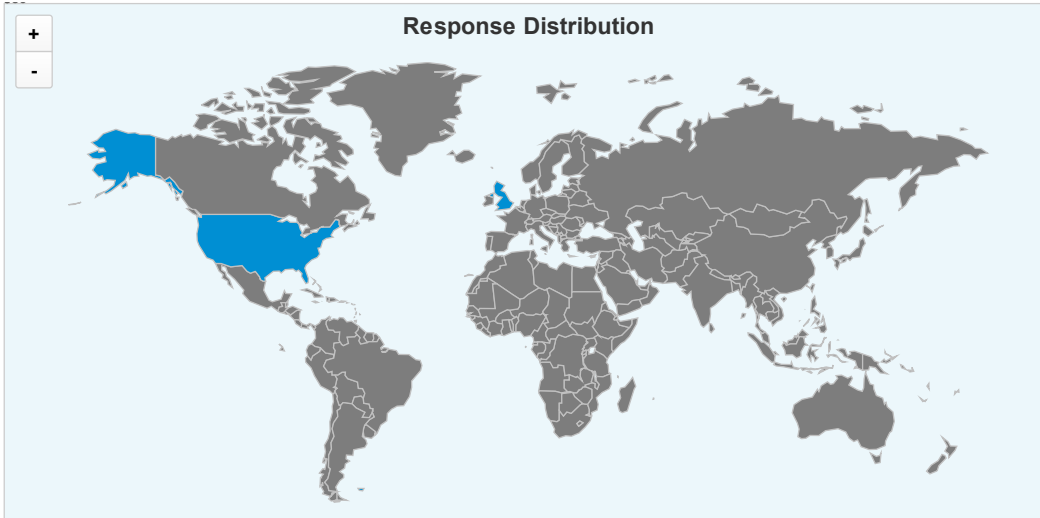


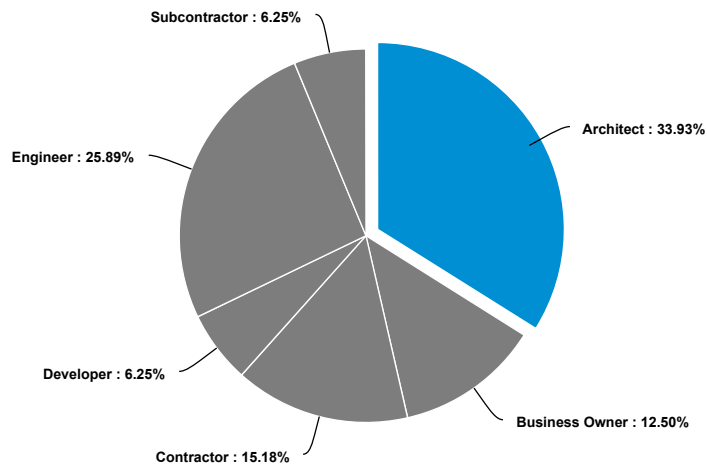
# Development Review Process - Dashboard

VIEWED 303	STARTED 186	COMPLETED 78	COMPLETION RATE 41.94%	DROP OUTS 108	TIME TO COMPLETE 5 mins
---------------	----------------	-----------------	---------------------------	------------------	----------------------------



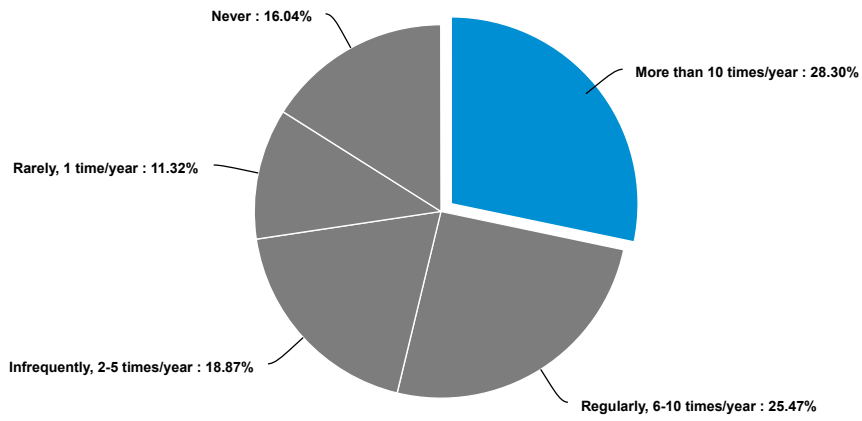
Countries	Responses
US	95.70%
Unknown	3.76%
GB	0.54%
<b>Total</b>	<b>100.00%</b>

## In what capacity do you use the City's development review process?



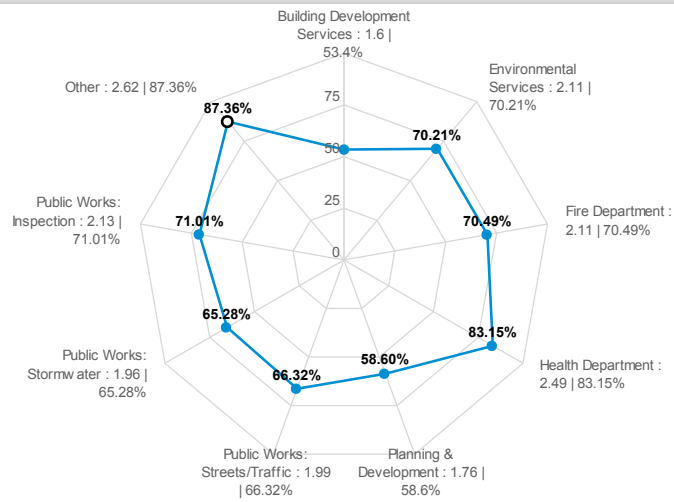
Answer	Count	Percent	20%	40%	60%	80%	100%
Architect	38	33.93%					
Business Owner	14	12.5%					
Contractor	17	15.18%					
Developer	7	6.25%					
Engineer	29	25.89%					
Subcontractor	7	6.25%					
<b>Total</b>	<b>112</b>	<b>100 %</b>					

## How often do you use City development review processes?



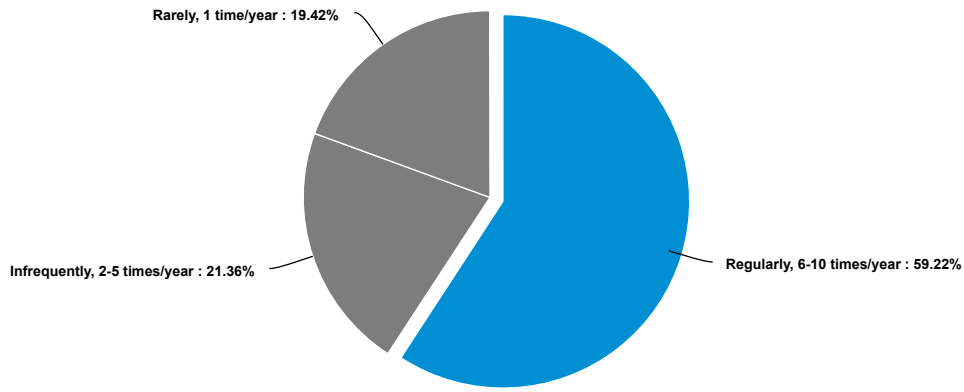
Answer	Count	Percent	20%	40%	60%	80%	100%
More than 10 times/year	30	28.3%					
Regularly, 6-10 times/year	27	25.47%					
Infrequently, 2-5 times/year	20	18.87%					
Rarely, 1 time/year	12	11.32%					
Never	17	16.04%					
<b>Total</b>	<b>106</b>	<b>100 %</b>					

Please rate the frequency with which you interact with various City departments:



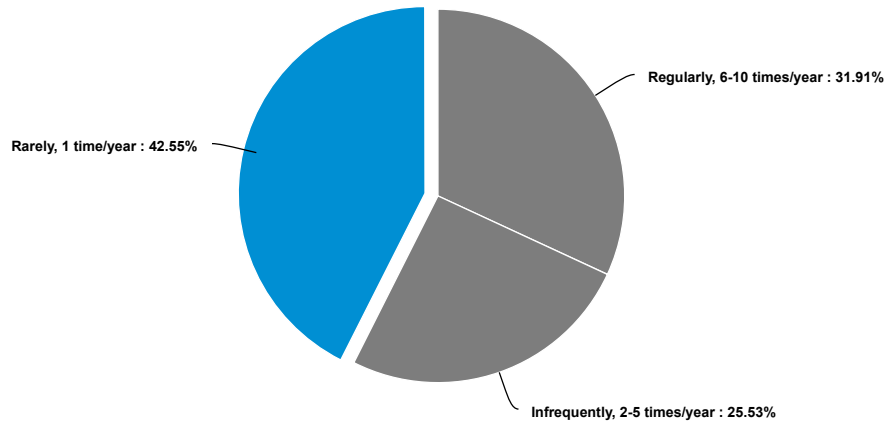
Question	Count	Score	Regularly, 6-10 times/year	Infrequently, 2-5 times/year	Rarely, 1 time/year
Building Development Services	103	1.6			
Environmental Services	94	2.11			
Fire Department	96	2.11			
Health Department	91	2.49			
Planning & Development	95	1.76			
Public Works: Streets/Traffic	95	1.99			
Public Works: Stormwater	96	1.96			
Public Works: Inspection	92	2.13			
Other	29	2.62			
<b>Average</b>		<b>2.09</b>			

Building Development Services



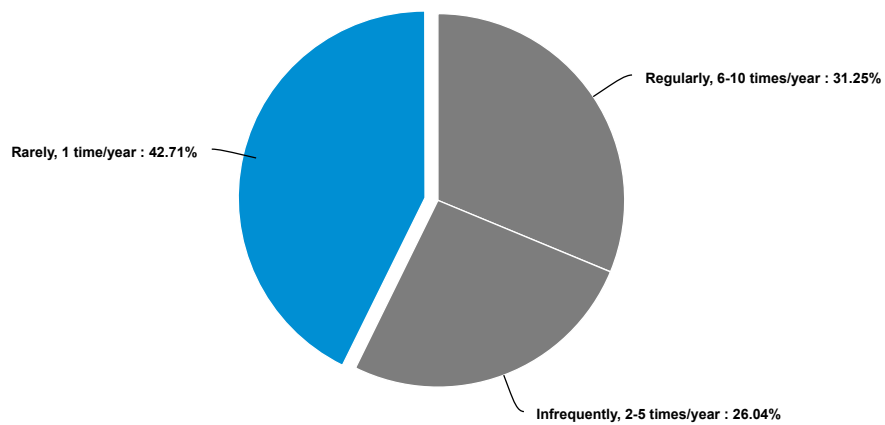
Answer	Count	Percent	20%	40%	60%	80%	100%
Regularly, 6-10 times/year	61	59.22%	<div style="width: 59.22%;"></div>				
Infrequently, 2-5 times/year	22	21.36%	<div style="width: 21.36%;"></div>				
Rarely, 1 time/year	20	19.42%	<div style="width: 19.42%;"></div>				
<b>Total</b>	<b>103</b>	<b>100 %</b>					

### Environmental Services



Answer	Count	Percent	20%	40%	60%	80%	100%
Regularly, 6-10 times/year	30	31.91%	<div style="width: 31.91%;"></div>				
Infrequently, 2-5 times/year	24	25.53%	<div style="width: 25.53%;"></div>				
Rarely, 1 time/year	40	42.55%	<div style="width: 42.55%;"></div>				
<b>Total</b>	<b>94</b>	<b>100 %</b>					

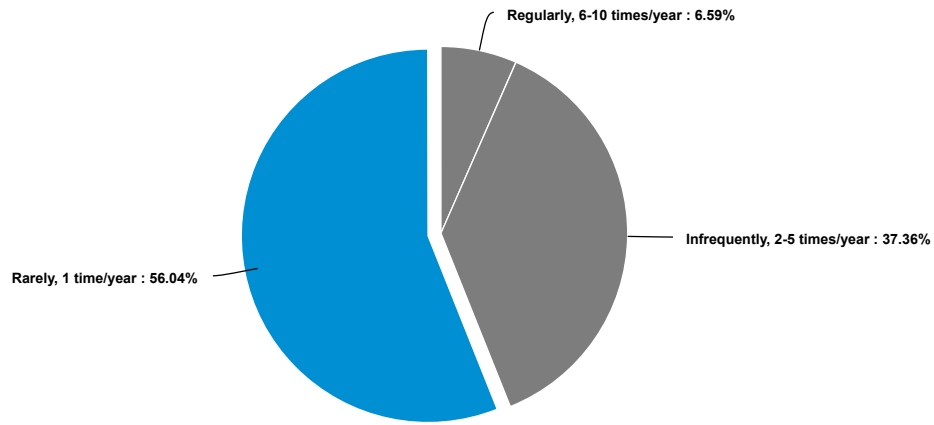
### Fire Department



Answer	Count	Percent	20%	40%	60%	80%	100%
Regularly, 6-10 times/year	30	31.25%	<div style="width: 31.25%;"></div>				
Infrequently, 2-5 times/year	26	26.04%	<div style="width: 26.04%;"></div>				
Rarely, 1 time/year	38	42.71%	<div style="width: 42.71%;"></div>				

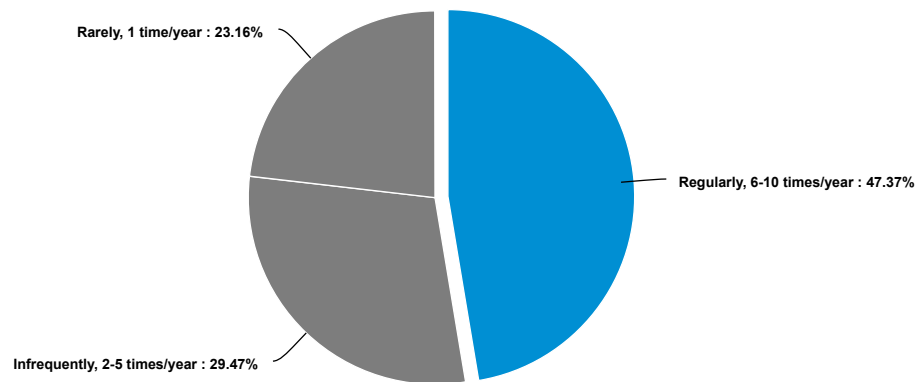
Regularly, 6-10 times/year	30	31.25%	<div style="width: 31.25%;"></div>
Infrequently, 2-5 times/year	25	26.04%	<div style="width: 26.04%;"></div>
Rarely, 1 time/year	41	42.71%	<div style="width: 42.71%;"></div>
<b>Total</b>	<b>96</b>	<b>100 %</b>	

### Health Department



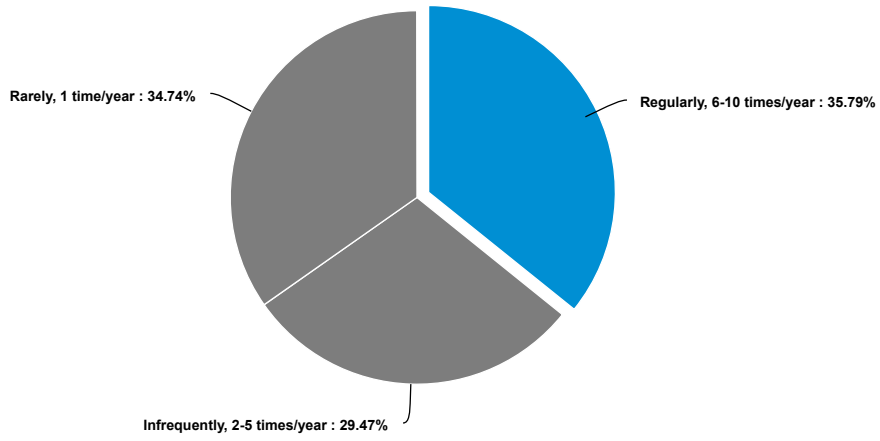
Answer	Count	Percent	20%	40%	60%	80%	100%
Regularly, 6-10 times/year	6	6.59%	<div style="width: 6.59%;"></div>				
Infrequently, 2-5 times/year	34	37.36%	<div style="width: 37.36%;"></div>				
Rarely, 1 time/year	51	56.04%	<div style="width: 56.04%;"></div>				
<b>Total</b>	<b>91</b>	<b>100 %</b>					

### Planning & Development



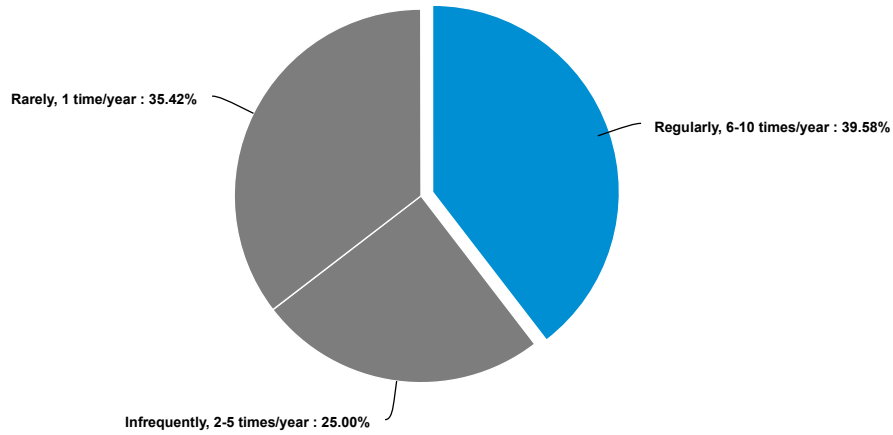
Answer	Count	Percent	20%	40%	60%	80%	100%
Regularly, 6-10 times/year	45	47.37%	<div style="width: 47.37%;"></div>				
Infrequently, 2-5 times/year	28	29.47%	<div style="width: 29.47%;"></div>				
Rarely, 1 time/year	22	23.16%	<div style="width: 23.16%;"></div>				
<b>Total</b>	<b>95</b>	<b>100 %</b>					

### Public Works: Streets/Traffic



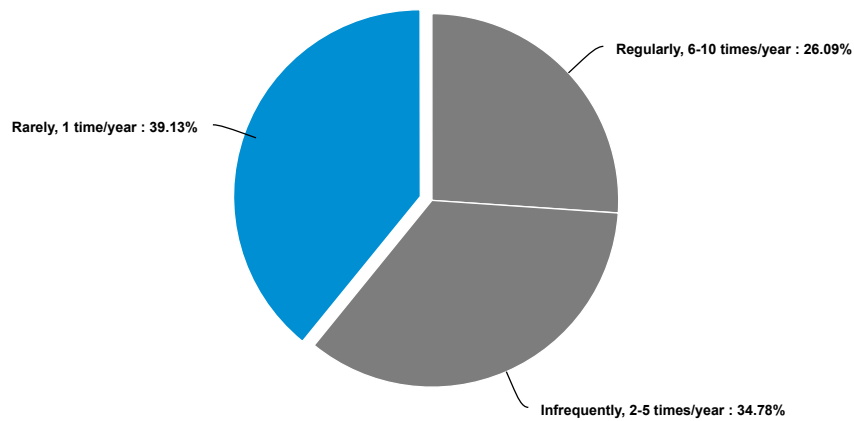
Answer	Count	Percent	20%	40%	60%	80%	100%
Regularly, 6-10 times/year	34	35.79%					
Infrequently, 2-5 times/year	28	29.47%					
Rarely, 1 time/year	33	34.74%					
<b>Total</b>	<b>95</b>	<b>100 %</b>					

### Public Works: Stormwater



Answer	Count	Percent	20%	40%	60%	80%	100%
Regularly, 6-10 times/year	38	39.58%					
Infrequently, 2-5 times/year	24	25%					
Rarely, 1 time/year	34	35.42%					
<b>Total</b>	<b>96</b>	<b>100 %</b>					

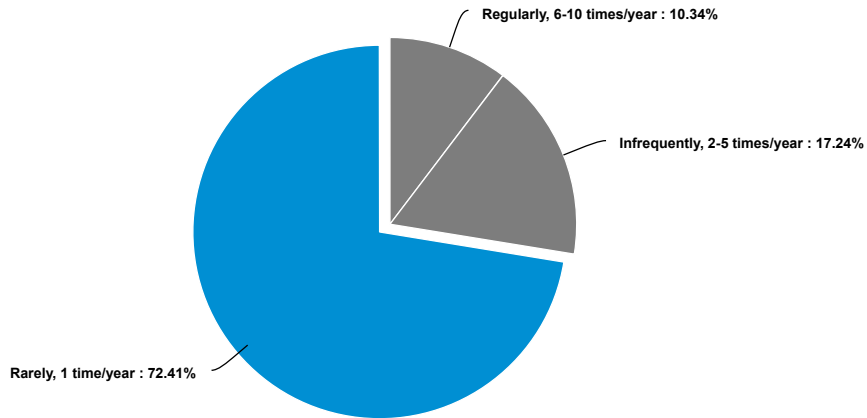
### Public Works: Inspection



Answer	Count	Percent	20%	40%	60%	80%	100%

Regularly, 6-10 times/year	24	26.09%	<div style="width: 26.09%;"></div>
Infrequently, 2-5 times/year	32	34.78%	<div style="width: 34.78%;"></div>
Rarely, 1 time/year	36	39.13%	<div style="width: 39.13%;"></div>
<b>Total</b>	<b>92</b>	<b>100 %</b>	

**Other**



Answer	Count	Percent	20%	40%	60%	80%	100%
Regularly, 6-10 times/year	3	10.34%	<div style="width: 10.34%;"></div>				
Infrequently, 2-5 times/year	5	17.24%	<div style="width: 17.24%;"></div>				
Rarely, 1 time/year	21	72.41%	<div style="width: 72.41%;"></div>				
<b>Total</b>	<b>29</b>	<b>100 %</b>					

If you completed the row marked "Other" in the question above, please specify which department.

If you completed the row marked "Other" in the question above, please specify which department.

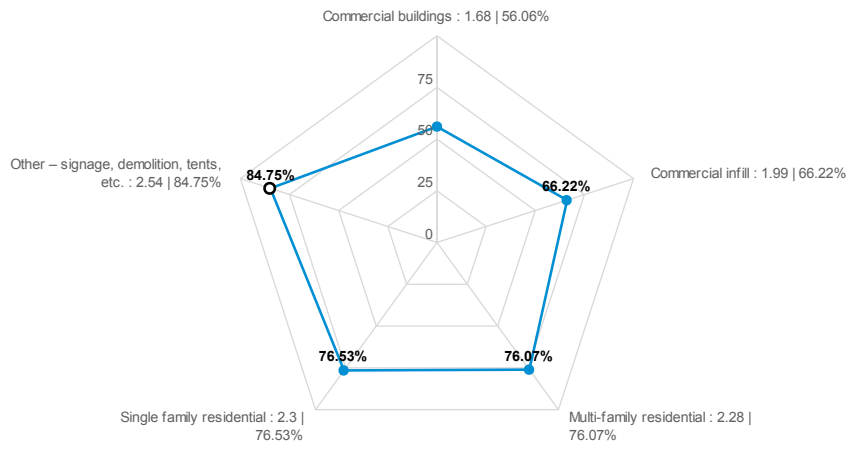
06/15/2016	54008174	IS
06/08/2016	53637206	
06/08/2016	53631556	
06/08/2016	53618726	
06/08/2016	53610354	
06/07/2016	53570242	
06/07/2016	53568370	
06/07/2016	53565913	
06/07/2016	53565654	
06/07/2016	53565654	
06/07/2016	53565555	
06/07/2016	53564865	
06/07/2016	53557501	
06/07/2016	53557501	
06/07/2016	53557501	
06/07/2016	53557463	
06/07/2016	53557463	
06/07/2016	53556678	
06/07/2016	53556678	
06/07/2016	53556839	
06/07/2016	53556678	
06/06/2016	53526724	
06/06/2016	53526588	
06/06/2016	53526444	
06/06/2016	53511926	
06/02/2016	53365283	

06/01/2016	53324206	
05/31/2016	53253302	CU
05/31/2016	53251898	Police
05/30/2016	53229983	
05/30/2016	53210990	
05/28/2016	53132552	
05/28/2016	53126868	
05/27/2016	53107166	
05/27/2016	53097632	
05/27/2016	53094599	
05/27/2016	53093701	
05/27/2016	53089682	Economic Development
05/27/2016	53089522	
05/27/2016	53088418	
05/27/2016	53087180	
05/27/2016	53086298	
05/27/2016	53085226	
05/27/2016	53085179	
05/27/2016	53084980	
05/27/2016	53085008	
05/27/2016	53084301	Landmarks Board
05/27/2016	53083598	
05/27/2016	53083551	
05/27/2016	53082087	
05/27/2016	53080009	Public Works: Electric
05/27/2016	53079134	
05/26/2016	53068595	
05/26/2016	53037189	
05/26/2016	53035715	
05/26/2016	53034328	
05/26/2016	53034137	
05/26/2016	53033682	
05/26/2016	53032007	None. couldn't remove my click!
05/26/2016	53030698	
05/26/2016	53029928	
05/26/2016	53026876	
05/25/2016	53015391	
05/25/2016	53015344	
05/25/2016	53009060	
05/25/2016	53006824	
05/25/2016	53004236	
05/25/2016	53004055	
05/25/2016	53002187	
05/25/2016	53001959	
05/25/2016	53001502	business licensing
05/25/2016	53001311	
05/25/2016	53001087	
05/25/2016	53000564	
05/25/2016	53000474	
05/25/2016	52998972	

05/25/2016	52998678	
05/25/2016	52998571	
05/25/2016	52998496	
05/25/2016	52998357	
05/25/2016	52996677	
05/25/2016	52995509	
05/25/2016	52994898	
05/25/2016	52987685	
05/23/2016	52877999	
05/23/2016	52873334	
05/17/2016	52531018	City manager
05/17/2016	52524452	
05/16/2016	52493808	
05/16/2016	52473405	
05/12/2016	52201781	
05/12/2016	52194290	
05/11/2016	52149290	
05/11/2016	52149000	
05/11/2016	52142611	
05/11/2016	52141690	
05/11/2016	52140249	
05/11/2016	52139581	
05/11/2016	52139563	
05/06/2016	51825289	
05/05/2016	51773018	
05/05/2016	51764166	
05/05/2016	51760335	Urban Forrestry
05/04/2016	51731007	
05/04/2016	51729051	
05/04/2016	51728506	
05/04/2016	51727855	
05/04/2016	51727504	
05/04/2016	51727463	
05/04/2016	51727403	
05/04/2016	51727373	
05/04/2016	51695821	
05/02/2016	51597665	
05/02/2016	51575705	
05/02/2016	51575449	
05/02/2016	51564943	
05/02/2016	51562911	

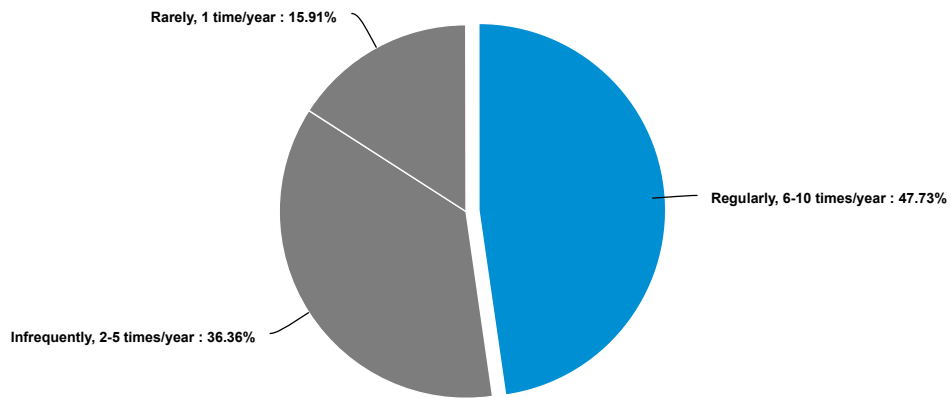
Please rate the frequency with which you work on these types of projects related to building permits:





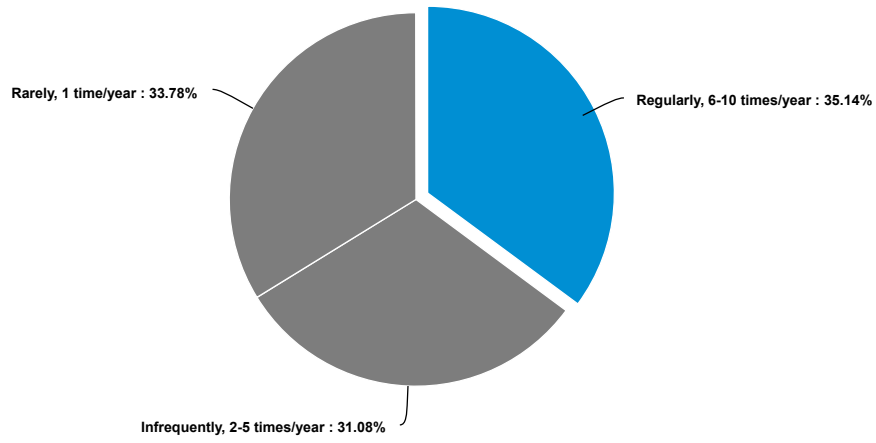
Question	Count	Score	Regularly, 6-10 times/year	Infrequently, 2-5 times/year	Rarely, 1 time/year
Commercial buildings	88	1.68			
Commercial infill	74	1.99			
Multi-family residential	78	2.28			
Single family residential	71	2.3			
Other - signage, demolition, tents, etc.	59	2.54			
<b>Average</b>		<b>2.16</b>			

### Commercial buildings



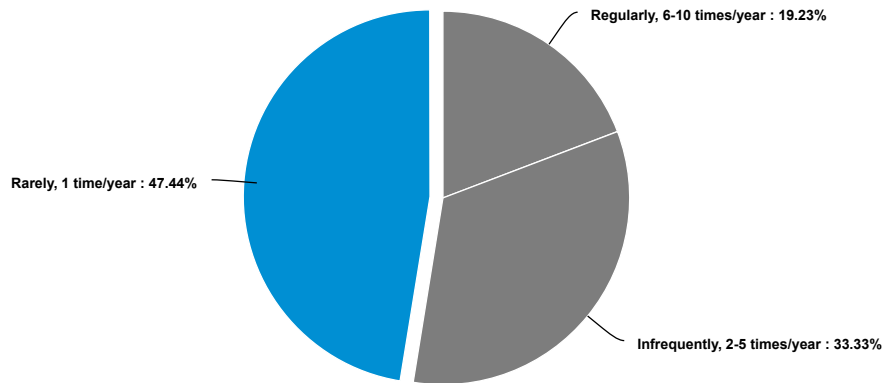
Answer	Count	Percent	20%	40%	60%	80%	100%
Regularly, 6-10 times/year	42	47.73%					
Infrequently, 2-5 times/year	32	36.36%					
Rarely, 1 time/year	14	15.91%					
<b>Total</b>	<b>88</b>	<b>100 %</b>					

### Commercial infill



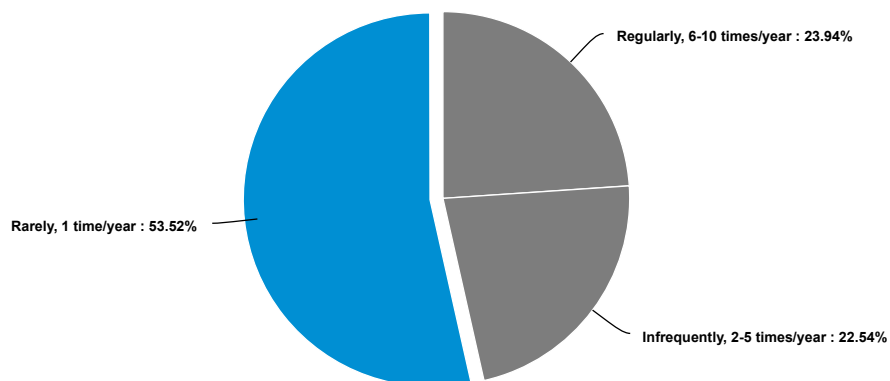
Answer	Count	Percent	20%	40%	60%	80%	100%
Regularly, 6-10 times/year	26	35.14%	<div style="width: 35.14%;"></div>				
Infrequently, 2-5 times/year	23	31.08%	<div style="width: 31.08%;"></div>				
Rarely, 1 time/year	25	33.78%	<div style="width: 33.78%;"></div>				
<b>Total</b>	<b>74</b>	<b>100 %</b>					

### Multi-family residential



Answer	Count	Percent	20%	40%	60%	80%	100%
Regularly, 6-10 times/year	15	19.23%	<div style="width: 19.23%;"></div>				
Infrequently, 2-5 times/year	26	33.33%	<div style="width: 33.33%;"></div>				
Rarely, 1 time/year	37	47.44%	<div style="width: 47.44%;"></div>				
<b>Total</b>	<b>78</b>	<b>100 %</b>					

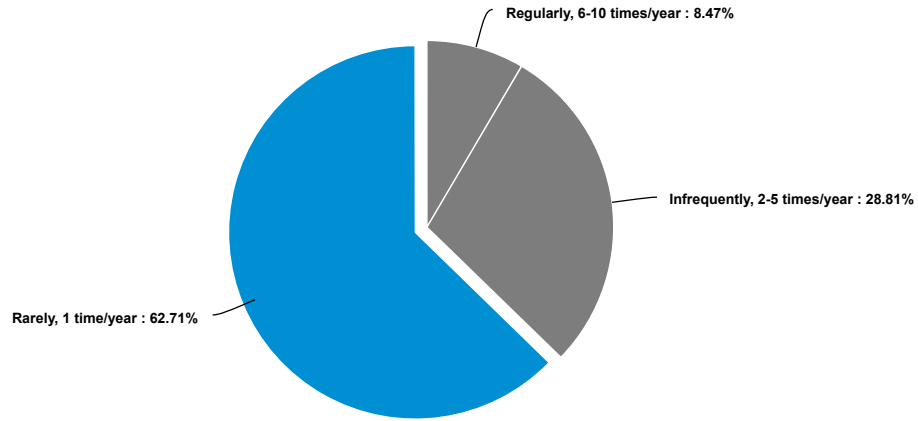
### Single family residential



Answer	Count	Percent	20%	40%	60%	80%	100%
			<div style="width: 0%;"></div>				

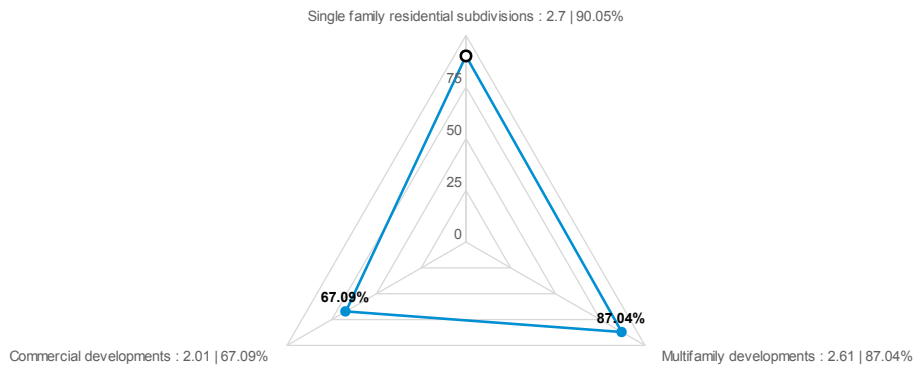
Regularly, 6-10 times/year	17	23.94%	<div style="width: 23.94%;"></div>
Infrequently, 2-5 times/year	16	22.54%	<div style="width: 22.54%;"></div>
Rarely, 1 time/year	38	53.52%	<div style="width: 53.52%;"></div>
<b>Total</b>	<b>71</b>	<b>100 %</b>	

Other – signage, demolition, tents, etc.



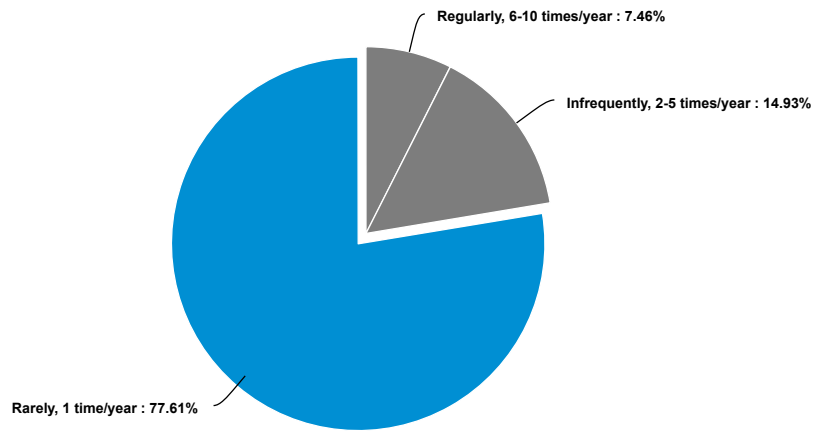
Answer	Count	Percent	20%	40%	60%	80%	100%
Regularly, 6-10 times/year	5	8.47%	<div style="width: 8.47%;"></div>				
Infrequently, 2-5 times/year	17	28.81%	<div style="width: 28.81%;"></div>				
Rarely, 1 time/year	37	62.71%	<div style="width: 62.71%;"></div>				
<b>Total</b>	<b>59</b>	<b>100 %</b>					

Please rate the frequency with which you work on these types of projects related to zoning/subdividing:



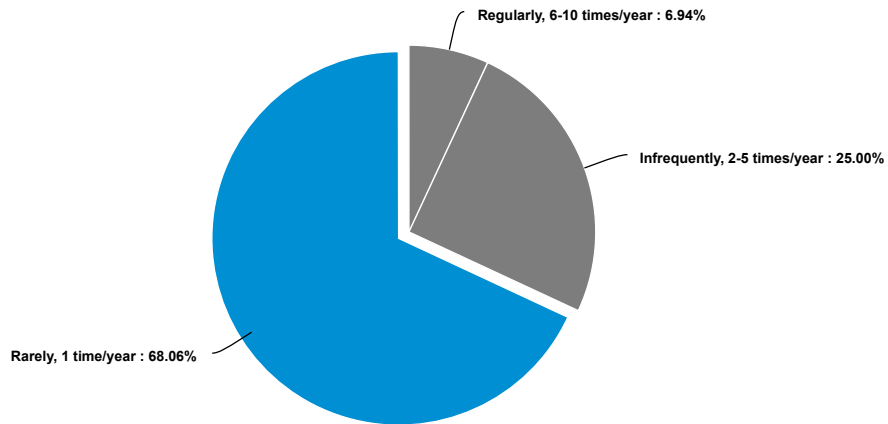
Question	Count	Score	Regularly, 6-10 times/year	Infrequently, 2-5 times/year	Rarely, 1 time/year
Single family residential subdivisions	67	2.7	<div style="width: 90.05%;"></div>		
Multifamily developments	72	2.61	<div style="width: 87.04%;"></div>		
Commercial developments	78	2.01	<div style="width: 67.09%;"></div>		
<b>Average</b>		<b>2.44</b>			

Single family residential subdivisions



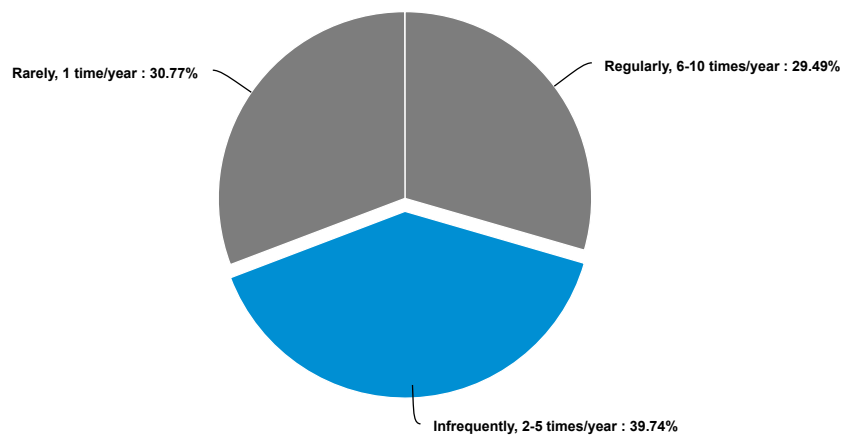
Answer	Count	Percent	20%	40%	60%	80%	100%
Regularly, 6-10 times/year	5	7.46%					
Infrequently, 2-5 times/year	10	14.93%					
Rarely, 1 time/year	52	77.61%					
<b>Total</b>	<b>67</b>	<b>100 %</b>					

### Multifamily developments



Answer	Count	Percent	20%	40%	60%	80%	100%
Regularly, 6-10 times/year	5	6.94%					
Infrequently, 2-5 times/year	18	25%					
Rarely, 1 time/year	49	68.06%					
<b>Total</b>	<b>72</b>	<b>100 %</b>					

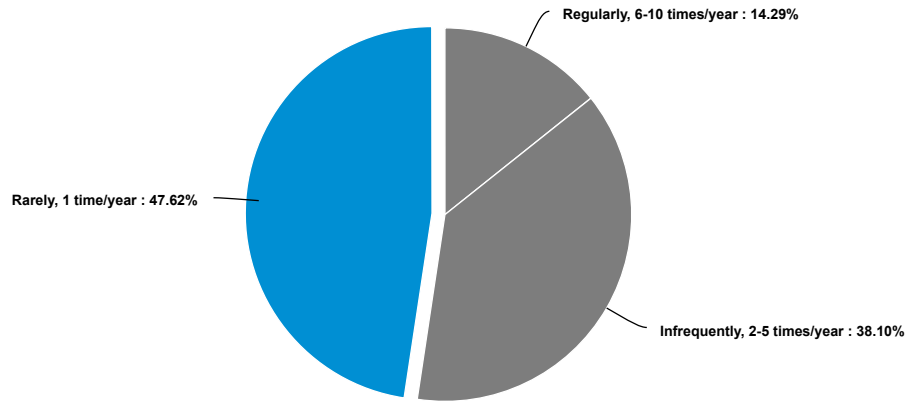
### Commercial developments



Answer	Count	Percent	20%	40%	60%	80%	100%
Regularly, 6-10 times/year	22	29.49%					
Infrequently, 2-5 times/year	16	39.74%					
Rarely, 1 time/year	24	30.77%					

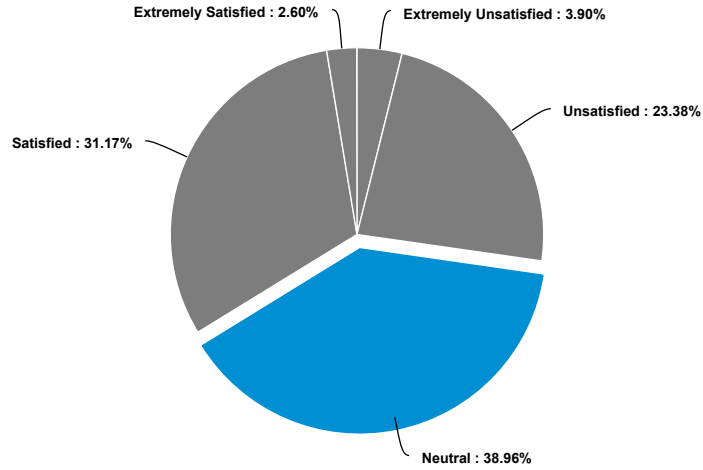
Regularly, 6-10 times/year	23	29.49%	<div style="width: 29.49%;"></div>
Infrequently, 2-5 times/year	31	39.74%	<div style="width: 39.74%;"></div>
Rarely, 1 time/year	24	30.77%	<div style="width: 30.77%;"></div>
<b>Total</b>	<b>78</b>	<b>100 %</b>	

Please rate the frequency with which you work on public improvement projects.



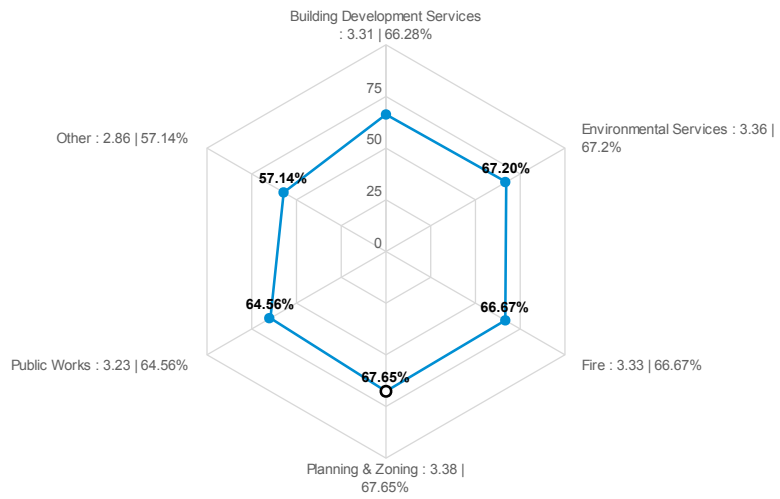
Answer	Count	Percent	20%	40%	60%	80%	100%
Regularly, 6-10 times/year	12	14.29%	<div style="width: 14.29%;"></div>				
Infrequently, 2-5 times/year	32	38.1%	<div style="width: 38.1%;"></div>				
Rarely, 1 time/year	40	47.62%	<div style="width: 47.62%;"></div>				
<b>Total</b>	<b>84</b>	<b>100 %</b>					

Please rate your overall satisfaction with the City's development review and permitting processes.



Answer	Count	Percent	20%	40%	60%	80%	100%
Extremely Unsatisfied	3	3.9%	<div style="width: 3.9%;"></div>				
Unsatisfied	18	23.38%	<div style="width: 23.38%;"></div>				
Neutral	30	38.96%	<div style="width: 38.96%;"></div>				
Satisfied	24	31.17%	<div style="width: 31.17%;"></div>				
Extremely Satisfied	2	2.6%	<div style="width: 2.6%;"></div>				
<b>Total</b>	<b>77</b>	<b>100 %</b>					

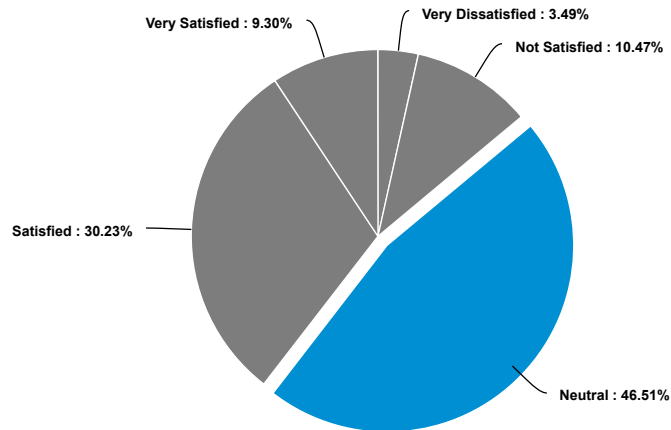
Please rate your satisfaction with the customer service you've received from the following departments:



Question	Count	Score	Very Dissatisfied	Not Satisfied	Neutral	Satisfied	Very Satisfied
Building Development Services	86	3.31	[Bar chart showing distribution]				
Environmental Services	75	3.36	[Bar chart showing distribution]				
Fire	75	3.33	[Bar chart showing distribution]				
Planning & Zoning	81	3.38	[Bar chart showing distribution]				
Public Works	79	3.23	[Bar chart showing distribution]				
Other	14	2.86	[Bar chart showing distribution]				

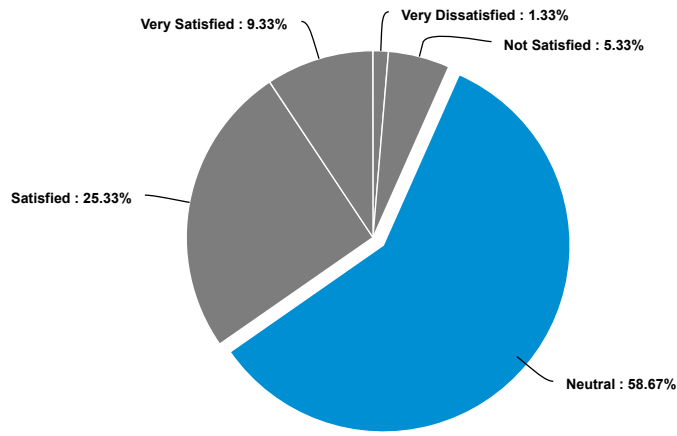
Average 3.24

### Building Development Services



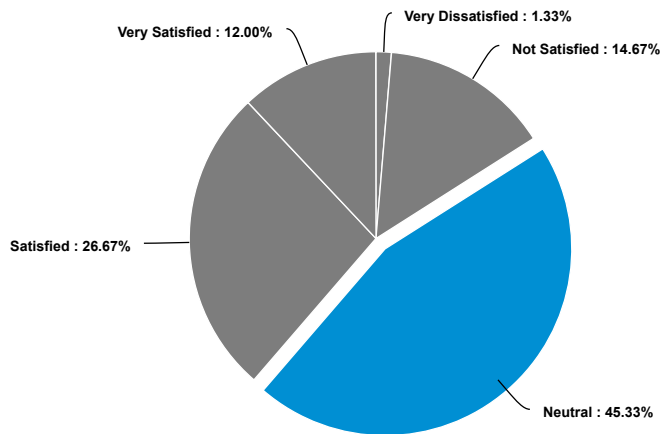
Answer	Count	Percent	20%	40%	60%	80%	100%
Very Dissatisfied	3	3.49%	[Bar chart showing 3.49%]				
Not Satisfied	9	10.47%	[Bar chart showing 10.47%]				
Neutral	40	46.51%	[Bar chart showing 46.51%]				
Satisfied	26	30.23%	[Bar chart showing 30.23%]				
Very Satisfied	8	9.3%	[Bar chart showing 9.3%]				
<b>Total</b>	<b>86</b>	<b>100 %</b>					

### Environmental Services



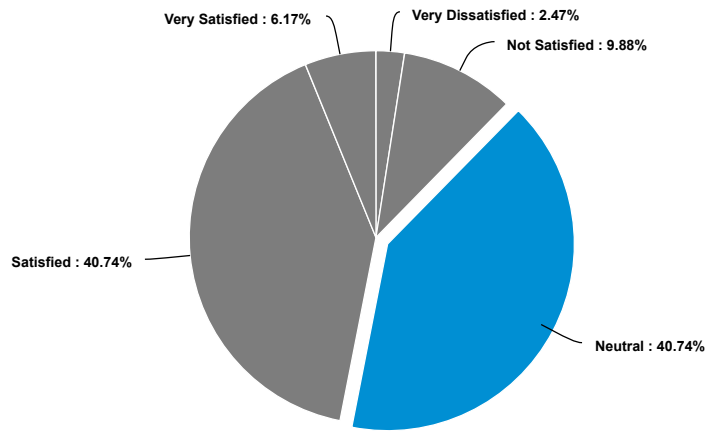
Answer	Count	Percent	20%	40%	60%	80%	100%
Very Dissatisfied	1	1.33%					
Not Satisfied	4	5.33%					
Neutral	44	58.67%					
Satisfied	19	25.33%					
Very Satisfied	7	9.33%					
<b>Total</b>	<b>75</b>	<b>100 %</b>					

## Fire



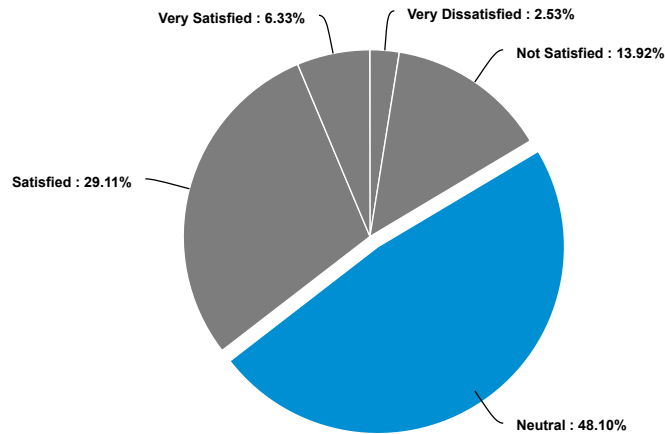
Answer	Count	Percent	20%	40%	60%	80%	100%
Very Dissatisfied	1	1.33%					
Not Satisfied	11	14.67%					
Neutral	34	45.33%					
Satisfied	20	26.67%					
Very Satisfied	9	12%					
<b>Total</b>	<b>75</b>	<b>100 %</b>					

## Planning & Zoning



Answer	Count	Percent	20%	40%	60%	80%	100%
Very Dissatisfied	2	2.47%					
Not Satisfied	8	9.88%					
Neutral	33	40.74%					
Satisfied	33	40.74%					
Very Satisfied	5	6.17%					
<b>Total</b>	<b>81</b>	<b>100 %</b>					

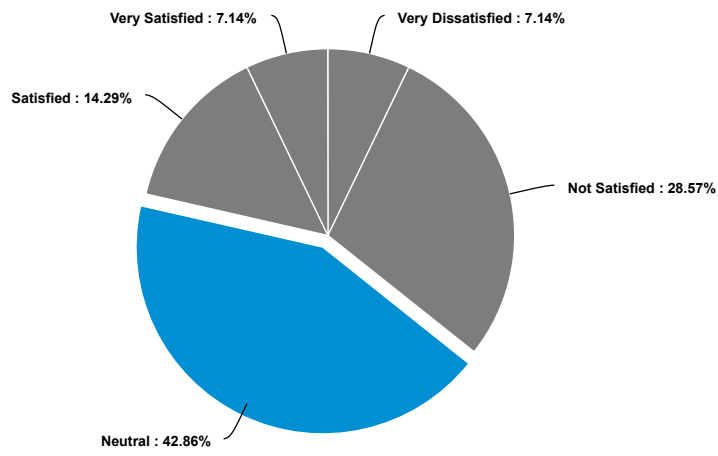
### Public Works



Answer	Count	Percent	20%	40%	60%	80%	100%
Very Dissatisfied	2	2.53%					
Not Satisfied	11	13.92%					
Neutral	38	48.10%					
Satisfied	23	29.11%					
Very Satisfied	5	6.33%					
<b>Total</b>	<b>79</b>	<b>100 %</b>					

### Other





Answer	Count	Percent	20%	40%	60%	80%	100%
Very Dissatisfied	1	7.14%					
Not Satisfied	4	28.57%					
Neutral	6	42.86%					
Satisfied	2	14.29%					
Very Satisfied	1	7.14%					
<b>Total</b>	<b>14</b>	<b>100 %</b>					



If you used the line marked "Other" above, please tell us which department your answer references.

If you used the line marked "Other" above, please tell us which department your answer references.

06/15/2016	54008174	
06/08/2016	53637206	
06/08/2016	53631556	
06/08/2016	53618726	
06/08/2016	53610354	
06/07/2016	53570242	
06/07/2016	53568370	
06/07/2016	53565913	
06/07/2016	53565555	
06/07/2016	53564865	
06/07/2016	53557501	
06/07/2016	53557501	
06/07/2016	53556678	
06/06/2016	53526724	
06/06/2016	53526588	
06/06/2016	53526444	
06/06/2016	53511926	
06/02/2016	53365283	
06/01/2016	53324206	
05/31/2016	53253302	
05/31/2016	53251898	
05/30/2016	53210990	
05/28/2016	53132552	
05/28/2016	53126868	
05/27/2016	53107166	
05/27/2016	53097632	
05/27/2016	53094599	Inspections
05/27/2016	53093701	
05/27/2016	53089682	City Utilities Storm Water
05/27/2016	53089522	
05/27/2016	53088418	
05/27/2016	53087180	The people in the building development services are great. The project dox website is cumbersome and not intuitive.
05/27/2016	53086298	
05/27/2016	53085179	
05/27/2016	53085008	
05/27/2016	53084980	
05/27/2016	53084301	I am not sure if Clean Water is part of Environmental Services. In my experience, they use their enforcement abilities after the project to leverage their influence during construction. I had a project that was approved by clean water during the plan review process and then, during construction I was told I could add a very costly grease interceptor or they would just require it after the project was complete. It would have been preferable to know about that requirement when we initially asked and submitted the menu.
05/27/2016	53083598	
05/27/2016	53083551	
05/27/2016	53082087	
05/27/2016	53080009	Other: Water Detention
05/27/2016	53079134	
05/26/2016	53068595	
05/26/2016	53037189	
05/26/2016	53035715	

05/26/2016	53034328	
05/26/2016	53034137	
05/26/2016	53032007	
05/26/2016	53033682	
05/26/2016	53030698	
05/26/2016	53026876	
05/25/2016	53015391	
05/25/2016	53009060	
05/25/2016	53006824	
05/25/2016	53004236	
05/25/2016	53004055	
05/25/2016	53002187	
05/25/2016	53001959	
05/25/2016	53001502	
05/25/2016	53001087	
05/25/2016	53000564	
05/25/2016	53000474	
05/25/2016	52998972	
05/25/2016	52998678	My company is a subcontractor to the general contractors.
05/25/2016	52998571	
05/25/2016	52998496	
05/25/2016	52998357	
05/25/2016	52996677	
05/25/2016	52995509	
05/25/2016	52994898	
05/25/2016	52987685	
05/23/2016	52877999	
05/23/2016	52873334	
05/17/2016	52531018	Online plan submission process for plan changes
05/17/2016	52524452	
05/16/2016	52493808	
05/16/2016	52473405	
05/12/2016	52201781	
05/11/2016	52149290	
05/11/2016	52142611	
05/11/2016	52141690	
05/11/2016	52140249	
05/11/2016	52139581	
05/11/2016	52139563	
05/06/2016	51825289	
05/05/2016	51773018	
05/05/2016	51764166	
05/05/2016	51760335	Urban Forestry
05/04/2016	51729051	
05/04/2016	51728506	
05/04/2016	51727855	
05/04/2016	51727504	
05/04/2016	51727463	
05/04/2016	51695821	
05/02/2016	51597665	
05/02/2016	51575705	

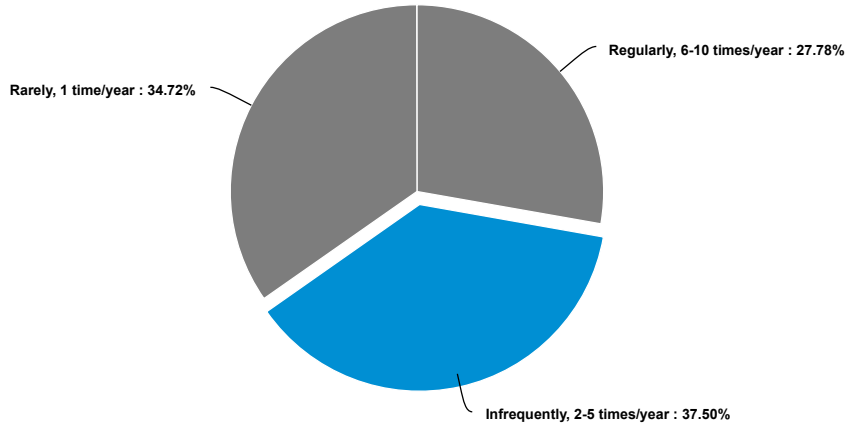
05/02/2016	51575449
05/02/2016	51564943

Regarding plan reviews, please rate the frequency with which you encounter the following issues:

Question	Count	Score	Regularly, 6-10 times/year	Infrequently, 2-5 times/year	Rarely, 1 time/year
Project delays due to unanticipated permits or other unforeseen requirements	72	2.07			
Additional project costs due to unanticipated requirements	70	2.14			
Inconsistent application of codes/regulations	69	2.3			
Inconsistent procedures/information	68	2.28			
Public improvements	65	2.52			
Escrow for public improvements	61	2.72			
Confusion regarding cost of permits	64	2.53			
Confusion with different types of permits	66	2.45			
Fees paid at different times and locations	66	2.36			
Problems with electronic plan review	65	2			
Processing time/approvals for change orders	66	2.02			
Reviewer finds new items to comment on during each submittal	66	2.11			

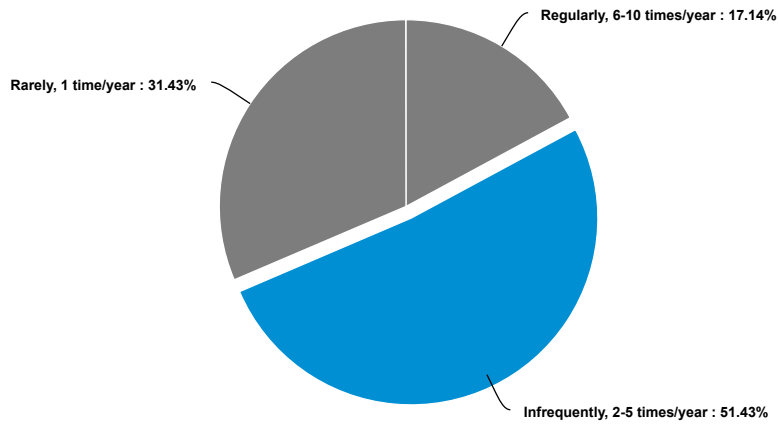
Average 2.29

Project delays due to unanticipated permits or other unforeseen requirements



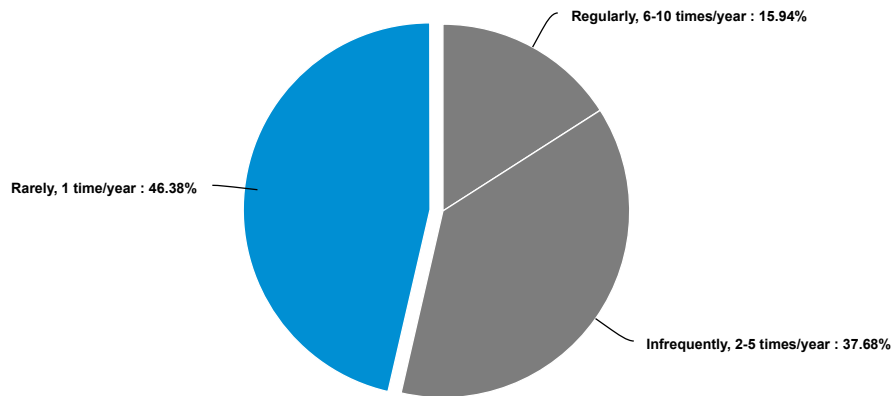
Answer	Count	Percent	20%	40%	60%	80%	100%
Regularly, 6-10 times/year	20	27.78%					
Infrequently, 2-5 times/year	27	37.5%					
Rarely, 1 time/year	25	34.72%					
<b>Total</b>	<b>72</b>	<b>100 %</b>					

Additional project costs due to unanticipated requirements



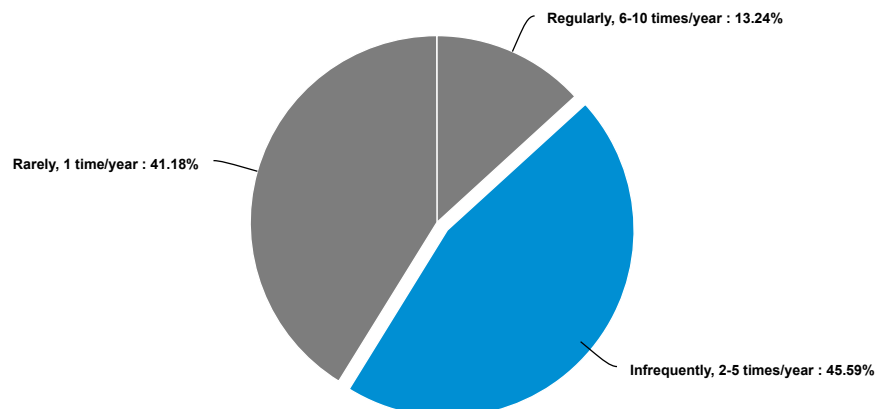
Answer	Count	Percent	20%	40%	60%	80%	100%
Regularly, 6-10 times/year	12	17.14%	<div style="width: 17.14%;"></div>				
Infrequently, 2-5 times/year	36	51.43%	<div style="width: 51.43%;"></div>				
Rarely, 1 time/year	22	31.43%	<div style="width: 31.43%;"></div>				
<b>Total</b>	<b>70</b>	<b>100 %</b>					

### Inconsistent application of codes/regulations



Answer	Count	Percent	20%	40%	60%	80%	100%
Regularly, 6-10 times/year	11	15.94%	<div style="width: 15.94%;"></div>				
Infrequently, 2-5 times/year	26	37.68%	<div style="width: 37.68%;"></div>				
Rarely, 1 time/year	32	46.38%	<div style="width: 46.38%;"></div>				
<b>Total</b>	<b>69</b>	<b>100 %</b>					

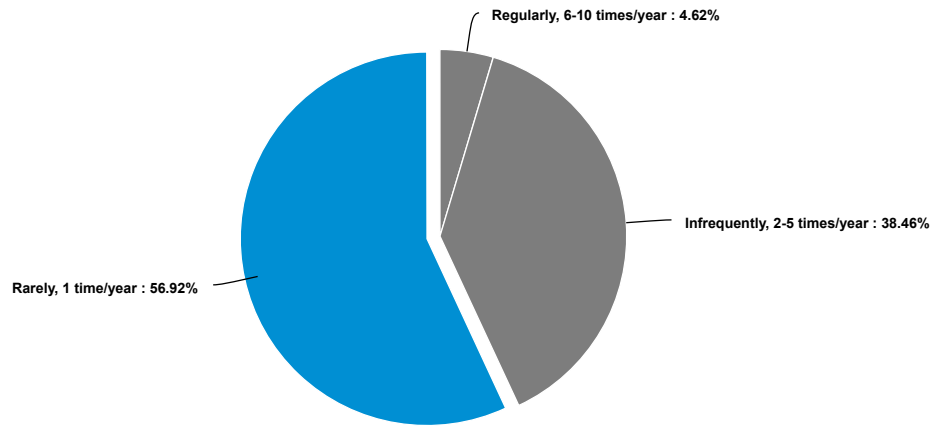
### Inconsistent procedures/information



Answer	Count	Percent	20%	40%	60%	80%	100%

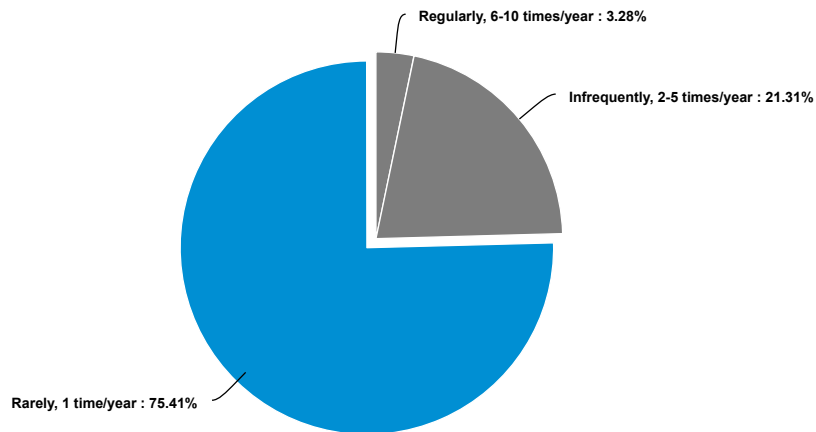
Regularly, 6-10 times/year	9	13.24%	<div style="width: 13.24%;"></div>
Infrequently, 2-5 times/year	31	45.59%	<div style="width: 45.59%;"></div>
Rarely, 1 time/year	28	41.18%	<div style="width: 41.18%;"></div>
<b>Total</b>	<b>68</b>	<b>100 %</b>	

### Public improvements



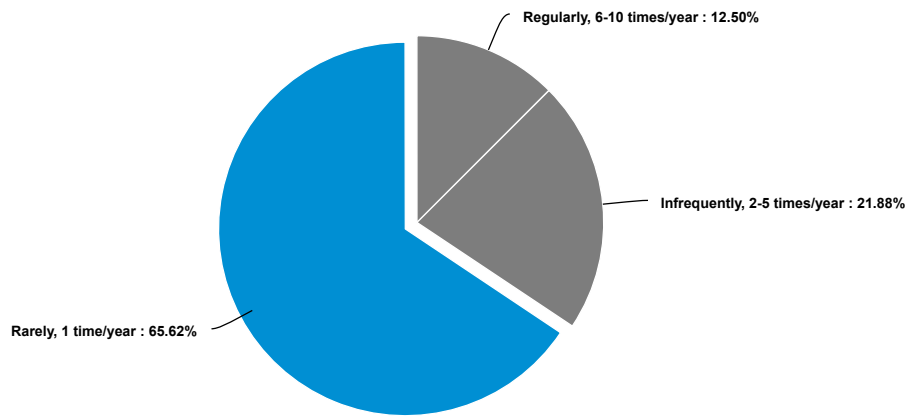
Answer	Count	Percent	20%	40%	60%	80%	100%
Regularly, 6-10 times/year	3	4.62%	<div style="width: 4.62%;"></div>				
Infrequently, 2-5 times/year	25	38.46%	<div style="width: 38.46%;"></div>				
Rarely, 1 time/year	37	56.92%	<div style="width: 56.92%;"></div>				
<b>Total</b>	<b>65</b>	<b>100 %</b>					

### Escrow for public improvements



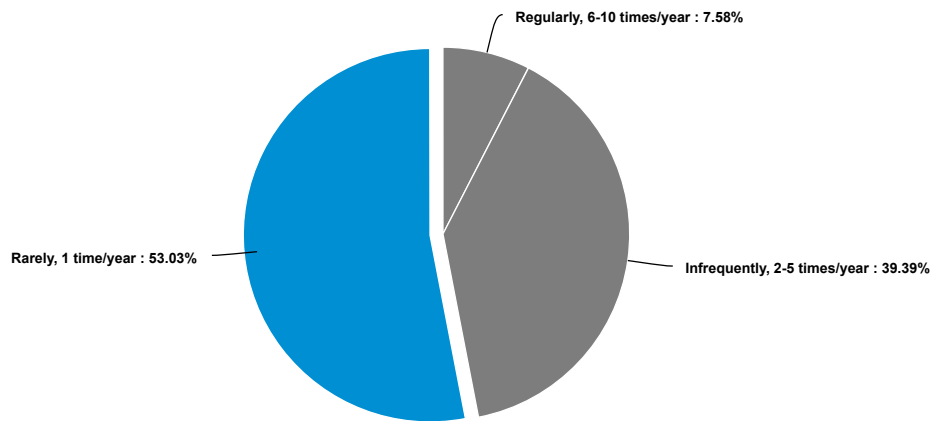
Answer	Count	Percent	20%	40%	60%	80%	100%
Regularly, 6-10 times/year	2	3.28%	<div style="width: 3.28%;"></div>				
Infrequently, 2-5 times/year	13	21.31%	<div style="width: 21.31%;"></div>				
Rarely, 1 time/year	46	75.41%	<div style="width: 75.41%;"></div>				
<b>Total</b>	<b>61</b>	<b>100 %</b>					

### Confusion regarding cost of permits



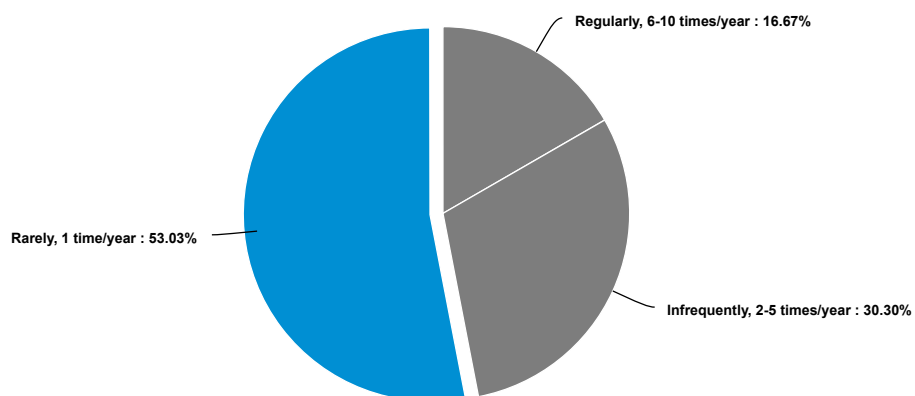
Answer	Count	Percent	20%	40%	60%	80%	100%
Regularly, 6-10 times/year	8	12.5%					
Infrequently, 2-5 times/year	14	21.88%					
Rarely, 1 time/year	42	65.62%					
<b>Total</b>	<b>64</b>	<b>100 %</b>					

### Confusion with different types of permits



Answer	Count	Percent	20%	40%	60%	80%	100%
Regularly, 6-10 times/year	5	7.58%					
Infrequently, 2-5 times/year	26	39.39%					
Rarely, 1 time/year	35	53.03%					
<b>Total</b>	<b>66</b>	<b>100 %</b>					

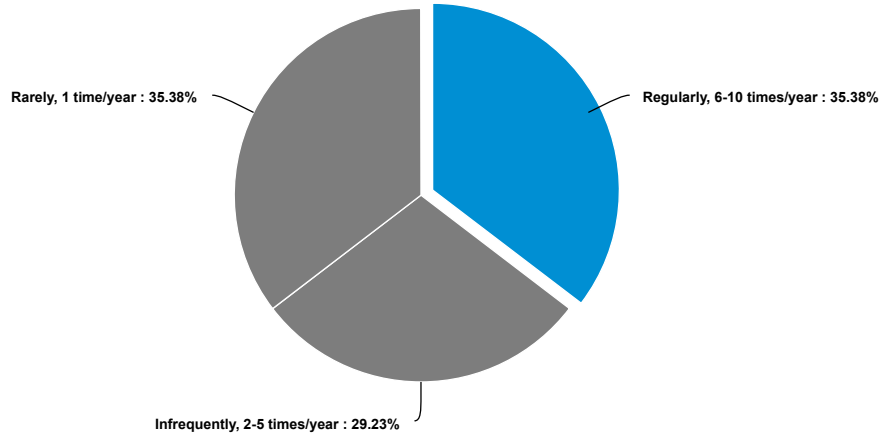
### Fees paid at different times and locations



Answer	Count	Percent	20%	40%	60%	80%	100%

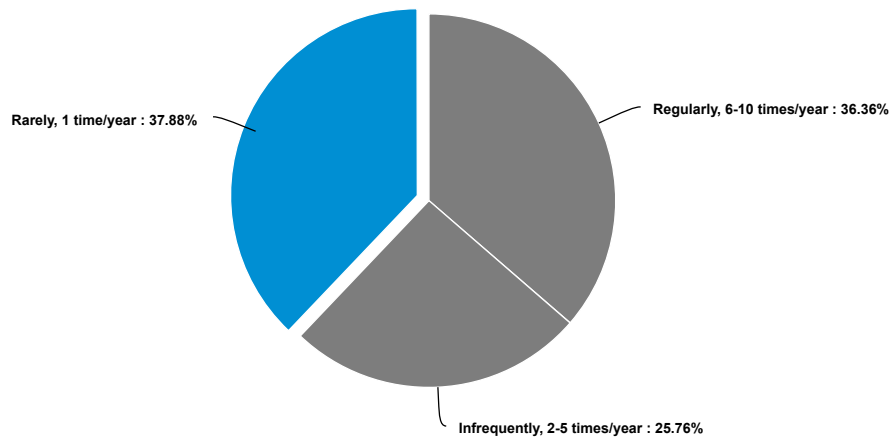
Regularly, 6-10 times/year	11	16.67%	<div style="width: 16.67%;"></div>
Infrequently, 2-5 times/year	20	30.3%	<div style="width: 30.3%;"></div>
Rarely, 1 time/year	35	53.03%	<div style="width: 53.03%;"></div>
<b>Total</b>	<b>66</b>	<b>100 %</b>	

### Problems with electronic plan review



Answer	Count	Percent	20%	40%	60%	80%	100%
Regularly, 6-10 times/year	23	35.38%	<div style="width: 35.38%;"></div>				
Infrequently, 2-5 times/year	19	29.23%	<div style="width: 29.23%;"></div>				
Rarely, 1 time/year	23	35.38%	<div style="width: 35.38%;"></div>				
<b>Total</b>	<b>65</b>	<b>100 %</b>					

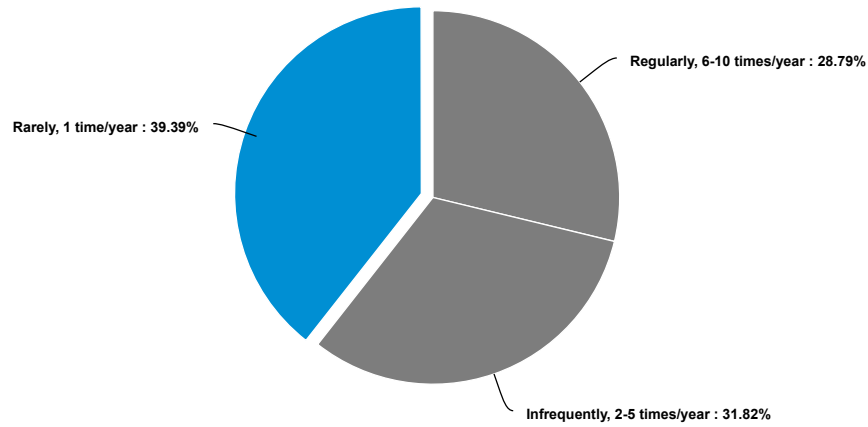
### Processing time/approvals for change orders



Answer	Count	Percent	20%	40%	60%	80%	100%
Regularly, 6-10 times/year	24	36.36%	<div style="width: 36.36%;"></div>				
Infrequently, 2-5 times/year	17	25.76%	<div style="width: 25.76%;"></div>				
Rarely, 1 time/year	25	37.88%	<div style="width: 37.88%;"></div>				
<b>Total</b>	<b>66</b>	<b>100 %</b>					

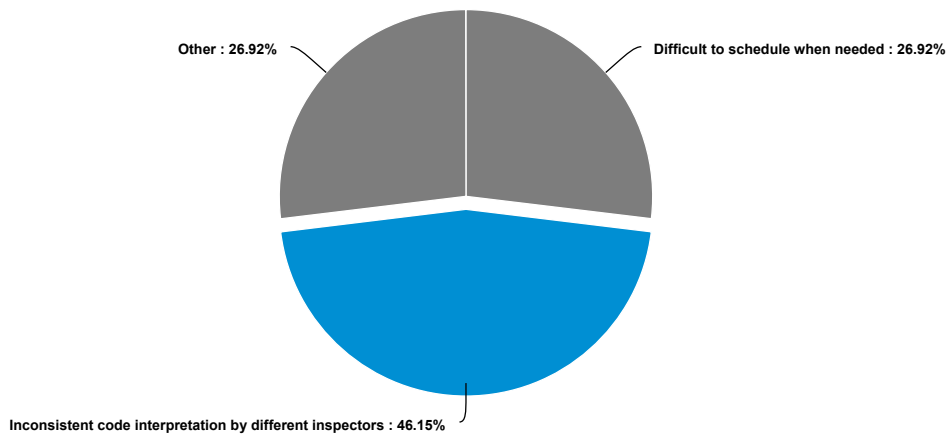
### Reviewer finds new items to comment on during each submittal





Answer	Count	Percent	20%	40%	60%	80%	100%
Regularly, 6-10 times/year	19	28.79%	[Progress bar]				
Infrequently, 2-5 times/year	21	31.82%	[Progress bar]				
Rarely, 1 time/year	26	39.39%	[Progress bar]				
<b>Total</b>	<b>66</b>	<b>100 %</b>					

For building projects, what types of issues do you encounter with inspections?



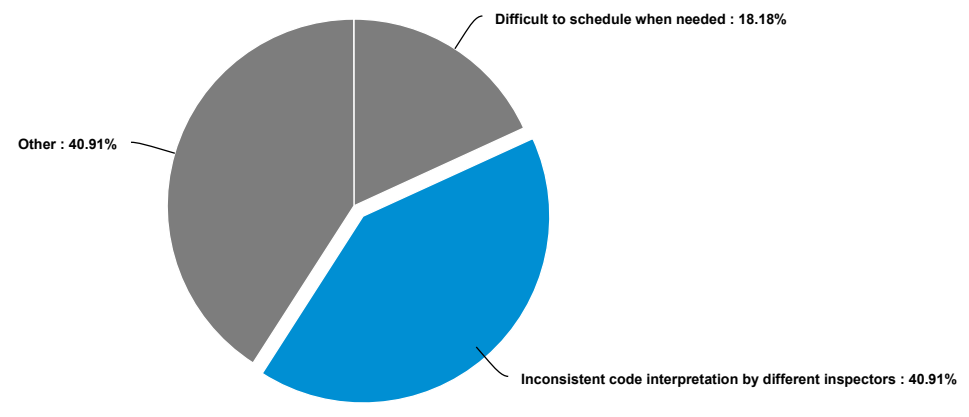
Answer	Count	Percent	20%	40%	60%	80%	100%
Difficult to schedule when needed	14	26.92%	[Progress bar]				
Inconsistent code interpretation by different inspectors	24	46.15%	[Progress bar]				
Other	14	26.92%	[Progress bar]				
<b>Total</b>	<b>52</b>	<b>100 %</b>					

For building projects, what types of issues do you encounter with inspections? - Text Data for Other

06/02/2016	53365283	bonding inspections in time to pour concrete
05/28/2016	53126868	None
05/27/2016	53097632	no issue for us
05/27/2016	53094599	Too much communication with the contractor and no communication with the Designer.
05/27/2016	53089682	N/A
05/27/2016	53084301	The inspector will interpret codes differently than the plan reviewer resulting in change orders.
05/27/2016	53080009	The pre-application review comments from the fire department and water detention are always generic and the same for every project, which makes it a waste of time and not helpful AT ALL! It is also NOT HELPFUL when these departments don't show up to the pre-application meeting so you can ask questions about their generic comments - also a waste of time. Actually there are SEVERAL departments that don't show up to this meeting - so what's the point of going through the process? I really like the pre-application process, but it only works if everyone participates.
05/25/2016	53001502	several times where inspections were scheduled for a day and the inspector did not get there because they were "too busy"
05/25/2016	52998972	Inspection by others or self-inspection.
05/25/2016	52995509	n/a
05/17/2016	52531018	Here is one example: on a recent project, we added some under slab piping for some drain lines. The pipe size was mislabeled on the drawing and we had to go through the process of resubmitting paperwork and getting approval which added more than one week for a tenant infill trying to get open for business. I feel like this type of thing could be handled with a certified statement from the designer of record. Instead, we paid an extra \$50 for plan review and who knows how much in lost time. It just seems like we have lost some sense of

		reasonable judgment in our process.
05/12/2016	52201781	We do not have a lot of interaction with inspection process except for electronic plan review process
05/11/2016	52139581	Work holds for minor plan deviations that do not impact the intent or code compliance of the project.
05/05/2016	51760335	Extremely costly delays while scheduling/waiting on inspection. Entire jobsite is affected while waiting on inspection. 3rd party inspection paid by for contractor would be much less costly than waiting on City staff.

**For Public Improvement projects, what types of issues do you encounter with inspections?**

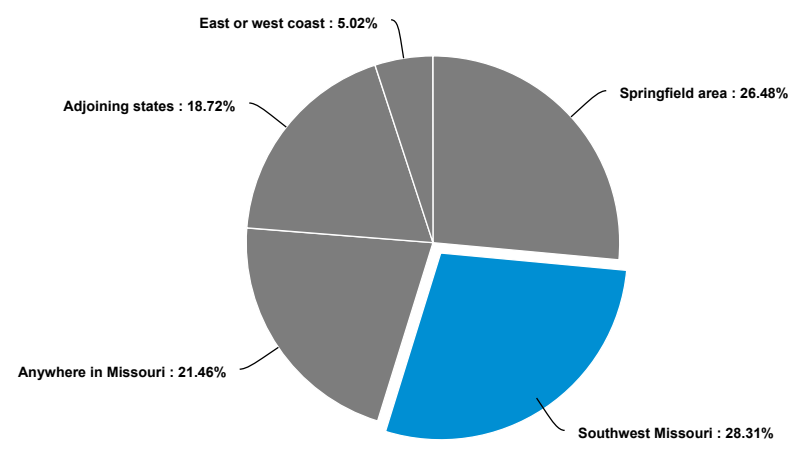


Answer	Count	Percent	20%	40%	60%	80%	100%
Difficult to schedule when needed	4	18.18%	<div style="width: 18.18%;"></div>				
Inconsistent code interpretation by different inspectors	9	40.91%	<div style="width: 40.91%;"></div>				
Other	9	40.91%	<div style="width: 40.91%;"></div>				
<b>Total</b>	<b>22</b>	<b>100 %</b>					

**For Public Improvement projects, what types of issues do you encounter with inspections? - Text Data for Other**

05/28/2016	53126868	Escrows and bids for public improvements are problematic and time consuming.
05/27/2016	53097632	no issues
05/27/2016	53089682	N/A
05/27/2016	53080009	I don't deal with this too often, but I've not had a problem - but then again the civil engineer deals with these items, not me.
05/25/2016	52998972	See above.
05/25/2016	52995509	n/a
05/25/2016	52994898	n/a
05/12/2016	52201781	We do not have a lot of interaction with inspection process except for electronic plan review process
05/05/2016	51760335	The City's standard specifications and drawings are irregularly enforced. Inspectors have differing rulings on what is acceptable, and the rulings are frequently based on opinions and not on City standards whatsoever.

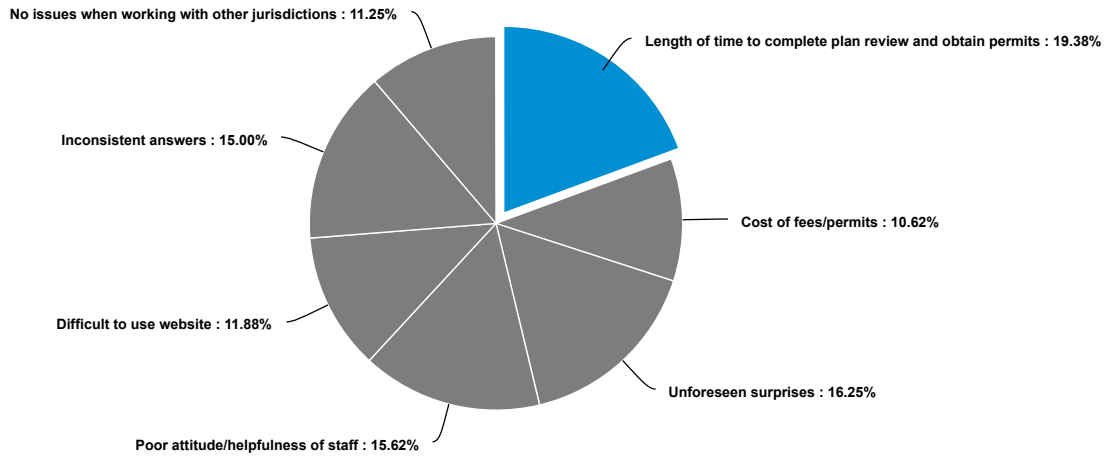
**If you work in other local jurisdictions, please indicate below:**



Answer	Count	Percent	20%	40%	60%	80%	100%
Springfield area	58	26.48%	<div style="width: 26.48%;"></div>				

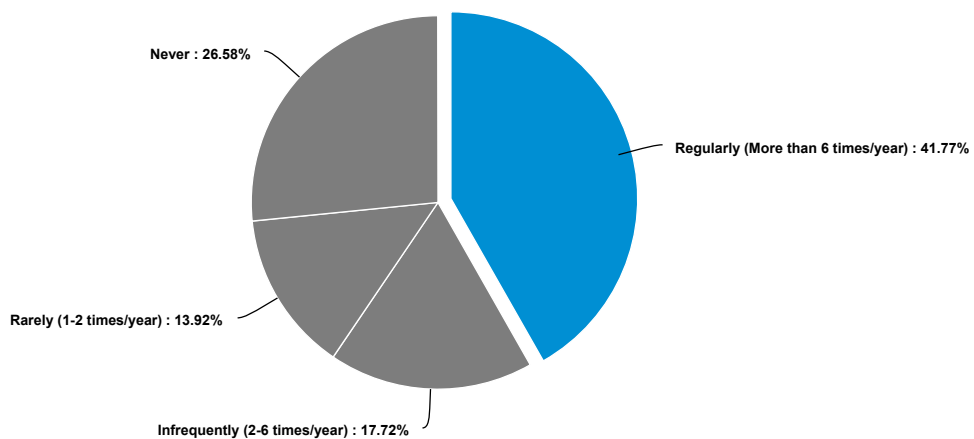
Southwest Missouri	62	28.31%	
Anywhere in Missouri	47	21.46%	
Adjoining states	41	18.72%	
East or west coast	11	5.02%	
<b>Total</b>	<b>219</b>	<b>100 %</b>	

### What issues, if any, do you typically encounter when working in other jurisdictions?



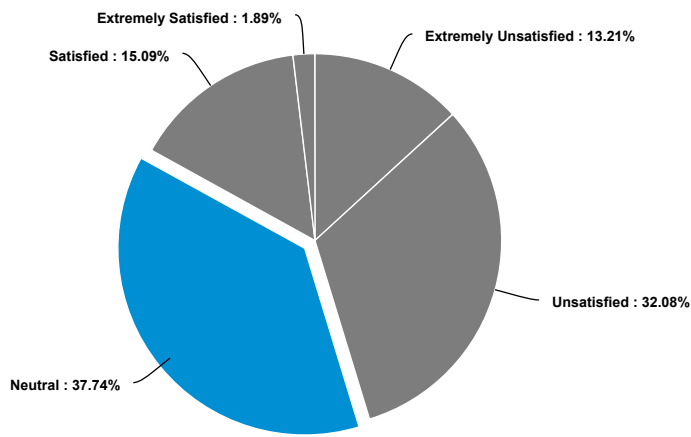
Answer	Count	Percent	20%	40%	60%	80%	100%
Length of time to complete plan review and obtain permits	31	19.38%					
Cost of fees/permits	17	10.62%					
Unforeseen surprises	26	16.25%					
Poor attitude/helpfulness of staff	25	15.62%					
Difficult to use website	19	11.88%					
Inconsistent answers	24	15%					
No issues when working with other jurisdictions	18	11.25%					
<b>Total</b>	<b>160</b>	<b>100 %</b>					

### How frequently do you use Project Dox?



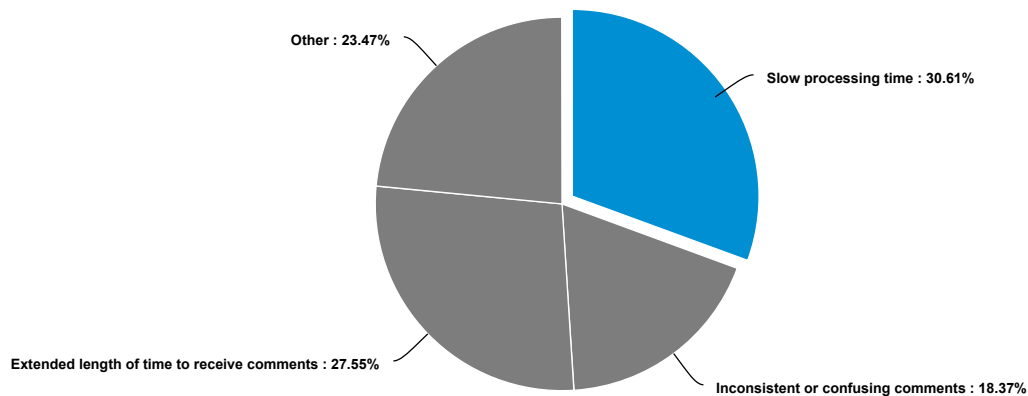
Answer	Count	Percent	20%	40%	60%	80%	100%
Regularly (More than 6 times/year)	33	41.77%					
Infrequently (2-6 times/year)	14	17.72%					
Rarely (1-2 times/year)	11	13.92%					
Never	21	26.58%					
<b>Total</b>	<b>79</b>	<b>100 %</b>					

### Please rate your overall satisfaction with Project Dox.



Answer	Count	Percent	20%	40%	60%	80%	100%
Extremely Unsatisfied	7	13.21%	<div style="width: 13.21%;"></div>				
Unsatisfied	17	32.08%	<div style="width: 32.08%;"></div>				
Neutral	20	37.74%	<div style="width: 37.74%;"></div>				
Satisfied	8	15.09%	<div style="width: 15.09%;"></div>				
Extremely Satisfied	1	1.89%	<div style="width: 1.89%;"></div>				
<b>Total</b>	<b>53</b>	<b>100 %</b>					

### What type of issues do you generally encounter with Project Dox?



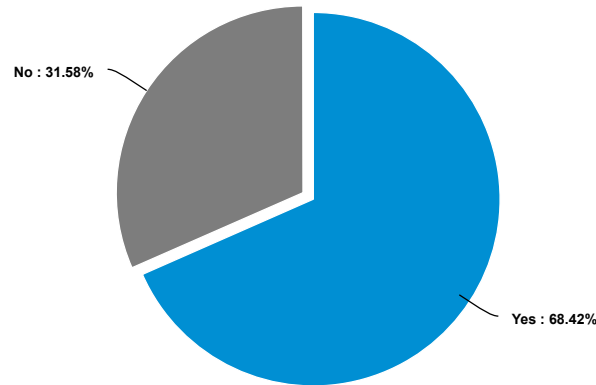
Answer	Count	Percent	20%	40%	60%	80%	100%
Slow processing time	30	30.61%	<div style="width: 30.61%;"></div>				
Inconsistent or confusing comments	18	18.37%	<div style="width: 18.37%;"></div>				
Extended length of time to receive comments	27	27.55%	<div style="width: 27.55%;"></div>				
Other	23	23.47%	<div style="width: 23.47%;"></div>				
<b>Total</b>	<b>98</b>	<b>100 %</b>					

### What type of issues do you generally encounter with Project Dox? - Text Data for Other

06/08/2016	53610354	There is very little good to say about Project Dox from an architect's perspective. It is slow, confusing, not intuitive, and it often takes over a week to get a simple question answered.
06/07/2016	53568370	Always have to wait for the reviewer to put something on docs so I can submit additional information. It takes them forever and they never answer the phone when you call. Always have to leave messages.
06/07/2016	53565913	Reviewers not approving plans and making comments that the plans had already covered. I have been told by reviewers that they ran out of time so they denied the plans and didn't complete the review. If there are questions, be nice if the reviewer called for clarification before denying plans if they are not finding something.
06/06/2016	53526724	When it's working, it's great. But there are times when it is really frustrating because things aren't working properly
06/06/2016	53511926	On only 1 occasion, reviewer made an error in comments on the project. This happened to be the only comment. I contacted the reviewer before the review was finished, and resolved the error, but because they were out of town and not able to update their comments before the total review was finished and sent to me, I was forced to resubmit. I attempted to resubmit the same documents, since nothing needed to change, but the program would not accept them, since it felt changes were required. I had to make copies of all the files and resubmit those instead, even though both parties agreed no changes needed to be made. The reviewers were apparently completely unable to make any changes to comments after the review was finished and sent back to the applicant.
05/30/2016	53210990	More problems accessing and determining what is needed
05/28/2016	53126868	The system is frequently down. The upload requirements are problematic and change for P&Z, BDS and PW Projects.

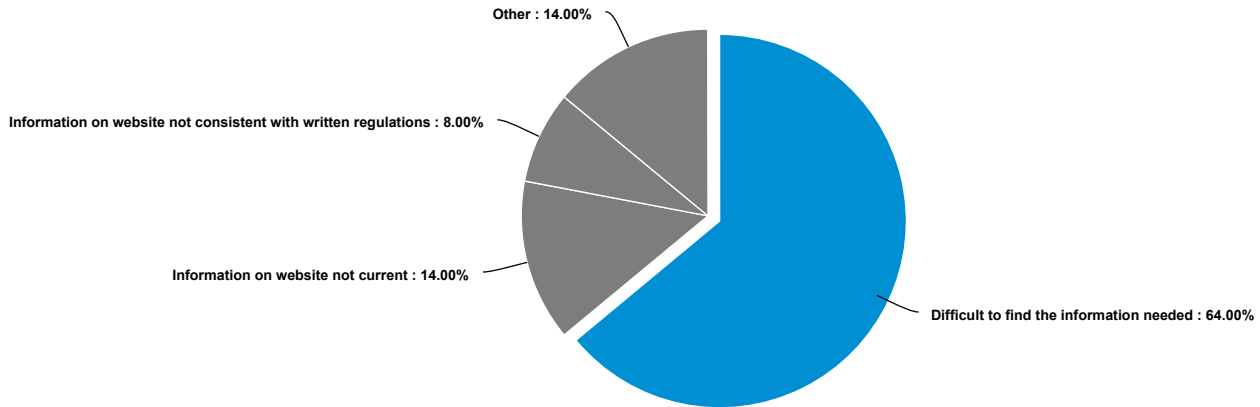
05/27/2016	53097632	accessing, learning time for various employees to become familiar.
05/27/2016	53093701	"Approved" plans are not always downloadable when they say they are. When we request an upload for a new project or a change to a project (or separate submittal), it sometimes takes several days for the request to process. Reviews take the full amount of time or longer to complete. New comments arise with each review to things that have not changed. Quick view of documents within ProjectDox rarely works (documents that are not downloadable). There is no ability to delete files that were uploaded accidentally and no ability to leave a note to the review explaining the ones that need to be deleted.
05/27/2016	53094599	overlap with required submitting when construction projects are on critical path.
05/27/2016	53089522	Works well with Chrome browser, but is inconsistent with other browsers. In fact, it sometimes doesn't even work.
05/27/2016	53089682	Huge time delay when new comments are added to 2nd/3rd reviews. Reviewers changing their minds, or adding new comments after the first round delays the project review for another 2 weeks. Permits are now taking 2 months minimum when it used to take 2 weeks. Owners, designers, contractors are getting fed up as its costing everyone time and money.
05/27/2016	53088418	Having to ask for some at city to initiate a new task
05/27/2016	53087180	Not intuitive user interface and cumbersome process.
05/27/2016	53086298	Difficult to use interface; changes in procedures that when implemented are not announced, they just occur; ProjectDox is an "out" for some BDS staff to no longer speak on the phone or meet in person; ProjectDox is written from BDS's point of view, not other users; ProjectDox is not fully integrated with the plan review process -- one has to jump from ProjectDox to the City website, etc.
05/27/2016	53085179	Not fully compatible with mac/safari. not user friendly. Not intuitive.
05/27/2016	53085008	Super slow on opening comments. Why is it so complicated?
05/27/2016	53083598	I have trouble with the upload process. It fails a lot when uploading several files at once. Have to resort to uploading 3-4 files at a time.
05/27/2016	53082087	Having to submit request for upload by e-mail, wait, be granted permission, upload stuff, then it gets routed seems like too many unnecessary steps.
05/27/2016	53080009	We are not consistently getting the e-mails that tell us we have uplinks ready to use (sometimes we get them, sometimes we don't)- so we are waiting and waiting and just go ahead and check the website and it's there, but we've not been notified.
05/25/2016	52995509	n/a
05/25/2016	52987685	Project Dox is not user friendly. It's difficult to add multiple consultants who also need access to documents/reviews. The location of files/reviews varies from project to project. Reviews are difficult to read and sometimes graphics referenced are not ever visible.
05/17/2016	52531018	Difficulty in finding the right information. This website has very poor user interface.

### Do you use the City's website to research requirements for projects?



Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	52	68.42%	<div style="width: 68.42%; height: 10px; background-color: #0070C0;"></div>				
No	24	31.58%	<div style="width: 31.58%; height: 10px; background-color: #666666;"></div>				
<b>Total</b>	<b>76</b>	<b>100 %</b>					

What issues, if any, do you most frequently encounter when using the City's website to research project requirements?



Answer	Count	Percent	20%	40%	60%	80%	100%
Difficult to find the information needed	32	64%	<div style="width: 64%;"></div>				
Information on website not current	7	14%	<div style="width: 14%;"></div>				
Information on website not consistent with written regulations	4	8%	<div style="width: 8%;"></div>				
Other	7	14%	<div style="width: 14%;"></div>				
<b>Total</b>	<b>50</b>	<b>100 %</b>					

What issues, if any, do you most frequently encounter when using the City's website to research project requirements? - Text Data for Other

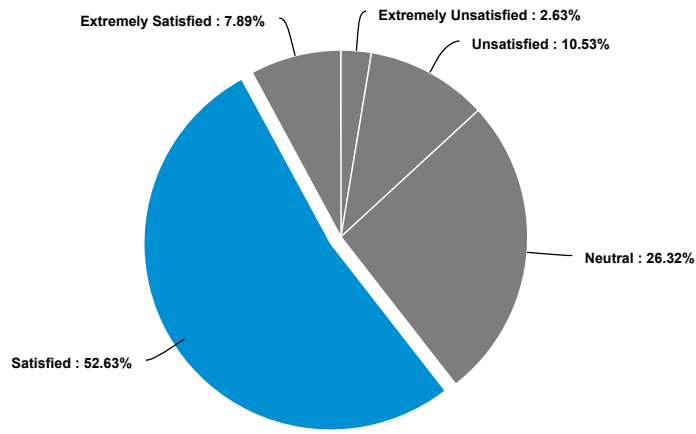
06/08/2016	53610354	The web site has gotten better, but could still use a little better organization of information. For example, if I want to get a fee worksheet for a building permit, I would think to go to "Building Permits & Codes." But it is not there it is under "Forms, Applications, & Fees." And why have "Building Permits & Codes" plus "Building Regulations." Those two should be combined to "Building Codes & Regulations" then put all of the permit and fee forms under one heading.
05/27/2016	53089682	I think all the forms, links and applications, including the different departments (Bldg, Planning, etc.) should all be on the site together, in the same place.
05/27/2016	53080009	Once you use the website a couple of times, you get used to it and can find things. That's the way ANY website is.
05/25/2016	52995509	n/a
05/17/2016	52531018	I'm getting used to the site, so I can find things faster than before.
05/16/2016	52473405	Forms do not always work or are sometimes difficult to find.
05/04/2016	51727855	Sometimes the City's website seems to send you in a circle. The information is usually there, but might be in more than one place, etc.

Do you meet with the Administrative Review Committee (ARC)?



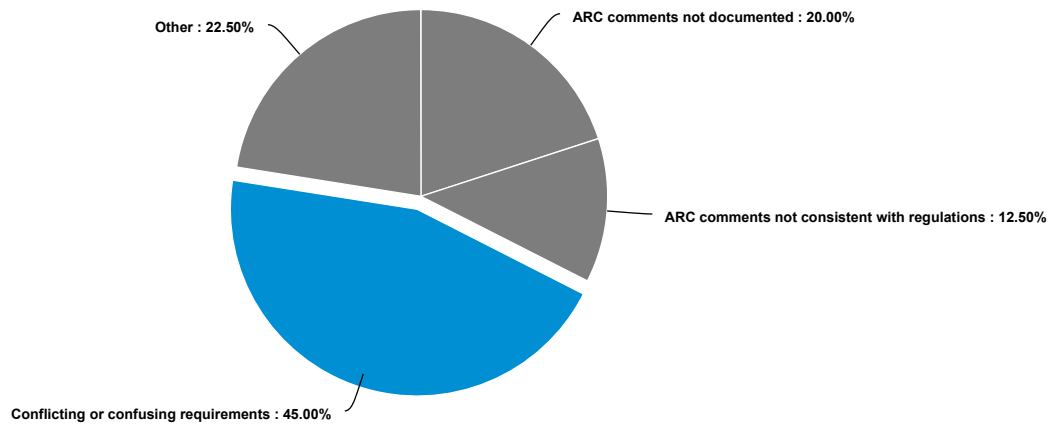
Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	40	52.63%	<div style="width: 52.63%;"></div>				
No	36	47.37%	<div style="width: 47.37%;"></div>				
<b>Total</b>	<b>76</b>	<b>100 %</b>					

Please rate your overall satisfaction with the ARC.



Answer	Count	Percent	20%	40%	60%	80%	100%
Extremely Unsatisfied	1	2.63%	█				
Unsatisfied	4	10.53%	████				
Neutral	10	26.32%	████████				
Satisfied	20	52.63%	████████████████				
Extremely Satisfied	3	7.89%	████				
<b>Total</b>	<b>38</b>	<b>100 %</b>					

What issues, if any, do you most frequently encounter with the ARC?



Answer	Count	Percent	20%	40%	60%	80%	100%
ARC comments not documented	8	20%	████				
ARC comments not consistent with regulations	5	12.5%	████				
Conflicting or confusing requirements	18	45%	████████████				
Other	9	22.5%	████				
<b>Total</b>	<b>40</b>	<b>100 %</b>					

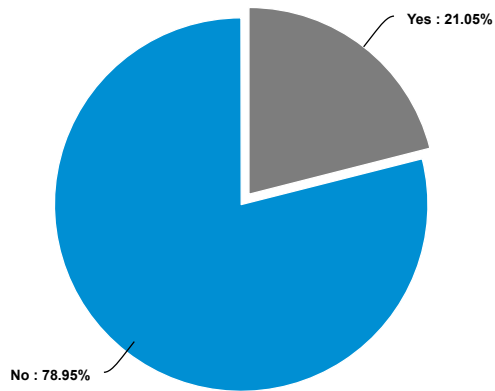
What issues, if any, do you most frequently encounter with the ARC? - Text Data for Other

06/07/2016	53565913	there are times with review comments from the Administrative Site Plan review conflict with Building Permit review comments or the comments have changed.
05/28/2016	53126868	They appear to search the regulations to find a way to say no. This committee has changed since Marty, Fred and Phil left. The new staff appear to be more interested in adding regulations and requirements than working through issues to allow development.
05/27/2016	53094599	basic comments are the same every time for no reason. issue comments are the items that we want to know about....not the "cover yourself" comments.
05/27/2016	53089682	Comments are rarely emailed to parties listed on the application. We usually have to go download them and copy them to Owners. ARC is a good process overall but its frustrating when departments add new requirements during plan review that were never brought up during ARC. Reviewers change between ARC and plan review which leads to different interpretations and requirements after a project was designed around the ARC comments...very frustrating and leads to multiple revisions, submittals, which takes more time.
05/27/2016	53086298	Indecision on ARC member's part -- particularly stormwater
05/27/2016	53084301	I think it is nice that the city provides this service. I find Rick Garner to be incredibly helpful.
05/27/2016	53082087	Way too rigid. Not developer friendly on interpretations even when it makes logical common sense. Everything is very much by the book.
05/17/2016	52531018	I'm referring to the pre-construction conference process: I find it helpful to go through this process, but often times, we are early enough in the process that we just get a bunch of "canned" responses. I would prefer an opportunity to sit down with specific departments for a question and answer period since most sites have unique circumstances that require a

specific look at what we are dealing with.

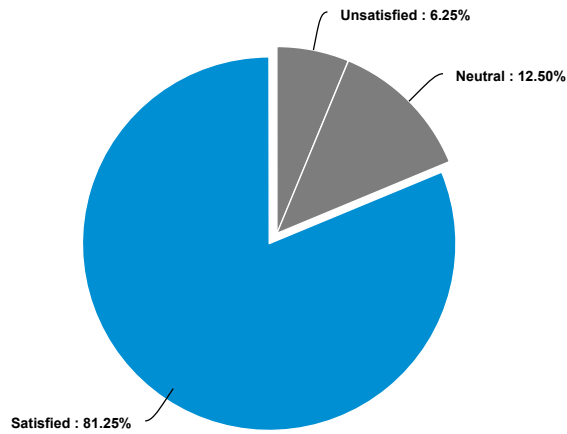
05/12/2016 52201781 Every department does not offer valuable comments during the ARC process that then come up during plan review at permitting phase, or not everyone provides comments

### Do you ever meet with the Land Development Inquiry Committee (LDIC)?



Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	16	21.05%					
No	60	78.95%					
<b>Total</b>	<b>76</b>	<b>100 %</b>					

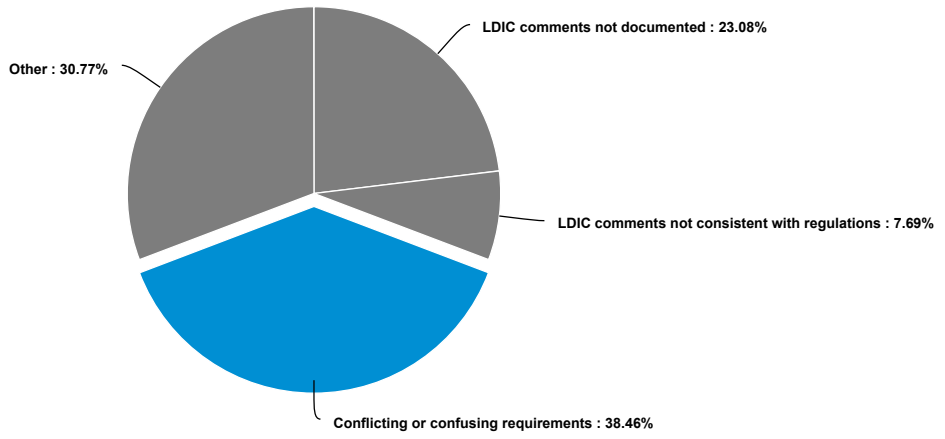
### Please rate your overall satisfaction with the LDIC.



Answer	Count	Percent	20%	40%	60%	80%	100%
Extremely Unsatisfied	0	0%					
Unsatisfied	1	6.25%					
Neutral	2	12.5%					
Satisfied	13	81.25%					
Extremely Satisfied	0	0%					
<b>Total</b>	<b>16</b>	<b>100 %</b>					

### What issues, if any, do you most frequently encounter with the LDIC?





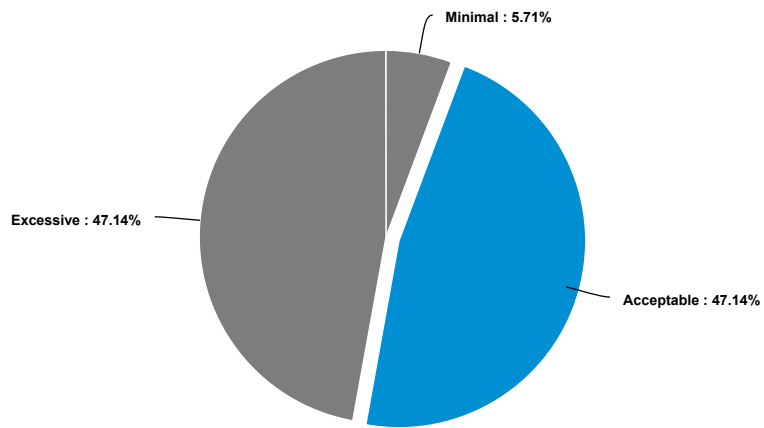
Answer	Count	Percent	20%	40%	60%	80%	100%
LDIC comments not documented	3	23.08%	<div style="width: 23.08%;"></div>				
LDIC comments not consistent with regulations	1	7.69%	<div style="width: 7.69%;"></div>				
Conflicting or confusing requirements	5	38.46%	<div style="width: 38.46%;"></div>				
Other	4	30.77%	<div style="width: 30.77%;"></div>				

**Total** 13 100 %

**What issues, if any, do you most frequently encounter with the LDIC? - Text Data for Other**

05/28/2016	53126868	PD's are over-regulated and require close to full designs to be completed to allow zoning.
05/27/2016	53089682	Again, I've had to call and request comments because they forgot to distribute their findings to those listed on the applications.
05/27/2016	53082087	Seems to be very little effort put into these meetings. Most comments are standardized.
05/27/2016	53080009	I don't deal with them very often, but I've had no issues

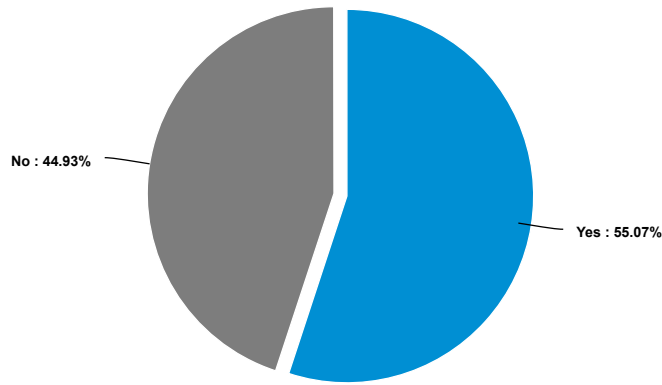
**Do you consider the total time, from initial submission to permit issuance, to be:**



Answer	Count	Percent	20%	40%	60%	80%	100%
Minimal	4	5.71%	<div style="width: 5.71%;"></div>				
Acceptable	33	47.14%	<div style="width: 47.14%;"></div>				
Excessive	33	47.14%	<div style="width: 47.14%;"></div>				

**Total** 70 100 %

**Do you consider the 10-day guarantee of plan review (5-day on second submittals) to be effective?**



Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	38	55.07%					
No	31	44.93%					
<b>Total</b>	<b>69</b>	<b>100 %</b>					

If you believe a different review process would be effective, please explain in the space provided.

If you believe a different review process would be effective, please explain in the space provided.

06/15/2016	54008174	
06/08/2016	53637206	
06/08/2016	53631556	
06/08/2016	53618726	hard to tell, there are many agencies that weigh in on city projects, that alone takes time and coordination, even with all the various micro meetings that occur in the process
06/08/2016	53610354	The 10-day process is great for larger buildings, but some smaller, simpler projects could have a streamlined process that is much quicker.
06/07/2016	53570242	
06/07/2016	53568370	I think that anytime a comment is recieved they get a deadline extension is not acceptable. If they don't have time for something they can throw out a bogus comment and buy time.
06/07/2016	53565913	Reviewers not waiting until day 10 to post comments knowing they have 10 days. Also, the circulation process from the initial upload to get the reviewer can take several days. If for some reason a review is denied, then it generally is a month for review by the time final comments are posted, changes made, re-review then posted comments. If a phone call is made for clarification, then the time could be reduced. We get a lot of complaints from clients on how long it takes to get a building permit and the hoops they have to jump through.
06/07/2016	53564865	
06/06/2016	53526724	Sometimes reviewers run out of time and make comments that appear they didn't look at the plans.
06/06/2016	53526444	
06/06/2016	53526588	
06/06/2016	53511926	
06/02/2016	53365283	
06/01/2016	53324206	
05/31/2016	53251898	
05/30/2016	53210990	
05/28/2016	53132552	
05/28/2016	53126868	Separate public works requirements. The increasing escrows and public works requirements required for building permits throw many project over on time and budget.
05/27/2016	53097632	If you hold to the 10 day program it is fine but that schedule is sometimes exceeded.
05/27/2016	53093701	
05/27/2016	53094599	let the Professional Architect and Engineer be the professional. In St Louis, the designer is required to schedule two meetings to walk the reviewer through the schematic drawings and the completed drawings and have conversation about red flags. most of the comments that we receive from the city on 10 day review are just stuff that they have not found in the construction drawings. The the second 5 day review is simply telling them when the info is located by letter. I appreciate their efforts to review the drawings but its my seal on the drawings and i am the one liable for it in the end anyway.
05/27/2016	53089522	
05/27/2016	53089682	Please don't add new comments to later submisisions. Get all comments you need addressed on the first review. Try to develop some type of provisional permit to allow construction to start while non-life safety issues are correct with PDox. Figure out a way to tie CoFo to fulfilling all requirments vs. delaying a project start by 2-3 months.
05/27/2016	53086298	I truly believe City staff are doing what they think is their best. I also believe many in decision-making positions that require judgment are afraid to make decisions.
05/27/2016	53088418	It seems that on small projects / infills there ought to be a way to turn them around quicker. Also it seems that the 10 day and 5 day period is used by staff as a 'deadline' not a maximum.
05/27/2016	53087180	
05/27/2016	53085179	need administrators to be more diligent in following up with departments. I way have comments from one department in three days but yet another department may take 3 weeks. As

		an architect I should not have to chase down comments.
05/27/2016	53084980	
05/27/2016	53085008	Simplify the projectdox
05/27/2016	53084301	
05/27/2016	53083598	
05/27/2016	53083551	
05/27/2016	53082087	Project Dox simply needs to be more user friendly. It's very cumbersome and finicky. Stormwater comments are typically excessive and difficult to get approval. More effort needs to be put into Pre-Applications and LDIC meetings to vet out potential issues.
05/27/2016	53080009	I think the process is very effective and everyone is doing a really great job to stay within that 10 day period.
05/27/2016	53079134	
05/26/2016	53068595	
05/26/2016	53037189	
05/26/2016	53035715	
05/26/2016	53034328	
05/26/2016	53034137	
05/26/2016	53033682	
05/26/2016	53030698	
05/26/2016	53026876	
05/25/2016	53009060	
05/25/2016	53006824	
05/25/2016	53004236	
05/25/2016	53001502	
05/25/2016	53001087	
05/25/2016	53000564	
05/25/2016	52998972	
05/25/2016	52998678	
05/25/2016	52998571	
05/25/2016	52998496	
05/25/2016	52998357	
05/25/2016	52996677	
05/25/2016	52995509	
05/25/2016	52994898	No, but more personnel with the process would help!
05/25/2016	52987685	I think the biggest challenge is Project Dox and missing or difficult to find requirements.
05/23/2016	52877999	
05/23/2016	52873334	
05/17/2016	52531018	Smaller projects that are easier to process should have a different time frame. I also feel like the new fees for changes after the permit has been issued penalizes the owners and the designers who do not abuse the system.
05/17/2016	52524452	
05/16/2016	52493808	
05/16/2016	52473405	
05/12/2016	52201781	
05/11/2016	52149290	It needs to be easier to contact code reviewers with issues on Project Dox
05/11/2016	52142611	
05/11/2016	52141690	
05/11/2016	52139581	One way to streamline the review process would be to separate issues that require the permit to be withheld, from issues that can be resolved by the project team prior to completion. For example, in a case in which an exit sign is missing from the plans, the plan review comment regarding that missing sign would ultimately end up on the inspector's checklist and the certificate of occupancy would not be issued unless the sign is in place. But an issue of that nature should not hold up the building permit. Somehow these types of technical deficiencies in the plans should be separated from critical items that warrant disapproval of the building permit. The result would be reduced review time and decreased need for second reviews, thus decreasing the workload on the plan review staff, all while alleviating pressure on the design team, developers and contractors related to the permit approval process.
05/11/2016	52140249	As for process, I have always been told that the plan reviews are "first in, first out." I would encourage continual triage of permit submissions to expedite smaller projects. Additionally, Project Dox is horribly confusing to those of us that are not in the software everyday. While it is better than when it was first launched, there needs to be a more concerted effort to provide extremely detailed, step-by-step instructions that are either readily available in transmissions or on the website. The information is too hard to find on the website.  Another item is consistency in implementation of Codes and Ordinances. it is tremendously frustrating to be rejected for something, have to explain this to your client, and then see it done somewhere else a year or two later.
05/11/2016	52139563	The problem is they wait until the last day its due and then hammer us with standard comments - especially fire. No provision for fast track on small infills either

05/05/2016	51773018	
05/05/2016	51760335	
05/04/2016	51728506	
05/04/2016	51727855	
05/04/2016	51727504	
05/04/2016	51727463	
05/04/2016	51695821	
05/02/2016	51575705	
05/02/2016	51575449	
05/02/2016	51564943	



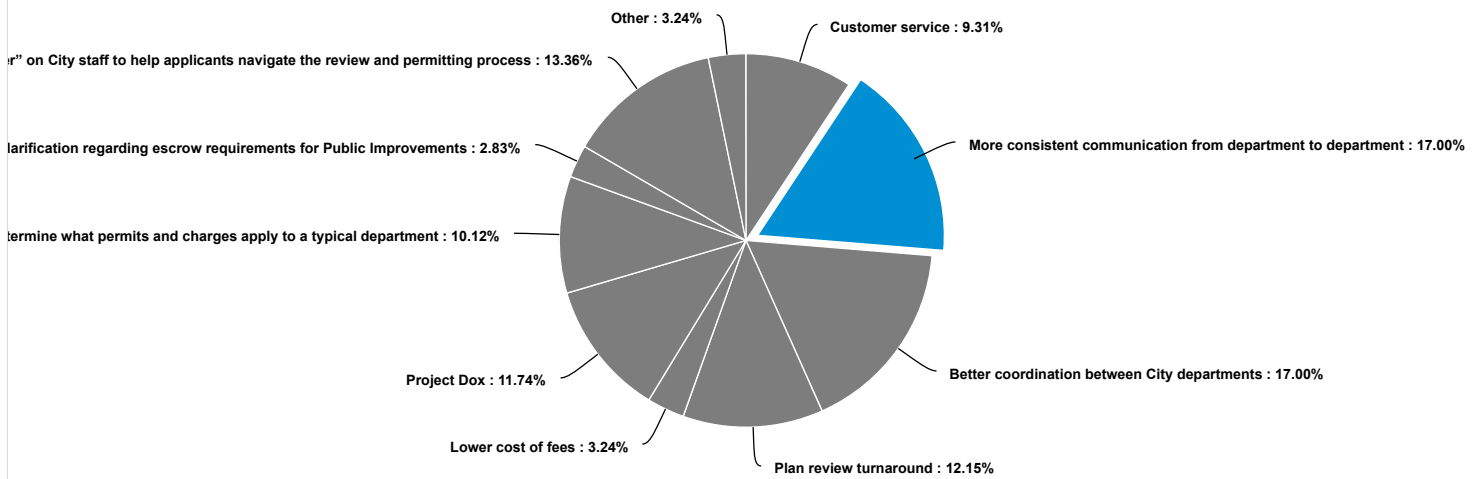
In your experience, what is the average amount of time the City of Springfield takes to complete plan reviews?

In your experience, what is the average amount of time the City of Springfield takes to complete plan reviews?

06/15/2016	54008174	
06/08/2016	53637206	
06/08/2016	53631556	
06/08/2016	53618726	2 weeks is average
06/08/2016	53610354	From sending a request to upload documents to completed initial review is generally within 3 weeks. If needed the second review is the bigger hassle because of the process.
06/07/2016	53570242	
06/07/2016	53568370	14 days
06/07/2016	53565913	2-3 months
06/07/2016	53564865	4 weeks
06/06/2016	53526724	10-15 working days
06/06/2016	53526444	depending on the amount of re-submittals, we're telling clients to allow for 6 - 8 weeks for a permit
06/06/2016	53526588	45-60 days
06/06/2016	53511926	1-2 weeks
06/02/2016	53365283	one day
06/01/2016	53324206	45-60 days
05/31/2016	53251898	
05/30/2016	53210990	two weeks
05/28/2016	53132552	
05/28/2016	53126868	6 weeks assuming no public works requirements
05/27/2016	53097632	3-4 weeks
05/27/2016	53093701	1-2 months
05/27/2016	53094599	one month is what we tell our clients.
05/27/2016	53089522	
05/27/2016	53089682	2 months minimum is what we are now telling our clients. Sometimes more.
05/27/2016	53086298	I theory the average plan review time would take less than 10 days if 10 days is the maximum. The problem isn;t the time it takes for City to make its reviews. The problem is when the reviews they do make are inconsistent and need to be "worked out" with City staff. This is where delays have occurred for me, and the delays have taken a long time unless I adopt an excelssibvely aggressive demeanor, which I do not want to do.
05/27/2016	53088418	4-6 weeks
05/27/2016	53087180	
05/27/2016	53085179	varies on project. one project may take a week
05/27/2016	53084980	
05/27/2016	53085008	10-12 business days
05/27/2016	53084301	2-3 weeks.
05/27/2016	53083598	10-12 days
05/27/2016	53083551	
05/27/2016	53082087	10 days
05/27/2016	53080009	10 working days most of the time
05/27/2016	53079134	
05/26/2016	53068595	
05/26/2016	53037189	
05/26/2016	53035715	
05/26/2016	53034328	
05/26/2016	53034137	
05/26/2016	53033682	
05/26/2016	53030698	
05/26/2016	53026876	
05/25/2016	53009060	

05/25/2016	53006824	
05/25/2016	53004236	
05/25/2016	53001502	2 months
05/25/2016	53001087	60 days
05/25/2016	53000564	
05/25/2016	52998972	
05/25/2016	52998678	
05/25/2016	52998571	
05/25/2016	52998496	
05/25/2016	52998357	
05/25/2016	52996677	
05/25/2016	52995509	2 weeks
05/25/2016	52994898	4-6 weeks
05/25/2016	52987685	1 month
05/23/2016	52877999	With resubmission to address initial comments- 6 weeks
05/23/2016	52873334	
05/17/2016	52531018	Many departments will complete their review after 5 days, but BDS and Addressing seem to take 11 business days.
05/17/2016	52524452	
05/16/2016	52493808	
05/16/2016	52473405	2.5-3 weeks
05/12/2016	52201781	well over 10 days. our recent experience in Branson has been phenomenal and really easy compare to the City of Springfield....
05/11/2016	52149290	10 Days
05/11/2016	52142611	
05/11/2016	52141690	
05/11/2016	52139581	One Month
05/11/2016	52140249	
05/11/2016	52139563	2 weeks, then 1 week, then 1 week if your lucky
05/05/2016	51773018	
05/05/2016	51760335	
05/04/2016	51728506	
05/04/2016	51727855	
05/04/2016	51727504	
05/04/2016	51727463	10+ days
05/04/2016	51695821	Two months
05/02/2016	51575705	
05/02/2016	51575449	
05/02/2016	51564943	

Where would you like to see improvements in the City's development review program? Check all that apply.



Answer	Count	Percent	20%	40%	60%	80%	100%
Customer service	23	9.31%	[Progress bar]				
More consistent communication from department to department	42	17%	[Progress bar]				
Better coordination between City departments	42	17%	[Progress bar]				
Plan review turnaround	30	12.15%	[Progress bar]				
Lower cost of fees	8	3.24%	[Progress bar]				
Project Dox	29	11.74%	[Progress bar]				
Easier way to determine what permits and charges apply to a typical department	25	10.12%	[Progress bar]				
Clarification regarding escrow requirements for Public Improvements	7	2.83%	[Progress bar]				
A "project manager" on City staff to help applicants navigate the review and permitting process	33	13.36%	[Progress bar]				
Other	8	3.24%	[Progress bar]				
<b>Total</b>	<b>247</b>	<b>100 %</b>					

**Where would you like to see improvements in the City's development review program? Check all that apply. - Text Data for Other**

06/08/2016	53610354	Project Dox is a huge source of the difficulty in my opinion. Also, there are often "Canned" comments that don't really apply, but add confusion. The fees need to be more clear, and there should be one easy to find sheet that lists all the potential fees.
06/07/2016	53565913	Some departments seem to not care about the users or the time it cost clients/developers. Time is money.
05/27/2016	53094599	who can we talk directly to about our project at the city. Reviewers do not respond to email and will not take our calls. If we leave a message, we get a return call after a few days. The process is hurting our relationships with our clients.
05/27/2016	53089522	Better integration between Project Dox, Fee review template, and the payment process. Right now, I feel like it is a little confusing to go to Project Dox, upload documents, then go to a completely different site, find the fee template, fill it out. Then you have to go back to Project Dox, upload it to the correct location and wait... Seems like a system as powerful as Project Dox would allow you to make an inline form when setting up the project.
05/27/2016	53084301	I feel that the plan reviewer assigned to projects already acts as the "project manager". Maybe a separate manager would be a good idea. I feel that the plan reviewers are overloaded and get frustrated when we call to ask questions.
05/27/2016	53080009	I really do think everyone does a really great job overall. Everyone is always VERY helpful in the process, very nice and "knows their stuff" - which is GREATLY appreciated!!!! Keep up the great work!!!
05/17/2016	52531018	Give designers the chance to communicate with staff and make revisions during the review process. There may be a simple explanation or solution that can be resolved before all departments have completed their review which could remove the need to resubmit and take up more staff time for a second review.

In the space below, please feel free to add comments regarding issues not covered on this survey.

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06/15/2016	54008174	
06/08/2016	53637206	
06/08/2016	53631556	
06/08/2016	53618726	
06/08/2016	53610354	Again, Project Dox is major source of hassle for me. The concept is great, but the site itself is horrible.
06/07/2016	53570242	
06/07/2016	53568370	
06/07/2016	53565913	
06/06/2016	53526724	It would be extremely helpful to have flow chart, that includes all potential aspects (and optional routes) of a project (all permitting departments) and at what point each items should be addressed. It is challenging to explain these various steps to clients.

06/06/2016	53526444	
06/06/2016	53526588	
06/06/2016	53511926	Springfield, MO's ProjectDox is literally the easiest online submittal program I have ever had the pleasure of using. Aside from some glitches, it is a relief to know it is available whenever we have a project in Springfield.
06/02/2016	53365283	
06/01/2016	53324206	
05/31/2016	53251898	
05/30/2016	53210990	
05/28/2016	53132552	
05/28/2016	53126868	When Fred Marty came to the ARC meetings, they were more development friendly and encouraged development. He would help work through problems and he was detail oriented. That attitude became part of the environment with Phil, Chris and Ralph. We have lost quite a bit of that environment in the new leadership team.
05/27/2016	53097632	It would be good to have a reliable time window that plan reviewers could be available for quick questions. We sometimes need to bounce a potential code strategy or approach off a knowledgeable resource. Also, discuss special problem or condition to get a recommendation.
05/27/2016	53094599	Inspections have become one of our biggest issues. The inspectors are seeing things in the field and they are directing the contractors how they would do it. then they say that unless it is done that way, they wont accept it. once the designer accepts the new approach, then the inspector requires them to do a change to the documents. Then when the work is completed in the field, they then want a sealed letter stating that it was done that way. Its very cumbersome in the process.
05/27/2016	53093701	
05/27/2016	53089522	
05/27/2016	53089682	All in all, the staff is great and the intent to help is there. A coordinator could really help, but i gather they would get overwhelmed, so you may need more than 1. Tell the staff to not wait their designated 10 days to do the review. If one person waits, it delays the entire response for the entire 2 weeks. Find a way to let reviewers ask questions of the designers to clarify an issue for them instead of just denying it 2 weeks later and waiting another 1-2 weeks for a response. They used to just call us and we could settle things with a 2 min. call. Don't rely on the computer system to do everything. Reach out and communicate with and work with the design community. Solve problems quickly, make decisions vs. deferring them to someone else.
05/27/2016	53086298	
05/27/2016	53088418	
05/27/2016	53087180	
05/27/2016	53084980	System has greatly improved in the 35 years I have worked with it.
05/27/2016	53085179	
05/27/2016	53085008	
05/27/2016	53084301	In my opinion, the overall issue is the amount of work per staff member. I liked the implementation of the additional fees to get additional staff.
05/27/2016	53083598	My only concern is that metal building letters are now required before a permit can be issued. This is fine when the contractors have already been selected. However, the projects are currently out to bid while they are being reviewed by the city and therefore the metal building letter isn't obtainable before the permit is ready. Sometimes, it takes at least a month before contracts are signed and the metal building supplier will release such a letter.
05/27/2016	53082087	I really like the idea of a Project Manager on City Staff that can be an "accessible" point person to help navigate the process. We spend a lot of time just trying to make sure everything is moving forward.
05/27/2016	53083551	
05/27/2016	53080009	Keep up the great work!! No process is perfect and even if you got all projects reviewed the very next day - someone would still complain!! :)
05/27/2016	53079134	
05/26/2016	53068595	
05/26/2016	53035715	
05/26/2016	53034328	need to enforce licensing for mechanical trades too many remodels, equipment change outs are being done with code violations. And a review of companies not having Masters License but using another company i.e Lorenz and Pike
05/26/2016	53034137	
05/26/2016	53033682	we need to be able to get permits on-line, we can get some but not all. i.e mechanical
05/26/2016	53030698	
05/26/2016	53026876	
05/25/2016	53009060	
05/25/2016	53006824	
05/25/2016	53004236	
05/25/2016	53001502	
05/25/2016	53001087	
05/25/2016	53000564	
05/25/2016	52998972	
05/25/2016	52998678	
05/25/2016	52998571	
05/25/2016	52998496	
05/25/2016	52996677	



05/25/2016	52995509	
05/25/2016	52994898	
05/25/2016	52987685	
05/23/2016	52877999	
05/23/2016	52873334	
05/17/2016	52531018	My biggest desire is to give designers the chance to communicate with staff before and during the plan review process. I feel like we can reduce the time it takes for everyone to walk through the process. I have some projects that are quite simple, but I have to explain to clients why it is going to take so much of my time just to get through the permitting process with the city. I know we can simplify things where it makes sense to simplify which could reduce the city's burden on staffing needs and save people money trying to do development in our city.
05/17/2016	52524452	
05/16/2016	52493808	
05/16/2016	52473405	
05/12/2016	52201781	
05/11/2016	52149290	It needs to be easier to contact code reviewers with issues on Project Dox
05/11/2016	52142611	
05/11/2016	52139581	I've long advocated that the staff at the City of Springfield is one of the most helpful development staffs across the country that I've dealt with. I'm sure that many building and design professionals understand the great challenge that the plan reviewers and code officials deal with on a daily basis. With some tweaks to our review system to cut down on re-submittal requirements Springfield can preserve and bolster our reputation as a city that is eager to develop.
05/11/2016	52141690	
05/11/2016	52140249	
05/11/2016	52139563	
05/05/2016	51773018	
05/05/2016	51760335	
05/04/2016	51728506	
05/04/2016	51727855	<p>Personally, I foresee that several key people will be retiring from the City within the next 1 to 5 years. The City has a tall order to fill with regard to backfilling those positions, and making an effort that the replacements act in a manner somewhat consistent with their predecessors. It seems like a training overlap period would be helpful, almost necessary, in some cases where retirement is eminent. I hope the City has the funding and the process in place to hire the right people, from within or from out of the area.</p> <p>Also, communication is key. Getting all of the decision makers in the room or on the phone at the same time (Owner, Engineer, affected Engineering Subconsultants (i.e. Geotech, MEP, etc.), Contractor, and the City) can cut through a lot of red tape and save a lot of time. A challenge for the City is being adequately staffed to facilitate more "big picture" meetings; not enough staff probably correlates to not enough communication.</p>
05/04/2016	51727504	
05/04/2016	51727463	
05/04/2016	51695821	
05/02/2016	51564943	