



WORKING TOGETHER—AN INTERNATIONAL PERSPECTIVE



Building the City of Henderson
Development Services Center
Mary Kay Peck, FAICP

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In the Beginning...

- Chaos
- Complaints
- Political Pressure
- Unpredictability
- False Starts

Followed By...

A vision of a first class, well functioning development services center.

- Designed for customer convenience
- Re-engineered processes that would provide predictability

Step One: Identification of Stakeholders

External

- SNHBA
- Developers
- Engineers
- Title Companies
- Consultants
- Citizens

Internal

- Planning
- Public Works
- Building
- Fire
- Utilities
- Finance
- Records
- Information Technology

Step Two: Building Support

- Elected Officials
- External Stakeholder Committee
- Internal Stakeholders Committees
- Communications Plan
- Creation of Enterprise Operation
- Test Period

Step Three: Reinvention

- Review of all Development Processes and Permits
- Re-engineering of all Development Processes and Permits
- Establishment of Service Targets
- Increase of Review Fees
- Implementation of Test Period

Residential Service Targets

Category	1 st Review	2 nd Review*	3 rd Review*
Single Family--Production	10 wd	5 wd	N/A
Single Family--Custom	15 wd	10 wd	5 wd
Apartments—Models	15 wd	10 wd	N/A
Apartments—Production	10 wd	5 wd	N/A
Condo—Models	10 wd	10 wd	5 w/d
Condo—Production	10 wd	5 wd	N/A
*If 2 nd or 3 rd review is required.			

On Line Services

- Service Targets for Plan Review
- Permit Fee Calculator
- Payment of Permit Fees
- Submittal Checklists
- Plan Submittal
- Track Permit Progress
- Review Correction Letters and Comments
- Records Retention and Retrieval

Walk Through Services for Building Permits

- Pool Permits
- Fence Permits
- Qualifying Commercial Remodels/Tenant Improvements
- Demolition Permits

Success!

- Service Targets Achieved 99%
- Certainty in Review
- Continuous Feedback and Improvement
- Consistent Communication
- Advisory Committee
- Recognized as one of Top Three Development Services Centers in the United States

Questions?

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