

Council Meeting Date: Regular City Council Meeting January 12, 2022

Agenda Item 19 Cover Sheet

Agenda Item Subject/Title:

Discussion and Take Action on Outlining the Permit Process on the City Website to Enhance Customer Service and Mitigate Resident Expectations (Hines)

Agenda Item Summary:

Create clear expectations and a reasonable timeline for City actions in the permit approval process and provide guidelines online as to how this process works so that residents understand that it may not be a quick process up front.

Financial Impact:

none

Recommendations:

Recommend that City Staff take action in defining a timeline for their process and post this online.

Submitted by: Councilmember Hines