



AGENDA INFORMATION SHEET

DEPARTMENT: Development Services

CM: Todd Hileman

DATE: November 3, 2017

SUBJECT

Receive a report, hold a discussion and give staff direction regarding changes with the Department of Development Services and an update of the Denton Development Code rewrite project.

BACKGROUND INFORMATION

The Department of Development Services has undergone numerous changes recently. New leadership challenged outdated methods with a focus on implementing best practices.

Staff has implemented numerous changes through the following actions:

- Reorganization, restructuring and streamlining of processes, departments and divisions which have an impact on development in the City of Denton.
- Comprehensive evaluation of current project submittal inventory with a focus on expediting stalled projects.
- Providing professional staff training and development programs.
- Conducting interviews of both internal and external stakeholders for service delivery expectations.
- A comprehensive survey was sent to 27 other municipalities seeking input on processes, procedures, staffing and fees.
- Improved plan review turnaround times.
- Development of a “*One-Stop-Shop*” customer service portal to enhance the customer service experience.
- Standard operating procedure development aligned with best practices.
- Elimination of the “*Site Plan Permit*” and simplified site plan requirements. Eliminated the requirement of including construction plans as a component of the initial site plan review.
- Fresh approach to Denton Development Code rewrite; comprehensive rewrite more closely aligned with minimum State statutory requirements.

Presentation is being developed and will be provided under a separate cover on Monday.

STRATEGIC PLAN RELATIONSHIP

The City of Denton’s Strategic Plan is an action-oriented road map that will help the City achieve its vision. The foundation for the plan is the five long-term Key Focus Areas (KFA): Organizational Excellence; Public Infrastructure; Economic Development; Safe, Livable, and Family-Friendly Community; and Sustainability and Environmental Stewardship. While individual items may support multiple KFAs, this specific City Council agenda item contributes most directly to the following KFA and goal:

Related Key Focus Area: Organizational Excellence

Related Goal: 1.4 Achieve a high level of customer satisfaction

EXHIBITS**1. Agenda Information Sheet**

Respectfully submitted:
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Interim Director, Development Services