

**Current State Profile
of Development Review Services**

REDMOND, WASHINGTON

Revised October 16, 2024



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1. Introduction

This current state profile is for the City of Redmond's development review services, which are primarily spread across the Planning and Public Works departments. The profile outlines the organization, structure, and staffing for development review and examines current technological approaches and customer service efforts.

The information in this profile was developed through interviews conducted at all levels of the Planning and Public Works departments organization, including managers, supervisors, and line-level staff. Initial virtual interviews were conducted during the week of June 17, 2024, with most interviews occurring in person during an onsite visit the week of July 8, 2024.

The primary objective of the current state profile is to document the current approaches utilized by the City in providing its development review services to the community. No analysis or findings are contained in this document. Instead, this interim deliverable focuses on documenting the following items:

- The organizational structure of the various development review operations within the Planning, Public Works, and Fire departments.
- The roles, responsibilities, and service delivery approaches division/team within the departments responsible for development review.
- The organizational composition, allocation of staff, and workload within each division/team within the departments responsible for development review.
- The current technology platforms utilized by each division/team responsible for development review.
- Level of customer service provided for development review.

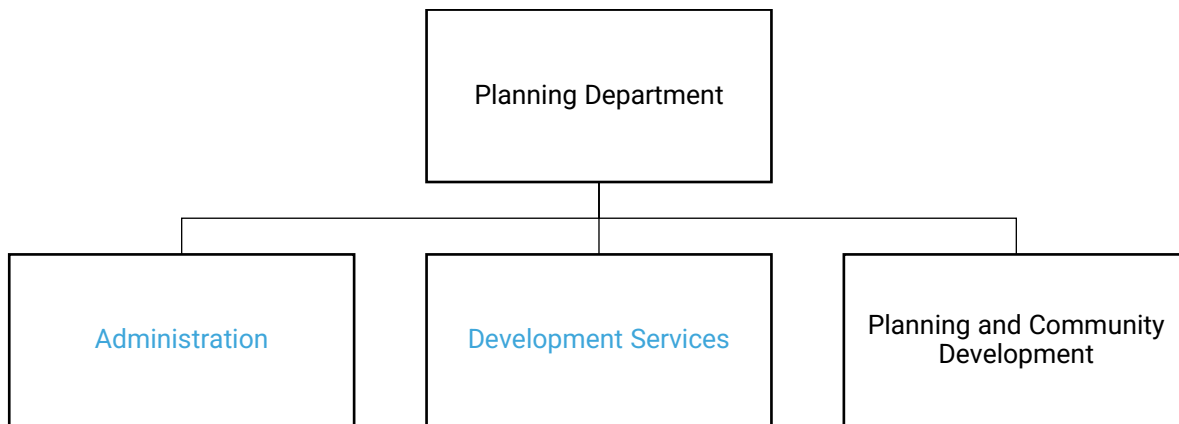
This document summarizes the current state of staffing allocations, duties, and processes. It will allow us to compare the current state to the recommendations developed for the final report and demonstrate the impact of the proposed changes.

2. Planning Department

The Planning Department is divided into two divisions overseen by the Director: Development Services and Planning and Community Development. An administration team provides administrative support for the entire Department. The Development Services Division is the primary division responsible for the City’s development review functions and is the focus of this profile. The administration team provides support and is also assessed.

The following chart outlines the organizational structure of the Planning Department. Positions shown in blue are directly involved in the City’s development review functions and services.

Planning Department Organizational Structure



The following sections of this chapter provide more detailed information about the Department, technology utilized, and customer service approaches.

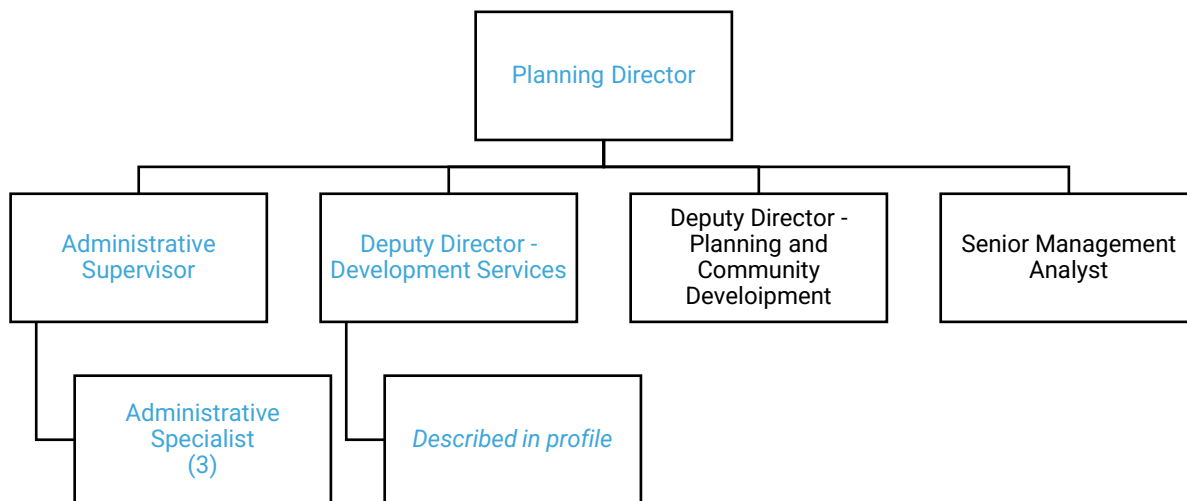
2.1 Administration

The Department’s administration consists of the Director of Planning, two Deputy Directors, one Administrative Supervisor, and four Administrative Specialists. There are four direct reports to the Planning Director: one Administrative Supervisor, two Deputy Directors, and one Senior Management Analyst. Director and Deputy Director responsibilities include managing the development review services teams, serving as spokespersons for the Department, developing budgets, and implementing policies. Administrative functions for the Department include providing support to all staff, processing of some permits, invoice reconciliation, and creating public notices.

Organizational Structures

The following chart outlines the organizational structure of the Department’s administration. Positions shown in blue are directly involved in the City’s development review functions and services.

Administration Organizational Structure



The Deputy Director for Planning and Community Development and their team are not directly involved with the City’s development review functions and services. Therefore, this profile does not assess the position and the entire team in detail.

Staff Roles and Responsibilities

The following table details the number of staff, by position title, for Department administration and summarizes the significant duties of each position. The duties listed represent the position's primary role and are not intended to encompass all duties performed at the level of detail of a job description.

Position Title	Authorized Positions	Key Roles and Responsibilities
Planning Director	1	<ul style="list-style-type: none"> Oversees the day-to-day operations of the Department. Supervises, assigns, and reviews the work of staff. Directly involved as the signatory on all permits. A member of the City's Technology Review Committee Oversees budgeting process for the Department. Reviews policy work associated with the City's Comprehensive Plan and ordinance updates. Provides updates to City Management, Mayor and Council.
Deputy Director – Development Services	1	<ul style="list-style-type: none"> Oversees the day-to-day operations of the Development Services team, which includes the City's Development Services Center. Supervises, assigns, and reviews the work of staff. Oversees budgeting process in coordination with the Director. Creates policies and procedures to ensure consistency and abidance to state law. Designated as the Building Official.
Administrative Supervisor	1	<ul style="list-style-type: none"> Oversees the Administrative Specialists and provides administrative support to the Director and Deputy Director. Tasked with the processing of Department public records requests.
Administrative Specialist	3	<ul style="list-style-type: none"> Provide a wide variety of administrative support to development staff in Planning and Community Development Department and Development Services. Staff are generally assigned to support Development Engineering and Construction Inspectors, Land Use Development Review, Transportation Planning and Engineering (TP&E), and Long Range Planning), and Development Services (Plans Examiners, Code Enforcement). Additional duties include processing hydrant use permits, wet weather permits, creating forms, documentation, and supporting materials, invoicing, public noticing, support to design review boards, planning commission, and hearing officer. Assist with processing public records requests.

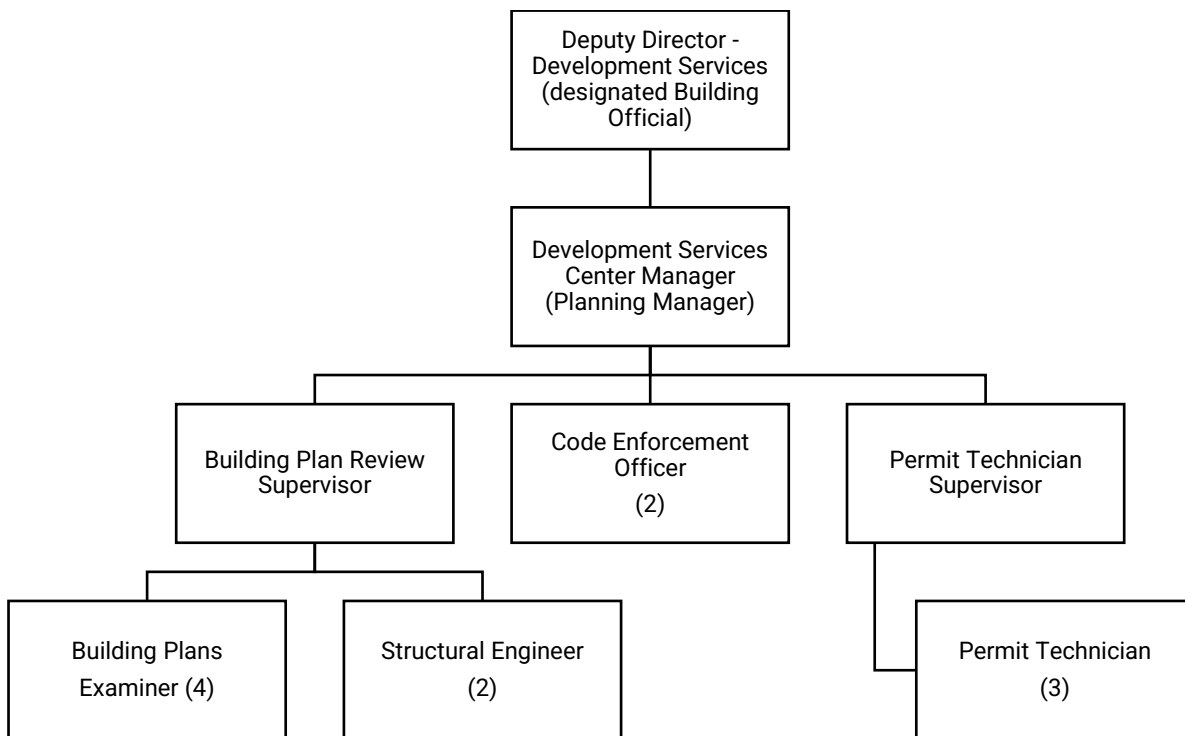
2.2 Development Services (Building Plans Review)

The Development Services team is primarily responsible for the city's building permitting and plan review processes and for ensuring development meets City ordinances and the most currently adopted Washington Building Codes. It is also responsible for code enforcement duties for the City. Inspections are housed within a different team and discussed in [Section 2.4](#). The Deputy Director of Development Services is designated as the City's Chief Building Official. The Planning Manager manages the Division under the Deputy Director's oversight.

Organizational Structure

The following chart outlines the organizational structure of the Development Services team. There are a total of 12 authorized positions, excluding the Deputy Director.

Development Services Team Organizational Structure



Staff Roles and Responsibilities

The following table details the number of staff, by position title, for Development Services and summarizes the significant duties of each position. The duties listed represent the position's primary role and are not intended to encompass all duties performed at the level of detail of a job description. The Deputy Director position is described in [Section 2.1: Administration](#).

Position Title	Authorized Positions	Key Roles and Responsibilities
Development Services Center Manager (Planning Manager)	1	<ul style="list-style-type: none"> Oversees the day-to-day operations of the building permit submittal and application process. Supervises, assigns, and reviews the work of all building permit review and code enforcement staff. Creates policies and procedures to ensure consistency. Serves as the City's technical EnerGov expert and makes adjustment to the digital submittal process and staff project management options. Responsible for overseeing code complaints received and determining which ones to prioritize with Planning Director.
Building Plan Review Supervisor	1	<ul style="list-style-type: none"> Oversees the day-to-day operations of the building permit submittal and application process and the building plans examiner team. Supervises, assigns, and reviews the work of all building permit review and code enforcement staff.
Building Plans Examiner	4	<ul style="list-style-type: none"> Performs plan review of all building permit submittals, including adding comment and edits, and issuing final approval. Manages building permit reviews through EnerGov. Responsible in verifying address and building history, confirming building occupancy for City business licenses. Performs building code review for land use applications and provides comments for the assigned planner. Reviews civil plans of land use applications. Reviews structural and electrical elements of sign permit applications. Facilitates the certificate of occupancy process in consultation with Building Inspectors. Assists at Development Services Counter including checking shared building voicemail and email.
Structural Engineer	2	<ul style="list-style-type: none"> Ensures conformity and quality assurance of complete project documents, engineering projects, programs or systems. Prepare or review project plans and specifications, analyze project requirements, physical location, and other pertinent data. Assure that project designs follow a variety of state, federal, and city laws, codes, ordinances, and regulations governing public works projects and private projects submitted in development review.

Code Enforcement Officer	2	<ul style="list-style-type: none"> Respond to city nuisance and noise violations, sign and tree complaints, and unpermitted construction work. Manages complaints through QAlert. Reviews home occupancy business license requests in coordination with the Assistant Planners and Customer Service staff. Assesses and signs off on all City special event permits and related master event business licenses. Works closely with Planning Manager on determining what complaints are forwarded onto the Planning Director.
Permit Technician Supervisor	1	<ul style="list-style-type: none"> Oversees the permitting team and public counter. Assigns work to permit technicians and reviews work produced. Assists with the processing of applications, invoicing, sending review matrix, finalizing and issuing permits, and preparing stamped plan sets. Creates policies and procedures for permit technicians. Serves as an EnerGov technical specialist.
Permit Technician	3	<ul style="list-style-type: none"> Tasked with serving the public (walk in, phone, and online requests). Responsible for the intake of building, fire, planning, and civil applications and creating the application recorded in the permitting software. Issue building permits by stamping the approved plan set, invoicing, and issuing the electronic building permit. Provide external customer support for the online application portal. Tasked with the intake of fees for the Department.

Workload

The following table includes workload data relevant to the Building Permit plan review.

Building Permit Plan Reviews

Building Permit Plan Review Type	2022	2023
Building Completeness Check	5	0
Civil Engineering Completeness Check	5	0
ENG- Comp Review, Land Use	1,048	1,795
ENG- Compliance Review, [60/45] 2021	12	8
ENG- Compliance Review, Eng Tech [1] 2021		1
ENG- Compliance Review, Eng Tech [14] 2021	6	0
ENG- Compliance Review, Eng Tech [30/30] 2021	2	0
ENG- Determination of Comp, Civil [21] 2021	4	2
ENG- Determination of Comp, Eng Tech [1] 2021		1
ENG- Determination of Comp, Eng Tech [5/5] 2021	8	0

Building Permit Plan Review Type	2022	2023
ENG- Determination of Comp, Land Use [21] 2021	591	1,030
Permit Tech Plans Received	15	0
PL - Code Compliance Review, Tree Removal 2021	2	94
PL - Determination of Comp, Tree Removal 2021	2	191
Planning Completeness Check	9	0
PM - Building Code Comp Review [14/7] 2021	826	450
PM - Building Code Comp Review [28/14] 2021	1,826	1,656
PM - Building Code Comp Review [56/28] 2021	360	649
PM - Building Code Comp Review, CE [7/7] 2021	183	220
PM - Determination of Comp Check 2021	2,456	1,958
Structural Review Completeness Check	6	0
Total	7,366	8,055

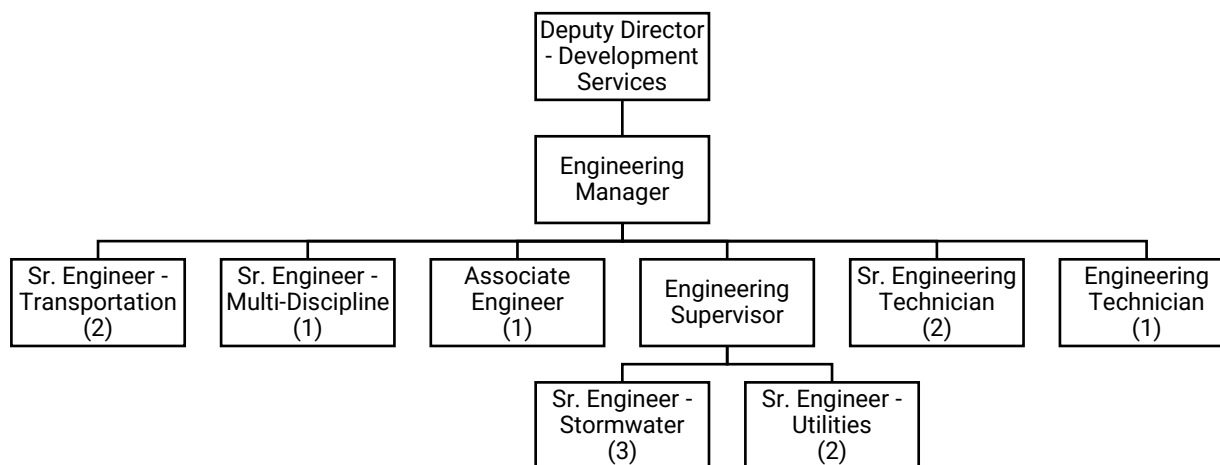
2.3 Engineering

The Engineering team within the Planning Department is primarily responsible for reviewing the civil engineering plans of proposed development within the city. They ensure development meets city-adopted engineering design standards. Some specialized utility engineering review occurs within the Public Works Department, and this is discussed in [Chapter 3](#) of this profile. An Engineering Manager oversees the team under the Deputy Director's supervision.

Organizational Structure

The following chart outlines the organizational structure of the Engineering team.

Engineering Organizational Structure



Staff Roles and Responsibilities

The following table details the number of staff, by position title, for the Planning Division and summarizes the major duties of each position. The duties listed represent the position's primary role and are not intended to encompass all duties performed at the level of detail of a job description. The Deputy Director position is described in [Section 2.1: Administration](#).

Position Title	Authorized Positions	Key Roles and Responsibilities
Engineering Manager	1	<ul style="list-style-type: none"> Oversees the day-to-day operations of the engineering review of development applications and issuance of engineering permits (related to utilities, stormwater and transportation). Supervises, assigns, and reviews the work of all engineering reviews. Creates policies and procedures to ensure consistency.
Engineering Supervisor	1	<ul style="list-style-type: none"> Assists Engineering Manager with management and oversight of assigned engineers. Provides administrative management for the engineering team. Attends pre-application meetings for land use applications as necessary. Works across team lines to resolve common permitting and project issues during development review. Reviews selected utility and stormwater plans related to proposed development.
Senior Engineer		
- Stormwater	3	<ul style="list-style-type: none"> Performs civil engineering plan review for building permits, land use applications, and coordinated civil review (CCR).
- Utilities	2	<ul style="list-style-type: none"> Reviews include ensuring development is meeting utilities, stormwater, or transportation standards.
- Transportation	2	<ul style="list-style-type: none"> Ensures consistency between the original engineering plan sets and the request for inspection (RFI) plans.
- Multi-Discipline	1	<ul style="list-style-type: none"> Determines impacts of proposed development including water quality, aquifer maintenance, traffic levels, ROW accessibility.
Associate Engineer	1	<ul style="list-style-type: none"> Performs civil engineering plan review for building permits, land use applications, and coordinated civil review (CCR). Ensures consistency between the original engineering plan sets and the request for inspection (RFI) plans. Coordinates with GIS to have all digital sets added to City data. Coordinates mobility (transportation concurrence) review for certain applications.

Position Title	Authorized Positions	Key Roles and Responsibilities
Senior Engineering Technician	2 (1 vacant)	<ul style="list-style-type: none"> • Supports engineers by processing and managing construction permit applications, from plan approval to site construction. • Handles EnerGov permit setup, fee calculations, rebates, and bond management, ensuring smooth project and closeout. • Assists developers with coordinated civil reviews (CCRs); manages requests and applications in EnerGov. • Provides front counter support for public inquiries related to utility locates, stormwater, and transportation. • Oversees the release of approved construction plans, collects necessary fees and bonds, and manages water and sewer connection workflow. • Survey document review for easements, ROW dedication, final plat, short plat, BLA, BSP, and etc.
Engineering Technician	1	<ul style="list-style-type: none"> • Receives and enters all engineering construction permits into EnerGov. • Provides customer service at the Development Services Counter with questions about utility locates and stormwater, transportation requirements. • Process CCR and CGP applications and setup EnerGov portals. • Process water meter and side sewer applications.

Workload

Engineering plan review data associated with Building applications is presented in the previous subsection.

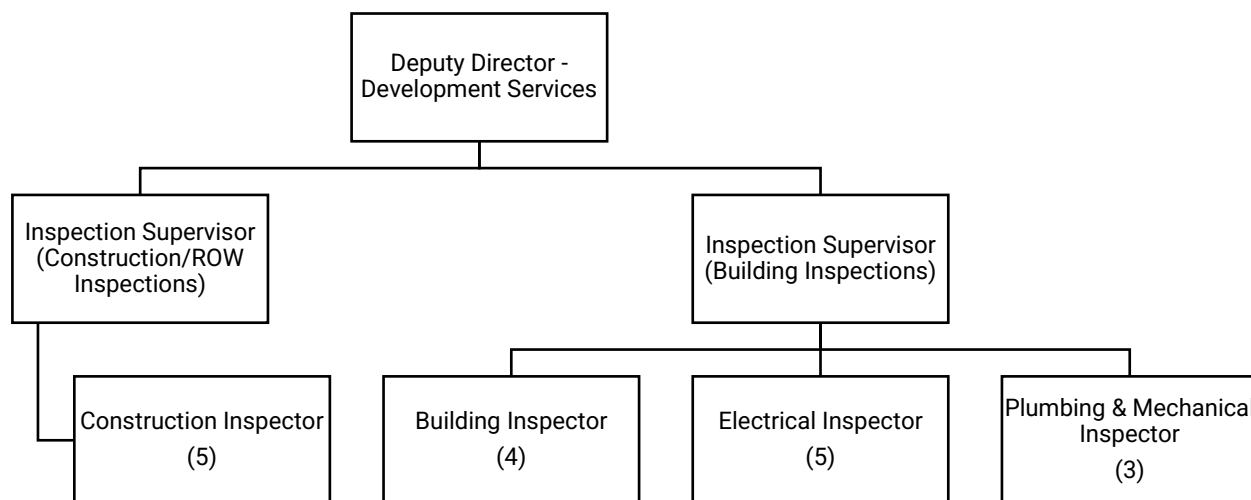
2.4 Inspections

The City’s inspection responsibilities are divided into two separate teams. One team is responsible for building inspections, and the other is charged with right-of-way/ infrastructure construction inspections. An Inspection Supervisor oversees each inspection team, under the oversight of the Development Services Deputy Director.

Organizational Structure

The following chart outlines the organizational structure of the Inspection teams.

Inspections Organizational Structure



Staff Roles and Responsibilities

The following table details the number of staff, by position title, for the Inspection teams and summarizes the major duties of each position. The duties listed represent the position's primary role and are not intended to encompass all duties performed at the level of detail of a job description.

Position Title	Authorized Positions	Key Roles and Responsibilities
Inspection Supervisor (Building)	1	<ul style="list-style-type: none"> Serves as the Supervisor of the Building Inspection Team. Is tasked with assignment of inspection requests to the Inspectors. Assists with plan review as needed.
Building Inspector	4	<ul style="list-style-type: none"> Tasked with examining applicable trade permits that require plan review (commercial construction, etc.).
Electrical Inspector	5	<ul style="list-style-type: none"> Conduct inspections for their specific trade area.
Plumbing / Mechanical Inspector	3	<ul style="list-style-type: none"> One inspector serves as the Inspector of the day. This is an inspector on-call program to assist with public inquiries. One building inspector is currently assigned to the Microsoft project.
Inspection Supervisor (Construction)	1	<ul style="list-style-type: none"> Serves as the Supervisor of the Construction Inspection Team. Is tasked with assignment of inspection requests to the Construction Inspectors. Assists with infrastructure plan review as needed. Assists with infrastructure construction project closeout.

Position Title	Authorized Positions	Key Roles and Responsibilities
Construction Inspector	5	<ul style="list-style-type: none"> Performs infrastructure inspections for all construction in the public realm and right-of-way. Staff are generally assigned to water/surface, sewer/surface, or stormwater/erosion control/wet weather disciplines. Reviews civil construction plans, right-of-way permits, and provides corrections. One position is tasked with conducting all inspections for the Sound Transit Light Rail project. One position is assigned to the Microsoft refresh project.

Workload

The following table shows historic Building Inspections completed.

Building Inspections

Inspection Type	2022	2023
BLDG Arch. Components	7	31
BLDG Barrier Free		2
BLDG Bolts Installed in Concrete	125	264
BLDG Ceiling Grid	252	205
BLDG Ceiling/Floor Insulation	328	405
BLDG Civil Residential Approval	13	
BLDG Cold Formed Steel	2	20
BLDG Concrete	526	325
BLDG Curtain Wall	66	149
BLDG Deck Framing	165	171
BLDG Deferred Submittal - Other		10
BLDG EHG 1848 MF Moisture	1	
BLDG Expansion/Adhesive Anchors	50	77
BLDG Exterior Shear Wall	291	316
BLDG Final	1,091	1,130
BLDG Fire Safing	268	519
BLDG Floor Framing	319	462
BLDG Footings/Setback	449	542
BLDG Foundation Walls	366	374
BLDG Framing	1,807	1,294
BLDG Glazing	278	306
BLDG High Strength Bolting	21	41
BLDG Interior Shear/Rated Wall Nail	359	489
BLDG Mastic and Intumescent Coatings	2	7
BLDG Moisture Proofing Letter	26	68

Inspection Type	2022	2023
BLDG Other	898	649
BLDG Piling/Drilled Piers/Casings	3	4
BLDG Pre-Construction	94	63
BLDG Pre-Construction Meeting	183	250
BLDG Precast Concrete	2	7
BLDG Reinforced Steel/Prestress	230	346
BLDG Residential Downspouts/Drains	164	247
BLDG Residential Footing Drains	174	281
BLDG Residential Side Sewer	88	46
BLDG Roof Nailing	313	289
BLDG Sheetrock Nailing	768	622
BLDG Shotcrete	88	58
BLDG Site/Lot Final	85	78
BLDG Slab Insulation	133	223
BLDG Slab on Grade	10	22
BLDG Smoke Control System	3	2
BLDG Special Cases	28	33
BLDG Special Grading/Excavation/Filling	42	51
BLDG Spray-Apply Fire Resistant Materials	9	24
BLDG Stairs	3	13
BLDG Storage Racks and Access Floors	1	1
BLDG Structural Masonry	9	36
BLDG Structural Observations	36	64
BLDG Structural Testing for Seismic	4	2
BLDG Structural Welding	40	66
BLDG Structural Wood	17	23
BLDG Venting/VIAQ	154	170
BLDG Wall/Vault Insulation	454	479
BLDG Welding for Seismic Resistance	4	11
BLDG Wood Trusses		5
BLDG Yard/Wall Drains	132	140
ELEC Cable TV	276	329
ELEC Data/Phone	467	539
ELEC Egress Lighting	67	80
ELEC Energy Management	384	380
ELEC Feeder/DIS Equipment	803	772
ELEC Final	3,385	3,304
ELEC Fire Alarm OK/Test	322	321
ELEC Fire Alarm Rough	497	478
ELEC Generator/Trans Switch	100	97

Inspection Type	2022	2023
ELEC HVAC Equipment	783	790
ELEC In Slab	287	388
ELEC Lighting Control	74	111
ELEC Low Voltage/Other	12	22
ELEC Other Electrical	176	270
ELEC Rough	2,185	2,097
ELEC Rough Hard Ceilings	285	278
ELEC Security System	263	303
ELEC Service	440	503
ELEC Sign Inspection	47	80
ELEC System Bonding Grounding	791	995
ELEC Temp Feed/Dist Equipment	128	109
ELEC Temp Transformers	33	44
ELEC Temporary Service	117	131
ELEC Tile Ceilings	550	447
ELEC Transformers	148	123
ELEC Underground Electrical	415	522
Environmental Review Inspection	2	2
MECH Chilled Water Pipe	675	365
MECH Comm Report	204	303
MECH Dampers	153	223
MECH Duct Seal	1,362	1,353
MECH Duct Test		1
MECH Final	1,479	1,493
MECH Gas Pipe	665	777
MECH Other Mechanical	195	224
MECH Refrigeration Pipe Test	373	490
MECH Rough Mechanical	2,141	1,894
MECH Solar Panel	30	33
MECH Underground Mechanical	59	105
NR Approval	6	1
PLNG Approval	221	102
PLNG Architectural Review	3	3
PLNG Revision	1	1
PLUM Backflow Ext Devices	48	69
PLUM Backflow Int Devices	60	98
PLUM Final	802	865
PLUM Grease Interceptor External	22	37
PLUM Grease Interceptor Internal	15	37
PLUM Other Plumbing	155	142

Inspection Type	2022	2023
PLUM Rough Plumbing	1,366	1,192
PLUM Shower Pan	130	164
PLUM Underground Plumbing	428	421
PLUM Underground Sprinkler Supply	27	40
PLUM Water Service	281	405
PW ROW Restoration	343	490
PW Side Sewer	171	345
Building Inspection Total	35,433	36,700

The following table summarizes historic construction inspections completed.

Construction Inspections

Inspection Type	2022	2023
CIV Approval	98	150
CIV Asbestos	39	33
CIV Civil Construction Approval Inspection	44	56
CIV Civil Construction Warranty Inspection	72	41
CIV Clearing Limits & Temporary Erosion Control	596	2,415
CIV Construction Approval	16	33
CIV Debris	80	99
CIV Downspouts/Drains	27	85
CIV Electrical	37	34
CIV Engineering Manager Approval	6	7
CIV External Fire Line System Tests	37	89
CIV Field Pre-Construction	9	186
CIV Fire Inspection	12	27
CIV Fire System Infrastructure	4	10
CIV Footing Drains	83	129
CIV Foundation	62	43
CIV Gas	37	29
CIV Phased Sewer Inspection	2	0
CIV Pre-Con	74	42
CIV Septic	18	21
CIV Sewer Availability	52	49
CIV Sewer Capped	60	45
CIV Sewer Construction Approval	6	2
CIV Sewer Inspection	890	646
CIV Sewer Substantial Complete	7	1
CIV Sewer Warranty Inspection	15	1

Inspection Type	2022	2023
CIV Side Sewer	17	1
CIV Site Visit	732	1,640
CIV Storm Construction Approval	2	4
CIV Storm Inspection	641	1,205
CIV Storm Substantial Complete	1	6
CIV Storm Warranty Inspection	14	2
CIV Surface Construction Approval	2	2
CIV Surface Inspection	707	926
CIV Surface Substantial Complete	1	0
CIV Surface Warranty Inspection	18	0
CIV T.E.S.C.	124	83
CIV Tank	16	11
CIV UPD Side Sewer	6	2
CIV Water Availability	56	57
CIV Water Construction Approval	7	1
CIV Water Inspection	889	1,143
CIV Water Substantial Complete	7	2
CIV Water Warranty Inspection	15	3
CIV Well	21	16
NPDES	0	36
ROW Field Pre-Construction	419	430
ROW Job Completion	588	587
ROW Job Start	429	855
ROW Site Visit	1,910	1,652
ROW Site Visit (2)	45	26
ROW Site Visit (3)	1	0
ROW TESC Event	15	20
Total	9,066	12,983

2.5 Land Use

The Land Use team is responsible for administrating and reviewing all current planning and land use applications. The specific responsibilities of the division include:

- Review of proposed development and affiliated planning applications to assist property owners in making improvements that are in conformance with the City's Comprehensive Plan, zoning ordinance, and design standards and guidelines;
- Performs necessary environmental review of development proposals; and

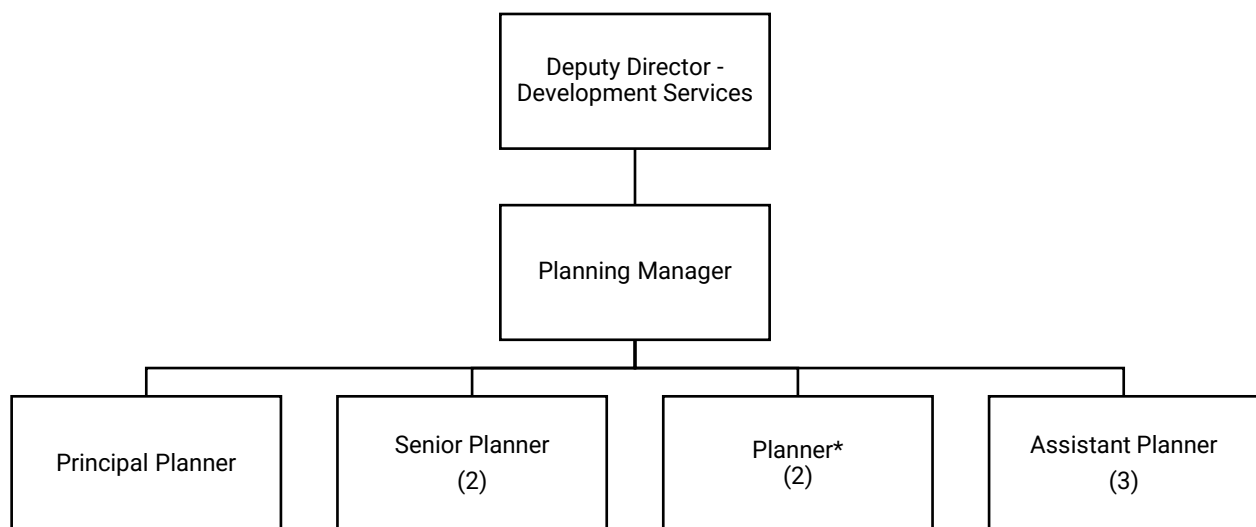
- Serves as staff liaison to the City’s Design Review Board.

The Planning Manager manages the division, with assistance from the Principal Planner, who supports the work of the Assistant Planners.

Organizational Structure

The following chart outlines the organizational structure of the Planning team. There are a total of 9 authorized positions within this division.

Planning Organizational Structure



*The Planner position is what is typically known as an Associate Planner position.

Staff Roles and Responsibilities

The following table details the number of staff, by position title, for the Planning team and summarizes the major duties of each position. The duties listed represent the position's primary role and are not intended to encompass all duties performed at the level of detail of a job description.

Position Title	Authorized Positions	Key Roles and Responsibilities
Planning Manager	1	<ul style="list-style-type: none"> • Manages the staff and workload for all current range planning and land use applications. • Coordinates with Planning and Community Development staff on zoning code amendments, comprehensive plan updates, and design guidelines updates. • Serves as a land use and zoning troubleshooter for complex building permit submittals. • Assesses all transportation, fire, park and recreation impact fees. • Assists with land use issues related to code compliance cases.
Principal Planner	1	<ul style="list-style-type: none"> • Supports staff with their workload and provides leadership and mentorship to newer staff members. • Helps in the delegation and assignment of applications. • Conducts planning review for complex land use applications, such as planned developments. • Coordinates with Planning and Community Development staff on zoning code amendments and comprehensive plan updates.
Senior Planner	2	<ul style="list-style-type: none"> • Serves as project manager for complex current planning projects, including short plats, site plans, Master Planned Developments (MPDs), and development agreements. • Conducts required environmental review for long-range planning projects. • Presents applications to internal staff committees, such as the Tech Committee, as well as in public hearings to the Planning Commission. • Creates public notices for applications requiring notice or public hearings. • Orchestrates neighborhood meetings when required during the land use planning entitlement process. • Assists with long-range planning projects as assigned and needed (such as design guideline updates). • Provides customer service at the Development Services Counter and rotates as "On Duty Planner."
Planner (Associate)	2	<ul style="list-style-type: none"> • Serves as project manager for current planning projects, including short plats, minor subdivisions, site plan, and critical area reviews. • Presents applications to internal staff committees, such as the Tech Committee, as well as in public hearings to the Planning Commission. • Orchestrates neighborhood meetings when required during the land use planning entitlement process. • Assists with long-range planning projects as assigned and needed (such as design guideline updates). • Provides customer service at the Development Services Counter and rotates as "On Duty Planner."

Position Title	Authorized Positions	Key Roles and Responsibilities
Assistant Planner	3	<ul style="list-style-type: none"> • Performs intake and completeness checks for land use applications. • Provides customer service at the Development Services Counter and responds to messages in the general email and voicemail. • Responds to public record requests. • Reviews business licenses in coordination with the Code Enforcement Officers.

Workload

The following table summarizes the workload associated with processing Planning applications. This includes reviews completed by other departments.

Planning Application Reviews

Planning Application Review Type	2022	2023
Building Mechanical	1	
Civil Retaining Wall	4	
Completeness Check	18	
ENG- Comp Review, Land Use [60/45] 2021	103	2
ENG- Compliance Review, [30/30] 2021	107	176
ENG- Compliance Review, Dev Eng [14/7] 2021	1	5
ENG- Determination of Comp, Civil [21] 2021	12	64
ENG- Determination of Comp, Dev Eng [14] 2021	1	4
ENG- Determination of Comp, Land Use [21] 2021	53	
Final CAD File	21	7
Fire	28	
Fire Rack Storage	1	
GIS	2	
Natural Resources	19	
PL - Code Compliance Review 2021	2693	3400
PL - Code Compliance Review, Shoreline 2021	8	7
PL - Code Compliance Review, Tree Removal 2021		2
PL - Determination of Comp, Tree Removal 2021		4
PL - Determination of Completeness Check 2021	885	1920
PL - Determination of Completeness, Shoreline 2021	4	11
Planning	25	
Planning Mechanical	1	
Planning Retaining Wall	4	
PM - Building Code Comp Review [28/14] 2021	45	37

Planning Application Review Type	2022	2023
PM - Determination of Comp Check 2021	310	67
Stormwater	35	
Structural Rack Storage	1	
Structural Retaining Wall	2	
Traffic Ops	11	
Utilities	11	
Total	4,406	5,706

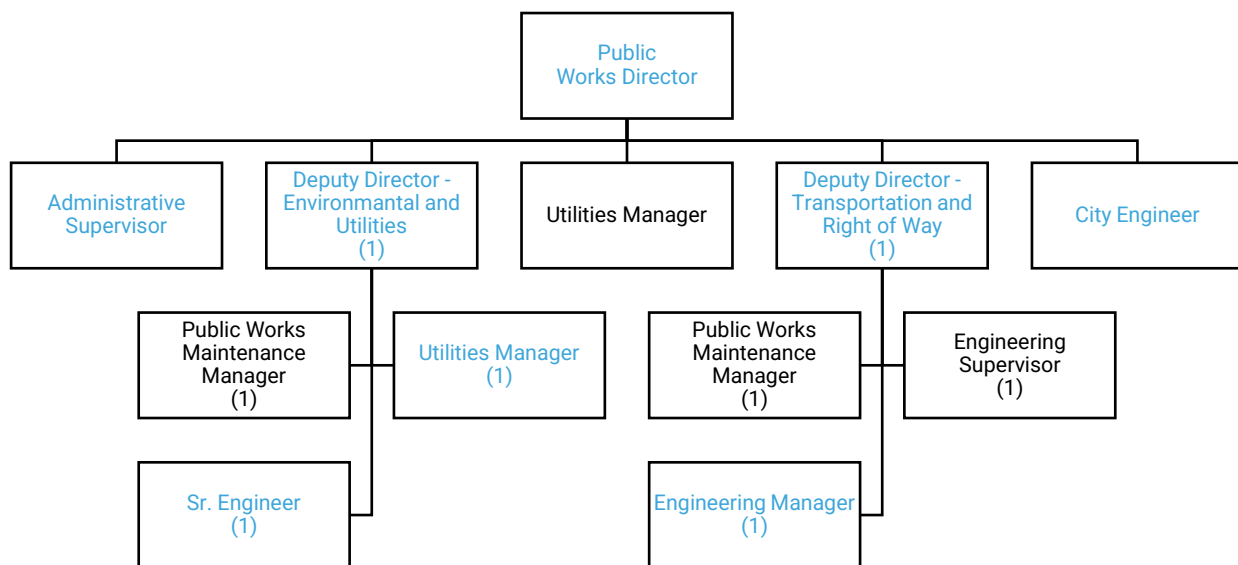
3. Public Works Department

The Department is divided into four formal divisions overseen by the Director: Construction, Environmental and Utilities Services, Traffic Operations, Safety and Engineering, and Operations Maintenance Center. An Administration team provides administrative support for the entire department. The Construction and Environmental and Utilities Services Divisions are the primary divisions responsible for the City’s development review functions and are the focus of this profile chapter. The administration team is also evaluated.

The following chart outlines the organizational structure of the Public Works Department. Teams shown in blue are directly involved in the City’s development review functions and services.

Public Works Department Organizational Structure (Development Review Focused)

Administration Organizational Structure



3.1 Environmental and Utilities Services

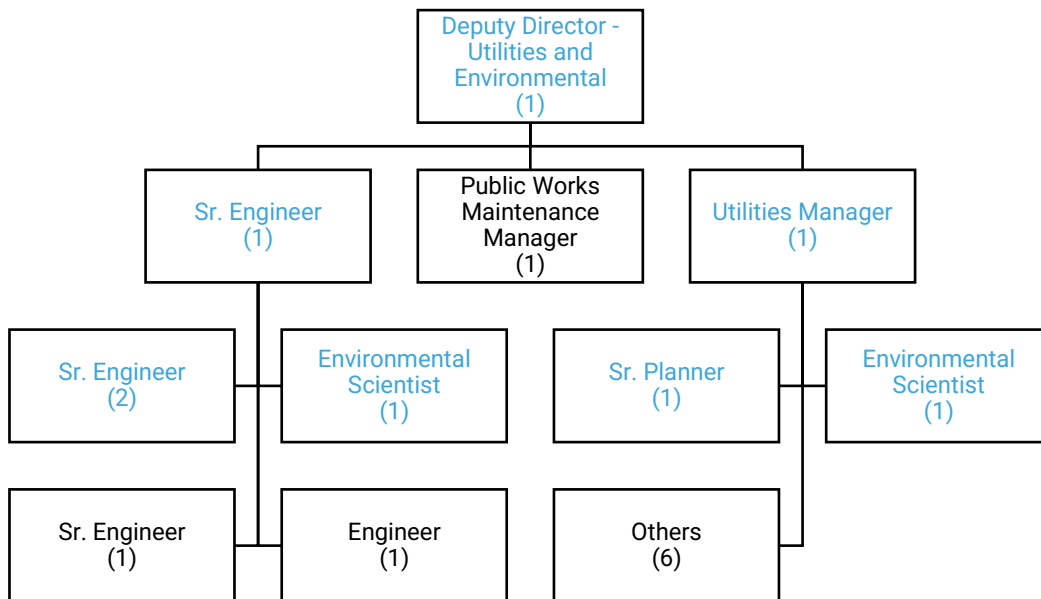
The Environmental and Utilities Services team within the Public Works Department is primarily responsible for work related to the City’s existing utilities infrastructure and its capital investment plan, but they also review the civil engineering plans of proposed

development within the city. They ensure development meets city-adopted engineering design standards.

Organizational Structure

The following chart outlines the organizational structure of the Environmental and Utilities Services division. Positions that are in blue text are directly involved in the development review process.

Environmental and Utilities Services Organizational Structure



Staff Roles and Responsibilities

The following table details the number of staff, by position title, for the Environmental and Utilities Services Division and summarizes the major duties of each position. The duties listed represent the position's primary role and are not intended to encompass all duties performed at the level of detail of a job description.

Position Title	Authorized Positions	Key Roles and Responsibilities
Deputy Director – Environmental and Utilities	1	<ul style="list-style-type: none"> Oversees the day-to-day operations of the Utilities Manager and the Environmental engineering team, which includes plan review activity. Supervises, assigns, and reviews the work of staff. Assists in budget development and management in coordination with the Director. Creates policies and procedures to ensure consistency and compliance with state law.
Senior Engineer	3	<ul style="list-style-type: none"> Attend weekly meetings with Development Services Engineering team. Conduct engineering plan review for developments with potential stream and wetlands impacts, or those with an aquifer or wellhead protection component. Review applicant utility availability certificates (UAC's) at the pre-land use stage. Water, sewer, stormwater engineering work for the City's capital infrastructure projects and capital plan.
Senior Planner	1	<ul style="list-style-type: none"> Lead interdepartmental floodplain management team with planning and public works. Develop systems to ensure development review staff comply with State mandates, including creating informational resources for developers on stormwater management. Serve as the watershed planner for the City, managing approximately 20 watersheds. Collect and report floodplain development data to FEMA, coordinate documentation for community rating system (CRS) program.
Environmental Scientist	2	<ul style="list-style-type: none"> Attend pre-application meetings and review projects meeting certain criteria, such as those within the City's critical aquifer recharge area or those with potential stream and wetland impacts. Reviews critical area reports for stream and wetland impacts Manage environmental programs such as groundwater monitoring program, surface water monitoring, and stream restoration, as well as policy development in areas like aquifer protection and floodplain management.

Workload

The Environmental and Utilities Services engineering team self-reports hours spent supporting the Planning Engineering division with utilities, environmental, and aquifer protection projects. The following table summarizes these hours, totaling 1,589 for the year 2023. The most effort-intensive projects are water and wastewater check-ins, wellhead protection reviews, and the King County Lake Hills Trunk project. The reporting

shows many more hours in the first half of the year than the second half, and no hours in December.

**DPW Engineering Hours Supporting Planning Engineering Projects:
Utilities, Environmental, and Aquifer Protection (Self-Reported)**

Activity Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	All
Utility and Environmental Engineering													
Utility Availability Certificate	11	14	20	17	45	18	11	10	2	3	2	0	152
King County Lake Hills Trunk	26	22	79	37	23	12	12	23	4	3	1	0	239
PSE Energize Eastside	2	0	10	0	8	0	0	0	0	0	0	0	20
Flood Plain Review	0	3	1	1	0	0	0	0	0	0	0	0	5
Stream/ Wetland Review	27	13	5	6	7	8	8	6	4	4	0	0	85
Stormwater Check-ins	7	13	21	19	36	12	3	15	0	0	0	0	123
Water/ Wastewater Check-ins	31	15	27	27	32	31	23	31	25	21	27	0	287
Fire Flow Analysis	6	10	7	6	5	9	9	6	6	6	7	0	77
Sewer Model Analysis	4	0	0	0	0	0	0	0	0	0	0	0	4
Aquifer Protection													
Wellhead Protection Review	40	40	73	63	43	34	13	30	13	36	29	0	411
Temporary Construction Dewatering	23	7	17	7	19	28	23	20	23	15	7	0	187
Total	175	135	259	182	215	151	101	139	77	87	72	0	1589

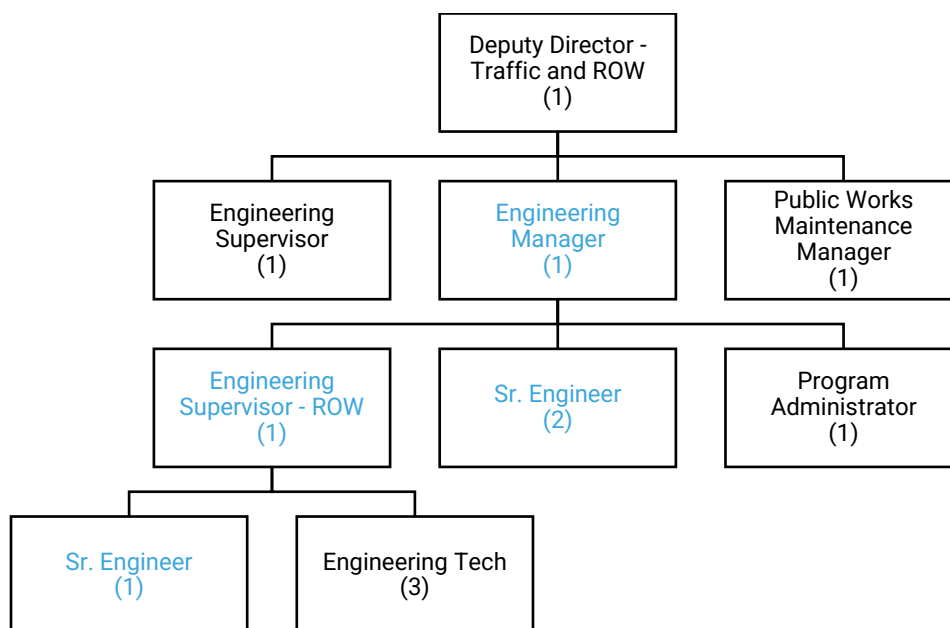
3.2 Transportation and Right-of-Way Services

The Deputy Public Works Director over Transportation and Right-of-Way within the Public Works Department oversees a team focused primarily on work other than development review. The managers and supervisors in this division are mostly dedicated to work on the City's existing street grid and traffic infrastructure, as well as the installation and improvement of its new street construction. This group does have a development services role, however, for traffic safety engineering and street signals. They also process right-of-way permits and traffic control/street closure/potholing permits for utilities, telecommunications providers, and contractors. These are separate from development review CCR permits but often accompany them.

Organizational Structure

The following chart outlines the organizational structure of the Traffic and Right-of-Way division.

Transportation and ROW Services Organizational Structure



Staff Roles and Responsibilities

The following table details the number of staff, by position title, for the Transportation and ROW Services Division and summarizes the major duties of each position. The duties listed represent the position's primary role and are not intended to encompass all duties performed at the level of detail of a job description.

Position Title	Authorized Positions	Key Roles and Responsibilities
Deputy Director – Transportation and Right-of-Way	1	<ul style="list-style-type: none"> Oversees the day-to-day operations of an Engineering Manager, Engineering Supervisor, and Public Works Maintenance Manager. Supervises, assigns, and reviews the work of staff, including transportation, right-of-way, and signaling reviews. Assists in budget development and management in coordination with the Director. Creates policies and procedures to ensure consistency and compliance with state law.
Engineering Manager	1	<ul style="list-style-type: none"> Attend weekly meetings with Development Services Engineering team. Oversee issuance of ROW permits to contractors doing work in the right-of-way. Oversees work of the Transportation Engineering unit, including work for the City’s infrastructure projects and capital plan, not directly related to development review.

Position Title	Authorized Positions	Key Roles and Responsibilities
Engineering Supervisor	1	<ul style="list-style-type: none"> Attend weekly meetings with Development Services Engineering team. Supervise Sr. Engineer working on bridges, pavement, and ADA accessibility as well as 3 Engineering Technicians. Review some engineering plans for right-of-way compliance.
Senior Engineer	3	<ul style="list-style-type: none"> Attend weekly meetings with Development Services Engineering team. Conduct engineering plan review for applications impacting ROW, traffic safety, and signal operations. Review applications at the land use, CCR, site plan entitlement stages.

Workload

The Transportation and Right-of-Way Services division does not track precise hours spent on development review work, but they estimate 0.5 – 0.7 FTE’s annually in addition to 0.4 FTEs from the City Engineer.

In 2023, the group handled 529 right-of-way permits, of which 15% were private development. As of Q3 2024, the group was on pact for about 470 right-of-way permits, of which 20% were private development.

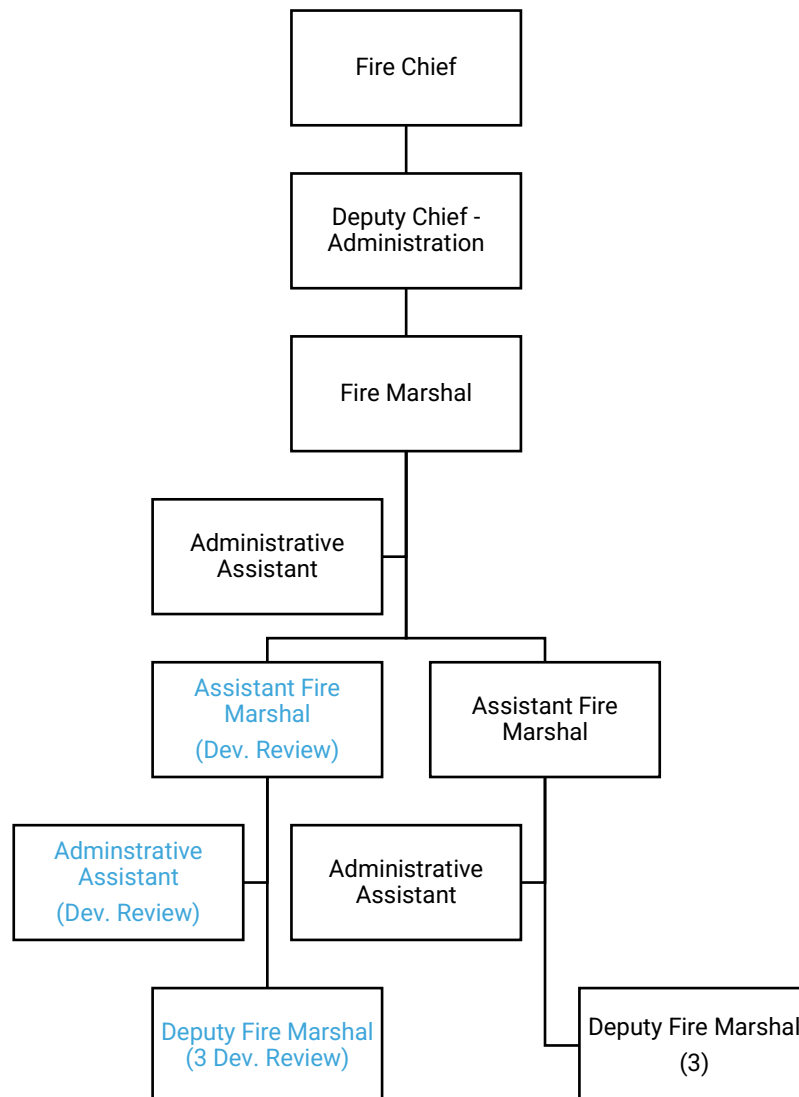
5. Fire Department (Fire Prevention Division)

The development review team within the Fire Department’s Fire Prevention Division reviews and conducts inspections on land use applications, civil engineering permits, building permits, fire system trade permits, and fire code installation permits associated with new development.

Organizational Structure

The following chart outlines the organizational structure of the Fire Prevention Division. This team has 5 authorized positions focused on development review functions (including an administrative position).

Fire Prevention Organizational Structure



Staff Roles and Responsibilities

The following table details the number of staff, by position title, for the Fire Prevention Division's development services team and summarizes the major duties of each position. The duties listed represent the position's primary role and are not intended to encompass all duties performed at the level of detail of a job description.

Position Title	Authorized Positions	Key Roles and Responsibilities
Assistant Fire Marshal – Dev. Review	1	<ul style="list-style-type: none"> Oversees the development review and fire construction inspection teams. Monitors workload of plan review. Conducts plan review for site plan entitlement and civil plan review. Assigns projects, plan reviews and inspections to the Deputy Fire Marshals. Attends divisional and managers meetings. Serves as EnerGov technical specialist on fire review processes. Drafts processes and policies related to fire development review and implements process improvements Assists with the professional development of Deputy Fire Marshals.
Deputy Fire Marshal – Dev. Review	3	<ul style="list-style-type: none"> Three positions are assigned to the Microsoft Refresh project and one position assigned for the Sound Transit Light Rail project. Reviews building permits for applicability of fire installation permits as identified in the Fire Code. Reviews fire permits for fire alarm, fire sprinkler, hood suppression emergency responder radios, smoke control and similar life safety systems as identified in the Fire Code. Meet with developers and other city staff to conduct plan reviews of land use and civil permit applications. Conduct inspections of active construction projects to verify code compliance. Responsible for determining origin and cause for all fires within city limits.
Administrative Assistant	1	<ul style="list-style-type: none"> Provide administrative support to the team. Assist with the intake and scheduling of inspection requests. Primary point of contact between the development community and the fire prevention division. Serves as the public records request coordinator for the Fire Prevention Division. Coordinates and manages general requests for assistance from the public via the Fire Prevention Help email inbox.

Workload

The table below summarizes the number of Fire Permit reviews.

Fire Permit Review Type	2022	2023
Fire Code Compliance Review [14/7] - NR 2021	8	49
Fire Code Compliance Review [14/7] 2021	352	448
Fire Code Compliance Review [21/14] - NR 2021	6	9
Fire Code Compliance Review [21/14] 2021	97	52
Fire Code Compliance Review [7/7] 2021	32	40
Fire Completeness Check	425	413
Fire Completeness Check - NR 2021	15	59
Fire Fixed Suppression Review	4	0
Fire Review Residential	3	0
Total	942	1,070

The following summarizes the workload associated with Fire Inspections.

Inspection Type	2022	2023
FIRE Alarm Final	233	274
Fire Alarm Final - Floor 1	16	6
Fire Alarm Final - Floor 10	2	
Fire Alarm Final - Floor 11	2	
Fire Alarm Final - Floor 12	1	
Fire Alarm Final - Floor 2	14	6
Fire Alarm Final - Floor 3	14	6
Fire Alarm Final - Floor 4	14	6
Fire Alarm Final - Floor 5	10	5
Fire Alarm Final - Floor 6	4	1
Fire Alarm Final - Floor 7	2	
Fire Alarm Final - Floor 8	2	
Fire Alarm Final - Floor 9	2	
FIRE Approval	160	105
FIRE Battery System Final	12	11
FIRE Commercial Sprinkler Cover	219	233
Fire Commercial Sprinkler Cover - Floor 1	73	50
Fire Commercial Sprinkler Cover - Floor 10	1	
Fire Commercial Sprinkler Cover - Floor 11	1	
Fire Commercial Sprinkler Cover - Floor 12	1	
Fire Commercial Sprinkler Cover - Floor 2	40	38
Fire Commercial Sprinkler Cover - Floor 3	45	29
Fire Commercial Sprinkler Cover - Floor 4	51	30
Fire Commercial Sprinkler Cover - Floor 5	37	26

Inspection Type	2022	2023
Fire Commercial Sprinkler Cover - Floor 6	13	15
Fire Commercial Sprinkler Cover - Floor 7	3	2
Fire Commercial Sprinkler Cover - Floor 8	4	1
Fire Commercial Sprinkler Cover - Floor 9	5	
FIRE Commercial Sprinkler Final	145	184
Fire Commercial Sprinkler Final - Floor 1	18	14
Fire Commercial Sprinkler Final - Floor 10	3	
Fire Commercial Sprinkler Final - Floor 11	3	
Fire Commercial Sprinkler Final - Floor 12	1	
Fire Commercial Sprinkler Final - Floor 2	16	17
Fire Commercial Sprinkler Final - Floor 3	18	17
Fire Commercial Sprinkler Final - Floor 4	16	16
Fire Commercial Sprinkler Final - Floor 5	14	10
Fire Commercial Sprinkler Final - Floor 6	7	5
Fire Commercial Sprinkler Final - Floor 7	6	2
Fire Commercial Sprinkler Final - Floor 8	4	
Fire Commercial Sprinkler Final - Floor 9	3	
FIRE Compressed Gases Final	1	7
FIRE Cryogenic Fluids Final	12	9
FIRE Emergency Radio Final	14	20
FIRE Final	79	172
FIRE Fixed Suppression Final	29	44
FIRE Flammable/Combustible Liquids Final	14	23
FIRE Follow-Up	11	
FIRE Gas Detection System Final	2	18
Fire Gate and Barricade Final	1	4
FIRE Hazardous Materials Final	3	4
FIRE High Piled Storage Final	5	6
FIRE Industrial Oven Final	17	13
FIRE Life Safety Inspection	1,660	2,262
FIRE LP Gas Final	1	3
FIRE Place of Assembly Final	12	31
FIRE Private Hydrant Final	2	2
FIRE Pump Test	5	1
FIRE Refrigeration System Final	4	2
FIRE Residential Sprinkler Cover	152	162
FIRE Residential Sprinkler Final	115	114
Fire Residential Sprinkler Tenting	27	1
FIRE Single Use	50	23
FIRE Smoke Control Final	6	5

Inspection Type	2022	2023
FIRE Solar Photovoltaic System Final	47	53
FIRE Spray/Dipping Final	1	1
FIRE Standpipe Test	33	25
Total	3,538	4,114

6. Technology

The Planning, Public Works, and Fire Departments are utilizing the EnerGov electronic review permitting system for all permit and application submittals and reviews, which was implemented for the City in 2013 (Note: The way that EnerGov varies across Departments, though the goal is for all staff to utilize the system in the same way). The summary below captures all technology currently being used by the departments directly associated with the city's development review functions.

Name	Use
Adobe Acrobat	• Portable document creation and editing.
ArcGIS	• Map data collection and processing.
Bluebeam	• Digital plan review and editing.
EnerGov	• Central permitting and application system where all permits and applications for development are processed and managed by staff.
Microsoft Suite	• Primary components of suite used for document, presentation, and spreadsheet creation. Teams also used for virtual meetings. Publisher used for public notices. Outlook used for electronic communication. Sharepoint used for document sharing.
SpringBrook	• Utility billing research.
Zoom	• Virtual meeting platform used for public meetings (e.g., Planning Commission).

7. Customer Service

A primary function of the City's development review services is to provide customer service to a variety of customers ranging from a homeowner with minimal technical knowledge to a design or construction professional with specific expertise. The City's website and the physical layout of the Department's customer facing areas at City Hall are further discussed in the following subsections. Recommendations are not included. Rather, the goal is to simply capture current paths of customer interaction.

1. City Website Overview

The City's primary website (www.redmond.gov) is supported by the communication team within the City. However, staff within the City Departments involved in development review do manage the majority of the information included on their respectable webpages. On the home screen, users have four primary options: 1) Use a centered search bar which is customized to searching within the website, 2) Click on a quick link button (Calendar, Permits, Events, Report an Issue, Utility Billing, Projects), and 3) Find information under tabs utilizing drop-down menus, and 4) Select links of recent news stories and updates. When utilizing the search bar option, "Permits" links a customer to the "Construction and Permits" page which is imbedded under the Planning Department. If a customer selects the "Government" tab a drop-down menu, individual Departments can be selected. Departments available that are related to development review includes: Development Services, Fire, Maps/GIS, Planning, Public Works and Transportation. The drop-down menu is very long, and the department/division specific list appears as the last option.

The web platform is mobile friendly and the mobile version coordinates with the standard web version with news updates and buttons for quick links. The same drop-down menu is included in the mobile version, but the menu is difficult to see in the upper left corner of the screen.

2. Development Services Webpage

Information about the City's development review services are primarily located under the Development Services Center's webpage, which is an option from the "Government" tab drop-down menu. This page can be found on a side bar menu from the Planning Department's primary webpage. Relevant contact and location information is provided on the Center's webpage, including a physical address, telephone number, email address and hours for both phone/email and in-person customer service. In-person hours are 10 a.m. – 3 p.m., Monday through Thursday every week.

Quick link buttons are provided for the following development review services: Apply for a Permit, Schedule Inspection, Tree Removal, Pay for Permit, Property Viewer, Zoning Code. There is a description of the Development Services Center's primary responsibilities. Additionally, there are subsections for "Land Use Development" and "Construction and Permits." In-depth information on the types of permits, as well as development review process steps from start to finish are included within these subsections.

The "Apply for a Permit" quick link button directs a customer to a subsequent webpage which contains links to the Redmond E-Permitting System (REPS) and the Plan Review Online (PRO) customer portals. It is stated that most permits can be submitted online through one of these portals. Tree removal and land use permits are through PRO, and building/fire/construction permits are through REPS. (Note: At this time, only "over the counter" permits are through REPS. Permits that require plan review must be submitted via email to staff).

3. Physical Layout of Facility

The Redmond City Hall is in the center of downtown and has a large glazed front entry. People entering must check in at the primary customer services counter that is staffed by the City's Park and Recreation Department. There are no immediate visible indicators what a customer should do upon entering City Hall, other than wall mounted directory boards indicating the floors of city departments and divisions. If a customer tried to use the elevators, they would quickly realize a badge is required to access different floors of the building. Once a customer reaches the public counter on the main floor, there are two large signs that direct visitors to check in at the customer service desk. Customers inform staff behind the public counter why they are visiting City Hall and indicate a department or division. The customer's name is collected and placed in a computer queue system known as CATs. This queue is visible to staff within the Planning Department. Staff related to development services are required to monitor the queue when the Development Services Counter is open to the public.

Once a customer is on the Development Services Center floor, there is wall signage directing customers around a corner to the primary entrance. Next to the entrance is a mounted screen that shows the active customer queue. Additionally, there are small, shielded desks that appear to be small work areas for customers that need to look at their personal application materials. One computer workstation is available for public use.

Once inside the Development Services Center, there are public counters for Building, Land Use, and Development Engineering. The Building Permit Technicians staff are primarily located in workstations behind the public counter. Planning staff have their Planner of

the Day station at a workstation adjacent during the times the center is open to the public. Engineering staff have a workstation that is staffed during the Development Services Center open hours.

Development Services Center Entrance within City Hall



Public Desks (Outside of Development Services Center Entrance)

