

City of Las Vegas

**BUILDING AND SAFETY ENTERPRISE FUND ADVISORY COMMITTEE
CITY HALL, 495 S. MAIN STREET
CITY CLERKS 2ND FLOOR CONFERENCE ROOM
CITY OF LAS VEGAS INTERNET ADDRESS: www.lasvegasnevada.gov**

MINUTES

March 10, 2016

2:00 PM

ITEMS LISTED ON THE AGENDA MAY BE TAKEN OUT OF THE ORDER PRESENTED; TWO OR MORE AGENDA ITEMS FOR CONSIDERATION MAY BE COMBINED; AND ANY ITEM ON THE AGENDA MAY BE REMOVED OR RELATED DISCUSSION MAY BE DELAYED AT ANY TIME. BACKUP MATERIAL FOR THIS AGENDA MAY BE OBTAINED FROM LUANN D. HOLMES, CITY CLERK, AT THE CITY CLERKS OFFICE AT 495 SOUTH MAIN STREET, 2ND FLOOR OR ON THE CITY'S WEBPAGE AT www.lasvegasnevada.gov.

1. [CALL TO ORDER](#)

Minutes:

CHAIR QUINN called the meeting to order at 2:00 p.m.

PRESENT: CHAIR QUINN and MEMBERS KNIGHT, POTTER and HODGSON

EXCUSED: MEMBER APPELYARD

ALSO PRESENT: JAMES LEWIS, Deputy City Attorney, and DEBRA A. OUTLAND, Deputy City Clerk

2. [ANNOUNCEMENT RE: COMPLIANCE WITH OPEN MEETING LAW](#)

Minutes:

ANNOUNCEMENT MADE: This meeting has been properly noticed and posted at the following locations: City Hall, 495 South Main Street, 1st Floor; Clark County Government Center, 500 South Grand Central Parkway; Grant Sawyer Building, 555 East Washington Avenue; City of Las Vegas Development Services Center, 333 North Rancho Drive.

3. [PUBLIC COMMENT DURING THIS PORTION OF THE AGENDA MUST BE LIMITED TO MATTERS ON THE AGENDA FOR ACTION. IF YOU WISH TO BE HEARD, GIVE YOUR NAME FOR THE RECORD. THE AMOUNT OF DISCUSSION, AS WELL AS THE AMOUNT OF TIME ANY SINGLE SPEAKER IS ALLOWED, MAY BE LIMITED.](#)

Minutes:

BRYAN SMITH, Senior Internal Auditor, introduced himself after CHAIR QUINN acknowledged his presence in the audience. MR. SMITH indicated he was present at the meeting as an observer only.

4. [For possible action to approve the Final Minutes by reference of the Regular Meeting of May 14, 2015](#)

Motion made by ROBERT W. POTTER to Approve

Passed For: 4; Against: 0; Abstain: 0; Did Not Vote: 0; Excused: 1

CHRISTOPHER KNIGHT, ROBERT W. POTTER, STEVE QUINN, NAT HODGSON; Against-(None); Abstain-(None); Did Not Vote-(None); Excused-VENETTA APPELYARD

5. [Report from Chris Knight, Director of Building and Safety, regarding an update of the Enterprise Fund Budget for Fiscal Year 2016](#)

City of Las Vegas

Minutes:

Referring to the backup attached, MEMBER KNIGHT presented an overview of the 2016 Enterprise Fund Budget that the City is currently operating under. He reported on the original total budget, revenues, expenses, net income and operating reserve.

He proceeded to provide information on the year-to-date totals, as well as the projected amounts for year end based on what the department has been doing so far. He pointed out that although the current reserve was over the 50 percent mark, once all of the expenses were received, it was anticipated that the reserve would be below 50 percent at the end of the year.

Some of the highlights of the budget included an increase in the banking services expense associated with charges for credit card services due to more people conducting business and paying on-line. Maintenance of software, to include the licenses, and the projected total General Government Cost Allocation were also covered. MEMBER KNIGHT explained for MEMBER POTTER how the General Government Cost Allocation number was determined but referred him to the City's Chief Financial Officer to answer how that formula was derived. MEMBER POTTER commented that he did not believe the Building and Safety Department received \$1 million worth of internal service. MEMBER KNIGHT disagreed, noting this amount covered internal services received from the City Attorney's Office, the City Clerk's Office, the City Managers Office, Information Technologies and everyone else that supported the Enterprise Fund. He expounded by stating Information Technologies was providing a lot of programming support during the transition from the Hansen system to INFOR 10, which was scheduled to be completed by the end of June. This will provide an upgrade to the project tracking system and by the first quarter of next year, electronic plan reviews will be in place, making everything more efficient.

CHAIR QUINN inquired as to how the City heard about INFOR 10. MEMBER KNIGHT explained that INFOR 10 was the latest version of Hansen that resolved many issues experienced with prior versions. MEMBER KNIGHT expressed he is really looking forward to the implementation of INFOR 10 and electronic plan review, as this will provide greater flexibility and functionality that the City has never had before. With INFOR 10, staff will no longer have to manually track expiring permits or call when a permit is ready to be picked up; INFOR 10 will do this by generating an automatic notification.

6. [Report from Chris Knight, Director of Building and Safety, regarding an update of the tentative Enterprise Fund Budget for Fiscal Year 2017](#)

Minutes:

MEMBER KNIGHT reviewed the Fiscal Year 2017 Budget, explaining that a five percent increase over this year's budget was used to determine the projected revenue. Expenses in the amount of \$11,584,936 will be going forward to City Council for approval as an expanded budget. The increase in expenses over the \$10,629,000 in last year's budget is due to new positions which MEMBER KNIGHT indicated he would address under Item 7.

7. [Report from Chris Knight, Director of Building and Safety, regarding the Enterprise staffing update](#)

Minutes:

MEMBER KNIGHT provided a staffing update, noting there were five new positions being proposed in the budget. These positions include a Building and Safety Process Review Coordinator, a Combination Plans Examiner, two Combination Plans Inspector trainee positions and a Combination Plans Inspector. MEMBER POTTER asked what the salary ranges were for the Building and Safety Process Review Coordinator and the Combination Plans Inspectors. MEMBER KNIGHT did not have individual salaries but provided estimates that included benefits. He noted that the department budgeted mid-range but tried to hire at the bottom of the range.

He proceeded to explain the function of the Building and Safety Process Review Coordinator, which DOUG RANKIN will move into. MR. RANKIN will provide an outside viewpoint and make recommendations on process improvement. Every project will be reviewed and monitored for compliance with the performance measures relating to turnaround times. If a project languishes too long, he will contact the appropriate individuals to move things forward, and as systems get under control, the Department will become more proactive by following up with the contractor or designer if there has been no response to the plan review comments provided. MEMBER KNIGHT confirmed for CHAIR QUINN that the biggest delay

City of Las Vegas

was typically due to a lack of response to these comments from the designer.

MEMBER KNIGHT reported that the Combination Plans Examiner position requested in this years budget would complete the transition from single discipline Plans Examiners to Combination Plans Examiners that began two years ago. It is believed once the four Combination Plans Examiners are in place, they will be able to do the work of the five Plans Examiners and help the Department operate more efficiently.

MEMBER KNIGHT noted that with 15 of the 22 inspectors currently in the Department that could theoretically retire because they have the years and are of the age to do so, a large number of retirements are expected this year. MEMBER HODGSON asked MEMBER KNIGHT if these inspectors kept him informed as to their plans and what the turnaround time for on-boarding was. MEMBER KNIGHT indicated the inspectors did not communicate their plans, which was one of the reasons why the trainee positions were so important. The Combination Plans Examiner has an open recruitment, and he believed the Combination Plans Inspectors did as well.

MEMBER KNIGHT commented that the Combination Plans Examiners have helped a great deal with the Over-The-Counter (OTC) Plan Reviews and with Express Plan Review, as one employee now does full Express instead of four. The focus now is on the two Combination Plans Inspector trainee positions. Those individuals in trainee positions can then step in when there is a retirement, so there is no drop in customer service levels. Last year the Department was approved for a Combination Plans Examiner trainee position, but that has yet to be filled. The hope is to recruit students from the University of Nevada, Las Vegas to fill the Combination Plans Examiner trainee and Combination Plans Inspector positions.

With the addition of a Combination Plans Inspector, it is believed staff will be able to handle the current demand and any future demands. MEMBER KNIGHT reported that the holdover average had gone down considerably over the last two months. Last year, the worst case was 50 holdovers in one day, and staff was now averaging four or five, and that was with the exiting of all of the solar companies. MEMBER POTTER inquired if holdover inspections were still available on Saturdays and what those guidelines were. MEMBER KNIGHT indicated that two inspectors are scheduled on Saturday and one on Sunday as part of their normal work week. All inspections are available on these days, but they are not automatic; an inspection must be requested.

CHAIR QUINN asked what percentage of plans went through the Building and Safety Department versus those that were subbed out to consultants. MEMBER KNIGHT explained that 100 percent of the plans that go through the normal plan review process for standard building permits were subbed out to consultants. In-house staff were used for OTC Plan Reviews and Express Plan Review which usually involved larger, more complex commercial projects such as the Lucky Dragon.

After MEMBER POTTER mentioned there seemed to be a hold up with Public Works, MEMBER KNIGHT indicated staff was working on this to see if they could get a guaranteed turnaround time.

8. [Discussion regarding the performance updates on Plan Review and Inspections](#)

Minutes:

Referring to the backup attached, MEMBER KNIGHT stated that those areas highlighted in red meant there was a problem, yellow meant it was about to become a problem and green meant the department was meeting its goals. He reported that Inspections Completed Within The Next Business Day for the first quarter was at 93.3 percent. With the goal of 97 percent not being met, another Combination Plans Inspector has been requested. While this is much better than the 79.6 percent at the end of Fiscal Year 2013, the Department still wants to hit the 97 percent mark.

MEMBER KNIGHT reported that the numbers for Inspection Results On-Line Within One Hour of Inspection were affected by continued problems with connectivity in the field with new developing areas. As staff would never be able to fix this, MEMBER KNIGHT was not sure this was a good measure. Additionally, sometimes new employees impact these numbers because they do not understand the importance of resulting those inspections. The target for this measure is 90 percent, and it is currently at 85.2 percent.

City of Las Vegas

MEMBER KNIGHT reviewed the cashiering function measures relating to customer transactions being completed in 12 minutes or less and customer wait times, which is a huge factor on submitted comments. The customer transaction time is driven by the size of the transaction. Staff strives to meet the 20 minutes or less target of 95 percent and is at 95.9 percent for the First Quarter. He stated that the cashiers are doing a really good job, and sometimes long times cannot be helped due to the size of the projects that the customers have.

Tract Building Permits - Reviews Completed Within Three Business Days is something that has been automated and is now done via e-mail which has helped. The number one problem that needs to be addressed in the Department is the Wait Time To See a Technician, which is at 39.5 percent. The reason for this is purely staffing levels. One staff member passed away, another staff member had a major illness and eventually had to resign and two Permit Technicians were promoted. So, of the six Permit Technicians, four of them have moved off of the front line. Of those two, one is out on paternity leave, so there currently is only one. While four replacement Permit Technicians have been hired, it takes time to train them. Two are now operating on their own, one is almost ready to start on his own, and the fourth is still being trained. The hope is that in the next six to eight months, the Department will be fully staffed and fully trained, which will resolve this issue.

After reviewing the Permit Technician function from an efficiency standpoint, it was decided to limit their role to intake only instead of the semi-plan check position it had evolved into. That position is now responsible for ensuring all the information required is there, and the Plans Examiners would then evaluate the quality of that information. This will shorten the time spent with the customer, which will reduce the 20-minute wait time. MEMBER POTTER appreciated the clarification of the two different job functions.

With the Plans Examiners not on the front line, MEMBER POTTER wondered how someone could walk their plans through rather than submit them. MEMBER KNIGHT explained that the only plans that could be walked through were those with three disciplines or less, three sheets or less and had no structural. If the plans did not meet that standard, they could not be walked through; they would instead go to a consultant or be scheduled for Express. There are not a lot of plans that meet these guidelines, but those that do, can go to an OTC Plans Examiner if the individual wishes to wait. These guidelines were driven by people expressing frustration because all they wanted to do was build a wall, and it did not make sense that someone simply wanting to build a wall had to wait in line behind someone with a large commercial project; it takes only minutes to review a wall and days to review a large commercial project such as the Lucky Dragon. MEMBER POTTER wondered what percentage met the OTC guidelines. MEMBER KNIGHT informed him that the one OTC Combination Plans Inspector was busy all day, every day. The other four Combination Plans Inspectors are busy doing Expresses or following up on the Expresses they did the day before. This could include composing comment letters which takes time.

MEMBER POTTER stated that the intent of the Express was to walk out with a permit. MEMBER KNIGHT stated this would only happen if the plan was absolutely perfect. He noted that with a standard review only taking one week and Express Plan Reviews currently being scheduled three weeks out, it was not the timeframe involved with Express that people liked but rather the fact that they could have all their people (consultants, electrical, mechanical, plumbing and structural) meet face-to-face with the Plans Examiner and get their questions answered.

While not required, MEMBER KNIGHT informed MEMBER POTTER turning in plans and review documents prior to the Express Plan Review was encouraged; otherwise, the review would take longer and the charge was \$600 per hour.

With some issues remaining at the front counter due to staffing levels, MEMBER KNIGHT stressed stabilizing staffing was a priority. He summarized that the Building and Safety Department was performing well and provided good customer service. CHAIR QUINN and MEMBERS HODGSON and POTTER had positive comments relating to the processes at the Building and Safety Department. The only negative comment MEMBER POTTER shared was front counter staffs unhappiness regarding plans being sent out to consultants because it was taking their jobs away. MEMBER KNIGHT clarified that this practice had been in place for three years, and not one person had lost their job because of it.

After CHAIR QUINN and MEMBER POTTER mentioned the lag time associated with Public Works, MEMBER KNIGHT reiterated that was being addressed.

City of Las Vegas

MEMBER KNIGHT asked the members if there were any comments regarding the budget that they would like forwarded to City Council. MEMBER POTTER expressed his wish to send the budget forward with the Committees vote of confidence. CHAIR QUINN strongly requested of the City Clerk that this be made known in the minutes.

Although MEMBER POTTER preferred an official vote be taken, DEPUTY CITY ATTORNEY JAMES LEWIS advised him no motion could be presented or vote taken since the item was not agendized for action.

9. CITIZENS PARTICIPATION: PUBLIC COMMENT DURING THIS PORTION OF THE AGENDA MUST BE LIMITED TO MATTERS WITHIN THE JURISDICTION OF THE COMMITTEE. NO SUBJECT MAY BE ACTED UPON BY THE COMMITTEE UNLESS THAT SUBJECT IS ON THE AGENDA AND IS SCHEDULED FOR ACTION. IF YOU WISH TO BE HEARD, 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.

Minutes:
None.

10. ADJOURNMENT

Minutes:
The meeting was adjourned at 2:56 p.m.

Respectfully submitted:

Debra A. Outland, Deputy City Clerk

Christopher Knight, Director of Building & Safety

Facilities are provided throughout City Hall for the convenience of persons with disabilities. Reasonable efforts will be made to assist and accommodate persons with disabilities or impairments. If you need an accommodation to attend and participate in this meeting, please call the City Clerks office at 702-229-6311 and advise of your need at least 48 hours in advance of the meeting. Dial 7-1-1 for Relay Nevada.

THIS MEETING HAS BEEN PROPERLY NOTICED AND POSTED AT THE FOLLOWING LOCATIONS:

City Hall, 495 South Main Street, 1st Floor
Clark County Government Center, 500 South Grand Central Parkway
Grant Sawyer Building, 555 East Washington Avenue
City of Las Vegas Development Services Center, 333 North Rancho Drive