

Development Services

Program Outcome Statement

The Development Services mission is to facilitate appropriate and timely development; deliver a process that is predictable, efficient, and understandable to the people who use it; act as a single organization – “One-City” – in the delivery of development services; and to protect the quality of the public and private infrastructure, the safety and integrity of the built environment, and the livability of the City.

Services and Accomplishments

The Development Services Department consists of the following divisions: Building, Land Use, and Business Services/Code Compliance. Together with review and inspection staff from the Transportation, Fire, and Utilities departments, the Development Services line of business is managed by the Director of the Development Services Department. Bellevue Development Services acts as a single organization in providing permit review, inspection, and code compliance services that help create and sustain a quality natural and built environment that is consistent with the Comprehensive Plan.

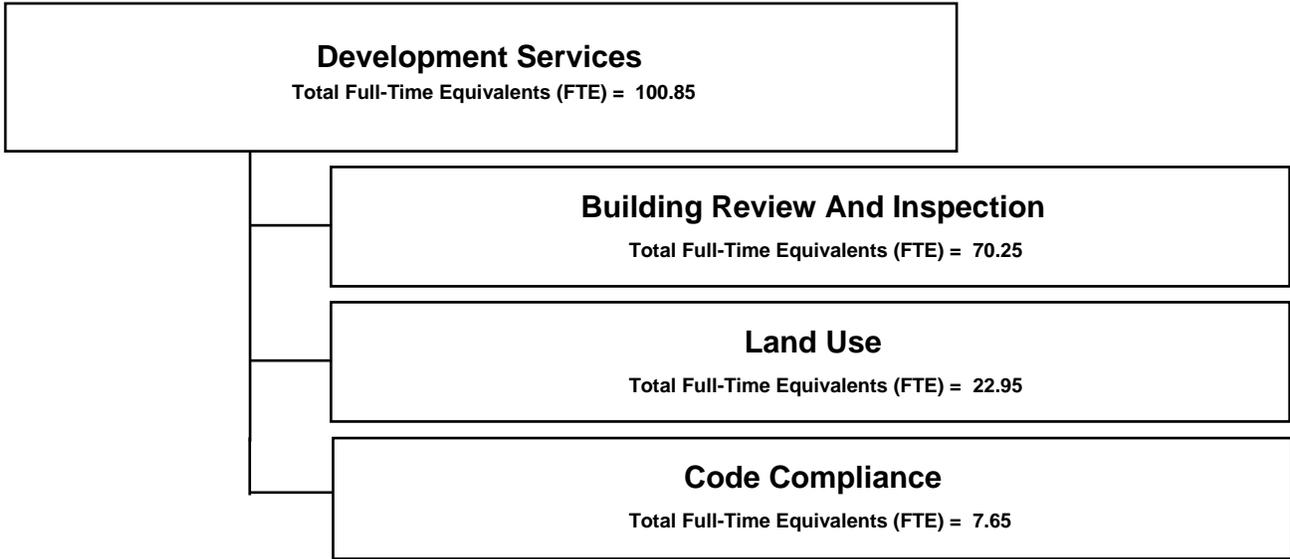
Accomplishments:

- Adopted package of Phase I Code Amendments to support the Neighborhood Livability Action Agenda addressing minimum greenscape requirements, tree retention, measurement of building height from average existing grade, prohibitions on use of temporary shelters in front yard setbacks, regulation of construction debris and construction notification signs.
- Adopted new regulations and design guidelines to facilitate mall redevelopment in the Factoria F1 Land Use District and to provide a Master Development Permit process.
- Adopted sign code regulations pertaining to Hospitals and Ambulatory Health Care Centers located in the Medical Institutional District.
- Amended City codes related to permitting and enforcement of noise generating activities to consolidate the City's Sound Amplification Code (BCC9.14) into the Noise Control Code (BCC 9.18), and developed a process for review of sound amplification permits
- Adopted and implemented other code amendments to:
- Support DSI related process and efficiency improvements including stream-lined noticing.
- Expanded 500 foot noticing requirement to plats.
- Initiated the state-mandated Shoreline Master Program Update and secured a \$175,000 grant from the Department of Ecology to help fund the work.
- Completed discretionary review and issued permits and/or SEPA determinations meeting the negotiated timeline commitments for major projects including:
 - Bellevue Place Hyatt Expansion Design Review
 - Marketplace @ Factoria Master Development Plan and Design Review
 - The Bravern Phase II Design Review
 - Metro 112 Design Review
 - Newport Heights Elementary School Conditional Use Approval
 - Sherwood Forest Elementary School Conditional Use Approval
 - Bel-Red Corridor EIS
- Implemented on-line inspection scheduling using MyBuildingPermit.com.
- Updated the construction codes with the adoption of the 2006 International Building Code. This effort was part of a regional effort where cities coordinated code adoptions to create consistent codes.
- Completed review, inspection, and occupancy of the following major projects:
 - Lincoln Square Office Tower
 - Group Health Medical Center
 - Wasatch Washington Square
 - Overlake Hospital South Tower
 - Lexus of Bellevue
- Completed review and issued permits meeting the negotiated timeline commitments for several major projects including:
 - 1020 Residential Tower
 - Ashwood Commons II
 - Bellevue Towers
 - City Center Plaza
 - Metro 112 Apartments
 - Summit III Building
 - Vue Hanover
 - Residence Inn by Marriot
 - Group Health Cooperative Medical Center

Development Services

- Responded to keep pace with the rapid growth in development activity with appropriate adjustments to staffing levels, use of consultants, and improvements to increase efficiency.
- Issued 13,700 permits with a total valuation of \$831.1 million (surpassing 2006 for a new record in valuation issued) in 2007.
- Conducted 74,000 inspections (all Development Services) in 2007.
- Received the CSDC 2007 Innovation Award for the AMANDA/Fire RMS migration project. This project allowed the City to leverage existing technology by tracking the Fire Department's annual safety inspections through the existing permit tracking system.
- Issued 120 permits totaling over \$86,000 in permit fees for repairs related to the 2006 windstorm.
- Completed the Interactive Voice Recognition (IVR) System Expansion project enabling clients to pay their development fees by phone as well as implementing outbound calling functionality.

Development Services
Organizational Chart



**City of Bellevue
2009-2010 Biennial Budget**

Development Services

Budgeted Cost Summary	FY 2007 Budget	FY 2008 Budget	FY 2009 Budget	FY 2010 Budget
Building Review And Inspection	12,038,123	13,535,054	14,574,424	14,749,460
Land Use	5,579,442	5,569,635	6,297,358	5,961,324
Code Compliance	1,830,620	1,906,358	2,097,736	2,175,125
Base Budget	19,448,185	21,011,047	22,969,518	22,885,909
Reserves	11,564,422	13,697,425	11,393,777	11,369,011
Total Budget	31,012,607	34,708,472	34,363,295	34,254,920
Expenditure Category Summary	FY 2007 Budget	FY 2008 Budget	FY 2009 Budget	FY 2010 Budget
Personnel	8,755,344	9,696,415	10,608,755	10,982,446
Interfund	8,485,730	9,201,402	10,294,571	10,373,582
M & O	1,439,311	1,686,230	1,471,192	1,529,881
Capital	767,800	427,000	595,000	-
Total Expenditures	19,448,185	21,011,047	22,969,518	22,885,909
Total Reserves	11,564,422	13,697,425	11,393,777	11,369,011
Total Budget	31,012,607	34,708,472	34,363,295	34,254,920
Funding Summary	FY 2007 Budget	FY 2008 Budget	FY 2009 Budget	FY 2010 Budget
General Fund	2,712,083	2,814,589	3,423,438	3,558,341
Development Services Fund	27,532,724	31,466,883	30,344,857	30,696,579
General CIP Fund	767,800	427,000	595,000	-
Total Resources	31,012,607	34,708,472	34,363,295	34,254,920
FTE Summary	FY 2007 Budget	FY 2008 Budget	FY 2009 Budget	FY 2010 Budget
Land Use	20.90	20.90	22.95	22.95
Building Review And Inspection	61.79	61.79	70.25	70.25
Code Compliance	7.30	7.30	7.65	7.65
Total FTE	89.99	89.99	100.85	100.85

**City of Bellevue
2009-2010 Biennial Budget**

Development Services

Key Departmental Metrics	Unit of Measure	Type of Indicator	FY 2007 Actual	FY 2008 Target	FY 2009 Target	FY 2010 Target
Building Review And Inspection						
Total number of construction inspections performed	#	Workload	63,007	30,000	30,000	30,000
Total construction permit applications completed per year	#	Workload	10,001	6,000	6,000	6,000
Average number of days for processing building permits	#	Efficiency	15.60	20.00	20.00	20.00
Obtain final inspections on all construction req. permits	%	Effectiveness	74	80	80	80
Code Compliance						
% of cases closed with initial response within target	%	Efficiency	100	100	100	100
Number of complaints received	#	Workload	1,673	1,500	1,500	1,500
Development Services						
% of customers rating inspections/review good	%	Effectiveness	83	80	80	80
Number of applications received	#	Workload	14,359	13,000	13,000	13,000
Number of permits issued	#	Workload	13,706	12,000	12,000	12,000
Total percent of issued permits meeting target timelines	%	Efficiency	52	80	80	80
Residential Projects meeting timeline for issuance	%	Efficiency	38	80	80	80
Commercial projects meeting timeline for issuance	%	Efficiency	51	80	80	80
Land Use						
# of Land Use hours per total # of applications reviewed	ratio	Efficiency	4.42	5.00	5.00	5.00
Land Use billable hours	%	Workload	54.60	36.00	36.00	36.00

Development Services

2009-2010 Work Initiatives

- Implement a sustainable interdepartmental training program focused on developing technical, interpersonal, and systems skills.
- Integrate the AMANDA permit system with the electronic document management system to create the technology foundation allowing submittal, access, and review of electronic documents related to property development activities.
- Implement code amendments to support changes in the City's Comprehensive Plan, changes in development practices, and promote sustainable development.
- Revisit the improvements made during the Development Services Initiative (DSI) to refresh and revise where needed, and provide refresher training to staff to ensure we continue to meet the DSI objectives.

Major Challenges for the Biennium

Development/Economic Outlook – The City experienced unprecedented growth as measured by applications, square footage built, and valuation issued from 2006 through 2008. Corresponding resource adjustments were made throughout this period. The uncertainty of the national housing and financial markets and their impact on the local economy could create notable change in the property development environment. Development activity will be closely monitored to ensure that funding, resources, and system performance remain in balance.

Codes and Standards -- Implementing changes and updates to development codes and standards for the Bel-Red Corridor planning effort, to encourage sustainable development and building practices, and respond to the changing character of development in the City.

Training/Organization Development – The addition of a new Training Coordinator position in 2008 creates the opportunity to develop and implement a robust training and staff development plan over the next biennium. This plan will help position the City to respond quickly and effectively to the next upturn in the development cycle by maintaining compliance with all mandatory training requirements, training for new employees to accelerate their learning, and creating a professional development program to build a more efficient, effective and highly motivated team.

Electronic Information Management – Development Services will continue to use technology efficiently and effectively to allow our customers easy access to information and services. Staff will be challenged over the next biennium to integrate our service delivery model with the next generation of technology (e.g. Electronic Content Management, wireless communications). This will require leveraging technology currently utilized by the City and our regional partners as well as exploring new and innovative systems.

**City of Bellevue
2009-2010 Biennial Budget**

**Development Services
Building Review And Inspection**

Program Statement

The Building Division is responsible for the customer service orientated application of the construction and clearing & grading codes to sustain a quality natural environment and create a safe built environment.

Summary of Services Provided

The Building Division reviewers and inspectors provide public information to a broad range of customers, while performing services directly related to implementation of construction codes.

Budgeted Cost Summary	FY 2007 Budget	FY 2008 Budget	FY 2009 Budget	FY 2010 Budget
General CIP Projects	151,810	142,500	52,250	-
Inspection	3,978,476	4,450,050	5,141,822	5,324,133
Permit Station Imprvmts	20,300	20,300	20,568	20,832
Plans Examiners	2,397,283	2,655,394	3,053,154	3,154,058
Support Svcs/Development Svcs OTO	5,490,254	6,266,810	6,306,630	6,250,436
Base Budget	12,038,123	13,535,054	14,574,424	14,749,460
Reserves	9,598,470	11,368,863	9,456,835	9,436,279
Total Budget	21,636,593	24,903,917	24,031,259	24,185,739

Expenditure Category Summary	FY 2007 Budget	FY 2008 Budget	FY 2009 Budget	FY 2010 Budget
Personnel	5,975,882	6,680,994	7,409,557	7,648,488
Interfund	4,951,896	5,521,566	5,988,135	5,926,096
M & O	958,535	1,189,994	1,124,481	1,174,875
Capital	151,810	142,500	52,250	-
Total Expenditures	12,038,123	13,535,054	14,574,424	14,749,460
Total Reserves	9,598,470	11,368,863	9,456,835	9,436,279
Total Budget	21,636,593	24,903,917	24,031,259	24,185,739

Funding Summary	FY 2007 Budget	FY 2008 Budget	FY 2009 Budget	FY 2010 Budget
Development Services Fund	21,484,783	24,761,417	23,979,009	24,185,739
General CIP Fund	151,810	142,500	52,250	-
Total Resources	21,636,593	24,903,917	24,031,259	24,185,739

FTE Summary	FY 2007 Budget	FY 2008 Budget	FY 2009 Budget	FY 2010 Budget
Inspection	31.80	31.80	35.50	35.50
Plans Examiners	17.05	17.05	18.35	18.35
Support Svcs/Development Svcs OTO	12.94	12.94	16.40	16.40
Total FTE	61.79	61.79	70.25	70.25

Development Services Building Review And Inspection

Key Departmental Metrics	Unit of Measure	Type of Indicator	FY 2007 Actual	FY 2008 Target	FY 2009 Target	FY 2010 Target
Assure that new construction meets minimum code standards						
Total number of construction inspections performed	#	Workload	63,007	30,000	30,000	30,000
Total construction permit applications completed per year	#	Workload	10,001	6,000	6,000	6,000
Obtain final inspections on all construction req. permits	%	Effectiveness	74	80	80	80
Percent of combination inspections to total inspections	%	Effectiveness	2.10	15.00	15.00	15.00
Assure that there is a consistency in code application						
Maintain a 3 or better BCE Classification	number rating	Effectiveness	2	2	2	2
Average number of days for processing building permits	#	Efficiency	15.60	20.00	20.00	20.00
% of technical staff certified or licensed	%	Effectiveness	100	100	100	100
Total technical training hours per FTE	ratio	Workload	22.61	120.00	120.00	120.00
Cost of plan review per \$1,000 of construction valuation	ratio	Efficiency	0.99	4.00	4.00	4.00

Issues related to Department Performance

Timelines for single-family projects were extended during the 2007 workload peak of major projects in plan review, while negotiated timeline commitments on major projects were achieved for multiple and simultaneous applications.

Program Notes

- The target is to complete 80 percent of building permit application reviews within the DSI calendar timeline.
- The increased level of major project development has resulted in a corresponding increased demand for upfront services such as pre-application meetings.

**City of Bellevue
2009-2010 Biennial Budget**

Development Services Land Use

Program Statement

The Land Use Division is responsible for executing the City Vision articulated in the Comprehensive Plan to sustain a quality natural and built environment that preserves community character and to foster development that is compatible with its surroundings, respectful of neighborhoods and economically viable.

Summary of Services Provided

The Land Use Planners assist Planning Commission and City Council in establishing and adaptively managing implementation strategies that are embodied in the land use code (as regulations and incentives) to foster development consistent with the Comprehensive Plan. The staff manage the private and public discretionary review process to optimize competing community goals and objectives. The staff provide meaningful ways for the public to be involved in land use decisions while administering the review process in a predictable manner and provide land use/zoning and other property information to citizens and businesses.

Budgeted Cost Summary	FY 2007 Budget	FY 2008 Budget	FY 2009 Budget	FY 2010 Budget
Critical Areas	-	-	-	-
General CIP Projects	615,990	284,500	542,750	-
Land Use Planners	2,417,236	2,579,037	2,645,606	2,749,360
Subsidy in General Fund	1,892,151	1,963,667	2,396,407	2,490,839
Support Svcs/Development Svcs OTO	654,065	742,431	712,595	721,126
Base Budget	5,579,442	5,569,635	6,297,358	5,961,324
Reserves	1,965,952	2,328,562	1,936,942	1,932,732
Total Budget	7,545,394	7,898,197	8,234,300	7,894,056
Expenditure Category Summary	FY 2007 Budget	FY 2008 Budget	FY 2009 Budget	FY 2010 Budget
Personnel	2,065,539	2,271,269	2,418,091	2,520,454
Interfund	2,496,475	2,600,107	3,062,331	3,160,202
M & O	401,438	413,759	274,186	280,667
Capital	615,990	284,500	542,750	-
Total Expenditures	5,579,442	5,569,635	6,297,358	5,961,324
Total Reserves	1,965,952	2,328,562	1,936,942	1,932,732
Total Budget	7,545,394	7,898,197	8,234,300	7,894,056
Funding Summary	FY 2007 Budget	FY 2008 Budget	FY 2009 Budget	FY 2010 Budget
General Fund	1,892,151	1,963,667	2,396,407	2,490,839
Development Services Fund	5,037,253	5,650,030	5,295,144	5,403,217
General CIP Fund	615,990	284,500	542,750	-
Total Resources	7,545,394	7,898,197	8,234,300	7,894,056
FTE Summary	FY 2007 Budget	FY 2008 Budget	FY 2009 Budget	FY 2010 Budget
Land Use Planners	17.50	17.50	18.50	18.50
Support Svcs/Development Svcs OTO	3.40	3.40	4.45	4.45
Total FTE	20.90	20.90	22.95	22.95

Development Services Land Use

Key Departmental Metrics	Unit of Measure	Type of Indicator	FY 2007 Actual	FY 2008 Target	FY 2009 Target	FY 2010 Target
Excellent customer service						
% of Cost Recovery target achieved	%	Effectiveness	81	90	90	90
# of Land Use hours per total # of applications reviewed	ratio	Efficiency	4.42	5.00	5.00	5.00
Land Use billable hours	%	Workload	54.60	36.00	36.00	36.00
Meaningful opportunities for public involvement						
Avg weekly walk-in customers served by LU in the Permit Ctr	#	Workload	100	100	100	100

Issues related to Department Performance

Performance measures indicate that Land Use Program efficiency continues to improve and that public information demands continue to increase. Although the overall number of new design review applications has declined, review and approval of large and complex projects such as Bellevue Plaza and continued work on previously approved projects such as City Center II, Ashwood Commons II, and The Bravern continue to demand considerable staff time. With the anticipated reduction in project related review, non-project hours committed to implementation of the Bel Red Land Use Code Amendment, 2008/2009 Development Services Initiated Land Use Code Amendments, Neighborhood Livability Phase II, and Shoreline Master Plan update will increase. Additional staff hours will be committed to renewed work related to Development Services fundamentals

Program Notes

The measure of weekly customer demand met at the Land Use Zoning and Information desk was added to ensure that the public information component of the land use mission is not compromised as a result of permit review obligations.

**City of Bellevue
2009-2010 Biennial Budget**

Development Services Code Compliance

Program Statement

The Code Compliance section of the Land Use Division is responsible for enforcing the regulations that sustain a quality and safe natural and built environment and that preserve community character.

Summary of Services Provided

The Code Compliance Officers investigate and resolve neighborhood complaints and violations of City and State codes citywide. Staff aid in problem solving, facilitate substantial compliance and work to achieve positive results for all parties to a complaint or enforcement incident.

Budgeted Cost Summary	FY 2007 Budget	FY 2008 Budget	FY 2009 Budget	FY 2010 Budget
Code Compliance	771,853	784,664	806,664	840,168
Subsidy in General Fund	819,932	850,922	1,027,031	1,067,502
Support Svcs/Development Svcs OTO	238,835	270,772	264,040	267,455
Base Budget	1,830,620	1,906,358	2,097,736	2,175,125
Total Budget	1,830,620	1,906,358	2,097,736	2,175,125
Expenditure Category Summary	FY 2007 Budget	FY 2008 Budget	FY 2009 Budget	FY 2010 Budget
Personnel	713,922	744,152	781,107	813,504
Interfund	1,037,359	1,079,729	1,244,105	1,287,283
M & O	79,338	82,477	72,524	74,338
Total Expenditures	1,830,620	1,906,358	2,097,736	2,175,125
Funding Summary	FY 2007 Budget	FY 2008 Budget	FY 2009 Budget	FY 2010 Budget
General Fund	819,932	850,922	1,027,031	1,067,502
Development Services Fund	1,010,688	1,055,436	1,070,704	1,107,623
Total Resources	1,830,620	1,906,358	2,097,736	2,175,125
FTE Summary	FY 2007 Budget	FY 2008 Budget	FY 2009 Budget	FY 2010 Budget
Code Compliance	6.00	6.00	6.00	6.00
Support Svcs/Development Svcs OTO	1.30	1.30	1.65	1.65
Total FTE	7.30	7.30	7.65	7.65

**City of Bellevue
2009-2010 Biennial Budget**

**Development Services
Code Compliance**

Key Departmental Metrics	Unit of Measure	Type of Indicator	FY 2007 Actual	FY 2008 Target	FY 2009 Target	FY 2010 Target
Increase neighborhood education and understanding						
# hours attending neighborhood meetings	hours	Effectiveness	40	30	30	30
Provide excellent customer service						
Number of complaints received	#	Workload	1,673	1,500	1,500	1,500
Resolve disputes to gain compliance w/ City and State codes						
% of cases successfully upheld by the Hearing Examiner	%	Effectiveness	98	95	95	95
Violations resolved through voluntary compliance methods	%	Effectiveness	96	95	95	95
Cases per officer	#	Efficiency	279	425	425	425
Cost per case resolved	\$	Efficiency	431	300	300	300
% of cases closed with initial response within target	%	Efficiency	100	100	100	100
Fair Housing complaints received	#	Workload	1	5	5	5
Use the civil violation process when needed						
Total Civil Violation hearings held	#	Workload	268	350	350	350

Issues related to Department Performance

Code Compliance received over 1,600 complaints in 2007 representing a 20% increase over the previous year. Coupled with the increase in neighborhood meetings and other support for Neighborhood Livability Action Plan, performance of this program was not compromised. Nearly 100% of cases sent to the Hearing Examiner were successfully upheld

Program Notes

This program is structured to reflect a philosophy that tailors the enforcement approach to the severity of the problem. Public health and safety issues, sign code enforcement, and environmental issues are responded to proactively. Voluntary compliance is sought for the majority of non-emergency neighborhood complaints and code violations.

**City of Bellevue
2009-2010 Biennial Budget**

Development Services

Biennial Budgeted Cost Summary	2007-2008 Budget	2009-2010 Budget	% Change
Building Revise And Inspection	25,573,177	29,323,884	10 %
Land Use	11,149,077	12,258,682	15 %
Code Compliance	3,736,978	4,272,861	14 %
Base Budget	40,459,232	45,855,427	13%
Reserves	13,697,425	11,369,011	(17)%
Total Budget	54,156,657	57,224,438	6%
Biennial Expenditure Category Summary	2007-2008 Budget	2009-2010 Budget	% Change
Personnel	18,451,759	21,591,201	17%
Interfund	17,687,132	20,668,153	17%
M & O	3,125,541	3,001,073	(4)%
Capital	1,194,800	595,000	(50)%
Total Expenditures	40,459,232	45,855,427	13%
Total Reserves	13,697,425	11,369,011	(17)%
Total Budget	54,156,657	57,224,438	6%
Biennial Funding Summary	2007-2008 Budget	2009-2010 Budget	% Change
General Fund	5,526,672	6,981,779	26%
Development Services Fund	47,435,185	49,647,659	5%
General CIP Fund	1,194,800	595,000	(50)%
Total Resources	54,156,657	57,224,438	6%

