



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:

☐ Ward 1	☐ Ward 4
☐ Ward 2	☐ Ward 5
☐ Ward 3	☐ Ward 6
☒ All Wards	☐ N/A

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: