

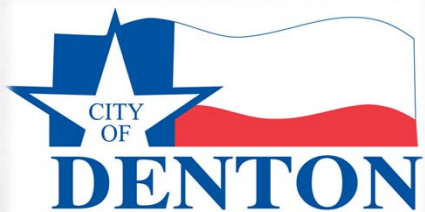


DEVELOPMENT SERVICES

"ONE-STOP-SHOP"

One Place Serving Denton's Development Needs





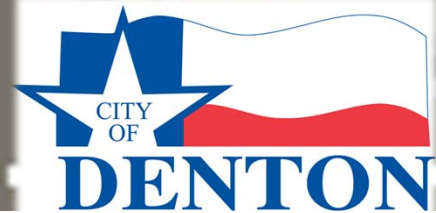
COMMUNITY PARTNER

- 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

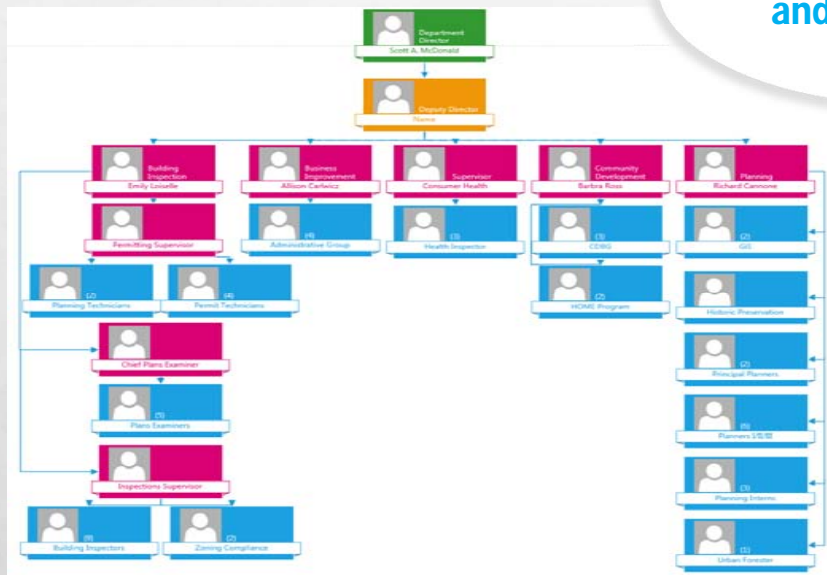
HOW WILL WE DO IT...

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

RETHINKING

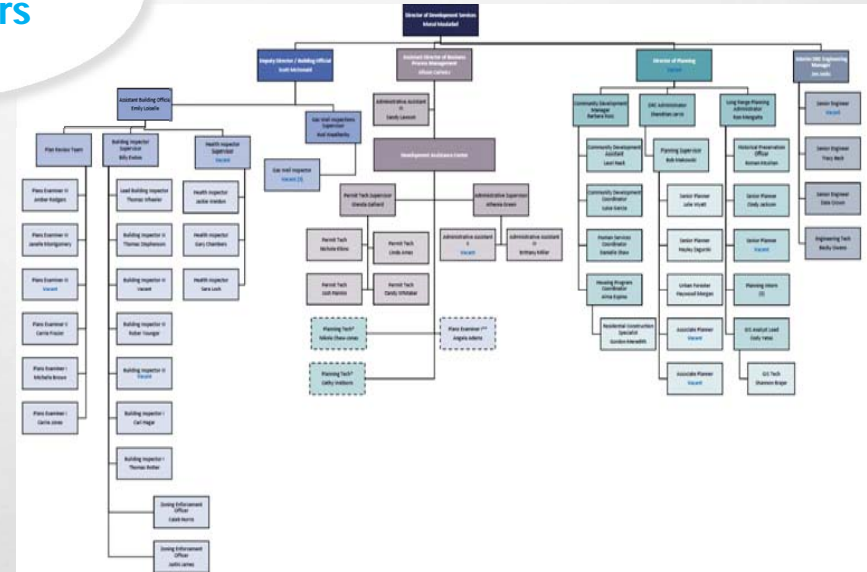


Citizens, Customers,
and Stakeholders



NEW

VS.



OLD

“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



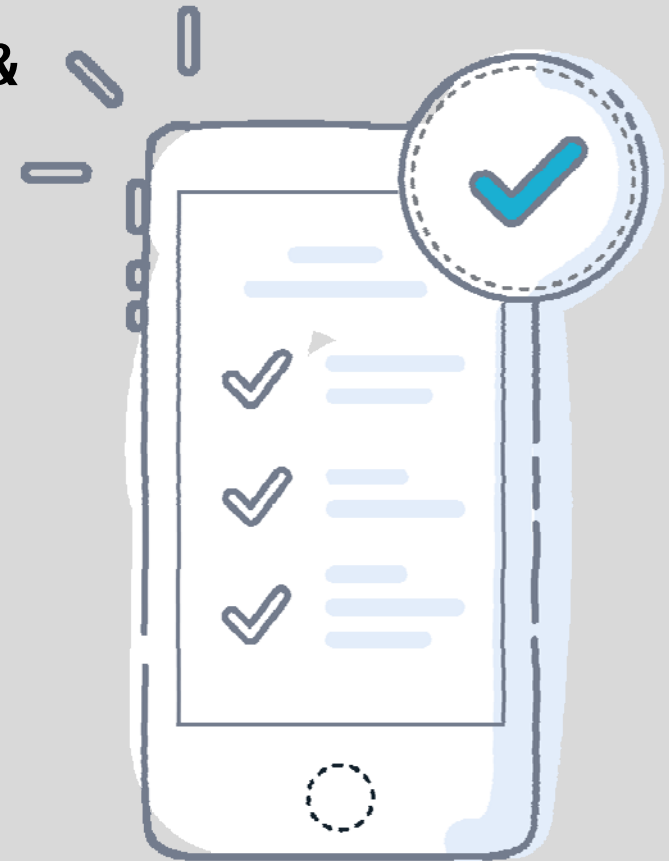
DENTON DEVELOPMENT CODE

- **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”