

**LOCAL PLANNING AGENCY OF THE TOWN OF FORT MYERS BEACH  
RECOMMENDATIONS TO INTERIM TOWN MANAGER AND STAFF  
SPECIAL MEETING OF FEBRUARY 28, 2014**

1. IMPROVE COMMUNICATION/COMMUNITY RELATIONS
  - a. Staff and Town Council return all calls promptly
  - b. Improve project information to affected residents (waterline project, storm water projects, Estero Boulevard, etc.) to include pre-project briefing, expected impacts, duration, proposed deadlines for commencement and completion.
  - c. Establish staff contact person/community liaison for each community project and respond promptly to calls from impacted residents
  - d. Utilize receptionist and staff to refer individuals to website for further information
  - e. Utilize local newspapers as source of information
  
2. REVIEW/REVISE PERMIT PROCESS
  - a. Utilize LPA or other committee to evaluate permit instructions and make recommendation for simplified format and user-friendly changes
  - b. Evaluate owner-builder vs. professional builder process for small projects
  - c. Reduce permit times by evaluating efficiency of current process and establish shorter deadlines for issuance of permits
  - d. Review permit fee structure including minor change orders
  - e. Assure anonymity of Customer Satisfaction Survey process to increase participation and reduce community fear of retribution
  
3. REVIEW PROPERTY IMPROVEMENT REGULATIONS
  - a. Maximize ability for property improvement within FEMA Floodplain regulation
  - b. Re-evaluate pre-disaster/post-disaster LDC regulations
  
4. REVIEW CODE ENFORCEMENT POLICY
  - a. Evaluate complaint driven vs. department driven enforcement
  - b. Consider use of community resources (Habitat for Humanity, church work groups, etc.) as source for property rehabilitation
  - c. Establish priorities for enforcement related to community safety and welfare
  
5. STAFF
  - a. Continue to encourage and improve consumer oriented attitude by all employees
  - b. Prevent department inefficiencies created by overlapping absences/vacations
  - c. Review distribution of workload within departments (especially Community Development/Zoning/Permitting)
  - d. Evaluate employee satisfaction (workspace, salary/productivity)
  - e. Evaluate and maintain "government light" community standard
  
6. RESTORE ROLE OF LPA IN COMMUNITY PLANNING PROCESS
  - a. Utilize LPA to make recommendations for improving permitting processes
  - b. Re-commence work of LPA on ROW, street connection and other planning issues relating to proposed storm water management and Estero Boulevard improvement projects
  - c. Assign LPA to review of sections of LDC deemed unclear/inconsistent