



# WORKING TOGETHER—AN INTERNATIONAL PERSPECTIVE



Building the City of Henderson  
Development Services Center  
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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 <sup>st</sup> Review	2 <sup>nd</sup> Review*	3 <sup>rd</sup> 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 <sup>nd</sup> or 3 <sup>rd</sup> 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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