

City of Blue Springs 2013 Community Developer Survey FINAL REPORT

Submitted to

The City of
Blue Springs,
Missouri

ETC Institute
725 W. Frontier Circle
Olathe, KS
66061

June 2013



Contents

Executive Summary.....	i
Section 1: Charts and Graphs	1
Section 2: Tabular Data	14
Section 3: Survey Instrument.....	38

2013 City of Blue Springs Community Development Survey

Executive Summary

Purpose and Methodology

During the summer of 2013, ETC Institute administered a survey to customers who had used the City of Blue Springs's development services. The purpose of the survey was to gather feedback from customers to improve the overall quality of development services provided by the City. The survey was administered by phone to a random sample of 27 customers.

Major Findings

- **Physical Location of Businesses.** Forty-one percent (41%) of the customers surveyed reported their business was located in Blue Springs; 18% reported their business was located in KCMO, 11% reported their business was located in Lee's Summit, 4% reported their business was located in Grain Valley, 4% reported their business was located in Independence and 22% reported their business was located in another state outside of Missouri.
- **Development in Blue Springs.** Development customers were asked a series of questions related to the work they had been involved with in the City of Blue Springs; the results are listed below:
 - Thirty-seven percent (37%) of the customers surveyed reported their role in Blue Springs building/construction projects was as a Developer; 30% reported they were an Owner or Owner Representative, 26% reported they were a Contractor and 15% reported they were an Architect/Engineer.
 - Sixty-three percent (63%) of customers reported they had been involved in a building/construction project in Blue Springs one to five times since 2011; 22% reported they had been involved in a building/construction project in Blue Springs six or more times since 2011 and 15% did not know.

- The major types of projects that customers reported they had worked on in Blue Springs since 2011 were new commercial/industrial projects (63%) and new home construction projects (41%).
 - Forty-eight percent (48%) of customers reported the approximate average cost of the projects they had been involved within Blue Springs during the past two years was less than \$1 million dollars; 41% reported the approximate average cost of the projects they had been involved within Blue Springs was \$1 million dollars or more and 11% did not know.
- **Development in Communities with a Population Over 20,000.** Thirty-seven percent (37%) of customers reported they had been involved in building/construction projects in communities with a population over 20,000 one to ten times since 2011 and 63% reported they had been involved in projects in communities with a population over 20,000 twenty or more times since 2011.
 - **Ratings of the Blue Springs Development Review Process Compared to Other Missouri Cities.** All (100%) of the customers surveyed felt the City's Development Review process was better or the same compared to Gladstone, Liberty and Raytown. Ninety-two (92%) of the customers surveyed felt the City's process was better or the same compared to Independence; 85% felt the City's process was better or the same compared to Kansas City, 72% felt it was better or the same compared to Lee's Summit and half (50%) felt the City's process was better or the same compared to Grain Valley. All (100%) of the customers surveyed felt the City's process was the same compared to Grandview.
 - **Ratings of the City's Planning and Development Staff.** Of the customers who had worked with the City's Planning and Development staff, fifty percent (50%) or more of the customers agreed with all of the positive statements they were asked to rate about the department's staff. The statements that customers agreed with most, based upon the combined percentage of "strongly agree" and "agree" ratings, are listed below:
 - Inspectors were available when needed/expected (92%)
 - Staff was adequately trained (88%)
 - Staff was courteous (88%)
 - Staff returned phone calls and emails on time (88%)
 - Hours staff was available was adequate (88%)
 - Staff worked with me to find a resolution (88%)

- **Ratings of the City’s Code Administration Staff.** Of the customers who had worked with the City’s Code Administration staff, seventy percent (70%) or more of the customers agreed with all of the positive statements they were asked to rate about the department’s staff. The statements that customers agreed with most, based upon the combined percentage of “strongly agree” and “agree” ratings, are listed below:
 - Information/forms were readily available (95%)
 - Inspectors were available when needed (94%)
 - The treatment received was unbiased (85%)
 - Hours of staff availability were adequate (84%)
 - Staff worked with me to consider options (83%)

- **Ratings of the City’s Public Works, Utilities and Engineering Staff.** Of the customers who had worked with the City’s Public Works, Utilities and Engineering staff, ninety-three percent (93%) or more of the customers agreed with all of the positive statements they were asked to rate about the department’s staff. The statements that all (100%) of the customers either “strongly agreed” or “agreed” with are listed below:
 - Staff was courteous (100%)
 - Staff returned telephone calls in a timely manner (100%)
 - Staff was timely in their responses (100%)
 - Information/forms were adequate (100%)
 - Hours of staff availability were adequate (100%)
 - Staff was adequately trained (100%)

- **Perceptions of the City’s Development Review Process.** Residents were asked several questions related to their perceptions of the City’s Development Review process; the major findings from these questions are provided below and on the following page:
 - Customers were asked to rate their satisfaction with various groups involved in the City’s development review process. The results showed that all (100%) of the customers surveyed were “very satisfied” or “satisfied” with the Appearance Review Committee, Downtown Review Board and Historic Preservation Commission. Eighty-eight percent (88%) of customers were “very satisfied” or “satisfied” with City Council, 75% were “very satisfied” or “satisfied” with the Planning Commission and 67% were “very satisfied” or “satisfied” with the Board of Zoning Adjustment.

- Sixty-three percent (63%) of the customers surveyed were “very satisfied” or “satisfied” with the length of time it takes to get a project approved in Blue Springs compared to similar communities; 11% were neutral about the time it takes to get a project approved, 18% were dissatisfied and 8% did not know.
 - The building/development standards and processes in Blue Springs that customers were most satisfied with, based upon the combined percentage of residents who were “very satisfied” or “satisfied,” were: the inspection report form (94%), the inspection request hotline (80%) and the building permit application forms (74%).
 - More than half (52%) of customers indicated that their experience with the City during their construction/building project did not have an impact on their plans to do future projects in Blue Springs; 30% felt their experience made them more likely to do business in Blue Springs, 11% felt their experience made them less likely to do future projects in Blue Springs and 7% did not know.
 - Thirty-seven percent (37%) of the customers surveyed were “very satisfied” or “satisfied” with the City’s efforts to make development review process information available through the website, brochures and meetings; 22% were neutral, 4% were dissatisfied and 37% did not know.
 - More than three-fourths (77%) of the customers surveyed either “strongly agreed” or “agreed” that the City cares about its customers.
 - More than three-fourths (77%) of the customers surveyed either “strongly agreed” or “agreed” that the City does an adequate job balancing the interests of developers and the interests of the communities affected by developers.
 - Three-fourths (75%) of the customers surveyed either “strongly agreed” or “agreed” that the City has improved customer service in the past two years.
- **City Website.** More than half (56%) of customers reported that they had used the Blue Springs website, specifically Planning, Codes or Engineering to conduct business with the City or obtain information relative to a project and 44% had not. When asked to rate the content of the City’s website, forty percent (40%) of the customers surveyed were “very satisfied” or “satisfied” with the content, 19% were neutral, 4% were dissatisfied and 37% did not know.
 - **Priorities for the Next Two Years.** The items that customers felt should receive the most emphasis from Planning, Codes and Engineering over the next two years were: 1) online application submittal, 2) interactive maps, 3) online plan submittal and 4) online application tracking.

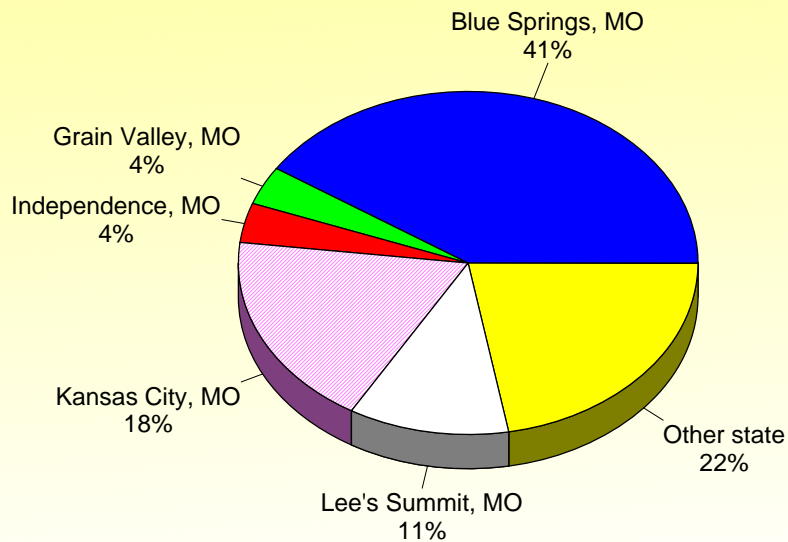
Section 1:
Charts and Graphs

2013 Blue Springs Community Development Survey

Source: ETC Institute (2013 Blue Springs Community Development Survey)

Where is your primary business physically located?

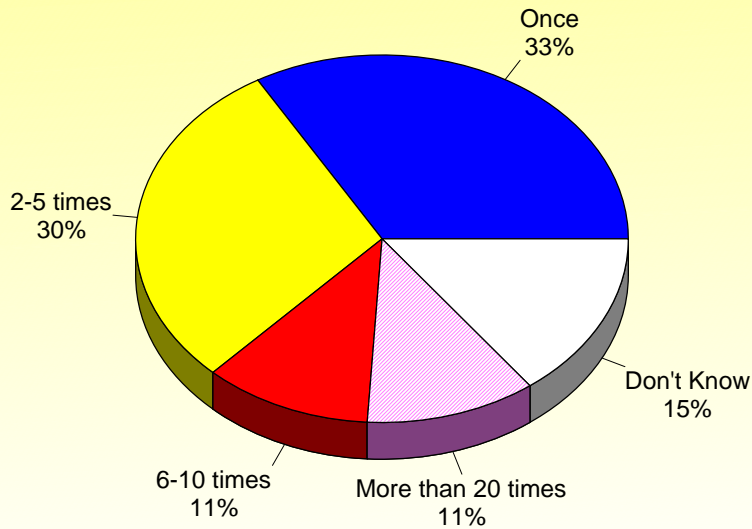
by percentage of respondents surveyed



Source: ETC Institute (2013 Blue Springs Community Development Survey)

How many times since 2011 have you been involved in a building/construction project in Blue Springs?

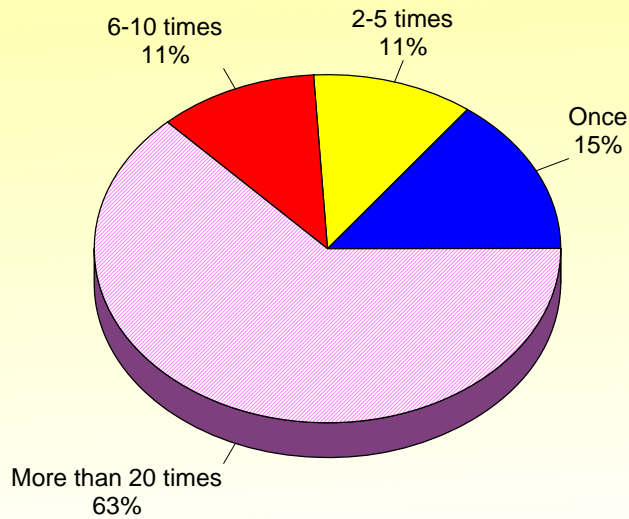
by percentage of respondents surveyed



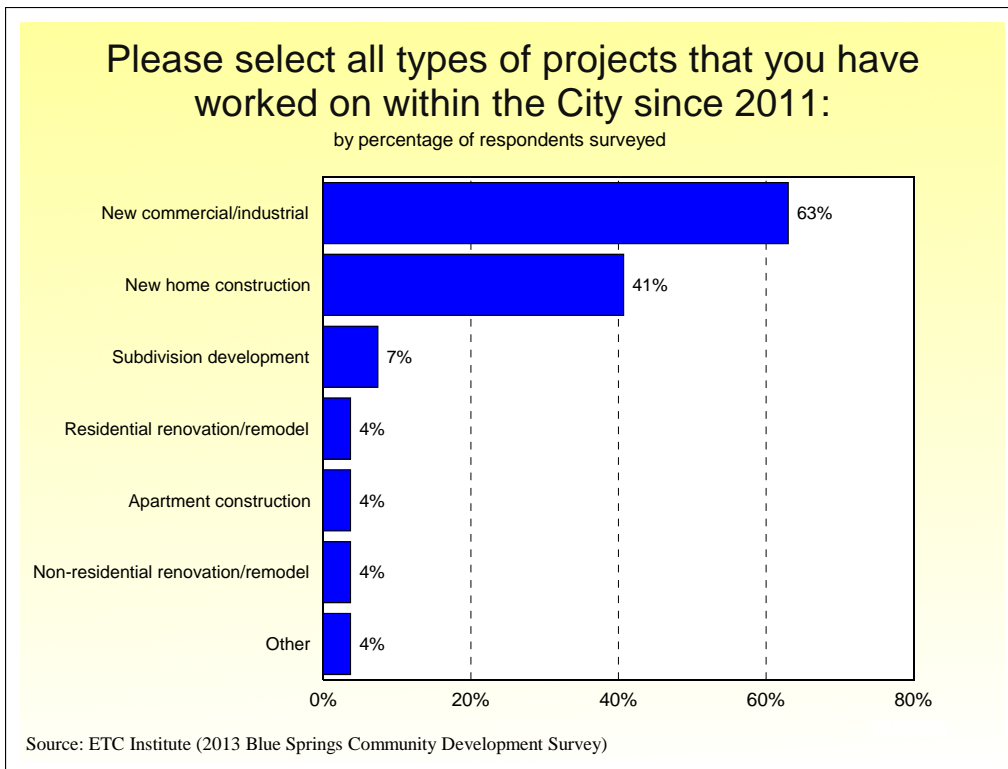
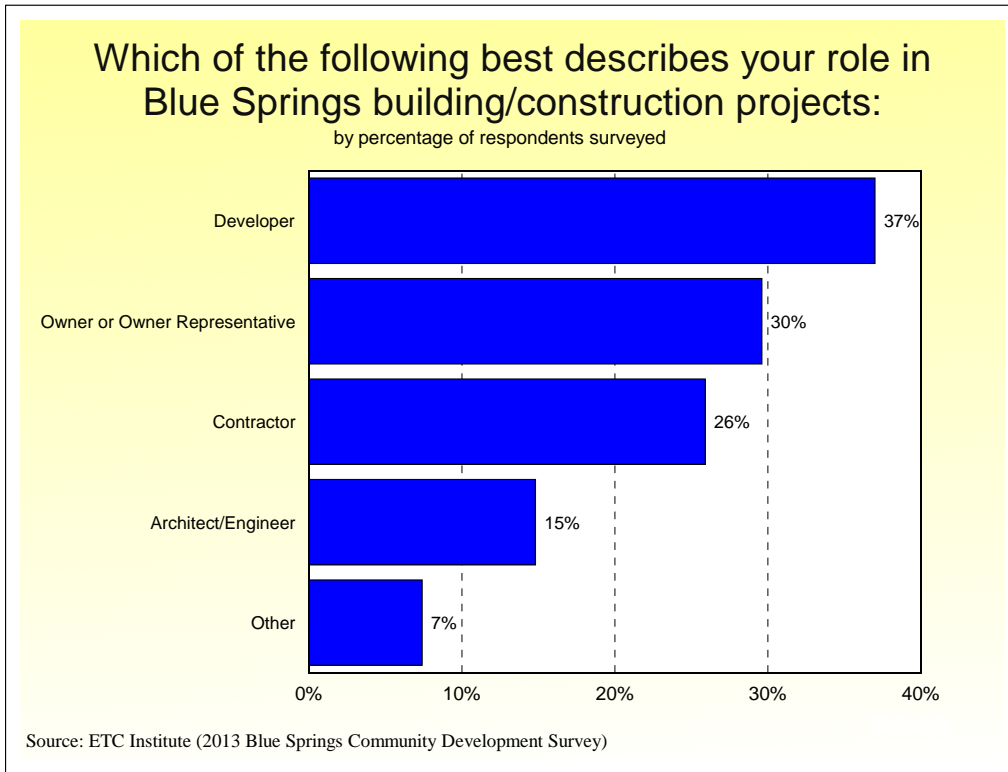
Source: ETC Institute (2013 Blue Springs Community Development Survey)

How many times since 2011 have you been involved in building/construction projects in communities with a population over 20,000?

by percentage of respondents surveyed

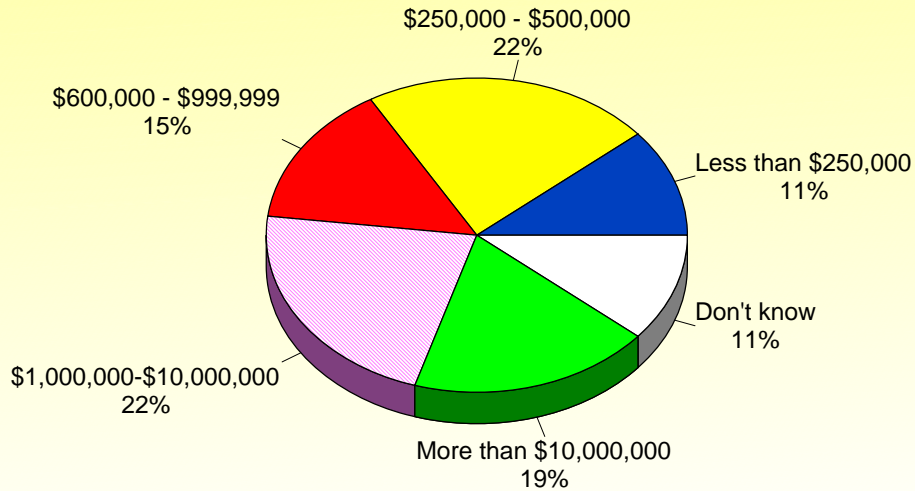


Source: ETC Institute (2013 Blue Springs Community Development Survey)



What is the approximate average cost of the projects you have been involved with during the past two years in Blue Springs?

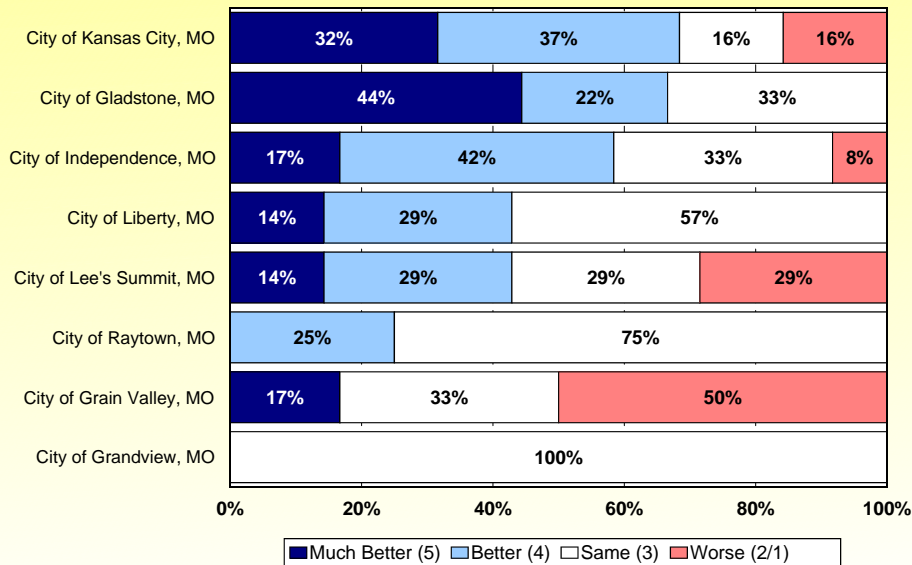
by percentage of respondents surveyed



Source: ETC Institute (2013 Blue Springs Community Development Survey)

Ratings of the Blue Springs Development Review Process Compared to Other Missouri Cities

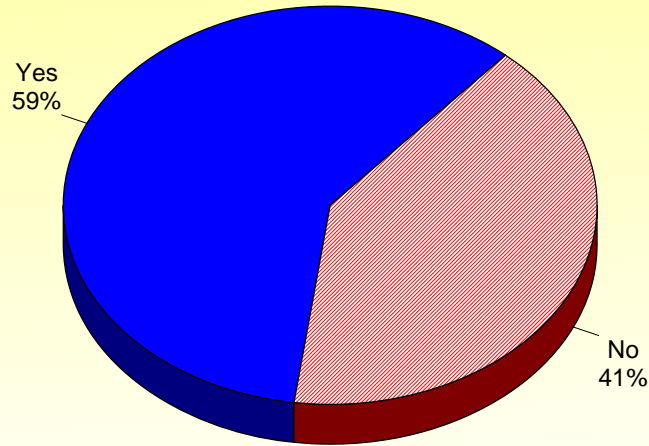
by percentage of respondents surveyed (excluding don't knows)



Source: ETC Institute (2013 Blue Springs Community Development Survey)

Have you (or your company) ever worked with the City's Planning and Development Staff?

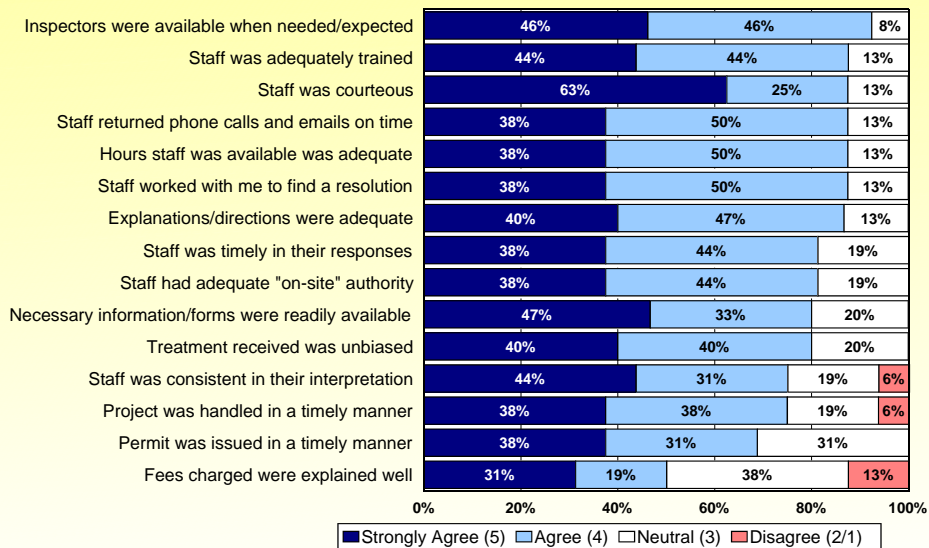
by percentage of respondents surveyed



Source: ETC Institute (2013 Blue Springs Community Development Survey)

Level of Agreement With Various Statements About the City's Planning and Development Staff

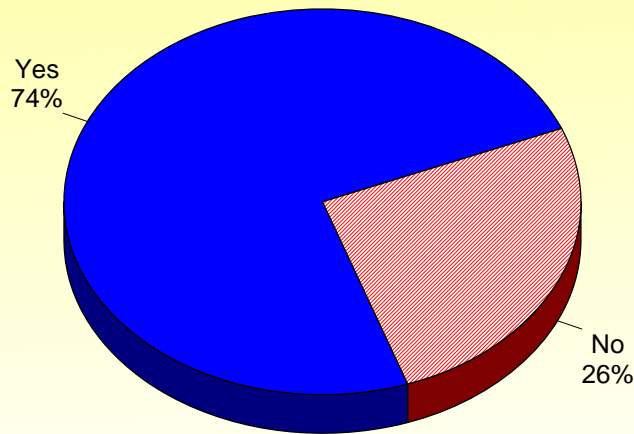
by percentage of respondents surveyed who had worked with the City's Planning and Development staff (excluding don't knows)



Source: ETC Institute (2013 Blue Springs Community Development Survey)

Have you (or your company) ever worked with the City's Codes Administration (Building Permit) Staff?

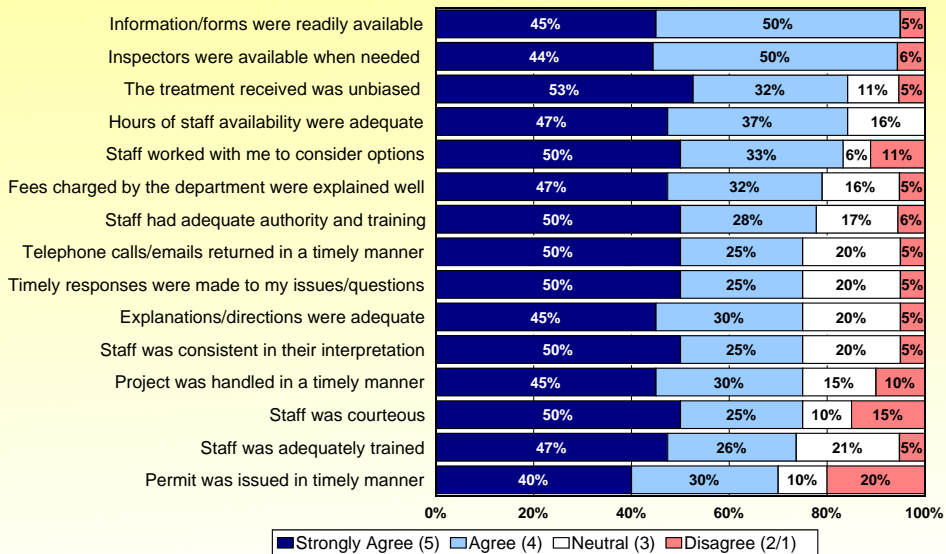
by percentage of respondents surveyed



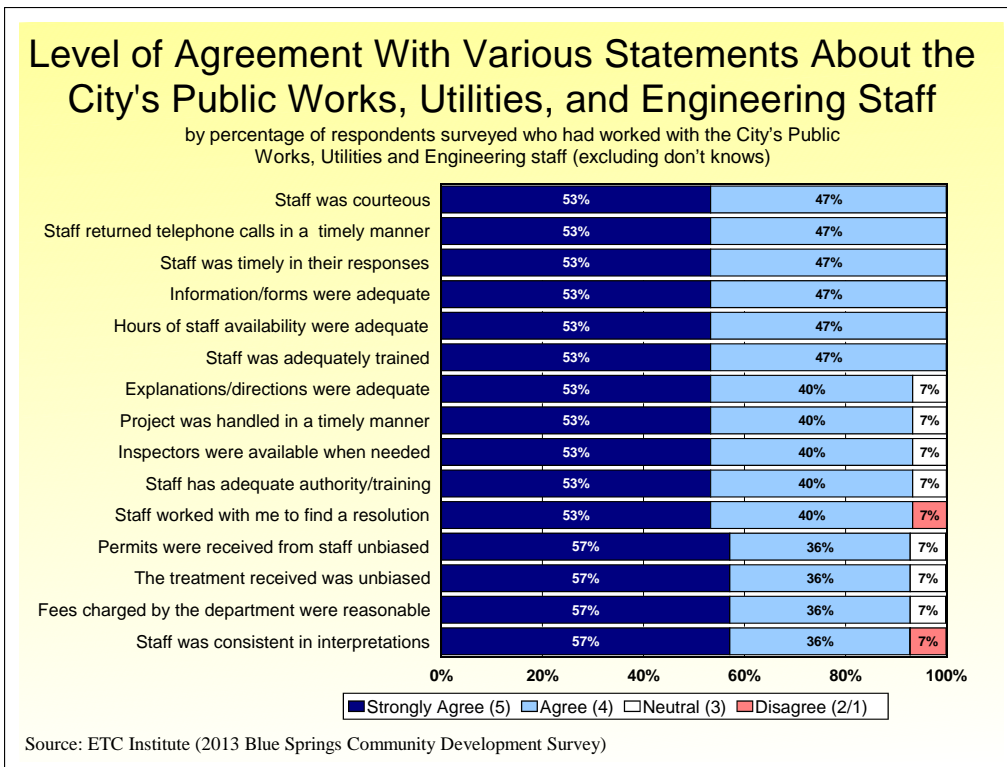
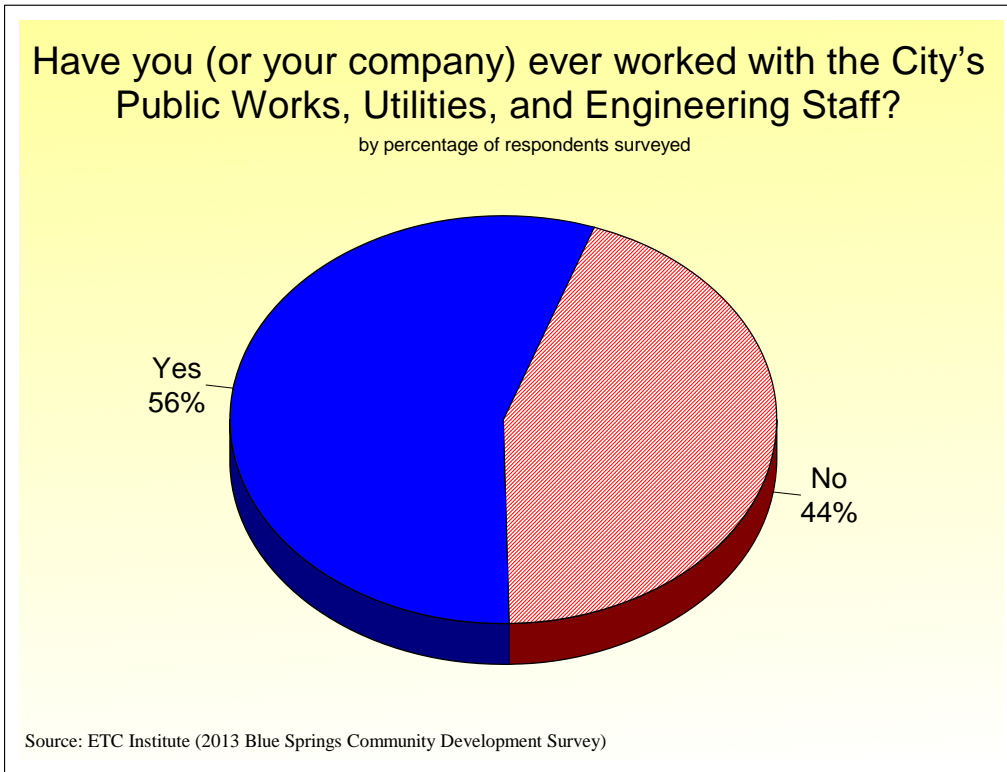
Source: ETC Institute (2013 Blue Springs Community Development Survey)

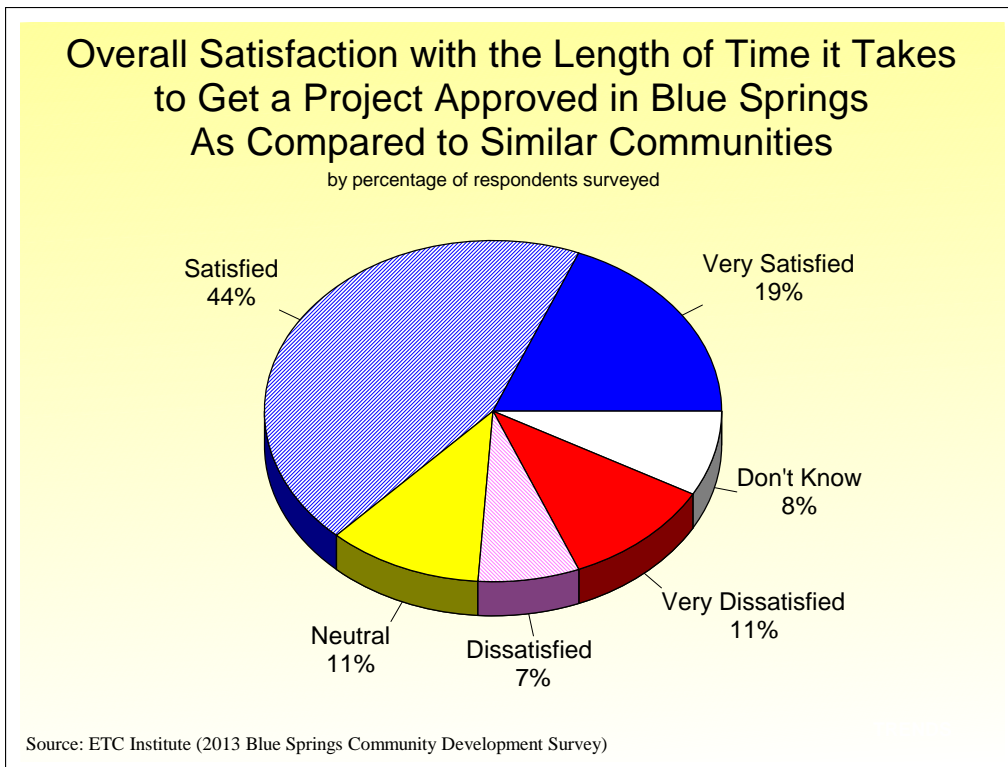
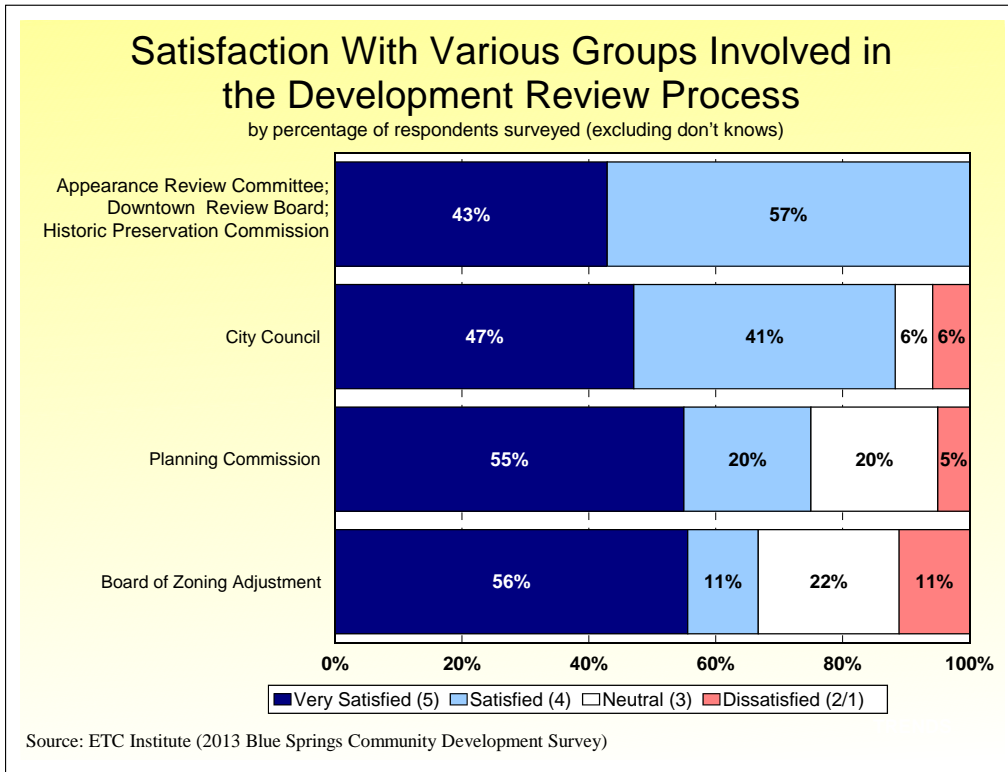
Level of Agreement With Various Statements About the City's Codes Administration Staff

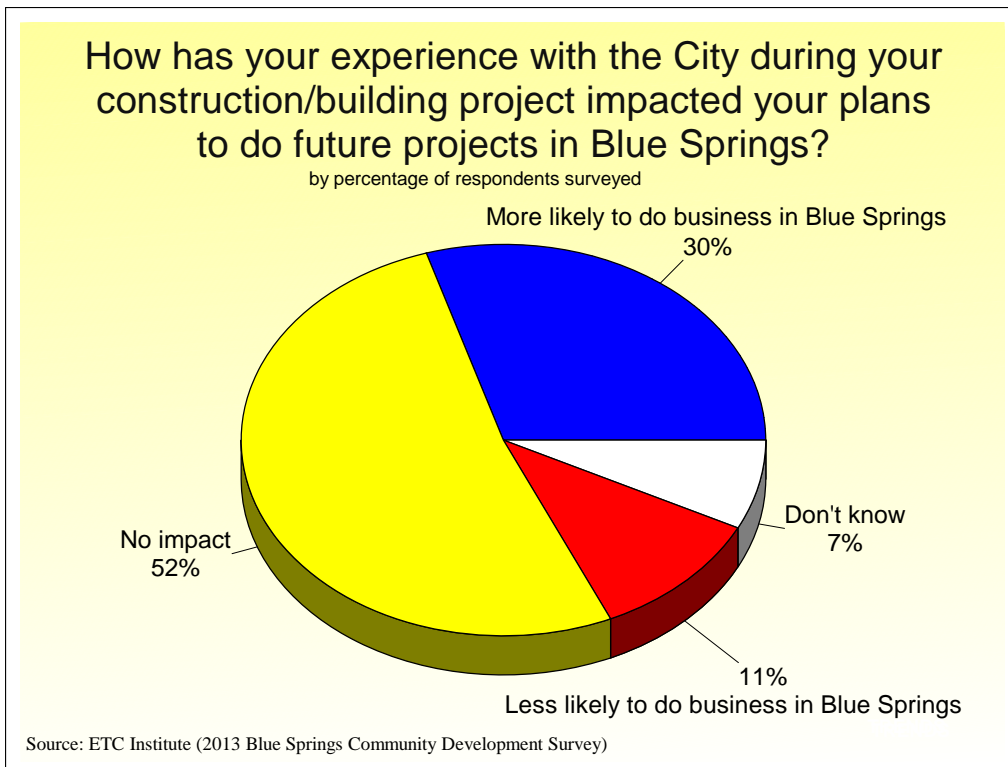
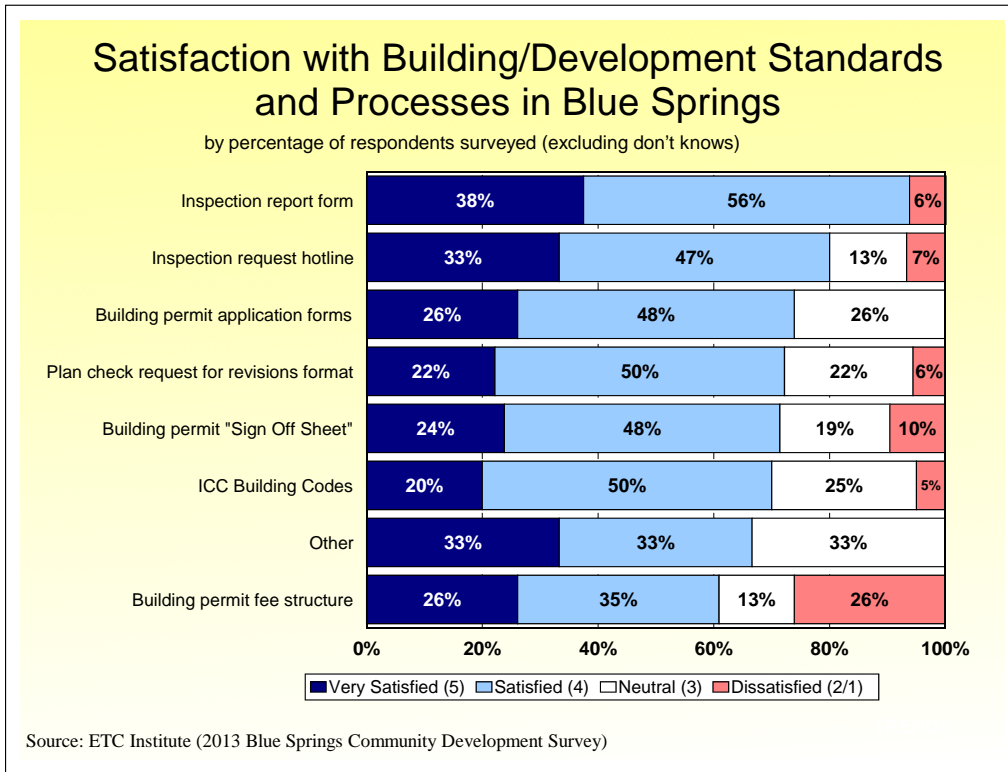
by percentage of respondents surveyed who had worked with the City's Codes Administration staff (excluding don't knows)

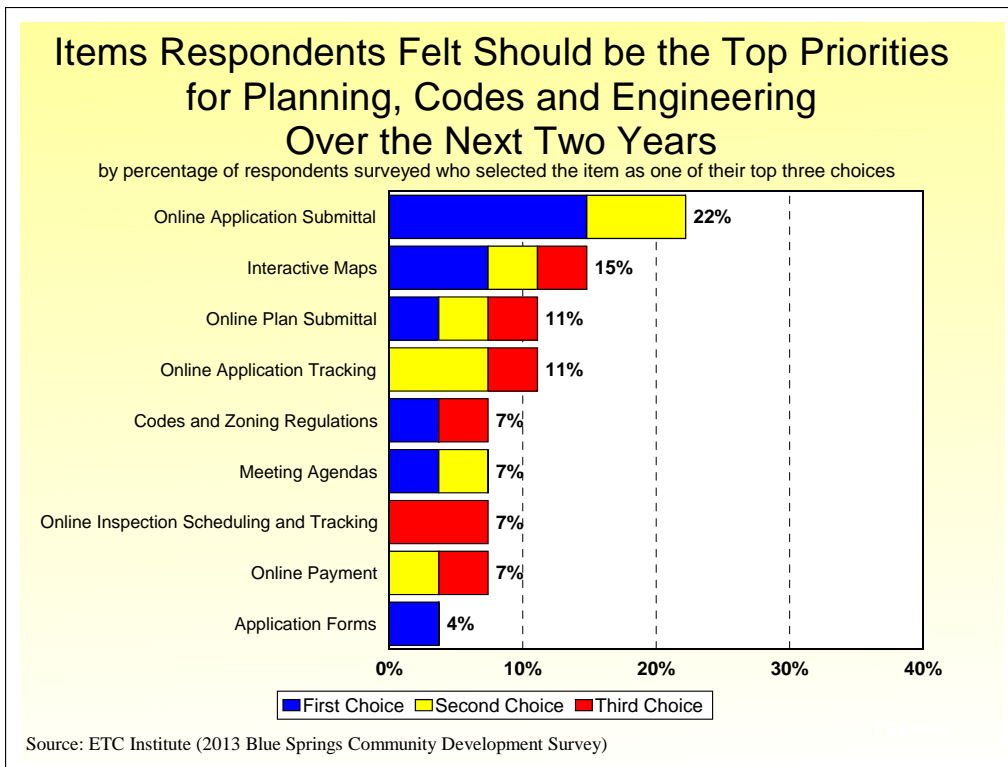
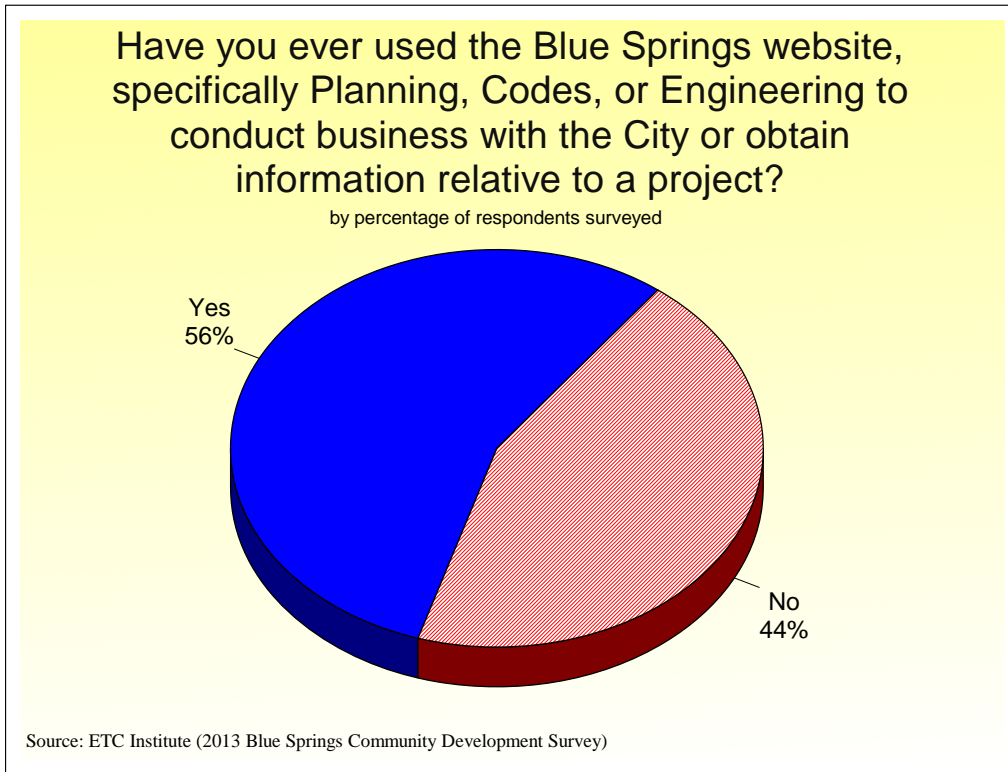


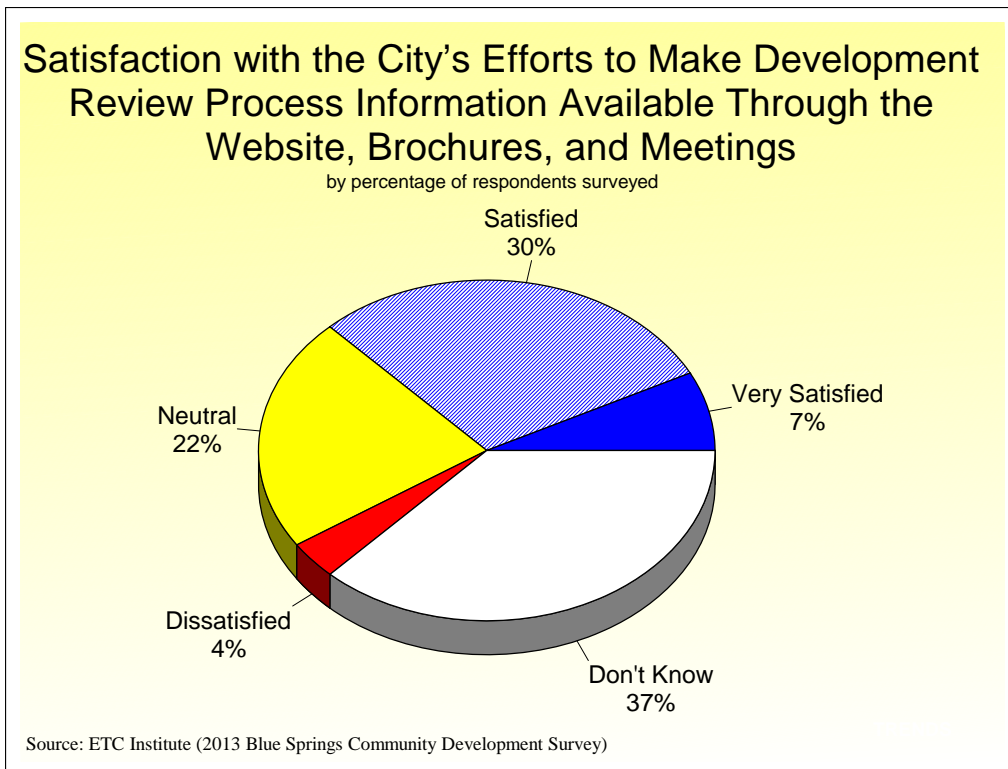
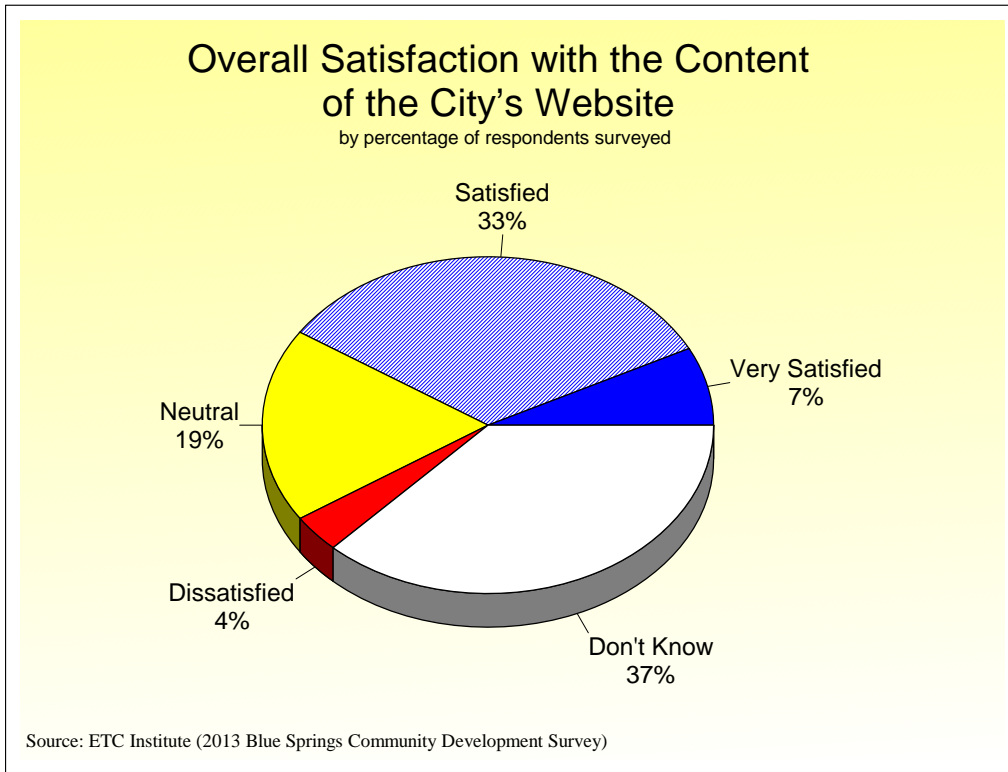
Source: ETC Institute (2013 Blue Springs Community Development Survey)





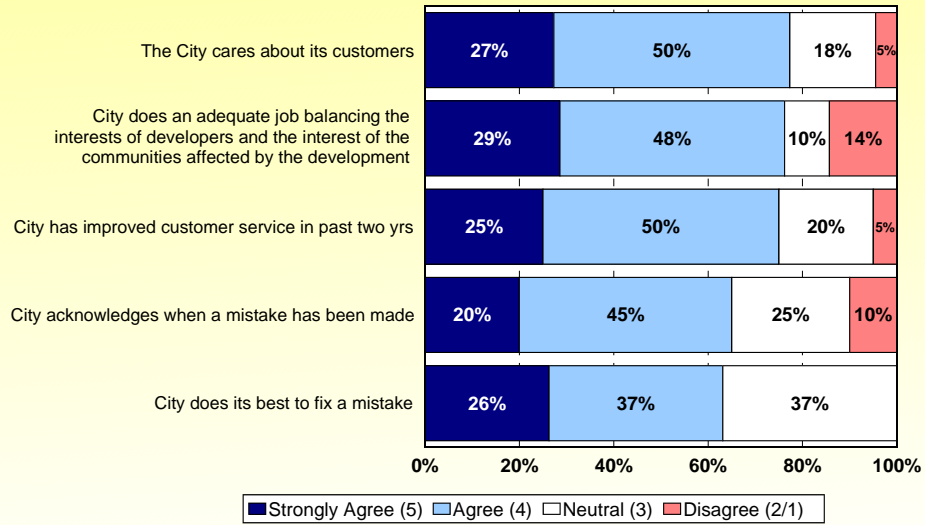






Level of Agreement With Various Statements Related to the Development Review Process

by percentage of respondents surveyed (excluding don't knows)



Source: ETC Institute (2013 Blue Springs Community Development Survey)

Section 2:
Tabular Data

Q1. Where is your primary business physically located?

1. Where is your primary business physically located?	Number	Percent
Blue Springs, MO	11	40.7 %
Other state	6	22.2 %
Kansas City, MO	5	18.5 %
Lee s Summit, MO	3	11.1 %
Independence, MO	1	3.7 %
Grain Valley, MO	1	3.7 %
Total	27	100.0 %

Q2. How many times since 2011 to the Present have you been involved in a building/construction project in Blue Springs?

2. How many times since 2011 to the Present have you been involved in a building/construction project in Blue Springs?	Number	Percent
Once	9	33.3 %
2-5 times	8	29.6 %
6-10 times	3	11.1 %
More than 20 times	3	11.1 %
Don't know	4	14.8 %
Total	27	100.0 %

Q3. How many times since 2011 to the Present have you been involved in building/construction projects in communities with a population over 20,000?

3. How many times since 2011 to the Present have you been involved in building/construction projects in communities with a population over 20,000?	Number	Percent
Once	4	14.8 %
2-5 times	3	11.1 %
6-10 times	3	11.1 %
More than 20 times	17	63.0 %
Total	27	100.0 %

Q4. Which of the following best describes your role in Blue Springs building/construction projects:

4. Which of the following best describes your role in Blue Springs building/construction projects: (Please select all options that apply.)

	Number	Percent
Developer	10	37.0 %
Owner or Owner Representative	8	29.6 %
Contractor	7	25.9 %
Architect/Engineer	4	14.8 %
Other	2	7.4 %
Total	31	

Q5. Please select all types of projects that you have worked on within the City since 2011 to the Present.

5. Please select all types of projects that you have worked on within the City since 2011 to the Present. (Please select all options that apply.)

	Number	Percent
New commercial/industrial	17	63.0 %
New home construction	11	40.7 %
Subdivision development	2	7.4 %
Residential renovation/remodel	1	3.7 %
Apartment construction	1	3.7 %
Non-residential renovation/remodel	1	3.7 %
Other	1	3.7 %
Total	34	

Q6. What is the approximate average cost of the projects you have been involved with during the past two years in Blue Springs?

6. What is the approximate average cost of the projects you have been involved with during the past two years in Blue Springs?

	Number	Percent
100,000	1	3.7 %
120,000	1	3.7 %
215,000	1	3.7 %
250,000	2	7.4 %
290,000	1	3.7 %
300,000	1	3.7 %
325,000	1	3.7 %
400,000	1	3.7 %
700,000	1	3.7 %
750,000	2	7.4 %
800,000	1	3.7 %
1,000,000	1	3.7 %
2,000,000	2	7.4 %
5,000,000	1	3.7 %
10,000,000	2	7.4 %
15,000,000	3	11.1 %
30,000,000	1	3.7 %
60,000,000	1	3.7 %
Not provided	3	11.1 %
Total	27	100.0 %

Q7. What ONE thing could the City of Blue Springs do to improve the Development Review Process?

Q7. What ONE thing could the City of Blue Springs do to improve the Development Review Process?

- Allow digital or online submittals-go paperless
- Be quicker on the review process.
- Don't know
- Make sure rules are and be consistent.
- Nothing, they do a good job
- Speed up the permitting process. I build homes in 12 other Cities and Blue Springs is the slowest City to obtain a building permit
- Speed it up
- Streamline (shorten) process if a previously approved project needs to be reapproved (approval expired) especially when the project is exactly the same. Additionally, project should be grandfathered in to previous city guidelines.
- They are excellent no need to change
- They've been pretty good.
- To increase commercial presence they need to bring back the pole signs, they need better signage near the road for retail areas. Building signage is too restrictive. Too restrictive on number of parking spaces.
- Very pleased; no thoughts on improvement.
- We had a very good experience with all the staff

Q8. Using a scale of 1 to 5, where a 5 means "Much Better" and 1 means "Much Worse," please indicate how you think the City of Blue Springs' development review process compares to the organizations listed below? If you don't know please circle 9.

(N=27)

	Much Better	Better	Same	Worse	Much Worse	Don't Know
Q8-A City of Gladstone, Mo	14.8%	7.4%	11.1%	0.0%	0.0%	66.7%
Q8-B City of Grain Valley, MO	3.8%	0.0%	7.7%	11.5%	0.0%	76.9%
Q8-C City of Grandview, MO	0.0%	0.0%	3.7%	0.0%	0.0%	96.3%
Q8-D City of Independence, MO	7.4%	18.5%	14.8%	3.7%	0.0%	55.6%
Q8-E City of Kansas City, MO	22.2%	25.9%	11.1%	7.4%	3.7%	29.6%
Q8-F City of Lee's Summit, MO	7.4%	14.8%	14.8%	7.4%	7.4%	48.1%
Q8-G City of Liberty, MO	3.7%	7.4%	14.8%	0.0%	0.0%	74.1%
Q8-H City of Raytown, MO	0.0%	3.8%	11.5%	0.0%	0.0%	84.6%

WITHOUT DON'T KNOW

Q8. Using a scale of 1 to 5, where a 5 means "Much Better" and 1 means "Much Worse," please indicate how you think the City of Blue Springs' development review process compares to the organizations listed below? If you don't know please circle 9. (Without "Don't Know")

(N=27)

	Much Better	Better	Same	Worse	Much Worse
Q8-A City of Gladstone, Mo	44.4%	22.2%	33.3%	0.0%	0.0%
Q8-B City of Grain Valley, MO	16.7%	0.0%	33.3%	50.0%	0.0%
Q8-C City of Grandview, MO	0.0%	0.0%	100.0%	0.0%	0.0%
Q8-D City of Independence, MO	16.7%	41.7%	33.3%	8.3%	0.0%
Q8-E City of Kansas City, MO	31.6%	36.8%	15.8%	10.5%	5.3%
Q8-F City of Lee's Summit, MO	14.3%	28.6%	28.6%	14.3%	14.3%
Q8-G City of Liberty, MO	14.3%	28.6%	57.1%	0.0%	0.0%
Q8-H City of Raytown, MO	0.0%	25.0%	75.0%	0.0%	0.0%

Q9. Have you (or your company) ever worked with the City's Planning and Development Staff?

9. Have you (or your company) ever worked with the City's Planning and Development Staff?	Number	Percent
Yes	16	59.3 %
No	11	40.7 %
Total	27	100.0 %

Q9a. Please rate your level of agreement with the following statements about the City's Planning and Development Staff with whom you have worked during the Development Review Process. Please rate each item on a scale of 1 to 5, where a 5 means "Strongly Agree" and a 1 means "Strongly Disagree." If the statement does not apply or you don't know please circle 9.

(N=16)

	Strongly Agree	Agree	Neutral	Disagree	Don't Know
Q9a-1 Staff was courteous	62.5%	25.0%	12.5%	0.0%	0.0%
9a-2. Staff returned phone calls and emails on time	37.5%	50.0%	12.5%	0.0%	0.0%
Q9a-3 Staff was timely in their responses	37.5%	43.8%	18.8%	0.0%	0.0%
9a-4. Necessary information/forms were readily available	46.7%	33.3%	20.0%	0.0%	0.0%
9a-5. Explanations/directions were adequate	37.5%	43.8%	12.5%	0.0%	6.3%
9a-6. Hours staff was available was adequate	37.5%	50.0%	12.5%	0.0%	0.0%
Q9a-7 Staff was adequately trained	43.8%	43.8%	12.5%	0.0%	0.0%
9a-8 Staff was consistent in their interpretation	43.8%	31.3%	18.8%	6.3%	0.0%
9a-9. Project was handled in a timely manner	37.5%	37.5%	18.8%	6.3%	0.0%
9a-10. Permit was issued in a timely manner	37.5%	31.3%	31.3%	0.0%	0.0%
9a-11. Inspectors were available when needed/expected	37.5%	37.5%	6.3%	0.0%	18.8%
Q9a-12 Treatment received was unbiased	37.5%	37.5%	18.8%	0.0%	6.3%
Q9a-13 Fees charged were explained well	31.3%	18.8%	37.5%	12.5%	0.0%
9a-14. Staff worked with me to find a resolution	37.5%	50.0%	12.5%	0.0%	0.0%
9a-15. Staff had adequate on-site authority	37.5%	43.8%	18.8%	0.0%	0.0%

WITHOUT DON'T KNOW

Q9a. Please rate your level of agreement with the following statements about the City's Planning and Development Staff with whom you have worked during the Development Review Process. Please rate each item on a scale of 1 to 5, where a 5 means "Strongly Agree" and a 1 means "Strongly Disagree." If the statement does not apply or you don't know please circle 9. (Without "Don't Know")

(N=16)

	Strongly Agree	Agree	Neutral	Disagree
Q9a-1 Staff was courteous	62.5%	25.0%	12.5%	0.0%
9a-2. Staff returned phone calls and emails on time	37.5%	50.0%	12.5%	0.0%
Q9a-3 Staff was timely in their responses	37.5%	43.8%	18.8%	0.0%
9a-4. Necessary information/forms were readily available	46.7%	33.3%	20.0%	0.0%
9a-5. Explanations/directions were adequate	40.0%	46.7%	13.3%	0.0%
9a-6. Hours staff was available was adequate	37.5%	50.0%	12.5%	0.0%
Q9a-7 Staff was adequately trained	43.8%	43.8%	12.5%	0.0%
9a-8 Staff was consistent in their interpretation	43.8%	31.3%	18.8%	6.3%
9a-9. Project was handled in a timely manner	37.5%	37.5%	18.8%	6.3%
9a-10. Permit was issued in a timely manner	37.5%	31.3%	31.3%	0.0%
9a-11. Inspectors were available when needed/expected	46.2%	46.2%	7.7%	0.0%
Q9a-12 Treatment received was unbiased	40.0%	40.0%	20.0%	0.0%
Q9a-13 Fees charged were explained well	31.3%	18.8%	37.5%	12.5%
9a-14. Staff worked with me to find a resolution	37.5%	50.0%	12.5%	0.0%
9a-15. Staff had adequate on-site authority	37.5%	43.8%	18.8%	0.0%

Q9b. Do you have any review process or policy implementation improvements that you would like to see considered by the City's PLANNING and DEVELOPMENT Staff in the future?

Q9b. Do you have any review process or policy implementation improvements that you would like to see considered by the City?

- Development proves and staff went well and were easy to work with
- Forms were not current at time of application but this has likely been remedied
- None, doing a great job now
- Pre-application meeting. Very structured with all departments.

Q10. Have you (or your company) ever worked with the City's Codes Administration (Building Permit) Staff?

10. Have you (or your company) ever worked with the City's Codes Administration (Building Permit) Staff?	Number	Percent
Yes	20	74.1 %
No	7	25.9 %
Total	27	100.0 %

Q10a. Please rate your level of agreement with the following statements about the City's Codes Administration Staff with whom you have worked during the Development Review Process. Please rate each item on a scale of 1 to 5, where a 5 means "Strongly Agree" and a 1 means "Strongly Disagree." If the statement does not apply or you don't know please circle 9.

(N=20)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q10a-1 Staff was courteous	50.0%	25.0%	10.0%	10.0%	5.0%	0.0%
10a-2.Telephone calls and emails were returned in a timely manner	50.0%	25.0%	20.0%	5.0%	0.0%	0.0%
10a-3.Timely responses were made to my issues/questions	50.0%	25.0%	20.0%	5.0%	0.0%	0.0%
10a-4.Information/forms were readily available	45.0%	50.0%	0.0%	5.0%	0.0%	0.0%
10a-5.Explanations/directions were adequate	45.0%	30.0%	20.0%	5.0%	0.0%	0.0%
10a-6.Hours of staff availability were adequate	45.0%	35.0%	15.0%	0.0%	0.0%	5.0%
Q10a-7 Staff was adequately trained	45.0%	25.0%	20.0%	5.0%	0.0%	5.0%
10a-8.Staff was consistent in their interpretation	50.0%	25.0%	20.0%	5.0%	0.0%	0.0%
10a-9.Project was handled in a timely manner	45.0%	30.0%	15.0%	5.0%	5.0%	0.0%
10a-10.Permit was issued in timely manner	40.0%	30.0%	10.0%	5.0%	15.0%	0.0%
10a-11.Inspectors were available when needed	40.0%	45.0%	0.0%	5.0%	0.0%	10.0%
10a-12.The treatment received was unbiased	50.0%	30.0%	10.0%	5.0%	0.0%	5.0%
10a-13.Fees charged by the department were explained well	45.0%	30.0%	15.0%	5.0%	0.0%	5.0%
10a-14.Staff worked with me to consider options	45.0%	30.0%	5.0%	10.0%	0.0%	10.0%
10a-15.Staff had adequate authority and training	47.4%	26.3%	15.8%	5.3%	0.0%	5.3%

WITHOUT DON'T KNOW

Q10a. Please rate your level of agreement with the following statements about the City's Codes Administration Staff with whom you have worked during the Development Review Process. Please rate each item on a scale of 1 to 5, where a 5 means "Strongly Agree" and a 1 means "Strongly Disagree." If the statement does not apply or you don't know please circle 9. (Without "Don't Know")

(N=20)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q10a-1 Staff was courteous	50.0%	25.0%	10.0%	10.0%	5.0%
10a-2.Telephone calls and emails were returned in a timely manner	50.0%	25.0%	20.0%	5.0%	0.0%
10a-3.Timely responses were made to my issues/questions	50.0%	25.0%	20.0%	5.0%	0.0%
10a-4.Information/forms were readily available	45.0%	50.0%	0.0%	5.0%	0.0%
10a-5.Explanations/directions were adequate	45.0%	30.0%	20.0%	5.0%	0.0%
10a-6.Hours of staff availability were adequate	47.4%	36.8%	15.8%	0.0%	0.0%
Q10a-7 Staff was adequately trained	47.4%	26.3%	21.1%	5.3%	0.0%
10a-8.Staff was consistent in their interpretation	50.0%	25.0%	20.0%	5.0%	0.0%
10a-9.Project was handled in a timely manner	45.0%	30.0%	15.0%	5.0%	5.0%
10a-10.Permit was issued in timely manner	40.0%	30.0%	10.0%	5.0%	15.0%
10a-11.Inspectors were available when needed	44.4%	50.0%	0.0%	5.6%	0.0%
10a-12.The treatment received was unbiased	52.6%	31.6%	10.5%	5.3%	0.0%
10a-13.Fees charged by the department were explained well	47.4%	31.6%	15.8%	5.3%	0.0%
10a-14.Staff worked with me to consider options	50.0%	33.3%	5.6%	11.1%	0.0%
10a-15.Staff had adequate authority and training	50.0%	27.8%	16.7%	5.6%	0.0%

Q10b. Do you have any review process or policy implementation improvements that you would like to see considered by the City's CODES ADMINISTRATION Staff in the future?

Q10b. Do you have any review process or policy implementation improvements that you would like to see considered? _____

- More timely on approval.
- Needs to be friendlier staff at the front desk. 1 of them permits process poor
- No comments
- Plan reviewer is marginal in their performance.
- Code Administration staff act like they are trying to prove something,
- The permit dept. requires sign off by owners, they are not aware of the project. CVS is so large, it's almost impossible to find the proper person. Need to recognize the authority of the developer.
- The staff is very easy to work with.

Q11. Have you (or your company) ever worked with the City's Public Works, Utilities and Engineering Staff?

11. Have you (or your company) ever worked with the City's Public Works, Utilities and Engineering Staff?	Number	Percent
Yes	15	55.6 %
No	12	44.4 %
Total	27	100.0 %

Q11a. Please rate your level of agreement with the following statements about the City's Public Works, Utilities, and Engineering Staff with whom you have worked during the Development Review Process. Please rate each item on a scale of 1 to 5, where a 5 means "Strongly Agree" and a 1 means "Strongly Disagree." If the statement does not apply or you don't know circle 9.

(N=15)

	Strongly Agree	Agree	Neutral	Disagree	Don't Know
Q11a-1 Staff was courteous	53.3%	46.7%	0.0%	0.0%	0.0%
11a-2. Staff returned telephone calls in a timely manner	53.3%	46.7%	0.0%	0.0%	0.0%
11a-3. Staff was timely in their responses	53.3%	46.7%	0.0%	0.0%	0.0%
Q11a-4 Information/forms were adequate	53.3%	46.7%	0.0%	0.0%	0.0%
11a-5. Explanations/directions were adequate	53.3%	40.0%	6.7%	0.0%	0.0%
11a-6. Hours of staff availability were adequate	53.3%	46.7%	0.0%	0.0%	0.0%
Q11a-7 Staff was adequately trained	53.3%	46.7%	0.0%	0.0%	0.0%
11a-8. Staff was consistent in interpretations	53.3%	33.3%	0.0%	6.7%	6.7%
11a-9. Project was handled in a timely manner	53.3%	40.0%	6.7%	0.0%	0.0%
11a-10. Permits were received from staff unbiased	53.3%	33.3%	6.7%	0.0%	6.7%
11a-11. Inspectors were available when needed	53.3%	40.0%	6.7%	0.0%	0.0%
11a-12. The treatment received was unbiased	53.3%	33.3%	6.7%	0.0%	6.7%
11a-13. Fees charged by the department were reasonable	53.3%	33.3%	6.7%	0.0%	6.7%
11a-14. Staff worked with me to find a resolution	53.3%	40.0%	0.0%	6.7%	0.0%
11a-15. Staff has adequate authority/training	53.3%	40.0%	6.7%	0.0%	0.0%

WITHOUT DON'T KNOW

Q11a. Please rate your level of agreement with the following statements about the City's Public Works, Utilities, and Engineering Staff with whom you have worked during the Development Review Process. Please rate each item on a scale of 1 to 5, where a 5 means "Strongly Agree" and a 1 means "Strongly Disagree." If the statement does not apply or you don't know circle 9. (Without "Don't Know")

(N=15)

	Strongly Agree	Agree	Neutral	Disagree
Q11a-1 Staff was courteous	53.3%	46.7%	0.0%	0.0%
11a-2. Staff returned telephone calls in a timely manner	53.3%	46.7%	0.0%	0.0%
11a-3. Staff was timely in their responses	53.3%	46.7%	0.0%	0.0%
Q11a-4 Information/forms were adequate	53.3%	46.7%	0.0%	0.0%
11a-5. Explanations/directions were adequate	53.3%	40.0%	6.7%	0.0%
11a-6. Hours of staff availability were adequate	53.3%	46.7%	0.0%	0.0%
Q11a-7 Staff was adequately trained	53.3%	46.7%	0.0%	0.0%
11a-8. Staff was consistent in interpretations	57.1%	35.7%	0.0%	7.1%
11a-9. Project was handled in a timely manner	53.3%	40.0%	6.7%	0.0%
11a-10. Permits were received from staff unbiased	57.1%	35.7%	7.1%	0.0%
11a-11. Inspectors were available when needed	53.3%	40.0%	6.7%	0.0%
11a-12. The treatment received was unbiased	57.1%	35.7%	7.1%	0.0%
11a-13. Fees charged by the department were reasonable	57.1%	35.7%	7.1%	0.0%
11a-14. Staff worked with me to find a resolution	53.3%	40.0%	0.0%	6.7%
11a-15. Staff has adequate authority/training	53.3%	40.0%	6.7%	0.0%

Q11b. Do you have any suggestions for improvement that you would like to see implemented by the City's PUBLIC WORKS, UTILITIES, and ENGINEERING Staff in the future?

Q11b. Do you have any suggestions for improvement that you would like to see implemented?

- Staff didn't really work to find resolution. Input provided was absolute and developer was tasked with working towards a mutual resolution.
- Good experience with staff.

Q12. Using a scale of 1 to 5, where a 5 means "Very Satisfied" and a 1 means "Very Dissatisfied," please rate your satisfaction with each of the following groups that have a role in the Development Review Process? If you don't know or have not interacted with the group circle 9.

(N=27)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Don't Know
Q12-1 Planning Commission	40.7%	14.8%	14.8%	3.7%	25.9%
Q12-2 Board of Zoning Adjustment	18.5%	3.7%	7.4%	3.7%	66.7%
Q12-3 City Council	29.6%	25.9%	3.7%	3.7%	37.0%
12-4.ADD: Appearance Review Committee; Downtown Review Board; Historic Preservation Commission	11.1%	14.8%	0.0%	0.0%	74.1%

WITHOUT DON'T KNOW

Q12. Using a scale of 1 to 5, where a 5 means "Very Satisfied" and a 1 means "Very Dissatisfied," please rate your satisfaction with each of the following groups that have a role in the Development Review Process? If you don't know or have not interacted with the group circle 9. (Without "Don't Know")

(N=27)

	Very Satisfied	Satisfied	Neutral	Dissatisfied
Q12-1 Planning Commission	55.0%	20.0%	20.0%	5.0%
Q12-2 Board of Zoning Adjustment	55.6%	11.1%	22.2%	11.1%
Q12-3 City Council	47.1%	41.2%	5.9%	5.9%
12-4.ADD: Appearance Review Committee; Downtown Review Board; Historic Preservation Commission	42.9%	57.1%	0.0%	0.0%

Q12a. If you indicated that you are dissatisfied with any of these groups, what processes or policies are you dissatisfied with and why?

Q12a If you indicated that you are dissatisfied with any of these groups, what processes or policies are you dissatisfied with and why?

No comments

Q13. Overall, how would you rate your level of satisfaction with the length of time it takes to get a project approved in Blue Springs as compared to other similar communities where you have built or are currently building?

13. Overall, how would you rate your level of satisfaction with the length of time it takes to get a project approved in Blue Springs as compared to other similar communities where you have built or are currently building?

	Number	Percent
Very Satisfied	5	18.5 %
Satisfied	12	44.4 %
Neutral	3	11.1 %
Dissatisfied	2	7.4 %
Very Dissatisfied	3	11.1 %
Don't Know	2	7.4 %
Total	27	100.0 %

Q14. Overall, how would you rate your level of satisfaction with the following building and development standards and processes in Blue Springs?

(N=27)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q14-A ICC Building Codes	14.8%	37.0%	18.5%	3.7%	0.0%	25.9%
14-B. Building permit fee structure (i.e., how fees are calculated)	22.2%	29.6%	11.1%	18.5%	3.7%	14.8%
Q14-C Building permit application forms	22.2%	40.7%	22.2%	0.0%	0.0%	14.8%
Q14-D Building permit Sign Off Sheet	18.5%	37.0%	14.8%	7.4%	0.0%	22.2%
Q14-E Inspection request hotline	18.5%	25.9%	7.4%	3.7%	0.0%	44.4%
Q14-F Inspection report form	23.1%	34.6%	0.0%	3.8%	0.0%	38.5%
14-G. Plan check request for revisions format	14.8%	33.3%	14.8%	0.0%	3.7%	33.3%
Q14-H Other	10.0%	10.0%	10.0%	0.0%	0.0%	70.0%

WITHOUT DON'T KNOW

Q14. Overall, how would you rate your level of satisfaction with the following building and development standards and processes in Blue Springs? (Without "Don't Know")

(N=27)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q14-A ICC Building Codes	20.0%	50.0%	25.0%	5.0%	0.0%
14-B. Building permit fee structure (i.e., how fees are calculated)	26.1%	34.8%	13.0%	21.7%	4.3%
Q14-C Building permit application forms	26.1%	47.8%	26.1%	0.0%	0.0%
Q14-D Building permit Sign Off Sheet	23.8%	47.6%	19.0%	9.5%	0.0%
Q14-E Inspection request hotline	33.3%	46.7%	13.3%	6.7%	0.0%
Q14-F Inspection report form	37.5%	56.3%	0.0%	6.3%	0.0%
14-G. Plan check request for revisions format	22.2%	50.0%	22.2%	0.0%	5.6%
Q14-H Other	33.3%	33.3%	33.3%	0.0%	0.0%

Q15. How has your experience with the City of Blue Springs during your construction/building project impacted your plans to do future projects in Blue Springs?

15. How has your experience with the City of Blue Springs during your construction/building project impacted your plans to do a future project in Blue Springs?

	Number	Percent
More likely to do business in Blue Springs	8	29.6 %
No impact	14	51.9 %
Less likely to do business in Blue Springs	3	11.1 %
Don't know	2	7.4 %
Total	27	100.0 %

Q16. Have you ever used the Blue Springs website, specifically Planning, Codes, or Engineering to conduct business with the City or obtain information relative to a project?

16. Have you ever used the Blue Springs website, specifically Planning, Codes, or Engineering to conduct business with the City or obtain information relative to a project?

	Number	Percent
Yes	15	55.6 %
No	12	44.4 %
Total	27	100.0 %

Q16a. Which THREE (3) of the items below do you think should receive the most emphasis from Planning, Codes, or Engineering over the next two (2) years?

<u>1st Choice</u>	<u>Number</u>	<u>Percent</u>
Online Application Submittal	4	14.8 %
Interactive Maps	2	7.4 %
Application Forms	1	3.7 %
Codes and Zoning Regulations	1	3.7 %
Meeting Agendas	1	3.7 %
Online Plan Submittal	1	3.7 %
Other	2	7.4 %
None chosen	15	55.6 %
Total	27	100.0 %

Q16a. Which THREE (3) of the items below do you think should receive the most emphasis from Planning, Codes, or Engineering over the next two (2) years?

<u>Q2nd Choice</u>	<u>Number</u>	<u>Percent</u>
Online Application Submittal	2	7.4 %
Online Application Tracking	2	7.4 %
Meeting Agendas	1	3.7 %
Interactive Maps	1	3.7 %
Online Plan Submittal	1	3.7 %
Online Payment	1	3.7 %
None chosen	19	70.4 %
Total	27	100.0 %

Q16a. Which THREE (3) of the items below do you think should receive the most emphasis from Planning, Codes, or Engineering over the next two (2) years?

<u>Q3rd Choice</u>	<u>Number</u>	<u>Percent</u>
Online Inspection Scheduling and Tracking	2	7.4 %
Codes and Zoning Regulations	1	3.7 %
Interactive Maps	1	3.7 %
Online Plan Submittal	1	3.7 %
Online Payment	1	3.7 %
Online Application Tracking	1	3.7 %
None chosen	20	74.1 %
Total	27	100.0 %

Q16a. Which THREE (3) of the items below do you think should receive the most emphasis from Planning, Codes, or Engineering over the next two (2) years? (Sum of top three choices)

<u>Sum of top three choices</u>	<u>Number</u>	<u>Percent</u>
Online Application Submittal	6	22.2 %
Interactive Maps	4	14.8 %
Online Plan Submittal	3	11.1 %
Online Application Tracking	3	11.1 %
Codes and Zoning Regulations	2	7.4 %
Meeting Agendas	2	7.4 %
Online Payment	2	7.4 %
Online Inspection Scheduling and Tracking	2	7.4 %
Application Forms	1	3.7 %
Other	2	7.4 %
None chosen	15	55.6 %
Total	42	

Q17. Overall, how satisfied are you with the content of the City's website?

17. Overall, how satisfied are you with the content of the City's website?

	Number	Percent
Very Satisfied	2	7.4 %
Satisfied	9	33.3 %
Neutral	5	18.5 %
Dissatisfied	1	3.7 %
Don't Know	10	37.0 %
Total	27	100.0 %

Q18. Overall, how satisfied are you with the City's efforts to make development review process information available through the website, brochures and meetings?

18. Overall, how satisfied are you with the City's efforts to make development review process information available through the website, brochures and meetings?

	Number	Percent
Very Satisfied	2	7.4 %
Satisfied	8	29.6 %
Neutral	6	22.2 %
Very Dissatisfied	1	3.7 %
Don't Know	10	37.0 %
Total	27	100.0 %

Q19. Please rate your level of agreement with the following statements as they relate to the development review process. Please rate each item on a scale of 1 to 5, where a 5 means "Strongly Agree" and a 1 means "Strongly Disagree." If the statement does not apply or you don't know circle 9.

(N=27)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q19-A The City cares about its customers	22.2%	40.7%	14.8%	3.7%	0.0%	18.5%
19-B. The City acknowledges when a mistake has been made	14.8%	33.3%	18.5%	7.4%	0.0%	25.9%
19-C. If a mistake is made, the City does its best to fix the mistake	19.2%	26.9%	26.9%	0.0%	0.0%	26.9%
19-D. The City does an adequate job balancing the interests of developers with the interests of the communities that will be affected by a project	22.2%	37.0%	7.4%	7.4%	3.7%	22.2%
19-E. Overall, the City has improved its customer service in the past two years	18.5%	37.0%	14.8%	3.7%	0.0%	25.9%

WITHOUT DON'T KNOW

Q19. Please rate your level of agreement with the following statements as they relate to the development review process. Please rate each item on a scale of 1 to 5, where a 5 means "Strongly Agree" and a 1 means "Strongly Disagree." If the statement does not apply or you don't know circle 9. (Without "Don't Know")

(N=27)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q19-A The City cares about its customers	27.3%	50.0%	18.2%	4.5%	0.0%
19-B. The City acknowledges when a mistake has been made	20.0%	45.0%	25.0%	10.0%	0.0%
19-C. If a mistake is made, the City does its best to fix the mistake	26.3%	36.8%	36.8%	0.0%	0.0%
19-D. The City does an adequate job balancing the interests of developers with the interests of the communities that will be affected by a project	28.6%	47.6%	9.5%	9.5%	4.8%
19-E. Overall, the City has improved its customer service in the past two years	25.0%	50.0%	20.0%	5.0%	0.0%

Q20. What do you like BEST about the City of Blue Springs' development review process?

Q20. What do you like BEST about the City of Blue Springs' development review process?

- Brian in permitting & inspections great to work with.
- Scott Allen, Jeff Sell & Carson Ross care about building the city. They listen and help work out any problems.
- Good to work with
- The city did a good job in balancing the developer and the city view. Worked out any concerns.
- Debbie, in the permit dept. was very helpful and pleasant to deal with.
- The people/staff , easy to work with
- City planners do a good job; engineering, code dept. and review are the weak links.
- They are easy to work with.
- It's reasonable
- Personable, easy to navigate process and people who administer it are accessible
- Development process went well

Q21. What do you like LEAST about the City of Blue Springs' development review process?

Q21. What do you like LEAST about the City of Blue Springs' development review process?

- Need more parking near the City Hall.
- Some of the City staff does not care; almost to the point I feel we (the builders) are a 'pain" to them.
- Too slow
- Become more business friendly, work better with the developers
- Again go paperless, online application, online plan submittal, no hard copies
- Nothing all good

Q22. Do you have any other comments of suggestions you would like to make?

Q22. Do you have any other comments of suggestions you would like to make?

- We hired a contractor to deal with the city. Sorry, I wasn't able to provide better answers.
- Review your approval process. Example: Lee's Summit usually has approval and is calling for payment within 3 business days.
- The Blue Springs' fees are double those in Lee's Summit.
- The plan review process takes too long City of Lee's Summit is 2 days
- The permit approval time frame and process must be changed
- Jim Holly with City Planning and Zoning was very helpful with our project

The City of Blue Springs is reviewing ways to improve the development review process. If you would like to be kept informed about the outcomes of this review, please provide your name, organization, complete address, and phone number in the space below.

<u>Name:</u>	<u>Organization:</u>	<u>Street Address:</u>	<u>City/Town:</u>	<u>State:</u>	<u>ZIP:</u>	<u>Phone Number:</u>
Chad McGraw	McGraw Homes Inc.	902 SE Willow Pl	Blue Springs	MO	64014	816-985-6909
Mike Yalcik	Sallee Homes/Urban Home Builders	804 SW Jones	Blue Springs	MO	64015	816-365-0585
Fred Woolf	Home Owner	2200 Opossum Hollow Rd	Blue Springs	MO	64015	816-220-3388

Section 3:
Survey Instrument

City of Blue Springs Community Development Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to improve the quality of our services. Your responses will remain completely confidential.

1. Where is your primary business physically located?

- | | |
|---|---|
| <input type="checkbox"/> (1) Blue Springs, MO | <input type="checkbox"/> (5) Raytown, MO |
| <input type="checkbox"/> (2) Independence, MO | <input type="checkbox"/> (6) Kansas City, MO |
| <input type="checkbox"/> (3) Lee's Summit, MO | <input type="checkbox"/> (7) Other Jackson County |
| <input type="checkbox"/> (4) Grain Valley, MO | <input type="checkbox"/> (8) Other state |

2. How many times since 2011 to the Present have you been involved in a building/construction project in Blue Springs?

- | | |
|---|---|
| <input type="checkbox"/> (1) Once | <input type="checkbox"/> (4) More than 20 times |
| <input type="checkbox"/> (2) 2-5 times | <input type="checkbox"/> (9) Don't know |
| <input type="checkbox"/> (3) 6-10 times | |

3. How many times since 2011 to the Present have you been involved in building/construction projects in communities with a population over 20,000?

- | | |
|---|---|
| <input type="checkbox"/> (1) Once | <input type="checkbox"/> (4) More than 20 times |
| <input type="checkbox"/> (2) 2-5 times | <input type="checkbox"/> (9) Don't know |
| <input type="checkbox"/> (3) 6-10 times | |

4. Which of the following best describes your role in Blue Springs building/construction projects: (Please select all options that apply)

- | | |
|--|--|
| <input type="checkbox"/> (1) Owner or Owner Representative | <input type="checkbox"/> (4) Developer |
| <input type="checkbox"/> (2) Architect/Engineer | <input type="checkbox"/> (5) Other |
| <input type="checkbox"/> (3) Contractor | |

5. Please select all types of projects that you have worked on within the City since 2011 to the Present. (Please select all options that apply)

- | | |
|---|---|
| <input type="checkbox"/> (1) New commercial/industrial | <input type="checkbox"/> (5) Residential renovation/remodel |
| <input type="checkbox"/> (2) Non-residential renovation/remodel | <input type="checkbox"/> (6) Subdivision development |
| <input type="checkbox"/> (3) Apartment construction | <input type="checkbox"/> (7) Other |
| <input type="checkbox"/> (4) New home construction | |

6. What is the approximate average cost of the projects you have been involved with during the past two years in Blue Springs?

_____ dollars

7. What ONE thing could the City of Blue Springs do to improve the Development Review Process? [Please write your answer in the space below and be as specific as possible]

8. Using a scale of 1 to 5, where a 5 means "Much Better" and 1 means "Much Worse," please indicate how you think the City of Blue Springs' development review process compares to the organizations listed below? If you don't know please circle 9.

<i>How does Blue Springs compare to:</i>		Much Better	Better	Same	Worse	Much Worse	Don't Know
A.	City of Gladstone, Mo	5	4	3	2	1	9
B.	City of Grain Valley, MO	5	4	3	2	1	9
C.	City of Grandview, MO	5	4	3	2	1	9
D.	City of Independence, MO	5	4	3	2	1	9
E.	City of Kansas City, MO	5	4	3	2	1	9
F.	City of Lee's Summit, MO	5	4	3	2	1	9
G.	City of Liberty, MO	5	4	3	2	1	9
H.	City of Raytown, MO	5	4	3	2	1	9

9. Have you (or your company) ever worked with the City's Planning and Development Staff?

___(1) Yes – Please answer Questions 9a and 9b ___(2) No - Go to Question 10

- 9a. Please rate your level of agreement with the following statements about the City's Planning and Development Staff with whom you have worked during the Development Review Process. Please rate each item on a scale of 1 to 5, where a 5 means "Strongly Agree" and a 1 means "Strongly Disagree." If the statement does not apply or you don't know please circle 9.

<i>Please rate your level of agreement that:</i>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	Staff was courteous	5	4	3	2	1	9
2.	Staff returned phone calls and emails on time	5	4	3	2	1	9
3.	Staff was timely in their responses	5	4	3	2	1	9
4.	Necessary information/forms were readily available	5	4	3	2	1	9
5.	Explanations/directions were adequate	5	4	3	2	1	9
6.	Hours staff was available was adequate	5	4	3	2	1	9
7.	Staff was adequately trained	5	4	3	2	1	9
8.	Staff was consistent in their interpretation	5	4	3	2	1	9
9.	Project was handled in a timely manner	5	4	3	2	1	9
10.	Permit was issued in a timely manner	5	4	3	2	1	9
11.	Inspectors were available when needed/expected	5	4	3	2	1	9
12.	Treatment received was unbiased	5	4	3	2	1	9
13.	Fees charged were explained well	5	4	3	2	1	9
14.	Staff worked with me to find a resolution	5	4	3	2	1	9
15.	Staff had adequate "on-site" authority	5	4	3	2	1	9

- 9b. Do you have any review process or policy implementation improvements that you would like to see considered by the City's PLANNING and DEVELOPMENT Staff in the future? [Please write your answer in the space below and be as specific as possible]

10. Have you (or your company) ever worked with the City's Codes Administration (Building Permit) Staff?

___(1) Yes – Please answer Questions 10a and 10b ___(2) No - Go to Question 11

10a. Please rate your level of agreement with the following statements about the City's Codes Administration Staff with whom you have worked during the Development Review Process. Please rate each item on a scale of 1 to 5, where a 5 means "Strongly Agree" and a 1 means "Strongly Disagree." If the statement does not apply or you don't know please circle 9.

<i>Please rate your level of agreement that:</i>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	Staff was courteous	5	4	3	2	1	9
2.	Telephone calls and emails were returned in a timely manner	5	4	3	2	1	9
3.	Timely responses were made to my issues/questions	5	4	3	2	1	9
4.	Information/forms were readily available	5	4	3	2	1	9
5.	Explanations/directions were adequate	5	4	3	2	1	9
6.	Hours of staff availability were adequate	5	4	3	2	1	9
7.	Staff was adequately trained	5	4	3	2	1	9
8.	Staff was consistent in their interpretation	5	4	3	2	1	9
9.	Project was handled in a timely manner	5	4	3	2	1	9
10.	Permit was issued in timely manner	5	4	3	2	1	9
11.	Inspectors were available when needed	5	4	3	2	1	9
12.	The treatment received was unbiased	5	4	3	2	1	9
13.	Fees charged by the department were explained well	5	4	3	2	1	9
14.	Staff worked with me to consider options	5	4	3	2	1	9
15.	Staff had adequate authority and training	5	4	3	2	1	9

10b. Do you have any review process or policy implementation improvements that you would like to see considered by the City's CODES ADMINISTRATION Staff in the future? [Please write your answer in the space below and be as specific as possible]

11. Have you (or your company) ever worked with the City's Public Works, Utilities and Engineering Staff?

___(1) Yes – Please answer Questions 11a and 11b

___(2) No - Go to Question 12

11a. Please rate your level of agreement with the following statements about the City's Public Works, Utilities, and Engineering Staff with whom you have worked during the Development Review Process. Please rate each item on a scale of 1 to 5, where a 5 means "Strongly Agree" and a 1 means "Strongly Disagree." If the statement does not apply or you don't know circle 9.

<i>Please rate your level of agreement that:</i>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	Staff was courteous	5	4	3	2	1	9
2.	Staff returned telephone calls in a timely manner	5	4	3	2	1	9
3.	Staff was timely in their responses	5	4	3	2	1	9
4.	Information/forms were adequate	5	4	3	2	1	9
5.	Explanations/directions were adequate	5	4	3	2	1	9
6.	Hours of staff availability were adequate	5	4	3	2	1	9
7.	Staff was adequately trained	5	4	3	2	1	9
8.	Staff was consistent in interpretations	5	4	3	2	1	9
9.	Project was handled in a timely manner	5	4	3	2	1	9
10.	Permits were received from staff unbiased	5	4	3	2	1	9
11.	Inspectors were available when need	5	4	3	2	1	9
12.	The treatment received was unbiased	5	4	3	2	1	9
13.	Fees charged by the department were reasonable	5	4	3	2	1	9
14.	Staff worked with me to find a resolution	5	4	3	2	1	9
15.	Staff has adequate authority/training	5	4	3	2	1	9

11b. Do you have any suggestions for improvement that you would like to see implemented by the City's PUBLIC WORKS, UTILITIES, and ENGINEERING Staff in the future? [Please write your answer in the space below and be as specific as possible]

12. Using a scale of 1 to 5, where a 5 means "Very Satisfied" and a 1 means "Very Dissatisfied," please rate your satisfaction with each of the following groups that have a role in the Development Review Process? If you don't know or have not interacted with the group circle 9.

<i>How satisfied are you with the:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Planning commission	5	4	3	2	1	9
2.	Board of Zoning Adjustment	5	4	3	2	1	9
3.	City Council	5	4	3	2	1	9
4.	ADD: Appearance Review Committee; Downtown Review Board; Historic Preservation Commission	5	4	3	2	1	9

12a. If you indicated that you are dissatisfied with any of these groups, what processes or policies are you dissatisfied with and why? [Please write your answer in the space below and be as specific as possible]

13. Overall, how would you rate your level of satisfaction with the length of time it takes to get a project approved in Blue Springs as compared to other similar communities where you have built or are currently building?

- ___(5) Very Satisfied
- ___(4) Satisfied
- ___(3) Neutral
- ___(2) Dissatisfied
- ___(1) Very Dissatisfied
- ___(9) Don't Know

14. Overall, how would you rate your level of satisfaction with the following building and development standards and processes in Blue Springs?

<i>How satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	ICC Building Codes	5	4	3	2	1	9
B.	Building permit fee structure (i.e., how fees are calculated)	5	4	3	2	1	9
C.	Building permit application forms	5	4	3	2	1	9
D.	Building permit "Sign Off Sheet"	5	4	3	2	1	9
E.	Inspection request hotline	5	4	3	2	1	9
F.	Inspection report form	5	4	3	2	1	9
G.	Plan check request for revisions format	5	4	3	2	1	9
H.	Other (Please Specify Below)	5	4	3	2	1	9

15. How has your experience with the City of Blue Springs during your construction/building project impacted your plans to do future projects in Blue Springs?

- ___(3) More likely to do business in Blue Springs
- ___(2) No impact
- ___(1) Less likely to do business in Blue Springs
- ___(9) Don't Know

16. Have you ever used the Blue Springs website, specifically Planning, Codes, or Engineering to conduct business with the City or obtain information relative to a project?

___(1) Yes – Please answer Question 16a

___(2) No - Go to Question 17

16a. Which THREE (3) of the items below do you think should receive the most emphasis from Planning, Codes, or Engineering over the next two (2) years? [Write in the letters below using letters A-K from the list]

(A) Application Forms

(F) Online Application Submittal

(B) Codes and Zoning Regulations

(G) Online Plan Submittal

(C) Meeting Agendas

(H) Online Payment

(D) Utility Contracts

(I) Online Application Tracking

(E) Interactive Maps

(J) Online Inspection Scheduling and Tracking

(K) Other _____

1st.:____

2nd.:____

3rd.:____

17. Overall, how satisfied are you with the content of the City’s website?

___(5) Very Satisfied

___(2) Dissatisfied

___(4) Satisfied

___(1) Very Dissatisfied

___(3) Neutral

___(9) Don’t Know

18. Overall, how satisfied are you with the City’s efforts to make development review process information available through the website, brochures and meetings?

___(5) Very Satisfied

___(2) Dissatisfied

___(4) Satisfied

___(1) Very Dissatisfied

___(3) Neutral

___(9) Don’t Know

19. Please rate your level of agreement with the following statements as they relate to the development review process. Please rate each item on a scale of 1 to 5, where a 5 means "Strongly Agree" and a 1 means "Strongly Disagree." If the statement does not apply or you don't know circle 9.

<i>Please rate your level of agreement that:</i>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
A.	The City cares about its customers	5	4	3	2	1	9
B.	The City acknowledges when a mistake has been made	5	4	3	2	1	9
C.	If a mistake is made, the City does its best to fix the mistake	5	4	3	2	1	9
D.	The City does an adequate job balancing the interests of developers with the interests of the communities that will be affected by a project	5	4	3	2	1	9
E.	Overall, the City has improved its customer service in the past two years	5	4	3	2	1	9

20. What do you like BEST about the City of Blue Springs' development review process? [Please write your answer in the space below and be as specific as possible]

21. What do you like LEAST about the City of Blue Springs' development review process? [Please write your answer in the space below and be as specific as possible]

22. Do you have any other comments of suggestions you would like to make? [Please write your answer in the space below and be as specific as possible]

The City of Blue Springs is reviewing ways to improve the development review process. If you would like to be kept informed about the outcomes of this review, please provide your name, organization, complete address, and phone number in the space below.

Your Name: _____ Organization: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Phone: (____) _____

The City of Blue Springs Thanks You for Your Time

Please return your completed survey in the return envelope provided or by fax to 913-829-1591.