

# The Development Review Process Efficiency Analysis



Summary of Findings from the  
Kirchhoff Report

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# History

- Two decades of high growth and little time for changing the way things are done
- Development related departments reported to different deputy city managers
- Building and Safety Director requested a departmental DRP study
- Study expanded to the entire development review process
- Contracted with Kirchhoff & Associates to conduct the efficiency analysis.

# Departments Involved in the Development Review Process

- Building & Safety
- Finance & Business Services (Licensing)
- Fire & Rescue (Fire Engineering)
- Planning & Development
- Public Works (Land Use)

# Study Methodologies

- Systems analysis approach
- Staff involvement
- Development community outreach (five focus groups)
- Review of other jurisdiction's BMP's

# Assessment

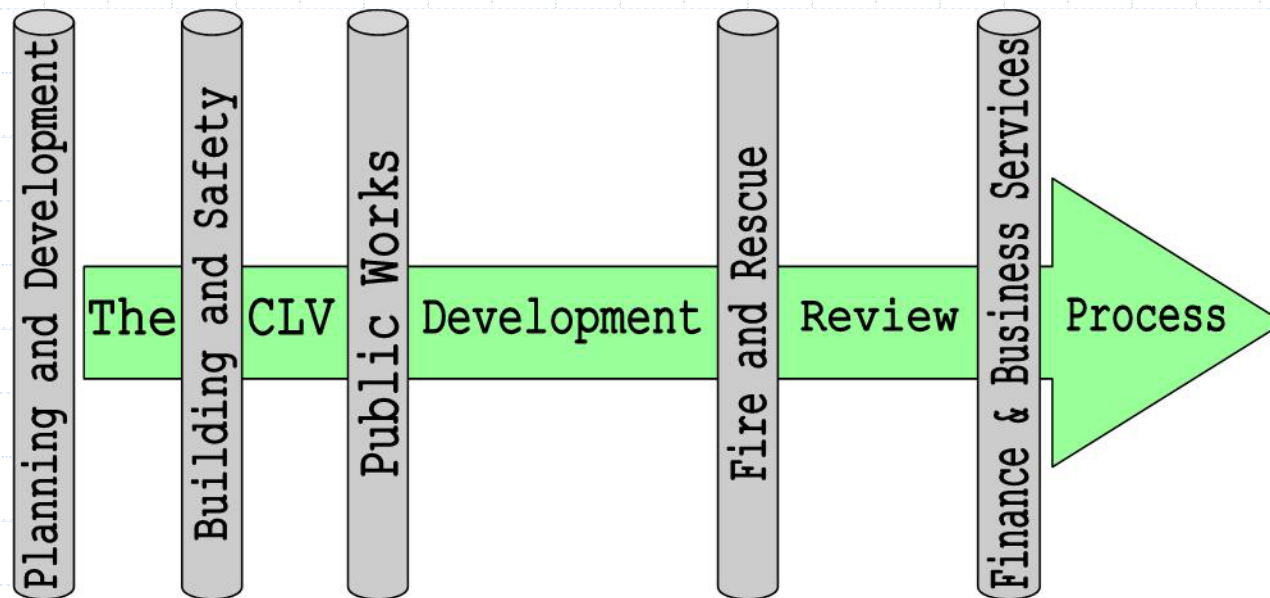
- The Development Review Process (DRP) is broken – 95 findings
- CLV cannot successfully compete for future land development until the process is fixed
- Downtown cannot develop without code and process changes
- The entitlement process used by the City impedes development

# Findings Summary

- Process & Process Management – 47 findings
- Organizational Structure, Supervision, & Management – 24 findings
- Technology, Business Systems, & Performance Measures – 9 findings
- Organizational Culture & Customer Service – 15 findings

# Core Problem Identified

- Siloed departments in DRP (different missions, different priorities, etc.)



# Goals

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- Change from an enforcement mode to a customer enablement mode
- Make the process more efficient (faster and predictable)
- Effectively compete for future development and redevelopment opportunities

# Steps in Process

- Developed an internal implementation committee to review/prioritize report findings
- Conduct outreach meetings with interested stakeholders
- Aggressively implement study recommendations
- Change the culture from enforcement to customer service
- Use time and predictability as the primary DRP performance metrics

# Where to Get More Information

**[www.LasVegasNevada.gov/DRP](http://www.LasVegasNevada.gov/DRP)**

# Questions?





## **Citizen Participation**

CITIZENS PARTICIPATION: PUBLIC COMMENT DURING THIS PORTION OF THE AGENDA MUST BE LIMITED TO MATTERS WITHIN THE JURISDICTION OF THE PLANNING COMMISSION. NO SUBJECT MAY BE ACTED UPON BY THE PLANNING COMMISSION UNLESS THAT SUBJECT IS ON THE AGENDA AND IS SCHEDULED FOR ACTION. IF YOU WISH TO BE HEARD, COME TO THE PODIUM AND GIVE YOUR NAME FOR THE RECORD. THE AMOUNT OF DISCUSSION ON ANY SINGLE SUBJECT, AS WELL AS THE AMOUNT OF TIME ANY SINGLE SPEAKER IS ALLOWED, MAY BE LIMITED