

AD-HOC PERMITTING PROCESS REVIEW COMMITTEE REPORT

Upon review and discussion of available materials, the committee has not found any specific issues with the defined processes of the Planning and Zoning Department.

Multiple members of the committee did have contact with contractors, developers, and property owners, many of whom had reports of dissatisfaction with developing and/or managing properties in the City of Muscatine.

We recommend that the City Council directs staff to enable a process to obtain feedback on the services provided by the city for building permits and inspections. This feedback will provide an understanding of customer satisfaction and opportunities for improvement. The committee suggests the use of a third party to garner this feedback. It is our hope that this will allow staff to develop a plan to resolve whatever issues exist.

We were provided an activity report for our purposes which we were not able to use due to the outputs from the current system. We would recommend a review of this tool to determine the actual report outputs possible, and if need be the acquisition of a new tool.

At this time, it is also our recommendation that the council disbands this ad-hoc committee as the limited scope of inquiry has been exhausted.