



City of Coral Gables
CITY COMMISSION MEETING
November 10, 2015

ITEM TITLE:

Update on Building Permit Focus Group Meeting Report.

BACKGROUND:

This is a report of the Development Services Department Action Plan that resulted from the Focus Group discussions held on May 21st and June 1st, 2015. The Focus Group discussions were initiated to solicit comments and feedback related to the service delivery of the City's building permit review process. The groups were organized as follows:

- Group A: Restaurant and Small Business Owners
- Group B: Developers, Designers and Builders
- Group C: Realtors
- Group D: Homeowners

There were a total of 81 persons registered, 101 persons in attendance, and 28 comment cards submitted. The participants were pleased to have the opportunity to meet staff and share their experiences about our service; and we appreciated their candor and willingness to discuss the strengths and weaknesses of the permitting process. Many commented on noticeable improvements in the Department in recent years, the participants still conveyed some strong positions about areas in which we can improve.

As a result of these discussions, Staff has prepared the attached Action Plan (Exhibit A) which maps out a strategy for addressing the feedback and improving our customers' experiences. The Plan is divided into three (3) categories: Communication and Information; Operation and Performance; and Resources and Technology. For each category, the Action Plan provides the applicable comments, associated goals, and a number of action items with the responsible party and target completion date identified. Participants also made comments for which there is no Action Plan, but require a staff response; this information is also included. Several initiatives that were already underway at the time of the sessions are also listed. All of the comments expressed are listed in Exhibit B, attached.

This is the beginning of a process whereby we will continue to seek input from the public, learn from best practices in the industry, and strive to realize our goal of continuous process improvement for our permit review and inspection services.

Staff will forward the Action Plan to those who attended and signed in; will prepare a progress report by the end of the calendar year; will evaluate other means of getting customer feedback; and will schedule a follow up session in the future.