



M E M O R A N D U M

**DATE:** June 13, 2018

**TO:** Clark County Council

**FROM:** Mitch Nickolds, Interim Director, Community Development Department

**SUBJECT:** Citygate Report- Implementing Strategic Recommendations

**CC:** Jim Rumpeltes, Clark County Manager  
Kathleen Otto, Deputy County Manager

I am pleased to provide you an update of the work being done to implement the strategic recommendations generated by the Citygate Report. I have attached a copy of an updated Citygate implementation action plan for your review. Below, I am providing summaries of the improvements made to date, the process moving forward and the related timeframes.

**Permit Center Improvements – Citygate Recommendations 4, 9, 10, 12, 19, 31, 32 –**

The Permit Center team is working to ensure a higher probability of successful permit applications on the first attempt by:

- Updating checklists to better inform our customers of the application requirements
- Providing lead support at permit counter to ask applicants clarifying questions for accurate and complete descriptions of work and supporting documentation.
- Permit technicians are providing customers examples of approved residential, soils and stormwater applications and reports so they can successfully complete and submit permit applications.
- Video tutorials showing on a continuous loop on the lobby monitor (will also be used to show permitting statistical reports in the future (e.g. average review times by permit type, etc...)).

As a result of the improvements to date The average wait time in the permit center has been reduced from 40 minutes to between 14 -19 minutes. Work is also underway to redesign the permit counter for greater functionality such as space for leads and permit techs side by side.



**Building Inspection & Plan Review Improvements - Citygate Recommendations 4,5, 20, 21, 22**

The Building Safety team advises that the turn-around time for residential plan review for new home construction has been reduced to four weeks from the earlier normal of eight to ten weeks. With a goal to reduce the residential plan review period to two-weeks. Reduction in turn-around time for residential plans is the result of adding an external third party plan review provider for two extra reviewers.

In bi-weekly plans examiners meeting, leadership routinely emphasizes that our review comments need to provide to the designer/ applicant “value addition” information meaning: there should be a design/ detail change resulting from the comment or the missing information provided as a result of the review comment. Plans examiners are being required to avoid making design comments which could be considered un-necessary.

To increase LEAN permitting Building Safety will be adding another plans examiner in the Permit Center to double output and eliminate the backlog of applications..

**Community Development Director Citygate Recommendations 1, 2, 5, 6, 7, 8, 9, 11, 13, 14, 15, 16, 17,18, 19, 23, 24, 27, 28, 29, 30, 31, 32**

To ensure Citygate strategic recommendations are implemented properly, with metrics to measure our performance and progress, and in consideration of all our development review partners and customers, I am creating a Functional Oversight Team (FOT) comprised of internal and external partners and customers.

The FOT will meet every two weeks for the next two months to reverse engineer a residential permit on a tax lot, to identify all the review touch points, competing reviews, pinch points, non-value added processes and bottle necks. The team will then begin making process improvement from the baseline of successful customer engagement in all areas of our services.

The process improvements will then be adapted in CC-Land Management System and dashboards will be created to monitor continuous improvement. Council will also have a dashboard and a another will be placed on our website for public review.