



CITY OF HENDERSON CITIZENS' ADVISORY COMMITTEE AGENDA

Meeting Date: March 13, 2013
Meeting Time: 5:30 p.m.

Council Chambers Conference Room
240 Water Street
Henderson, NV 89015

Notice to persons with special needs: Those requiring special assistance or accommodation at the meeting should contact the **Community Development Department by telephoning (702) 267-1500** or Relay Nevada 7-1-1 at least 72 hours in advance of the meeting.

The Chairman reserves the right to hear agenda items out of order, combine two or more agenda items for consideration, remove an item from the agenda, or delay discussion relating to an item on the agenda at any time. All items are action items unless otherwise noted.

Community Development Department Web Site Address: <http://www.cityofhenderson.com>

I. CALL TO ORDER

II. CONFIRMATION OF POSTING AND ROLL CALL

III. ACCEPTANCE OF AGENDA (For Possible Action)

IV. PUBLIC COMMENT

Note: Items discussed under Public Comment cannot be acted upon at this meeting. The Committee will forward public comments to the appropriate body for follow-up. (NRS 241.020). Individuals speaking on an item will be limited to three (3) minutes and spokespersons for a group will be limited to ten (10) minutes.

V. NEW BUSINESS

1. Approve meeting minutes for January 9, 2013 and February 13, 2013. (For Possible Action)
2. Review and discuss neighborhood map analysis and potential funding research (Energy Rebate/Incentive programs) for the Energy Efficiency/Renewable Energy Project. (Informational Only)
3. Review revisions or updates to the Draft Enhance Online Services Executive Summary and Deliverable. (Informational Only)

VI. STAFF'S / CHAIRMAN'S COMMENTS

The Chairman and Members may speak on any item under this section of the agenda. Chairman and Members may comment on matters including, without limitation, future agenda items, upcoming meeting dates, and meeting procedures. Comments made cannot be acted upon or discussed at this meeting, but may be placed on a future agenda for consideration by the Body.

VII. PUBLIC COMMENT

Note: Items discussed under Public Comment cannot be acted upon at this meeting. The Committee will forward public comments to the appropriate body for follow-up. (NRS 241.020). Individuals speaking on an item will be limited to three (3) minutes and spokespersons for a group will be limited to ten (10) minutes.

VIII. ADJOURNMENT

Posted prior to March 8, 2013, 9:00 a.m., at the following locations:

City Hall, 240 Water Street, 1st Floor Lobbies
Multigenerational Center, 250 S. Green Valley Parkway
Whitney Ranch Recreation Center, 1575 Galleria Drive
Fire Station No. 86, 96 Via Antincendio

**NEW BUSINESS
ITEM #1**

**CITIZENS' ADVISORY COMMITTEE
MINUTES
January 9, 2013**

I. CALL TO ORDER

Chairman Tom Piechota called the meeting to order at 5:30 p.m., at the Carmen House, 7224 Carmen Boulevard, Las Vegas, Nevada, 89128.

II. CONFIRMATION OF POSTING AND ROLL CALL

Jason Rogers, Planner, confirmed the meeting had been posted in accordance with the Open Meeting Law by posting the agenda three working days prior to the meeting at City Hall, Emergency Services Facility, Green Valley Police Substation, and Fire Station No. 96.

Present: Chairman Thomas Piechota
Jeff Bassing
Jim Dunn
Cornelius Eason
David Frommer
Dean Ishman
Andrew Jacobson
Paula Petruso

Absent: Adrienne Cox (excused)
Nancy Frago
Brin Gibson (excused)
Richard King (excused)
Matt Morris
Robert Neilsen (excused)
Melodee Wilcox (excused)

Staff: Michael Tassi, Planning Manager
Jason Rogers, Planner

III. ACCEPTANCE OF AGENDA

(Motion) Ms. Petruso introduced a motion to accept the agenda as presented, seconded by Mr. Bassing. The vote favoring approval was unanimous. Chairman Piechota declared the motion carried.

IV. PUBLIC COMMENT

Chairman Piechota welcomed new member Cornelius Eason to the Citizens' Advisory Committee. Mr. Eason introduced himself and gave a brief background history of his work.

All CAC members and staff introduced themselves to Mr. Eason, and they discussed the single-stream recycling program and current projects the committee is working on.

V. NEW BUSINESS

1. Approve meeting minutes for December 12, 2012 (For Possible Action)

(Motion) Ms. Petruso introduced a motion to approve the December 12, 2012, minutes as amended, seconded by Mr. Frommer. The vote favoring approval was unanimous. Chairman Piechota declared the motion carried.

2. Site visit to 7224 Carmen Boulevard, Las Vegas, NV 89128 (more commonly known as the GREEN Alliance "Carmen House") to receive information for the Energy Efficiency/Renewable Energy in the Community project

Jason Rogers, Planner, distributed and reviewed NSP documentation. He also reviewed information staff compiled regarding potential areas in the Whitney Ranch community that could be suitable for a GREEN Alliance project. Staff will email maps and other documentation to members and further discuss the handouts at the next meeting.

The CAC members toured the Carmen House and discussed energy-efficient opportunities such as rebates and energy-efficient appliances. They viewed insulation, ventilation systems, heating and cooling systems, engineering, windows, and lighting that make the house extremely energy efficient.

VI. STAFF/CHAIRMAN COMMENTS

Chairman Piechota thanked GREEN Alliance personnel for the tour.

Staff will send CAC members an update on Enhanced Online Services and plans to present a draft for review at the next meeting. Staff will also provide an update regarding crowd sourcing at next meeting;

VII. PUBLIC COMMENT

There were no comments presented by the public.

IX. ADJOURNMENT

There being no further business to be discussed, Chairman Piechota adjourned the meeting at 7:00 p.m.

Respectfully submitted,

Tedie Jackson,
Minutes Clerk

**CITIZENS' ADVISORY COMMITTEE
MINUTES
February 13, 2013**

I. CALL TO ORDER

Chairman Tom Piechota called the meeting to order at 5:36 p.m., in the Council Chambers Conference Room, 240 Water Street, Henderson, Nevada.

II. CONFIRMATION OF POSTING AND ROLL CALL

Jason Rogers, Planner, confirmed the meeting had been posted in accordance with the Open Meeting Law by posting the agenda three working days prior to the meeting at City Hall, Emergency Services Facility, Green Valley Police Substation, and Fire Station No. 96.

Present: Chairman Thomas Piechota
Jeff Bassing
Adrienne Cox (arrived at 5:40 p.m.)
Jim Dunn
Cornelius Eason
Nancy Frago (arrived at 5:46 p.m.)
David Frommer (arrived at 5:40 p.m.)
Dean Ishman
Andrew Jacobson
Robert Neilsen
Paula Petruso

Absent: Brin Gibson
Richard King (excused)
Matt Morris (excused)
Melodee Wilcox (excused)

Staff: Michael Tassi, Planning Manager
Jason Rogers, Planner
Ned Thomas, Principal Planner
Peter Vaughan, Planner
Lon Willis, Information Tech Project Manager
Kathleen Richards, Public Information Officer
Dawn Okerlund, Technical Analyst III
Tedio Jackson, Minutes Clerk

III. ACCEPTANCE OF AGENDA

(Motion) Ms. Ishman introduced a motion to accept the agenda as presented, seconded by Mr. King. The vote favoring approval was unanimous. Chairman Piechota declared the motion carried.

IV. PUBLIC COMMENT

There were no comments presented by the public.

V. NEW BUSINESS

1. **Review Energy Efficiency/renewable Energy Project Mind Mapping Exhibit and the Energy Efficiency Categorization Map for the Energy Efficiency/Renewable Energy in the Community project. (Informational Only)**

Jason Rogers, Planner, reviewed the following handouts: November 14th, notes; City Program Objectives; Energy Efficient Program: Phase I; Renewable Energy Program: Phase II; and Workforce Development. He noted that staff will go through due diligence and ask for input from members.

It was suggested the utility concerns referenced under the Phase II handout are not a Henderson issue; it is more of a state issue. Mr. Rogers said the Development Code has standards on solar for houses.

A discussion ensued regarding The Carmen House tour and how energy consumption was reduced approximately 51 percent.

Ms. Frago offered to arrange a tour of the solar panel field located on Nellis Air Force Base.

Mr. Rogers explained the process will be energy efficiency first and then renewable energy. This will allow staff to create a foundation in which a multi-platform approach (marketing and workforce development) could be undertaken to guide efforts on building a broad demographic of support for energy efficiency and green practices in the home. Staff hopes to create a model to be presented to the City Council for their approval. He further noted the concept could be interpreted as an opportunity to create a Green Redevelopment Zone for the City.

Responding to a question regarding renewable energy being addressed by the legislature, Mr. Thomas said he does not recall an organized effort to lobby the legislature on behalf of green energy sustainability.

Mr. Thomas will provide the committee members with information on the Nevada Sustainable Energy Coalition, which is an organization working to address sustainable energy issues throughout the valley.

Mr. Rogers referred to the large map, Energy Efficiency Categorization, and noted that staff identified potential targets areas for a residential demonstration site given the data and analysis provide by the Green Alliance from the December CAC meeting. He noted that based on data collected, the appropriate area to focus resources was Quadrant 1, or more commonly known as Whitney Ranch and/or Old Green Valley Ranch.

The following concerns were discussed: whether homeowners will invest in this project with the understanding that they will not see a return for a long time; many homes in older neighborhoods are rental properties; staff will research renter versus owner-occupied neighborhoods in Whitney Ranch and Old Green Valley Ranch; scheduling focus groups and get citizen input; get a top three wish list; provide the vision to the Mayor and Council to get their support.

Mr. Rogers recommended that staff work with GIS, and build in factors that have been discussed to identify target neighborhoods or HOAs within Quadrant 1. This information will be presented to the committee members at the March meeting.

Chaiman Piechota offered to brief the Council and staff could explain the opportunity to go into the community, identify a more defined area of the city, and determine which programs are feasible and realistic. Any feedback from the Mayor and Council will help determine next steps.

2. Review Draft Enhance Online Services Executive Summary and Deliverable to receive comments. (Informational Only)

Mr. Rogers reviewed a draft memorandum that summarizes the research and potential recommendations provided by staff. Mr. Rogers thanked staff who helped gather this information. Staff created an online activity map that provides a snapshot of information of the application. Phase II of this process will show architectural exhibits and allow residents to make comments about the project.

Responding to a question how staff will address high internet traffic, Mr. Willis said the City has a good bandwidth to address internet traffic and will modify as necessary.

It was noted that crowd sourcing has great potential if it is marketed correctly. Regarding essential services, staff noted certain items requested by departments are currently being evaluated or have received funding. Staff further noted it is conducting due diligence to replace the Existing Content Management System (KIVA) with a new system that could include Electronic Plan Submittal as a standard function.

Chairman Piechota will work with staff to finalize the memorandum to be voted on at the next meeting . There was a consensus that the memorandum should be on behalf of the Citizens Advisory Committee.

Ms. Cox commended staff for their hard work developing all the information.

VI. STAFF/CHAIRMAN COMMENTS

Chairman Piechota thanked members who attended the State of the City Address.

Chairman Piechota noted that Clark County approved the single-stream recycling program.

VIII. PUBLIC COMMENT

Mr. Bassing commented that he was appointed by Kathleen Vermillion, who was replaced by John Marz when she resigned. During that appointment process, John Marz said he would not run for election; however, he has changed his mind and is running for the office of Councilman Ward III.

Responding to questions by Mr. Bassing regarding the City approving vehicular access through The District shops, Michael Tassi, Planning Manager, clarified that vehicular access was approved several years ago when the District was developed. The owners at that time chose to make it pedestrian traffic. The new owners of The District are electing to allow vehicular traffic and providing other improvements in an effort to re-energize The District. The City Council recently approved angular parking along the street.

IX. ADJOURNMENT

There being no further business to be discussed, Chairman Piechota adjourned the meeting at 7:22 p.m.

Respectfully submitted,

Tedie Jackson,
Minutes Clerk

**NEW BUSINESS
ITEM #2**

Program	Sponsor	Physical Improvements /Programatic Opportunities	For Household	Eligibility Requirements/ Upfront Costs	Maximum Return
Renewable Energy Systems Property Tax Exemption	State of Nevada	Solar, Geothermal, Solid Waste	Yes	<ul style="list-style-type: none"> • Tax exemption cannot be claimed if another tax abatement or exemption is being claimed for the same residence 	<ul style="list-style-type: none"> • Property Tax Exemption for full value of installation and thereafter
NV Energy (Southern Nevada) - Solar Hot Water Incentive Program	State of Nevada	Solar Water Heaters	Yes	<ul style="list-style-type: none"> • Must be a homeowner and within service target area • Customer-use of natural gas for water heating or using electricity for water heating in a residential dwelling • Technology-solar water heating systems must be rated by the Solar Rating and Certification Corporation (SRCC); must have a SRCC-OG 300 certification • Upfront cost for installation and purchase of technology is borne on the customer 	Up to \$1,500 in rebates/project up to 50% of system cost
HomeFree Nevada Incentive Program	State of Nevada	Windows, Insulation, Caulking, etc.	Yes	<ul style="list-style-type: none"> • Only requirement is completion of Energy Audit application. • A \$199 upfront cost is required to conduct Energy Audit • A homeowner match of \$1,000 is required to complete retrofit upgrades; energy assessment fee of \$199 counts towards match • For financing, customers must own the residence that is to be upgraded, live in Nevada, and meet other financial terms 	<ul style="list-style-type: none"> • \$500 rebates for homes that achieve 15-19% savings • \$1,000 rebates for homes that achieve 20% savings • Loan financing in the amount of up to \$7,500, for a 5 year term

Program	Sponsor	Physical Improvements /Programatic Opportunities	For Household	Eligibility Requirements/ Upfront Costs	Maximum Return
Residential Energy Efficiency Rebate Program	NV Energy (Southern Nevada)	Pool Pumps, Programmable Thermostats, Refrigerator /Freezer recycling, HVAC improvements	Yes	<ul style="list-style-type: none"> Requirements range from no paperwork necessary to hiring a contractor and then submitting certification documents to receive rebate Upfront cost for installation and purchase of technology is borne on the customer 	<ul style="list-style-type: none"> Rebates range from \$70-\$600 dollars for single-family residences Instant rebate up to \$1,000 for some qualified systems
Residential Energy Efficiency Rebate Program	Southwest Gas Corporation	Hot Water Heaters, Windows, Clothes Washer, Dryer, Furnaces, Programmable Thermostats and Low flow Showerheads.	Yes	<ul style="list-style-type: none"> Homeowner must complete an a rebate application Limited to new equipment only One application per weatherization measure per customer per year Not valid with other utility rebates for same end-use product Upfront cost for installation and purchase of technology is borne on the customer 	<ul style="list-style-type: none"> Clothes Dryer - \$30 Lavatory Faucet - \$50 Smart Low-Flow Showerhead - \$20 Tankless Water Heater - \$350 Windows - \$1.00 sq. ft.
Smarter Greener Better Solar Water Heating Program	Southwest Gas Corporation	Solar Water Heaters	Yes	<ul style="list-style-type: none"> Homeowner must complete an application Homeowner must own the private residence Purchase the system after January 1, 2013 System must be used to heat domestic hot water Various requirements regarding siting on property Upfront cost for installation and purchase of technology is borne on the customer 	<ul style="list-style-type: none"> \$14.50/therm or lesser of 30% of system cost or \$3,000

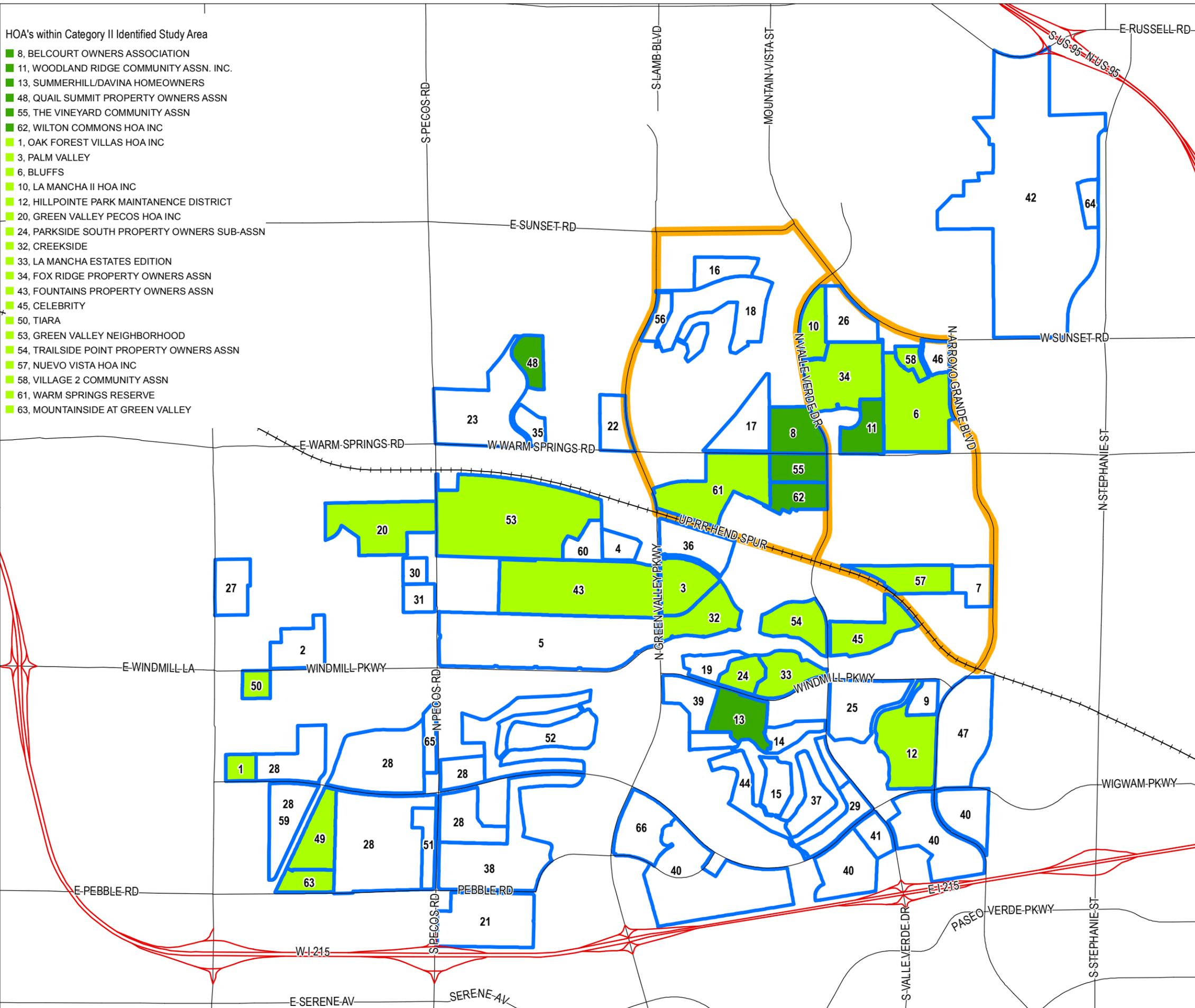
Program	Sponsor	Physical Improvements /Programatic Opportunities	For Household	Eligibility Requirements/ Upfront Costs	Maximum Return
Solar Water Heating Program	Valley Electric Association	Solar Water Heaters	Yes	<ul style="list-style-type: none"> customer must purchase technology and then apply for federal tax credit 	<ul style="list-style-type: none"> 30% federal tax credit
Residential Renewable Energy Tax Credit	US Government	Solar/Wind/Geothermal	Yes	<ul style="list-style-type: none"> customer must purchase technology and then apply for federal tax credit 	<ul style="list-style-type: none"> 30% federal tax credit of the cost of the system
Energy-Efficient Mortgages	US Government (FHA/VA)	Energy efficient upgrades and renewable energy upgrades	Yes	<ul style="list-style-type: none"> Potential homeowner must secure a loan through the Federal Housing Authority (FHA) or Veterans Affairs (VA) programs 	<ul style="list-style-type: none"> FHA - 100% of energy efficiency improvements can be added to an existing mortgage loan with certain restrictions VA Loan – Between \$3,000 to \$6,000 can be borrowed if projected energy savings are greater than the increase in mortgage payments Conventional loans can be sought, but are not federally supported; can borrow up to 15% of the appraised value of the improvements

ENERGY EFFICIENCY CATEGORIZATION

CATEGORY II: 1985 - 1993 Detail 1 Study Area

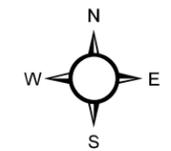
HOA's within Category II Identified Study Area

- 8, BELCOURT OWNERS ASSOCIATION
- 11, WOODLAND RIDGE COMMUNITY ASSN. INC.
- 13, SUMMERHILL/DAVINA HOMEOWNERS
- 48, QUAIL SUMMIT PROPERTY OWNERS ASSN
- 55, THE VINEYARD COMMUNITY ASSN
- 62, WILTON COMMONS HOA INC
- 1, OAK FOREST VILLAS HOA INC
- 3, PALM VALLEY
- 6, BLUFFS
- 10, LA MANCHA II HOA INC
- 12, HILLPOINTE PARK MAINTANENCE DISTRICT
- 20, GREEN VALLEY PECOS HOA INC
- 24, PARKSIDE SOUTH PROPERTY OWNERS SUB-ASSN
- 32, CREEKSIDE
- 33, LA MANCHA ESTATES EDITION
- 34, FOX RIDGE PROPERTY OWNERS ASSN
- 43, FOUNTAINS PROPERTY OWNERS ASSN
- 45, CELEBRITY
- 50, TIARA
- 53, GREEN VALLEY NEIGHBORHOOD
- 54, TRAILSIDE POINT PROPERTY OWNERS ASSN
- 57, NUEVO VISTA HOA INC
- 58, VILLAGE 2 COMMUNITY ASSN
- 61, WARM SPRINGS RESERVE
- 63, MOUNTAINSIDE AT GREEN VALLEY



- HOA's within Category II Identified Study Area
(66 Identified HOA's, including Master Associations)
- 75% Or Greater Owner Occupied Households
(6 Identified HOA's, including Master Associations)
- 51% - 75% Owner Occupied Households
(20 Identified HOA's, including Master Associations)
- Green Valley Neigh. Stabilization Program (NSP)

Calculations based off of Single Family and Townhome Residential Categories.



1 in = 2,308 feet

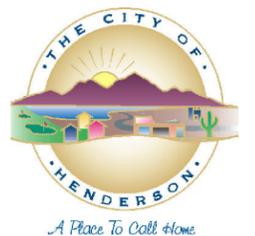
Revised: March 4, 2013

Source(s): City of Henderson Community Development & Services Department, Clark County Assessor's Office, and Clark County Geographic Information Systems Management Office.

Based on Projected Coordinate System: NAD83, StatePlane NV East FIPS 2701 Feet

Note: This map is offered as a general reference guide only. Neither warranty of accuracy is intended nor should any be assumed.

City of Henderson
Community Development
City Hall
 240 Water Street
 P.O. Box 95050
 Henderson, NV 89009-5050
 Tel. (702) 267-1500
www.cityofhenderson.com



		MASTER	HOUSEHOLD	ESTIMATED	PERCENT
		ASSOCIATION	CAPACITY	OWNER	OWNER
				OCCUPIED	OCCUPIED
NO. NAME				HOUSEHOLDS	
75% Or Greater Owner Occupied Households	55 THE VINEYARD COMMUNITY ASSN		80	69	86
	48 QUAIL SUMMIT PROPERTY OWNERS ASSN		41	34	83
	11 WOODLAND RIDGE COMMUNITY ASSN. INC.		111	90	81
	8 BELCOURT OWNERS ASSOCIATION		101	78	77
	13 SUMMERHILL/DAVINA HOMEOWNERS		121	93	77
	62 WILTON COMMONS HOA INC		118	89	75
	33 LA MANCHA ESTATES EDITION		107	79	74
	63 MOUNTAINSIDE AT GREEN VALLEY		74	54	73
	6 BLUFFS	Y	260	187	72
	24 PARKSIDE SOUTH PROPERTY OWNERS SUB-ASSN		78	55	71
51% Or Greater Owner Occupied Households	57 NUEVO VISTA HOA INC		117	76	65
	10 LA MANCHA II HOA INC		131	85	65
	50 TIARA		61	39	64
	45 CELEBRITY		151	95	63
	3 PALM VALLEY		114	71	62
	49 DESERT PARK AT GREEN VALLEY HOA, INC		202	125	62
	32 CREEKSIDE		139	85	61
	61 WARM SPRINGS RESERVE		323	196	61
	34 FOX RIDGE PROPERTY OWNERS ASSN		223	135	61
	20 GREEN VALLEY PECOS HOA INC		254	151	59
	53 GREEN VALLEY NEIGHBORHOOD		791	468	59
	54 TRAILSIDE POINT PROPERTY OWNERS ASSN		131	77	59
	43 FOUNTAINS PROPERTY OWNERS ASSN		196	114	58
	12 HILLPOINTE PARK MAINTANENCE DISTRICT		310	178	57
	58 VILLAGE 2 COMMUNITY ASSN		96	55	57
	1 OAK FOREST VILLAS HOA INC		120	64	53

**NEW BUSINESS
ITEM #3**



Memorandum

CITY OF HENDERSON
240 Water Street
P.O. Box 95050
Henderson, NV 89009-5050

COMMUNITY DEVELOPMENT
Stephanie Garcia-Vause, Director
Tel 702-267-1500
Fax 702-267-1501

TO: Mayor and City Council

FROM: Staff on behalf of the Citizens Advisory Committee

DATE: April 9, 2013

SUBJECT: Enhanced Online Services Research Summary

This memorandum outlines opportunities to improve or enhance online and mobile services provided by the City to our community. These opportunities align with on-going efforts by the Department of Information Technology to implement the City's Strategic Plan. This memorandum provides: (i) background on the project, (ii) synopsis of research and due diligence, and (iii) recommendations for action.

Overview/Background:

In August 2012, the Citizens Advisory Committee (CAC) began working on the project "Enhancing Online Services". The intent was to review existing online services provided by the City and to identify opportunities to enhance or improve those services for the benefit of residents and businesses. More specifically, the objective was to identify services that: (i) increase citizen engagement and involvement; (ii) improve customer service and access to public meetings and other City functions; (iii) provide innovative tools to ensure effective and efficient services; and, (iv) help customers leverage City resources to strengthen or stabilize business development within the community.

Unilaterally, the Department of Information Technology (DoIT) and Department of Public Affairs and Economic and Cultural Development began the process of undertaking efforts to revamp the City's website, online functions, and the existing content management system (e.g. KIVA) to accomplish similar objectives. It was determined that a partnership with DoIT, Finance, and the Public Information Office to conduct research and due diligence could serve both efforts.

Research and Due Diligence:

Research was driven on the premise of identifying concepts that would help staff shape the design (look and feel) of the City's website and other online functions to improve accessibility for residents and businesses. The CAC also played a critical role in providing direct insight into

what our community could want and need for online/mobile services. Therefore, over an eight month period, staff merged direction from the CAC and City processes, to conduct the following:

- Review and discussion of best practices from around the country
- Online service interviews with City Departments to identify essential services the City can provide to the community
- Market research of best practices to understand functional and operational pros and cons of services
- Quantitative and qualitative cost analysis of best practices and essential services
- Survey City Hall customers and the general resident population regarding use improved and innovative online services, if provided

Based on our review of best practices by peer cities, market research, and survey results, as well as input from the CAC, staff recommends the following online services or concepts for further consideration:

- Essential Services provided by the City
- Crowd-Sourcing
- Live Web-Chat
- Electronic Plan Submittal
- Online Land Development Map (OLDA)¹

An analysis, *Enhanced Online Service Deliverable*, which provides a detailed description of staff's research on each key concept, is attached.

Recommendation:

Staff recommends the concepts identified by the CAC be incorporated as features with the website redesign and update to the existing content management system. Staff will perform a more detailed analysis of infrastructure capacity (e.g. software and hardware upgrades), performance measures, staff resources/time, and future ongoing costs for those concepts approved for inclusion by the Council.

Conclusion:

The City is committed to providing services and resources that enhance the quality of life for those who live, learn, work and play in our community. Enhancing Online Services project strategically aligns with these efforts. The project promotes a strong and diverse economy, strong social cohesion to improve civic engagement, and strong environmental stewardship through the use of best and sustainable practices.

¹ Based on staff's research (significant cost savings and ability to utilize existing software resources), OLDA has been implemented to allow the public to access entitlement application information. Staff has identified: (i) a "Contact Henderson" interface, (ii) display of architectural or site plan images, (iii) archival of data, and (iv) storage of general documents as potential Phase II implementation items. Analysis of infrastructure capacity to accommodate Phase II items will be conducted with the website redesign.

Electronic Plan Submittal (“EPS”)

Description:

The submission of building permits and entitlement applications online. Systems have been identified as work-flow solutions for the public and private sector (products have claimed up to 80% reduction in processing time). Benefits would be improved customer service, project collaboration, and minimizing the need for paper submittals.

Features (not limited to the following):

- Applications, materials, and payments processed online
- Integration with existing (Sire, KIVA) and future permitting and reporting systems for the City
- Systems provide real time status updates or comments via web communications to applicants to improve management of revisions
- Processing, parallel and sequential, to allow for multiple department review and mark up
- Applicants can submit revised plans via web portal to improve response time

Scale of Scope and Complexity (Low to High)*

HIGH

Cost	Minimum	Maximum
Implementation	\$103,000	\$333,000
Maintenance (annual recurring)	\$6,000	\$32,000
Total	\$109,000	\$365,000

Productivity/Operational/Functional PROS

- Widely used technology with other government agencies of various scales throughout the country (Chicago, Washington D.C., Salt Lake City)
- If coordinated with other local agencies, usability and familiarity with business sector would improve processes (systems in use at Clark County and Las Vegas)
- Ability to reduce redundancies with work flow resulting in faster/quicker service targets
- Ability to pull reports and identify trends to improve work flow processes for certain applications

Productivity/Operational/Functional CONS

- A new system introduced to the DoIT software catalog would require a new FTE for support
- Functionality of electronic plan submittal is a small feature of the overall plan review process
- Limited target audience outside of the business and community development sector that would utilize the system

Cost Qualitative Analysis

- **Pro:** Potential positive financial impact from process improvement (i.e. reduction to scan and store paper, and mark up plans)
- **Pro:** Cost savings and time for high volume users
- **Con:** Upon implementation, hardware and server upgrades and initial training and transition of staff may be required to maximize the software
- **Pro:** Potential opportunity to assess a Technology Fee or an improved fee-structure to recover implementation costs
- **Function may be included as a feature of the software package selected to replace KIVA, which would negate separate hard and soft costs to implement EPS.**

* - Risk to the City is based on schedule, budget, and resources

Live Web Chat

Description:

A live chat support solution to provide real-time access to customers on the City's website. Live web chat is a tool that is being used more frequently to enhance engagement with a community.

Features (not limited to the following):

- Live Visitor Tracking
- Systems capable of integrating with existing CRM accounts ("Contact Henderson")
- Department based chat routing
- Ability to push files to web visitors (PDFs, Word Documents, Videos, etc.)
- Mobile device, tablet, and smart phone compatible
- Social media plug-ins available to crowd source customers
- Analytics provided to identify trends of customers to enhance access to information on web pages

Scale of Scope and Complexity (Low to High)*

LOW

Cost	Minimum	Maximum
Implementation	\$700	\$21,000
Maintenance (annual recurring)	\$700	\$700
Total	\$1,400	\$21,700

Productivity/Operational/Functional PROS

- Systems allow various options of hosted or installable versions to meet customer needs
- Systems provide customizable features that allow for integration with existing systems ("Contact Henderson")
- Convenience factor; customers receive immediate response and assistance
- System appeals to customer base that prefer anonymity (no log-in) to receive responses, or those that prefer transparency with official records or transcripts of conversations

Productivity/Operational/Functional CONS

- Limited types of product/systems on the market to select from
- System operations are limited to business hours as it would require staff monitoring
- Storage capacity could be a concern with regards to records/transcripts retention

Cost Qualitative Analysis

- **Pro:** Potential cost savings and time for high volume users
- **Con:** Potential increased payroll related cost associated with requiring staff to monitor "web" calls on a continual basis
- **Con:** Depending on solution, hosted or in-house, costs could range widely

* - Risk to the City is based on schedule, budget, and resources

Crowd-Sourcing

Description:

A web-based portal that promotes the sharing of ideas between community members, with the local government evolving those ideas into actionable items. The establishment of crowd-sourcing with governments of all scales has become a resource to enhance or approach citizen engagement in an innovative way, and to problem solve and receive feedback on community issues.

Features (not limited to the following):

- Offers dashboard with analytics for analysis and reporting back to the community and City Council
- Unlimited number of topics (campaigns) for discussion with the community
- Ability to push messages and campaigns to interested stakeholders via email
- Mobile device, tablet, and smart phone compatible
- Social Media compatible (facebook, twitter, etc.)
- Ability to share and upload documents and studies for review and comment

Scale of Scope and Complexity (Low to High)*

LOW

Cost	Minimum
Implementation	\$2,500
Maintenance (monthly)	\$1,000
Total	\$3,500

Productivity/Operational/Functional PROS

- Provides users with an immediate validation experience; it gives the community a voice at the table
- Increased engagement with citizens that have not participated in City processes or events
- Allows information to be transparent and accessible to a great number of residents
- Assists the City with making decisions on polarizing issues and provides explanations to support those decisions to the community based on the analytics

Productivity/Operational/Functional CONS

- Products on the market limit the promotion of campaigns/topics due to design of software or inability to manage effectively
- Products require a user to provide personal information (i.e. name, address, zip code), which may create potential privacy concerns
- Participation is voluntary; thus, requiring push marketing to ensure effective use of the product

Cost Qualitative Analysis

- **Pro:** Given a hosted solution is available, a long term financial obligation (month-to-month service terms) would not be required
- **Con:** Potential increase cost associated with requiring staff to monitor website and features on a continual basis
- **Con:** Costs associated with potential software upgrades to meet hosted solution minimum requirements
- **Pro:** Potential opportunity to seek external advertising to cover cost of the web portal

* - Risk to the City is based on schedule, budget, and resources

Online Land Development Map

Description:

The development of an internal platform for displaying information pertaining to entitlement applications that are moving forward to upcoming Planning Commission and City Council meetings. The map serves as an opportunity to provide transparency on projects that impacts or improves the quality of life for the community.

Features (not limited to the following):

- Integration with City's SIRE system
- Project overview
- Project status updates
- Applicant Information
- Site map identification
- Planning Commission and City Council dates identified

Scale of Scope and Complexity (Low to High)*

LOW

Productivity/Operational/Functional PROS

- Gives residents the ability to learn about potential projects that may impact (positively or negatively) their neighborhoods
- Captures feedback prior to the Planning Commission (PC) meeting assisting staff, Commissioner to understand concerns or thoughts
- Customer-friendly; easy to use with a simplistic look and feel similar to other interactive maps offered by the City
- Developed and maintained in-house by CD&S, DoIT, and GIS staff

Productivity/Operational/Functional CONS

- Limited ability to integrate with other City feedback applications ("Contact Henderson")
- Limited customization of application design and software capabilities
- Projects are not inclusive of the broad entitlement applications received by CD&S staff (applications are hand-selected for the upcoming PC meeting)

Cost Qualitative Analysis

- **Pro:** No costs for implementation and maintenance have been provided since the product was developed and maintained internally within existing current processes and systems
- **Pro:** Minimal costs (staff time) by using current staff with the necessary skill set and existing software resources to effectively operate the interactive map
- **Con:** Even though costs are minimal, requires additional staff time and collaborative efforts from multiple employees and departments (approx. 8 employees)

* - Risk to the City is based on schedule, budget, and resources

Essential Services

Description:

The promotion of improved and innovative online services of City programs or services to meet citizen needs. These potential projects may help shape the look and feel of the new website, and how services are presented.

Potential Services Identified:

- Crowd sourcing for citizen input
- Applying for over-the-counter permits (e.g. water-heaters)
- Newsfeed that can be updated daily with upcoming events, locations, weather conditions, etc.
- Applying for housing grants and loans online
- Adding live chat to provide real time access to information
- Business License application process that allows customers to apply and pay for a license online.

Scale of Scope and Complexity (Low to High)*

MEDIUM

Productivity/Operational/Functional PROS

- Ability to meet the demands of customers identified by the City's departments
- Provides new and improved services to department customers
- Increased citizen engagement with the City and services provided
- Greater convenience and resource savings for customers to conduct business online, 24 hours, seven days a week

Productivity/Operational/Functional CONS

- Certain online services may not be useful or feasible for a majority of customers
- New products introduced into the DoIT portfolio may require additional DoIT staff for support
- Certain department specific requests may not transition or coordinate with current multi-department efforts or processes

Cost Qualitative Analysis

- **Pro:** Potential cost savings and time for high volume users
- **Con:** Research of hard and soft costs of the multiple essential services options is further requires; concerns to be cognizant of are not limited to the following:
 - New online service options will require staff training, which could increase indirectly
 - New online service options will require existing business and work flow processes to be modified, which could increase costs
 - New software or hosted service systems, hardware, data storage systems will need to be purchased, which would increase costs
 - Systems would require continual monitoring, which could increase costs

* - Risk to the City is based on schedule, budget, and resources