



The Planning Division provides professional planning and technical services to guide the orderly development of an attractive, healthy, livable community, and promote a high quality, dynamic, diverse, and sustainable built environment

- P L A N N I N G N E W S -

The City of Mesa Planning Division will be updating you monthly on improvements we have been making to better serve our customers and staff. For more than a year, despite no increase in staff or use of contractors, the Planning Division has been improving customer service, specifically in the areas of technology, communication, consistency/predictability, timing and simplifying the process.

DEVELOPMENT REVIEW SYSTEM PROCESS IMPROVEMENT

“Using stakeholders from the City of Mesa and the private sector is a win-win for our staff and customers,” Mesa Planning Director John Wesley said. “It has helped us build collaborative relationships between those who are part of the current system and those who will be changing it.”



An External Stakeholders group has been meeting monthly for nearly a year, evaluating the review process – from initial request for information through review, approval, inspection of completed projects and enforcement – and developing recommendations for improvement. The group includes developers of large scale commercial and office projects, a developer of large scale master planned residential communities, architects, a land use attorney, an engineer, business owners, a builder and two citizen advisory board members. We thank the following people for their participation: Craig Ahlstrom, Linda Flick, Kevin White, Steve Bowser, Sean Lake, Dina Higgins, Dave Richins, Dave Fishbeck, Liz Gaston, Michael Quattrone, Steve Adams, Michael Driscoll, Robert Burgheimer, Dorothy Shupe and Lynda Bailey.

A second group has also been meeting. This group of Internal Stakeholders includes representatives from departments and divisions that participate in the review of development proposals: Planning, Building Safety, Engineering, Solid Waste, Water, Real Estate, Code Compliance, Neighborhood Outreach, Economic Development, Fire, Community Services, Historic Preservation and Town Center. We also thank the following city staff for their participation in External Stakeholder group meetings: Terry Williams, Dorothy Chimel, Rich McAllister, Veronica Gonzales, Krissa Lucas, David Heinert, Rob Dmohowski and Beth Hughes-Ornelas.

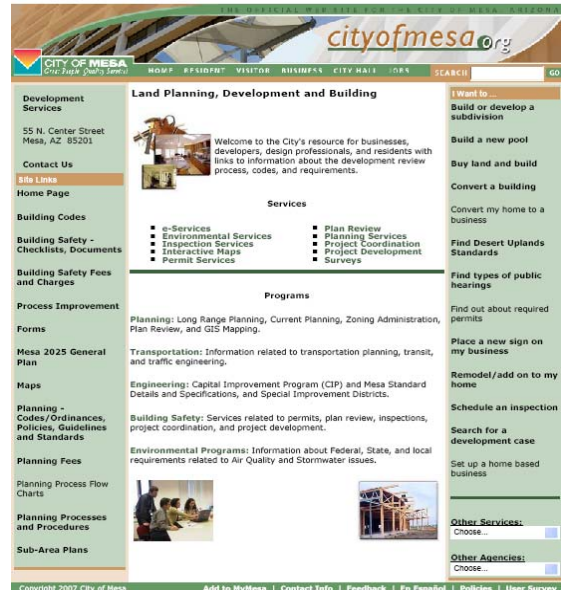
This edition of The Monthly Planner will look at three technological enhancements the City of Mesa Planning Division has developed or is working on as a result of these process improvement efforts. These technology improvements are designed to provide better access to development related information, provide better access to information related to pending applications and improved access to existing land use approval information.

LAND PLANNING, DEVELOPMENT, AND BUILDING WEBPAGE

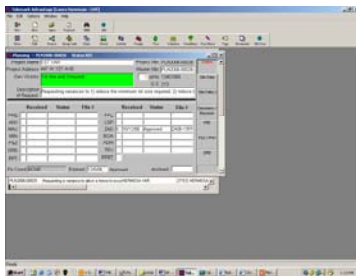
The City of Mesa's official Web site www.cityofmesa.org now has a link to [Land Planning, Development and Building](#). From the City's home page, click *Business > Land Planning, Development and Building*. This page offers links to development fees, codes, guidelines and applications. Links answer questions about everything from installing a swimming pool to developing a subdivision. The page also provides links to the web pages of the Divisions that work closely with development activities.

A key site link provides an explanation of the [Development Review System Process Improvement Plan](#) and provides an opportunity for everyone to comment on the current processes. Stakeholders studying the Land Development Review System and the efficiencies of the system continually ask the question "How can we provide better service?"

An on-line [survey](#) for applicants, developers, and residents has been developed to get customers thoughts. The survey includes questions about issues faced during the process, frustrations and examples of good customer service. One of the questions asks you to finish the sentence "the development process would be more successful if..."



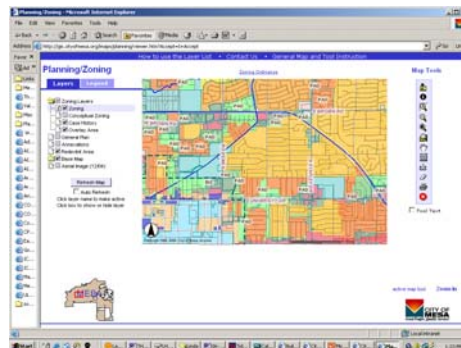
PLANNING MODULE, DOCUMENT IMAGING and TIMETRACKING



Additional major Technological Implementations are underway. All Planning Applications are now tracked by the Tidemark system. Soon applicants will be able to retrieve staff comments and staff reports online. A citywide document imaging software system will allow customers to conduct research regarding City Council approvals and case history on prospective development sites from their own computer.

The Planning Division has also utilized technology to create a timekeeping database. This allows staff time to be tracked during all phases of the application review for an accurate record of staff time spent.

Stakeholder Comment -
"if . . . the system were paperless"



[I Map](#)