



TOWN OF
QUEEN CREEK
ARIZONA

December 11, 2012

Re: Changes for 2013

Dear Valued Customer,

Thank you for your investment in the Town of Queen Creek! Your investment in our future is appreciated.

As part of our Town's effort to continually improve the value of services we provide, our Development Services Department is embarking on **changes for 2013** to help those we serve.

New Online Services

Our department is enabling online permit applications; plan submittals, and inspections scheduling in the first quarter of 2013. This effort will improve communication both to and from our staff, minimizing delays and improving communication throughout your project's entitlement, permitting and construction.

Technology Assessment

Our Town will be performing a full technology assessment this spring to focus on eliminating red tape and emphasizing value-added service for our customers.

"Staffing Up" for the Future

The department recently welcomed Chris Anaradian as the new Development Services Director. Chris brings experience and an innovative spirit to our team, having recently served the City of Tempe as Town Lake Manager, Development Services, and Community Development Director for the past 11 years.

In December, the Town Council approved immediate funding to bolster staffing and contracting capabilities to ensure that our team will consistently meet and exceed our customers' expectations as permit activity continues to increase.

Ombudsman Program

In an effort to promote Queen Creek's business friendly environment, the Town has implemented an "Ombudsman Program" to provide enhanced communication and coordination for key development projects. Economic Development staff will work in partnership with Development Services to ensure that projects that meet the general program requirements are successfully coordinated and economic development is enhanced in the community. The program provides a

central point of contact for coordination and is designed to complement Development Services' established programs.

Your Improved Regulatory Rights

On January 1st, laws passed by the Arizona Legislature to ensure certain rights are provided to the development community go into effect. Plan review and processing improvements will be taking effect on January 1st that includes the following:

- Plan review turnaround times will be posted on the department website and at the front counter. These review times will provide you with the current average review time as well as a guaranteed maximum review time.
- Prior to conducting a formal plan review, the department will perform an "Administrative Completeness Review." This review will provide the applicant an opportunity to resolve any application deficiencies before a formal review is conducted, potentially saving us all time and money.
- Applicants who desire to opt out of the legislated processes required by the new laws and be afforded a more flexible phased submittal process will have an opportunity to do so.

These are just some of the people, system, and regulatory improvement you will be seeing from Queen Creek in 2013. Again, thank you for choosing to invest in our community. We strive to ensure our service is an asset to your project.

If you have any questions or concerns, please do not hesitate to contact us.

Happy holidays to you and yours!

Sincerely,

Your Development Services Department
Town of Queen Creek