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TO: Mayor Robinson and City Councilmembers

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SUBJECT: 2020 Development Update and MyBuildingPermit.com

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This report is for information only.

In 2020, impacts from the COVID-19 pandemic presented significant and unexpected challenges in meeting permitting and inspection service commitments to residents and the development community. At Monday's Council Study Session, staff will provide an overview of how investments and enhancements in technology and system allowed for a quick transition to fully on-line services with minimal disruption during a period of significant demand for development services. Staff will also share development highlights from the past year.

In 2019, Development Services working in close partnership with the Information Technology Department and other city departments achieved a 100% paperless permitting system that incorporated the regional MyBuildingPermit.com permit portal as the gateway to Bellevue's permit services. This fully paperless permitting system was instrumental in supporting a smooth transition when services at City Hall were closed due to the COVID-19 pandemic, and development services staff transition to working remotely. The transition caused minimal disruption to services during a period when the city continues to experience a peak in development and permitting activity.

### **MyBuildingPermit.com**

MyBuildingPermit.com, the regional permitting solution offered through the eCityGov Alliance, now supports 17 jurisdictions in the region. The City of Bellevue is a founding partner in the Alliance and provides technology and business services that support the development of the regional permitting application.

Recent enhancements to the application continue to support Development Services staff and end users of MBP and include:

- Adding the option to pay for permits through eCheck and Direct Payments. Approximately \$900,000 in permit fees were submitted using this payment option in 2020, saving money in credit card fees.

- The MBP jurisdiction dashboard was updated and enhanced to improve workflow processes for staff in invoicing, reviewing and closing permits.
- The eCityGov Alliance Website Refresh modernized the website through improved and simplified navigation, refreshed layout to convey more relevant information to visitors, and new responsive versions designed to improve site experience.

MyBuildingPermit continues to be an important regional collaboration that provides a one-stop portal for development service applications, inspection scheduling, permit status information, and tip sheets for government agencies. More cities are scheduled to be added as subscribers in 2021.

### **Development Update**

Impacts from COVID in early spring of 2020 caused a pause in inspection and permit services as the city and customers responded to orders from the Governor and put in place safety measures. However, throughout 2020 interest in investing in Bellevue remained very strong reflected in continued high demand for development services confirmed by many of the key indicators. The value of construction represented by issued permits reached an all-time high of \$1.16B in 2020, the number of inspections completed surpassed 79,000, and the number of permits issued reached 14,200. During the Council Study Session staff will share additional information that describes in more detail the nature and magnitude of the City's current development activity, and a description of future development currently in the pipeline.

An issue that will continue to generate attention over the next year is the tension between contractor commitments to complete projects with aggressive construction schedules, and the impacts from noise and other inconveniences these projects have on the transportation system and the growing number of residents living in planned growth areas. Staff will describe the tools used to keep the public informed and steps to mitigate impacts from the significant amount of construction currently underway in Bellevue.