

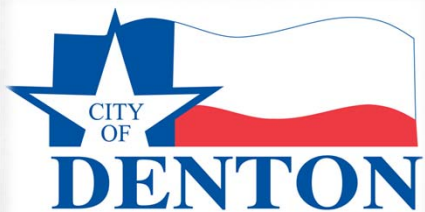


DEVELOPMENT SERVICES

"ONE-STOP-SHOP"

One Place Serving Denton's Development Needs





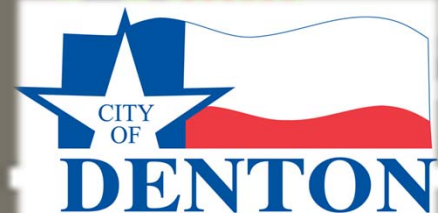
COMMUNITY PARTNER

- Excellence in Customer Service
- Positive Interactions between Staff and Public
- Responsive Service
- Problem Solving



SUSTAINABILITY & LIFE SAFETY

- Proper Planning
- Infrastructure
- Zoning
- Construction
- Property Maintenance
- Regulatory Strategies
- Sustainability
- Resource Management





PURPOSE

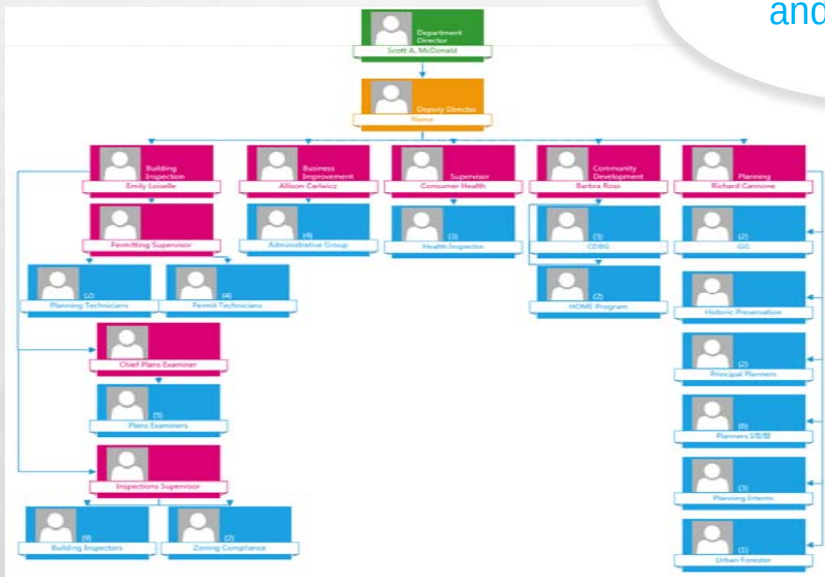
- TO EXPEDITE SAFE, RESPONSIBLE DEVELOPMENT WITHIN THE CITY OF DENTON

HOW WILL WE DO IT...

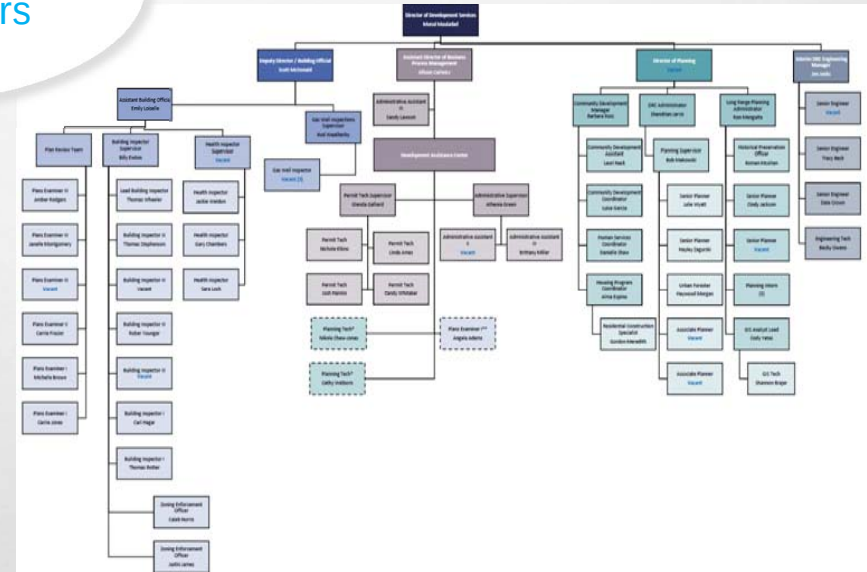
- LISTENING TO OUR CUSTOMERS, CONSTITUENTS AND THE NUMEROUS STAKEHOLDERS
- COMPREHENSIVE TRANSFORMATION OF HOW WE DO BUSINESS
- IMPLEMENTING BEST PRACTICES



Citizens, Customers, and Stakeholders



NEW



OLD

VS.

“Excellence in Service Delivery”

WHAT ARE WE TRYING TO ACCOMPLISH?

- #1 MAKE LIFE EASIER FOR CUSTOMERS
- TRAIN STAFF TO FACILITATE THE FLATTENED ORGANIZATION
- ELIMINATE BARRIERS CITY WIDE
- SIMPLIFY PROCESSES --- MORE PREDICTABLE
- IMPROVE COMMUNICATION
- IMPROVE RESPONSE TIMES
- UPDATE DEVELOPMENT CODE TO REFLECT IMPROVEMENTS

CULTURAL CHANGE

- NEW LEADERSHIP – PROFESSIONAL SUPPORT
- ELIMINATING INTERNAL BARRIERS
- BUILDING TRUST
- TRAINING – FOCUS ON FUNCTION VS. TASK
- EMPOWERING DECISION MAKING AT THE LOWEST LEVEL POSSIBLE
- IMPLEMENTED “RED-LINED” PLAN RELEASE, RATHER THAN RESUBMITTAL
- PROVIDING RESOURCES WHICH SUPPORT RESPONSIBLE DEVELOPMENT



ACTIONS

- REORGANIZED PROCESSES— INCLUDING PRE-DEVELOPMENT SITE PLAN, DEVELOPMENT REVIEW PROCESSES
- CHALLENGING STATUS QUO, ASKING “WHY”
- GREATER COLLABORATION WITH INTERNAL STAKEHOLDERS
- STAFF TRAINING – EMPOWERING STAFF
- ELIMINATED THE SITE PLAN “PERMIT”
- ELIMINATED THE REQUIREMENT FOR “CONSTRUCTION DRAWINGS” FOR PRELIMINARY SITE PLAN REVIEW
- IMPLEMENTED “RED-LINED” PLAN RELEASE, RATHER THAN RESUBMITTAL

ACTIONS

- REORGANIZED; CITY ENGINEER OFFICE AT DEVELOPMENT SERVICES MINIMALLY TWO DAYS A WEEK
- ELIMINATED CITY “SILOS” – ONE POINT OF ENTRY AND COMMUNICATION FOR ALL DEVELOPMENT
- ASSIGNMENT OF A SINGLE PROJECT MANAGER TO MANAGE AND STREAMLINE COMMUNICATION
 - APPLICANT CONTACT WITHIN 48 HOURS OF SUBMITTAL – PROVIDED CONTACT INFORMATION & EXPECTATIONS
- ELIMINATED REQUIREMENT FOR INDICATING MATERIAL SPECIFICATION ON PLAN VS. CITY STANDARD (DESIGN MANUAL)
- UTILIZING EMAIL FOR PRE-DEVELOPMENT SUBMITTAL
- COMPREHENSIVE OPERATIONAL SURVEY SENT TO 27 OTHER MUNICIPALITIES

NEXT STEPS

- EVALUATION FOR THE USE OF IMPROVED TECHNOLOGY
- DEPARTMENT MISSION, VISION & GOALS
- STRATEGIC PLANNING
- ACCOUNTABILITY
- COMMUNITY INPUT
- ESTABLISHING CONTINUOUS IMPROVEMENT AS A CORE VALUE
- ENHANCED PARTNERSHIPS & COLLABORATIONS
- COMMUNICATION & EDUCATION

WHEN

- IT HAS BEGUN...
- STABILIZING STAFF, THE DEPARTMENT, AND THOSE INVOLVED IN THE DEVELOPMENT REVIEW PROCESS
- EXPECTATIONS HAVE BEEN COMMUNICATED
- TRAINING – BASIC FOUNDATION
- CUT REVIEW TIMES – ELIMINATED MINOR SITE PLAN, CONDITIONAL APPROVALS, ACCOUNTABILITY
- SITE PLAN APPLICATION REDUCED FROM 11 PAGES TO 2 PAGES
- PROACTIVELY ENGAGING APPLICANTS TO BETTER FACILITATE REVIEW

ANTICIPATED TO BE FULLY TRANSFORMED BY SPRING 2018



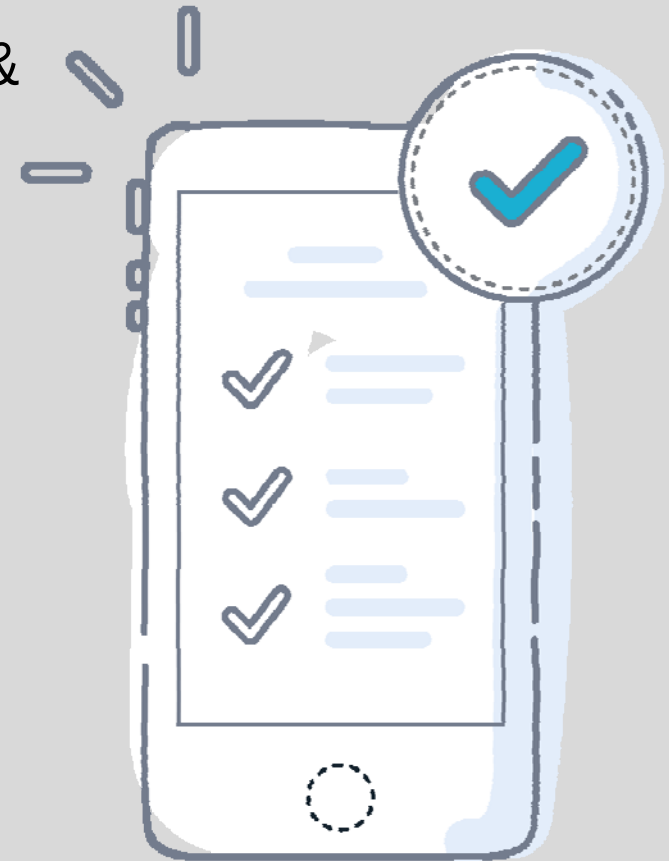
DENTON DEVELOPMENT CODE

- PASSIONATELY PURSUING – FRESH LOOK
- MODULE 1 IS COMPLETED, DRAFT ZONING DISTRICTS PREPARED AND PRESENTED
- STAKEHOLDER MEETINGS SCHEDULED – TRANSPARENCY AND PUBLIC PARTICIPATION
- SUBSTANTIVE REWRITE MEETING MINIMUM STATUTORY REQUIREMENTS
- STREAMLINED REVIEW PROCESS AND BEST PRACTICES INCLUDED
- REMOVAL OF SPECIFICATIONS FROM DDC – REFERENCE DESIGN CRITERIA MANUAL
- FOCUS ON PROCESS AND PROCEDURES INCLUDING QUALITY STANDARDS

BUSINESS FRIENDLY



- BALANCE OF COMMON SENSE & CODE SENSE
- EASE OF ACCESS
- SIMPLE PROCESSES
- TECHNOLOGY





QUESTIONS

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Customer service is a journey, not a destination. The customer service experience will never be perfect, but it can be excellent.

“Excellence in Service Delivery”