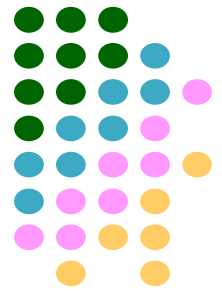


DSC DEVELOPMENTS

The Development Services Center Quarterly Newsletter



DSC EVENTS!

CONTRACTOR'S ROUNDTABLE EVENT

The Development Services Center (DSC) held its third annual Contractor's Roundtable event on April 9th at the Henderson Convention Center. There were 22 participants that provided feedback to City employees on what services work well and where we can make improvements to better serve our customers. This group's participation is invaluable in helping the DSC staff look more closely at processes and procedures.

The DSC plans to hold this event each year during the spring and welcomes anyone who would like to participate. If you feel your company would be interested in attending, please let us know and we'll be sure to send you an invitation for next year's event. Please contact the DSC Manager's office with any questions or comments at 267-3600.



NAOIP PRESENTATION

On Thursday April 25th the City of Henderson hosted a "Navigating the DSC" training class for the National Association of Office and Industrial Professionals (NAOIP). This is the third year the DSC participated in the NAIOP local government series. Representatives from Community Development, Building, Fire Safety, Flood Control, Traffic, New Development, Utility Services and Records teams talked about the DSC's plan check, permitting and inspection process. This group provided helpful information regarding quality submittals, common mistakes to avoid, and how to use our checklists and other helpful information found on the website. A copy of the presentation is available online at www.cityofhenderson.com/development_services_center.

SPRING 2008



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CITY OF HENDERSON CUSTOMER SERVICE

The City of Henderson prides itself on customer service. We want to make sure you are helped as quickly as possible after entering any of our buildings. To reach the DSC, you can enter the building from either Basic Street or Water Street. We have convenient parking in our parking garage located on Basic Street, as well as parking on either side of the library. Once you reach the DSC, we will get you started on your plan check or permit process and answer any questions you may have. The DSC currently has over 160 transactions performed at our front counters each day with an average wait time of three minutes and 78% of our customers are served within the first five minutes of entering the DSC. We know you have many stops throughout your day and we hope that you find your time with us to be productive.

PERMIT & PROJECT ACTIVITY

2007/2008 PERMITS

<u>SINGLE FAMILY RESIDENTIAL</u>	
<u>2007</u>	
APR	385
MAY	310
JUN	234
JUL	155
AUG	136
SEP	104
OCT	234
NOV	27
DEC	27
<u>2008</u>	
JAN	66
FEB	84
MAR	77
TOTAL :	1,839

<u>NEW COMMERCIAL (ADDITIONS NOT INCLUDED)</u>	
<u>2007</u>	
APR	13
MAY	5
JUN	17
JUL	11
AUG	28
SEP	10
OCT	24
NOV	15
DEC	6
<u>2008</u>	
JAN	10
FEB	11
MAR	29
TOTAL :	195

<u>BUILDING PERMITS</u>	
<u>2007</u>	
APR	\$ 111,826,314
MAY	\$ 66,028,477
JUN	\$ 60,695,755
JUL	\$ 51,362,013
AUG	\$ 75,458,764
SEP	\$ 30,432,879
OCT	\$ 85,627,879
NOV	\$ 130,502,050
DEC	\$ 26,580,899
<u>2008</u>	
JAN	\$ 58,563,949
FEB	\$ 23,247,290
MAR	\$ 41,612,039
TOTAL :	\$761,938,308

2007/2008 SUBMITTALS

	APR 07	MAY 07	JUN 07	JUL 07	AUG 07	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	TOTALS
HYDROLOGY STUDY	10	14	13	17	14	12	12	9	14	15	9	7	146
TRAFFIC STUDY	9	10	8	3	7	10	8	6	4	2	1	5	73
CIVIL IMPROVEMENT	16	15	20	8	14	9	15	11	12	16	10	10	156
FINAL MAP	12	7	4	6	7	7	4	3	3	0	3	3	59
PARCEL MAP	1	3	4	4	2	1	1	0	4	0	1	1	22

DEVELOPMENT INDUSTRY REPORT

JANUARY 1 – MARCH 31, 2008

THE DSC IS COMMITTED TO MEETING A 90% OR BETTER ON-TIME RATE FOR PLAN REVIEW AND INSPECTION SERVICES

CURRENT ON-TIME RATE:

PLAN REVIEW SERVICES: 98.6% INSPECTION SERVICES: 99.4%

BLOCK A	1ST REVIEW			2ND REVIEW			3RD REVIEW			MYLAR			TOTAL		
	Total #	On Time #	%	Total #	On Time #	%	Total #	On Time #	%	Total #	On Time #	%	Total #	On Time #	%
SITE DESIGN															
CERTIFICATES OF AMENDMENT	22	19	86.4%	0	0	NA	0	0	NA	0	0	NA	22	19	86.4%
CIVIL IMPROVEMENT PLANS	29	28	96.6%	24	24	100%	14	14	100%	25	25	100%	92	91	98.9%
CIVIL REVISIONS	69	68	98.6%	15	15	100%	0	0	NA	68	68	100%	152	151	99.3%
EARLY ADDRESSING	1	1	100%	0	0	NA	0	0	NA	0	0	NA	1	1	100%
FINAL MAPS	5	5	100%	7	7	100%	3	3	100%	3	3	100%	18	18	100%
HYDROLOGY STUDIES	30	30	100%	14	14	100%	3	3	100%	0	0	NA	47	47	100%
PARCEL MAPS	1	1	100%	6	6	100%	2	2	100%	2	2	100%	11	11	100%
TRAFFIC STUDIES	5	5	100%	1	1	100%	0	0	NA	0	0	NA	6	6	100%
TOTAL:	162	157	96.9%	67	67	100%	22	22	100%	98	98	100%	349	344	98.6%

BLOCK B	1ST REVIEW			2ND REVIEW			3RD REVIEW			TOTAL		
	Total #	On Time #	%	Total #	On Time #	%	Total #	On Time #	%	Total #	On Time #	%
RESIDENTIAL CATEGORIES												
APARTMENTS—PRODUCTION PLANS	59	59	100%	0	0	NA	0	0	NA	59	59	100%
APARTMENTS—STANDARD PLANS	20	20	100%	0	0	NA	0	0	NA	20	20	100%
CONDO—STANDARD PLANS	4	4	100%	7	7	100%	2	2	100%	13	13	100%
CONDO—PRODUCTION PLANS	0	0	NA	0	0	NA	0	0	NA	0	0	NA
SINGLE FAMILY CUSTOM HOMES	7	7	100%	45	45	100%	16	16	100%	68	68	100%
SINGLE FAMILY PRODUCTION HOMES	223	223	100%	6	6	100%	0	0	NA	229	229	100%
SINGLE FAMILY STANDARD PLANS	12	12	100%	65	65	100%	46	46	100%	123	123	100%
TOTAL:	325	325	100%	123	123	100%	64	64	100%	512	512	100%

BLOCK C	1ST REVIEW			2ND REVIEW			3RD REVIEW			TOTAL		
	Total #	On Time #	%	Total #	On Time #	%	Total #	On Time #	%	Total #	On Time #	%
COMMERCIAL CATEGORIES												
ASSEMBLY—OTHER	3	3	100%	1	1	100%	0	0	NA	4	4	100%
ASSEMBLY—RESTAURANT COMPLETE	1	1	100%	7	7	100%	1	1	100%	9	9	100%
COMMERCIAL SHELL BUILDINGS	4	4	100%	18	18	100%	16	16	100%	38	38	100%
FIRE ALARM SYSTEM	18	18	100%	26	26	100%	9	9	100%	53	53	100%
FIRE SPRINKLER SYSTEM	146	146	100%	54	53	98.1%	34	34	100%	234	233	99.6%
NEW COMMERCIAL < 200K SF	27	27	100%	55	55	100%	15	15	100%	97	97	100%
TENANT IMPROVEMENTS	42	42	100%	69	69	100%	20	20	100%	131	131	100%
TOTAL:	241	241	100%	230	229	99.6%	95	95	100%	566	565	99.8%

BLOCK D	1ST REVIEW		
	Total #	On Time #	%
INSPECTIONS			
FIRE INSPECTIONS	2,045	2,037	99.6%
BUILDING INSPECTIONS	33,631	33,482	99.6%
PW—QUALITY CONTROL INSPECTIONS	8,352	8,252	98.8%
TOTAL:	44,028	43,771	99.4%

BLOCK E	1ST REVIEW			2ND REVIEW			3RD REVIEW			TOTAL		
	Total #	On Time #	%	Total #	On Time #	%	Total #	On Time #	%	Total #	On Time #	%
MISCELLANEOUS PERMITS												
PATIO COVERS—ENCLOSURES	140	140	100%	9	9	100%	0	0	NA	149	149	100%
POOLS	164	164	100%	16	16	100%	0	0	NA	180	180	100%
WALL PERMITS	235	235	100%	19	19	100%	1	1	100%	255	255	100%
TOTAL:	539	539	100%	44	44	100%	1	1	100%	584	584	100%

ABOUT THE DSC

Team Purpose:

To provide leadership and direction for a multi-department operation that is responsible for the coordinated review of development in one of America's fastest growing cities.

The Development Services Center (DSC) is a multi-department development review team. For the convenience of our customers, we bring together employees from seven City departments into a coordinated plan review, permitting, and inspection operation to handle all development services needs for builders, developers, and property owners.

Our cross-departmental team includes approximately 160 staff members from the following departments: Building and Fire Safety, Community Development, Public Works, Utility Services, Information Technology, City Clerk's Office (development records), and DSC Administration.

The DSC Administrative Office, created in July 2004, provides day-to-day management of the DSC's operations. The office is responsible for the Center's cross-departmental coordination, process flow, and strategic planning. The office works with the DSC Steering Committee on policy issues, and the DSC Manager's/Supervisor's Committee on process issues. The DSC Manager monitors the enterprise fund to assure that revenues and expenses are on target, produces overall performance reports, and communicates regularly with customers through the quarterly newsletter and regular meetings of the DSC Industry Advisory Committee.

CITY OF HENDERSON

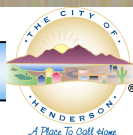
James B. Gibson, Mayor
Jack K. Clark, Councilman
Andy A. Hafen, Councilman
Steven D. Kirk, Councilman
Gerri Schroder, Councilwoman

Mary Kay Peck, AICP, City Manager

DEVELOPMENT SERVICES CENTER

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**TO SUBSCRIBE TO:
DSC DEVELOPMENTS
(QUARTERLY E-MAIL NEWSLETTER)
CONTACT:
LISA REISS AT 267-3615 OR
LISA.REISS@CITYOFHENDERSON.COM**



Development Services Center