



Bellevue City Council

2024-2026 Vision & Priorities

Q1 2025 Progress Report
April 01, 2025



Bellevue welcomes the world. Our diversity is our strength. We embrace the future while respecting our past.



Bellevue is a city of diverse and connected neighborhoods.

Our inclusive residential communities are safe, friendly and welcoming, with gathering places that connect neighbors to each other. Housing options abound, with many choices in a range of affordability levels.



Bellevue is a great place for business.

Businesses choose Bellevue. We compete with the world, and collaborate with local and global business partners to help them achieve success. We value our talented workforce. Entrepreneurs turn their vision into reality through access to human, intellectual and monetary capital. We welcome and support our businesses, from small mom-and-pop shops to world headquarters.



Education is a core value.

We are well-educated, well-trained and prepared for life in the 21st century, where we create the future. Students of all abilities are prepared and supported for success in their future, and we continuously strive for improvement.



We celebrate all aspects of our culture.

We embrace our many diverse cultures through arts, history, business, entertainment, food, community gatherings and nightlife. Cross-cultural connections enrich our community and sense of belonging.



We are a “City in a Park.”

We value our abundant open space – whether it be the tranquility of a wooded trail or a paddle through the Mercer Slough. Everyone has access to activities and amenities, be they people-watching in an urban plaza, enjoying our trails, playing a favorite sport or gazing at the shimmering sun on a bright blue lake.



Bellevue is an equitable community.

Bellevue is diverse and welcoming, and everyone, from newborn babies to people with decades of life experience, feels a sense of belonging, with opportunities to engage and thrive. Equity is a core value, and we actively work to build an inclusive community, free from racism, hate or bias.



Innovation is an integral part of our community.

We embrace and support innovation in all aspects of our community – systems, institutions, businesses, schools and government. This innovative spirit is crucial to Bellevue’s success.



Environmental sustainability drives our long- and short-term actions.

Our natural environment is an integral part of our sense of place, and its preservation is paramount. We focus on reducing our environmental impacts in order to support the health, wellbeing, and resilience of individuals, our community and the region.



Our elected leaders share these goals and this vision.

Bellevue cares for all people by listening, being accountable to and engaging with residents and stakeholders. We provide the vision and strategy needed to fulfill our ambition for excellence and be leaders and collaborators throughout the region. Bellevue is respectful of and respected by our neighbors.

The future of Bellevue is multidimensional, and city government will keep the trust of its residents by focusing on:

- High performance government
- Vibrant economy
- Safe and efficient transportation system
- High quality built and natural environment
- Community safety and health
- Thriving people and communities

Bellevue City Council

2024-26 Priorities



1. Identify and implement enterprise approaches to service management, community engagement and data analytics to improve customer service, access and transparency.

Progress Update:

- The city's data analytics team established the foundational platform essential for enterprise-scale business intelligence. This platform establishes a new core capability for realizing this City Council priority and the city's business transformation vision. The team initiated the first use case project with finance data to directly support the city's performance management program and finance reporting transformation. In addition, a citywide data analytics community of practice has been created to increase data analytics engagement, literacy, competency, and collaboration across departments.
- The Finance & Asset Management department's business systems service is the first to onboard into the Freshservice Enterprise Service Management Platform, eliminating the manual, time-consuming process of logging, tracking, and assigning requests. With this platform, a workflow-driven triaging system will automate backend processes, assigning tickets while providing request confirmations, status updates, and dashboards. Business systems staff can now efficiently track requests, gain insights into ticket trends, and better support their customers, aligning with the City Council's priority of enhancing service management, engagement, and data transparency.
- The city completed the roll out of an online Special Event Permitting application portal in February 2025. The new portal is aimed to streamline permitting with the goal of expediting the process and providing transparency to applicants and city staff.
- The city started an options analysis project aimed at improving Utilities' call center capabilities to improve customer service. The projects aims to leverage an enterprise approach while focusing on the immediate needs of the organization.

Looking Ahead:

- The city is exploring opportunities to improve permitting application timelines by leveraging emerging technologies to enhance permit delivery.
- The second phase of Utilities' customer portal is well underway and expected to go live before the end of April. It will provide customers with water consumption data; analytics and dashboards; and customer-selected notification and self-help features in addition to billing and payment capabilities.
- The city will be leveraging an existing service management platform to provide a streamlined electronic application process for those who may qualify for the utility billing assistance program. The project is expected go live by summer 2025.

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2. Develop and establish an updated brand identity for the City of Bellevue that reflects both our past and our future; an identity that is iconic and leaves a lasting impression that Bellevue delivers high quality services and is a place that people want to live, work, learn and play.

Progress Update:

The scope for this project has been defined and city staff are finalizing the contract details. The consultant is expected to begin in Q2.

Looking Ahead:

In the next quarter, staff will confirm the outreach formats, key questions, and conduct outreach activities as required for the gap analysis.

3. Explore options to expand arts funding through mechanisms such as the annual grant process, direct investment in the BelRed Arts District or others.

Progress Update:

In the recent biennial budget, the majority of arts funding has been consolidated into the Arts General Fund from the capital improvement program (CIP) which has created great flexibility between programming and public art. This shift allows for increased funds for the annual arts grants. Accordingly, staff are currently revamping the Arts Project Grants (scheduled to open late summer) to have increased funding levels available for programming and temporary art.

At the same time, this change in budgeting has presented logistical challenges to plan for and invest in sizable projects over time. For example, future funding in the former CD-11 CIP had been earmarked for signature pieces in Factoria and Wilburton, as well as to buy down the cost of space for arts in the redevelopment of city-owned sites. Notably, for the "Kelly" and "130th" sites, funding had been earmarked to support the arts district by helping to make ground floor spaces affordable to arts organizations and some housing units for artists. The loss of those planned funds has removed the ability to achieve those outcomes. Long-term planning for and investments in those types of facilities is important for the creative economy.

The new Po Shu Wang sculpture for BelRed will be installed sooner than expected due to expedited work by the Transportation Department on the 130th Avenue roadwork project.

Looking Ahead:

Staff will continue to seek out creative solutions to expand arts funding and prioritize investment in the BelRed Arts District.

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4. Update the Affordable Housing strategy and targets with a focus on implementing high-priority actions.

Progress Update:

City staff are in the process of developing the 2025 Affordable Housing Strategy and just completed the launch phase. Building on input from the recent Comprehensive Plan update, this phase included extensive community engagement, data analysis, and initial strategy development.

Looking Ahead:

Next, staff will further assess draft actions for the strategy, emphasizing alignment with goals, impacts, and effectiveness.

5. Identify and implement strategies to facilitate use of city-owned property for affordable housing development.

Progress Update:

Solicitation materials were released in Q1 and staff are now moving into the proposal evaluation phase of this work.

Looking Ahead:

In Q2, staff will develop an evaluation process to be implemented in early Q3 when proposals are received. In coordination with the City Attorney's Office and Finance & Asset Management, staff will engage the selected development team in negotiations for a ground lease on each property before moving the project forward for City Council approval.

6. Simplify the permitting process for Accessory Dwelling Units by offering pre-approved plans for Detached Accessory Dwelling Units.

Progress Update:

Work on the code amendments necessary to allow detached accessory dwelling units is underway. The Planning Commission will hold a public hearing on the code amendments in early April.

Looking Ahead:

A City Council study session on the Planning Commission's recommended code changes is expected in May, with adoption anticipated by the June 30, 2025 state deadline.

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7. Develop policy tools to preserve the architectural character of Old Bellevue and support the retention of existing businesses as redevelopment occurs.

Progress Update:

This priority is included in the 2025-26 Land Use Planning Initiatives workplan and is scheduled to begin once previously initiated code amendments are completed and resources become available.

Looking Ahead:

The Downtown Livability Amendments 2.0 LUCA will incorporate this priority as part of its scope, with City Council initiation expected in early 2026.

8. Work with King County and partner agencies to develop the Eastrail from Renton to Snohomish, including key projects and local connections in Bellevue.

Progress Update:

Key project milestones are making progress and on track at the end of Q1.

Looking Ahead:

Civil design for the Eastrail to Mountain to Sound Greenway trail connector will begin in Q2 2025, starting preliminary design for the Eastrail connection to Main Street. King County's projects on the Eastrail mainline are proceeding on schedule.

9. Update the Diversity Advantage Plan and implement the near-term actions.

Progress Update:

The city's Diversity Advantage Team (DAT) presented the Centering Communities of Color (CCC) initiative's outcomes to the City Council, and explained how the engagement from the community dialogues will directly impact the Diversity Advantage Plan's update. In parallel, DAT is implementing the internal rollout plan, which includes intensive engagement with staff in all departments. At the end of Q1, nearly half of departments have been completed with a minimum of 80 percent of staff in each involved.

The draft Diversity Advantage Plan 2035 is complete and will undergo revisions as needed following staff engagement.

Looking Ahead:

By early May, DAT will complete the internal rollout and have engaged 85% of city staff. The team will also work with the new CCC team and offer information sessions for the public on the plan's update. The plan is anticipated to come to City Council in June for adoption.

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10. Enhance community engagement efforts to increase equitable public participation in city decision-making and improve the reach and effectiveness of the city's engagement strategies.
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Progress Update:

In addition to the recruitment and onboarding of two new members, the Community Development department has shifted staff resources to be part of the team. Also underway is an advanced review of platforms for community survey data collection.

Looking Ahead:

Beginning in Q2, the team will conduct an internal review of 2025 community engagement initiatives and audit of current citywide practices. Additional focus groups and stakeholder engagement are planned for Q2 – Q3 2025.

11. In alignment with the Human Services Strategic Plan, support human services programs to meet community needs and increase equitable access and outcomes.
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Progress Update:

- After closing out 2023-24 contracts, staff are now focused on executing the contracts for human services agencies funded for 2025-26. Technical support and guidance is also provided for agencies to successfully contract with the city.
- Per the strategic plan, the work of contracted agencies addresses the most significant gaps and disparities, as indicated by data, which include culturally and linguistically-specific services, shelter/housing/housing stability, food/basic needs, behavioral health, and childcare.
- Planning is underway for the 2025 Human Services Needs Update.
- Human Services staff continue to support low-income homeowners through the Home Repair program.

Looking Ahead:

Human Services staff will schedule annual monitoring visits with agencies at the program site to directly observe the provision of services, build relationships with providers, get updated information on program successes and challenges, and ensure contact compliance. Over the next quarter, staff will also update the public-facing dashboard.

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12. Support programs related to homelessness prevention and programs that help quickly house individuals experiencing homelessness.
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Progress Update:

- Staff are executing the 2025-26 contracts for the human services agencies providing shelter and other homelessness-related work. Technical support and guidance is also provided for agencies to successfully contract with the city.
- The city continues to collaborate with other Eastside cities and KCRHA for regional planning including coordination to address severe weather events.
- The Human Services Division, in partnership with the Office of Housing, created severe weather hoteling contracts to address the overflow from Bellevue's shelters.
- Homelessness Outreach staff are extending the Safe Parking program to continue operating through 2025-26.
- Human Services and Homelessness Outreach staff co-chair the Eastside Homelessness Advisory Committee, creating a network of agencies serving those experiencing homelessness on the Eastside and help said agencies to support one another.

Looking Ahead:

- Human Services staff will schedule annual monitoring visits with agencies at the program site to directly observe the provision of services, build relationships with providers, get updated information on program successes and challenges, and ensure contact compliance.
- Staff will closely monitor and share information about the availability of rental assistance for Bellevue residents seeking support.
- The Homelessness Outreach program will soon release a public dashboard with data on the program's performance, including the number of clients housed with assistance from staff.