

**CITY OF COOS BAY CITY COUNCIL**  
**Agenda Staff Report**

<b>MEETING DATE</b> January 20, 2015	<b>AGENDA ITEM NUMBER</b>
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TO: Mayor Shoji and City Councilors

FROM: Rodger Craddock, City Manager

ISSUE: External Evaluation of Coos Bay's Permitting Process

**BACKGROUND:**

As was previously shared during the September 16, 2014 Council meeting, John Hitt was contacted by the City to review the City's building permits and land use rules, procedures, standards, and overall effectiveness. Mr. Hitt was chosen based on his unique background which includes being a former elected official, economic development professional, and city manager.

During that process Mr. Hitt has met with and talked to City staff, contractors, architects, developers, and members of the local Chamber of Commerce. An informal survey was conducted to determine the level of satisfaction/dissatisfaction with the City's performance in these areas.

In addition, Mr. Hitt was tasked with making specific recommendations that might facilitate a more timely and simplified process for the public while still meeting the requirements of public safety as well as state and local law.

Mr. Hitt will be providing the Council a power-point presentation summarizing his report. This will focus on the following:

- Public perceptions of Coos Bay Planning, Building, and Public Works.
- Specific issues of complaint
- Ideal performance standards for Building/Planning & Engineering
- Proactive Steps/Actions already taken or underway to improve
- Specific Recommendations for further improvement
- Conclusion & Questions

**ADVANTAGES:**

It's always advantages to examine business processes and trying to find better ways of serving the public.

**DISADVANTAGES:**

None Identified.

**BUDGET IMPLICATIONS:**

None Identified.

**RELATED CITY GOAL:**

This report is in keeping with the City's goal "to review and evaluate....policies to provide for the current and future needs of the citizens."

**ACTION REQUESTED:**

No action is requested.