

# Focus Group Results

## Rebuild the Permit Website

- Explain the process
- Add estimating tool
- Provide access to permit status
- Provide access to property records

## Streamline the Overall Process

- Conduct concurrent reviews
- Use standard review checklists
- Develop a walk-thru option for certain permits
- Reduce permit types and fees

### Communication & Coordination

Improve the delivery of Information to the Public and allow more self-help capabilities.

### Operation & Performance

Reduce review and inspection times and make the process more predictable.

### Resources & Technology

Increase internal and external staff and leverage technology to make the process more efficient.

## Add People and Tools

- Hire and train review staff
- Encourage use of Private Providers
- Develop electronic plan review capability

The City of Coral Gables  
Development Services