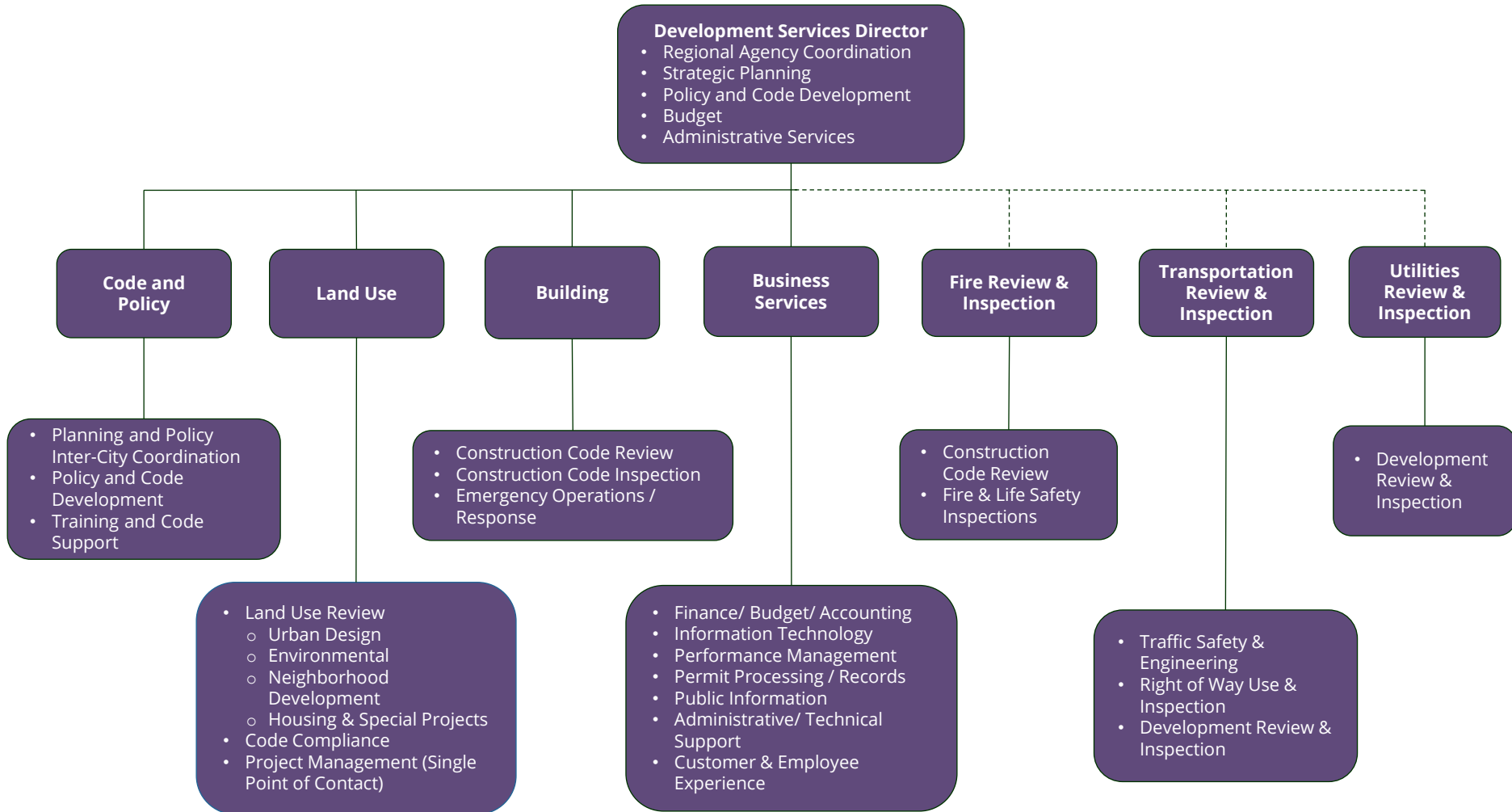


Development Services

1. Four Departments
2. Single Line of Business
3. Enterprise Fund Model
4. Regional Permitting
5. One City Approach



Development Services Organizational Structure



Development Services

Mission

Development Services endeavors to protect the quality of public and private infrastructure, the safety and integrity of the built and natural environment, and the livability of the city while facilitating appropriate and timely development



Development Services

We Serve

- The built and natural environment of Bellevue
- Bellevue residents, businesses and visitors
- First responders
- Mobility and infrastructure system users
- Developers, architects, contractors and homeowners



Introductions

1. Name
2. Organization Affiliation
3. Identify Your Top Priority For This Committee



Introduction Question

Who else would you like to have in the room from Development Services?



Break



Agenda Committee





Development Activity

- 10-year development cycle
- Many projects in the pipeline
- Market in transition
- Projects slowing and permit extensions
- Economic head winds continue

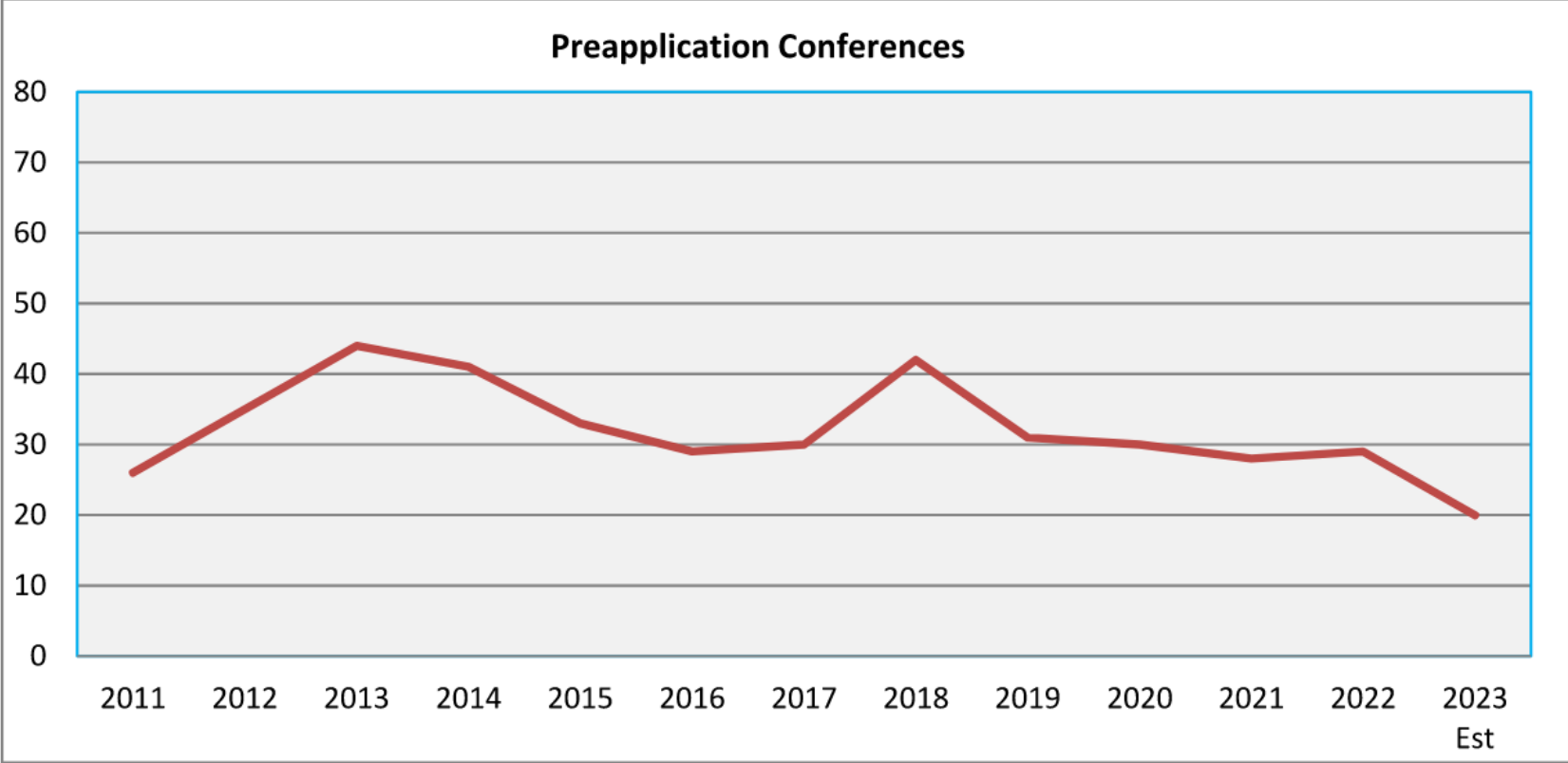


Development Cycle Challenges

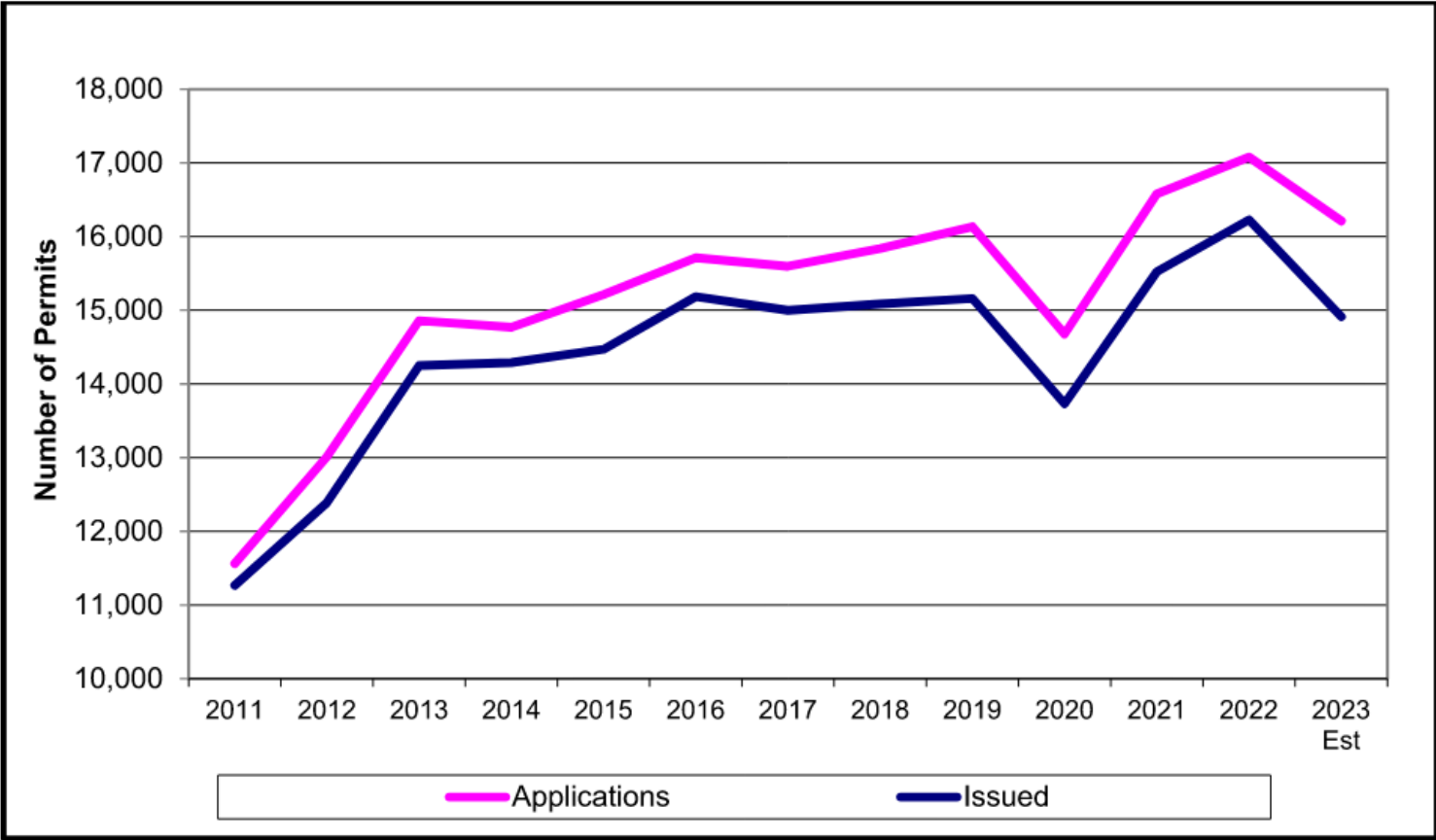
1. Pace of Development Applications
2. Complexity of Projects
3. Service Level Demands
4. Competitive Job Market
5. Process Improvement Demands



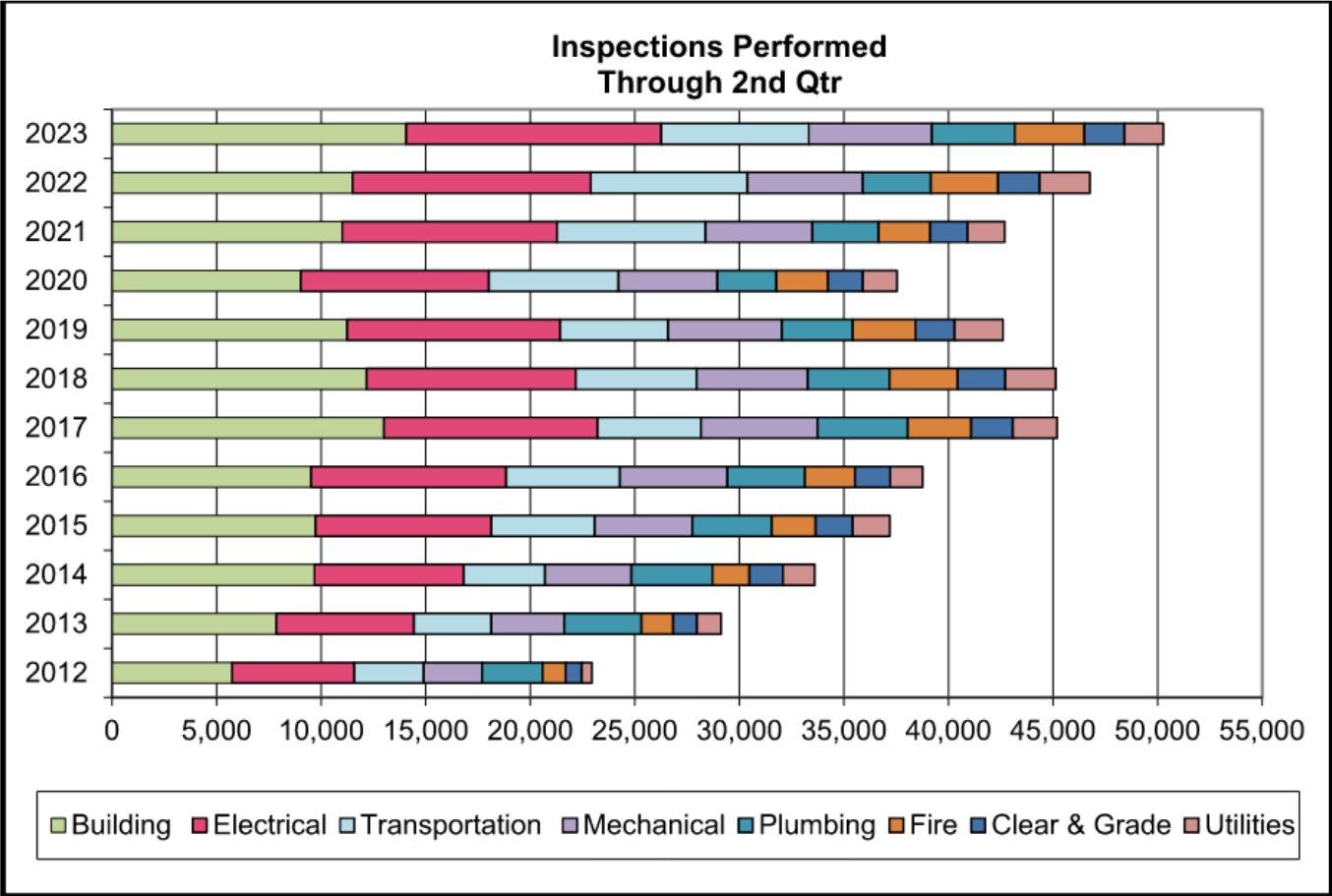
Pre-Application Conferences



Permit Volumes



Inspection Volumes



Performance Metrics

Percentage of permits meeting first review decision timeline targets

2019	2020	2021	2022	2023 YTD	Target
71%	73%	58%	56%	56%	80%

Average number of days for permit intake process

2019	2020	2021	2022	2023 YTD	Target
1.24	1.30	2.03	2.60	2.04	2

Percentage of inspection results posted on same day

2019	2020	2021	2022	2023 YTD	Target
96%	95%	95%	95%	96%	100%



Performance Metrics

Percentage of business community who rate City of Bellevue permitting better than other cities

2019	2020	2021	2022	2023 YTD	Target
50%	-	54%	-	TBD	60%

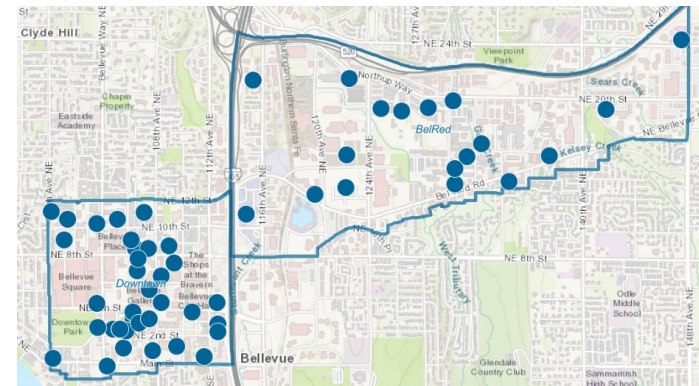
Percentage of customers who report they are extremely or very satisfied

2019	2020	2021	2022	2023 YTD	Target
77%	79%	79%	74%	76%	80%



Development Activity Webpage

1. Bellevue Map Viewer
2. Building Bellevue Map
3. Major Projects List
4. Permit Timelines
5. Open Data Portal
6. Weekly Permit Bulletin
7. Performance Reports
8. Bellevue Development Committee



<https://development.bellevuewa.gov/development-activity>

Development Activity & Metrics

What measures or metrics are most important to you?



Break



Process Improvement Feedback & Priorities



Feedback Channels

- DS customer experience program
- Development project specific instances
- City programs & initiatives
- Staff feedback and ideas
- Regional & State
- New – Bellevue Development Committee (BDC)
 - Consolidated stakeholder forum



Customer Experience Program

Goal

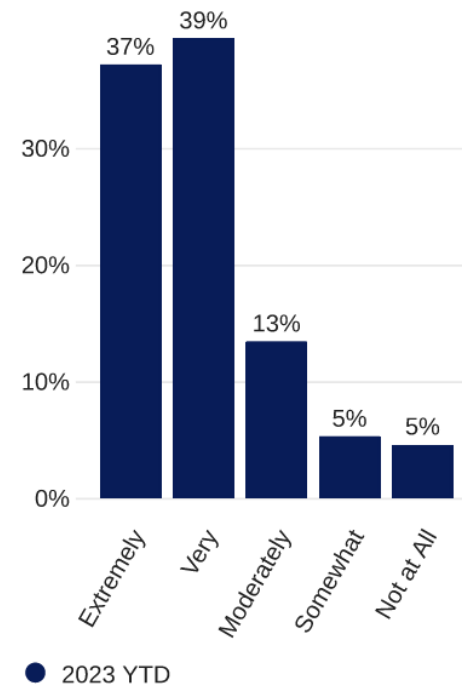
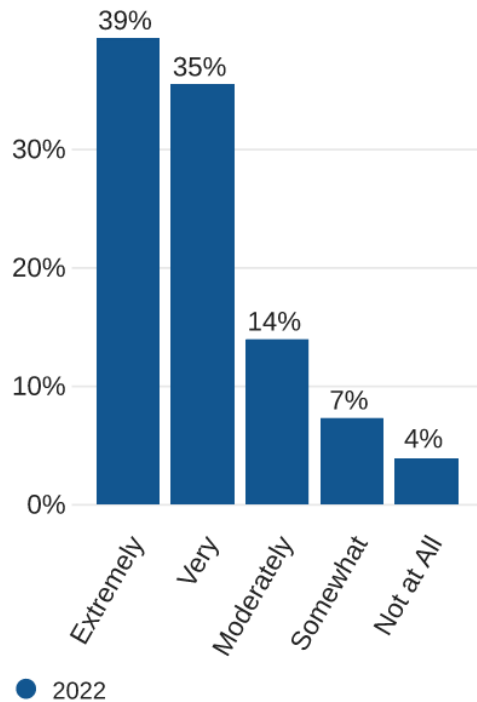


Leverage real-time stakeholder feedback to create actionable insights that deliver exceptional public service



CX Program Survey Data

Overall, how satisfied are you as a customer of Development Services?



Feedback Themes & Priorities

1. Performance management and customer service
2. Maximizing human potential
3. Training and onboarding
4. Consistency and predictability
5. Permit discovery – website and application process
6. Simplify and streamline permitting
7. Project management and single point of contact
8. Delivering continuous improvements
9. Improve city codes and guidelines
10. Inspector availability
11. System improvements
12. Permit review timelines



Feedback

1. What feedback themes or topics are most important to you?



Closing and Next Meeting

- Next Steps
- Follow up survey - be sure to sign in
- Next meeting dates: October 10th and November 15th
- Time and location: 1:00 – 4:00PM at City Hall
- Thank you!

