



CITY OF HENDERSON CITIZENS' ADVISORY COMMITTEE AGENDA

Meeting Date: April 10, 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 March 13, 2013. (For Possible Action)
2. Review April 16, 2013, City Council Enhanced Online Services PowerPoint presentation. (Informational Only)
3. Update CAC on Energy Efficiency Program briefings with City Council and identify three communities for potential demonstration project. (For Possible Action)

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 April 5, 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

ITEM 1

CAC Meeting Minutes

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

I. CALL TO ORDER

Chairman Tom Piechota called the meeting to order at 5:37 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 5:47 p.m.)
Dean Ishman
Andrew Jacobson
Paula Petruso
Melodee Wilcox (arrived at 5:45 p.m.)

Absent: David Frommer
Brin Gibson (excused)
Robert Neilsen (excused)
Richard King
Matt Morris

Staff: Michael Tassi, Planning Manager
Jason Rogers, Planner
Peter Vaughan, Planner
Tedie Jackson, Minutes Clerk

III. ACCEPTANCE OF AGENDA

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

IV. PUBLIC COMMENT

Mr. Jacobson noted that he received complaints from his homeowners' association regarding the new single-stream recycling trash bins. When the trucks are emptying the bins, the wind is blowing trash all over the street throughout the neighborhood.

V. NEW BUSINESS

1. Approve meeting minutes for January 9, 2013, and February 13, 2013.

(Motion) Ms. Petruso introduced a motion to approve the January 9, 2013, minutes as presented, seconded by Ms. Cox. The vote favoring approval was unanimous. Chairman Piechota declared the motion carried.

A correction was noted on page 2, Acceptance of Agenda, change "Ms." Ishman to "Mr." Ishman.

(Motion) Mr. Ishman introduced a motion to approve the February 13, 2013, minutes as amended, seconded by Ms. Petruso. The vote favoring approval was unanimous. Chairman Piechota declared the motion carried.

2. Review and discuss neighborhood map analysis and potential funding research (Energy Rebate/Incentive programs) for the Energy Efficiency/Renewable Energy Project. (Informational Only)

Jason Rogers, Planner, reviewed the backup material in the packet and reported that staff is looking to expand this effort with other funding resources such as loans and grants. He explained that the Energy Efficiency Categorization map depicts areas with:(i) high-rate of owner-occupied housing, bank-owned properties, and homeowners' associations within the study area. Mr. Rogers also reviewed the Citizens' Advisory Committee Energy Efficiency Project Proposal Summary. He explained the Categorization Map and the Project Proposal Summary would be shared with Mayor and Council to receive feedback on a potential demonstration project site and ensure the CAC's project is aligned with the strategic plan.

Mr. Rogers discussed information provided at a high-energy symposium, and noted that studies indicate that residents and consumers are more interested in purchasing energy-efficient homes. It is expected that in July of 2014, an energy code be implemented where homes will be 50 percent more energy efficient above the current market. He suggested there is great opportunity the proposed program could help promote and raise awareness of energy efficiency benefits with residents. It was noted a benefit of implementing energy efficiency is that it would allow homes to remain attractive to homebuyers and competitive with new home sales.

Referring to the map, Chairman Piechota reviewed the icons and noted that the target area is the Whitney Ranch area. He commented on the importance of determining funding resources and possibly developing rebate incentive packages.

Mr. Bassing commented that a demonstration house in the Bluffs area would be directly across the street from Green Valley High School (GVHS), and he suggested tapping into a GVHS alliance of some sort. He believes a tie-in with Clark County School District would further support this effort.

Michael Tassi, Planning Manager, noted a program that is formulating called Energy-Wise Educators. Staff has been working with various schools helping to train teachers on energy efficiency measures.

Mr. Bassing further stated a demonstration home would help build a foundation and build capacity with contractors to consider energy-efficiency efforts on many houses.

Mr. Rogers confirmed that the demonstration home does need to be a bank-owned property. He explained that staff would utilize NSP 3 money for the demonstration project. He further noted the demonstration project funding model would serve as a foundation to expand the reach of the program if NSP 4 funding becomes available in the future.

Chairman Piechota reported that next steps include he and staff briefing the Mayor and Council to get their input and guidance. There will need to be outreach in the community regarding this effort. Staff is trying to leverage external funding opportunities and create partnerships with other organizations. He also noted that Wells Fargo is offering financing for energy efficiency upgrades on homes.

Responding a question as to whether any studies have been done regarding whether energy efficient homes would reduce fire hazards, staff will check with Green Alliance and report back at the next meeting.

Chairman Piechota commented that more specifics for a demonstration home will be discussed at a future meeting if the Council approves this effort.

There was a consensus of the committee to present the proposal to the City Council for their input and direction. This is a three part program that includes neighborhood stabilization, recommending that the City consider a green program, and highlighting the existing rebate incentive program. There would also be discussion about pilot programs and demonstration projects.

It was suggested that staff must address funding issues to the Mayor and Council, and that it would be important to consider that the demonstration home should be convenient and accessible.

3. Review revisions or updates for the Draft Enhance Online Services Executive Summary and Deliverable. (Informational Only)

Chairman Piechota reviewed a memorandum addressed to the Mayor and Council that was drafted by staff on behalf of the committee dated April 9, 2013, entitled Enhanced Online Services Research Summary. Information in this memorandum includes background history, research and due diligence, and committee recommendations for further consideration.

Mr. Rogers noted that staff updated the Online Land Development Activity Map (OLDA) and provided other comments discussed by the committee members. Staff discussed a desire to go live with this map soon and the committee members were asked to submit ideas of a catchy name for this map. All suggestions should be emailed to Mr. Rogers to be discussed at the next meeting.

Chairman Piechota said this item will be formalized and presented to the Council at a future meeting. This item is scheduled to be presented to the City Council on April 16, 2013.

VI. STAFF/CHAIRMAN COMMENTS

Mr. Bassing commented that he will be absent for April 10, 2013, meeting.

Mr. Dunn noted that he also may be absent at the April 10, 2013, meeting.

Ms. Petruso recognized the great job that staff did on these handouts and thanked them for their hard work.

On behalf of staff, Mr. Rogers thanked the committee for their dialog and input.

Chairman Piechota reported that a previous committee member, Matt Wineman, is a contractor for NV Energy and is involved in commercial building retrofits. He suggested that Mr. Wineman might be a knowledgeable external resource and may be invited to give a presentation to the committee at a future meeting.

VIII. 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 6:51 p.m.

Respectfully submitted,

Tedie Jackson,
Minutes Clerk

ITEM 2

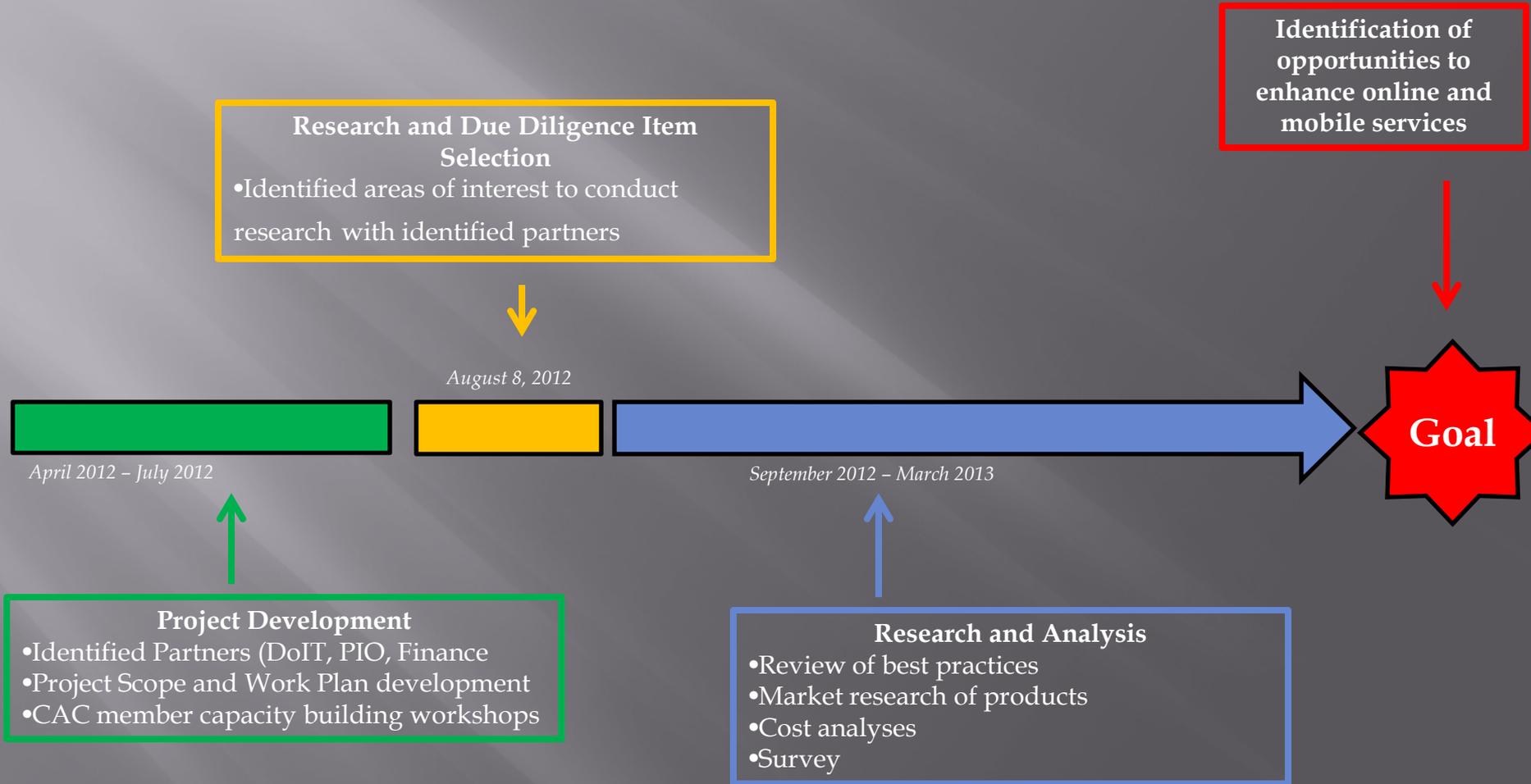
Enhanced Online Services Presentation

ENHANCED ONLINE SERVICES SUMMARY

City Council Regular Meeting

April 16, 2013

Project History



3-Step Research and Due Diligence

1

Review of best practices around the country

2

Surveys

• Conducted surveys of the general public



3

City Department Interviews

• Input on essential services for online incorporation

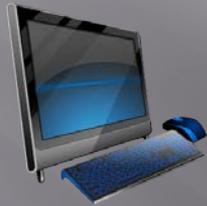


What did research reveal?

- ▣ Essential Services
- ▣ Crowd-Sourcing
- ▣ Live Web-Chat
- ▣ Electronic Plan Submittal (EPS)
- ▣ Online Land Development Map (OLDMA)

Essential Services

- ▣ Applying for permits (Sec. of State Business Portal)



- ▣ Customers to access documents (contracts, ordinances, resolutions)



- ▣ Watch videos of classes and/or other services (i.e. [Santa Barbara Video Library](#))



- ▣ Facilities rental/reservations



Crowd-Sourcing

The screenshot shows the PlanPHX website interface. At the top, there are navigation links for 'Topics' and 'About', a search bar, and a 'Log In' button for existing contributors. Below this are three large buttons for signing up with Facebook, LinkedIn, and Google, with a link to sign up with an email address. A 'FEATURED PHOTO SHARE' section displays a gallery of photos from PlanPHX events and participants, with an 'ADD A PHOTO' button. The main content area is divided into a left sidebar and a main content area. The sidebar includes a 'Reviewed Ideas' section, 'PROJECT DETAILS' (About the Project, How it Works, Who's Listening?, Rewards Store, Meeting and Events Schedule, City of Phoenix Planning & Development Website, Facebook Page, and Twitter Page), a language selector, and a 'CONTRIBUTORS' list with weekly active users. The main content area features a 'What's your big idea for our future?' section with a video, a text input field for ideas, and a 'Add New' button. Below this is a 'CATEGORIES' section with a sort-by dropdown (RANDOM, LATEST, POPULAR) and two featured categories: 'Conserve Create ConnectPHX' (17225 interactions) and 'ReinventPHX' (2459 interactions).



Participation is simple,
Easy, and convenient



Efficient engine to
Generate ideas



Multitude of Engagement
Opportunities
-Polls, Surveys, Community
Challenges, Idea Prioritization,



Local example

Live Web-Chat

How can I help?

I am looking for...

The screenshot shows the City of Las Vegas website. At the top left is the City of Las Vegas logo. The main header includes the text "City of Las Vegas" and "LasVegasNevada.gov". Below this is a navigation menu with links for "Home", "Visitor", "Resident", "Business", and "Developer". A search bar is located on the right side of the header. The main content area features a "We Work For You." section with a photo of city employees and a "Your City Works For You!" section with text about park maintenance. A "Live Support" button is circled in red in the bottom left corner of the page.

The screenshot shows a live chat window titled "Customer Support Messenger - Windows Internet Explorer". The URL in the address bar is "https://messenger.providesupport.com/messenger/cityoflasvegas.html". The chat interface includes a "Live Support" header with a "Welcome to Our Help Desk" message. Below this is a "Rate Support" button and an "Exit" button. The chat history shows a message from Jason Rogers: "What services does the City provide for its customers online?". A response from Operator Two follows: "Thank you for your question ...One moment please while I research your question." The chat window also features a "Send" button and a "Powered by ProvideSupport.com" footer.

•Real time access to customers to enhance community engagement

Electronic Plan Submittal (EPS)



Benefits:

- ❑ Sustainable Practices = Reduced paper use
- ❑ Improved workflow = Faster turnaround
- ❑ Convenience for the Building and Development sectors
- ❑ Long-Term Cost Savings

Who else uses EPS:

Local

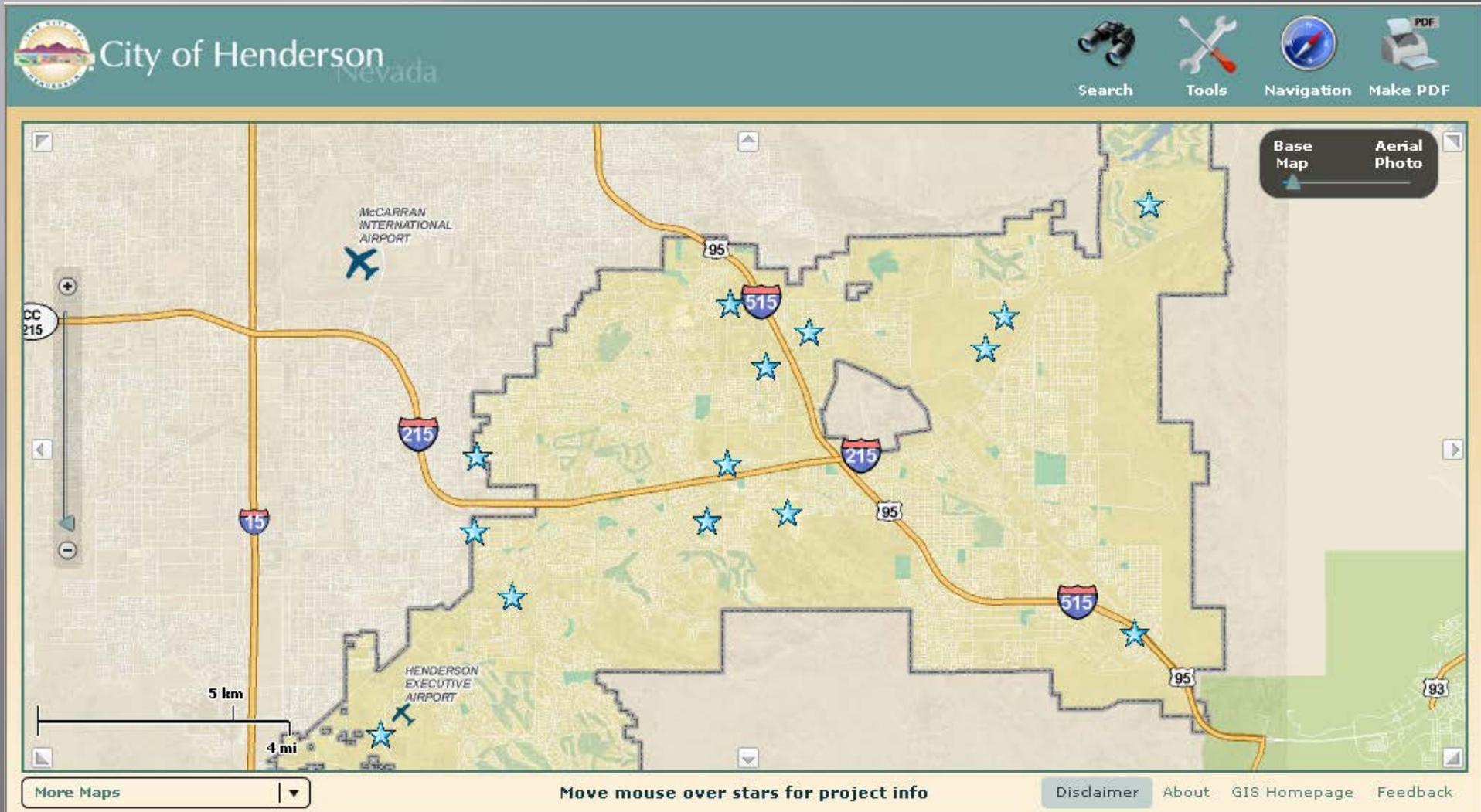


- Clark County, NV

Nationwide

- Houston, TX
- Portland, OR
- Miami, FL
- Boston, MA
- Chicago, IL
- Salt Lake City, UT
- San Francisco, CA

Online Land Development Activity Map (OLDA)



Recommendation

- ▣ Incorporate concepts identified by the CAC into:
 - Ongoing redesign of City website
 - KIVA (Existing Content Management “ECM” System) replacement
 - Contact Henderson Integration

Resources

- ▣ Website Screenshots:
- ▣ City of Las Vegas:
[http://lasvegasnevada.gov/;](http://lasvegasnevada.gov/)
<https://messenger.providesupport.com/messenger/cityoflasvegas.html>
- ▣ My Plan PHX: <http://www.myplanphx.com/>

ITEM 3

Update on Energy Efficiency Program

		MASTER	HOUSEHOLD	ESTIMATED	PERCENT
		ASSOCIATION	CAPACITY	OWNER	OWNER
				OCCIPIED	OCCUPIED
NO. NAME				HOUSEHOLDS	
TOP 10 HOA's	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

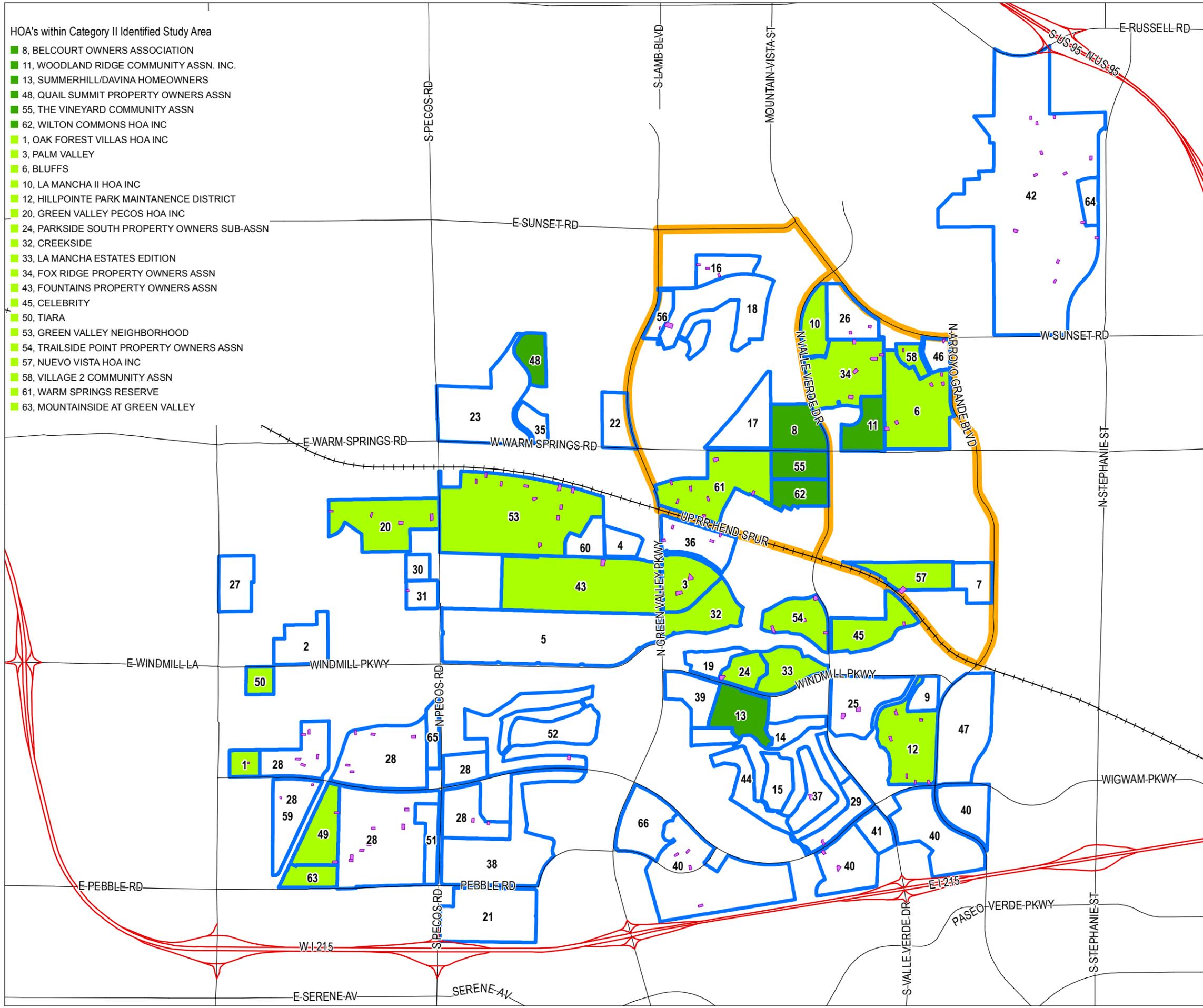
ENERGY EFFICIENCY CATEGORIZATION

CATEGORY II: 1985 - 1993 Detail 1 Study Area

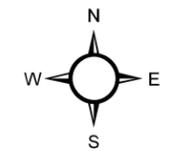
HOA's within Category II Identified Study Area

- 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

- Bank Owned Properties
- 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 12, 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.

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