

# Development Services



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## History of Development Services

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- In 2011, the perception was that Development Services was not customer friendly and hard to navigate through the development process.
  - In 2012, Mark Van Vleck as the Director of Development Service restructured the development process and work to better public relations.
  - In 2013, a customer survey was conducted by Dr. Jorgenson to see how Development Services was performing and to create baseline.
  - In 2015, a second customer survey was conducted by Dr. Jorgenson to compare to the baseline in 2013 to see how Development Services was performing. It shows that we are moving in the right direction.
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## Improvements made in the last 3 years

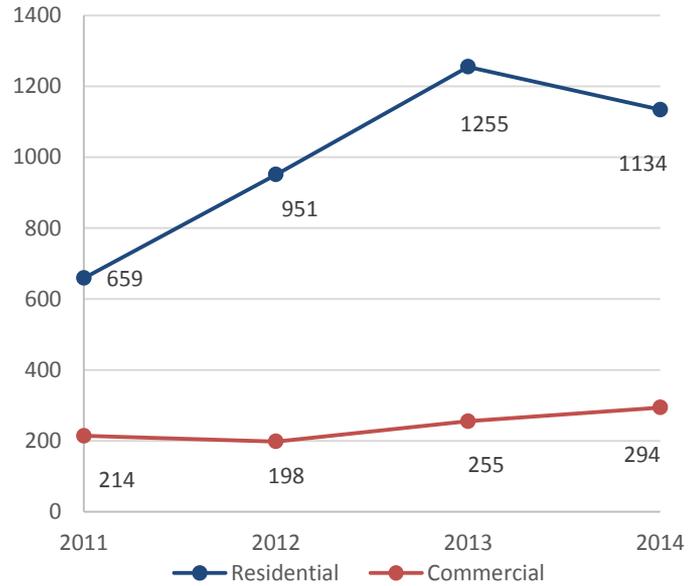
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- Zoning, Platting, Public Improvements and Building Permits can be done in parallel to shorten overall Development Process
- Every Commercial Project is assigned a Project Manager
- Administratively approved Deferment Agreements  
Reduced Time to Permit by 2 to 4 weeks
- Streamline process for Administratively approved Plats  
Reduced Time to Permit by 1 to 2 weeks
- Morning Operations Meeting to discuss current status of all reviews.

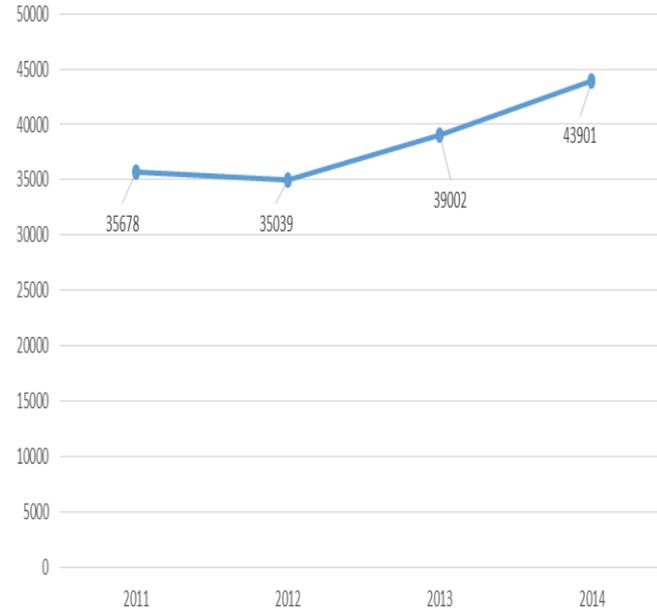


# Metrics

## Number of Permits



## Total Inspections





# Testimonials of Appreciation

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“I want to reach out to you because it’s rare that I get to write a letter **praising** the Development Services Division of a city.

All of the planners we have had dealings with from every department have been courteous, extremely responsive, organized and helpful.

My company has developed from Florida to Arizona and nearly every Sunbelt state in between. And this has by far been the most efficient and friendly experience we have encountered” *Geoffrey N. Simpson, CFO / Partner Kaplan Companies (324 unit apartment complex)*

“My Mom and I went to the Frost Bank Office of City Development to ask some basic questions about building a residence on some land we already owned. We were greeted by the most helpful receptionist I've ever encountered! We expected to wait in lines, be sent in circles, and planned for a frustrating experience. We couldn't have been more pleasantly surprised! The receptionist listened carefully to our question then quickly found someone to help answer our questions. We visited with "Marc" for quite a while. He was helpful, courteous, knowledgeable, and friendly. Thank you City of CC for providing an awesome experience to us. We are not contractors, have no experience with this process, and couldn't have been more pleased. Thanks :-)” *barbaracade@.....com*

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