

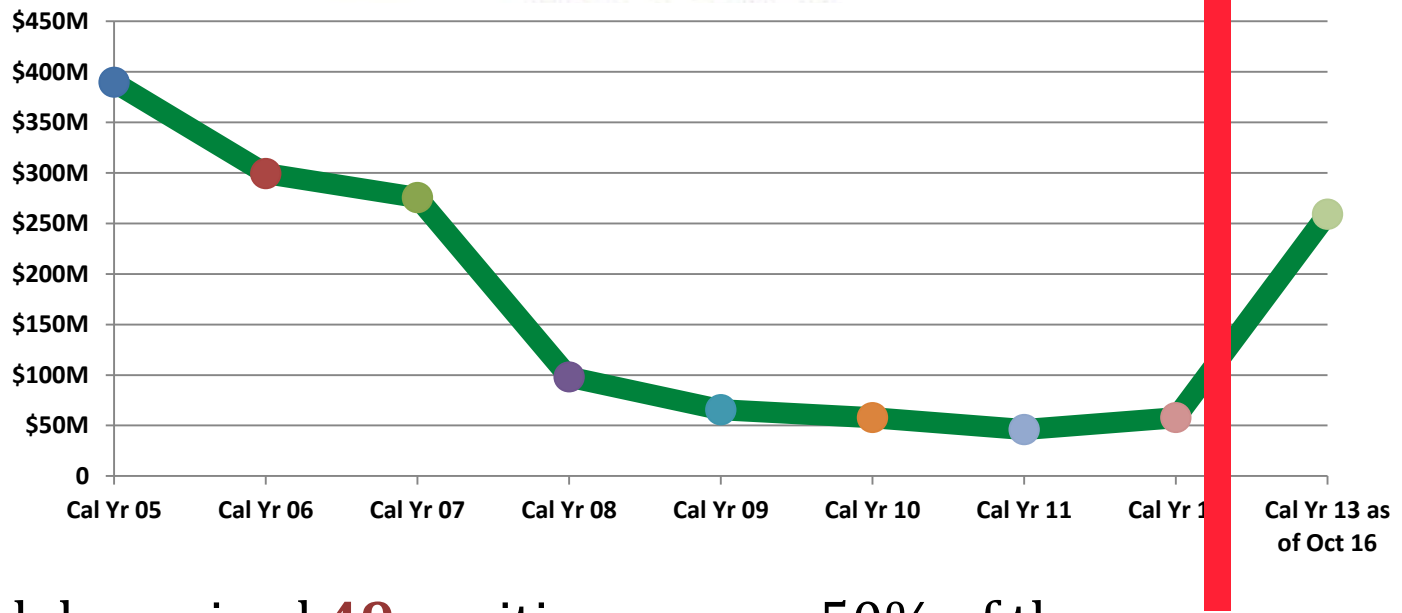
TOWN OF
QUEEN CREEK
ARIZONA

Development Services Update

October 17, 2013



TOWN OF QUEEN CREEK ARIZONA



Had downsized **49** positions – over 50% of the Department.



TOWN OF
QUEEN CREEK
ARIZONA

10 MONTHS AGO

Authorized

\$135 K Staffing 

\$275 K Contracted Assistance



TOWN OF QUEEN CREEK ARIZONA

6 MONTHS AGO

Authorized

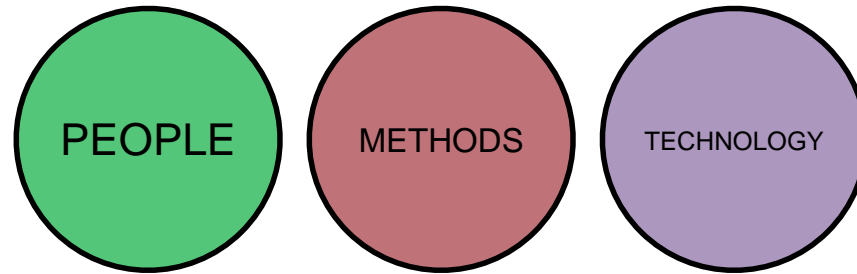
\$315 K Staffing 
\$296 K Technology (1x)
\$200 K Project Services (1x)



TOWN OF QUEEN CREEK ARIZONA

TODAY

Best use of available resources:



Values that inform our decision making:

Quality

Clarity

Consistency

Openness

Understanding

Value-Added Processes

Innovation



TOWN OF QUEEN CREEK ARIZONA

In the past 6 months, we have:

- ✓ New Contracts in Place
- ✓ 1st Series of Process Improvements
- ✓ RFQ's on street...
- ✓ **New Staff Hired**



Michael Williams

Building Safety Manager, CBO

Role: Leader, Mentor,
Practitioner

Experience:

- 29 yrs total in Building Safety
- 16 yrs as Building Official
- Certified Building Official since 1996
- Certified Public Manager since 2008
- Past President of Arizona Chapter of ICC
- Past Chairman, MAG Building Codes Committee



Sidney Urias

Planner

Role: Advice, Research,
Technical Skill

Education:

- Masters Urban & Environmental Planning
- Bachelors Degree in Urban Planning

Experience:

- 3 yrs in GIS and Planning
- 4 yrs in financial services



Salamatullah Sayeed

Engineering Technician

Role: Technical Skill, Creativity,
Problem Solving

Education:

- Bachelors in Civil Engineering

Experience:

- 7 yrs total
- Plan review
- Inspections
- Transportation and engineering
- Engineering lab technician



Wendy Rocco

Permit Technician

Role: Extreme Service, Patience,
Detail-Oriented

Education:

- Bachelors degree in Liberal Arts

Experience:

- 5 yrs Permitting & Inspections
- 5 yrs Planning Assistant
- Certified Permit Technician since 2007



Amy Shackelford

Special Projects Manager

Role: Multi-disciplined, “One-Armed Paper Hanger”, Mind Reader

Education:
Bachelors of Interdisciplinary Studies

Experience:

- 4 yrs Permitting, Public Works
- 9yrs Planning & Plan review



Amy Morales-Olea

Planning Assistant

Role: “Hub” of Division, Process-Oriented, Eye for Detail, Supportive

Education:

- Bachelors in Business Management
- Associates in Applied Sciences

Experience:

- 10 yrs in Redevelopment/Town Center Development, Economic Development



Thomas Staudacher

Neighborhood Preservation Specialist

Role: Understanding, Drive,
Compliance

Education:

- Masters in Justice Studies
- Bachelors in Political Science

Experience:

- 6 yrs Park Ranger
- 27 yrs Law Enforcement,
Security, Military service



Melissa Maddison

Neighborhood Preservation Specialist

Role: Conflict De-escalation,
Pleasant, Tough

Education:

- Bachelors in History/Education

Experience:

- 6 yrs Secondary Education
Teacher
- 3 yrs Lead Customer Service



Brett Burningham

Principal Planner

Role: Experienced Manager, Calm Under Fire, Passion for Community

Education:

- Masters in Urban & Regional Planning/Growth Management
- Bachelors in Urban & Regional Planning/Geography

Experience:

- 10 yrs Planning
- AICP Certified
- FBCI Certified (Form-Based Codes Institute)



Adrian Alegria

Building Plans Examiner

Role: Getting it Right the 1st Time,
Getting to Yes

Education:

- Bachelors in Civil Engineering

Experience:

- 9 yrs Plans Examiner, Building Inspector
- 3 yrs Construction Supervisor
- 10 Certifications from ICC
- Registered Civil Engineer



Andrea Hamilton

Sr. Administrative Assistant

Role: Collaborator, Customer Service Superstar

Experience:

- 6 yrs customer service



Brandon Cordova

M&O Assistant

Role: Road Doctor

Experience:

- 2 yrs Maintenance and Construction



Anthony Moore

M&O Assistant

Role: Road Doctor

Experience:

- 3 yrs in Maintenance field



Mohamed Youssef

Traffic Engineer

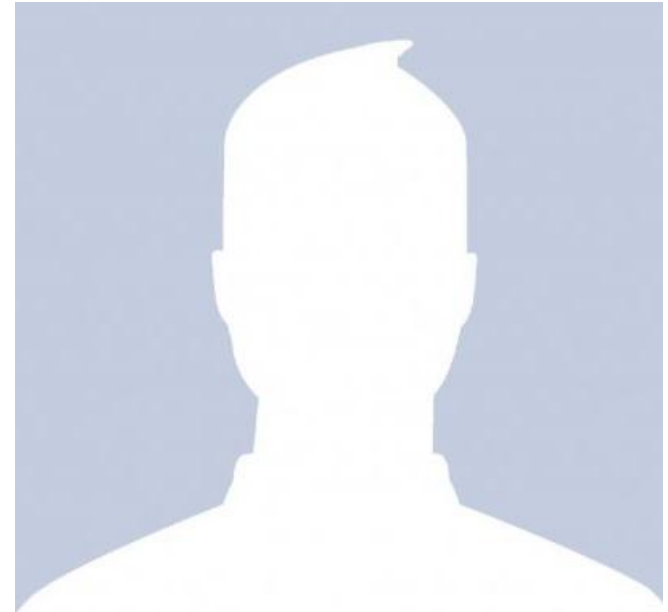
Role: Front and Center

Education:

- Masters Transportation Planning & Engineering
- Bachelors in Civil Engineering

Experience:

- 23 yrs in Traffic & Transportation Engineering
- Registered Professional Civil Engineer



Alisha Noble

Senior Administrative Assistant

Role: Conductor, Keeps us on Track

Experience:

- 6 yrs customer service and administrative services



Dean Shinever

Neighborhood Preservation Supervisor

Role: Mentor, Facilitator

Experience:

- 7 yrs Code Enforcement
- 10 yrs Law Enforcement
- Certified by CELA (Code Enforcement League of AZ)
- Certified & Member of ACE (AZ Code Enforcement)
- Certified Code Officer AZBO (AZ Building Officials)



Dave Duffel

Role: “Johnny on the Spot”

Education:

- Associates in Arts

Experience:

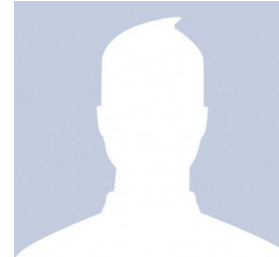
- 3 Certifications from ICC
- Certified Code Officer AZBO (AZ Building Officials)
- Journeyman Plumber



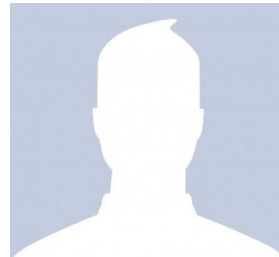
Vacant Positions



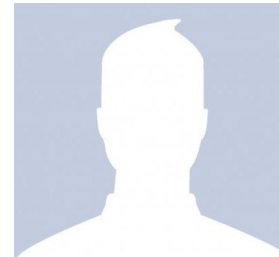
Development
Service Coordinator



Traffic Analyst



Building Inspector



Senior Planner



TOWN OF QUEEN CREEK ARIZONA

Over **211 Years** of relevant Experience added to
Our Department in the past 10 months.





TOWN OF QUEEN CREEK ARIZONA

Now **we are Performing** with:

- ✓ Decentralized Budget / Management Team
- ✓ Closer coordination with Utilities & ED
- ✓ “Over the Counter” Plan Review
- ✓ Improved Processing
- ✓ Code Enforcement on Weekends
- ✓ Closer Tracking of Performance Measures
- ✓ Redundancy, Succession Planning





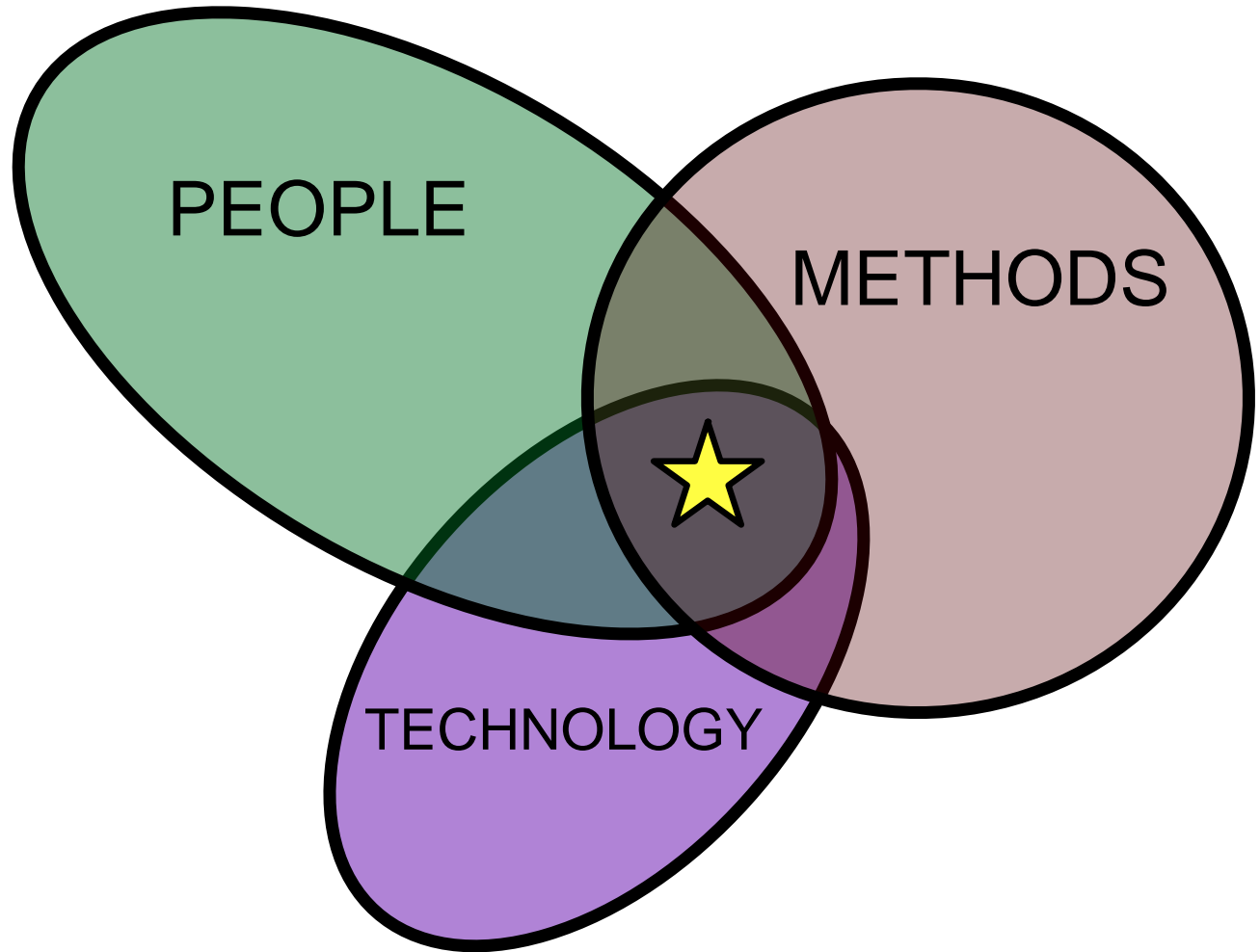
TOWN OF QUEEN CREEK ARIZONA

Within **the Next 6 Months**

- Faster Plan Reviews
- Systems Audit & “Phase 2” Process Improvements
- Recommended Zoning Code Revisions to Council
- Fees Updated
- Building Code Recommendations
- In-House Traffic Analysis
- Increased Regional Presence
- Mission, Values Identified to Team Level
- Quality Communication with Those We Serve**
- Onboarding New Technology**



TOWN OF
QUEEN CREEK
ARIZONA





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Beyond 6 Months

- 25-year Infrastructure Maintenance Planning
- Development Guide
- Physical Environment – Paperless
- Inter-Departmental Cooperation / CIP
- Train & Retain our Excellent Workforce
- General Plan Update

