



VISION

To be the best Development Services agency in the Nation.
A great place to work, conduct business,
and serve the community.

MISSION

The Bureau of Development Services promotes safety, liveability and economic vitality through efficient and collaborative application of building and development codes.

GOALS*

VALUES*

STRATEGIC PLAN FOCUS AREAS*

Programs & Services | Community Awareness & Engagement | Workforce Development | Technology | Customer Experience

MAJOR INITIATIVES

- Customer Service Survey
- Employee Workplace Survey
- Bureau Assessment
- ITAP
- Equity Plan & Roadmap

OTHER INITIATIVES

- Customer Courtesy Guidelines
- Customer Call Support Center
- Workforce Composition
- Succession Planning

BUREAU COMMITTEES

- Labor Management Committee
- Bureau Equity Committee
- Green Team
- Safety Committee
- Fun and Events Committee

GOALS

- Support community vitality and protect life, property, and natural resources by promoting compliance with the applicable codes and regulations
- Provide cooperative and responsive internal and external customer service
- Process all Bureau functions efficiently
- Create a collaborative workplace that promotes mutual respect through trust, fairness, and open communication
- Support continual professional growth of the workforce and organization through education, technology, and diversity

VALUES

- Dedication to serving the public
- Pride in our work
- Care for the long-term viability of our community
- Recognition of the worth, quality and the importance of each employee and member of the community
- Support of continual learning, education, and innovation

STRATEGIC PLAN FOCUS AREAS

PROGRAMS AND SERVICES

- Implement and develop programs that meet customer needs and increase Bureau efficiency

COMMUNITY AWARENESS & ENGAGEMENT

- Ensure that the community is aware of the services that BDS provides and the contributions that BDS makes to the community livability and safety
- Encourage the community to make use of BDS's services

WORKFORCE DEVELOPMENT

- Build a well informed, competent, aligned workforce and create a succession plan to effectively transition the organization over the next five years

TECHNOLOGY

- Provide technology solutions that meet customer and workplace needs

CUSTOMER EXPERIENCE

- Treat people in a respectful manner
- Be fair and reliable
- Provide accurate and timely service and information
- Work to find collaborative solutions
- Develop effective working relationships with key community, employee, industry, and agency stakeholders