

May 15, 2017

## **CITY COUNCIL STUDY SESSION ITEM**

### **SUBJECT**

Development Services Update

### **STAFF CONTACTS**

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### **POLICY ISSUES**

N/A

### **DIRECTION NEEDED FROM COUNCIL**

**ACTION**



**DIRECTION**



**INFORMATION ONLY**



Staff will provide an update on current development activity, share information about future projects in the “permit pipeline,” and describe efforts to improve permit review and inspection services, code and policy responsiveness, construction traffic management, and interdepartmental responses to development.

### **BACKGROUND/ANALYSIS**

Development activity continues at a high level with strong interest in new projects representing a variety of uses including office, residential, hotels, institutional projects, Eastlink, and other significant city infrastructure projects. This sustained activity represents continued investor interest in a full spectrum of projects that create a vibrant and interesting city. Project proposals include high-rise office and multi-family buildings, new schools, hotels, and investment in existing neighborhoods. Much of this development is clustered in the Downtown core and the rapidly emerging BelRed district. This private development activity, along with other city initiated and/or involved projects, will also continue to challenge how we manage construction citywide. On Monday May 15, staff will provide the Council with an update on the current state of development in Bellevue, a look at staff’s efforts to be proactive and respond to the continuing development cycle, and lastly, an overview of what to expect over the next 12-18 months.

There are several large projects that are close to completion and moving toward occupancy at this time including, the mixed use Lincoln Square Expansion, Centre 425 office building, Marriott AC Hotel, and the Global Innovation Exchange (GIX) in the Spring District. These and other projects underway are complex, and city staff are collaborating with the design and

construction teams to provide clarity and predictability in the permit and inspection processes, and to ensure buildings and related infrastructure meet city codes and standards focused on quality and safety.

Continued high levels of development are forecast over the next 18 months, coupled with the start of East Link construction work and multiple city initiated construction improvements throughout the city. During this period, demand for permit review and inspection services will be closely monitored to ensure an appropriate alignment is maintained between workload, revenues, and staff resources.

From a construction traffic management perspective, there is an increased need to manage all the various projects, regardless of type, to reduce the overall impacts of construction on the city's transportation system. Staff will provide an overview on the approach and associated considerations with this important aspect of the current development and construction cycle.

Development Services functions as a coordinated citywide line of business and is managed across departmental lines with attention to providing exceptional customer service and delivering high quality development in the city. Continuous improvement is a constant focus in efforts to make the services the city provides well-coordinated, predictable and timely. Measuring improvement and continuing to look for areas to aid our customers is a primary focus for Development Services. Two initiatives that have helped define success and areas for improvement are the recently completed Customer Outreach survey and the Cost of Service study which is currently ongoing. These two work efforts and the DS response to the findings along with a recent department reorganization have helped place Development Services in a positive position to move forward and be a strong partner in the city's economic development strategy.

Over the past three years, Development Services has made significant investments in technology and process improvements to provide more convenient and efficient access for customers who need to obtain permits, schedule and coordinate inspections, or access information to guide their decision-making. Those investments continue to be leveraged by the Department to provide benefits for both our external customers and our staff. The commitments to our mobile workforce and paperless permitting systems have enabled DS to be a leader in alternative work schedules for the city. These types of continuous improvement efforts put Development Services at the forefront of innovation.

At Monday's Council Study Session Development Services staff will share more details on the current development cycle and the continuing efforts to improve the quality of services provided to the community.

### **ALTERNATIVES**

N/A

### **RECOMMENDATION**

N/A

**ATTACHMENTS**

N/A

**AVAILABLE IN COUNCIL DOCUMENT LIBRARY**

N/A