

# STRATEGIC PLAN PROGRESS REPORT

JANUARY 2021–JULY 2022

HENDERSON™



## **A LETTER FROM THE CITY MANAGER**

The City of Henderson continues its strong commitment to strategically plan for an aspirational future. Even as we work on the current Plan, we are constantly looking for opportunities and challenges that must be addressed to ensure the best outcomes for our community. As we like to say, success does not happen by accident!

You will see in this report that our progress made over these last 18 months, in all priority areas, is substantial. As our community rises out of the trials of the COVID-19 pandemic and faces new tests in natural resource conservation, economic stability, and equitable access to services, we are actively engaged in aligning resources and completing initiatives that will continue to build an intentional and prosperous future for the City of Henderson.

A handwritten signature in black ink, appearing to read 'Richard A. Derrick', is positioned above the name and title.

**Richard A. Derrick**  
*City Manager/Chief Executive Officer*



# COMMUNITY SAFETY



The City of Henderson is committed to keeping every member of the community safe, which is why we are repeatedly listed among the top 10 Safest Cities in the nation by nationally recognized publications including Money Magazine. Achieving community safety takes a village. From police, fire, emergency and environmental services staff to our residents and traffic engineers – each plays a role in community safety. Moreover, in order to attain our goal of being a premier community, we must leverage technology, community, and capital resources to design a resilient strategy capable of preventing, preparing for, mitigating, responding to, and recovering from emergencies and disasters – both natural and human-made.

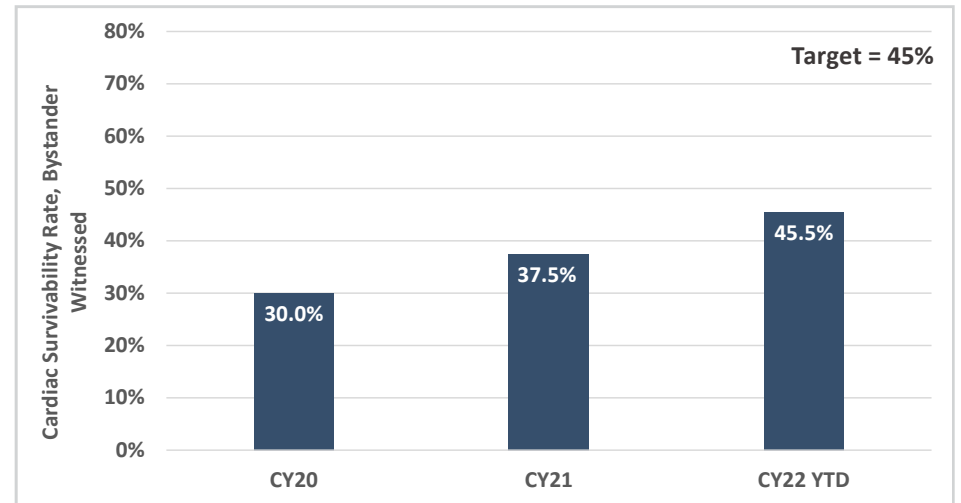
## PRIORITY UPDATE HIGHLIGHTS

- *In 2022, the City secured a \$40-million grant from the federal government to reimagine Boulder Highway, the City's most active pedestrian corridor. Improvements will include wider sidewalks, a reduced number of vehicle travel lanes, and enhanced street lighting.*
- *As part of the City's The First Six Lifesaver Training campaign, Henderson residents can help save a life by obtaining CPR and AED training and by downloading the PulsePoint app to help render aid when needed.*
- *The City has allocated over \$8.3 million in FY23's budget to staff the new West Henderson Police Station and the new Cadence Fire Station.*

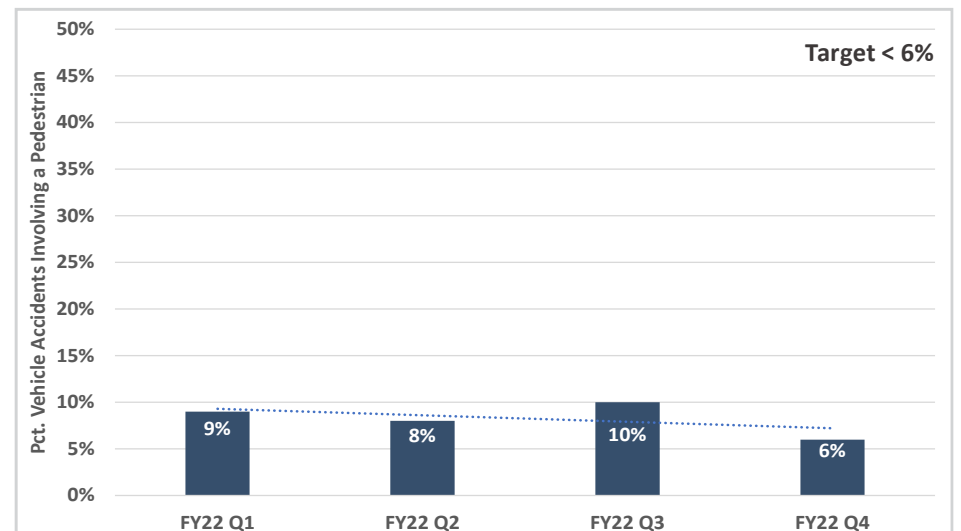
## CITIZEN SATISFACTION RATING

Feel safe in their neighborhood

93%



**CARDIAC SURVIVABILITY RATE, BYSTANDER WITNESSED:** The probability of surviving a heart attack increases if a bystander witness renders aid before emergency services arrive. The City of Henderson continues to prioritize the PulsePoint program, enlisting the public to respond to individuals in cardiac distress, increasing the survivability rate from 30% to over 45.5% over the past three years.



**PCT. OF VEHICLE INJURY ACCIDENTS INVOLVING A PEDESTRIAN:** To help prevent vehicle-pedestrian injury accidents, the Henderson Police Department recently implemented a DDACTS (Data-Driven Approach to Crime and Safety) operational model. This operational model uses location-based traffic crash data to identify high-incidence crash locations, which allows targeted traffic enforcement strategies to deploy to these data-driven "hot spots."



# LIVABLE COMMUNITIES



Henderson prides itself on being a welcoming, connected, and vibrant community, intentionally designed to offer a range of housing choices, a clean environment, easy access to transportation, outstanding municipal services, healthcare, and a host of recreational amenities and cultural events. The City is committed to maintaining these community characteristics while extending our reach into areas that require a greater inclusive presence.



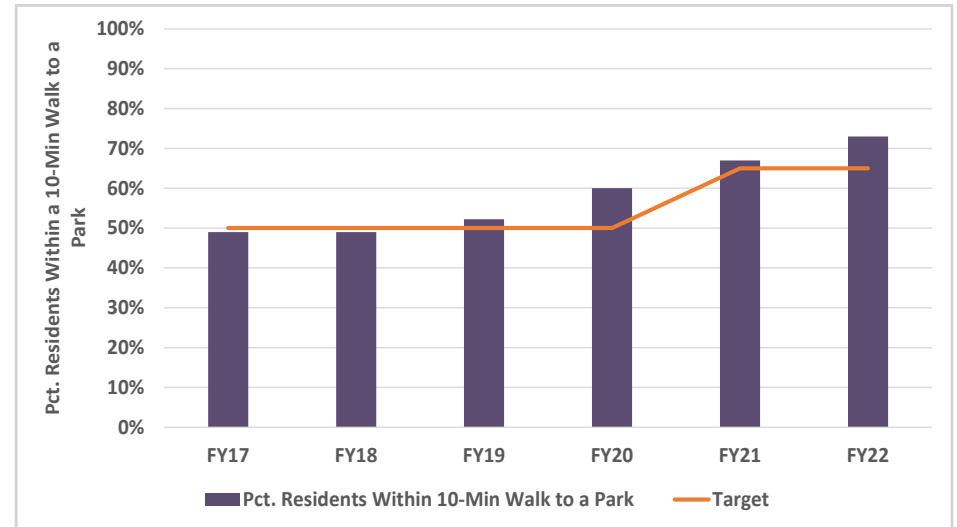
## PRIORITY UPDATE HIGHLIGHTS

- *The City secured grant funding in 2021 to establish a Henderson homeless response team. To date, over 200 people have enrolled into an outreach program.*
- *City Council adopted an updated Development Code in April 2022, which promotes high-quality design, supports infill development, reflects current development best practices, and encourages an increased variety of housing choices throughout the City.*
- *The City also updated Development Code and the West Henderson Global Business District Design Guidelines to help ensure that high consumptive water users in Henderson will come under greater scrutiny and review.*
- *The Harry Reid Union Pacific Railroad Trail was completed in December 2021. This 12-mile trail connects to an additional 30+ miles of off-street accessible walking, biking and equestrian trails.*

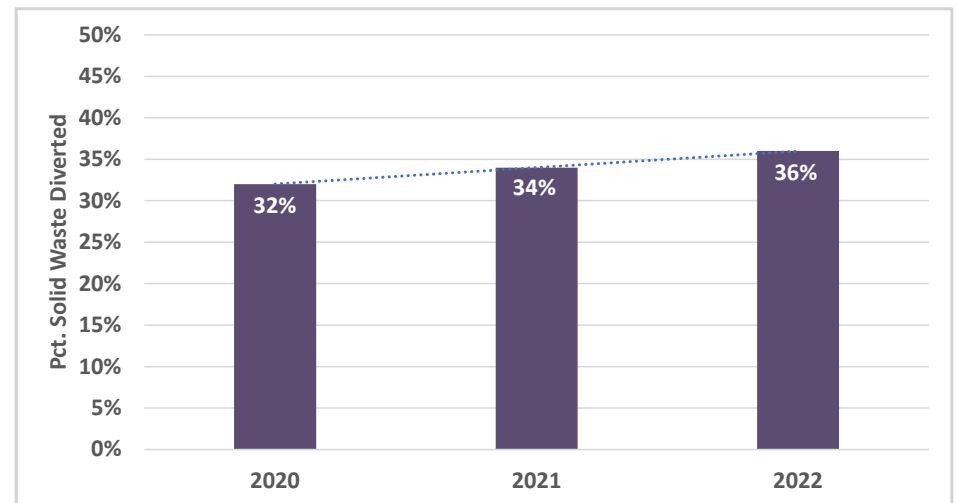
## CITIZEN SATISFACTION RATING

Overall quality  
of life

**97%**



**RESIDENTS WITHIN 10 MINUTE WALK OF A PARK:** 73% of Henderson residents live within a 10-minute walk of a park.



**SOLID WASTE DIVERSION RATE:** The City's sustainability goals include minimizing overall solid waste generation and increasing solid waste recycling where eligible paper, plastic, and metal products are "diverted" from being disposed into a landfill.



# ECONOMIC VITALITY



Henderson remains a welcoming business environment that is committed to the continued growth of our established businesses and to attracting new opportunities. Whether it is the revitalization of Water Street with projects like the new hockey facility, Lifeguard Arena, or expansion into West Henderson with projects like the Raiders Practice Facility and Haas Automation, the City is dedicated to the goal of economic competitiveness. We will continue to emphasize economic diversity, foresight, workforce development and recruitment, and continuance of expected high levels of service to citizens.

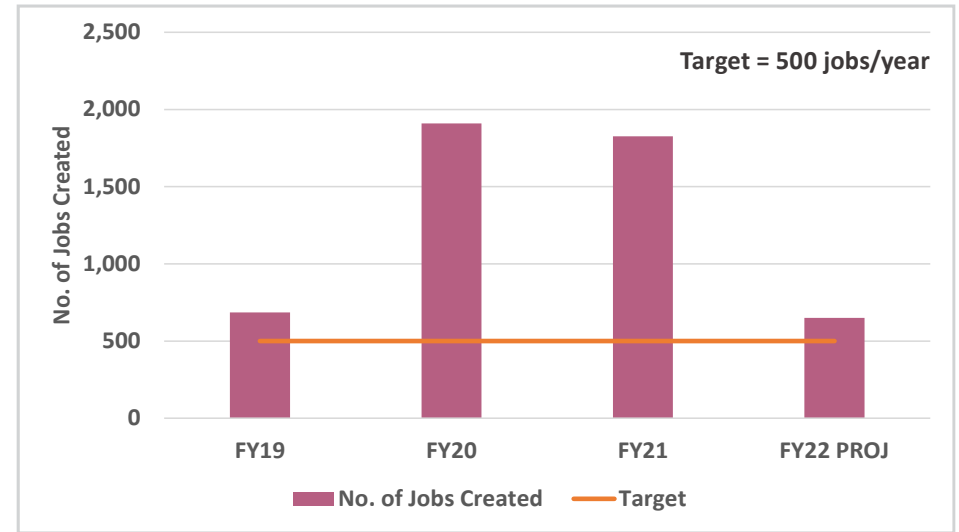
## PRIORITY UPDATE HIGHLIGHTS

- *The City of Henderson and College of Southern Nevada (CSN) have partnered to construct the Center of Excellence, a \$12-million, 17,000 sq ft multi-use development and advanced manufacturing training facility in West Henderson.*
- *Almost \$4.5 million in private investment in the Water Street District last year has resulted in 115 new full-time equivalent jobs.*
- *The City aggressively pursued grant funding for community programs above the available American Rescue Plan Act (ARPA) federal funding, resulting in an additional \$30 million in current and anticipated awards.*

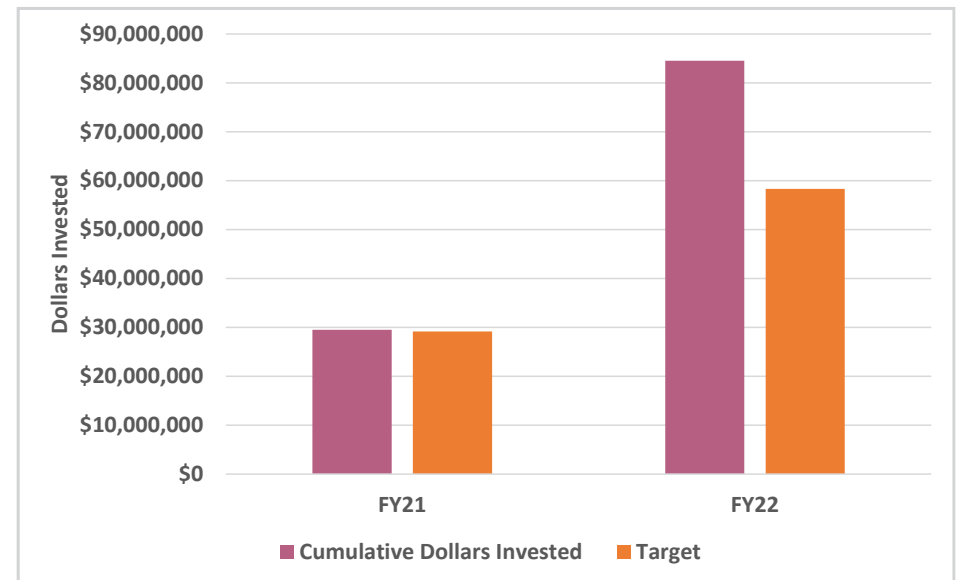
## BUSINESS SATISFACTION RATING

Henderson is  
business friendly

95%



**NO. OF JOBS CREATED IN TARGET SECTORS:** In each year of the current Plan, the City has exceeded its goal of creating 500 new jobs per year in targeted sectors such as technology, high-tech manufacturing and health care.



**CUMULATIVE INVESTMENTS IN OPPORTUNITY ZONES:** Four Opportunity Zones were identified within the City of Henderson. Opportunity Zones offer tax incentive benefits for private investments within the zones and helps to spur economic development in distressed areas of the community.



- Discuss parental responses when an infant is born with congenital anomalies, and identify nursing interventions to assist the parents.
- Describe parental responses to pregnancy loss, and identify nursing interventions to assist parents through the grieving process.
- Examine the role of the nurse when the mother relinquishes the infant for adoption.
- Identify the factors that promote violence against women, and describe the role of the nurse in assessment, prevention, and interventions.

# QUALITY EDUCATION



Our residents consistently rank education a top community priority and the City of Henderson has responded by actively supporting student achievement at our local schools. Since 2015, the City has provided millions of dollars to public schools in our community for items that improve and preserve educational facilities, increase technology resources and pre-kindergarten skills assessments as well as provide for enhanced curriculum, learning specialist positions and special education assistants. The City also actively partners with community representatives and nonprofit organizations to further educational outcomes and is committed to sustaining involvement in our children's education.



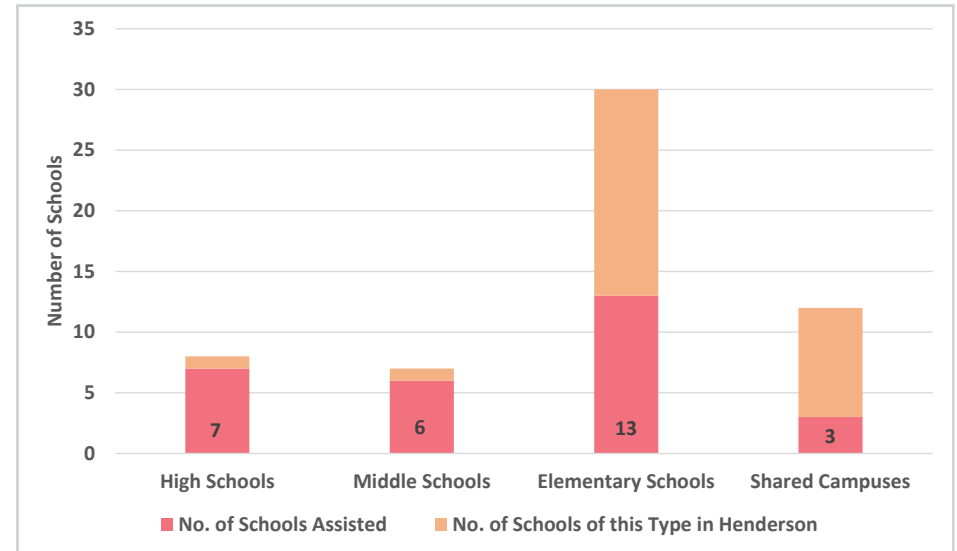
## PRIORITY UPDATE HIGHLIGHTS

- **The City continues to work with Clark County School District's (CCSD) research office on existing data as well as review best practices for how to track student performance over time.**
- **The City partnered with Nevada State College to open an early childhood education center in the fall of 2021, providing high-quality care as well as training for new teachers.**
- **Henderson's Police, Fire, Emergency Management, and Education teams are working closely together and with school partners to enhance school safety programs including targeted traffic enforcement, safe routes to school, the See-Say-Do Something campaign, and the Hope Squad suicide prevention program.**

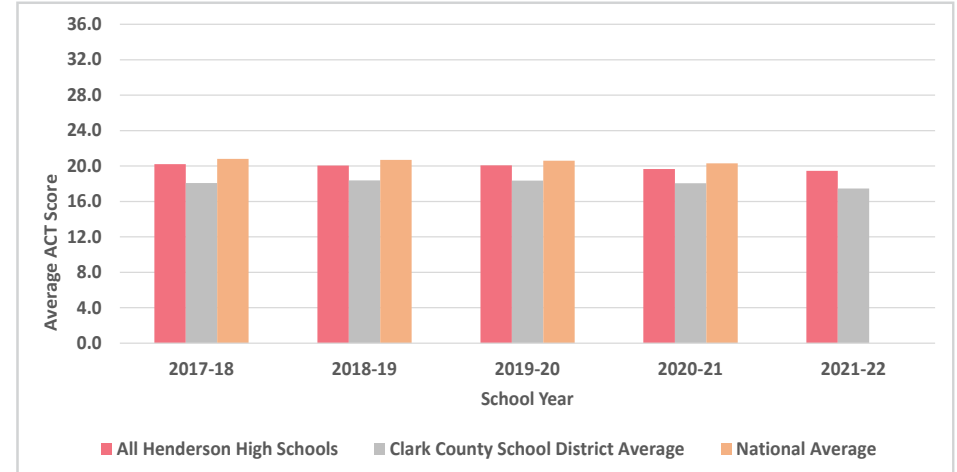
## CITIZEN PRIORITY RATING

Importance of quality education in Henderson

96%



**NO. OF HENDERSON SCHOOLS ASSISTED:** The City routinely provides support to Henderson schools in the form of resources for equipment, training, and curriculum. Since October 2021, assistance has been provided to a total of 29 schools, with the goal of adding 4 additional schools per quarter until the City is serving all public schools in Henderson.



**AVERAGE HENDERSON HIGH SCHOOL ACT SCORES:** The City monitors Henderson average high school ACT scores against national and Clark County School District averages as a measure of student college readiness. Prior to the 2020-21 school year, ACT Composite Scores were sourced from the Nevada Department of Education's Nevada Accountability Portal. Beginning with the 2020-21 school year, data was not available from that source, so ACT Composite Scores were sourced from the Clark County School District (CCSD) and State Public Charter School Authority (SPCSA). 2021-22's national average ACT score is not yet available from the National Center for Education Statistics.



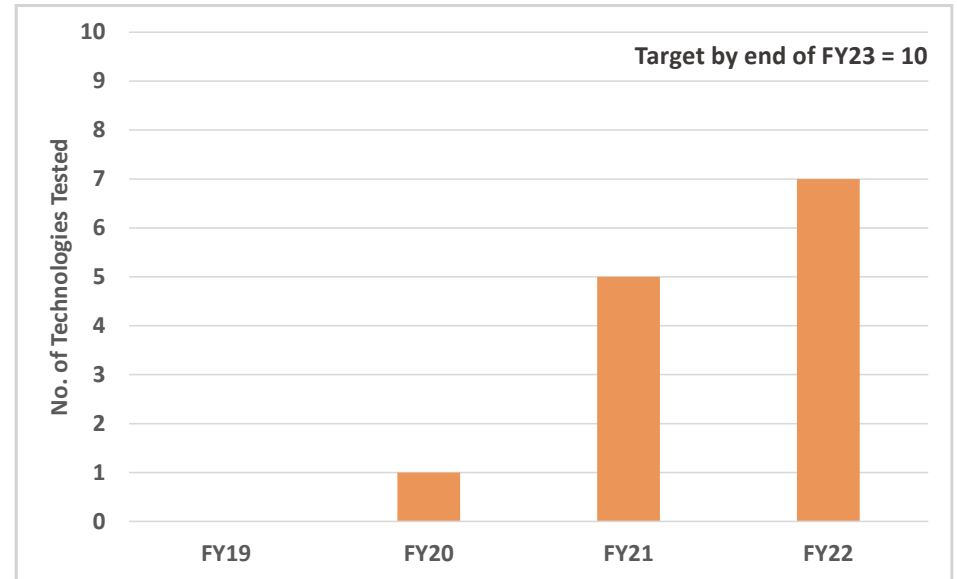
# HIGH-PERFORMING PUBLIC SERVICE



The City of Henderson's vision is "To Be America's Premier Community." To realize this vision, the City must be accountable, transparent, efficient and responsive to its residents, while also fully engaging its employees to provide premier services. Although the City is proud of its reputation for outstanding customer service, along with its 93 percent overall citizen satisfaction rate and its 90 percent employee engagement rate, it is dedicated to advancing the processes and technology required to further exceed resident expectations.

## PRIORITY UPDATE HIGHLIGHTS

- *In 2022 the City was awarded the Southwest Alliance for Excellence's Pinnacle Award, the region's top award for performance excellence.*
- *Results from the biennial Community and Business Surveys show that Henderson's residents rate the city's quality of life as amongst the highest in the nation.*
- *The City has embarked on an enterprise data strategy to streamline data processes and ensure data quality and security.*
- *The City received the National 2021 Resilience & Sustainability Award by the American Planning Association for the COVID-19 Recovery Plan "Together We Can; A Primer for Recovery." This document acted as a compass as the City navigated the difficulties of the COVID-19 pandemic.*



**CUMULATIVE NO. OF TECHNOLOGIES TESTED IN HENDERSON'S INNOVATION CORRIDOR:** Henderson's Innovation Corridor has been the test bed for the City's smart technologies, including smart lighting, water metering, parking, and signage initiatives.

## CITIZEN SATISFACTION RATING

Overall Quality  
of City Services

94%

