



**City of Missoula, Montana**  
**Item to be Referred to City Council Committee**

**Committee:** Land Use and Planning

**Item:** Informational Item—Change to Development Services Walk-In Hours

**Date:** January 30, 2020

**Sponsor(s):** Jeremy Keene

**Prepared by:** Lori Hart

**Ward(s) Affected:**

<input type="checkbox"/> Ward 1	<input type="checkbox"/> Ward 4
<input type="checkbox"/> Ward 2	<input type="checkbox"/> Ward 5
<input type="checkbox"/> Ward 3	<input type="checkbox"/> Ward 6
<input checked="" type="checkbox"/> All Wards	<input type="checkbox"/> N/A

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**Action Required:**

No action—informational only.

**Recommended Motion(s):**

No motion—informational only.

**Timeline:**

Referral to committee:	February 3, 2020
Committee discussion:	February 5, 2020
Council action (or sets hearing):	N/A
Public Hearing:	N/A
Deadline:	N/A

**Background and Alternatives Explored:**

Effective February 10, 2020, the Development Services Department will be changing its walk-in service hours Monday through Friday to the following:

- 8 a.m. to 2 p.m. for business licensing and permitting and building services and
- 10 a.m. to 2 p.m. for engineering, planning, and zoning information.

This change will provide more consistent staffing levels during walk-in hours and will allow staff more uninterrupted blocks of time for comprehensive review of existing plans, permits, and licenses. The intent is to balance face-to-face customer service time with behind-the-scenes staff work time while continuing to provide citizens with the high quality, personalized support they expect.

**Financial Implications:**

None.

**Links to external websites:**