

SDCI's 2025 Accomplishments

We've brought more affordable homes to Seattle, increased information sessions on tenant protections, and improved our permitting process to deliver permits in a timely manner.

Customer Success & Public Access

49,000

customers helped
through free online coaching services, serving an average of 159 people per day.

900 customers helped in-person
at the SDCI Information Desk.



1,500+

hours of complex project coaching
to applicants navigating pre-permitting questions.

172,188

inspections completed
across building, mechanical, site, and electrical work. Inspection teams sustained a 98% daily completion rate with an 80% pass rate.



94%

customer satisfaction for online coaching services.

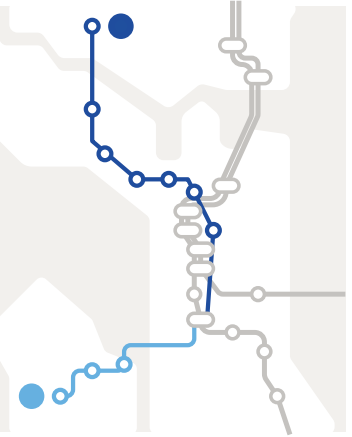


Housing Production & Permitting Improvements

517

affordable housing units permitted.

Adopted code reforms to streamline permitting and support timely construction of future light rail from **Ballard to West Seattle**.



260 emergency shelter beds

approved to expand housing options for people experiencing homelessness.

Implemented a new processing fee

supporting Tenant Relocation Assistance Ordinance (TRAO) applications, reducing processing times from several months to same-day availability.

Implemented policy reforms

reducing permit timelines by 6–12 months for large market-rate and affordable housing developments.



1,700 rapid subject-to-field-inspection

(STFI) permits issued with an average turnaround time of four days.

Approved five office to residential conversions creating 315 new housing units.

Approved \$31 million in Mandatory Housing Affordability (MHA) funding to support future affordable housing development.

Tenant Protections & Housing Stability

Held a half dozen events focused on education to over 600 landlords, 300 tenants, and 35 tenant-advocates through grantee training.

Responded to 1,800+ housing complaints.

28,452
registered rental properties

totalling 195,455 units citywide through the Rental Registration and Inspection Ordinance (RRIO) Program.



Helped 164 households

with relocation support due to emergencies, redevelopment, or economic displacement.

3,608
RRIO inspections
to ensure safe housing conditions.

30,000+
customer requests

were handled through the code compliance complaint center.



35%
were housing and rental issues.

Small Business & Community Growth

Launched a Small Business Tenant Improvement Guide

with the Office of Economic Development to help entrepreneurs navigate the permitting process.



Increased monthly inspections for the Vacant Building Monitoring Program from **350 to 420.**

Reduced tenant improvement permit timelines for small businesses and downtown activation by 40%.

Reduced costs and permitting time for new small businesses

by removing the substantial alteration trigger for smaller tenant improvement permits.



4,907 trees

approved for planting on private property and along sidewalks.



Compliance, Inspection, & Permit Numbers

16,782
complaints
received.

15,173
complaints
resolved.

↑ 6.7% increase from 2024.

Permits Applications

	Applications	Issued
Billboard	3	3
Blanket Tenant Improvement	148	150
Boiler/Pressure Vessel	527	527
Construction	5,550	5,174
Conveyance	1,058	1,058
Demolition	530	556
Electrical - Over the Counter	24,321	24,321
Electrical - Plan Review	1,988	1,886
Fire Sprinkler and Suppression	651	735
Grading	26	26
Master Use	340	336
Mechanical	1,647	1,547
Phased Project	3	11
Refrigeration	7,059	7,059
Reroofing	417	417
Sign, Awning, and Canopy	496	486
Single-Family; Duplex Furnace	7,536	7,537



172,188
inspections
completed.

66 types of
inspections
completed.

Director's Message

Sam Steele

This year, we advanced key housing priorities, including affordable housing, office-to-residential conversions, and expanded shelter capacity, while supporting future development through Mandatory Housing Affordability funding.

We continued improving service delivery. After five years of discussion and evaluation, the Sound Transit legislation was approved by City Council to reduce permit review timelines, strengthen public engagement, and minimize the risk of delays. This milestone positions us to deliver more efficient permit reviews and clearer processes for accelerating light rail construction.

Customer service remains a core priority. Staff provided support to nearly 49,000 customers online while maintaining a 94% satisfaction rate. Our inspection teams completed more than 172,188 inspections.

We also supported small businesses by reducing permit timelines through dedicated facilitation, lowering regulatory barriers, and providing clearer guidance.

We remain focused on continuous improvement and delivering efficient, equitable services for Seattle.



Customer Service Numbers

96% customer satisfaction rating for chat.

91% customer satisfaction rating for email and phone callbacks.

89% of emails and phone callbacks responded to within 2 business days.



49,271 customer service tickets solved.