



Building the Best Bellevue Together



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Development Services Strategic Plan Summary

STRATEGIC PLAN OVERVIEW

Laying the foundation for the future of Development Services

In early 2024, the Development Services Department embarked on a journey to refresh our strategic direction—building on a strong multi-departmental foundation while looking ahead to meet the evolving needs of our community. This process honored the mission, vision and values that have guided our work for years, while embracing a forward-thinking approach designed to position us for long-term success.

Development Services is embracing a bold new framework for the future. This new guiding structure acknowledges the unique challenges and opportunities we face while building on the foundation of our past achievements.

We are embracing a new vision grounded in collaboration, innovation and service, along with a renewed mission that carries us forward.

BUILDING THE BEST BELLEVUE TOGETHER

Development Services protects the quality, safety and integrity of the built and natural environment. We partner to enhance an equitable, inclusive and livable city for everyone.

To bring our vision and mission to life, we have adopted a new Strategic Plan based on the Balanced Scorecard approach. This framework helps us align daily work with broader goals, measure performance and deliver consistent, high-quality outcomes across four key focus areas:

- Customer and Community
- Internal Processes and Systems
- Financial
- Employee Learning and Growth





Development Services Strategic Plan Summary (continue)

When our guiding principles, resources, processes and culture are in sync, we unlock our full potential—working more efficiently, delivering greater impact and strengthening our internal cohesion. This alignment ultimately benefits not only our team, but also the stakeholders and partners we serve.



The Strategic Plan positions us to:

- Align for impact – Organize our work and resources to support continuous improvement, innovation and professional excellence.
- Advance citywide priorities – Play a central role in achieving the city council's vision for a vibrant, sustainable and welcoming community.
- Deliver sustainable performance – Strengthen our performance outcomes and strategies to ensure predictability and consistency throughout the development process.
- Partner for success – Actively engage customers and collaborators to build shared understanding, smooth processes and mutual accountability.
- Model a One-City culture – Foster a high-performing workplace rooted in collaboration, shared leadership and future-focused thinking.

As we move forward, we'll continue to prioritize alignment—and feel the momentum that comes when vision, mission and action come together. Thank you for being part of our journey.





Development Services Strategic Plan

Perspective Area Goals



CUSTOMER PERSPECTIVE

What we must do for our customers and community to achieve our vision.

GOAL: Understand our customer's needs and perspectives.

GOAL: Deliver reliable, flexible and capable services to our customers in order to achieve the best community together.

EMPLOYEE LEARNING AND GROWTH

The competencies our people need and the culture we must have to succeed.

GOAL: Foster an inclusive environment that values continuous learning and encourages leadership at every level.

GOAL: Improve staff retention by supporting employees and helping them be successful in belonging, job performance, career growth and contributing toward continuous improvement.

FINANCIAL

The most important financial elements that help us achieve our vision.

GOAL: Provide financial stability, sustainability and equity through all development cycles for today and tomorrow.

INTERNAL PROCESSES AND SYSTEMS

Processes and systems that must be high functioning to meet customer, community and employee needs.

GOAL: Continuously improve processes and technology to maximize potential and effectiveness.

GOAL: Communicate and coordinate as a single line of business to deliver timely, consistent and understandable processes.

