



**AGENDA
BUILDING TASK FORCE
CITY OF CREVE COEUR
300 N NEW BALLAS ROAD
JANUARY 19, 2021
5:00 PM**

As a precautionary measure to help prevent exposure and spread of COVID-19, the Building Permitting Process Review Task Force meeting scheduled for Tuesday, January 19, 2021, at 5:00 p.m. will be livestreamed online. The Council Chambers will be closed to the public; however, citizens are encouraged to participate and submit public comments in the following ways:

1. **Video Livestream** — Watch a live video broadcast of the City Council meeting here <https://us02web.zoom.us/j/82704910411>
The public will be required to provide a name and email address to enter the meeting. The email address will not be saved or used to contact you. Citizens will have the opportunity to make public comments live during the meeting using the video livestream program ([How to Participate in Online Public Meetings](#)).
2. **Teleconference** — Call in to the meeting by dialing 1-312-626-6799/// webinar id 827 0491 0411

CALL TO ORDER

ROLL CALL

DISCUSSION ITEMS

1. **Introductions of Building Permitting Process Review Task Force Members**
2. **Review Purpose of Task Force**
Summary: Chair Dan Tierney will review with members the goal and purpose of the Task Force.
3. **2018 Citizen Survey Results**
Summary: Building Permit satisfaction is referenced on pages 24, 27 - 28 and 46 of the citizen survey. The next triennial survey is scheduled for fall 2021.
4. **Permit Close-Out Survey Results**
Summary: Following close-out of permits requiring an escrow deposit, a survey soliciting feedback is sent to the contractor or resident filing for the permit. Data is broken down by residential and commercial permits.
5. **2021 Building Permitting Process Review Task Force Meeting Schedule**
6. **Election of Vice Chair**
Summary: Task Force Members will need to elect a Vice Chair
7. **Next Steps**



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8. Adjourn

Pursuant to Section 610.022 RSMo., the City Council could, at any time during the meeting, vote to close the public meeting and move to closed session to discuss matters relating to litigation, legal actions and/or communications from the City Attorney as provided under Section 610.021(1) RSMo. and/or personnel matters under Section 610.021(13) RSMo. And/or employee matters under Section 610.021(3) RSMo. and/or real estate matters under Section 610.021(2) or other matters as permitted by Chapter 610.

Posted: _____ posted 01/14/2021
Deborah Ryan, MPCC
City Clerk



ing Permitting Process Review Task Force

300 N New Ballas Road
Creve Coeur, MO 63141

REVIEWED

STAFF REPORT

Meeting: 01/19/21 05:00 PM
Department: Legislative /City Clerk
Category: Report
Prepared By: Debbie Ryan
Department Head: Debbie Ryan

Introductions of Building Permitting Process Review Task Force Members



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Creve Coeur, MO 63141

Meeting: 01/19/21 05:00 PM
Department: Legislative /City Clerk
Category: Report
Prepared By: Debbie Ryan
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STAFF REPORT

Review Purpose of Task Force

Chair Dan Tierney will review with members the goal and purpose of the Task Force.

RESOLUTION NO. 1514

A RESOLUTION OF THE CITY OF CREVE COEUR, MISSOURI, ESTABLISHING A TASK FORCE TO MAKE RECOMMENDATIONS FOR IMPROVEMENTS TO THE BUILDING PERMITTING PROCESS.

WHEREAS, the City provides building permit and inspection services to the community, and

WHEREAS, the City Council desires community input to identify areas of concern and opportunities for improvement to better meet the needs of the community;

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF CREVE COEUR, MISSOURI THAT:

SECTION 1 – There is hereby established a Building Permit Task Force to make recommendations to the City Council for change and improvement to the permitting process including:

- a. Identifying issues of concern among contractors and citizens; reviewing existing survey data, soliciting additional input through virtual town halls or other public engagement;
- b. Reviewing scope and mission of city's building permitting and inspection services;
- c. Reviewing recent staff efforts to improve services and the results of such efforts;
- d. Making recommendations on future goals and objectives regarding building permits;
- e. Making recommendations for improving the permit applicant's experience.

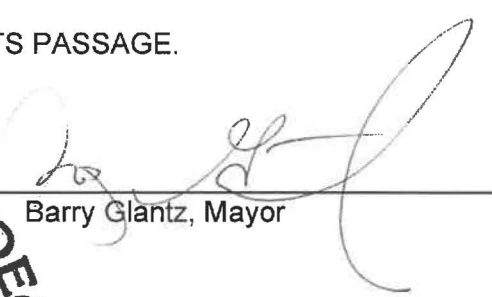
SECTION 2 - The Task Force shall be comprised of up to nine members, all of whom shall be Creve Coeur residents. The Task Force shall include up to two representatives from the City's Economic Development Committee, one member from the Building Board of Appeals, one member from the Planning & Zoning Commission, one member from the Energy & Environment Committee, one contractor, two members of the City Council and the Mayor.

SECTION 3 – The Mayor and City Council shall submit initial nominations to a nominating committee, consisting of the Mayor, Council President, and a third Council member selected by the City Council. Such nominations shall be submitted no later than Monday, November 30, 2020. The City Council shall select one of its members to serve as Chairperson of the Task Force. The Task Force Members shall elect a Vice Chairperson. The City Administrator and Director of Community Development shall serve as staff liaisons.

SECTION 4 – The Task Force shall make regular reports to the City Council and shall make a final report with its recommendations and otherwise conclude its work no later than one year from the date of adoption of this Resolution, at which time the Task Force shall be deemed dissolved unless otherwise determined by the Council.

THIS RESOLUTION SHALL BECOME EFFECTIVE UPON ITS PASSAGE.

ADOPTED THIS 9 DAY OF November 2020.


Barry Glantz, Mayor

Attest:


Deborah Ryan, MPCC
City Clerk





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2018 Citizen Survey Results

Building Permit satisfaction is referenced on pages 24, 27 - 28 and 46 of the citizen survey. The next triennial survey is scheduled for fall 2021.



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Permit Close-Out Survey Results

Following close-out of permits requiring an escrow deposit, a survey soliciting feedback is sent to the contractor or resident filing for the permit. Data is broken down by residential and commercial permits.

CY2020 (January 1 - November 30, 2020)

*Note: Surveys are sent to residents and/or contractors when escrows for the projects are closed. The surveys go out on or near the 1st day of following month. Residents and/or contractors are given one month to complete the survey.

The office staff was courteous.

Responses	Percent of Responses
Strongly Agree	25 63%
Agree	14 35%
Neutral	0 0%
Disagree	0 0%
Strongly Disagree	1 3%
Total Responses	40

The plan review comments were clear and concise.

Responses	Percent of Responses
Strongly Agree	23 58%
Agree	15 38%
Neutral	1 3%
Disagree	0 0%
Strongly Disagree	1 3%
Total Responses	40

The Building Inspector was professional.

Responses	Percent of Responses
Strongly Agree	22 55%
Agree	14 35%
Neutral	3 8%
Disagree	0 0%
Strongly Disagree	1 3%
Total Responses	40

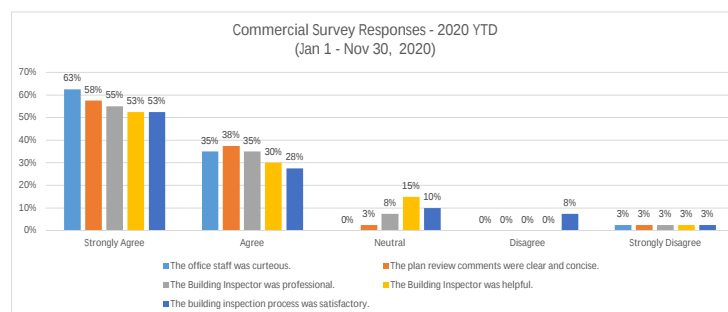
The Building Inspector was helpful.

Responses	Percent of Responses
Strongly Agree	21 53%
Agree	12 30%
Neutral	6 15%
Disagree	0 0%
Strongly Disagree	1 3%
Total Responses	40

The building inspection process was satisfactory.

Responses	Percent of Responses
Strongly Agree	21 53%
Agree	11 28%
Neutral	4 10%
Disagree	3 8%
Strongly Disagree	1 3%
Total Responses	40

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The office staff was courteous.	63%	35%	0%	0%	3%
The plan review comments were clear and concise.	58%	38%	3%	0%	3%
The Building Inspector was professional.	55%	35%	8%	0%	3%
The Building Inspector was helpful.	53%	30%	15%	0%	3%
The building inspection process was satisfactory.	53%	28%	10%	8%	3%



Commercial Survey Comments - CY2019 (January 1 - December 31, 2019)

*Note: Surveys are sent to residents and/or contractors when escrows for the projects are closed.

The surveys go out on or near the 1st day of following month. Residents and/or contractors are given one month to complete the survey.

Comments:	Name:	Phone Number:	Email Address:	Date Submitted :
Everyone involved with the I CC building dept. are nothing but patient, helpful and easy to work with. I do all the permitting for ISC and always enjoy my visits with both CC and CCF. Saint Louis Priory School Very simple permit --- demolition of small residential structure All processes were handled in a professional manner	n/a	n/a	n/a	2/4/2019
Martin Fitzgerald Director of Administration and Facilities Saint Louis Abbey / Priory School	n/a	n/a	n/a	2/1/2019
The front desk staff are incredibly helpful, friendly and pleasant. Diane and Kim are really a joy to work with.				
Christy Patterson	Christy Patterson	n/a	n/a	2/4/2019
Was lied to by building inspector that I would not be fined for a failed inspection. Not mad that I got fined. I'm mad because the guy lied.	n/a	n/a	n/a	2/1/2019
Violations are often written for extra work that was not part of our plans submitted and approved by the city. As a contractor, we feel the inspection should be for the work that was approved, not additional work that has nothing to do with our approved plans. • Another issue is the handwritten requests we receive from inspectors. The handwriting from inspectors we receive is not legible. This makes it very hard to understand what the inspector is wanting. It would be easier for everybody if the inspectors were held accountable for emailing their requests in a professional manner so everyone stays on the same page. The last issue would be the inconsistency from one inspector to another. For example, one inspector passes a framing inspection, then during the final inspection a different inspector fails what the previous inspector previously passed. This causes a lot of headaches for everyone. We have been in business since 1995 and have made a lot of great friends along the way. We take pride in our work and are here to make friends and build relationships with everyone. All we ask for is the same consistency and professionalism we hold ourselves accountable for. Thank you for reading. If there are any questions regarding any of our comments I am always available to discuss. 314-313-1155. A great day!	Mark Terrell	314-313-1155	Mtspecialtycont@gmail.com	3/5/2019

Everyone is very courteous and professional to work with but I do have frustration with the process. There have been times when the plan reviewer has approved plans but when the building inspector arrives for the inspection, it is not approved even though the work was completed as outlined in the approved plans. The building inspector is very clear about why it's not being approved, but it is still very frustrating that it was initially approved by the plan reviewer and then failed by the inspector only to then have to be re-submitted again for approval. It can become very time consuming and sometimes it costs a lot of money that was not expected.				3/5/2019
Process too long. If there was an additional information needed my permit went to bottom of pile and again I had to wait. No phone calls returned. I was giving false information and the run around. One person said my drawings were fine and four weeks later they said they needed architecture drawings. This was only for a partial wall and nothing more. Overall this was a very stressful process.				3/12/2019
Diana at the front desk is awesome. She's so friendly and I love when I have to go to City Hall so I can talk to her. You don't get that much anymore.				6/6/2019
Takes way too long for the building permit review, resubmittal review issuance and then go to the fire department which takes too long. Why can't the fire review at the same time?				6/7/2019
I would recommend for all inspectors to be given a copy of the plans prior to site inspection. That way there is no confusion as to where to pick up the copy, and also to help locate exact job site area. •				
• Thanks	n/a	n/a	n/a	8/5/2019
Length of time to get a permit is too long.	n/a	n/a	n/a	8/5/2019
Hi, as the applicant I can comment on the staff/reviewer but am unable to comment on the inspector, which is why I answered neutral. •				
• The office staff were very helpful, and the reviewer was responsive/helpful in discussing options to solutions along with generally clear requests.	n/a	n/a	n/a	8/7/2019
Scheduled inspection time instead of morning or afternoon for first inspection. Going into the project I was concerned that the inspector might arrive after the roofers had installed new roofing over conditions in need of inspection. Fortunately this did not turn out to be a problem on this project. The inspector was good to work with.	Jim Ott	314-486-2781		9/3/2019
I have never had a problem in Creve Coeur with the permit process, the inspectors or the office staff. I normally deal with Diana Mullen and she is a pleasure to work with!!!	Donald Ramsey	314-378-9549	donald.ramsey@jci.com	9/5/2019
Everyone is always very pleasant to work with from the submittal of drawings and application to the final approval. This is one of the municipalities that I always enjoy working with. The ladies working up front when applying could not be nicer. Steve and Brad are very helpful if we have questions about revisions requirements and are concise with their requests.	Kelly Harbaugh	314-553-1888	Kellyharbaugh@isccontracting.com	9/12/2019
Length of time to get the building permit is still too long and cumbersome.	n/a	n/a	n/a	10/1/2019

I have been working with Steve Unser and all the inspectors and plan reviewers for more than twenty years. I have always found the experience to be very professionally handled , and although we have had many discussion over the years that didn't always go in the direction I might have wanted, I've found the explanations and discussions positive and informing. I always look forward to the next project in the City of Creve Couer. • Rich Marti , Construction Manager, Intelica Commercial Real Estate.	Rich Marti			11/1/2019
This was my first time going through the process and I was extremely pleased with the way it went. Everyone was very helpful. Michael Krone, Director Of Grounds, Missouri Baptist University	Michael Krone			11/1/2019
Just another great experience in Creve Couer				12/2/2019
This was our first time getting a permit through City of Creve Coeur. We really appreciated the opportunity to sit down with Brad Holmes to work through questions we had in order to meet code requirements. Brad was very concise in telling us what would be expected and referenced the relevant code sections. The inspectors were thorough and fair in their field inspections.. I appreciate the high standards in Creve Coeur. It puts all contractors on a level playing field. It's nice knowing that my competition is going to be held to the same standard.				1/3/2020



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Next Steps