

2024 CDI TEAM CHARTER

Updated 7/23/24

Current Planning Team Members

- [REDACTED]a- Admin Unicorn
- [REDACTED]y- Assistant Planner
- [REDACTED]- Assistant Planner
- [REDACTED]n – Assistant Planner
- [REDACTED]- Planner
- [REDACTED] – Planner
- [REDACTED] – Senior Planner
- [REDACTED]- Senior Planner
- [REDACTED]- Principal Planner
- [REDACTED]- Manager

Team leads:

- [REDACTED]-
Development
Review
- [REDACTED]-
Development
Review & Trainer

What do we do?

- ✓ Process land use permit applications
- ✓ Project manage entitlement applications
- ✓ Complete technical review on development applications
- ✓ Complete architectural and site design review
- ✓ Complete environmental review
- ✓ Respond to questions and inquiries from the public, staff, elected officials and applicant
- ✓ Hold neighborhood meetings
- ✓ Provide presentations to City leadership and decision makers
- ✓ Analyze code and support cross departmental efforts in code drafting, CIP projects, GIS and other efforts to meet the goals of the City's strategic plan
- ✓ Subject matter experts in Zoning code application
- ✓ Subject matter experts of review and permitting processes
- ✓ Inspections: project site visits, bonds and building permits
- ✓ Maintain Zoning Code in coordination with City's strategic plan, Comprehensive Plan, functional plans, and City's operations
- ✓ Coordinate Cultural Resources Management for CIP projects and private development, and maintain Cultural Resources Management Plan
- ✓ Liaisons to the Design Review Board, Landmark Commission, and Planning Commission.

Our Stakeholders are:

- City department staff
- Applicants
- Leadership
- Appointed Officials
- Elected officials
- Developers
- Residents and property owners
- Business owners
- Commuters
- External employees
- Visitors to the City
- Event attendees

What are our goals:

- Meet review timelines
- Consistency across all functions
- Provide high-quality customer service
- High quality built and natural environment outcomes
- Anticipate upcoming needs, issue and questions
- Support each other at every opportunity presented
- Set example for internal customer service
- Strong command of policies and procedures relevant to our work

How do we measure success?

- Data reports and deadlines
- Number of applications processed
- Feedback from stakeholders and peers we support
- Reduction in number of errors and mistakes
- Reduction the time it takes to get unstuck
- The relationship we build cross departmentally and divisionally
- Reducing number of similar complaints and concerns
- Reduction number of similar questions or e-mails
- Increased response rates
- Number of types of permits staff members are able to process independently (in majority).
- Number of issues proactively identified or “repaired”
- How closely our work implements the Strategic Plan and Comprehensive Plan
- How do we measure trust: increased consistency, reduction in layers of review, continue actively learning, more frequent and transparent communication within our group, feeling safe, reliability, courage in communication and actions even when difficult (integrity) and boundaries.

Current Program State: Players In Place. Strengthening foundations for growth. Engaging with zoning code amendment and process improvement projects.

Desired Program State: Highly collaborative and able to work autonomously as needed, generate predictable outcomes, stable, purposeful, efficient and effective in our work, program experts.

Subject Matter Experts:

⇒ [REDACTED] Master Plans, DA, Sound Transit, Overlake, MDD, DRB, Process

⇒ [REDACTED]: MP/DA, Code Interpretation, Strategy, Training Materials

Manager Expectations & Daily Staff Operating Principles

- Don't gossip or speak negatively of each other. Relate to others in a positive, honest, and direct manner
 - We assume the best of each other.
 - If there is a problem address it with the person, as a team, or with manager
 - Any resolution to a dispute should be followed with action to resolve in a constructive and healthy manner.
 - Create the safe and open place that YOU want to be in.
- We are outcome and solution oriented
- Transparency with our team, across City Depts, and the community that we serve
- Prioritize and encourage learning and continuous improvement
- Make it simple
 - Process, communication, templates and all things in all areas
- Come prepared, but ready to roll with the punches
 - We are proactive in our work and do our best to anticipate next questions, pitfalls and next steps.
 - We don't panic, we solve
- Have fun

Meetings:

- Staff meeting: weekly
 - Meeting goals and purpose
 - Succinct
 - Braintrust/ sounding board
 - Design analysis
 - Learning
 - Hot topics updates
 - Growth + dev
 - Issue resolution
 - Meeting time 60mins
 - Ground rules
 - Respectful communication and collaboration
 - We are open to feedback
 - Add discussion items to agenda in advance
 - No cellphones
 - Resolution oriented- no one leaves without the next steps they need on an issue or topic.
 - Safe place to be open and honest but must remain factual and focused on the situations, not people.
 - No gossiping
 - If it isn't said during the meeting or for resolution to management then it doesn't get shared out of the meeting.
 - Respectful of each other's time

- Assistant Planner Meeting: every three weeks
 - Meeting purpose and goals
 - Touchbase on any issues with function of the front counter, project intakes, customer concerns or scheduling
 - Opportunity to plan and discuss process improvements
 - Learning through sharing and collaborating on challenging issues
 - Ground rules
 - Same as staff meeting

- Design Review Board: Twice a month
 - Meeting Goals and purpose
 - Ground rules and requirements: see DRB SOP

- One on Ones: Weekly or as needed
 - Meeting with Manager or Senior level staff on a regular or as-needed basis to go over project questions, workshop ideas, or get more direction on code interpretations.
 - Rules for 1:1 Meetings:
 - Please be respectful of time
 - Any issues brought up should be researched in advanced so we can work through code analysis expediently
 - No problem too big or solution too small