

Development Update

Activity and Continuous Improvement

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Information Only

Update regarding development activity and process improvements aimed at creating a consistent, understandable and predictable permitting process



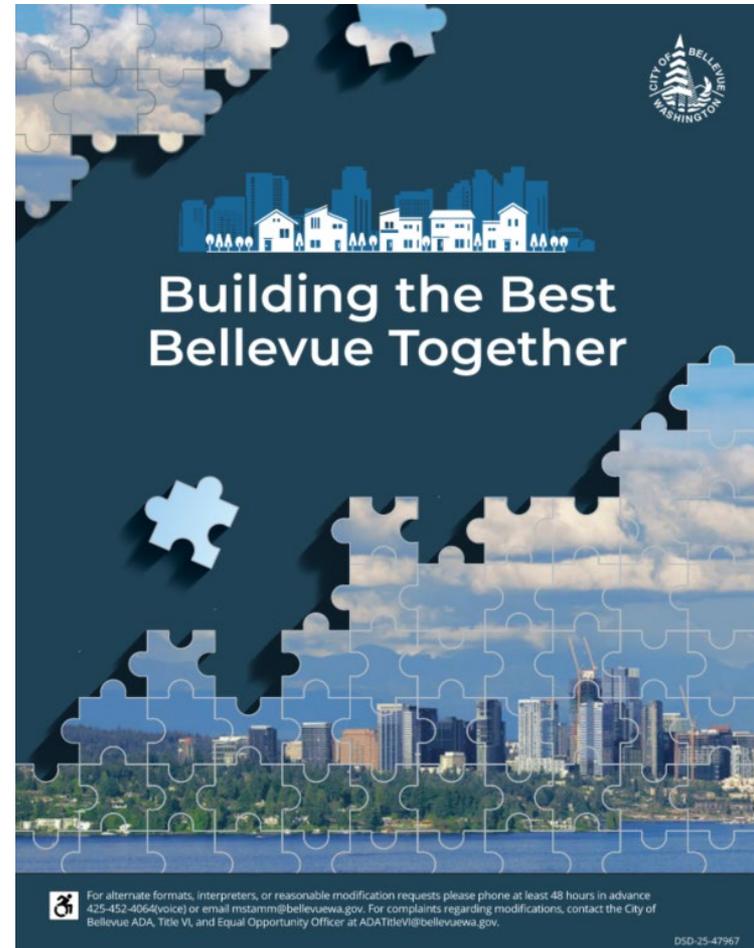
Agenda

1. DS Strategic Plan – 2025-2030
2. Development Update
3. Customer Feedback
4. Continuous Improvement Workplan



Strategic Plan

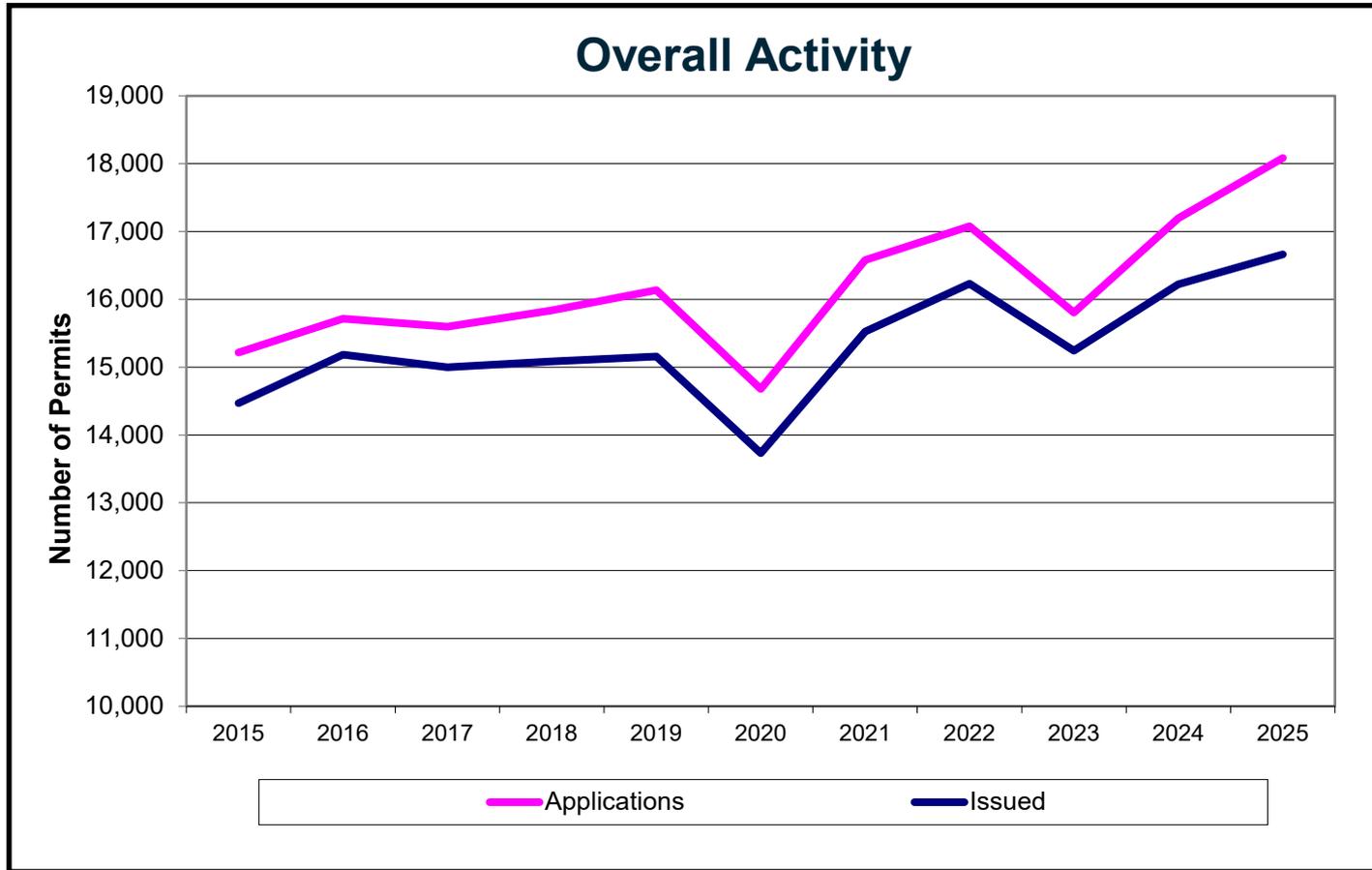
- Five-year plan
- New vision & mission
- Four perspective areas
 - Customer & Community
 - Processes & Systems
 - Financial
 - Employee Learning & Growth



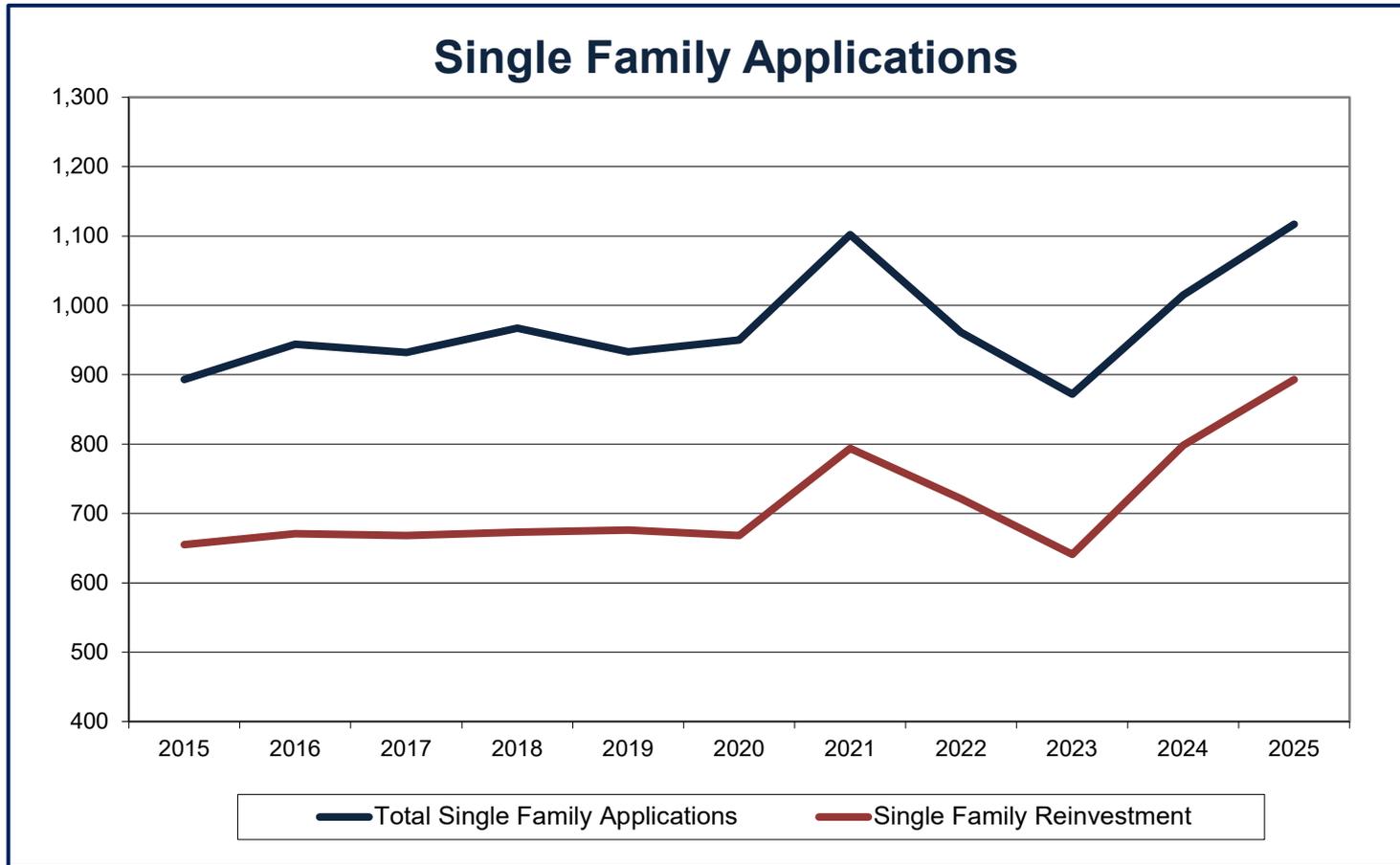


Development Update

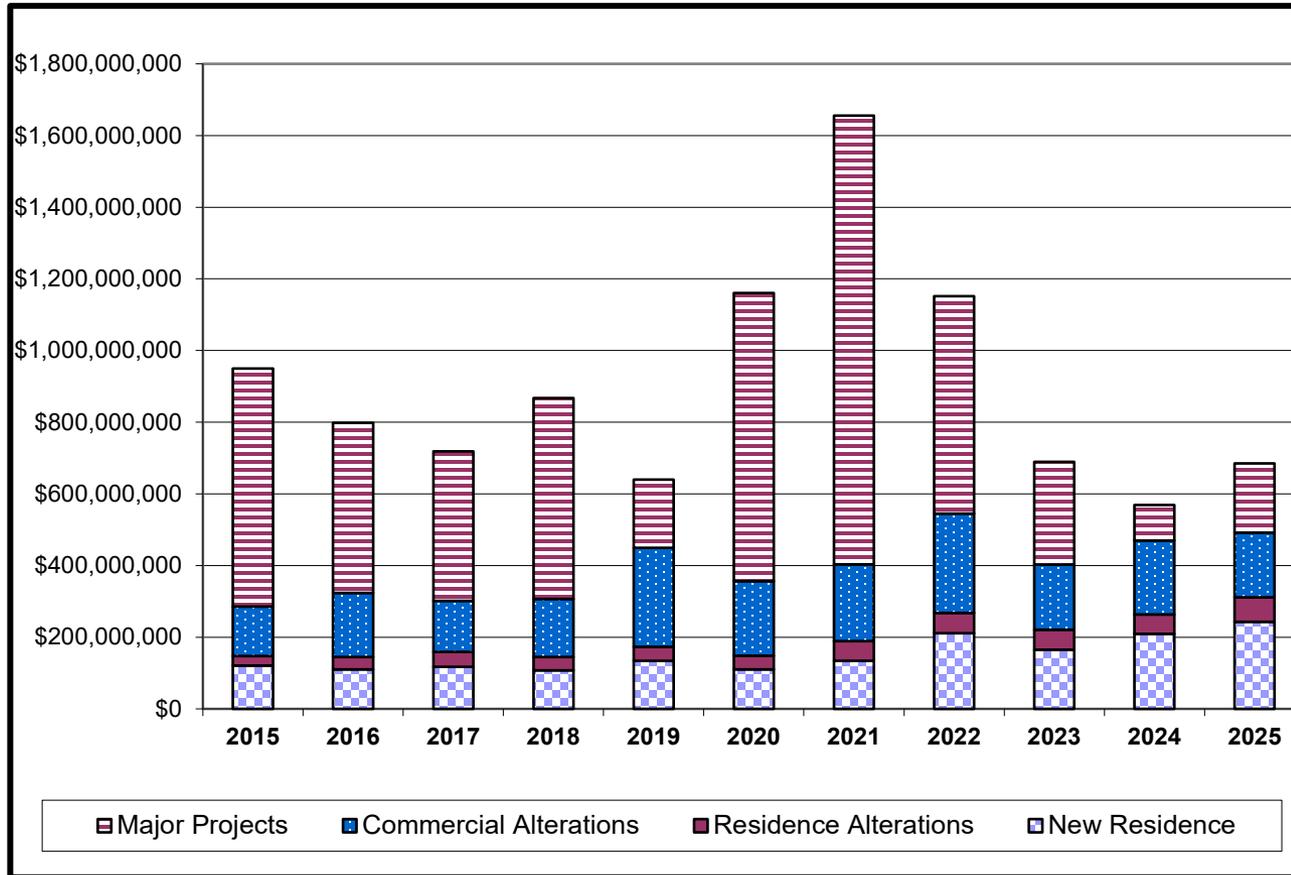
Permit Volumes



Permit Volumes



Construction Valuation



Major Projects



Bosa Park Row
143 Units



Bridge OMFE
234 Affordable Housing Units



Perle Apartments
143 Units



Bellevue 600 Phase I
Office





Workplan Update



2025 Accomplishments

- Department strategic plan
- Residential permitting expo
- Permit timeline improvements
- Plan review to inspection changes
- Single family building permit pilot
- Land use planning initiatives (LUPI)



2026-2027 Workplan Update

- Aligned feedback with strategic plan
- Meetings with external stakeholders
- Initiative scoping & prioritization
- Drafted phased workplan
- Identified resource needs
- Dependency mapping



Customer Feedback



*Customer
Experience*

Goal: Understand customer needs and perspectives

- Customer satisfaction rating over 80% in 2025
- Improvements identified through BDC & CX program
- Topline themes
 - Customer service
 - Strong focus on entitlement permits
 - Consistency and service delivery
 - Permit streamlining
- Synergy across customer personas



Conclusions & Next Steps

- Remain future focused
- Initiatives aligned with feedback
- Resource needs identified and deployed
- Scope, schedule & align future work items





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