



Las Vegas

Agenda Item No.: 37.

AGENDA SUMMARY PAGE
CITY COUNCIL MEETING OF OCTOBER 15, 2014

DEPARTMENT: CITY MANAGER
DIRECTOR: ELIZABETH N. FRETWELL

☐ Consent ☒ Discussion

SUBJECT:
ADMINISTRATIVE:

Presentation by Staff on Friday customer service coverage for City Hall and the Development Service Center (DSC) and an update on the status of the Development Services Process (DSP) implementation - 700 words

Fiscal Impact

☐

No Impact

☐ Augmentation Required

☐

Budget Funds Available

Amount:

Funding Source:

Dept./Division:

PURPOSE/BACKGROUND:

At the direction of City Council, an assessment of customer service needs at both City Hall and the Development Service Center (DSC) on Fridays was performed. Staff will report on the findings of this assessment and the service enhancements and technology efficiencies that have been implemented for Friday coverage. Staff will also report on the progress of the Development Services Process (DSP) implementation.

RECOMMENDATION:

Receive update

BACKUP DOCUMENTATION:

Submitted at Meeting - PowerPoint Presentation by Staff

Minutes:

DEPUTY CITY MANAGER ORLANDO SANCHEZ recognized the members of the Team Customer Service, who helped with the presentation and implemented many of the strategies that got them to a level of achieving 80 percent of customers demands on Fridays. He provided a PowerPoint presentation of Friday customer needs assessment and outlined what the Friday walk-ins look for and need. A committee was formed to assess those needs, develop and implement those goals. On October 14, 2014 the on-line directory was implemented and he described how it works and how the many options available make it user-friendly. Telephone coverage will be available on Fridays at the front desk of the first floor at City Hall and at the Development Services Center (DSC). In the event one individual is busy, the call will be queued to the DSC and vice versa. The ultimate goal is to make services accessible on line 24/7. The results already show an 80 percent increase in customer assistance and this trend will continue to grow. With a

CITY COUNCIL MEETING OF: OCTOBER 15, 2014

lot of creativity and initiative the City is meeting the demands of the citizens on Fridays.

JORGE CERVANTES, Executive Director for Community Development, reported on the Development Services Process (DSP). This was a result of recommendations by the consultant, BILL KIRCHOFF on what would provide better services. For the last couple of years both processes and technology have been changed. MR. CERVANTES introduced RICK VIRMANI, who was hired as a consultant to help identify solutions to meet those needs; MR. VIRMANI was hired by the City of Las Vegas as a Development Services Systems Manager.

MR. VIRMANI thanked staff for the support they provided and he is happy to be part of the City staff. Through a PowerPoint presentation, MR. VIRMANI reported on the current state of the DSP. The goal is to improve processes in a manner to provide better customer service, and efficiencies, both for the customer and City staff. This will be done by migrating from Hansen to Infor in order to provide on-line services 24-7. He outlined what has been implemented so far and interim solutions for on-line payments and other functions. What has been done so far is piecemeal based on specific needs of a department or a customer group and are looking forward in making this an enterprise-wide solution.

COUNCILMAN ROSS was pleased with the process and asked when it will be completed. MR. VIRMANI replied that the estimated completion for both Phases 1 and 2 will be 2017. COUNCILMAN ROSS wondered why it took so long, given the many talented City employees. MR. VIRMANI stated that this process involved training, details in design and specifics that need to be built in the software. COUNCILMAN ROSS asked if there is any other city more advanced than the City of Las Vegas. CITY MANAGER ELIZABETH FRETWELL replied that most cities struggle with this type of integration, but trying to integrate some of the systems is somewhat difficult when those involved are trying to do two things all at once. Staff is very aggressive in trying to streamline some of the timelines, to take a system that has a skeleton of a good process and trying to change it. MR. VIRMANI indicated that staff retained the services of Sierra Systems, a company that is implementing the same software package and their consultants were on board for 16 weeks assessing the City's needs. The timelines were forwarded by them based on what they have done in other jurisdictions. What the City is trying to do is unprecedented because staff is taking a far more integrated look to the DSP; other cities and jurisdictions tend to take a more fragmented look. COUNCILMAN ROSS highlighted the cutting edge technology being used by the City of Las Vegas, when it comes to these types of services being streamlined to be more customer-friendly. MR. VIRMANI stated that the number one reason initiatives like this fail are because of lack of executive and leadership support.

MAYOR GOODMAN asked if MR. CERVANTES and MR. VIRMANI see the need for additional personnel. MR. CERVANTES responded that over-time, staff will have to be added to meet the demand, but currently this is being addressed through technology implementation and cross-training employees to do multiple functions. MAYOR GOODMAN asked if the software has to be created or is it already in place. MR. CERVANTES replied that it is a combination of both; Phases 1 and 2 will identify the needs and then write the code in the software to meet those needs and streamline the operations. He also outlined the

CITY COUNCIL MEETING OF: OCTOBER 15, 2014

accomplishments.

MAYOR GOODMAN asked if anything is being done to let the public know that these services are available. MR. CERVANTES replied that the City's website has an icon called Development Services that leads into the on-line applications and a list of what is available on-line. MAYOR GOODMAN suggested adding this information on the booklet which is produced by the Office of Economic Development. CITY MANAGER FRETWELL stated that staff will work with MR. CERVANTES and his team to integrate some of the development milestones and streamline activities. MAYOR GOODMAN pointed out that it will be a great resource for those looking to invest in downtown.

COUNCILMAN ROSS recognized the outstanding work in making it simple for people to use and show that the City of Las Vegas is a leading example of local government on paving the way. He would be interested in knowing what other cities are doing when it comes to this type of service for residents.

COUNCILMAN ANTHONY suggested installing an electronic sign on the Development Service Center building promoting this type of service. He mentioned that when he visited Korea, one City hall had a huge television screen advertising things happening in the city; it will be a great way to advertise on-line services. MR. CERVANTES indicated that funding has been allocated for something similar. MAYOR GOODMAN acknowledged the building's name on the side of the building but suggested that an additional sign be installed.

COUNCILWOMAN TARKANTIAN felt that Las Vegas has improved and is by far ahead in the use of technology in helping to meet the needs of its citizens. People are amazed about how much information they can get on-line and how easy it is to access this new technology. It might be a good idea to get the senior citizens involved. She congratulated MR. CERVANTES on the great job they have done.