



Agenda Item No.: 44.

AGENDA SUMMARY PAGE
CITY COUNCIL MEETING OF NOVEMBER 2, 2011

DEPARTMENT: CITY MANAGER
DIRECTOR: ELIZABETH N. FRETWELL

☐ Consent ☒ Discussion

SUBJECT:
ADMINISTRATIVE:

Presentation and update on the implementation of the Development Services Process (DSP) - All Words

Fiscal Impact

☐ No Impact ☐ Augmentation Required
☐ Budget Funds Available

Amount:

Funding Source:

Dept./Division:

PURPOSE/BACKGROUND:

The City of Las Vegas contracted with Kirchoff & Associates to provide a review of the enterprise-wide development services process and procedures used in city departments in order to identify areas in which the process can be streamlined and efficiency and customer service enhanced. The review was completed in December of 2009. Staff will report on the progress made by the DSP implementation teams to include execution of a Strategic Business Plan, process improvements, and the recently completed department reorganization and Development Service Center building improvements.

RECOMMENDATION:

Receive update

BACKUP DOCUMENTATION:

None

Minutes:

SCOTT ADAMS, Chief Urban Redevelopment Officer, reviewed a PowerPoint presentation as it played on the monitors. He asked members of the multidisciplinary team who were present in the audience to stand and be recognized in order to illustrate the depth of involvement. He clarified for MAYOR GOODMAN the survey was completed over the Summer months and into the Fall, and key survey results presented are a worst case scenario. He recognized audience member RICK BERMANI, consultant, who helped with the process and engineering improvements.

COUNCILMAN ROSS wants the City to become the best and fastest in the country. This is the gospel he has been speaking of over the past couple of years because it is imperative to make



Las Vegas

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things simple and easy for the citizens. He thanked all those involved for getting this far, but believes there is still more to be done.

COUNCILMAN ANTHONY concurred with COUNCILMAN ROSS that this is a great effort that needs a little more effort. MR. ADAMS briefly described the business licensing process. He told the Councilman that time was saved on the preparedness and organization of the customer.

MAYOR GOODE received confirmation from MR. ADAMS that the software referenced is already in the current budget. She then told him that this process needs to be heavily marketed to the public.

COUNCILWOMAN FARLANI stated MR. ADAMS did a tremendous job. She discussed her own personal experience with the permit process and appreciates the improvements and level of customer service.

COUNCILMAN WOLFSON recalled his personal experience with the process of building his office building and recalled the reputation of the City at that time was that the building permit process was long and arduous.

CITY MANAGER ELIZABETH FRETWELL stated items such as this are on the agenda as a way to keep the public informed of new developments and that the City continues to take advantage of all available resources in terms of marketing.

JACE RADKE confirmed for the Mayor this information is available on the City website and Facebook page.

TODD FARLOW, Las Vegas resident, received confirmation from DIANA PAUL, Senior Public Information Officer, there will be an Open House on November 14, 2011, at 11:00 a.m.