

# Contents

<b>Executive Summary</b> .....	i
<b>Section 1: Charts and Graphs</b> .....	1
<b>Section 2: Tabular Data</b> .....	18
<b>Section 3: Survey Instrument</b> .....	41

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# 2014 City of Blue Springs Development Services Survey

## Executive Summary

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### Purpose and Methodology

During December of 2014, ETC Institute administered a survey to customers who had used the City of Blue Springs' development services. It was the second time ETC Institute has administered this survey; the first was conducted during the summer of 2013. 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 60 customers.

### Major Findings

- **Physical Location of Businesses.** Nineteen percent (19%) of the customers surveyed reported their business was located in Blue Springs; 20% reported their business was located in KCMO, 8% reported their business was located in Lee's Summit, 7% reported their business was located in Grain Valley, 2% reported their business was located in Independence and 32% 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:
  - Forty percent (40%) of the customers surveyed reported their role in Blue Springs building/construction projects was as an Owner or Owner Representative; 31% reported they were a Contractor, 14% reported they were an Architect/Engineer and 11% reported they were a Developer.
  - Eighty percent (80%) of customers reported they had been involved in a building/construction project in Blue Springs one to five times since June 2013; 18% reported they had been involved in a building/construction project in Blue Springs six or more times since June 2013 and 2% did not know.

- The major types of projects that customers reported they had worked on in Blue Springs since June 2013 were non-residential renovations/remodels (28%) and new commercial/industrial projects (25%).
  - Seventy-one percent (71%) 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; 15% reported the approximate average cost of the projects they had been involved within Blue Springs was \$1 million dollars or more and 15% did not know.
- **Development in Communities with a Population Over 20,000.** Forty-three percent (43%) of customers reported they had been involved in building/construction projects in communities with a population over 20,000 one to ten times since June 2013 and 50% reported they had been involved in projects in communities with a population over 20,000 twenty or more times since June 2013.
  - **Ratings of the Blue Springs Development Review Process Compared to Other Missouri Cities.** Sixty-five percent (65%) of the customers surveyed felt the City's Development Review process was better compared to Kansas City; 56% of the customers surveyed felt the City's process was better compared to Gladstone, and 54% felt the City's process was better compared to Raytown.
  - **Ratings of the City's Planning and Development Staff.** Of the customers who had worked with the City's Planning and Development staff, fifty-eight percent (58%) 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:
    - Staff was courteous (93%)
    - Inspectors were available when needed/expected (89%)
    - Necessary information/forms were readily available (87%)
    - Hours staff was available was adequate (84%)
    - Treatment received was unbiased (84%)
    - Explanations/directions were adequate (81%)
    - Staff was adequately trained (81%)

- **Ratings of the City’s Code Administration Staff.** Of the customers who had worked with the City’s Code Administration staff, fifty-five percent (55%) 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:
  - The treatment received was unbiased (88%)
  - Information/forms were readily available (84%)
  - Inspectors were available when needed (79%)
  - Staff was courteous (77%)
  
- **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, seventy-five percent (75%) or more of the customers agreed with all of the positive statements they were asked to rate about the department’s staff. The statements customers agreed with most, based upon the combined percentage of “strongly agree” and “agree” ratings, are listed below:
  - Inspectors were available when needed (94%)
  - Information/forms were adequate (91%)
  - Hours of staff availability were adequate (91%)
  - Staff was adequately trained (91%)
  - Project was handled in a timely manner (91%)
  - Staff was consistent in interpretations (91%)
  
- **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 eighty-seven percent (87%) of the customers surveyed were “very satisfied” or “satisfied” with the Board of Zoning Adjustment. Eighty-four percent (84%) of customers were “very satisfied” or “satisfied” with the Planning Commission, 78% were “very satisfied” or “satisfied” with the Appearance Review Committee, Downtown Review Board and Historic Prevention Commission and 71% were “very satisfied” or “satisfied” with the City Council.

- Fifty-four percent (54%) 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; 25% were neutral about the time it takes to get a project approved, 13% 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: building permit applications forms (80%), ICC Building codes (79%), and the building permit “sign off sheet” (77%).
  - Fifty percent (50%) 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; 33% felt their experience made them more likely to do business in Blue Springs, 8% felt their experience made them less likely to do future projects in Blue Springs and 8% did not know.
  - More than half (56%) 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; 17% were neutral, 2% were dissatisfied and 25% did not know.
  - Eighty percent (80%) of the customers surveyed either “strongly agreed” or “agreed” that the City cares about its customers.
  - Nearly two-thirds (65%) of the customers surveyed either “strongly agreed” or “agreed” that the City acknowledges when a mistake has been made.
  - Sixty-two percent (62%) of the customers surveyed either “strongly agreed” or “agreed” that the City has improved customer service in the past two years.
- **City Website.** Forty-seven percent (47%) 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 53% had not. When asked to rate the content of the City’s website, forty-one percent (41%) of the customers surveyed were “very satisfied” or “satisfied” with the content, 13% were neutral, and 45% did not know. No one surveyed indicated they were dissatisfied with the content of the City’s website.
  - **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) online plan submittal and 3) online payment.

*Section 1:*  
***Charts and Graphs***

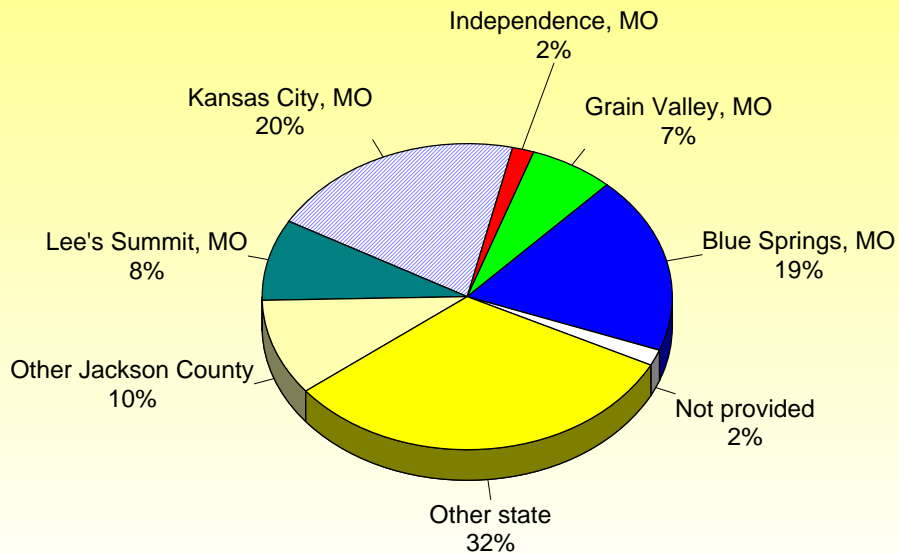
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# 2014 City of Blue Springs Development Services Survey

Source: ETC Institute (2014 City of Blue Springs Development Services Survey)

## Where is your primary business physically located?

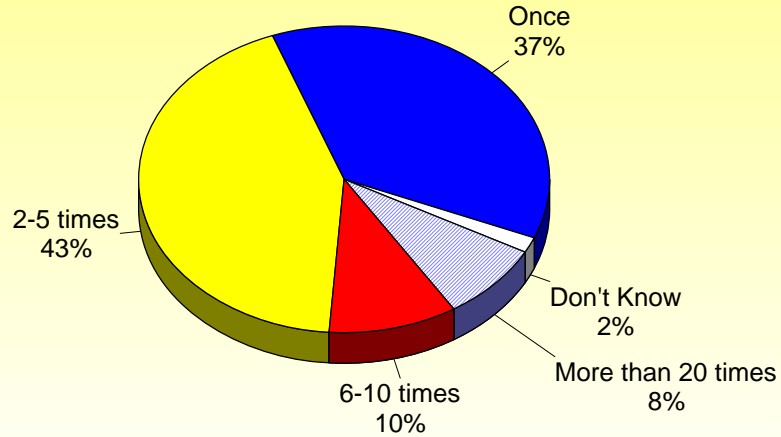
by percentage of respondents surveyed



Source: ETC Institute (2014 City of Blue Springs Development Services Survey)

### How many times since June 2013 to the present have you been involved in a building/construction project in Blue Springs?

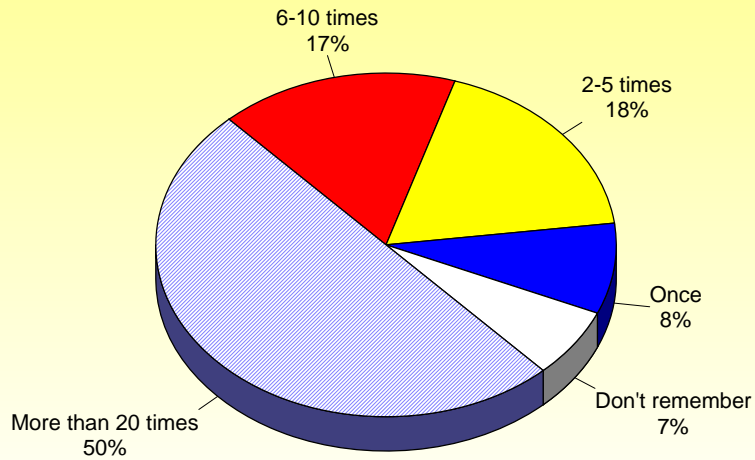
by percentage of respondents surveyed



Source: ETC Institute (2014 City of Blue Springs Development Services Survey)

### How many times since June 2013 to the present have you been involved in building/construction projects in communities with a population over 20,000?

by percentage of respondents surveyed

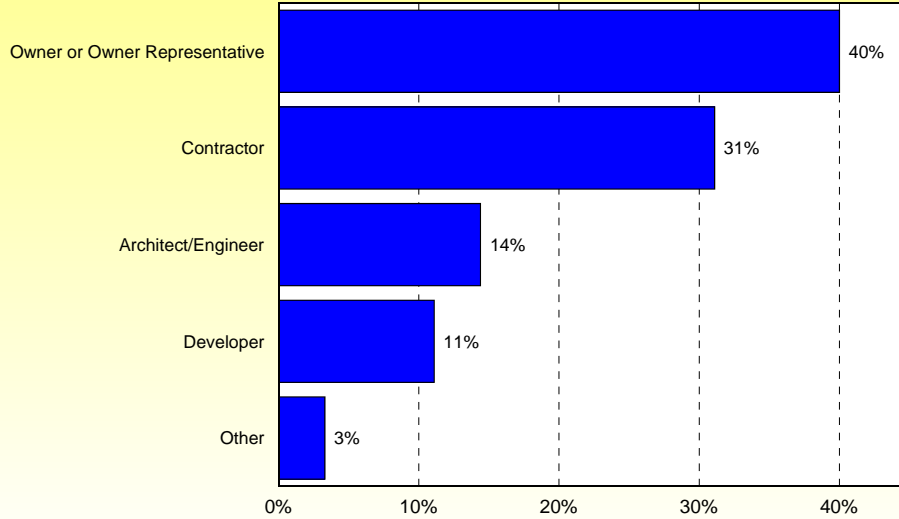


Source: ETC Institute (2014 City of Blue Springs Development Services Survey)



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

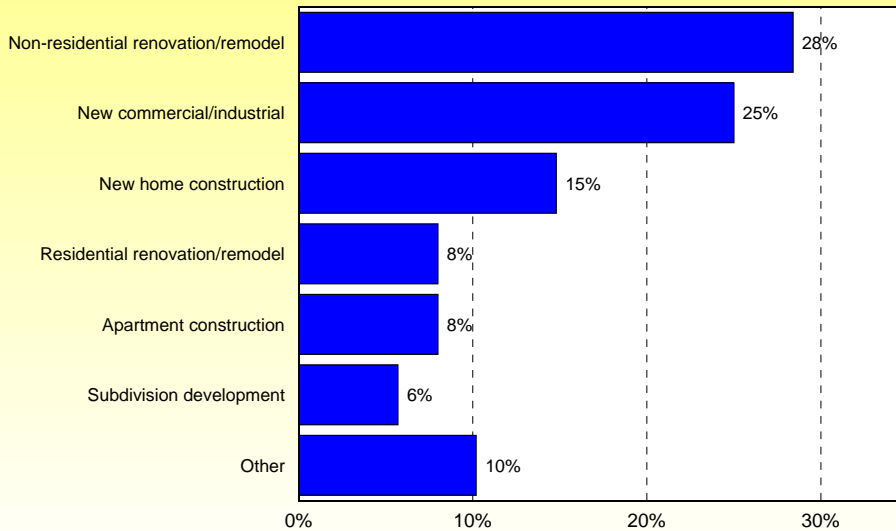
by percentage of respondents surveyed (multiple selections could be made)



Source: ETC Institute (2014 City of Blue Springs Development Services Survey)

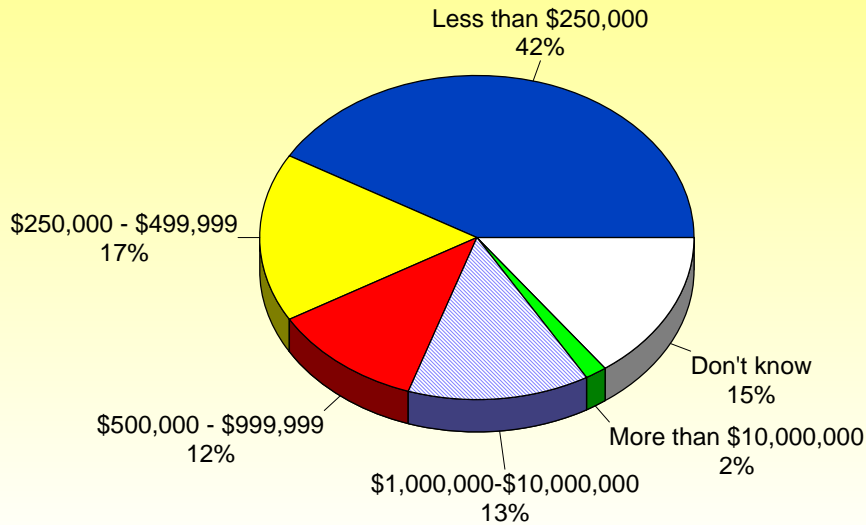
**Please select all types of projects that you have worked on within the City since June 2013 to the present**

by percentage of respondents surveyed (multiple selections could be made)



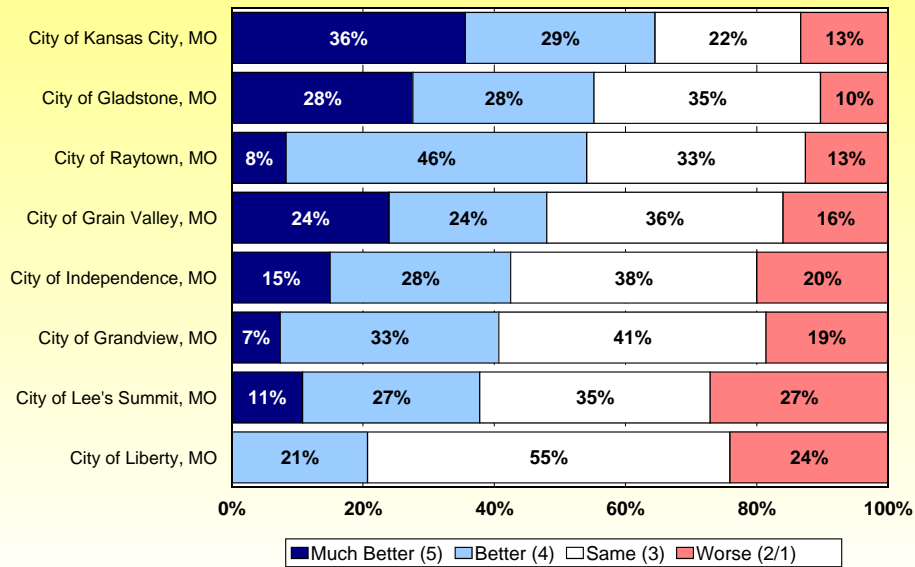
Source: ETC Institute (2014 City of Blue Springs Development Services Survey)

**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

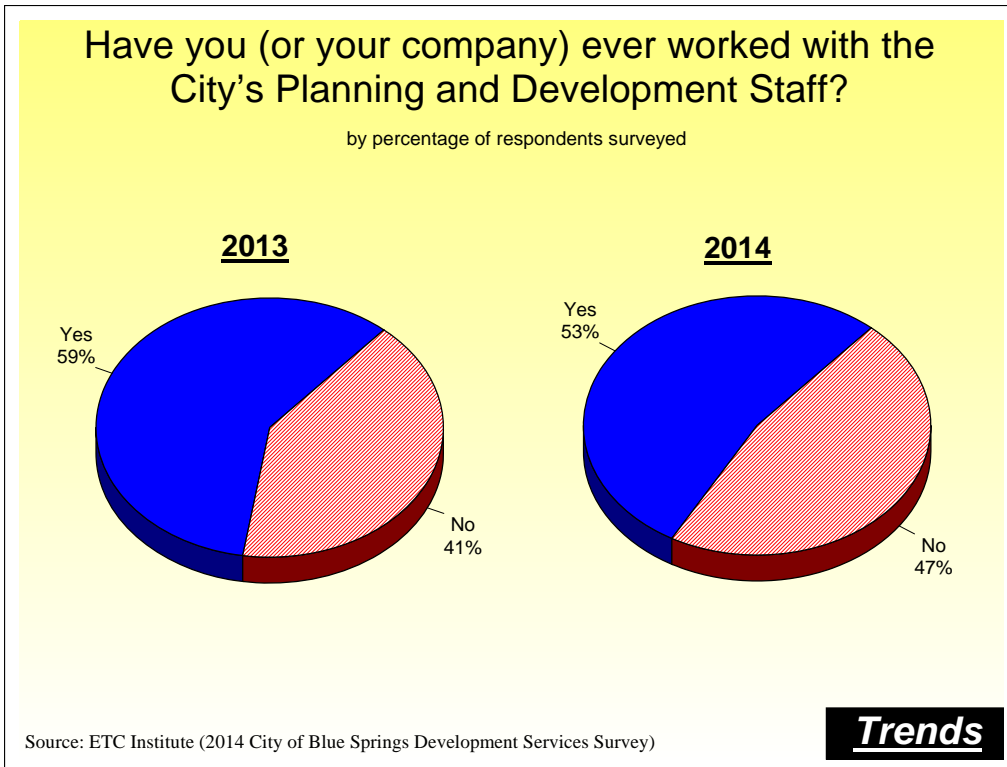
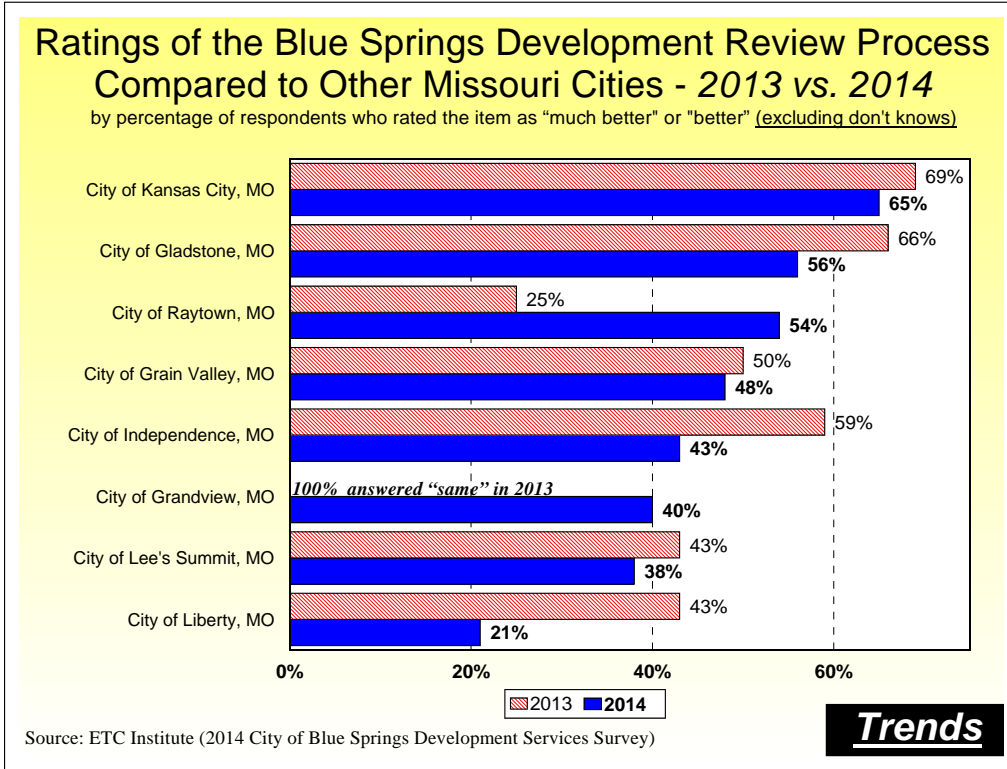


Source: ETC Institute (2014 City of Blue Springs Development Services Survey)

**Ratings of the Blue Springs Development Review Process Compared to Other Missouri Cities**  
by percentage of respondents surveyed (excluding don't knows)

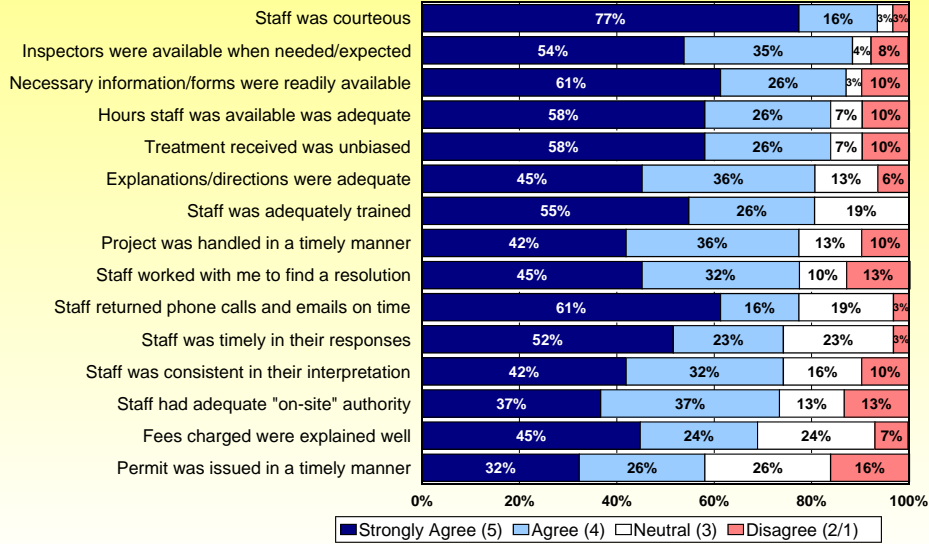


Source: ETC Institute (2014 City of Blue Springs Development Services Survey)



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

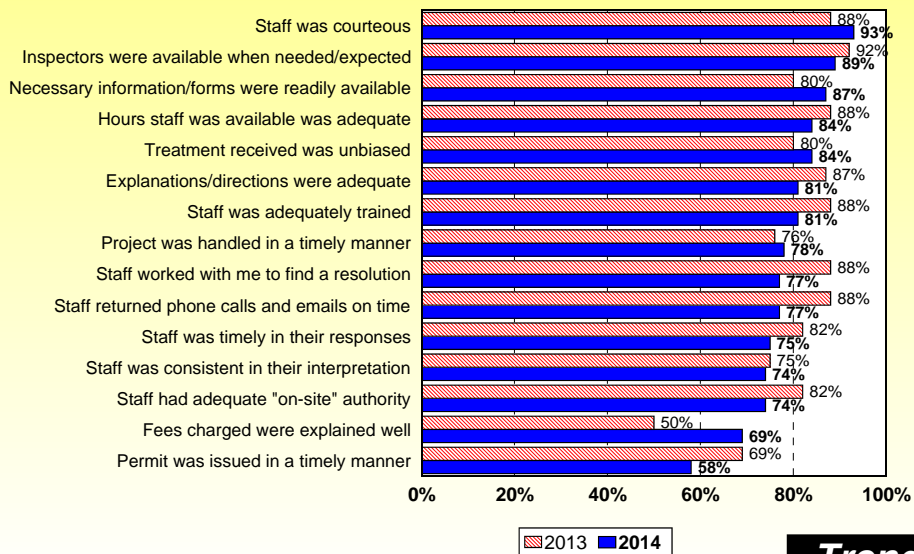
by percentage of respondents surveyed who had worked with the City's Planning and Development Staff (excluding don't knows)



Source: ETC Institute (2014 City of Blue Springs Development Services Survey)

### Level of Agreement With Various Statements About the City's Planning and Development Staff - 2013 vs. 2014

by percentage of respondents surveyed who had worked with the City's Planning and Development Staff and indicated they "strongly agree" or "agree" with the statement (excluding don't knows)

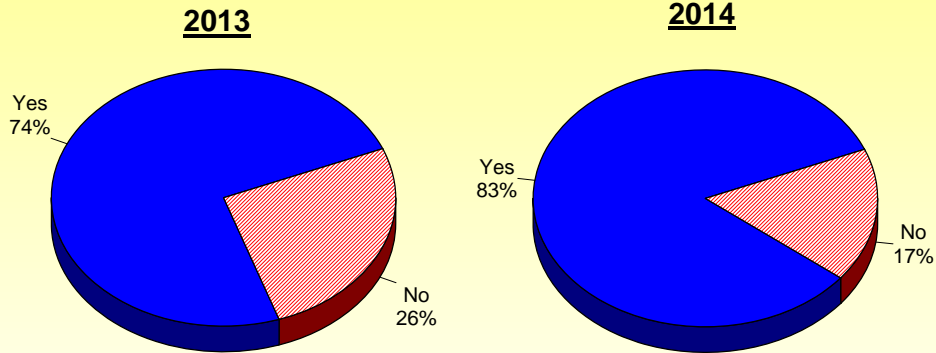


Source: ETC Institute (2014 City of Blue Springs Development Services Survey)



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

by percentage of respondents surveyed

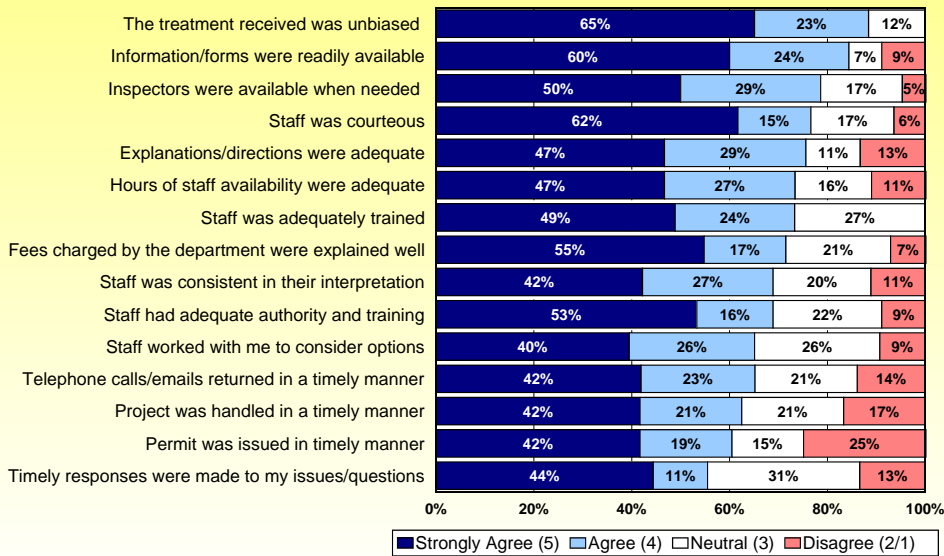


Source: ETC Institute (2014 City of Blue Springs Development Services Survey)

**Trends**

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

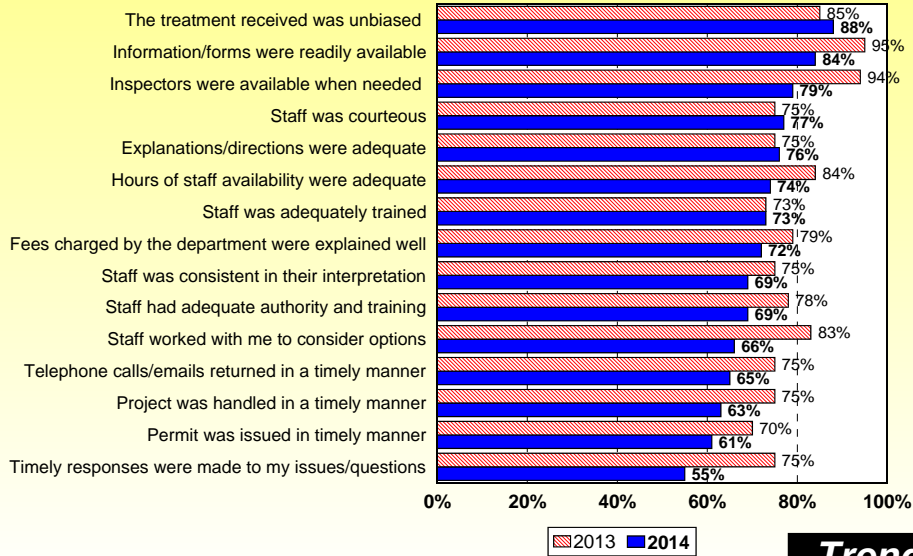
by percentage of respondents surveyed who had worked with the City's Codes Administration Staff (excluding don't knows)



Source: ETC Institute (2014 City of Blue Springs Development Services Survey)

### Level of Agreement With Various Statements About the City's Codes Administration Staff- 2013 vs. 2014

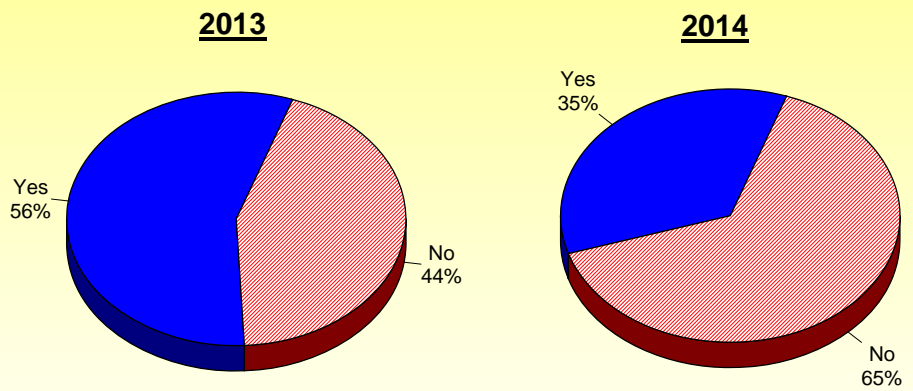
by percentage of respondents surveyed who had worked with the City's Codes Administration Staff and indicated they "strongly agree" or "agree" with the statement (excluding don't knows)



**Trends**

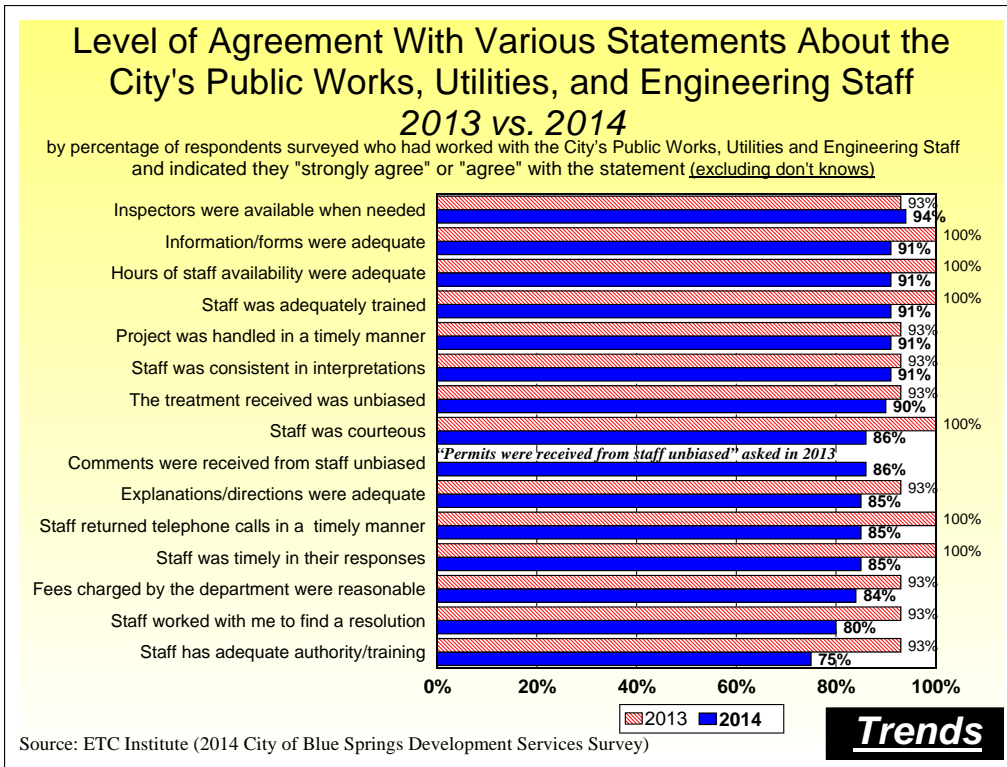
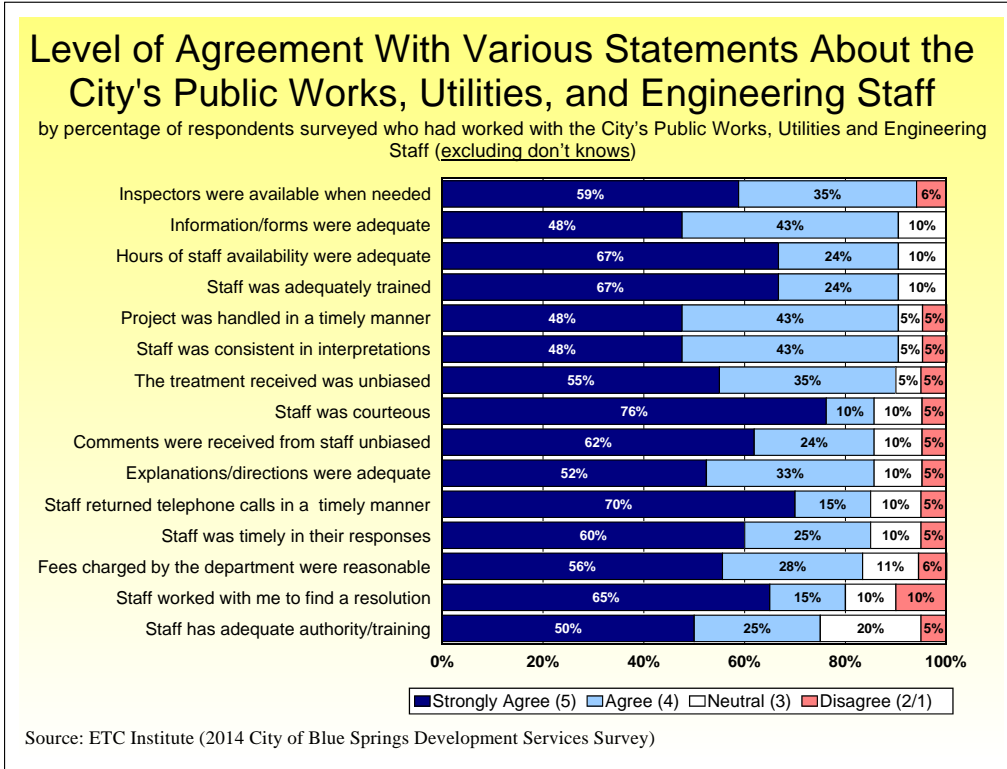
### Have you (or your company) ever worked with the City's Public Works, Utilities, and Engineering Staff?

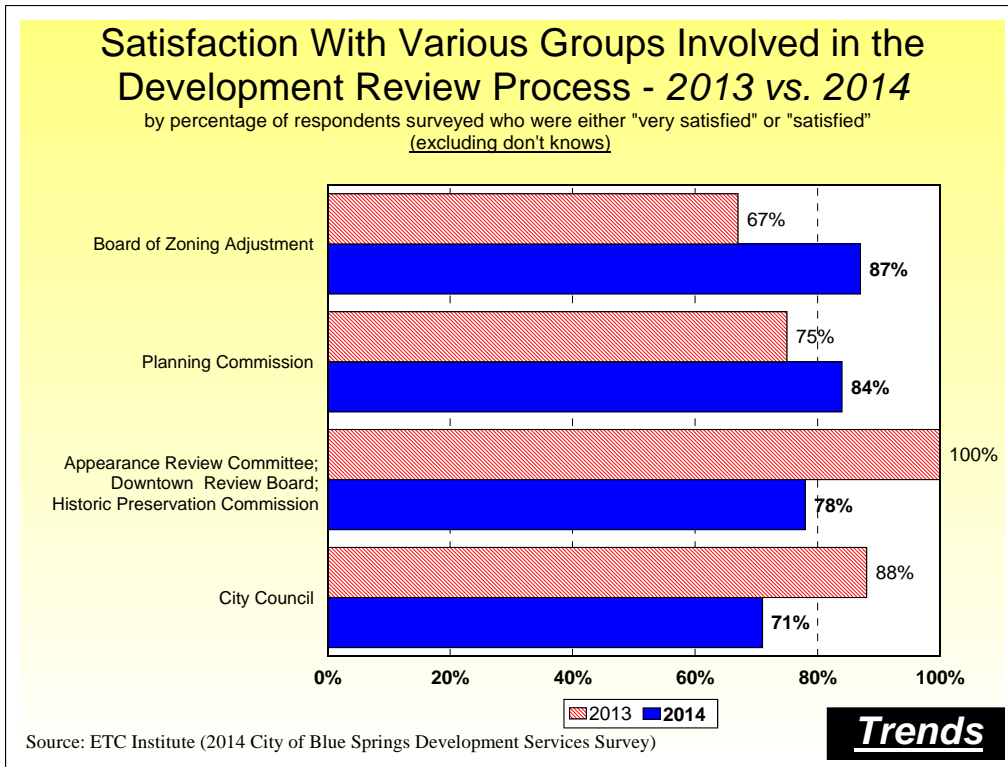
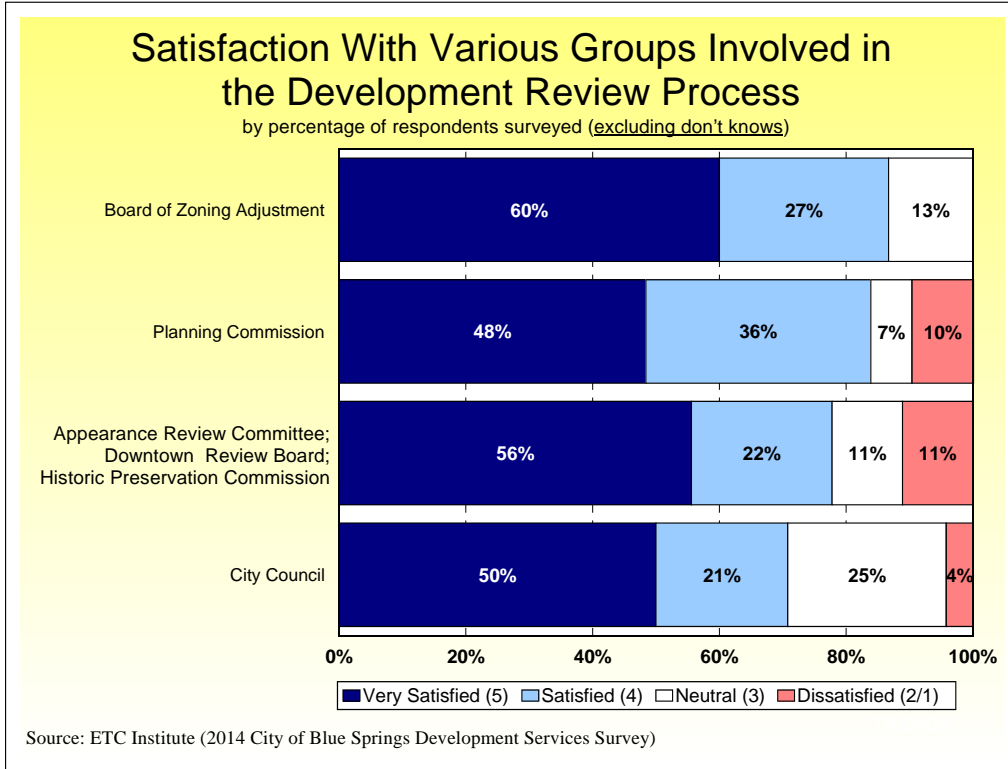
by percentage of respondents surveyed



Source: ETC Institute (2014 City of Blue Springs Development Services Survey)

**Trends**

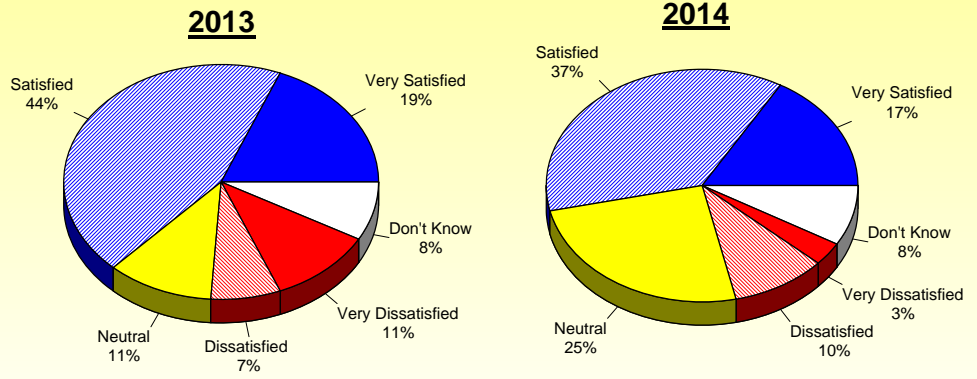






### Overall Satisfaction with the Length of Time it Takes to Get a Project Approved in Blue Springs As Compared to Similar Communities

by percentage of respondents surveyed

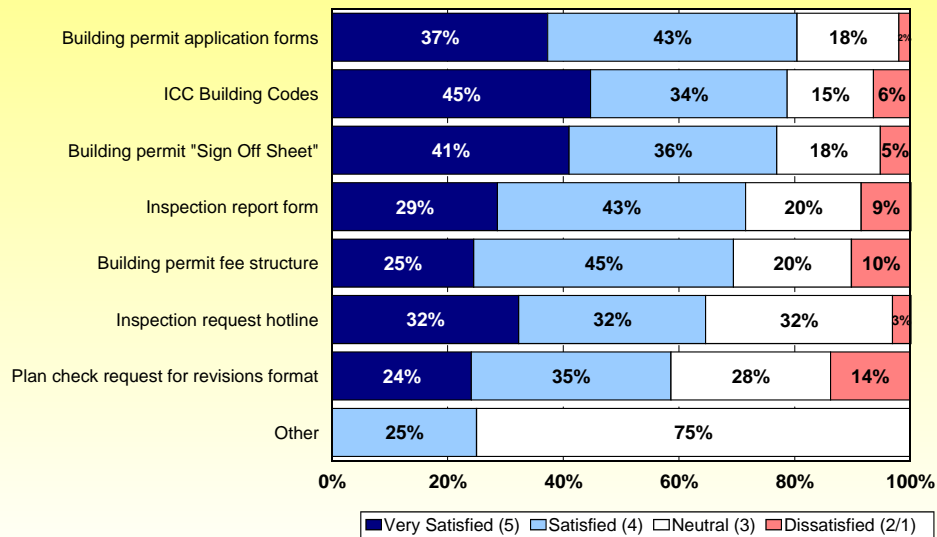


Source: ETC Institute (2014 City of Blue Springs Development Services Survey)



### Satisfaction with Building/Development Standards and Processes in Blue Springs

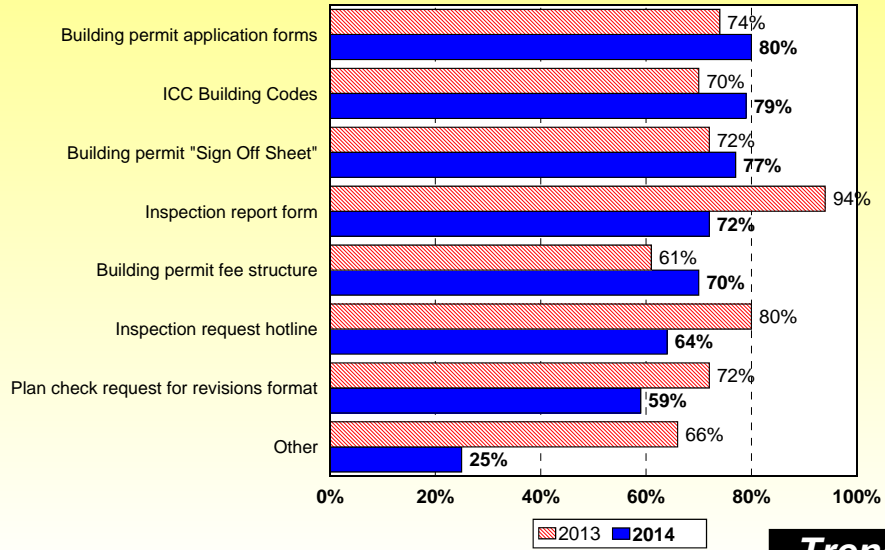
by percentage of respondents surveyed (excluding don't knows)



Source: ETC Institute (2014 City of Blue Springs Development Services Survey)

### Satisfaction with Building/Development Standards and Processes in Blue Springs - 2013 vs. 2014

by percentage of respondents surveyed who were either "very satisfied" or "satisfied" (excluding don't knows)

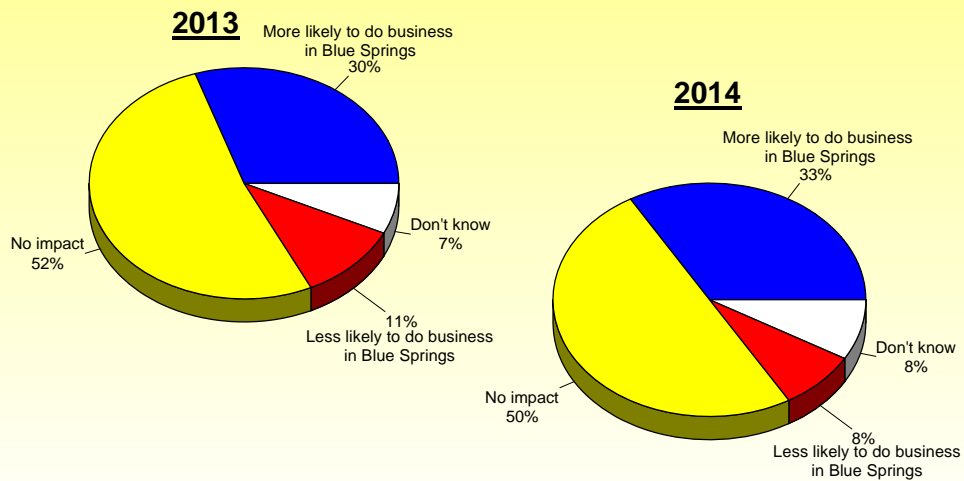


Source: ETC Institute (2014 City of Blue Springs Development Services Survey)



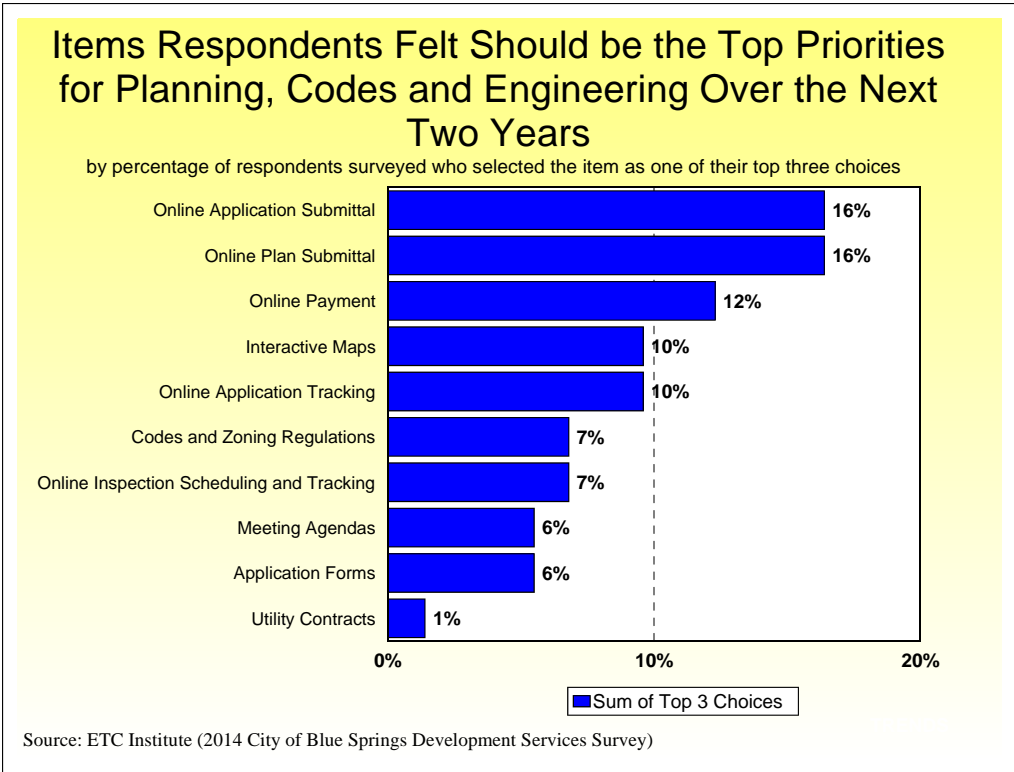
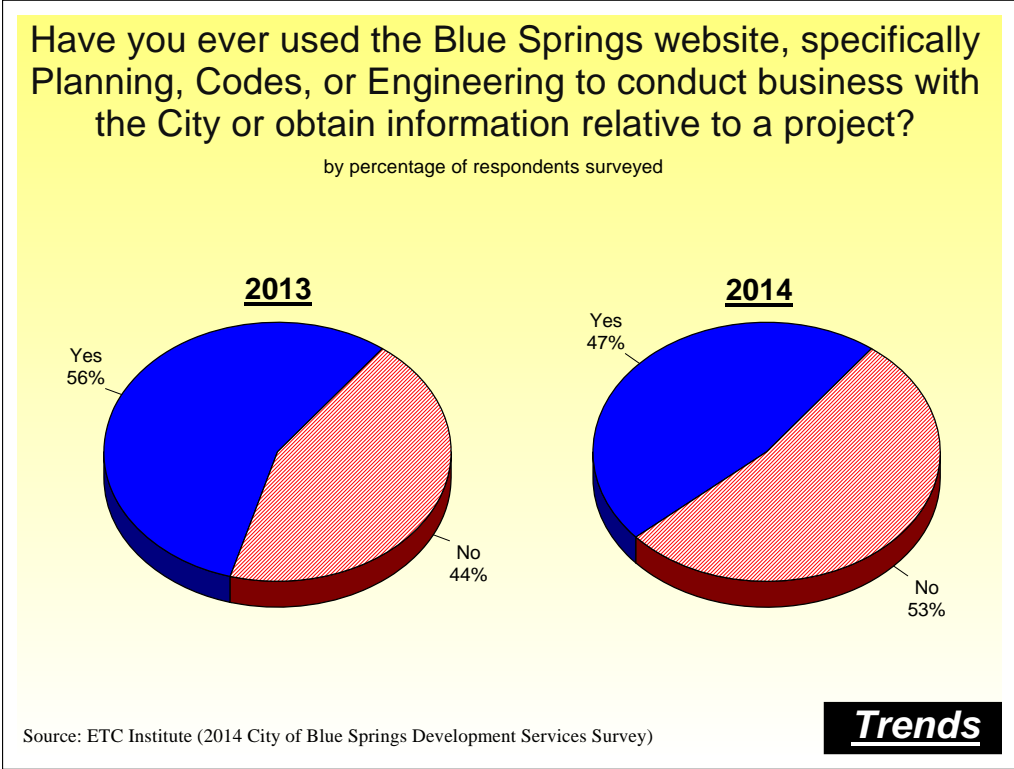
### How has your experience with the City during your construction/building project impacted your plans to do future projects in Blue Springs?

by percentage of respondents surveyed



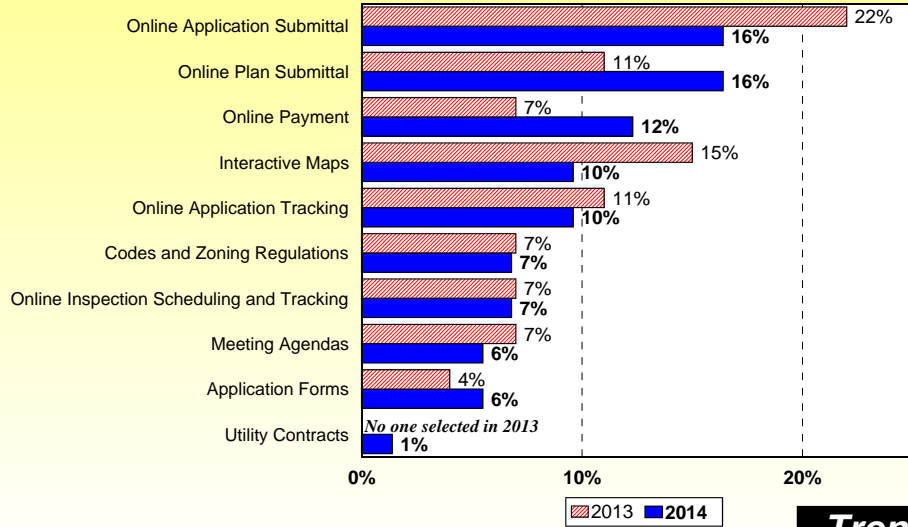
Source: ETC Institute (2014 City of Blue Springs Development Services Survey)





### Items Respondents Felt Should be the Top Priorities for Planning, Codes and Engineering Over the Next Two Years - 2013 vs. 2014

by percentage of respondents surveyed who selected the item as one of their top three choices

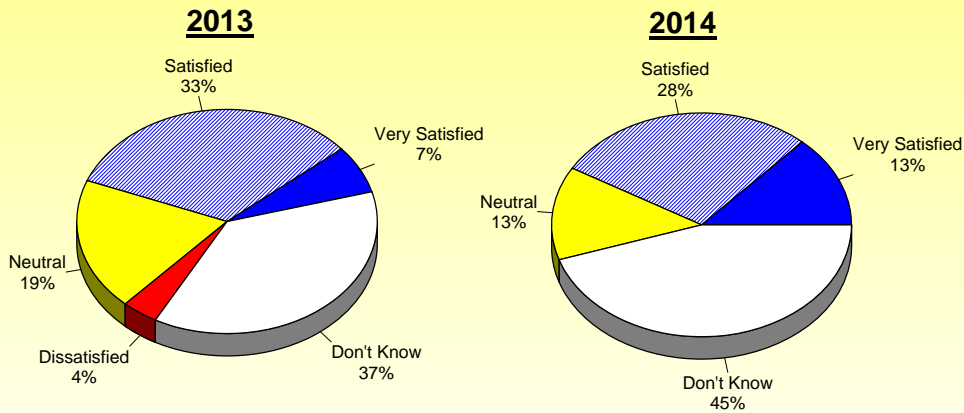


Source: ETC Institute (2014 City of Blue Springs Development Services Survey)



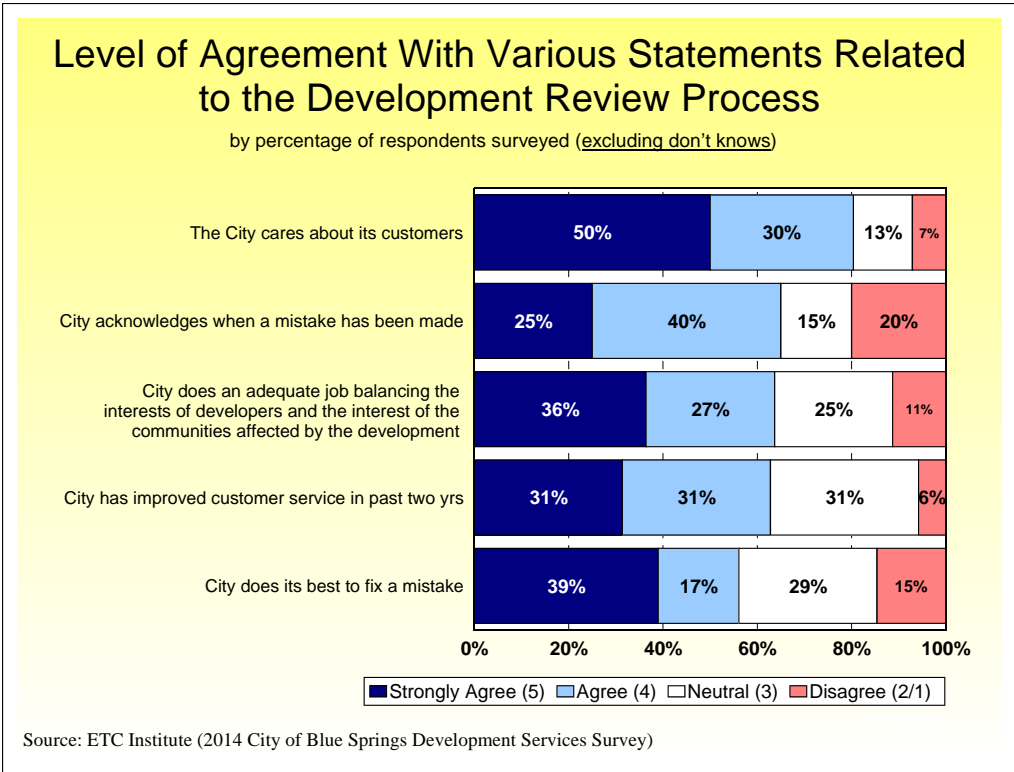
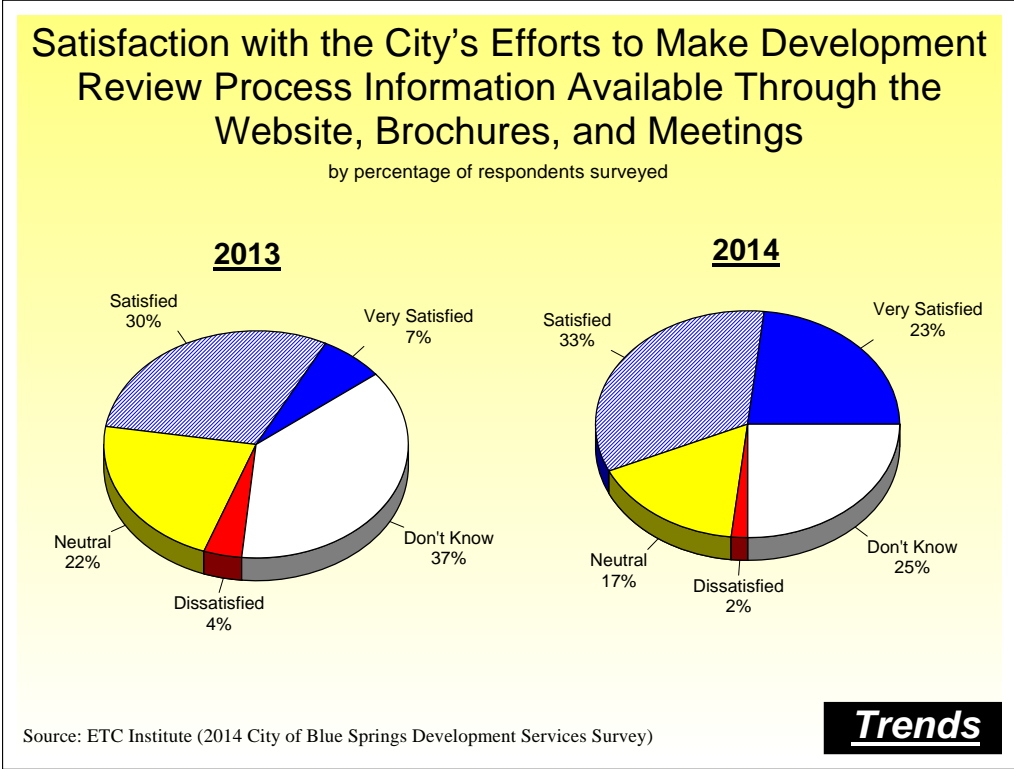
### Overall Satisfaction with the Content of the City's Website

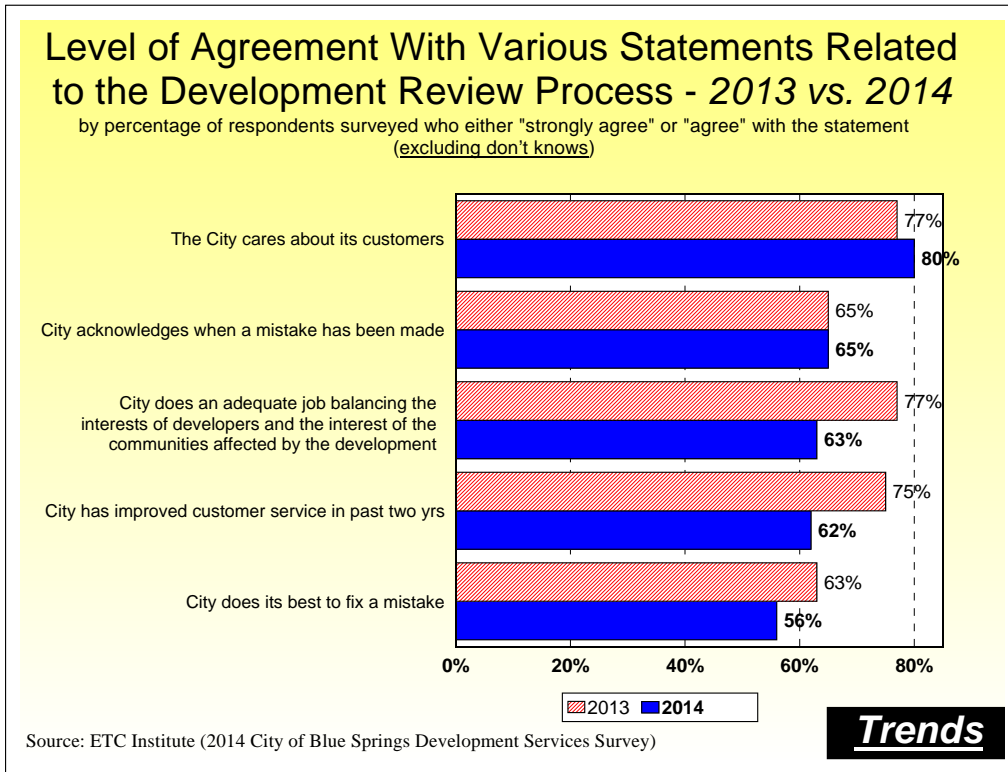
by percentage of respondents surveyed



Source: ETC Institute (2014 City of Blue Springs Development Services Survey)







*Section 2:*  
*Tabular Data*

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**Q1. Where is your primary business physically located?**

Q1. Where is business located?	Number	Percent
Other State	19	31.6 %
Kansas City MO	12	20.0 %
Blue Springs	11	18.3 %
Other Jackson Ct	6	10.0 %
Lee's Summit	5	8.3 %
Grain Valley MO	4	6.7 %
Not provided	1	1.7 %
Independence MO	1	1.7 %
Raytown Mo	0	0.0 %
Not provided	1	1.7 %
Total	60	100.0 %

**Q2. How many times since June of 2013 to the Present have you been involved in a building/construction project in Blue Springs?**

Q2. How many times involved in bldg/const?	Number	Percent
Once	22	36.7 %
2-5 times	26	43.3 %
6-10 times	6	10.0 %
>20 times	5	8.3 %
Don't Remember	1	1.7 %
Total	60	100.0 %

**Q3. How many times since June of 2013 to the Present have you been involved in building/construction projects in communities with a population over 20,000?**

Q3. Involved in projects in communities	Number	Percent
Once	5	8.3 %
2-5 times	11	18.3 %
6-10 times	10	16.7 %
>20 times	30	50.0 %
Don't Remember	4	6.7 %
Total	60	100.0 %



**Q4. Which of the following best describes your role in Blue Springs building/construction projects? (please select all options that apply):**

<u>Q4. Describe role in BS Bldg/Const projects</u>	<u>Number</u>	<u>Percent</u>
Owner/Representative	36	40.0 %
Architect/Engineer	13	14.4 %
Contractor	28	31.1 %
Developer	10	11.1 %
Other	3	3.3 %
Total	90	100.0 %

**Q4. Other**

<u>Q4. Other</u>	<u>Number</u>	<u>Percent</u>
ATTORNEY	1	100.0 %
Total	1	100.0 %

**Q5. Please select all types of projects that you have worked on within the City since June of 2013 to the present (please select all options that apply):**

<u>Q5 Types of projects worked on</u>	<u>Number</u>	<u>Percent</u>
New commercial/industrial	22	25.0 %
Non-residential renovation/remodel	25	28.4 %
Apartment construction	7	8.0 %
New home construction	13	14.8 %
Residential renovation/remodel	7	8.0 %
Subdivision development	5	5.7 %
Other	9	10.2 %
Total	88	100.0 %

**Q5. Other**

<u>Q5. Other</u>	<u>Number</u>	<u>Percent</u>
WIRELESS TOWER CONSTRUCTION	1	20.0 %
SIGNAGE PERMITS	1	20.0 %
PERMIT FOR PORTABLE SIGN	1	20.0 %
NEW DUPLEXES	1	20.0 %
ARTERIAL ROADWAY DESIGN WORK	1	20.0 %
Total	5	100.0 %

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

<u>Q6 Approx average cost of project</u>	<u>Number</u>	<u>Percent</u>
Less than \$250,000	25	41.7%
\$250,000 to \$499,999	10	16.7%
\$500,000 to \$999,999	7	11.6%
\$1,000,000 to \$10,000,000	8	13.3%
More than \$10,000,000	1	1.7%
Don't know	9	15.0%
Total	60	100.0%

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

- Better communication to help us through the process. I did not know there was a pre-development meeting. Don't know where that information is found.
- No problem compared to the City of Olathe except you have no connection with the fire department. Also you have a computer software problem which was down for two months so you are backlogged.
- Some things get killed. Not able to develop because of perimeters.
- More industrial.
- Can't think of anything to improve. It's a good city to work with.
- Answer the phone, respond back – worst city I've ever worked with.
- More flexibility in discussion and compromise and infusion with the boundaries.
- Make it a lot faster.
- Make it easier, not as much paperwork.
- The pace of getting things done should be sped up.
- All went well.
- Time frame is the main thing that needs improving.
- One of the best communities I have worked with.
- Speed it up.
- I feel that when there is not a lot to review, could there be some way of expediting the process, even paying an additional amount so we didn't have such a long wait.
- They do a pretty good job already.
- Shorten the process time.
- The process was slow, cumbersome and tedious.
- More on-line access.
- Be nice if you had an express review for small projects.
- General contractor should be able to pull all the permits so we all do not have to go there.
- Take appointments and receive permit then, not have to wait.
- A much smoother process than some cities.
- Faster review time for permits.
- Appoint an Ombudsman whose task would be to help new building projects get thru the process faster.

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

- You have to jump through hoops to get things done. Blue Springs is difficult to work with. City is not consistent with their sign rules.
- On-line submittal would be great – maybe a PDF file.
- They do a pretty good job.
- More timely inspections.
- Seems they try to make things more difficult.
- Have an on-line access for forms and payments.
- Take less time.
- Pretty good already.
- Business liaison position.
- Preliminary design review comments should be as specific as possible so they can be incorporated as early in the construction budget as possible.
- Quicker feedback regarding Governmental Bodies' concerns with proposed developments.
- Review comments seemed canned.
- Very satisfied with the cooperation and involvement of the city.

**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?**

(N=60)

	Much Better	Better	Same	Worse	Much Worse	Don't Know	Total
Q8a City of Gladstone Mo	13.8%	13.8%	17.2%	3.4%	1.7%	50.0%	100.0%
Q8b City of Grain Valley Mo	10.0%	10.0%	15.0%	5.0%	1.7%	58.3%	100.0%
Q8c City of Grandview Mo	3.3%	15.0%	18.3%	5.0%	3.3%	55.0%	100.0%
Q8d City of Independence Mo	10.0%	18.3%	25.0%	11.7%	1.7%	33.3%	100.0%
Q8e City of Kansas City Mo	26.7%	21.7%	16.7%	8.3%	1.7%	25.0%	100.0%
Q8f City of Lee's Summit	6.7%	16.7%	21.7%	8.3%	8.3%	38.3%	100.0%
Q8g City of Liberty Mo	0.0%	10.0%	26.7%	5.0%	6.7%	51.7%	100.0%
Q8h City or Raytown Mo	3.3%	18.3%	13.3%	5.0%	0.0%	60.0%	100.0%

**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? (excluding "don't knows")**

(N=60)

	Much Better	Better	Same	Worse	Much Worse	Total
Q8a City of Gladstone Mo	27.6%	27.6%	34.5%	6.9%	3.4%	100.0%
Q8b City of Grain Valley Mo	24.0%	24.0%	36.0%	12.0%	4.0%	100.0%
Q8c City of Grandview Mo	7.4%	33.3%	40.7%	11.1%	7.4%	100.0%
Q8d City of Independence Mo	15.0%	27.5%	37.5%	17.5%	2.5%	100.0%
Q8e City of Kansas City Mo	35.6%	28.9%	22.2%	11.1%	2.2%	100.0%
Q8f City of Lee's Summit	10.8%	27.0%	35.1%	13.5%	13.5%	100.0%
Q8g City of Liberty Mo	0.0%	20.7%	55.2%	10.3%	13.8%	100.0%
Q8h City or Raytown Mo	8.3%	45.8%	33.3%	12.5%	0.0%	100.0%

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

<u>Q9 Have you/company worked w/City planning?</u>	<u>Number</u>	<u>Percent</u>
Yes	32	53.3 %
No	28	46.7 %
Total	60	100.0 %

**Q9a. Ratings of the City's Planning and Development Staff**

(N=32)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know	Total
Q9a-1 Staff was courteous	75.0%	15.6%	3.1%	0.0%	3.1%	3.1%	100.0%
Q9a-2 Staff returned phone calls/emails	59.4%	15.6%	18.8%	0.0%	3.1%	3.1%	100.0%
Q9a-3 Staff was timely in responses	50.0%	21.9%	21.9%	0.0%	3.1%	3.1%	100.0%
Q9a-4 Necessary information were avail	59.4%	25.0%	3.1%	6.3%	3.1%	3.1%	100.0%
Q9a-5 Explanation/ directions adequate	43.8%	34.4%	12.5%	3.1%	3.1%	3.1%	100.0%
Q9a-6 Hours staff was available adequate	56.3%	25.0%	6.3%	6.3%	3.1%	3.1%	100.0%
Q9a-7 Staff was adequately trained	53.1%	25.0%	18.8%	0.0%	0.0%	3.1%	100.0%
Q9a-8 Staff was consistent	40.6%	31.3%	15.6%	6.3%	3.1%	3.1%	100.0%
Q9a-9 Project handled in timely manner	40.6%	34.4%	12.5%	3.1%	6.3%	3.1%	100.0%
Q9a-10 Permit was issued timely manner	31.3%	25.0%	25.0%	9.4%	6.3%	3.1%	100.0%
Q9a-11 Inspectors were available	43.8%	28.1%	3.1%	3.1%	3.1%	18.8%	100.0%
Q9a-12 Treatment received was unbiased	56.3%	25.0%	6.3%	3.1%	6.3%	3.1%	100.0%
Q9a-13 Fees charged were explained well	40.6%	21.9%	21.9%	3.1%	3.1%	9.4%	100.0%
Q9a-14 Staff worked w/ me find resolution	43.8%	31.3%	9.4%	6.3%	6.3%	3.1%	100.0%
Q9a-15 Staff had adequate on site auth	34.4%	34.4%	12.5%	9.4%	3.1%	6.3%	100.0%

**WITHOUT DON'T KNOW****Q9a. Ratings of the City's Planning and Development Staff (excluding "don't knows")**

(N=32)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Q9a-1 Staff was courteous	77.4%	16.1%	3.2%	0.0%	3.2%	100.0%
Q9a-2 Staff returned phone calls/emails	61.3%	16.1%	19.4%	0.0%	3.2%	100.0%
Q9a-3 Staff was timely in responses	51.6%	22.6%	22.6%	0.0%	3.2%	100.0%
Q9a-4 Necessary information were avail	61.3%	25.8%	3.2%	6.5%	3.2%	100.0%
Q9a-5 Explanation/directions adequate	45.2%	35.5%	12.9%	3.2%	3.2%	100.0%
Q9a-6 Hours staff was available adequate	58.1%	25.8%	6.5%	6.5%	3.2%	100.0%
Q9a-7 Staff was adequately trained	54.8%	25.8%	19.4%	0.0%	0.0%	100.0%
Q9a-8 Staff was consistent	41.9%	32.3%	16.1%	6.5%	3.2%	100.0%
Q9a-9 Project handled in timely manner	41.9%	35.5%	12.9%	3.2%	6.5%	100.0%
Q9a-10 Permit was issued timely manner	32.3%	25.8%	25.8%	9.7%	6.5%	100.0%
Q9a-11 Inspectors were available	53.8%	34.6%	3.8%	3.8%	3.8%	100.0%
Q9a-12 Treatment received was unbiased	58.1%	25.8%	6.5%	3.2%	6.5%	100.0%
Q9a-13 Fees charged were explained well	44.8%	24.1%	24.1%	3.4%	3.4%	100.0%
Q9a-14 Staff worked w/me find resolution	45.2%	32.3%	9.7%	6.5%	6.5%	100.0%
Q9a-15 Staff had adequate on site auth	36.7%	36.7%	13.3%	10.0%	3.3%	100.0%

**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?**

- Once the computer on-line process is implemented it will be better. Also still need five paper copies, which is very antiquated. Most cities have theirs done electronically.
- Include the fire department in the review process instead of sending it to them. They need to be in the application meetings. There needs to be better communication with the fire department.
- Need a lot of improvements, but do want to point out the inspectors are very good.
- More empowerment given to staff to make change decisions either project-specific or City planning-specific. Design planning alternatives to negotiate or waiving certain aspects.
- Speed of the pace of getting approvals.
- A quicker turn-around.
- We were fortunate to have an early meeting, which was crucial to get us through the project.
- Rachel Wooldgridge was courteous and very helpful. However, other staff were not as courteous and helpful.

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

Q10a Worked w/Code Admin (bldg permit)?	Number	Percent
Yes	50	83.3 %
No	10	16.7 %
Total	60	100.0 %



**Q10a. Ratings of the City's Codes Administration (Building Permit) Staff**

(N=50)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know	Total
Q10(1) Staff was courteous	58.0%	14.0%	16.0%	4.0%	2.0%	6.0%	100.0%
Q10a(2) Telephone calls/ emals returned	36.0%	20.0%	18.0%	10.0%	2.0%	14.0%	100.0%
Q10a(3) Timely responses made to issue	40.0%	10.0%	28.0%	6.0%	6.0%	10.0%	100.0%
Q10a(4) Information/ form readily avail	54.0%	22.0%	6.0%	4.0%	4.0%	10.0%	100.0%
Q10a(5) Explanations/ direction adequate	42.0%	26.0%	10.0%	8.0%	4.0%	10.0%	100.0%
Q10a(6) Hours staff available adequate	42.0%	24.0%	14.0%	8.0%	2.0%	10.0%	100.0%
Q10a(7) Staff was adequately trained	44.0%	22.0%	24.0%	0.0%	0.0%	10.0%	100.0%
Q10a(8) Staff consistent in interpreta	38.0%	24.0%	18.0%	8.0%	2.0%	10.0%	100.0%
Q10a(9) Projects handled timely manner	40.0%	20.0%	20.0%	8.0%	8.0%	4.0%	100.0%
Q10(10) Permit issued timely manner	40.0%	18.0%	14.0%	14.0%	10.0%	4.0%	100.0%
Q10(11) Inspectors were available	42.0%	24.0%	14.0%	4.0%	0.0%	16.0%	100.0%
Q10(12) Treatment received was unbiased	56.0%	20.0%	10.0%	0.0%	0.0%	14.0%	100.0%
Q10(13) Fees charged by Department	46.0%	14.0%	18.0%	2.0%	4.0%	16.0%	100.0%
Q10(14) Staff worked w/ me to consider options	34.0%	22.0%	22.0%	6.0%	2.0%	14.0%	100.0%
Q10(15) Staff adequate authority/train	48.0%	14.0%	20.0%	6.0%	2.0%	10.0%	100.0%

**WITHOUT DON'T KNOW****Q10a. Ratings of the City's Codes Administration (Building Permit) Staff (excluding "don't knows")**

(N=50)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Q10(1) Staff was courteous	61.7%	14.9%	17.0%	4.3%	2.1%	100.0%
Q10a(2) Telephone calls/emals returned	41.9%	23.3%	20.9%	11.6%	2.3%	100.0%
Q10a(3) Timely responses made to issue	44.4%	11.1%	31.1%	6.7%	6.7%	100.0%
Q10a(4) Information/form readily avail	60.0%	24.4%	6.7%	4.4%	4.4%	100.0%
Q10a(5) Explanations/direction adequate	46.7%	28.9%	11.1%	8.9%	4.4%	100.0%
Q10a(6) Hours staff available adequate	46.7%	26.7%	15.6%	8.9%	2.2%	100.0%
Q10a(7) Staff was adequately trained	48.9%	24.4%	26.7%	0.0%	0.0%	100.0%
Q10a(8) Staff consistent in interpreta	42.2%	26.7%	20.0%	8.9%	2.2%	100.0%
Q10a(9) Projects handled timely manner	41.7%	20.8%	20.8%	8.3%	8.3%	100.0%
Q10(10) Permit issued timely manner	41.7%	18.8%	14.6%	14.6%	10.4%	100.0%
Q10(11) Inspectors were available	50.0%	28.6%	16.7%	4.8%	0.0%	100.0%
Q10(12) Treatment received was unbiased	65.1%	23.3%	11.6%	0.0%	0.0%	100.0%
Q10(13) Fees charged by Department	54.8%	16.7%	21.4%	2.4%	4.8%	100.0%
Q10(14) Staff worked w/me to consider options	39.5%	25.6%	25.6%	7.0%	2.3%	100.0%
Q10(15) Staff adequate authority/train	53.3%	15.6%	22.2%	6.7%	2.2%	100.0%

**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?**

- Knowing about the pre-development meeting.
- Need to put the office in the same location, not just the same building.
- Inconsistencies with the staff with permits. Seems when personally out with sickness it causes delays. Need back up people to cover shortage.
- Get a good supervisor and straighten everyone out.
- Need greater flexibility in discussing requirements and potential alternatives based on intent of codes versus black and white, no grey areas.
- Takes too long.
- Speed up the permit issue time.
- Turn-around time needs to be addressed. You compare Blue Springs at one to two weeks where Lee's Summit is one to two days.
- I would like to see permits processed quicker.
- An on-line system. Every year I have to supply a copy of our business license. I know our insurance mails it to you. Every year they say they can't find it.
- Need a faster process. It is too cumbersome.
- Understaffed; only two girls working.
- Improve on issuance of permits.

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

<u>Q11 Worked w/Public Works/Util/Eng?</u>	<u>Number</u>	<u>Percent</u>
Yes	21	35.0 %
No	39	65.0 %
Total	60	100.0 %

**Q11a. Ratings of the City's Public Works, Utilities and Engineering Staff**

(N=21)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know	Total
Q11a -1 Staff was courteous	76.2%	9.5%	9.5%	0.0%	4.8%	0.0%	100.0%
Q11a -2 Staff returned phone calls	66.7%	14.3%	9.5%	0.0%	4.8%	4.8%	100.0%
Q11a -3 Staff timely in responses	57.1%	23.8%	9.5%	0.0%	4.8%	4.8%	100.0%
Q11a -4 Information/forms were adequate	47.6%	42.9%	9.5%	0.0%	0.0%	0.0%	100.0%
Q11a -5 Explanations/direction adequate	52.4%	33.3%	9.5%	4.8%	0.0%	0.0%	100.0%
Q11a -6 Hours of staff availability	66.7%	23.8%	9.5%	0.0%	0.0%	0.0%	100.0%
Q11a -7 Staff adequately trained	66.7%	23.8%	9.5%	0.0%	0.0%	0.0%	100.0%
Q11a -8 Staff consistent interpretations	47.6%	33.3%	9.5%	9.5%	0.0%	0.0%	100.0%
Q11a -9 Project handled timely manner	47.6%	42.9%	4.8%	4.8%	0.0%	0.0%	100.0%
Q11a -10 Comments received from staff	61.9%	23.8%	9.5%	0.0%	4.8%	0.0%	100.0%
Q11a -11 Inspectors available when needed	47.6%	28.6%	0.0%	4.8%	0.0%	19.0%	100.0%
Q11a -12 Treatment received unbiased	52.4%	33.3%	4.8%	4.8%	0.0%	4.8%	100.0%
Q11a -13 Fees charged by dept reasonable	47.6%	23.8%	9.5%	4.8%	0.0%	14.3%	100.0%
Q11a -14 Staff worked to find resolution	61.9%	14.3%	9.5%	9.5%	0.0%	4.8%	100.0%
Q11a -15 Staff has authority/training	47.6%	23.8%	19.0%	4.8%	0.0%	4.8%	100.0%

**Q11a. Ratings of the City's Public Works, Utilities and Engineering Staff (excluding don't knows)**

(N=21)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Q11a -1 Staff was courteous	76.2%	9.5%	9.5%	0.0%	4.8%	100.0%
Q11a -2 Staff returned phone calls	70.0%	15.0%	10.0%	0.0%	5.0%	100.0%
Q11a -3 Staff timely in responses	60.0%	25.0%	10.0%	0.0%	5.0%	100.0%
Q11a -4 Information/forms were adequate	47.6%	42.9%	9.5%	0.0%	0.0%	100.0%
Q11a -5 Explanations/direction adequate	52.4%	33.3%	9.5%	4.8%	0.0%	100.0%
Q11a -6 Hours of staff availability	66.7%	23.8%	9.5%	0.0%	0.0%	100.0%
Q11a -7 Staff adequately trained	66.7%	23.8%	9.5%	0.0%	0.0%	100.0%
Q11a -8 Staff consistent interpretations	47.6%	33.3%	9.5%	9.5%	0.0%	100.0%
Q11a -9 Project handled timely manner	47.6%	42.9%	4.8%	4.8%	0.0%	100.0%
Q11a -10 Comments received from staff	61.9%	23.8%	9.5%	0.0%	4.8%	100.0%
Q11a -11 Inspectors available when needed	58.8%	35.3%	0.0%	5.9%	0.0%	100.0%
Q11a -12 Treatment received unbiased	55.0%	35.0%	5.0%	5.0%	0.0%	100.0%
Q11a -13 Fees charged by dept reasonable	55.6%	27.8%	11.1%	5.6%	0.0%	100.0%
Q11a -14 Staff worked to find resolution	65.0%	15.0%	10.0%	10.0%	0.0%	100.0%
Q11a -15 Staff has authority/training	50.0%	25.0%	20.0%	5.0%	0.0%	100.0%

**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?**

- Need turn-around time to be better.
- Water bills are not mailed out until right before the bill is due.
- Water meter tap fees seem high. This was an unexpected cost when bidding.
- Sign permit rules are difficult to understand.

**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**

(N=60)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	Total
Q12a Planning commission	25.0%	18.3%	3.3%	1.7%	3.3%	48.3%	100.0%
Q12b Board of Zoning Adjustment	15.0%	6.7%	3.3%	0.0%	0.0%	75.0%	100.0%
Q12c City Council	20.0%	8.3%	10.0%	1.7%	0.0%	60.0%	100.0%
Q12d Appearance Review Committee	8.3%	3.3%	1.7%	1.7%	0.0%	85.0%	100.0%

**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 (excluding "don't knows")**

(N=60)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
Q12a Planning commission	48.4%	35.5%	6.5%	3.2%	6.5%	100.0%
Q12b Board of Zoning Adjustment	60.0%	26.7%	13.3%	0.0%	0.0%	100.0%
Q12c City Council	50.0%	20.8%	25.0%	4.2%	0.0%	100.0%
Q12d Appearance Review Committee	55.6%	22.2%	11.1%	11.1%	0.0%	100.0%

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

- They have a variety of people with no understanding of the process.
- I recommend you make submittals fair.

**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?**

<u>Q13 Level of satisfaction - project approved</u>	<u>Number</u>	<u>Percent</u>
Very Satisfied	10	16.7 %
Satisfied	22	36.7 %
Neutral	15	25.0 %
Dissatisfied	6	10.0 %
Very Dissatisfied	2	3.3 %
<u>Don't Know</u>	<u>5</u>	<u>8.3 %</u>
Total	60	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=60)

	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know</u>	<u>Total</u>
Q14a ICC Building Codes	35.0%	26.7%	11.7%	5.0%	0.0%	21.7%	100.0%
Q14b Building permit fee structure	20.0%	36.7%	16.7%	3.3%	5.0%	18.3%	100.0%
Q14c Building permit application form	31.7%	36.7%	15.0%	0.0%	1.7%	15.0%	100.0%
Q14d Building permit "Sign Off Sheet"	26.7%	23.3%	11.7%	3.3%	0.0%	35.0%	100.0%
Q14e Inspection request hotline	16.7%	16.7%	16.7%	1.7%	0.0%	48.3%	100.0%
Q14f Inspection report form	16.7%	25.0%	11.7%	5.0%	0.0%	41.7%	100.0%
Q14g Plan check request for revision form	11.7%	16.7%	13.3%	5.0%	1.7%	51.7%	100.0%
Q14h Other	0.0%	1.7%	5.0%	0.0%	0.0%	93.3%	100.0%

**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? (excluding “don't knows”)**

(N=60)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatis	Total
Q14a ICC Building Codes	44.7%	34.0%	14.9%	6.4%	0.0%	100.0%
Q14b Building permit fee structure	24.5%	44.9%	20.4%	4.1%	6.1%	100.0%
Q14c Building permit application form	37.3%	43.1%	17.6%	0.0%	2.0%	100.0%
Q14d Building permit “Sign Off Sheet”	41.0%	35.9%	17.9%	5.1%	0.0%	100.0%
Q14e Inspection request hotline	32.3%	32.3%	32.3%	3.2%	0.0%	100.0%
Q14f Inspection report form	28.6%	42.9%	20.0%	8.6%	0.0%	100.0%
Q14g Plan check request for revision form	24.1%	34.5%	27.6%	10.3%	3.4%	100.0%
Q14h Other	0.0%	25.0%	75.0%	0.0%	0.0%	100.0%

**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?**

Q15 Experience City of Blue Springs	Number	Percent
More likely	20	33.3 %
No Impact	30	50.0 %
Less Likely	5	8.3 %
Don't Know	5	8.3 %
Total	60	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?**

Q16 Used Blue Springs website?	Number	Percent
Yes	28	46.7 %
No	32	53.3 %
Total	60	100.0 %



**Q16a. Which three should receive the most emphasis over the next two years?**

Q16a. Sum of Top 3 choices	Number	Percent
Online Plan Submittal	12	16.4 %
Online Application Submittal	12	16.4 %
Online Payment	9	12.3 %
Interactive Maps	7	9.6 %
Online Application Tracking	7	9.6 %
Online Inspection Scheduling and Tracking	5	6.8 %
Codes/Zoning Regulations	5	6.8 %
Application Forms	4	5.5 %
Meeting Agendas	4	5.5 %
Utility Contracts	1	1.4 %
Other	1	1.4 %
None Chosen	6	8.2 %
Total	73	100.0 %

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

Q17. Satisfied with content of website?	Number	Percent
Very Satisfied	8	13.3 %
Satisfied	17	28.3 %
Neutral	8	13.3 %
Dissatisfied	0	0.0 %
Very Dissatisfied	0	0.0 %
Don't Know	27	45.0 %
Total	60	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?**

Q18 Satisfied w/City efforts – development review info	Number	Percent
Very Satisfied	14	23.3 %
Satisfied	20	33.3 %
Neutral	10	16.7 %
Dissatisfied	1	1.7 %
Very Dissatis	0	0.0 %
Don't Know	15	25.0 %
Total	60	100.0 %

**Q19. Please rate your level of agreement with the following statements as they relate to the development review process.**

(N=60)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know	Total
Q19a The City cares about its customers	46.7%	28.3%	11.7%	5.0%	1.7%	6.7%	100.0%
Q19b City acknowledge a mistake when made	16.7%	26.7%	10.0%	11.7%	1.7%	33.3%	100.0%
Q19c If mistake made city does best fix	26.7%	11.7%	20.0%	8.3%	1.7%	31.7%	100.0%
Q19d City does adequate job balancing	26.7%	20.0%	18.3%	6.7%	1.7%	26.7%	100.0%
Q19e City has improved it customer service	18.3%	18.3%	18.3%	1.7%	1.7%	41.7%	100.0%

**WITHOUT DON'T KNOW**

**Q19. Please rate your level of agreement with the following statements as they relate to the development review process (excluding "don't knows")**

(N=60)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Q19a The City cares about its customers	50.0%	30.4%	12.5%	5.4%	1.8%	100.0%
Q19b City acknowledge a mistake when made	25.0%	40.0%	15.0%	17.5%	2.5%	100.0%
Q19c If mistake made city does best fix	39.0%	17.1%	29.3%	12.2%	2.4%	100.0%
Q19d City does adequate job balancing	36.4%	27.3%	25.0%	9.1%	2.3%	100.0%
Q19e City has improved it customer service	31.4%	31.4%	31.4%	2.9%	2.9%	100.0%

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

- Availability if you call and want to meet, they will set up a time for you.
- The pre-development meetings. I learn a lot in them.
- They are willing to talk to you and set meetings within a week. The city of Blue Springs is pro-development.
- The planning and development staff and public works staff; they are a pleasure to deal with.
- Easy to get along with.
- The staff.
- I like working with the staff.
- From my experience there is some down time between the review process and the additional information requested.
- The open communication and accessibility of all aspects.
- Most of the questions are answered by phone instead of having to go in.
- It was fairly simple and one person helped me.
- Easy to get information we needed.
- Fairly straight process.
- Willingness to offer assistance and suggestions.
- People they have are easy to talk to.
- There is nothing I like.
- Would like to make payment over the phone. Have to mail the check and that adds to the process.
- It was convenient.
- Responsiveness and knowledge of Jim Holley.
- It is community- oriented.

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

- The plans & documents sit far too long. You don't hear from them until the third or fourth week. Should be able to hear from within the first two weeks.
- They have no backup procedures for permits and plan reviews.
- The denials.
- Timing.
- The time between some middle and the planning revision reviews. There were two weeks added – need to take that two weeks out. Also don't like the fact there is no guarantee you would be on the docket.
- The lack of service by the staff.
- Not enough flexibility for staff to consider alternatives to requirements to stimulate present day projects versus projects becoming future projects.
- The time it takes for approval
- More likely to give projects to out of town companies than local companies.
- Timeline is the main thing. Also permits for sewer water tap can be \$3,000 to \$4,000 more in Blue Springs.
- How long it takes.
- The final sign off takes too long.
- The time; would rather get things done sooner than later.
- The time it took.
- No on-line access.
- Review process is too long
- Process take too long.
- The number of people involved in the process.
- Should prioritize the agenda.
- Not timely inspections.
- The time it takes.
- Forms need to be available on the website or mailed, so we do not have to drive to pick them up.
- The timeline is too long.
- Your building is too small. Way too many people in it.
- I am not a fan of complex paperwork, but the City does well to make the processes or development successful.

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

- Just because you have a website does not mean you are technology experts because you are not. Your website is more a brochure, not a tool.
- Make it as easy as possible for us to work with you.
- Nothing negative with the city.
- One of the better cities to work with.
- They need to get their act together and speed things up. Call us and let us know if/when things are going to be delayed. Also when I was quoted a price, it cost me \$400 more for the review plan which I was not told. Started out \$400 in the hole.
- The staff is afraid to make decisions because they are afraid they'll get their hands slapped.
- Overall, in the past 10 years you have come a long way.
- I have to go through three screens before I get to what I want. Maybe bullets on the first page to click on Building Codes or other subjects.
- Less likely to do business in Blue Springs.
- Parking requirements for memory care and assisted living facilities should be updated.

*Section 3:*  
*Survey Instrument*

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# City of Blue Springs Development Services 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.

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**1. Where is your primary business physically located?**

- (1) Blue Springs, MO
- (2) Independence, MO
- (3) Lee's Summit, MO
- (4) Grain Valley, MO
- (5) Raytown, MO
- (6) Kansas City, MO
- (7) Other Jackson County
- (8) Other state

**2. How many times since June of 2013 to the Present have you been involved in a building/construction project in Blue Springs?**

- (1) Once
- (2) 2-5 times
- (3) 6-10 times
- (4) More than 20 times
- (9) Don't know

**3. How many times since June of 2013 to the Present have you been involved in building/construction projects in communities with a population over 20,000?**

- (1) Once
- (2) 2-5 times
- (3) 6-10 times
- (4) More than 20 times
- (9) Don't know

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

- (1) Owner or Owner Representative
- (2) Architect/Engineer
- (3) Contractor
- (4) Developer
- (5) Other

**5. Please select all types of projects that you have worked on within the City since June of 2013 to the Present. (Please select all options that apply)**

- (1) New commercial/industrial
- (2) Non-residential renovation/remodel
- (3) Apartment construction
- (4) New home construction
- (5) Residential renovation/remodel
- (6) Subdivision development
- (7) Other

**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]

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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.	Comments received from staff were unbiased	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 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]

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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.	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]

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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
- (B) Codes and Zoning Regulations
- (C) Meeting Agendas
- (D) Utility Contracts
- (E) Interactive Maps
- (F) Online Application Submittal
- (G) Online Plan Submittal
- (H) Online Payment
- (I) Online Application Tracking
- (J) Online Inspection Scheduling and Tracking
- (K) Other \_\_\_\_\_

1<sup>st</sup>.:\_\_\_\_\_

2<sup>nd</sup>.:\_\_\_\_\_

3<sup>rd</sup>.:\_\_\_\_\_

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

- \_\_\_(5) Very Satisfied
- \_\_\_(4) Satisfied
- \_\_\_(3) Neutral
- \_\_\_(2) Dissatisfied
- \_\_\_(1) Very Dissatisfied
- \_\_\_(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
- \_\_\_(4) Satisfied
- \_\_\_(3) Neutral
- \_\_\_(2) Dissatisfied
- \_\_\_(1) Very Dissatisfied
- \_\_\_(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, address, and phone number in the space below.

Your Name: \_\_\_\_\_ Organization: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

***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.