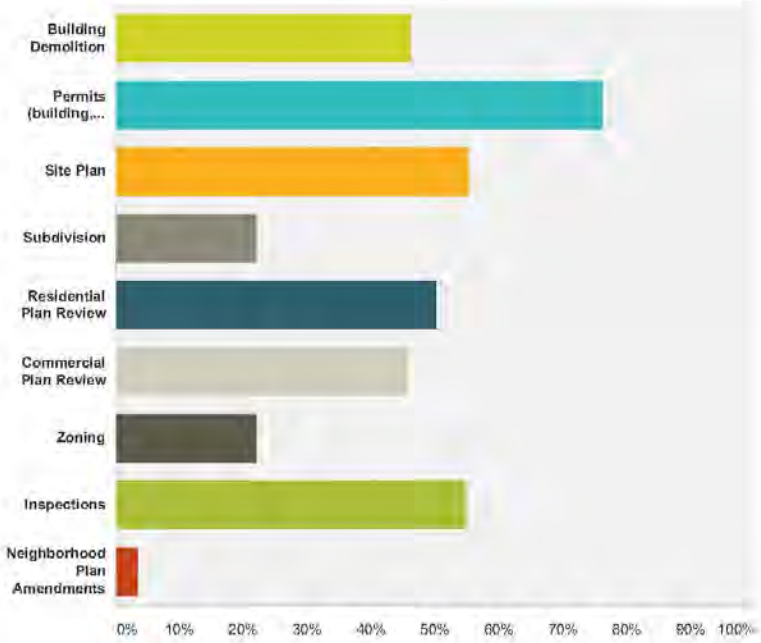
Appendix D

Customer Survey Tallies

Planning & Development Review Department Customer Survey - Austin, TX

Q1 Please check off the types of development actions you have applied for through the City Planning and Development Review Department during the past 12 months.

Answered: 306 Skipped: 4



Answer Choices	Responses	
Building Demolition	46.08%	141
Permits (building, trade, temporary use permits)	76.47%	234
Site Plan	55.23%	169
Subdivision	22.22%	68
Residential Plan Review	50.33%	154
Commercial Plan Review	45.75%	140
Zoning	22.22%	68
Inspections	54.90%	168
Neighborhood Plan Amendments	3.59%	11

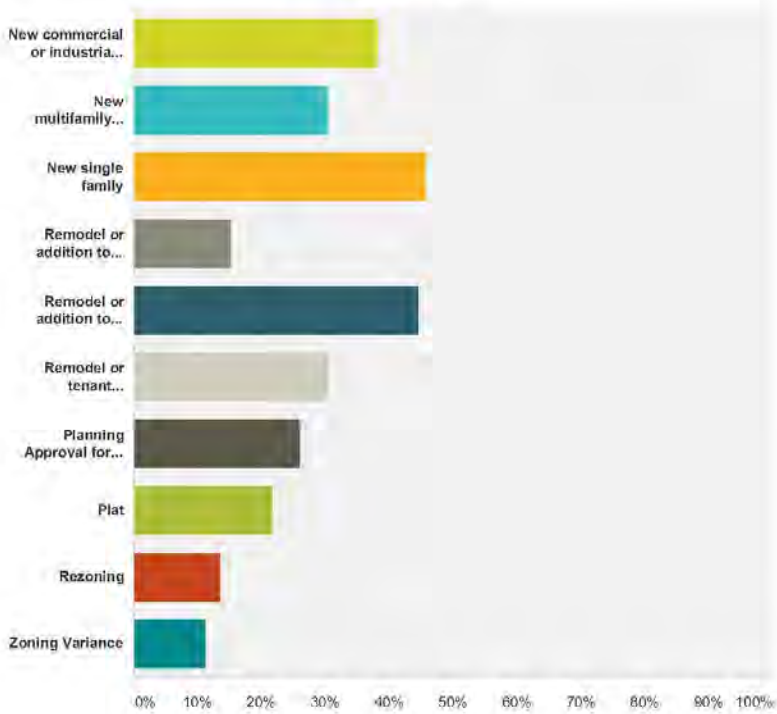
Planning & Development Review Department Customer Survey - Austin, TX

Total Respondents: 306

#	Other (please specify)	Date
1	none	10/22/2014 6:45 PM
2	Traffic Impact Analysis Review	10/20/2014 11:29 AM
3	tree, mechanical, plumbing, electrical	10/18/2014 4:49 AM
4	Code interpretation	10/17/2014 10:09 AM
5	Site Plan Exemption	10/16/2014 11:51 AM
6	Certificate of Occupancy	10/16/2014 8:53 AM
7	tap plans, driveway permits,Health review, Industrial waste review,site plan determinations.research with DAC	10/16/2014 6:33 AM
8	tree permit	10/15/2014 7:47 PM
9	Historical	10/15/2014 5:07 PM
10	Mostly Permits for wood decks and pergolas as that's what we specialize in	10/15/2014 2:30 PM
11	Due diligence development entitlement confirmation/assessment	10/15/2014 12:57 PM
12	Health. Industrial Waste Water	10/15/2014 11:45 AM
13	Commercial, interior non-structural demolition. Health Department Plan Reviews.	10/15/2014 11:24 AM
14	also sidewalk, septic, driveway, arbor and ROW issues	10/15/2014 11:06 AM
15	Board of Adjustments variance case	10/15/2014 10:45 AM
16	Certificate of Occupancy	10/15/2014 10:04 AM
17	Conditional Use, PUD zoning, license agreements, ROW permitting, & others	10/15/2014 9:57 AM
18	Change of Use, Zoning	10/15/2014 9:38 AM
19	Site Plan Exemptions	10/15/2014 9:11 AM
20	zoning changes, site plan review, site plan exemption, land status determination, board of adjustment variances	10/15/2014 9:11 AM
21	Chapter 245 Determination	10/15/2014 9:10 AM

Q2 Please indicate what the permit or approval was for.

Answered: 295 Skipped: 15



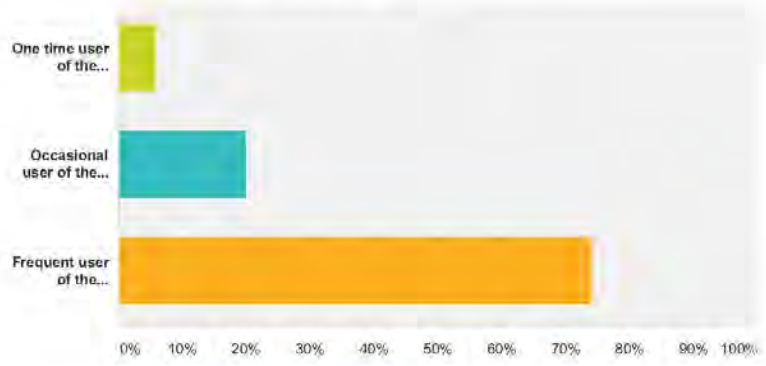
Answer Choices	Responses	
New commercial or industrial building	38.31%	113
New multifamily dwelling/condo	30.51%	90
New single family	45.76%	135
Remodel or addition to multifamily dwelling/condo	15.25%	45
Remodel or addition to single family/duplex	44.75%	132
Remodel or tenant improvement to commercial or industrial building	30.51%	90
Planning Approval for Development Plan or Conditional Use Permit	26.10%	77
Plat	21.69%	64
Rezoning	13.56%	40

Zoning Variance	11.19%	33
Total Respondents: 295		

#	Other (please identify)	Date
1	division of a 2 unit free-standing condo to two fee simple houses	10/22/2014 6:59 PM
2	none	10/22/2014 6:45 PM
3	Re-Subdividing property	10/20/2014 11:02 AM
4	Site Plan Exemption	10/20/2014 10:04 AM
5	Aux water / Rainwater Harvesting System	10/20/2014 5:51 AM
6	Repair from fire damage	10/18/2014 12:57 AM
7	site plan exemption	10/17/2014 9:20 AM
8	Certificate of Occupancy	10/16/2014 8:53 AM
9	wireless antenna facility modification and new collocation	10/16/2014 8:53 AM
10	Water line for fire flow	10/15/2014 2:43 PM
11	build an 8 foot back fence	10/15/2014 2:36 PM
12	Wood decks.. pergolas.. and patio covers	10/15/2014 2:30 PM
13	Commercial tenant finish outs, commercial building additions	10/15/2014 2:19 PM
14	roadway & infrastructure/SER/TIA/festival/street closure	10/15/2014 1:43 PM
15	Interior remodel of commercial plus temporary modular for 3-month occupancy during the remodel	10/15/2014 1:36 PM
16	Addition to a restaurant in the CBD	10/15/2014 1:02 PM
17	Pools	10/15/2014 1:01 PM
18	Zoning verification and/or research	10/15/2014 11:45 AM
19	commercial swimming pool	10/15/2014 11:25 AM
20	sidewalk, septic, driveway, historic, arbor waviers requested and/or permits filed for when waiver denied	10/15/2014 11:06 AM
21	the BOA case mentioned in #1 was a request to modify a section of Land Development code so a property could be developed - not a zoning case	10/15/2014 10:45 AM
22	Remodel commercial	10/15/2014 10:24 AM
23	Demo	10/15/2014 10:11 AM
24	Commercial Site Development	10/15/2014 10:03 AM
25	Change of Use, Zoning	10/15/2014 9:38 AM
26	commercial remodel, tenant finish	10/15/2014 9:11 AM
27	Chapter 245 Determination	10/15/2014 9:10 AM

Q3 Please indicate how often you work with the City's development review and plan checking process.

Answered: 304 Skipped: 8



Answer Choices	Responses	
One time user of the development review and plan checking process	5.92%	18
Occasional user of the development review and plan checking process	20.07%	61
Frequent user of the development review and plan checking process	74.01%	225
Total		304

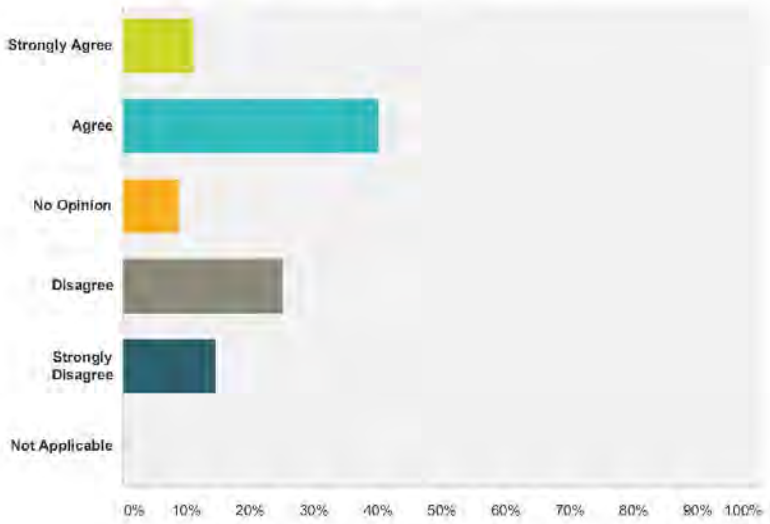
#	Type any comments here	Date
1	not at all	10/22/2014 6:45 PM
2	Although I am only occasionally the applicant, I am often involved with permit applications prepared by our design team.	10/22/2014 8:15 AM
3	We have been working with the City's development review and plan checking process for over 30 years.	10/20/2014 2:01 PM
4	I am constantly coordinating with the Traffic/Tranportation Team	10/20/2014 11:29 AM
5	I currently have 9 large project in design or construction	10/20/2014 7:15 AM
6	wish there was consistency between plan reviewers, so consultants could inform developers of what to expect with confidence of outcome; also do not appreciate reviewer's personal agendas and subjective interpretations of the codes and ordinances	10/17/2014 7:48 AM
7	Every day	10/16/2014 1:19 PM
8	2-3 times per month	10/16/2014 11:51 AM
9	disconnect between record keeping between COA departments	10/16/2014 6:33 AM
10	Have to hire a consultant to handel PDRD as they are so difficult to work with. Cost about 1% of job.	10/15/2014 5:16 PM
11	I cringe now when I meet a person that is in the COA limits. Yes I want the business.. however.. just the thought of having to deal with the citys slow response.. makes me try to capture jobs ANYWHERE but in the COA limits.	10/15/2014 2:30 PM
12	Ususally one to two times per month	10/15/2014 2:16 PM

Planning & Development Review Department Customer Survey - Austin, TX

13	regularly submit SDP's as a consultant for 10+ years and have submitted a few permits at my personal residence recently	10/15/2014 1:51 PM
14	It took 423 days to get a site plan permit, and we only received when Mayor Pro Tem scheduled to speak at ground breaking	10/15/2014 1:43 PM
15	It depends on how many projects we have in the city during any given year	10/15/2014 1:36 PM
16	we have permitted 36+ homes in 36 months	10/15/2014 1:27 PM
17	I work with them on a daily basis.	10/15/2014 12:56 PM
18	Daily, multiple times a day, 5 days a week, year round	10/15/2014 11:45 AM
19	Absolutely horrible experience every time department is engaged. Everyone has different answer or direction	10/15/2014 10:51 AM
20	I'm an architect and run each project through city of Austin permitting - usually 8-12 cases per year	10/15/2014 10:45 AM
21	it is usually a very frustrating experience and bouncing back and forth from departments	10/15/2014 10:36 AM
22	Daily for the last 25 years	10/15/2014 10:12 AM
23	3 to 4 days per week	10/15/2014 9:54 AM
24	The residential permitting and review process is very difficult to get through. I get different information from several different reviewers as to what is required. When new documents are required for permitting the permitting department does not disseminate information and has no consistent place to look for that information	10/15/2014 9:52 AM
25	Volume Builder Program	10/15/2014 9:44 AM
26	we do not work with the City; nobody can move at that slow of pace.	10/15/2014 9:17 AM
27	It would be nice if reviewers would return phone calls	10/15/2014 9:11 AM
28	to many interpretations of codes	10/15/2014 9:05 AM

Q4 I understand the organizational structure of PDRD and external review departments.

Answered: 307 Skipped: 3



Answer Choices	Responses	
Strongly Agree	11.07%	34
Agree	40.07%	123
No Opinion	8.79%	27
Disagree	25.08%	77
Strongly Disagree	14.66%	45
Not Applicable	0.33%	1
Total		307

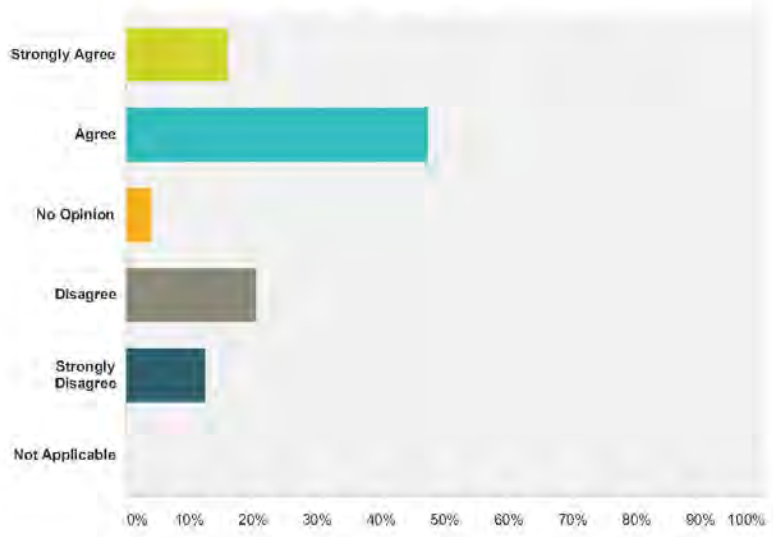
#	Type any comments here	Date
1	I understand the process. I don't alway agree	11/4/2014 7:52 AM
2	Residential Water Taps are not on page with Permits	11/2/2014 7:22 PM
3	Only after going through the process	10/28/2014 12:44 PM
4	Too many different work hours. Waste a lot of time going back and forth when missed the open window.	10/28/2014 10:45 AM
5	It frequently changes and you never know until you go to apply for something what the rules are that day. There is also no consistency. What may have been accepted on one project is rejected on another.	10/28/2014 7:00 AM
6	used to work there and still unclear to public!	10/27/2014 3:33 PM

7	very confusion structure. seems like it is different every time	10/23/2014 7:32 AM
8	the process is always changing and everytime I go in, it is confusing and difficult to deal with.	10/22/2014 11:34 AM
9	I mostly understand by now.	10/20/2014 8:20 PM
10	We are one of the most successful firms navigating the organizational structure of PDRD and external review departments.	10/20/2014 2:01 PM
11	hard to tell who is in charge of who and very difficult to get a hold of certain people. Others are excellent at returning calls/emails/etc. but overall lack of communication is frustrating	10/20/2014 11:32 AM
12	Given the variety of City Staff that reivew Traffic Impact Analysis, I have no idea who all gets involved and how they get involved.	10/20/2014 11:29 AM
13	Sometimes the process is confusing and I get sent from one department to another without getting an answer to my questions or getting contradictory answers	10/20/2014 10:04 AM
14	Do not understand it at all.	10/20/2014 7:15 AM
15	There appears to be more approval power depending on department and reviewer	10/17/2014 2:54 PM
16	I once called OTC for a flow chart/diagram of the various depts/personnel and they just laughed at me (literally)	10/17/2014 7:48 AM
17	Difficult to stay informed of changes/difficult to find info on website	10/16/2014 3:57 PM
18	I think I understand structure but that does not create an efficient or effective process.	10/16/2014 1:44 PM
19	I understand the flow of documents through the system, but do not have a clear understanding of hierarchy within the system structure	10/16/2014 11:51 AM
20	The organizational structure is non-existant. Departments do not speak to each other unless customers setup meetings to force the issue. I have no way of knowing who reports to who or which department handles issues on my projects. Usually, I get a run around.	10/15/2014 3:43 PM
21	I agree.. in regards to large remodels, new home building and the likes.. BUT.. for smalledr jobs like wood decks and pergolas?? It honestly irritates me.	10/15/2014 2:30 PM
22	Changes seem to happen frequently and often without clarification.	10/15/2014 2:19 PM
23	It has taken eleven years of trial and error to understand the organizational structure of PDRD	10/15/2014 1:42 PM
24	You guys rock!	10/15/2014 1:01 PM
25	Staff does not even understand the organizational structure	10/15/2014 12:58 PM
26	There are too many departments and they disagree too often. There is no hierarchy of who controls the decisions when the code and design guidelines conflict.	10/15/2014 12:56 PM
27	always changing	10/15/2014 12:38 PM
28	Can anyone Stongly Agree with this?	10/15/2014 12:07 PM
29	A Building Permit should NOT be issued when later there can be a dozen or more inspections that were not required to be covered initially, such as a cracked ROW that must be replaced and is holding up 4-5 months of jumping through City hoops.	10/15/2014 11:06 AM
30	System is completely broken even knowing how the "structure" / "process" works	10/15/2014 10:51 AM
31	though the structure seems to change every 6 months, I attend seminars through my professional organization to stay informed	10/15/2014 10:45 AM
32	I did at one time but there are so many layers they're extremely difficult to follow	10/15/2014 10:42 AM
33	seems very disconnected	10/15/2014 10:36 AM
34	I know how it works, but I dont agree with the structure. Bad phrasing of the question.	10/15/2014 10:20 AM
35	Yes, but it has taken years.	10/15/2014 10:18 AM
36	I am not aware on any org chart	10/15/2014 10:14 AM
37	Generally agree but there are some confusions.	10/15/2014 10:14 AM

38	I understand that the various departments do not communicate with each other and that there is no one point of responsible contact who can assist in solving the process without handing the applicant off to other departments.	10/15/2014 9:57 AM
39	It is almost impossible to understand the department and it's rules	10/15/2014 9:38 AM
40	I am familiar with the structure but it often does not make sense.	10/15/2014 9:28 AM
41	It is hard to know who to go to because you are usually sent to another department	10/15/2014 9:26 AM
42	It is a mess but I understand it mostly	10/15/2014 9:24 AM
43	Strongly disagree, constant changes	10/15/2014 9:21 AM
44	What external review departments? Everything is done in house as far as I know which is most of their problem	10/15/2014 9:13 AM
45	It's taken years to get a basic understanding, and it changes all the time.	10/15/2014 9:13 AM
46	Impossible to understand	10/15/2014 9:11 AM
47	It is a mess.	10/15/2014 9:10 AM

Q5 I understand the City's Development Review and Plan Check processes.

Answered: 304 Skipped: 5



Answer Choices	Responses	
Strongly Agree	15.79%	48
Agree	47.37%	144
No Opinion	3.95%	12
Disagree	20.39%	62
Strongly Disagree	12.50%	38
Not Applicable	0.00%	0
Total		304

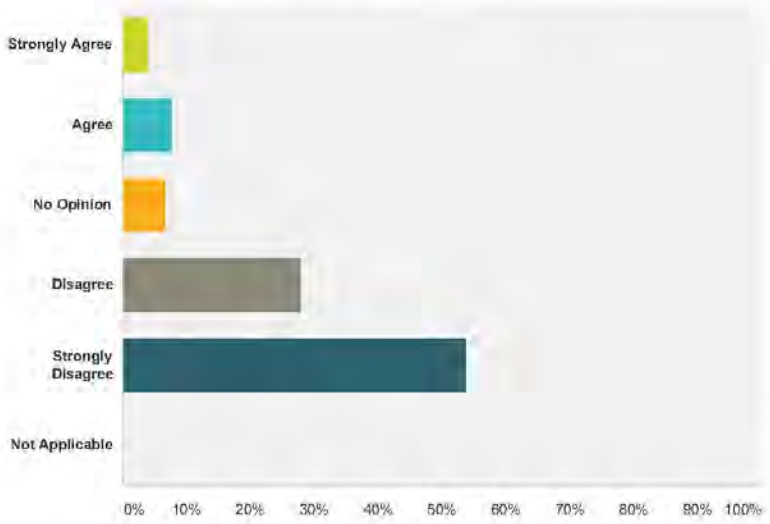
#	Type any comments here	Date
1	I understand the process. I don't alway agree	11/4/2014 7:52 AM
2	I understand the process, but much of it does not make logical sense	10/30/2014 3:10 PM
3	checklists are good, but interpretation of requirements constantly changes depending on who you talk to - City staff are nlo consistant within the same week & proejct on the process	10/30/2014 12:11 PM
4	same as above	10/28/2014 7:00 AM
5	really depends on what process/need	10/27/2014 3:33 PM
6	If you mean what is documented yes. But it does not work as documented.	10/23/2014 12:04 PM
7	Seems like it is different every time. no consistancy	10/23/2014 7:32 AM

8	the process is always changing and everytime I go in, it is confusing and difficult to deal with.	10/22/2014 11:34 AM
9	We understand the City's Development Review and Plan Check processes. However layers are continually added at the discretion of certain reviewers essentially making the process more complex.	10/20/2014 2:01 PM
10	If there is a review deadline of a certain amount of time for each submittal, why are those timelines so frequently exceeded? There should be more emphasis on getting comments out on time.	10/20/2014 11:32 AM
11	I don't understand why the Planning Department are the primarily reviewers of Traffic Impact Analysis and ATD is not.	10/20/2014 11:29 AM
12	Some reviewers are responsive, some are not. It is important that reviewers respond to questions when comments are issued to plans when these comments are not clear or confusing. Also, sometimes there are questions that are answered and direction is provided by the City staff at preliminary plan review meetings, and during the review process the direction is opposite to what was discussed in the preliminary meeting.	10/20/2014 10:04 AM
13	It is so disorganized I get a different answer of what is required every time I submit for permits	10/20/2014 9:39 AM
14	It is never described in the beginning that the reviewers can add requirements as long as plat has not been approved.	10/17/2014 2:54 PM
15	there's a huge bottleneck between SDP & license agreement process - needs streamlining	10/17/2014 7:48 AM
16	why multiple time schedules to know and delays not understood	10/16/2014 6:32 PM
17	Find it difficult to get informationand stay updated	10/16/2014 3:57 PM
18	The stated process and the actual results vary widely.	10/16/2014 1:44 PM
19	It took a few times to understand it. The City's website and process needs to be more clearly laid out with a process flow chart.	10/16/2014 11:51 AM
20	Enforcement of city code is significantly inconsistent. In many cases, building officials will change opinions midway through a project, or not remember conversations/decisions from earlier meetings.	10/16/2014 11:51 AM
21	occasional changes in availability times and processes	10/16/2014 8:53 AM
22	COA changes process with limited notice and lack of training for new staff	10/16/2014 6:33 AM
23	The departments do not work together or really care.	10/15/2014 5:16 PM
24	I understand the process, but it is not run efficiently or timely. Completeness checks are a waste of time and are usually denied because of a lack of effort by PDRD staff. Review times are regularly ignored by staff members.	10/15/2014 3:43 PM
25	no one is willing to explain?	10/15/2014 3:37 PM
26	I agree. But I do NOT agree with taking several months for a permit. It honestly angers me as a business owner. Thats why I focus on all surrounding towns.	10/15/2014 2:30 PM
27	Again, eleven years and a lot of mistakes	10/15/2014 1:42 PM
28	Now I do.	10/15/2014 1:02 PM
29	The process is disorganized and broken. For reference, go pay a fiscal surety for a site plan. It's a hoot.	10/15/2014 12:58 PM
30	always changing	10/15/2014 12:38 PM
31	Submitting all in 11x17 format makes things easier .	10/15/2014 12:22 PM
32	Lack of written organizational and policy procedures makes this complicated	10/15/2014 11:45 AM
33	50/50	10/15/2014 11:33 AM
34	Agree but only when it isn't changing but it's almost always changing	10/15/2014 11:06 AM
35	though the structure seems to change every 6 months, I attend seminars through my professional organization to stay informed	10/15/2014 10:45 AM
36	its different each time- always sent to different depts.	10/15/2014 10:36 AM
37	Again. Bad phrasing. I know it, but think it's ineffecient.	10/15/2014 10:20 AM
38	No one does. It changes every month.	10/15/2014 10:18 AM

39	I do understand it and have learned through trial/error	10/15/2014 10:14 AM
40	I know the process (I've built in Austin for almost 20 years), but the process is antiquated. Given all the forms of electronic communication and the city's need for "green" (not money, think recycling, all the smart cars in their parking lot, etc), this department is not in sync. I work with several other permitting authorities, and I submit everything electronically. Also, the process involves me waiting hours to meet with people I rarely spend more than 5 minutes with for approving my information. To obtain a permit also requires a minimum of two trips to the Barton Creek office. Once again, very inefficient on my part, contributes to the downtown traffic, contributes to pollution, uses to many resources (paper) - everything the city is against.	10/15/2014 10:11 AM
41	I understand that the variuos departments do not communicate with each other and that there is no one point of responsible contact who can assist in solving the process without handing the applicant off to other departments.	10/15/2014 9:57 AM
42	although it frequently changes, sometimes it's hard to know what to expect	10/15/2014 9:47 AM
43	I get a different story every time I try to get something done	10/15/2014 9:38 AM
44	Except that it changes constantly based on who you speak with. I find that often people at the City don't understand are are telling you to do things that are not allowable in another department.	10/15/2014 9:28 AM
45	It is a horrible mess but I understand it mostly	10/15/2014 9:24 AM
46	NO one, including city staff, understands the process.	10/15/2014 9:18 AM
47	No one knows their process. Everytime I go to Texas One building, all of the rules have changed and no one knows what they are.	10/15/2014 9:13 AM
48	It's taken years to get a basic understanding, and it changes all the time.	10/15/2014 9:13 AM
49	Impossible to understand, constantly changing, applications are meaningless and resentful. Forms are pathetic to fill out. Differing interpretations lead to constant changes to plans depending on reviewers.	10/15/2014 9:11 AM
50	Everytime I think I understand the process, something changes.	10/15/2014 9:10 AM

Q6 The City's Development Review and Plan Check processes are not unnecessarily cumbersome or complex.

Answered: 301 Skipped: 9



Answer Choices	Responses	
Strongly Agree	3.99%	12
Agree	7.64%	23
No Opinion	6.64%	20
Disagree	27.91%	84
Strongly Disagree	53.82%	162
Not Applicable	0.00%	0
Total		301

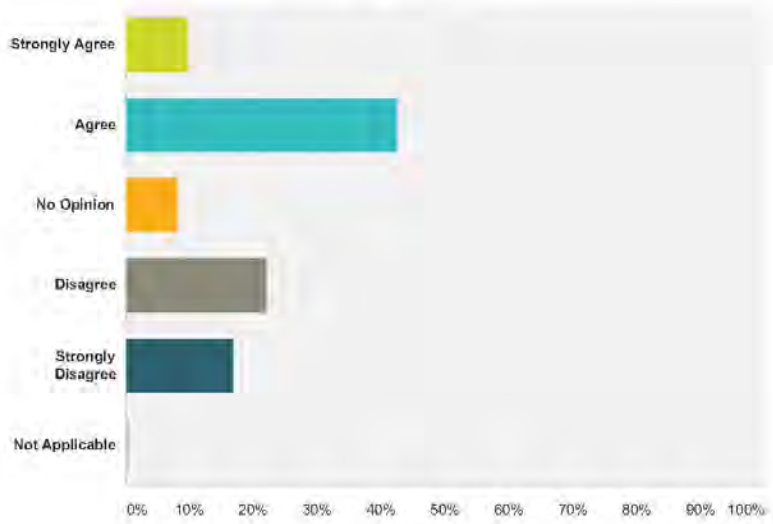
#	Type any comments here	Date
1	The process is slow, adversarial, and self-contradictory.	11/4/2014 12:36 PM
2	Just to be clear, every process surrounding the review and plan and check process IS cumbersome and complex.	11/4/2014 5:57 AM
3	Poorly worded. I think you are trying to say: are simple and easy	11/3/2014 12:22 PM
4	The processes are more complex than necessary	11/1/2014 6:44 AM
5	often caught between departments and/or conflicting regulatiosn	10/30/2014 12:11 PM
6	There was a lot of redundancy for minor changes- though that redundancy may be necessary.	10/28/2014 12:44 PM

7	Too many depts to go thru. It's crazy.	10/28/2014 10:45 AM
8	Too many layers of bureacracy and too much inconsistency.	10/28/2014 7:00 AM
9	very confusing. different every time. rules always changing and there is no notification system in place to warn builders of the changes.	10/23/2014 7:32 AM
10	This statement, including the double negative, is as confusing as the process!	10/22/2014 6:59 PM
11	rumors indicate there is lengthy delays	10/22/2014 6:45 PM
12	very cumbersome and complex. very bureaucratic. we should be able to submit application and drawings online. the staff should move the paperwork through the necessary departments rather than making the client run from floor to floor trying to process one project.	10/22/2014 11:34 AM
13	So complex, and the rules change too frequently!	10/22/2014 8:15 AM
14	Certain reviewers have differing interpretations of the codes making the process extremely cumbersome.	10/20/2014 2:01 PM
15	The amount of time spent in the waiting room, waiting to be called for completeness check, or to pay a fee is absurd. You shouldn't have to wait 30 minutes to get an invoice so that you can pay a fee elsewhere at OTC. You also shouldn't have to 30+ minutes to submit plans for completeness. I've never been impressed the intake staff and their efficiency.	10/20/2014 11:32 AM
16	The process is incredbly cumbersome and complex.	10/20/2014 11:29 AM
17	The webpage information is not necessarily updated; questions are sometimes not answered or answered in an ambiguous manner; there is no consistency in the applied code criteria.	10/20/2014 10:04 AM
18	We are required to submit full floor plans of an entire house to remodel one room. This cost the owner alot of additional money	10/20/2014 9:39 AM
19	Way more complex than any other City.	10/20/2014 8:09 AM
20	1)Reviewers can add to requirements any time during process (2) there is no relief from a reviewer making a mistake in their review no matter the cost to the me (3) reviewers do not take into account the intent of the replay. i.e., requiring $80,000 of landscaping breaking raw land into two pieces for another single family residence not a subdivision.	10/17/2014 2:54 PM
21	The permitting process is very cumbersome and complex due to the complex codes and poorly written conflicting ordinances.	10/17/2014 1:01 PM
22	Fire and water utility reviews should be directly coordinated with site permit submittals. Not left to applicant to send them separately to these departments.	10/17/2014 12:21 PM
23	It just depends.	10/17/2014 9:20 AM
24	multiple time schedules for different services	10/16/2014 6:32 PM
25	Too limited access to reviewers. Hours are too short. Not all reviewers are equal in knowledge and experience.	10/16/2014 3:57 PM
26	Compared to other cities in Texas, Austin is very difficult to deal with.	10/16/2014 11:51 AM
27	too complex for wireless antenna facilities	10/16/2014 8:53 AM
28	The seperate process for a driveway permit application is unnecessary in my opinion.	10/16/2014 7:00 AM
29	too mouh redundency on review comments	10/16/2014 6:33 AM
30	If they believe that they more worthless than I thought	10/15/2014 5:16 PM
31	As a consultant, we are required to submit an unnecessary amount of paperwork that is filed away and never reviewed. It would be much easier to submit plans and reports electronically and remove the huge amount of paper waste.	10/15/2014 3:43 PM
32	Extremely difficult.	10/15/2014 3:37 PM
33	The system is somewhat outmoded. As an example, specification manuals are required to be submitted, but they are never looked at. The expense of printing these is not inconsiderable.	10/15/2014 2:19 PM
34	The processes are extremely cumbersome and complex; I could not disagree strongly enough	10/15/2014 1:42 PM
35	Just time consuming with the costs handed down to my clients bottom line	10/15/2014 1:02 PM

36	From completeness to project closeout, the system is antiquated.	10/15/2014 12:58 PM
37	The process to get development permits is in disarray	10/15/2014 12:56 PM
38	The completeness check and plan review process is incredibly cumbersome and complex.	10/15/2014 11:53 AM
39	Do not agree, particularly with respect to the site plan exemption process. It is highly subjective and reviewers often provide contradictory comments.	10/15/2014 11:36 AM
40	The process is not complex HOWEVER the City's ability to perform their reviews in a timely manner is drastically inefficient AND some of the rejection comments that they have could easily reduce their own backlog by providing pending approvals for extremely minor discrepancies.	10/15/2014 11:24 AM
41	Terrible processes in place	10/15/2014 10:51 AM
42	It is a very cumbersome process, and could use a drastic overhaul	10/15/2014 10:45 AM
43	its a joke	10/15/2014 10:36 AM
44	New process took longer for submittal. Staggered open hours cost out-of-towners time spent in Austin.	10/15/2014 10:24 AM
45	What is a plan check? Do you mean plan review?	10/15/2014 10:21 AM
46	Completeness Check is a waste of time and resources for both the city and the developer. This process should be skipped and the basic plan requirements can be checked by intake.	10/15/2014 10:18 AM
47	It's the worse building development bureaucracy in the country!	10/15/2014 10:18 AM
48	cumbersome is a broad term, lack of communication is a specific problem	10/15/2014 10:14 AM
49	The department needs to embrace electronic submissions immediately.	10/15/2014 10:11 AM
50	McMansion and the old LDC has crippled the staff and the City	10/15/2014 10:09 AM
51	The system is beyond complex, the code is beyond complex, there process is variable with no clear timeline and reviewers are subjective with no motivation (seemingly) to expedite permit approval or work with applicants to solve issues.	10/15/2014 9:57 AM
52	We've had permits take several months to review.	10/15/2014 9:52 AM
53	builders have shown me how to make it less complex. So while it is COMPLEX, I'm not sure it's unnecessarily so.	10/15/2014 9:47 AM
54	I work in numerous cities and this is by far the most cumbersome, complex, and has the most inaccessible staff	10/15/2014 9:28 AM
55	They are complex and sometimes unnecessary	10/15/2014 9:26 AM
56	McMansion & secondary unit rules are very cumbersome	10/15/2014 9:21 AM
57	this is the single most difficult and cumbersome process I have every experienced.	10/15/2014 9:20 AM
58	They could not be any more cumbersome or duplicative	10/15/2014 9:18 AM
59	That is so funny. we have the most complicated in the country	10/15/2014 9:17 AM
60	too much power in hands of neighborhood assoc.	10/15/2014 9:13 AM
61	The process is contrived to employ as many Democrat/ Leffingwell voters as possible. There is no nor will there ever be any incentive to provide their services in a better manner.	10/15/2014 9:13 AM
62	Because it always changes, it's hard to plan for what will be needed. It's been different on every single project.	10/15/2014 9:13 AM
63	Very cumbersome. Have you tried to submit anything? Do the forms make any sense at all. Is the information relevant? How many plan sets are required for a submittal? We deal with many cities on permitting and Austin is the worst.	10/15/2014 9:11 AM
64	they are cumbersome and comples	10/15/2014 9:11 AM
65	Ridiculously cumbersome	10/15/2014 9:08 AM
66	Do not understand why we have to come in person to pay instead of paying online.	10/15/2014 9:07 AM
67	The process of reviewing and obtaining residential permits within the City of Austin is HORRIBLE.	10/15/2014 9:01 AM

Q7 When making an application, I have generally found the City intake staff to be responsive and helpful.

Answered: 309 Skipped: 2



Answer Choices	Responses	
Strongly Agree	9.74%	30
Agree	42.53%	131
No Opinion	8.12%	25
Disagree	22.08%	68
Strongly Disagree	16.88%	52
Not Applicable	0.65%	2
Total		308

#	Type any comments here	Date
1	Intake staff has very good punch lists.	11/4/2014 12:36 PM
2	The entire process - from the moment you walk in and deliver your name - I find the staff to be borderline rude. At best, they are grudgingly there to earn a paycheck, but certianly not there to be helpful, and never friendly.	11/4/2014 5:57 AM
3	Generally, the intake process is smooth	11/1/2014 6:44 AM
4	The last guy I dealt with at intake was not very friendly, told me that I didn't need to submit some documentation that I was later required to submit.	10/28/2014 7:00 AM
5	intake is the worst part! rookies and/or rude, no common sense, power trips frequent.	10/27/2014 3:33 PM

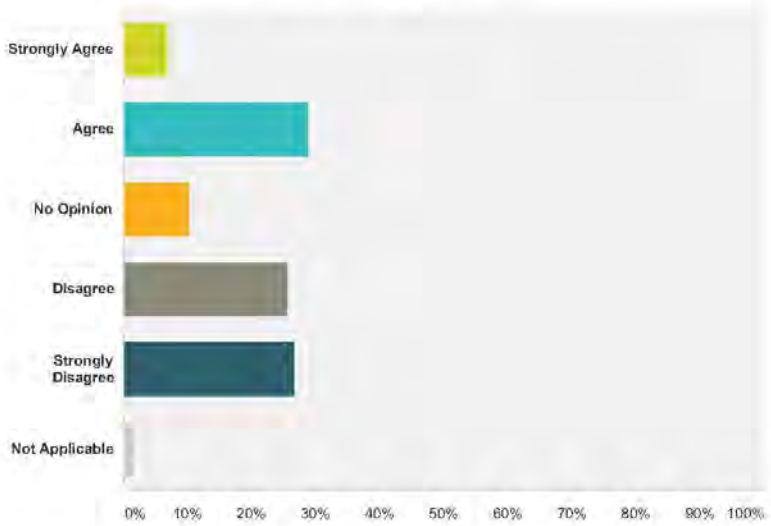
Planning & Development Review Department Customer Survey - Austin, TX

6	Some of the staff are very helpful, some will never return a call or email.	10/23/2014 7:32 AM
7	most are friendly, often, there is a newby who doesn't know the system and is frustrating to deal. email response time is hit or miss for most of the reviewers. the process is rediculous: you can only sign in to speak to a reviewer on m-w-f, but you cannot ask to speak to a specific reviewer about a specific project. you have to set up an appointment via email because they will not allow you to set up an appointment in person. common sense is out the window--it's more important for them to follow their arbitrary rules.	10/22/2014 11:34 AM
8	We typically hire a permit expediter to try to avoid application difficulties.	10/21/2014 8:03 AM
9	Generally not responsive.	10/20/2014 8:20 PM
10	Difficult to get a hold of, rarely answer the phone. I do appreciate them being flexible though if something is missing in the application.	10/20/2014 11:32 AM
11	The Traffic/Transportation Lead for PDRD is extremely non-responsive and very unhelpful when responsive.	10/20/2014 11:29 AM
12	Horrible just horrible un organized and dumb as dirt.	10/20/2014 10:06 AM
13	Sometimes yes, sometimes no.	10/20/2014 10:04 AM
14	51% of the time, this is the case	10/20/2014 9:53 AM
15	They are responsive, but don't necessarily have the correct answer	10/20/2014 9:39 AM
16	We get the feeling that the goal is to NOT give us a permit and put up as many road blocks as possible	10/20/2014 7:15 AM
17	One specific reviewer got fixed on one point a view and would not accept the intent of the replay holding us to commercial platting requirements	10/17/2014 2:54 PM
18	These are typically temp positions and the intake staff are not knowledgeable enough to answer questions, the answer to the question if you said "staff" would be different	10/17/2014 12:39 PM
19	Do you mean DAC by 'intake staff'?	10/17/2014 12:18 PM
20	really depends on the individual - "rolling of the dice" or "luck of the draw" as we explain to clients (developers)	10/17/2014 7:48 AM
21	Although I have had many professional interactions, I have also experienced and witnessed unthinkable rudeness and incompetence	10/16/2014 3:57 PM
22	Hours are too limited, staff is often disgruntal and non-friendly to customers. Commonly feel like its being at a deli counter, next # please.	10/16/2014 11:51 AM
23	Some reviewers are responsive and helpful once they begin working on your project, however, the wait times are out of control and in many cases it is difficult to get in touch with reviewers in a timely manner.	10/16/2014 11:51 AM
24	At one point, one of them was yelling at us. Most of the time, they seemed ornery and were regularly rude.	10/16/2014 7:08 AM
25	I don't personally deliver the volume builders. We use a courier service.	10/16/2014 7:00 AM
26	most of the time staff seems to be put out to help.	10/15/2014 4:51 PM
27	The ladies at Intake have always been friendly and helpful.	10/15/2014 3:43 PM
28	They don't want to be bothered, even though they get paid?	10/15/2014 3:37 PM
29	the lead civil engineer or contractor submits, I have not submitted personally.	10/15/2014 1:51 PM
30	Landscaping plan approved and tree fee paid. New review disagreed and wanted to reopen.	10/15/2014 1:43 PM
31	My issues are with the process, not the people. Staff are generally helpful and look out for the customer, pointing out issues and deficiencies when they can.	10/15/2014 1:42 PM
32	Most are indifferent at best.	10/15/2014 12:58 PM
33	Intake staff do not necessarily understand what the development applications are for which can sometimes become an issue especially if the computer is asking for information that is not applicable. Applicants have to tell staff what is the correct process. Issues with the computer program not allowing staff to enter the appropriate information is still an issue after many years.	10/15/2014 12:57 PM
34	Intake staff are wonderful people and very responsive and helpful, however, important information is continually lost between intake and the reviewers.	10/15/2014 12:56 PM

35	Most staff members are, 1 in a bout 8 are not	10/15/2014 12:10 PM
36	Most of them, yes.	10/15/2014 11:45 AM
37	While friendly in person, packet contents are lost most of the time.	10/15/2014 11:36 AM
38	By "making" I assume you mean "submitting"?	10/15/2014 11:24 AM
39	Comes down to individual. Some agents are wonderful, others are prima donnas	10/15/2014 11:06 AM
40	I get inaccurate or incomplete information	10/15/2014 11:04 AM
41	Everyone has different answer or guidance, no consistency	10/15/2014 10:51 AM
42	the primary problem that I encounter with staff is their limited availability. Reduced walk-in hours and the process for setting up a meeting varies depending on what you need. And very little can be achieved through email or web portal.	10/15/2014 10:45 AM
43	Helpful only and if you're successful in contact them which is not the case	10/15/2014 10:42 AM
44	the intake times have been reduced to the point that by the time you get in front of someone they are rushed and will typically give you the name of someone else that you will need to see...at a different time	10/15/2014 10:36 AM
45	some are almost prohibitive	10/15/2014 10:18 AM
46	No one knows what is going on half of the time.	10/15/2014 10:18 AM
47	Only in last 6 mos. Prior to that the city was non-responsive and unhelpful.	10/15/2014 10:17 AM
48	I have always felt that those I interact with are genuine and want to do a good job.	10/15/2014 10:14 AM
49	I've well versed in the residential new construction process, so I need very little help.	10/15/2014 10:11 AM
50	left hand doesn't know what the right hand is doing some of the time	10/15/2014 10:09 AM
51	Only the intake staff, not any completeness reviewers.	10/15/2014 10:00 AM
52	checklists trump logic or process	10/15/2014 9:57 AM
53	service has become more difficult	10/15/2014 9:54 AM
54	But it took 6 weeks this summer to get Taylor Horton to approve a Revision. I wasn't expecting that.	10/15/2014 9:47 AM
55	75% of them do not give enough information	10/15/2014 9:38 AM
56	Sometimes but not always	10/15/2014 9:26 AM
57	Very young, inexperienced, haughty staff for intake	10/15/2014 9:21 AM
58	Rude and arrogant would be more descriptive	10/15/2014 9:18 AM
59	They are gov. employees they dont care.	10/15/2014 9:17 AM
60	different answers from different people	10/15/2014 9:13 AM
61	The only people worth talking to, never answer the phone or return calls. They are rude, aloof, and impossible to speak with. They mostly lack the knowledge to do their job.	10/15/2014 9:13 AM
62	They want to help, but often they can't. I don't feel like it's their fault, it's the cumbersome bureaucracy.	10/15/2014 9:13 AM
63	However, the forms and the information provided is very misleading to even them.	10/15/2014 9:11 AM
64	Seveal hour wait time not ok, but when you do get help personnel is helpful.	10/15/2014 9:11 AM
65	some are, some not	10/15/2014 9:11 AM
66	Most do not answer calls or e-mails. It is usually a surprise when they do.	10/15/2014 9:10 AM
67	It'sLike trying to get on the last life boat off the titanic	10/15/2014 9:08 AM
68	Every reviewer has a different opinion in how to interpret codes	10/15/2014 9:05 AM
69	depends on the person	10/15/2014 9:05 AM
70	Some yes some no	10/15/2014 9:04 AM

Q8 Staff provides prompt feedback on incomplete submittals.

Answered: 303 Skipped: 0



Answer Choices	Responses	
Strongly Agree	6.93%	21
Agree	28.71%	87
No Opinion	10.23%	31
Disagree	25.74%	78
Strongly Disagree	26.73%	81
Not Applicable	1.65%	5
Total		303

#	Type any comments here	Date
1	Generally, this feedback is prompt.	11/1/2014 6:44 AM
2	Our assigned reviewer was sick for a while, thus backlogged, so for us it was not an efficient process, costing us 2-4 weeks.	10/28/2014 12:44 PM
3	Too long	10/28/2014 10:45 AM
4	My last reviewer has done a very good job of giving me feedback and meeting with me to make sure that I understood the feedback	10/28/2014 7:00 AM
5	the staff who respond are usually prompt. however, others never respond.	10/23/2014 7:32 AM
6	somewhat agree. it seams like it takes too long, but compared to other cities, it's not bad.	10/22/2014 11:34 AM

7	We get comments quite late, and only then do the reviewers tell us that something was missing, and even that is debatable.	10/22/2014 8:15 AM
8	We typically have a pre view and sit down with all reviewers prior to submitting plans incorporating recommendations only to have an entirely different reviewer assigned the plans with a differing interpretation creating new layers of complexity.	10/20/2014 2:01 PM
9	I've never gotten a completeness submittal back prior to the 14 day deadline. Then there is no timeline on a completeness resubmittal, so that can be drawn out even longer. In my opinion there shouldn't be a completeness check that involves plan review. The checklist for items in the plans should still be followed, but the majority of comments i see made at the completeness stage should be formal comments anyway and can vary by reviewer. Save everyone two weeks by getting rid of completeness review and going straight to formal.	10/20/2014 11:32 AM
10	In general, staff provides prompt feedback on incomplete submittals; however, there have been multiple occurences of false incomplete determinations which unnecesarily prolong submittal times for weeks at a time when the submittal should have been determined as "complete" in the first place. More accuracy and attention to detail needs to be taken when reviewing submittals, especially when making comments which determine a submittal to be incomplete.	10/20/2014 11:29 AM
11	It takes many weeks to get comments.	10/20/2014 10:04 AM
12	The comments we get back makes it seem like the reviewers never looked at the plans or don't know what they are looking at.	10/20/2014 7:15 AM
13	expectations basedon staff promises are very rarely met. correspondence is poor and inconsistent	10/18/2014 4:49 AM
14	once they get to them, yes, but that can take a while	10/17/2014 9:20 AM
15	the system has been backed up for years now.	10/17/2014 7:48 AM
16	It depends on who is reviewing. I have had plans 'lost' for weeks, have only twice had a quick response.	10/16/2014 3:57 PM
17	Feedback is often not applicable, and City staff frequently loses papers and documents.	10/16/2014 11:51 AM
18	In many cases it has taken weeks or months to receive notification that additional information is necessary.	10/16/2014 11:51 AM
19	Bret Fanning was particularly helpful with a recent project that had issues with impervious cover.	10/16/2014 7:00 AM
20	Depends on staff member	10/15/2014 8:29 PM
21	Staff typically wait until the last possible day to review submittals. Repeatedly, I have had submittals be denied because the reviewers were too lazy to flip through the documents that I submitted. I have been denied for not have documents that were later magically found after I had to go out of my way to pick up the submittal package and show the reviewer that was too lazy to do their job.	10/15/2014 3:43 PM
22	Take the full time, and then some.	10/15/2014 2:57 PM
23	It depends if the permit center is backed up - if backed up - feedback takes a minimum of 48 hours for feedback.	10/15/2014 2:10 PM
24	Five trips to legal. Partial response each time.	10/15/2014 1:43 PM
25	You are kidding right?	10/15/2014 1:43 PM
26	Incomplete submittals are generally not even taken into the system, and staff will provide feedback on what is missing.	10/15/2014 1:42 PM
27	Not necessarily	10/15/2014 1:36 PM
28	Slow	10/15/2014 1:02 PM
29	Comments are generally late.	10/15/2014 12:58 PM
30	The completeness check process is not what it was originally intended for, which was to flush out what was lacking in the application submittal that made the application unable to be adequately reviewed. Now staff from all the departments reject an application for items which should be raised as issues during the review process. Therefore, completeness check is now a full review instead of its original intent. You cannot get staff to respond to calls/emails in order to discuss a rejection that was incorrectly made. Applicants have to wait for months to get through the gate because of this existing system.	10/15/2014 12:57 PM

31	Staff is continually late. The current record for late comments is 29 days on the first review (so 58 days after formal submittal) and counting. The current record for an update submital is 24 days late (38 days total review time). Please note that the 1st review time is regulated at 28 days and updates are to be completed in 14 days.	10/15/2014 12:56 PM
32	Feedback is never prompt. Deadlines are frequently missed.	10/15/2014 11:53 AM
33	There are some PRDP staff who are not willing to immediately provide rejection comments to applicants when requested while the majority of the staff will.	10/15/2014 11:24 AM
34	Generally you can get pretty solid feedback and it is accurate	10/15/2014 11:06 AM
35	There is no communication, thus no feedback	10/15/2014 11:04 AM
36	Complete disregard for time and money that is lost waiting on responses	10/15/2014 10:51 AM
37	often, the person in 'Intake' accepts documents, but we find out after residential review that some items were missing. It seems that a more effective intake process would decrease this problem.	10/15/2014 10:45 AM
38	Frequent rejection for minor items.	10/15/2014 10:39 AM
39	have waited several weeks for comments when it could have been discussed when the plans were submitted	10/15/2014 10:36 AM
40	Emails and phone messages go unaswered	10/15/2014 10:21 AM
41	Completeness check comments are often items that are already addressed, but overlooked by staff. It takes a week or two to get these comments that have already been addressed.	10/15/2014 10:18 AM
42	they are hobbled by management. they dont have authority to do what they know is eight. scared of their jobs. very poor management	10/15/2014 10:18 AM
43	timeliness is subjective, the responses received have not been timely in my opinion. I suggest you re-word this question.	10/15/2014 10:14 AM
44	Compared to other permitting authorities, they are the slowest	10/15/2014 10:11 AM
45	2 weeks prompt?	10/15/2014 10:09 AM
46	Intake staff will but completeness reviwers will not.	10/15/2014 10:00 AM
47	staff does not completely or thoroughly review and often rejects comlete submittals based on general checklist review even if required materials along with letters explaining what the application is.	10/15/2014 9:57 AM
48	Reviewers have begun kicking projects out of completeness for ticket items that should be addressed during review not on whether or not the package is truly complete. IE offsite topo is a review comment, not an incomplete package.	10/15/2014 9:47 AM
49	Susan Barr, Paul Yadro and Emily Layton have provided prompt feedback, but Taylor Horten has never replied to my emails.	10/15/2014 9:47 AM
50	Keith Batcher is excellent at this.	10/15/2014 9:26 AM
51	depends on the reviewer	10/15/2014 9:21 AM
52	an intake completeness check time of 10 days is atrocious.	10/15/2014 9:20 AM
53	You never can get anyone to answer the phone or return emails. This question is laugh out loud funny	10/15/2014 9:17 AM
54	Comment reports come back in a timely manner if it isn't a joint application w/Travis County. Getting staff members to call back or email back can be lengthy.	10/15/2014 9:14 AM
55	only when caught at input window	10/15/2014 9:13 AM
56	Most don't know what a complete submittal is and what comprises a complete submittal is constantly changing.	10/15/2014 9:13 AM
57	Usually.	10/15/2014 9:13 AM
58	Prompt is relevant. A week is too long. Add in the extremely cumbersome and illegal 245 findings and it takes 2 weeks sometimes. And the appication start date is when we file for completeness check and not the formal submittal. More often than not the denials are based on information that is on the plans already or based on non-applicable code provisions.	10/15/2014 9:11 AM
59	Waiting 6-8 weeks for comments not ok.	10/15/2014 9:11 AM

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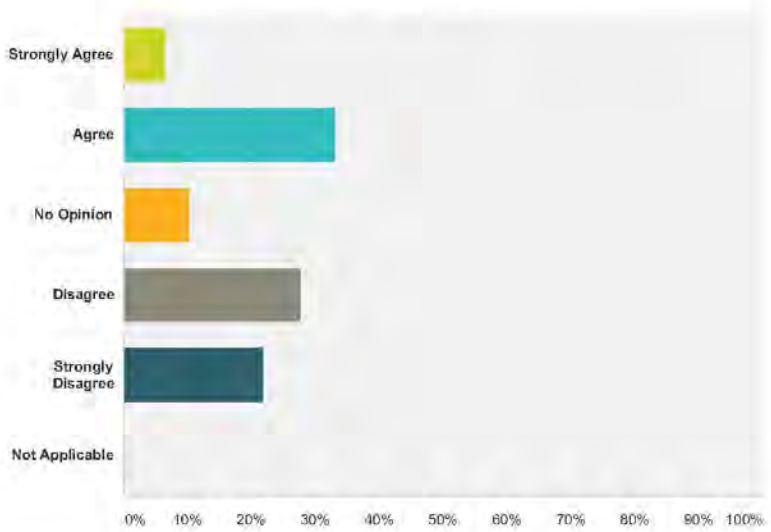
60	not particularly prompt	10/15/2014 9:11 AM
61	Seems to be taking more than 2 weeks these days.	10/15/2014 9:10 AM
62	one week or more - to never respond to an e-mail	10/15/2014 9:05 AM
63	They have improved over the course of the year	10/15/2014 9:04 AM
64	With the exception of 1 reviewer on staff, the feedback is only provided when you call & email numerous tinmes	10/15/2014 9:01 AM
65	Most of the time wait times vary from 1 dat to 7	10/15/2014 8:54 AM

Planning & Development Review Department Customer Survey - Austin, TX

Q9 In general, did PDRD staff provide good customer service.

Answered: 305 Skipped: 5



Answer Choices	Responses	
Strongly Agree	6.56%	20
Agree	33.11%	101
No Opinion	10.16%	31
Disagree	27.87%	85
Strongly Disagree	21.97%	67
Not Applicable	0.33%	1
Total		305

#	Type any comments here	Date
1	Too many passes through the system are required due to incomplete review or lack of knowledge on the part of the reviewer.	11/4/2014 12:36 PM
2	some of them give better service then others	11/4/2014 7:52 AM
3	As much as they can. One bad apple can throw this response off, though.	11/3/2014 12:22 PM
4	Lot's of issues with this. Customer service does not appear to be an important consideration	11/1/2014 6:44 AM
5	Some are better than others. And some staff is outright mean and unresponsive.	10/30/2014 3:10 PM

6	Many of the staff are hostile. They act as though the customers are an incovenience. I'm sure they are tired of being asked the same question a thousand times and deal with a lot of customers but if they would streamline the process and make it understandable then maybe everyone would be happier. Having said that there are some staff there that are great.	10/28/2014 7:00 AM
7	depends on planner. days and weeks are often lost for no solid reason.	10/27/2014 3:33 PM
8	I believe most are doing their best with the tools provided. Others believe their level of authority to be more than it is.	10/25/2014 12:34 PM
9	They are friendly and attempt to be helpful. They are empowered to say no. They are not rewarded for yes.	10/23/2014 12:04 PM
10	most are friendly. but the sytem by which we wait in line to sign in to speak with someone is rediculous. we're all lined up in front of the bathrooms and someone will often walk by and rudely tell us to move out of the way of the bathrooms. understandably, they don't want us to block the bathrooms, but then they should not require us to line up there. Even the DMV has figured out a better way--they allow you to take a number and go sit down. duh.	10/22/2014 11:34 AM
11	Depends on which staff you're talking about.	10/22/2014 8:15 AM
12	People are helpful and willing, but timing is slow so overall, no.	10/21/2014 8:03 AM
13	In the past 12 months, I would say the staff has been helpful when I am able to get in touch with them.	10/20/2014 8:20 PM
14	This disparity in the reviewers often contradict other reviewers. We are unsure how some reviewers have lasted as long as they have. They would not have been allowed to remain in their position under past directors lost through attrition.	10/20/2014 2:01 PM
15	Painful process. Lack of communication both internally and externally.	10/20/2014 11:32 AM
16	The Traffic/Transporation Team provides terrible customer service. There is no consistency with the process.	10/20/2014 11:29 AM
17	Staff is not rude, but sometimes the staff is ambiguous or cannot respond to questions in a direct manner.	10/20/2014 10:04 AM
18	If there are any questions outside the standard process it is nearly impossible to get a hold of anyone.	10/20/2014 9:39 AM
19	Very bad	10/20/2014 7:15 AM
20	inconsistent correspondence	10/18/2014 4:49 AM
21	Some staff members are very nice others act as though there is no reason to be nice or prompt.	10/17/2014 6:15 PM
22	See above notes.	10/17/2014 2:54 PM
23	This depends on your standards of customer service.	10/17/2014 12:39 PM
24	but they need more staff for the volume and wait times	10/17/2014 11:20 AM
25	The staff was nice enough. There are just not enough of them with high levels of expertise. I can't get answers in a timely manner.	10/17/2014 10:09 AM
26	again, depends on who you are dealing with at OTC	10/17/2014 7:48 AM
27	disregarding delays and the schedules	10/16/2014 6:32 PM
28	It seems that it depends on who you get, what their mood is, what their current work load is etc- very inconsistent	10/16/2014 3:57 PM
29	The front desk staff are great. Customer service with individual plan reviewers and administrators varies.	10/16/2014 11:51 AM
30	You're joking, right? It's a known fact they're an unpredictable bunch.	10/16/2014 7:08 AM
31	your question is too general	10/16/2014 6:33 AM
32	very rude. they think they are doing the customer a favor.	10/15/2014 3:37 PM
33	it depends on who the staff is that you are working with. Some are great. Others are non-responsive or slow to respond. Some do not respond at all.	10/15/2014 1:51 PM
34	Commercial intake staff and most residential reviewers are friendly, knowledgeable, and helpful. Non-front-line commercial reviewers and some residential reviewers do not provide good customer service.	10/15/2014 1:42 PM
35	case by case basis / inconsistent	10/15/2014 1:36 PM
36	does not feel customer service oriented	10/15/2014 1:27 PM

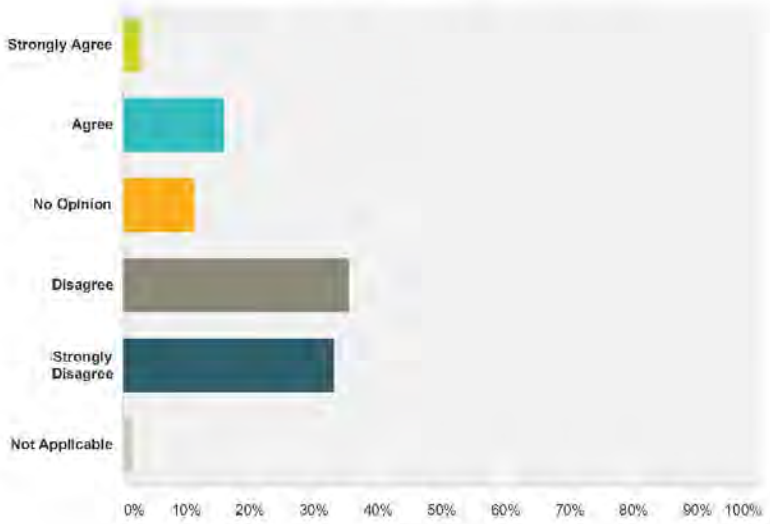
37	All staff was very helpful.	10/15/2014 1:02 PM
38	The staff in residential intake from window to review are awesome!	10/15/2014 1:01 PM
39	Most are indifferent at best.	10/15/2014 12:58 PM
40	Staff are there to tell you only what you ask for and no more. If you don't know what to ask for you leave without getting the advice you needed. Staff are eager to tell you what you cannot do, or what they feel you cannot do, regardless of what the Code says. They are not trained to understand the reason for the Code provision and therefore cannot explain why the information is needed, nor can they offer solutions or options to gain compliance. Many times staff can do these things but feel that is not their job.	10/15/2014 12:57 PM
41	With the exception of Lynda Courtney. She is the only one who cares	10/15/2014 12:56 PM
42	Return Phone calls!... and not at 6:45 am.	10/15/2014 12:07 PM
43	Most, yes.	10/15/2014 11:45 AM
44	In general yes. However, turn around times for submittals are part of providing good customer service and to this end the service provided is awful.	10/15/2014 11:24 AM
45	Once plans are in review, communication from reviewers is poor. They often ignore emails and phone calls, requiring one to spend hours at the City waiting to see them	10/15/2014 11:19 AM
46	It is not the staff per se but the process!!!	10/15/2014 11:06 AM
47	Yes, in general	10/15/2014 11:06 AM
48	The individuals are typically perusable and helpful once I finally get to talk to a live person. Getting through the firewall is practically impossible. There is no phone number to call to get an answer to a code or process question. Messages left are not returned. I have left numerous messages for john McDonald and have never received a call back. When I mentioned this to someone when I finally got to talk to a live person, the response was "he always returns his calls" If you repeat a story often enough, it eventually gets accepted as the truth.	10/15/2014 11:04 AM
49	Do not care what so ever about their inabilities or processes to move things timely, professionally and consistently	10/15/2014 10:51 AM
50	no, they are burdened by this process and the volume of submissions. Mostly, they are nice people.	10/15/2014 10:45 AM
51	There are a few individual that provide excellent service, however overall I find it's very difficult to get most employees to reply	10/15/2014 10:42 AM
52	I think there are certain people that are doing the best that they can...	10/15/2014 10:36 AM
53	For the most part yes. There are toxic personalities though. The system needs to clense it's self easier.	10/15/2014 10:20 AM
54	Less than a year ago, I had a reviewer avoid me by running away in the stairwell when I saw him in the hall and called his name to ask a simple question about a project he was reviewing. He later ignored that he did this when I requested to meet with him.	10/15/2014 10:18 AM
55	I had to sign in and wait 4 time. people who have to wait are the most jighly paid. we dont send helper to get permits. it used to take 1 visit. management doesnt trust its own staff. let the people work and quit hobbling them	10/15/2014 10:18 AM
56	Enormous wait times that would never be tolerated in the private sector and are not this way in other city review departments.	10/15/2014 10:18 AM
57	The level of customer service provided would not stand if there were not a captive client base.	10/15/2014 10:14 AM
58	no one answers phones, rare responses to email that I initiate, wait times are ridiculous, the only process for getting things done is sitting and waiting in their office and I find that to be terribly inconvenient given all the modern forms of communication	10/15/2014 10:11 AM
59	all good people. Wes Buckner is stellar on the inspection side	10/15/2014 10:09 AM
60	Most were good, but one bad person can ruin the experience	10/15/2014 10:04 AM
61	Intake staff do but no others.	10/15/2014 10:00 AM
62	There are diamonds in the rough; generally staff is amenable and attempts to provide good service. Providing solutions and assisting in getting through the process is the goal so good customer service; typically the experience is that the experience is to reject, return, ask for repetative information, and send the applicant to another department with a smile. Smiles are OK customer service but results are better.	10/15/2014 9:57 AM

Planning & Development Review Department Customer Survey - Austin, TX

63	some people - yes but some are poor at srvice	10/15/2014 9:54 AM
64	Keith Balcher is the best asset the city has! The permitting center has terrible customer service. They rarely return emails or phone calls. They seem to be annoyed to answer questions. Not pleasant to deal with.	10/15/2014 9:52 AM
65	There have only been a few folks in the intake process that have been really helpful	10/15/2014 9:52 AM
66	When you can get a hold of them, I generally get good customer service however some reviewers can be extremely difficult to get a responce from via phone or email. It sometime takes us over a week to get a returned email or phone call and that is with us following up with them daily in hopes to catch them on the phone.	10/15/2014 9:48 AM
67	Getting ahold of reviewers has proven to be difficult. Often times meeting in person or being able to speak with someone over the phone provides more beneficial than written correspondence/redundant updates. However due to the workload on staff members, whatever was discussed in person is forgotten and all progress on approval regressed. Frustrating to say the least.	10/15/2014 9:47 AM
68	They are generally friendly, but I see first-timers walk in and get very frustrated with staff and the process.	10/15/2014 9:47 AM
69	That heavily depends on the reviewer, however as a whole it is not good service because it only takes one bad reviewer to derail the approval process.	10/15/2014 9:45 AM
70	Pretty automated process so don't have much interaction	10/15/2014 9:44 AM
71	Certain staff members are very hard to communicate with because they do not answer the telephone, email and then get upset when we show up to find out our answers. Nothing is consistent.	10/15/2014 9:38 AM
72	At best I usually find one person who helps me get through the process	10/15/2014 9:38 AM
73	Some do....many don't. This is an attitude of "I don't care".	10/15/2014 9:28 AM
74	Not always at the DAC or Permit processing center	10/15/2014 9:26 AM
75	somtetimes, again depends on the reviewer	10/15/2014 9:21 AM
76	staff does not keep consistent 8 to 5 hours. phone calls do not get returned promptly, requiring constant phone calls and emails to get responses. sometimes I have to send my staff down to sit in the lobby and request seeing people. there is no accountability over staff.	10/15/2014 9:20 AM
77	It is VERY hard to get in touch with many reviewers	10/15/2014 9:14 AM
78	system too complex for staff to be effective	10/15/2014 9:13 AM
79	Some do and most don't.	10/15/2014 9:11 AM
80	If you get seen in a timely manner, yes.	10/15/2014 9:11 AM
81	50-50 some good some bad. the longer people are with the city, the worse they get	10/15/2014 9:11 AM
82	to long of a time period for a permit approval	10/15/2014 9:05 AM

Q10 In general, after application acceptance, PDRD staff anticipated obstacles early on and provided options where they were available.

Answered: 304 Skipped: 6



Answer Choices	Responses	
Strongly Agree	2.63%	8
Agree	15.79%	48
No Opinion	11.18%	34
Disagree	35.53%	108
Strongly Disagree	33.22%	101
Not Applicable	1.64%	5
Total		304

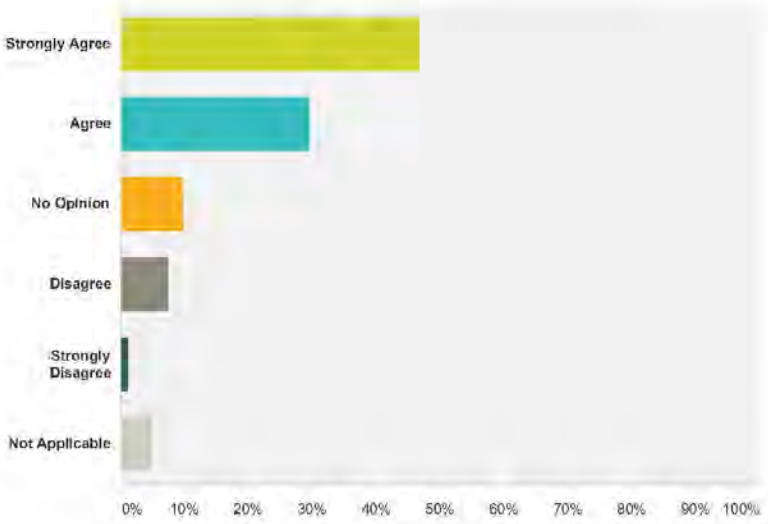
#	Type any comments here	Date
1	Staff positions are based on personal agendas as often as on Code issues.	11/4/2014 12:36 PM
2	At every point in the review process, I felt like the PDRD staff was trying to discourage me from pursuing the project or outright kill my project.	11/4/2014 5:57 AM
3	In general, this does not happen most of the time	11/1/2014 6:44 AM
4	there is a strong culture of "how to say no" rather than trying to help complete the process	10/30/2014 12:11 PM
5	staff typically does not verbalize or provide assistance to obstacles	10/29/2014 9:37 AM

6	application never approved. gave up trying	10/26/2014 11:50 AM
7	the only thing the intake person does is check for scale and if we have all the paperwork. during the review, any obstacle is stated, but it is not clear how to locate the information they want. the City of Austin website is useless when searching for information that is required on the permit applications, the website is useless in searching for building code as well.	10/22/2014 11:34 AM
8	As stated before we have a preliminary meeting with all revisers before we submit thereby eliminating potentenital discrepancies or omission. It is only after wards as much as 6 weeks later that the plans are assigned to a different reviewer who's interpretation adds yest another layer of obstacles to the process.	10/20/2014 2:01 PM
9	Too often have I gotten almost through the process and had a new comment come up that changed/delayed the entire permitting process.	10/20/2014 11:32 AM
10	No issues and problems with Traffic Impact Analysis for particular project are identified much later in the process when those specific items could have very easily been identified by Staff in the beginning.	10/20/2014 11:29 AM
11	Not only did they not provide reasonable options, but missed a significant requirement in the beginning and cost us quite a bit of money. No remedy for his mistake.	10/17/2014 2:54 PM
12	Complex codes and poorly written ordinances do not allow staff to successfully help customers.	10/17/2014 1:01 PM
13	generally, yes	10/17/2014 9:20 AM
14	sometimes - some reviewers are real team players, others are anti- anything you're are trying to accomplish	10/17/2014 7:48 AM
15	Q and A time is limited and reviewers don't really go out of their way to help	10/16/2014 3:57 PM
16	The PDRD CREATED the obstacles.	10/16/2014 1:44 PM
17	Most obstacles are not avoided, solutions are not presented.	10/16/2014 11:51 AM
18	You rarely get a response unless you pry. In addition, obstacles were put up for seemingly random reasons.	10/16/2014 7:08 AM
19	not their job	10/16/2014 6:33 AM
20	They don't care.	10/15/2014 5:16 PM
21	Staff does not provide options on anything. Their first review is usually superficial and does not address any technical aspects. If something is wrong, they reference a section of code and make you interpret what is wrong on your own.	10/15/2014 3:43 PM
22	Reviewers do not attempt to clarify things that they do not understand. They simply reject.	10/15/2014 2:19 PM
23	I had a building permit "appealed" once. The applicant failed, but wow. Did not know that obstacle existed.	10/15/2014 2:15 PM
24	Disagree. Many times, obstacles aren't clearly identified or prioritized, so that major project-stopping issues aren't addressed until several submittals in!	10/15/2014 1:51 PM
25	I typically receive 2-3 rounds of NEW comments on commercial projects and site plan exemptions. Residential reviewers on the other hand typically provide complete feedback in their initial comments.	10/15/2014 1:42 PM
26	navigating waters difficult / depts. don't talk to each other	10/15/2014 1:36 PM
27	Completely not the case. In most cases, staff add to their comments after their 3rd or 4th review.	10/15/2014 12:58 PM
28	See previous comments	10/15/2014 12:57 PM
29	I was actually told I performed too much due diligence by a reviewer the other day. There are too many conflicting codes, conflicting design guidelines and conflicting policies. Also, policies vary from reviewer to reviewer.	10/15/2014 12:56 PM
30	Constantly get sent to different departments, who then send me somewhere else. Usually have to see 4-5 people on what should be a simple question or issue	10/15/2014 12:16 PM
31	Obstacles are often license agreements, easements, UDAs. It takes legal forever to do anything.	10/15/2014 12:07 PM
32	Staff does not usually provide solutions; rather they will evaluate proposed solutions by the applicant.	10/15/2014 11:53 AM
33	With 4-5 weeks before an accepted application ever gets looked at, this would be immpossible	10/15/2014 11:45 AM
34	There is very little facilitation. More an attempt to identify problems, but often problems that have no material effect on whether a plan should be approved.	10/15/2014 11:19 AM

35	NO! This is the main beef. You get a building permit and think you're on your way, only to find there can be as many as a dozen new obstacles for which permits must be secured. I finally have an excellent self-made checklist I would happily share with you upon request. It rocks, even if I say so myself.	10/15/2014 11:06 AM
36	again, no communication, so no anticipation, no options.	10/15/2014 11:04 AM
37	No one I've dealt with (which is many) ever assist in this area, ever	10/15/2014 10:51 AM
38	very rarely have options been provided- more to the tune of "this does not comply with the latest interpretation"	10/15/2014 10:36 AM
39	they told me I could nt have names for buildjngs and I had to have njmbers. absurd! also they told me the address was not on AMANDA. it was. wasted so much of my time.	10/15/2014 10:18 AM
40	No, plans are rejected without there ever being a discussion.	10/15/2014 10:18 AM
41	Staff would say it's not their job to offer suggestions.	10/15/2014 10:17 AM
42	problem identification, problem solving skills, communication and follow through are lacking.	10/15/2014 10:14 AM
43	Never provide options only commonst most of which have nothing to do with the actual project but are just cross the T's dot the I's type comments.	10/15/2014 10:00 AM
44	If there were a strongly to a higher power option, it would be selected. Suggestion: most other Cities provide a pre-develpment in-person meeting where ALL of the departments who will review during the process sit down with the applicant and review the pre-submittal package to fully vet out any major obstacles. Currently new comments and found obstacles can arise at any time: at the end of the permit process (say last round of comments), license agreemetn review, legal review, or during construciton when inspectors overturn reviewed & approved plans.	10/15/2014 9:57 AM
45	Comm Building - yes / Site Review - very poor	10/15/2014 9:54 AM
46	Very few options are provided and often project killing comments, ie withdraw and resubmit, will be inserted after 6 months of permitting. We have also been experiencing new reviewers midway through the permit process. This is essentually starting over.	10/15/2014 9:47 AM
47	That would be nice, but they don't spend enough time looking over the application and plans early on.	10/15/2014 9:47 AM
48	Often obstacles are created.	10/15/2014 9:28 AM
49	In residential review, yes - Keith Batcher does	10/15/2014 9:26 AM
50	options are rarely presented	10/15/2014 9:21 AM
51	Is this a joke? they are never helpful	10/15/2014 9:17 AM
52	Never had this happen	10/15/2014 9:13 AM
53	On one project they advised us to go in a particular direction and then when we turned in for permitting, we had to change direction completely. It delayed construction 9 months.	10/15/2014 9:13 AM
54	not at all	10/15/2014 9:11 AM
55	THis s my single biggest complaint. Seems that major items do not come up until just before permit is issued.	10/15/2014 9:10 AM
56	never	10/15/2014 9:05 AM

Q11 Have you experienced a situation where your project was delayed by a problem that should have been identified during initial review?

Answered: 304 Skipped: 5



Answer Choices	Responses	
Strongly Agree	46.71%	142
Agree	29.61%	90
No Opinion	9.87%	30
Disagree	7.57%	23
Strongly Disagree	1.32%	4
Not Applicable	4.93%	15
Total		304

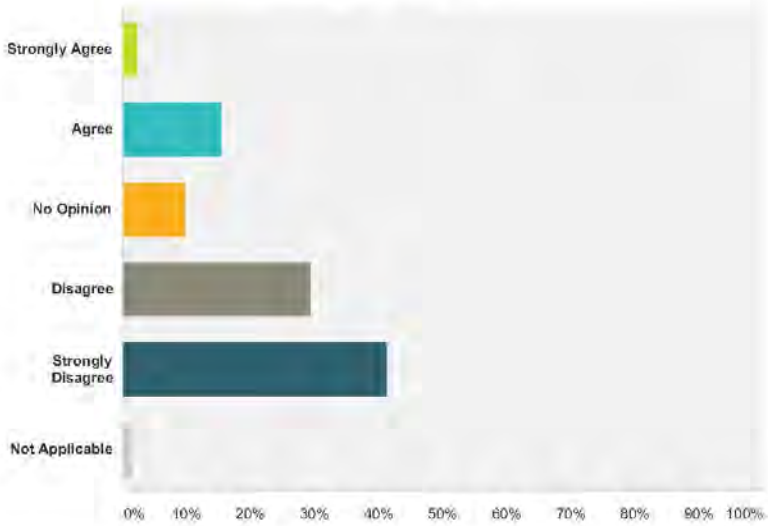
#	Type any comments here	Date
1	PDRD staff repeatedly told us that they were unsure which guidelines applied to us - the solution was to "kick" us from one review board to another and never get a straight answer.	11/4/2014 5:57 AM
2	staff often changes their opinion on a project and makes it difficult to anticipate what will happen during review	10/29/2014 9:37 AM
3	City review of water line size indicated we were fine, inspector made us tear up concrete to replace the waterline, which turned out to be in fine condition despite his opinion it would be insufficient. added about $2k and 1 week.	10/28/2014 12:44 PM
4	We have frequently encountered new issues during the third and fourth review of site plan and subdivision applications.	10/25/2014 12:34 PM

5	Yes, I was retagged for months because they had the wrong address when looking up permit but not when putting a hold and violation on property.	10/23/2014 12:04 PM
6	I had a permit approved and issued only to have it retracted because the neighborhood association's rules trumped the City of Austin rules.	10/22/2014 11:34 AM
7	As stated before this is often the occurrence. In the past the time from of prelim to actual review was aprox. 2 weeks. Now it is as long as 6 weeks or more. It is assigned to another set of eyes and it often seems they are not actualling reading the plans making comments that are in fact on the plans. Then taking yet another month to respond to those comments.	10/20/2014 2:01 PM
8	Yes, this has happend with new comments from EV, AE, and AWU.	10/20/2014 11:32 AM
9	Problems in the plans are my problem and the design team can solve those issues. We just need the permit process to be expedited and have the city get out of the way.	10/20/2014 7:15 AM
10	Reviewer missed listing the we were under SOS which would have affected our decision.	10/17/2014 2:54 PM
11	I have not experienced this situation	10/17/2014 12:39 PM
12	if by initial review you mean pre-intake, no. I have had projects delayed by issues raised by inspectors that were not raised by reviewers.	10/17/2014 9:20 AM
13	pool and plumbing review is probably the worst	10/17/2014 7:48 AM
14	the initial review is delayed	10/16/2014 6:32 PM
15	We have received new comments on second or third reviews on many occasions	10/16/2014 11:51 AM
16	Yes. At one point, they asked us to re-zone when in fact that process had been completed years ago. We then had to walk downstairs to obtain a copy of proof of that rezoning and then come back another day to prove it. Clearly, efficiency is the city's last concern.	10/16/2014 7:08 AM
17	delays associated with lack of accountability	10/16/2014 6:33 AM
18	People should be told to do fire pressure test during design to reduce permit review & wait time	10/15/2014 8:29 PM
19	inaccurate information given at initial review	10/15/2014 4:54 PM
20	As noted above, most initial reviews that I have experienced,the reviewers do not look at the technical aspects and only comment on the "easy items" because they know we will have to resubmit anyways. I have been blindsided by technical comments in later submissions because of this.	10/15/2014 3:43 PM
21	Happens all too frequently, though typically has to do with AWU	10/15/2014 2:57 PM
22	Yes!!! Yes!!	10/15/2014 2:30 PM
23	Not often, but it has happened.	10/15/2014 2:19 PM
24	on every project this situation appears	10/15/2014 1:45 PM
25	Weeks lost due to City Surveyor having to review easement that could have been review 1/2 year earlier. View corridor took 1/2 year to approve 3rd site plan on site / 40' below adjacent buidings.	10/15/2014 1:43 PM
26	I just waited 6 months for a review of a 2 page SER	10/15/2014 1:43 PM
27	I have experienced so many situations like this that it is impossible to relate all of them here.	10/15/2014 1:42 PM
28	No one can anticipate the complexities. So, it might be cumbersome.	10/15/2014 1:02 PM
29	The first round of comments is typically a "file, save as, print" scenario from any prior project. I would estimate that 25% of the comments are requests for something that is already in the plan set.	10/15/2014 12:58 PM
30	This is the norm. It appears that we do not get a full review until the third update and 5 months into the process.	10/15/2014 12:56 PM
31	Owners constantly tell us they don't want to pull a permit because they can't wait the 6 months to get everything for a simple remodel or addition. Houston turns it in a day or 2	10/15/2014 12:16 PM
32	It is a frequent occurrence to have new comments on the second or third update.	10/15/2014 11:53 AM
33	Not an everyday occurrence, but it does happen	10/15/2014 11:45 AM
34	Yes.	10/15/2014 11:24 AM

35	This should be a yes or no question. My answer is no.	10/15/2014 11:08 AM
36	One occassion recently that held up for over a month	10/15/2014 11:07 AM
37	More than once!	10/15/2014 11:06 AM
38	To date has cost my business over $50,000 and no one within the city could careless their impact on my business or family	10/15/2014 10:51 AM
39	One one case, we paid for a consultation and met with Department heads at the DRC to review challenges with a particular site. We were advised a certain direction, and followed their advice. It was only during residential permit review that an error was discovered, and we were directed to the Board of Adjustments for a variance. Our permitting process has taken 6 months from original submission. In short, staff is SOMETIMES able to anticipate obstacles, and SOMETIMES accurate in their advice.	10/15/2014 10:45 AM
40	have had several pre-submittal reviews with clear direction from staff that was not consistent with the comments from the review	10/15/2014 10:36 AM
41	take the cuffs off and let your employees work	10/15/2014 10:18 AM
42	Was told after plans were rejected we needed an Erosion Hazard Analysis. This could have been done months prior.	10/15/2014 10:18 AM
43	Again, it is a systemic problem rooted in communication, follow through and a sense of urgency. The disconnect is in perceived sense of urgency between client and customer.	10/15/2014 10:14 AM
44	Teams/staff should be availbale on a 30 minute basis one day per week to rveiew site plans on a casual basis and make comments before it gets submitted.	10/15/2014 10:00 AM
45	On far too many of our projects.	10/15/2014 9:57 AM
46	Site Utility	10/15/2014 9:54 AM
47	We have had issues when they have used other reviewers to deal with volume builders that aren't familar with the process. If Keith is out on vacation or sick, no one can help. Austin is too big too limit themselves to one reviewer for volume builders.	10/15/2014 9:52 AM
48	Yes frequently we get formal comments that are the generic comments and it doesn't appear our plans were actually opened up and reviewed, so the true review happens with our first update which makes the process longer for everyone.	10/15/2014 9:48 AM
49	sometimes in some departments	10/15/2014 9:26 AM
50	vague erosion zone requirements held up project	10/15/2014 9:21 AM
51	those I have dealt with have anticipated problems with a design and offered feedback	10/15/2014 9:20 AM
52	Every job	10/15/2014 9:17 AM
53	See No. 10 above	10/15/2014 9:13 AM
54	Many failures to simply check or un check boxes that delayed projects	10/15/2014 9:05 AM
55	In our experience, our commerical projects in Austin have longer permitting/construction timeline due to overlapped or issues being made after initial review.	10/15/2014 9:02 AM

Q12 Review services were completed by the date promised.

Answered: 305 Skipped: 5



Answer Choices	Responses	
Strongly Agree	2.30%	7
Agree	15.41%	47
No Opinion	9.84%	30
Disagree	29.51%	90
Strongly Disagree	41.31%	126
Not Applicable	1.64%	5
Total		305

#	Type any comments here	Date
1	Very rarely.	11/4/2014 12:36 PM
2	Nothing should take as long as our review process - every part was cumbersome.	11/4/2014 5:57 AM
3	In general, there is no expectation that services will be completed by a promised date.	11/1/2014 6:44 AM
4	Almost never are the review services completed by the date promised. Constant issue.	10/30/2014 3:10 PM
5	dates are often seldom to never kept by city staff	10/29/2014 9:37 AM
6	due to multiple deptartments being involved no one seemed in charge of our application except us.	10/28/2014 12:44 PM
7	never any promised date.	10/23/2014 7:32 AM

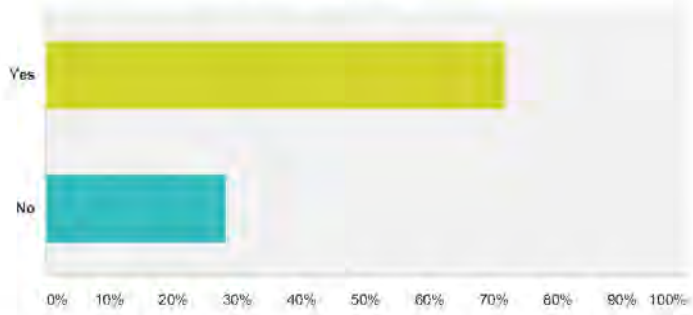
8	much improvement over last summer.	10/22/2014 11:34 AM
9	Only quick turnaround reviews are completed on time. Everything else is late.	10/22/2014 8:15 AM
10	Not sure what the promised date was.	10/21/2014 8:03 AM
11	Many many weeks late, especially for SMART Housing.	10/21/2014 6:38 AM
12	The reviews have note been completed by the date promised since Jan, 2013.	10/20/2014 2:01 PM
13	Varies a lot, but I'd say comments are more late than on time or early.	10/20/2014 11:32 AM
14	This has been a longstanding problem within PDRD which needs to be addressed. Siteplan formal review comments are being delayed 1-2 weeks more than the allowed deadline (4 week review). This is unacceptable and unprofessional.Changes need to take place to meet these deadlines or formally extend the alloted review deadlines.	10/20/2014 11:29 AM
15	Only after constant and forceful reminders	10/20/2014 11:02 AM
16	it takes many weeks to get comments back	10/20/2014 10:04 AM
17	Review times often change. Right now it is about 2 weeks but not long ago it was over 3 weeks.	10/20/2014 8:09 AM
18	always late	10/20/2014 7:15 AM
19	always at lease 2 weeks behind. paperwork misplaced occasionally. understaffed	10/18/2014 4:49 AM
20	Dates are never provided	10/17/2014 6:15 PM
21	We were held to the calendar but they were constantly late in their required dates	10/17/2014 2:54 PM
22	that's actually never happened	10/17/2014 9:20 AM
23	notoriously late	10/17/2014 7:48 AM
24	dates are not promised	10/16/2014 5:13 PM
25	Every project in the last 4 years has been late, by at least 4-8 weeks.	10/16/2014 11:51 AM
26	I cannot remember the last time this happened.	10/16/2014 11:51 AM
27	Missed the mark by a number of MONTHS	10/16/2014 7:08 AM
28	I have never been told an exact date to expect a review to be complete.	10/16/2014 7:00 AM
29	Are you kidding.??	10/16/2014 6:33 AM
30	It varies. I have had reviews take 4 months if involving historic review & fire pressure test	10/15/2014 8:29 PM
31	this citys permitting is a joke. the time it takes to get through review is RIDICULOUS! look at any other major citys permitting department and see that austin lags WAY behind in comparison. this is an inefficient process whereby bureaucrats are preserving their own jobs. austin city permitting you SUCK!	10/15/2014 7:47 PM
32	continuous backlog for technical review	10/15/2014 4:54 PM
33	permitting is often never done in a speedy manner	10/15/2014 4:51 PM
34	As a rule of thumb, I tell my clients to expect the City to be 1 to 2 weeks late in their reviews. I received comments on my last submittal two weeks after the promised date.	10/15/2014 3:43 PM
35	Wishful thinking.	10/15/2014 3:37 PM
36	Typically 7-10 days late	10/15/2014 2:57 PM
37	Is this a trick question? Never in the past several years	10/15/2014 2:30 PM
38	Generally, yes, but not always.	10/15/2014 2:19 PM
39	we have experienced delays in comment response letters & in getting initial comments back from completeness submittals. We regularly tell clients that permit review will likely take longer than the anticipated review time.	10/15/2014 1:51 PM
40	this NEVER happens!	10/15/2014 1:45 PM

41	One year two months to obtain a permit for 14 Market and 2 Affordable Townhouses. Any other Texas jurisdiction would have had it completed in 120 days.	10/15/2014 1:43 PM
42	Now you are making me chuckle	10/15/2014 1:43 PM
43	There are not enough check marks I can put by "strongly disagree" to convey the lack of timeliness of reviews. I have had projects get cancelled (and lost fees and income) waiting for reviews.	10/15/2014 1:42 PM
44	inconsistent results	10/15/2014 1:36 PM
45	no dates promised. reviews ranged between 1-8 weeks	10/15/2014 1:27 PM
46	completion dates are usually 3 -4 weeks behind the published turnaround times	10/15/2014 1:09 PM
47	?????	10/15/2014 1:02 PM
48	Minimum 2 weeks late. Period.	10/15/2014 12:58 PM
49	1% of the time, the city makes their deadlines	10/15/2014 12:56 PM
50	You have no idea when you will actually get a response from the city.	10/15/2014 12:16 PM
51	Not always, but mostly	10/15/2014 12:10 PM
52	Most were late. Many were incomplete.	10/15/2014 12:07 PM
53	Deadlines are almost always missed, especially by DAC.	10/15/2014 11:53 AM
54	Excepting "QT" reviews, I have never seen this happen. Not one single time	10/15/2014 11:45 AM
55	NEVER has a promised date been met.	10/15/2014 11:33 AM
56	NEVER. EVER. Not in many, many years.	10/15/2014 11:24 AM
57	Almost never	10/15/2014 11:19 AM
58	Generally speaking, yes	10/15/2014 11:06 AM
59	You're kidding, right? What promise?	10/15/2014 11:04 AM
60	Always delayed for one reason or another	10/15/2014 10:51 AM
61	no dates are ever promised. If I submit a self-certified permit (per architect guidelines) sometimes it's approved in 2 days, sometimes 3-4 weeks. Requirements and review standards for each project have varied, as well.	10/15/2014 10:45 AM
62	Some departments lag	10/15/2014 10:41 AM
63	they do not promise they will review by a certain date- it says 7 days on the receipt but they verbally tell you at intake that it may take longer based on current volume	10/15/2014 10:36 AM
64	a survey cannot contain my resentment with the current status quo.	10/15/2014 10:20 AM
65	Comments are being delayed more often now. Some reviewers haven't even started their review by the time the comment report is due.	10/15/2014 10:18 AM
66	they didnt send me the email I was promised. I had to call to see if it was approved.	10/15/2014 10:18 AM
67	Out of 30 permits we've submitted maybe 1 or 2 have come out when promised.	10/15/2014 10:18 AM
68	I've never received a "date promised"	10/15/2014 10:11 AM
69	waiting 3 weeks for a kitchen remodel in existing space without a date promised is not acceptable	10/15/2014 10:09 AM
70	Almost every project has days added because they are late.	10/15/2014 10:00 AM

71	If there were a strongly to a higher power option, it would be selected. Typically review is compited several days late with certain departments and individuals being more apt to delay (fire, etc). Most reviewers only BEGIN to review plans one or two days prior to the deadline and do not contact the applicant if there are any quesions about the submittal or previous comment response. This leads to the same reivew comments and then applicants having to meet with reviewers to sit down and discuss reivew comments. As reivews are either formal or informal, most reviewers prefer to keep everything formal as it helps predict workload and deadlines. This doesn't seem to help in clearing comments or helping projects move through permitting; it only helps them send out the same comments again and again. With the level of complex projects and nuanced conflicting code requirements as well as comments that conflict between different reviewing departments; a better solution is needed. Also - with staff's busyness, setting a meeting typically takes one to two weeks. Receiving a return call from staff within one week is considered success.	10/15/2014 9:57 AM
72	The review services take so long by the time	10/15/2014 9:52 AM
73	Formal comments are late 8 times out of 10, and are usually hung up with Fire and AWU. We are usually able to get draft comments but not until there is only 1 outstanding reviewer, I think comments should be issued the date they are due regardless how many comments are missing and the engineer shouldn't have to request the comments, they should automatically be sent out since they are due.	10/15/2014 9:48 AM
74	Over 40 days have been added to my project due to delayed reports.	10/15/2014 9:47 AM
75	usually 7-10 days. They seem to always wait that long and not sooner.	10/15/2014 9:47 AM
76	Often the fire reviewer is 1-3 weeks late.	10/15/2014 9:45 AM
77	No in regard to the Tree permit review process	10/15/2014 9:26 AM
78	City review deadlines are the biggest joke in town.	10/15/2014 9:18 AM
79	never is this true	10/15/2014 9:17 AM
80	never with joint travis county applications.	10/15/2014 9:14 AM
81	Never. Not once. Usually it is weeks late.	10/15/2014 9:13 AM
82	Usually they've been several weeks behind.	10/15/2014 9:13 AM
83	Often the review back is late.	10/15/2014 9:11 AM
84	It took seven months to get a building permit at one point	10/15/2014 9:05 AM
85	There are many caveats placed on the delivery date that are not made clear at the time of intake.	10/15/2014 8:59 AM

Q13 Do you know what the City's stated review times were for your application?

Answered: 305 Skipped: 5



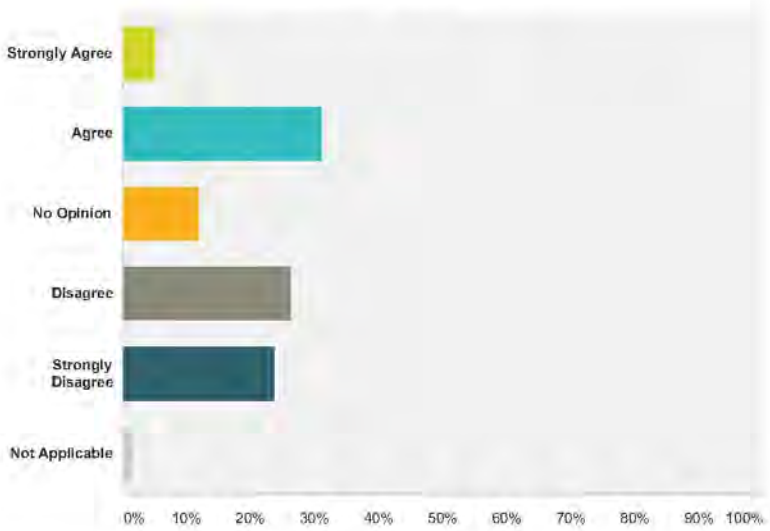
Answer Choices	Responses	
Yes	71.80%	219
No	28.20%	86
Total		305

#	Type any comments here	Date
1	It was unclear.	11/4/2014 5:57 AM
2	In general, the stated review times seem to refer to 7 day and 21 day review times but we know those have no basis in reality	11/1/2014 6:44 AM
3	7 calendar days. End up 3 weeks	10/28/2014 10:45 AM
4	it's usually 2-4 weeks. seems like a long time, but other cities seem to have just as long as a review time.	10/22/2014 11:34 AM
5	That information can be found on the development review site.	10/20/2014 2:01 PM
6	Per code, I believe it's 4 weeks. I'm currently on Week waiting for initial comments.	10/20/2014 11:29 AM
7	Usually we do not know how long it will take, except from experience	10/20/2014 5:51 AM
8	yes, they state the date on the master report... along with their delivery date, so # of days late are clearly noted	10/17/2014 7:48 AM
9	...and they are not applicable	10/16/2014 6:32 PM
10	I was told 21 days. Fastest turnaround was 70 days in the last 4 years.	10/16/2014 11:51 AM
11	provided but never met in the last 3-4 years	10/16/2014 6:33 AM
12	yes i do and its ridiculous. do you know how many clients i have that actually circumvent the process because its so inefficient and cumbersome??	10/15/2014 7:47 PM
13	who knows from one day to the next	10/15/2014 4:54 PM
14	6 months. (Short staff)	10/15/2014 3:37 PM
15	Stated review times are not always met, due to volume. However, I am usually given a more realistic goal.	10/15/2014 2:19 PM
16	I know what they are, and that they mean nothing.	10/15/2014 1:42 PM
17	and they have been 3-4 weeks behind that	10/15/2014 1:09 PM

18	Site review was brutal.	10/15/2014 1:02 PM
19	Outside of PDR, other departments could care less if the staff review cases in a timely manner.	10/15/2014 12:57 PM
20	28 days for initial site plan review and 14 days for updates	10/15/2014 12:56 PM
21	1- 6 months	10/15/2014 12:38 PM
22	21 day reviews have an expected 45 day turn around with the Commercial Plan Dept. The Health Dept is supposed to have a ten day review, where I've been told their current timetable is 14 days, and the process actually took 27 days.	10/15/2014 11:24 AM
23	I know what it should be but never is as stated	10/15/2014 10:51 AM
24	It says 7 days	10/15/2014 10:36 AM
25	Sometimes...this goes back to communication	10/15/2014 10:14 AM
26	3 weeks for kitchen remodel inside a house is ridiculous	10/15/2014 10:09 AM
27	I know that it can take up to 7 days for an application to show that it is in review from the date that we submitted the application.	10/15/2014 9:52 AM
28	The claim has been 21 days for plan review.	10/15/2014 9:52 AM
29	It doesn't matter. The only thing that has come in on time is some quick turn around permits.	10/15/2014 9:28 AM
30	somewhat	10/15/2014 9:26 AM
31	not always	10/15/2014 9:21 AM
32	I knew what I was told.	10/15/2014 9:19 AM
33	to frustrating to ask	10/15/2014 9:17 AM
34	Never had anything reviewed within promised time line	10/15/2014 9:11 AM
35	Seems that Fire has it's own set of rules.	10/15/2014 9:10 AM

Q14 PDRD's promised delivery dates are reasonable and acceptable.

Answered: 303 Skipped: 7



Answer Choices	Responses	
Strongly Agree	5.28%	16
Agree	31.02%	94
No Opinion	11.88%	36
Disagree	26.40%	80
Strongly Disagree	23.76%	72
Not Applicable	1.65%	5
Total		303

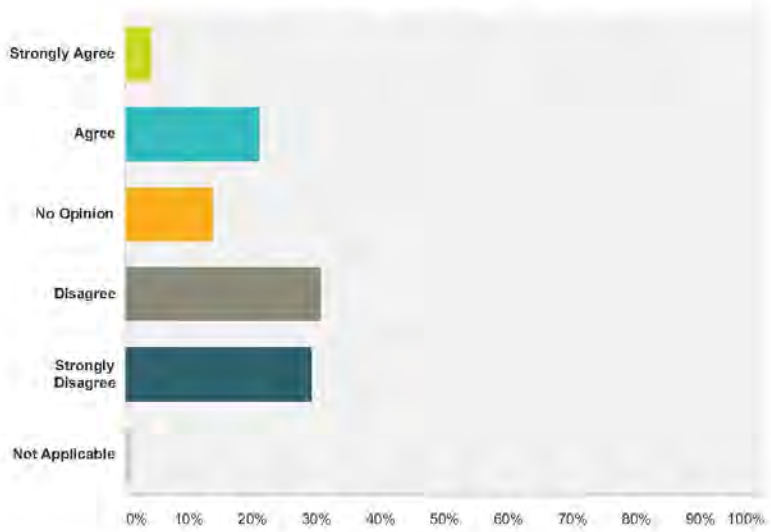
#	Type any comments here	Date
1	If they would hold to them.	11/4/2014 12:36 PM
2	Hardly.	11/4/2014 5:57 AM
3	contractors and clients both know the city has ridiculously long review times	11/3/2014 1:13 PM
4	Depends on the reviewer	11/2/2014 7:22 PM
5	If the actual dates were realized it would be reasonable and acceptable but there is no correlation between promised dates and actual dates so can't agree with this statement	11/1/2014 6:44 AM
6	Not aware of promised delivery dates	10/29/2014 3:00 PM
7	If staff can keep with the dates, they would be reasonable	10/29/2014 9:37 AM

8	seems like too long, but seems to be in line with other cities'.	10/22/2014 11:34 AM
9	The current delivery dates are running 6 weeks, with another month for responses. That is not acceptable. Often times we must direct clients with a close window of opportunity to develop in an other city.	10/20/2014 2:01 PM
10	It's still difficult to meet the 6 mo. permit timeline though.	10/20/2014 11:32 AM
11	This has been a longstanding problem within PDRD which needs to be addressed. Siteplan formal review comments are being delayed 1-2 weeks more than the allowed deadline (4 week review). This is unacceptable and unprofessional.Changes need to take place to meet these deadlines or formally extend the alloted review deadlines.	10/20/2014 11:29 AM
12	They are never met.	10/20/2014 11:29 AM
13	I don't know what the delivery timeframes are	10/20/2014 10:15 AM
14	dates are promised, but are not always met.	10/20/2014 9:53 AM
15	They have been up to 3 months for a residential remodel!	10/20/2014 9:39 AM
16	If the review time is less than 2 weeks it is reasonable and acceptable.	10/20/2014 8:09 AM
17	Turn around time is a joke.	10/20/2014 7:15 AM
18	When provided, they are reasonable.	10/20/2014 5:51 AM
19	however, they do not adhere to those timelines!	10/19/2014 11:51 AM
20	They never provide a date and usually refuse to give any sort of timeline	10/17/2014 6:15 PM
21	it all depends on the market.	10/17/2014 9:20 AM
22	if they deliver on time.	10/17/2014 7:48 AM
23	promised haha	10/16/2014 6:32 PM
24	I was told to "get in line". The long review times are affecting all of my commercial clients.	10/16/2014 11:51 AM
25	3 weeks is a very long time to wait for a permit. Any other city I deal with is up to a week, usually less. I understand Austin is a bigger city than most, but 2 weeks should be the maximum wait.	10/16/2014 7:00 AM
26	site plans hould not take a year to process	10/16/2014 6:33 AM
27	It is costly for home owners to swim up to 4 months for review process to be completed	10/15/2014 8:29 PM
28	They just don't meet delivery dates not even close and once again don't care.	10/15/2014 5:16 PM
29	I believe the review times are reasonable, but unfortunately, they are not followed by PDRD and there is no penalty when they are late. They simply add additional days to the expiration date which does nothing to help my client's schedule.	10/15/2014 3:43 PM
30	They are reasonable, given the volume, and besides, what else are you going to do?	10/15/2014 2:19 PM
31	promised dates are - actual dates are not!	10/15/2014 1:51 PM
32	The promised delivery dates mean nothing. They are too long to begin with, especially in residential. I have had the situation occur, where, to meet a "promised deadline," the reviewer did not look at the documents at all, but just rejected the application to get it off his/her desk.	10/15/2014 1:42 PM
33	they are reasonable but never adhered to	10/15/2014 1:36 PM
34	better recently, but 6-8 weeks was unnacceptable	10/15/2014 1:27 PM
35	Except PUD zoning takes much longer than other zoning-seems like Senior reviewers could use help	10/15/2014 1:01 PM
36	They may be reasonable if the time frames were met.	10/15/2014 12:58 PM
37	PDR is not the only problem. You have to consider all the departments involved in the review of an application and make each department accountable to work together to get a project out on time.	10/15/2014 12:57 PM
38	Most other cities in the area and across the state guarantee review times that are shorter in duration and actually hit them.	10/15/2014 12:56 PM

39	they are getting better	10/15/2014 12:38 PM
40	Even the promised dates are too long.	10/15/2014 11:53 AM
41	The dates that they are supposed to have reviews completed, yes. The actual length of time, no.	10/15/2014 11:45 AM
42	The expected backlogs are ridiculous. I have had a number of projects submit for Pre-liminary Plan Reviews to try and offset minor comments that may come up in the review process and each time new comments come up that weren't caught in the PPR, so that process does not seem to be helping.	10/15/2014 11:24 AM
43	the times stated are acceptable but not adhered to	10/15/2014 11:23 AM
44	If expectations were met they would be reasonable, but it should not take months and months for simple single family homes	10/15/2014 11:19 AM
45	Arbor division is very slow. Sidewalk waivers can be delayed up to 3 months, an outrage, especially when rejected after such long waits.	10/15/2014 11:06 AM
46	They can't be reasonable and acceptable when they don't exist.	10/15/2014 11:04 AM
47	there are no 'promised delivery dates'	10/15/2014 10:45 AM
48	they do not mean anything	10/15/2014 10:36 AM
49	there is no promise and all review depts are behind	10/15/2014 10:21 AM
50	I don't believe the initial review should take 28 days. Far too long, especially when a lot of the comments are canned and some of them are indeed already addressed on our plans. 28 days is basically allows them to delay starting their review for about 25 days.	10/15/2014 10:18 AM
51	We've waited 4 months at times for a residential permit review.	10/15/2014 10:18 AM
52	I do not know tracking information, work volume, avg hours per review. Therefore, I do not have enough data to answer this question.	10/15/2014 10:14 AM
53	might be currently/last permit issue was 3 months ago	10/15/2014 10:09 AM
54	On items that have set review times by LDC, but not other items that fall into gray areas with no set time limit and no way to track it. Examples are UDA's and Easements? Geotechnical Reviews?	10/15/2014 10:02 AM
55	Site plans rarely if ever can be completed within 6 months. Mainly due to comments that are staff opinion mainly in regards to drainage design.	10/15/2014 10:00 AM
56	Really large projects should be longer review so the smaller projects can get processed qiucker	10/15/2014 9:54 AM
57	I believe plan review is efficient but the permitting center is not responsive at all. It can take two weeks from the time we receive an approval before the permit is ready to be picked up.	10/15/2014 9:52 AM
58	If they were actually met, yes.	10/15/2014 9:47 AM
59	They do not live up to their own dates	10/15/2014 9:38 AM
60	They just aren't met. Ironic in a system where when an applicant misses a dealine the result it termination of a project.	10/15/2014 9:28 AM
61	They are reasonable and acceptable, however if they are NEVER met this negates defining them as reasonable and acceptable.	10/15/2014 9:27 AM
62	They have been much better for the last 6 months	10/15/2014 9:26 AM
63	has gotten better in past 12 months	10/15/2014 9:21 AM
64	the promised dates are reasonable; the actual time it takes is unreasonable	10/15/2014 9:20 AM
65	They would be if they ever met the deadlines.	10/15/2014 9:18 AM
66	2 weeks for residential max.	10/15/2014 9:13 AM
67	It shouldn't take 30 to 45 days to review plans that contain minor changes.	10/15/2014 9:13 AM
68	Never had anything returned byt the promised delivery date.	10/15/2014 9:11 AM
69	staff meets delivery dates usually with new objections	10/15/2014 9:05 AM
70	the turn around time is the worst in Central Texas	10/15/2014 9:01 AM

Q15 Codes and policies are applied by PDRD staff in a fair and practical manner.

Answered: 304 Skipped: 5



Answer Choices	Responses	
Strongly Agree	4.28%	13
Agree	21.05%	64
No Opinion	13.82%	42
Disagree	30.59%	93
Strongly Disagree	29.28%	89
Not Applicable	0.99%	3
Total		304

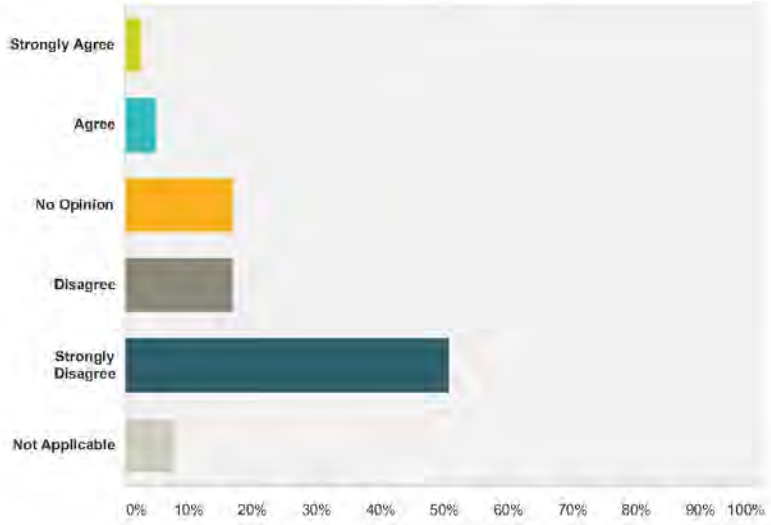
#	Type any comments here	Date
1	Code is blindly applied even when it is clearly contraindicated.	11/4/2014 12:36 PM
2	I need a strongly, strongly disagree. Everyone knows that if you get answer "A" one day from PDRD, you are just as likely to get answer "B" from the next person. This applies from reviewers to inspectors - it apperas they make up the rules as they go along.	11/4/2014 5:57 AM
3	tree review got out of hand	11/3/2014 1:13 PM
4	Code interpretation can be different every time	11/2/2014 7:22 PM
5	In general, Interpretations are fair and practical with regard to codes, but policies are highly inconsistent	11/1/2014 6:44 AM

33	No consistency between reviewers and projects. Each reviewer interprets the code differently and consultants have to tailor their submittals to their case management/review team. This requires a lot of negotiation and code interpretation on the part of both consultant and review staff. I have sat in meetings with review staff and have had THEM ask ME how to interpret sections of the code! This is unacceptable.	10/15/2014 1:51 PM
34	Staff disagreed with themselves.	10/15/2014 1:43 PM
35	Depends on the day and the reviewer. Most days = NO!	10/15/2014 1:43 PM
36	Especially in commercial, each discipline reviews their documents in a silo, completely devoid of real-word applicability and without talking with anyone else, even in the same department.	10/15/2014 1:42 PM
37	my experience is that the staff tries to work with the customer, it's just they are overwhelmed by the volume of the applications they have to deal with	10/15/2014 1:09 PM
38	Each individual staff member reads and interprets the code differently. Then, they all go to the person in their department for the answer. The ability to make decisions is not in the hands of staff.	10/15/2014 12:58 PM
39	Staff are making up new policies each day, literally. There is no oversight or review of the executive decisions that are being made that are not based upon Code. Policy changes are supposed to be vetted throught the Rules Posting process but seldom are when it applies to "new interpretations" of the Code. This is the case with both land use and building plan review.	10/15/2014 12:57 PM
40	Codes and policies continually conflict. PDRD staff cannot agree between disciplines when there are conflicting provisions in the code. Decisions are not made in a timely manner and are often made in an unfair manner.	10/15/2014 12:56 PM
41	varies from reviewer to reviewer	10/15/2014 12:38 PM
42	I disagree with some interpretations. Law dept and code purposes would help.	10/15/2014 12:22 PM
43	Hit or miss what they are going to ask for, then once approved, the inspectors ask for different things or say "I don't care if the plans are approve, you will do it my way"	10/15/2014 12:16 PM
44	With regards to inspections, incidents have occurred where multiple inspectors for the same trade have provided either differing opinion or requested additional items be resolved in subsequent inspections for the same job. Hard to comply, even though your are trying, when the expectations change with each inspection.	10/15/2014 12:06 PM
45	For the most part yes, although one day we had a different inspector than usual, who wanted different things that the original inspector.	10/15/2014 11:58 AM
46	Staff is fair and treats everyone the same; there is however a slavish adherence to code over common sense.	10/15/2014 11:53 AM
47	In most cases. There is a lot of variability in this. Plan Review seems to have a much better handle on it than the Permit Center.	10/15/2014 11:45 AM
48	Occasionally they will make incorrect interpretations	10/15/2014 11:19 AM
49	Depends on the inspector. Some can see the gray and work with you. Others get out of there trucks with their red flags in hand...and they're looking for the first place to throw it.	10/15/2014 11:06 AM
50	Many items seem to be at the whim of the reviewer or whoever is sitting at the next desk.	10/15/2014 11:04 AM
51	One example of this is the city of Austin making tougher requirements be met more so than the federal government.	10/15/2014 10:51 AM
52	I have experienced most staff members trying to be "fair", but the process to arrive at fairness is not practical. For example, if a minor revision is required to a plan document, then we must resubmit the entire package at the intake window: 3 copies of printed sets, the printed comment report and reponses. Emailing with the staff is not an option. Meeting with staff is not permitted during walk-in hours; you must email to arrange a sit-down meeting.	10/15/2014 10:45 AM
53	It really depends on the individual reviewer	10/15/2014 10:42 AM
54	With few exceptions. Continued training and evaluation should be	10/15/2014 10:20 AM
55	There is often no consistency amongst the different reviewers	10/15/2014 10:18 AM
56	procedure is the problem. why does the manager have to approve if a permit is a QTA or not. another added step and que that we have to waste more time doing. the reviewers know what to do	10/15/2014 10:18 AM
57	Every reviewer is different. You NEVER know what you're going to get.	10/15/2014 10:18 AM
58	Especially the McMansion Ordinance which is highly interpretive.	10/15/2014 10:17 AM

59	I do not have enough information to answer this question.	10/15/2014 10:14 AM
60	Field inspectors and office reviewers tend to interpret code differently	10/15/2014 10:11 AM
61	Depends on what reviewer you get	10/15/2014 10:02 AM
62	Sometimes they are and sometimes they read into the code more than what they should. Different reviewers will give different opinions.	10/15/2014 10:00 AM
63	They are neither clear, concice, predictable, nor uniformly interpreted. Fair isn't an appropriate word as different departments and reviewers interpret differently and departments conflict with each other.	10/15/2014 9:57 AM
64	Current mangers lack practical abilities and logic	10/15/2014 9:54 AM
65	NO! The city roles out new codes with very little information. When attending their/city meetings they don't even seem to know what they are rolling out.	10/15/2014 9:52 AM
66	The codes and policies aren't disseminated to us or placed on the website for easy access.	10/15/2014 9:52 AM
67	It depends on the reviewer. Transportation has some good reviewers however the head of transprotation is nearly impossible to get a hold of and when you do she is not a problem solver, she alot of times is the reason projects are held up.	10/15/2014 9:48 AM
68	There is no consistency of interpretation and newer reviewers misquote code.	10/15/2014 9:47 AM
69	Some reviewers are known to be more picky, and tend to give more comments in the Master Comment Report.	10/15/2014 9:47 AM
70	Again, depends on the reviewer.	10/15/2014 9:45 AM
71	It differs from inspector to inspector and neighborhood to neighborhood	10/15/2014 9:44 AM
72	No one interprets the code the same and no one wants to make a decision	10/15/2014 9:38 AM
73	Impossible to know	10/15/2014 9:38 AM
74	One reviewer will catch something, that another should but will never mention. The ordinance should be applied the same from project to project. Not based on the knowledge of the reviewer, because clearly that is limited in all cases.	10/15/2014 9:27 AM
75	They are sometimes overly and unecessarily examined or made harder because "they can".	10/15/2014 9:26 AM
76	sometimes codes and policies depend on the reviewer's interpretation of the code	10/15/2014 9:22 AM
77	not always practical	10/15/2014 9:21 AM
78	there are too many internal policies that are inconsistent with the intent of the code, especially with respect to the environmental code	10/15/2014 9:20 AM
79	Subchapter E requirements are extremely difficult for churches to meet, and make no sense for these types of buildings, yet we are held to those standards.	10/15/2014 9:13 AM
80	There are too many code provisions to keep up with. We can't and staff surely does not have the training to keep up with them. Subchapter E is overly burdensome, poorly written and difficult to implement consistently.	10/15/2014 9:11 AM
81	Code is too cumbersome for this to be possible.	10/15/2014 9:10 AM
82	Good ol boy network	10/15/2014 9:08 AM
83	can pull other plans off Amanda system and even if your plans match approved permits staff will raise objections are make client modify plans	10/15/2014 9:05 AM
84	OMG no! All inspectors are different, some codes are enforced after ten years and some codes are not enforced	10/15/2014 9:05 AM
85	Not always consistent and subject to change without notice.	10/15/2014 8:59 AM

Q16 The turnaround time for review and approval or disapproval of my application was not any longer in Austin than other cities or counties where I have filed applications.

Answered: 307 Skipped: 3



Answer Choices	Responses	
Strongly Agree	2.61%	8
Agree	4.89%	15
No Opinion	16.94%	52
Disagree	16.94%	52
Strongly Disagree	50.81%	156
Not Applicable	7.82%	24
Total		307

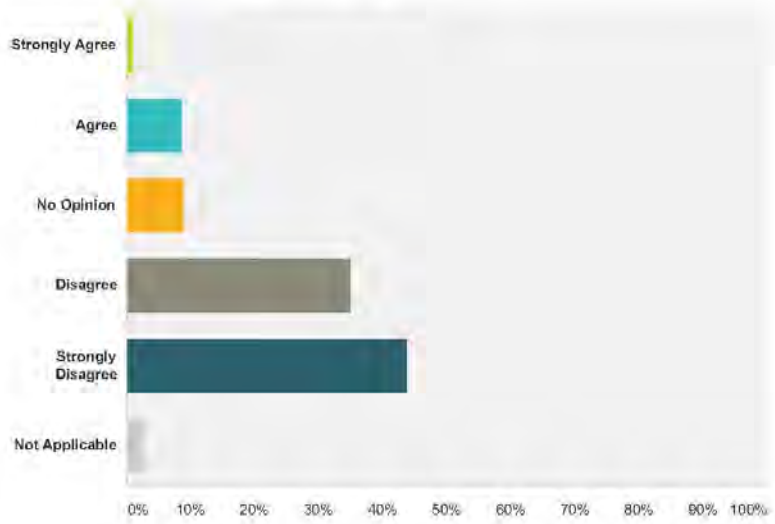
#	Type any comments here	Date
1	Noticeably longer.	11/4/2014 12:36 PM
2	How can you even ask this question? Our cities review process is the butt of jokes everywhere!	11/4/2014 5:57 AM
3	I used to work in San Antonio. Wait there was only a few days at most.	11/3/2014 1:13 PM
4	Why do you ask that question when you know the turnaround times are way behind?	11/3/2014 12:22 PM

5	Much longer than most other jurisdictions	11/1/2014 6:44 AM
6	Never filed elsewhere	10/29/2014 3:00 PM
7	Have not applied in another city for years.	10/28/2014 7:00 AM
8	S,A, was very promp	10/25/2014 9:45 AM
9	Review periods in smaller towns in central Texas are much shorter.	10/22/2014 8:15 AM
10	Before January 2013 this statement would have been true. Currently The Turnaround time is 6 weeks and months after for a response. San Antonio is running about 2-3 weeks. Dallas is running 4 weeks. Houston is running 2-3 weeks.	10/20/2014 2:01 PM
11	Buda, Cedar Park, Round Rock, etc. all have shorter application review periods.	10/20/2014 11:32 AM
12	I work all over the State in very large and very small cities, the City of Austin is by far the worst.	10/20/2014 11:29 AM
13	It is longer than many other cities I have worked with	10/20/2014 10:04 AM
14	same day in most surrounding cities	10/20/2014 9:39 AM
15	not even close. City of austin tries to kill projects	10/20/2014 7:15 AM
16	I have waited up to 5 months for a permit, nowhere else comes close	10/17/2014 6:15 PM
17	Other cities are much faster and easier to navigate.	10/17/2014 1:01 PM
18	Not true but it depends on the municipality. Smaller ones tend to have shorter turn around	10/17/2014 9:20 AM
19	Much larger cities had much shorter turnaround times.	10/16/2014 12:26 PM
20	It is the longest I've experienced in Texas. Austin, is 3rd worst review time following San Francisco and Los Angeles.	10/16/2014 11:51 AM
21	Austin takes much longer.	10/16/2014 11:51 AM
22	7 day review is expected in 4 weeks	10/16/2014 8:53 AM
23	I've worked in several cities in TX and other states. Austin has become the longest in plan review. It wasn't this way two years ago. Several layers that I consider unnecessary have been added to the review.	10/16/2014 8:12 AM
24	Faster cities: Portland, Seattle, Madison. Just from my experience. By months.	10/16/2014 7:08 AM
25	San Antonio has a true one stop shop in place	10/16/2014 6:33 AM
26	really?? are you fucking kidding me?? austin BY FAR lags behind any large city i have seen personally. case in point: my permit for a recent residential addition took two months. in denver the turnaround is 20 days. get a great computer system and make things efficient and cut half the floors needed at one texas center. but that will never happen thanks to city bureaucrats trying to hang on to their miserable jobs.	10/15/2014 7:47 PM
27	i also have jobs in Dallas in which is much easier and more efficient	10/15/2014 4:51 PM
28	The City of Austin has too many people and departments to be on the same timeline as other nearby cities. Austin creates unnecessary work for everyone including themselves.	10/15/2014 3:43 PM
29	I have opened five restaurants in Texas. Austin is the Worst.	10/15/2014 3:37 PM
30	VERY STRONGLY DISAGREE . Im not trying to be a jerk I assure ya. It's just makes me not want to work in the city any more.	10/15/2014 2:30 PM
31	I haven't filed in any other cities. I have filed in Travis County, which makes Austin look great!	10/15/2014 2:19 PM
32	I have received permits in 5 of the World's 7 Continents and a dozen states. Austin has no business impetus to deliver a permit. One year and two months for 16 houses is unacceptable in most jurisdictions.	10/15/2014 1:43 PM
33	I have had STATE OF TEXAS projects approved in less time. I have even had FEDERAL projects approved in less time. I have worked in Chicago (faster), Dallas (much faster), and Fort Worth (even faster) and Austin is the slowest place I have ever submitted permits.	10/15/2014 1:42 PM
34	You have to be kidding - Austin is the worst in the entire state!	10/15/2014 1:36 PM
35	compared to cedar park, houston and dallas in the past	10/15/2014 1:27 PM

36	Dallas and San Antonio are both much better, Houston is getting as bad as Austin	10/15/2014 1:09 PM
37	Staff was under staffed. Did the best they can!	10/15/2014 1:02 PM
38	Smaller jurisdictions are faster-understandably.	10/15/2014 1:01 PM
39	Who wrote this??? Seems like a joke or to prove that in any survey, you can actually get 100% of the respondents to answer the same - if question is properly phrased.	10/15/2014 12:58 PM
40	Not even close	10/15/2014 12:56 PM
41	Every other municipality I've ever dealt with is faster and easier than Austin. People from out of town are shocked when they find out how long it takes to deal with the city. I've had projects take well over a year to get a permit.	10/15/2014 12:16 PM
42	10-20% longer for simple stuff, if legal was invovled, it was often twice as long.	10/15/2014 12:07 PM
43	The only entities worse than Austin are City Bee Cave and Travis County in my over 20 years of professional experience.	10/15/2014 11:53 AM
44	In most of the places I have pulled permits and worked construction, I would have a permit before Austin has even looked at it for the first time.	10/15/2014 11:45 AM
45	The City of San Antonio since 2004 has had a process that makes you want to hug them when you go through the submittal process with them. Austin's delays and Cover Your Ass rejection comments that come up are ridiculous.	10/15/2014 11:24 AM
46	Austin's process is unnecessarily cumbersome. In other municipalities, staff tend to help facilitate as if we are their customers. Austin takes a more adversarial approach, adding cost to development, creating uncertainty, and delaying projects.	10/15/2014 11:19 AM
47	it doesn't matter	10/15/2014 10:36 AM
48	No other city takes as long as it does here in Austin. In addition, the time it takes to get a permit (on average 1 year) extends into development costs which in turn affects affordability.	10/15/2014 10:18 AM
49	cedar park does this easy stuff online. learn from them	10/15/2014 10:18 AM
50	Most other cities are in and out in a week or two.	10/15/2014 10:18 AM
51	My work experience is limited to Austin Tx	10/15/2014 10:14 AM
52	a whole lot of places have online apps and quicker turnaround	10/15/2014 10:09 AM
53	Other cities review time is approximately 3 months quicker.	10/15/2014 10:00 AM
54	A fine joke. Austin is well known and renowned for its permitting timeline and requirements. Regionally it far exceeds the neighboring cities and counties and nationally it is one of the worst. We explain this to out-of-town clients who initially don't believe the timeline we provide them and then after experiencing themselves, sometimes swear to not develop in Austin again due to the added cost and time.	10/15/2014 9:57 AM
55	It takes 3-6 weeks to get a permit in Austin. 7-10 days in Cedar Park	10/15/2014 9:52 AM
56	Austin is the longest timeframe for Site Development Permits in any of the Central Texas jurisdictions.	10/15/2014 9:48 AM
57	In general, Austin takes longer than most other surrounding cities. I prime example of who is doing things right is the City of Round Rock. Their process is fairly streamlined and the expectations are consistently met in regards to timelines from city staff.	10/15/2014 9:45 AM
58	Other municipalities are quicker due to online submittals	10/15/2014 9:26 AM
59	varies with jusrisdiction	10/15/2014 9:21 AM
60	review time in PDRD is at least twice as long as neighboring municipalities	10/15/2014 9:20 AM
61	They are in the top three longest in the country. This is a fact	10/15/2014 9:17 AM
62	Houston sometimes reviews plans in less than a week's time	10/15/2014 9:13 AM
63	Ha, besides TCEQ, Austin is easily the slowest and most difficult agency to work with.	10/15/2014 9:10 AM
64	Most other cities are far less complicated	10/15/2014 9:07 AM
65	Lakeway, Georgetown & Round Rock are faster	10/15/2014 9:05 AM
66	Seven months on one project	10/15/2014 9:05 AM
67	a majority of municipalities are within a week, not 6 to 8 weeks	10/15/2014 9:01 AM

Q17 If project processing is delayed, the delay is typically justifiable. Projects are not delayed over minor issues.

Answered: 303 Skipped: 7



Answer Choices	Responses	
Strongly Agree	0.99%	3
Agree	8.58%	26
No Opinion	8.91%	27
Disagree	34.98%	106
Strongly Disagree	43.89%	133
Not Applicable	2.64%	8
Total		303

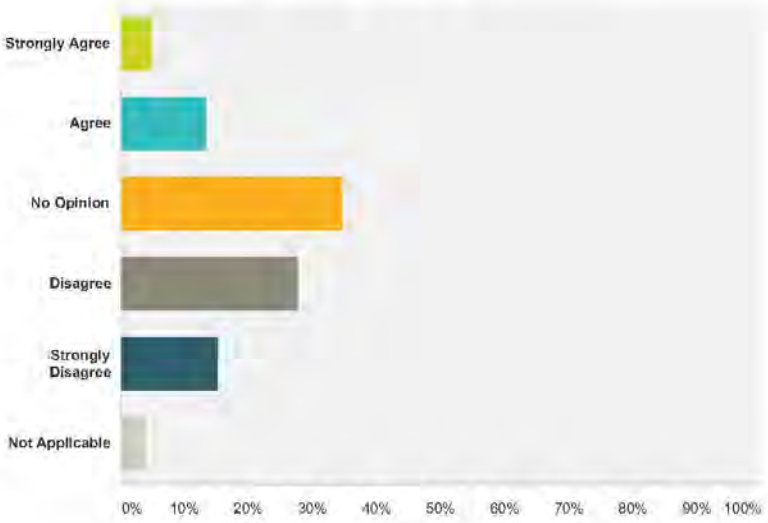
#	Type any comments here	Date
1	Delays seem to be the goal of the city. And I'm being serious - I think the "message" the city is trying to send is "don't make improvements, don't develop, don't add housing". Yet they are confused why we don't have enough housing...	11/4/2014 5:57 AM
2	It seems like all projects are delayed for a long time.	11/3/2014 1:13 PM
3	Delayed typically have more to do with internal process flow rather than code compliance which is not justifiable in my opinion	11/1/2014 6:44 AM
4	often delayed over minor	10/30/2014 12:11 PM

5	we are never given an explaination as to why there was a delay.	10/29/2014 9:37 AM
6	Our demo was delayed by an unforseen requirement to upgrade our driveway. While it should be required before a CO is issued there was no good reason to delay the start of the demolition. This issue delayed us about 2.5 weeks.	10/28/2014 12:44 PM
7	The delays are almost always minor issues. In the past they would have been approved with exceptions. Or a simple phone call.	10/20/2014 2:01 PM
8	The only justifiable delay would be if a reviewer was on vacation. Everyone deserves time off, other than that, no.	10/20/2014 11:32 AM
9	Reviews are delayed becasue the reports are just not getting reviewed.	10/20/2014 11:29 AM
10	very frustrating dealing with the red tape and fact that people dont want to help.	10/20/2014 7:15 AM
11	Floodplain issues seem to take very long to resolve, but getting better	10/20/2014 5:51 AM
12	never any update. must constantly attempt to contact reviewers with little or no reply	10/16/2014 4:49 AM
13	There is never a level of "minor" I have been prevented from getting a certificate of occupant because a handrail had only been primed and not yet painted	10/17/2014 6:15 PM
14	Reason was that the department was too busy	10/17/2014 2:54 PM
15	Projects regularly get delayed over minor/inconsequential issues	10/17/2014 1:01 PM
16	The review is typically delayed because of a big backlog of permit applications (on the commercial side), not because the reviewers are incompetent. On the residential side delays are caused because the reviewers have a high level of incompetency.	10/17/2014 9:20 AM
17	have no idea of why they might be late	10/17/2014 7:48 AM
18	beyond stated review time not justifiable, costly to citizens	10/16/2014 6:32 PM
19	The Delays come from the number of projects in for review. Projects sit for 6-8 weeks before reviewers ever look at them.	10/16/2014 11:51 AM
20	is staffing justifiable?	10/16/2014 8:53 AM
21	You hope for the best, but often reviewers choose arbitrary reasons to halt the process.	10/16/2014 7:08 AM
22	are you kidding me again?? 90% of my delays are due to city permitting. case in point: i had a recent job where we were require to pay the extortion sidewalk fee. also our driveway (from 1960) was not to code per ADA requirements. i fought with the city for three months about installing a NEW compliant driveway. it fell on dead ears. the home owner goes in raising hell and he got accomplished on a day what i had been trying to establish. that is the driveway was fine without any reconstruction. jerks.	10/15/2014 7:47 PM
23	several projects have been knit picked	10/15/2014 4:54 PM
24	Projects are regularly delayed for minor issues that could be addressed with a phone call.	10/15/2014 3:43 PM
25	Typically, minor issues have not delayed. "Approved with comments" is okay.	10/15/2014 2:19 PM
26	have not personally experienced this.	10/15/2014 1:51 PM
27	Immaterial minutia added +$100,000 in delay costs.	10/15/2014 1:43 PM
28	I have had projects delayed over trivial issues, like parking tables being correct but displaying the wrong code citation; property lines not drawn to an "acceptable" line weight...I could go on and on.	10/15/2014 1:42 PM
29	projects are delayed because they're not getting reviewed in a timely manner, not because of issues	10/15/2014 1:09 PM
30	Re: legal department. If the one person that can approve a license agreement is gone, your project sits. Period. Same can be said for transportation reviews, drainage reviews, site plan reviews, ect.	10/15/2014 12:58 PM
31	Projects can be delayed for any number of reasons.	10/15/2014 12:57 PM
32	Projects are continually delayed over minor issues.	10/15/2014 12:56 PM
33	I've had multiple permits hold up because of expired permits from 20 years ago at the same location that I had nothing to deal with, like no final on a demo permit. There is no inspection on a demo permit, so why is it not finaled out. Why does something like a permit for a sink installation on the 2nd floor of a commercial bldg effect my renovation permit on the 3rd floor that is occupied by a different tenant.	10/15/2014 12:16 PM

34	Clients typically don't care about justification for delays.	10/15/2014 11:53 AM
35	Things like expired permits, requiring proof of a 20 year water meter being paid for....superfluous and big wastes of time, money, and other resources - for all involved parties.	10/15/2014 11:45 AM
36	Required timeframes are meaningless to much of City staff.	10/15/2014 11:36 AM
37	department needs more taff or, better yet, contract out work during the current boom to avoid laying off people when things slow down.	10/15/2014 11:36 AM
38	I don't understand how a backlog time frame that is actually longer than the reviews are supposed to take place can be considered justifiable.	10/15/2014 11:24 AM
39	Often plans are delayed for trivial notes and revisions	10/15/2014 11:19 AM
40	Once again, depends on the Intaker // Inspector.	10/15/2014 11:06 AM
41	I waited for 6 weeks for a permit to change a door to a window on the back of a non-contributing house in an historic district because historic review was "busy".	10/15/2014 11:04 AM
42	I do not find vacation or staffing issues acceptable knowing others can pick up	10/15/2014 10:51 AM
43	One self-certified permit was delayed for 3 weeks due to an outstanding irrigation permit. The staff person did not tell us that this permit could be rolled into our active one, which I learned later was a possibility. In addition, when we resubmitted, she was on vacation and no other staff member was allowed to approve our permit. I consider all this 'minor.'	10/15/2014 10:45 AM
44	usually the delay is when answers previously given were incorrect or there is a new ordinance or new fees that are going to be in effect	10/15/2014 10:36 AM
45	god complex by some review staff.....	10/15/2014 10:21 AM
46	why do we have to clear outstanding permits on a property? contractors have no way of forcing a previous contractor to clear a permit. bullshit on that its unconstitutional. why do I have to call an a/c contractor that 5 years ago didnt final a permit?	10/15/2014 10:18 AM
47	Ha! Things are constantly delayed for the tiniest of details.	10/15/2014 10:18 AM
48	needing to send pictures of existing walls where 2 new windows go when it is on the plans is silly	10/15/2014 10:09 AM
49	The minor issues are often the ones that delay projects because of the inter-department items that applicants cannot solve. Major issues are usually predictable and we can begin to address with staff early to find a solution. Typical review delay issues are staff interpreting code in a manner that is excesively minor in the overall picture but that they can't work themselves out of or find a solution to. A suggestion would be to give case managers more authority to work with clients and reviewers to clear issues. Currently we have to go to the director level (Andy) to solve most issues.	10/15/2014 9:57 AM
50	We have had permits put on hold for the revision index page of our architectural plans not showing Austin codes. This is minor-we should be told to fix that for all future permits not have our permit rejected/placed on hold.	10/15/2014 9:52 AM
51	sometimes they are delayed becausea reviewer is on vacation	10/15/2014 9:48 AM
52	It took 6wks for a revision, and I don't see any reason for that to have taken as long as it did. I think someone just dropped the ball, because I had to email asking for the status several times until approved.	10/15/2014 9:47 AM
53	Permit center has taken way too long to issue permits or have lost permits	10/15/2014 9:44 AM
54	I have been given the "run around" by staffers because "they can" (mentality)	10/15/2014 9:26 AM
55	erosion zone requirements delayed project for 2 months	10/15/2014 9:21 AM
56	The city does not care.	10/15/2014 9:17 AM
57	Travis county does not distribute comments in a timely manner at all. I have had multiple joint COA and travis county projects delayed by months b/c of travis county. This is NOT justifiable in my opinion. Also, many delays with AWU's review process.	10/15/2014 9:14 AM
58	Many times my reveiwers reject the project when informal updates could solve the issue.	10/15/2014 9:10 AM
59	The reason typically tends to be that the departments are understaffed.	10/15/2014 9:03 AM

Q18 If a project is delayed, the delay is typically caused by other departments (non-PDRD) that participate in the review process?

Answered: 300 Skipped: 19



Answer Choices	Responses	
Strongly Agree	5.00%	15
Agree	13.33%	40
No Opinion	34.67%	104
Disagree	27.67%	83
Strongly Disagree	15.33%	46
Not Applicable	4.00%	12
Total		300

#	List other departments here.	Date
1	Very rarely, but the usual department causing delays is legal. This is at least somewhat understandable given the complexities of development.	11/4/2014 12:36 PM
2	All departments seem to be struggling with length of review times. It seems some departments have trouble making their comments clear so that my client can correct the plans to clear comments.	11/4/2014 7:52 AM
3	Hard to answer...because the organizational chart is unclear. Environmental review and addressing have caused delays for me in the past.	11/4/2014 5:57 AM

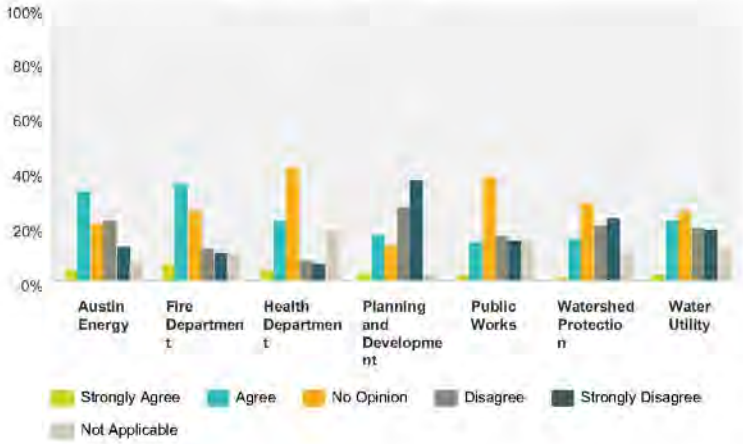
4	Frequently the delays are related to the interplay of the review process among the reviewers both within one department and among other departments such as the Fire Dept. Each reviewer appears to operate on an independent schedule with too little coordination aimed at facilitating a timely review.	11/1/2014 6:44 AM
5	often the case, particularly legal - lots of back and forth where we get the document they want signed and then they change their mind on the wording (that they provided) - this happened 4 times in a row on one document for one project (had to get it notarized 4 times as well)	10/30/2014 12:11 PM
6	awu, ae, pard, fire	10/29/2014 9:37 AM
7	Sometimes but not always	10/28/2014 7:00 AM
8	that is one reason, but there are delays NOT due to other depts too! HUGE problem is one dept not knowing how the other works though.	10/27/2014 3:33 PM
9	I should be able to submit via electronically and the departments should process. currently, I have to take forms/plans from department to department to get signed off. the departments usually will not communicate with each other--they tell me they can't process my application because of something and I have to walk it to another department. what makes this particularly frustrating, is that often, the next department will tell me the first department could have done what I needed or they sent me to the wrong department, etc. no one will pick up the phone and figure out what needs to be done--they just send you back to another department. we are walking around the maze-like floor (the tree application floor is the worst!), trying to figure out where to take our application next. bureaucracy.	10/22/2014 11:34 AM
10	Sometimes requiring new layers of unnecessary requirements only to have areas that have been included overlooked so we are required to resubmit point out the areas that were incorporated only to be told the new layers are in fact not necessary and we can now take that portion off.	10/20/2014 2:01 PM
11	disconnect between watershed protection and PDRD though. Serious lack of communication, two different planets.	10/20/2014 11:32 AM
12	Aside from PDRD having to review TIA's, ATD also reviews, but not just one person at ATD. Multiple people.	10/20/2014 11:29 AM
13	I have no idea of who or what delays the process	10/20/2014 10:04 AM
14	the process need to be owned by one department	10/20/2014 7:15 AM
15	Other departments are equally unreliable	10/18/2014 4:49 AM
16	Legal	10/17/2014 10:15 PM
17	Austin Water Utility Austin Energy	10/17/2014 1:01 PM
18	typically this is a commercial review issue	10/17/2014 12:39 PM
19	Other departments should be part on a one submittal process.	10/17/2014 12:21 PM
20	No, not typically, but this does happen too. The fire marshal, for instance, who has locked their office in behind inaccessible walls and doors - where you approach them through a single phone in the hall - and no one every picks up inside. Austin energy can also delay many bits and pieces of reviews. They are great to work with, but you have to go out to south austin and speak to them and drag your paperwork around. Kind of ridiculous.	10/17/2014 9:20 AM
21	All services are unreasonably delayed except corrections, exemptions & QTA	10/16/2014 6:32 PM
22	Insert the name of basically every department.	10/16/2014 1:44 PM
23	Delays are mainly that there are too few reviewers for the amount of work being submitted.	10/16/2014 11:51 AM
24	Industrial Waste, Health, and Austin Water Utility can cause delays, but they are much more predictable than PDRD.	10/16/2014 11:51 AM
25	LEGAL! AND AWU!	10/16/2014 9:06 AM
26	Big issue is Unified Development Agreements that are reviewed by COA Law Dept.	10/16/2014 6:33 AM
27	Landmark Commission has tried to delay reviews, BOA was not aware of a reinterpretation of the garage ordinance and postponed a project that did not actually need their approval	10/15/2014 8:29 PM
28	you guys have seriously delays and you know it. why else would you be having a consulting company come in to tell you what a big fuck up you are?	10/15/2014 7:47 PM
29	AWU SER, Pipeline Engineering and Fire	10/15/2014 4:36 PM

30	PDRD is not the only offender, but they are usually one of the culprits.	10/15/2014 3:43 PM
31	Legal - AWU (degrading to work with)	10/15/2014 1:43 PM
32	Your case manager's job is to get the project through the system. We are tired of hearing their excuses ... and after 3 emails, 2 phone calls and 5 business days. A simple response would go along ways.	10/15/2014 1:43 PM
33	Austin Energy, Austin Water Utility	10/15/2014 1:42 PM
34	Heath Department Fire Department from what I can tell, delays are caused by the lack of staff to review plans in a timely manner	10/15/2014 1:09 PM
35	Absoluetly. There is a disconnect with the building department and Austin Energy. All other departments were great.	10/15/2014 1:02 PM
36	AWU is pretty antiquated in its review methods, but they work better than PDRD.	10/15/2014 12:58 PM
37	Delays arise from both PDR review issues as well as from other departments. The problem is also that it takes so long to get meetings with staff to sit down with the applicant and resolve the issues.	10/15/2014 12:57 PM
38	Delays are continually caused by PDRD processes and staff. Other departments can cause delays as well such as AWU, Parks, Austin Energy and City Legal, but there is a tremendous issue within PDRD	10/15/2014 12:56 PM
39	it is never possible to know which department is most delayed. the internal process of plans starting in building department then moving to health, fire and other departments is not transparent and it is impossible to get to a decision maker that can track progress accurately	10/15/2014 12:54 PM
40	Depends on the application and scenario, but have seen both PDRD and other departments be the final signoff. Other departments would be Fire and AWU	10/15/2014 12:53 PM
41	ROW - After you get a permit you have a meeting with your ROW inspector. His first questions is always "Has Dr. Bill Hadley seen this? You can't do anything unless Dr. Bill Hadley approves it." This is after you have an approved/paid for permit. Then Dr. Hadley never shows up for scheduled meetings and tries to slow down your project as much as possible. Even if you have something approved from him, the inspector may not approve it anyway and ask you to rip out/change things to his liking. We've had a project still open for 4 years after a Dr. Bill Hadley and COA approved product was put in that met city code, but the inspector said it was "too slippery". We've had 3 engineers, several architects, bldg owners, and other people work for months to get meetings with Dr Hadley that he fails to show up for or to provide any response on.	10/15/2014 12:16 PM
42	Floodplain review	10/15/2014 12:10 PM
43	Austin Water (sometimes) and Travis County (almost always) are the other causes of delays.	10/15/2014 11:53 AM
44	Though, it appears that the OSSF department is beginning to take a strong role in becoming a significant delaying factor - even in projects that have no OSSF. Yet another example of poor management and resources.	10/15/2014 11:45 AM
45	There are sometimes communication breakdowns between the PRDP, the Fire Dept, & the Water Dept.	10/15/2014 11:24 AM
46	We are not ever aware of what exact department causes the delay during the review process	10/15/2014 11:07 AM
47	ROW is the worst. Historic Review is next. Historic can take up to 4-5 weeks to review a 40 year old manufactured home slated for demolition. Outrageous. And the cost for this is even more outrageous.	10/15/2014 11:06 AM
48	What are "other departments"? Historic review? (see above) Arborist/tree permit? If I hadn't gone around him, I would still waiting on a return call or e-mail from Mr. Goebel in the arborist's office after more than a month.	10/15/2014 11:04 AM
49	It is not typically the problem of other departments. Tree review and Historic / Demolition review is handled effectively. Occasionally, the flood plain department will hold up a case for 3-6 months with no explanation or communication with us.	10/15/2014 10:45 AM
50	it's impossible to point fingers at just one department	10/15/2014 10:36 AM
51	Austin Water Utility, Fire Dept, and Legal Dept review being the major culprits	10/15/2014 10:18 AM
52	Sometimes, but not always.	10/15/2014 10:18 AM
53	Historical Review is extremely slow.	10/15/2014 10:11 AM
54	Fire/site plan, , but just the one time	10/15/2014 10:01 AM
55	Sometimes but typically Law for legal review and Public Works for License Agreements cause more of a delay.	10/15/2014 10:00 AM

56	The delay is that PDRD departments and outside departments (AWU, ROW, PARD, etc.) not coordinating on comments and then putting the burden of solving multi-department policy issues on which code portions conflict on the applicant.	10/15/2014 9:57 AM
57	Why is there not better communication between city departments? They all work for the same city. Water Dept.- Waller Creek has bad customer service. Annoyed that they have to communicate with volume builders. Volume builders bring a lot of money to the city, treat us with respect!	10/15/2014 9:52 AM
58	The fact that inner-city dialogue does not happen, is the reason for much of this delay. I can't do this because of AWU, I can't do that because of AE, PDRD won't allow this and when I run around trying to get everyone on the same page I get deers in headlights. If the City of Austin as a whole better understood the entire City permitting process and worked with each other, it would make it easier for everyone to get a clearer understanding of what is being proposed and why.	10/15/2014 9:47 AM
59	I think most delays are because applicants don't know how to complete the application correctly and show information incorrectly on the drawings. Board of Adjustments does take a long time to get a variance.	10/15/2014 9:47 AM
60	Roads and Bridges, Austin Energy	10/15/2014 9:32 AM
61	Arborist and Historical	10/15/2014 9:27 AM
62	Departments need to talk to each other and be on the same page. One department will tell you one thing and the other will tell you differently. I get sent to departments for no reasons and feel "brushed off" a lot of times. The water department needs to be in tune with the permit process and vice versa.	10/15/2014 9:26 AM
63	Sometimes but mostly not.	10/15/2014 9:24 AM
64	Causes of project delays varies between PARD, AWU, and Fire	10/15/2014 9:22 AM
65	delays are compounded by other departments, especially the legal department and Watershed Engineering Division	10/15/2014 9:20 AM
66	Travis County, COA Inspections, Austin Water Utility	10/15/2014 9:14 AM
67	AWU	10/15/2014 9:10 AM
68	Fire	10/15/2014 9:10 AM
69	Sometimes by Fire	10/15/2014 9:03 AM

Q19 Austin is just as fair and practical in its application of regulations as other neighboring cities or counties in the functions of:

Answered: 306 Skipped: 11



	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Not Applicable	Total
Austin Energy	3.75% 11	33.11% 97	21.16% 62	22.18% 65	12.63% 37	7.17% 21	293
Fire Department	6.73% 20	35.69% 106	25.25% 75	12.12% 36	10.44% 31	9.76% 29	297
Health Department	3.82% 11	22.22% 64	41.32% 119	7.64% 22	6.60% 19	18.40% 53	288
Planning and Development	3.06% 9	17.01% 50	12.93% 38	27.21% 80	37.07% 109	2.72% 8	294
Public Works	2.08% 6	13.84% 40	38.06% 110	16.26% 47	15.22% 44	14.53% 42	289
Watershed Protection	1.72% 5	15.52% 45	28.28% 82	20.69% 60	23.10% 67	10.69% 31	290
Water Utility	2.42% 7	21.80% 63	25.61% 74	19.72% 57	19.03% 55	11.42% 33	289

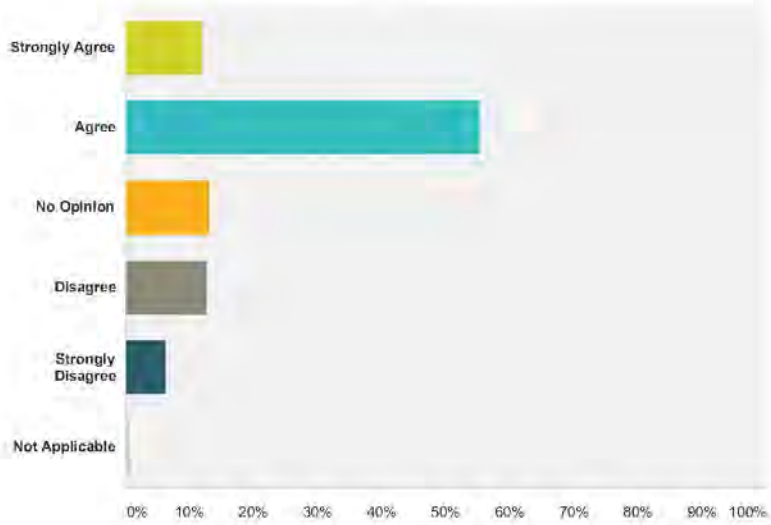
#	Type any comments here	Date
1	Time is my largest issue	11/4/2014 7:52 AM
2	I regret building in Austin every day. Surrounding counties are so much more appealing.	11/4/2014 5:57 AM
3	I do not know what other cities or counties regulations are.	11/3/2014 12:22 PM
4	Austin is the strictest city that we work with and has a reputation for being difficult to work with and obtain permitting.	10/30/2014 3:10 PM

5	mostly due to lack of coordination between the groups and inconsistent application of the code (or lack of knowledge by staff of the code requirements). Also due to a strong culture of "no" instead of assisting through the process.	10/30/2014 12:11 PM
6	No other city or county to compare.	10/29/2014 3:00 PM
7	I have not applied for permits in other cities	10/29/2014 9:37 AM
8	Practical is not a word that I would use to describe Planning and Development	10/28/2014 7:00 AM
9	I cannot offer an opinion because because I haven't gone through the process elswhere	10/22/2014 6:59 PM
10	We have noticed many inconsistencies among reviewers. One reviewer will say that we can do something on Project A, another reviewer on Project B will say we can't.	10/21/2014 6:38 AM
11	Austin Energy has two office North and South. The two offices are completely different in their interpretations. It seems the North office does not know the concept of customer service whereas the south office is usually a pleasure to work with. Fire Dept. has become the longest process taking as long as 6-7 weeks. After 6-7 weeks the responses have been such they just add and subtract layers of complexity. Health Dept. is usually a pleasure to work with. They are getting behind though probably due to an increased workload. Planning and development, Public works, Watershed protection are the worst of all. We now advise all client to hire an attorney first and foremost before the design process begins.	10/20/2014 2:01 PM
12	Haven't been through this process elsewhere	10/17/2014 2:54 PM
13	Austin's complex and difficult regulations do not allow staff to apply them in a fair or practical manner.	10/17/2014 1:01 PM
14	I don't think there is really a one-to-one correspondence, in my experience.	10/17/2014 9:20 AM
15	don't have enough time to list all of the horror stories from the past 15 years of working in this town...	10/17/2014 7:48 AM
16	Includes consideration of stated review times and application thereof	10/16/2014 6:32 PM
17	I believe the city oversteps its authority in some areas like Short Term Rentals. Some of the McMasion regulations are unreasonable, unjustified and do not follow the intent of the ordinance.	10/16/2014 5:13 PM
18	Working with Austin (versus any of the neighboring cities) is an absolute disaster.	10/16/2014 1:44 PM
19	Planning and Development are very inconsistent	10/16/2014 11:51 AM
20	i dont deal with other cities on a regular basis	10/16/2014 6:29 AM
21	austin permitting sucks	10/15/2014 7:47 PM
22	PDRD has an overly convoluted process that changes from one day to the next. It is over regulated, and there are many unnecessary steps for project approval.	10/15/2014 4:54 PM
23	Austin energy & the Health department is being operated by the most incompetent staff evet.they know it but can care less.	10/15/2014 3:37 PM
24	Other jurisdictions, water utility is part of the overall review process, not separate as in Austin.	10/15/2014 2:57 PM
25	The process of applying in person and then driving to the city again to wait hours to pick up a permit is unreasonable and cumbersome. Other cities do this all on-line. Much more efficient.	10/15/2014 2:05 PM
26	of the 4 departments checked as disagree, all have recently delayed a project during permitting OR after construction for inspection of items that they failed to catch during review. Projects should not be penalized for things that the city did not point out as necessary during permit review!	10/15/2014 1:51 PM
27	recently worked as a third party in cedar park, the experience was more logical and practical.	10/15/2014 1:27 PM
28	my disagreement with the watershed protection and water utility is a complement. Other cities and counties need to adopt Austin's stringent water use and watershed protection requirements.	10/15/2014 1:09 PM
29	Austin Energy was a real obstacle in my review process. It was not clear what portions of the city are under the AEGB. They are putting undue restrictions on small business folks and the building department is unaware of when their requirements are to be met. "Right hand, Left Hand".	10/15/2014 1:02 PM
30	Other cities want development to occur in their City Limits.	10/15/2014 12:57 PM

31	navigation between COA and Austin Energy and or TX gas are extremely difficult to navigate. they are independent of each other, however the paperwork process and handoff is very difficult to navigate when closing out a commercial or residential project. no communication whatsoever between departments	10/15/2014 12:54 PM
32	I don't know.	10/15/2014 12:22 PM
33	Austin Energy cannot agree on anything, changes its mind regularly, and does not communicate with PDRD. Austin Water has limited experience in their personnel, and as result, it is difficult to work within the regulations - since they are not familiar with them.	10/15/2014 11:45 AM
34	yes, the application of regulations is consistent. The amount of time it takes for them to review submittals however is the greatest issue at hand.	10/15/2014 11:24 AM
35	Can't say, only work within the City of Austin	10/15/2014 11:06 AM
36	impossible to make a blanket statement- some projects have gone smoothly where as others were a cluster, why it takes 6 months to get a partial easement vacation is beyond me	10/15/2014 10:36 AM
37	Ask AWU about this OSSF business. They've put the burden of finding all the septic systems they've missed upon the end user. They could've queried the database for all addresses with water service that lacked wastewater and gone to investigate. They made the mistake and asked everyone else to give up time, money and resources to correct.	10/15/2014 10:20 AM
38	The city runs smooth in my opinion. The permit office is the worse I have seen. No city is worse	10/15/2014 10:18 AM
39	Tap fees are priced at random and estimate times on these take 10 weeks right now to get! Sometimes they cost $1,500 and other times they cost $4,500.	10/15/2014 10:18 AM
40	Public Works and Environmental Inspection needs to allow inspector the ability to make field changes and not require the consultant to go and submit a correction for a simple issue. I have several projects that get stopped in the field because we need to move a sidewalk or relocate a utility service and everything has to stop because the Inspectors do not have authority to make decisions. Every person that is qualified to be an inspector should be qualified enough to make decisions in the field and not cause a delay for a simple issue.	10/15/2014 10:00 AM
41	Austin Energy, AWU, and Public Works have continued to fund their infrastructure capital projects (line upgrades) while not fully supporting their service responsibilities and double charging for development (SER improvement mandates in addition to Impact Fee maximum fee raises; AE increasing payment for all new items; PDRD increasing fees by 25% across the board). It appears that the City's inefficient regulation and permitting is increasing the cost on the City to regulate and permit and that they are now charging applicants for that inefficiency. Affordability this is not.	10/15/2014 9:57 AM
42	there is a marked difference between dealing with Austin Energy South Office and North Office	10/15/2014 9:54 AM
43	Improve the customer service at the City of Austin Water Dept.	10/15/2014 9:52 AM
44	It is ridiculous to have the plot plan stamped by the water utility company. Why is this necessary? When this process was stopped the plan review department was still trying to enforce having the plot plan stamped by the utility company in order to obtain a city permit.	10/15/2014 9:52 AM
45	AWU has gotten increasingly difficult to get plans through. Britt especially is hard to work with and it takes over a week to get an appointment scheduled with him when so many things are time sensitive.	10/15/2014 9:48 AM
46	Very bad way to ask this question of comparison. Austin Energy and Fire are excellent. All the others confuse and torment the customers equally.	10/15/2014 9:38 AM
47	utility easements are being expanded and unreasonably enforced. One client had to tear down an existing deck that had been in place 30 years due to a modest encroachment issue.	10/15/2014 9:21 AM
48	Again no one at the city cares about development in this city. They do not have to it is a liberal city.	10/15/2014 9:17 AM
49	too many bureaucrats to get anything done. Need to hire people based on merits and not race. The whole place is full of degenerates who were only hired to fill some affirmative action quota. Dealing with overpaid lazy idiots with power trips is cumbersome...	10/15/2014 9:09 AM

Q20 PDRD staff was courteous.

Answered: 305 Skipped: 5



Answer Choices	Responses	
Strongly Agree	11.80%	36
Agree	55.41%	169
No Opinion	13.11%	40
Disagree	12.79%	39
Strongly Disagree	6.23%	19
Not Applicable	0.66%	2
Total		305

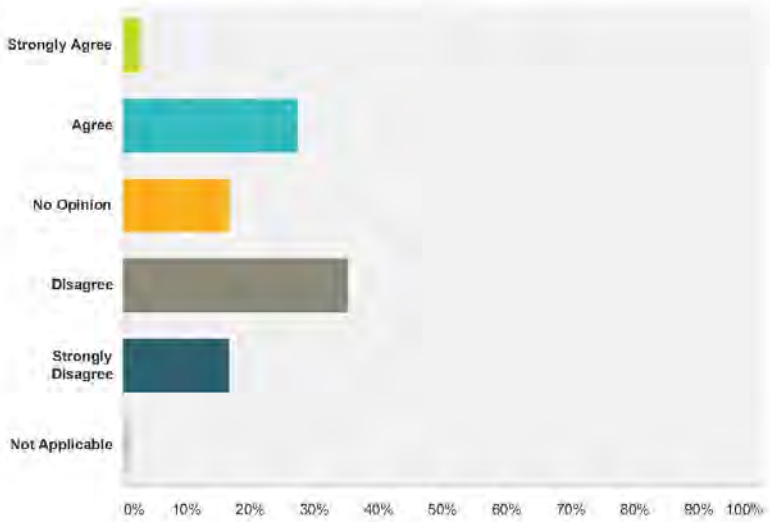
#	Type any comments here	Date
1	Depends on the staff member. In general they are courteous	11/4/2014 7:52 AM
2	Not every person was "strongly disagree" but the majority are. Where someone is not flat-out rude, they are barely tolerable.	11/4/2014 5:57 AM
3	In general, the staff is respectful and courteous when interacting with customers	11/1/2014 6:44 AM
4	Most of the time the reviewers I work with are nice. There are a handful of bad apples that are really unhelpful and sometimes rude.	10/30/2014 3:10 PM
5	most, but not all	10/28/2014 10:45 AM
6	While some are great, quite a few are unfriendly and even hostile. If they don't like dealing with the public they should get a new job somewhere else.	10/28/2014 7:00 AM

7	intake sure is not!	10/27/2014 3:33 PM
8	most of the time, some can be snippy when we're just trying to get a simple answer about where our application is or why can't I make an appointment through them, etc.	10/22/2014 11:34 AM
9	They are nice once you reach them, but they rarely return calls or emails, which I find discourteous.	10/22/2014 8:15 AM
10	Most of them are very courteous and patient.	10/21/2014 6:38 AM
11	There have been notable exceptions .. however my impression of the attitude of staff is that they know that they can cause the owner or developer to lose a substantial amount of time and money by inaction, delay or simple pettiness and therefore expect the people they are employed to serve to come to them on bended knee. Go sit in the waiting area at plan review and what the body language of folks there to meet with staff. It's like they are waiting to see their oncologist.	10/20/2014 12:23 PM
12	Overall I think good people work in PDRD when you can get a hold of them.	10/20/2014 11:32 AM
13	The traffic/transportation lead for PDRD is typically on her cellphone during meetings, does not come prepared for meetings, and typically is incorrectly applying City Code only to be corrected by other Staff members.	10/20/2014 11:29 AM
14	Depends on who you are in front of	10/17/2014 6:15 PM
15	there are angels and devils both working there	10/17/2014 7:48 AM
16	I do business with a great number of clients, subcontractors, suppliers who are couteous or have corteous representatives. I don't count on that or expect that from the city ever.	10/16/2014 3:57 PM
17	Many reviewers are suspicious and get lost in being abstract and miss the real issues infront of them.	10/16/2014 11:51 AM
18	Staff has always been helpful and responsive to any question I have. Keith Batcher has helped tremendously with setting up a new subdivision recently	10/16/2014 7:00 AM
19	I am called a trouble maker by some when I go to the OTC	10/16/2014 6:33 AM
20	hey they are only doing their mindless jobs	10/15/2014 7:47 PM
21	Too broad. Some yes some no. Generally however, the culture is poor and is generally a reflection of management.	10/15/2014 7:40 PM
22	if threatening is courtesy then yes.	10/15/2014 3:37 PM
23	Sometimes they are so battle scarred, they see the applicant as the advesary.	10/15/2014 2:15 PM
24	Bill Waters was extremely rude and condescending to me during an appointment in front of the entire permit center regarding a permit application. That is the only instance in which I have ever been treated poorly at the City of Austin.	10/15/2014 2:10 PM
25	some are, some aren't.	10/15/2014 1:51 PM
26	My consultants are terrified that I will criticize City Staff and encounter revenge.	10/15/2014 1:43 PM
27	Typically, staffers are courteous and friendly. I have good relationships with many of them.	10/15/2014 1:42 PM
28	inconsistent	10/15/2014 1:36 PM
29	they seem overworked and frustrated too.	10/15/2014 1:09 PM
30	There are only a few people who are truly rude. There are several folks who are always kind and helpful. The majority of review staff just don't seem to care or are overwhelmed.	10/15/2014 12:56 PM
31	in the overall sense of "staff". There are always those that are not so.	10/15/2014 12:53 PM
32	One was very discourteous and was fired after a colleague complained.	10/15/2014 12:22 PM
33	Staff is very professional.	10/15/2014 11:53 AM
34	Most are, a very few are down right rude.	10/15/2014 11:45 AM
35	Mostly agree, though often emails and calls go unreturned	10/15/2014 11:19 AM
36	Always short and rude when trying to obtain information and uneducated on processes	10/15/2014 10:51 AM
37	They are smug and condescending	10/15/2014 10:41 AM

38	some are nice and others act like they are annoyed	10/15/2014 10:36 AM
39	Some are courteous and some are not	10/15/2014 10:22 AM
40	but the young hires are lacking customer service	10/15/2014 10:21 AM
41	some are, some aren't	10/15/2014 10:18 AM
42	This is too subjective and not a requirement to get the job done, results are a much more important criteria.	10/15/2014 10:14 AM
43	except 1 person - strongly disagree	10/15/2014 10:14 AM
44	Often, PDRD staff is just as frustrated from dealing with one-time users that don't know the process.	10/15/2014 10:11 AM
45	Only one employee but it can taint the entire experience	10/15/2014 10:04 AM
46	Sometimes they want to put their deisgn into a project.	10/15/2014 10:00 AM
47	Some are great (arborist department, PARD, special events); most are overburdened with workload, given inadequate support, direction, and authority so solve problems.	10/15/2014 9:57 AM
48	Except Kathi Flowers at Utility	10/15/2014 9:54 AM
49	Keith Bathcher is the exception. Keith has the highest level of professionalism.	10/15/2014 9:52 AM
50	there are far less than there are more. Feels like they hate their jobs and it reflects.	10/15/2014 9:38 AM
51	not so much with Water Utility	10/15/2014 9:37 AM
52	Somewhat and sometimes	10/15/2014 9:26 AM
53	Indifferent to customer	10/15/2014 9:21 AM
54	not always.	10/15/2014 9:21 AM
55	If you could ever get to talk to someone	10/15/2014 9:17 AM
56	Myself and everyone that I know have been treated like dirt. I was once called down by a Bill Waters who degraded, humiliated, and yelled at me over the plans that I had submitted. The same plans with minor revisions that were passed by another reviewer after I got the department head involved.	10/15/2014 9:13 AM
57	For the most part, they are courteous. There are a few exceptions.	10/15/2014 9:13 AM

Q21 The conditions of approval or plan check corrections applied to my project were reasonable and justified.

Answered: 304 Skipped: 6



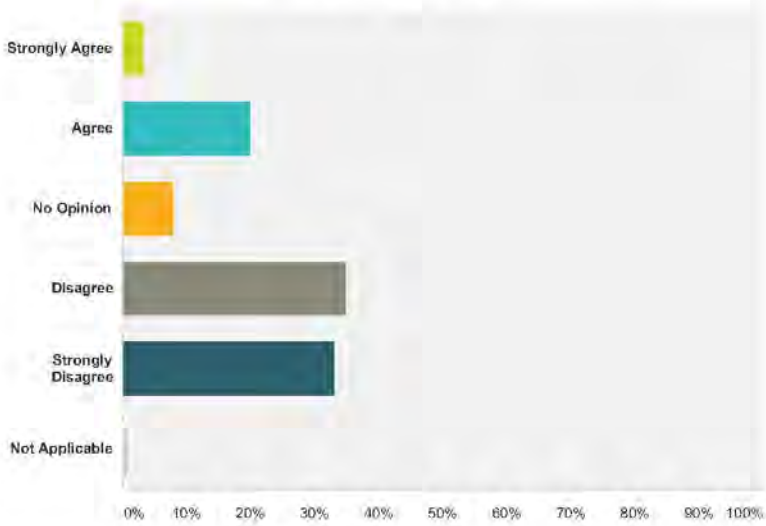
Answer Choices	Responses	
Strongly Agree	2.63%	8
Agree	27.30%	83
No Opinion	16.78%	51
Disagree	35.20%	107
Strongly Disagree	16.78%	51
Not Applicable	1.32%	4
Total		304

#	Type any comments here	Date
1	Most were reasonable but many were presented in a confrontational manner.	11/4/2014 12:36 PM
2	There have been time when I felt they had their own agenda	11/4/2014 7:52 AM
3	again I've had problems with a certain tree inspector who seemed to have a grudge	11/3/2014 1:13 PM
4	The conditions change from person to person, and as one progresses through the system downstream staff will change what is acceptable.	10/23/2014 12:04 PM
5	Primarily, I agree, however on some issues I would disagree.	10/21/2014 8:03 AM

6	In the past this statement would be true but there are reviewers who are unmoving on the slightest bit of interpretation. Many projects could be a quick turnaround but that process has ground to a halt stopping at one desk and he has now been made the director. Poor choice in human resource selection and the amount of complaints will be insurmountable.	10/20/2014 2:01 PM
7	most comments should be made at formal review	10/20/2014 11:32 AM
8	Sometimes yes, sometimes no	10/20/2014 10:04 AM
9	The staff doesn't know whats required, and gives a different answer for every application I have submitted	10/20/2014 9:39 AM
10	$80,000 worth of landscaping on raw land during a drought and for land that was not to be commercially developed	10/17/2014 2:54 PM
11	Overall the requirements are unreasonable for permit approvals, however, staff were only doing their jobs in applying the requirements.	10/17/2014 1:01 PM
12	It depends. The first rejection ALWAYS comes after the deadline and is ALWAYS only to gain more time and get a second round. We all know this. I have only had one project in 25 years approved on the first round when actually quite a few could have.	10/17/2014 9:20 AM
13	it's sometimes comical what they sometimes dream up... you have to laugh to keep from crying (when informing your clients)	10/17/2014 7:48 AM
14	Some of the MOST illogical requirements were placed on two of my recent projects. Anyone that had the reasoning capacity of a 6th grade student would not have made the corrections and stipulations that were made.	10/16/2014 1:44 PM
15	some Commercial building reviewers think they are land planners	10/16/2014 6:33 AM
16	I cant more strongly disagree. this statement is laughable.	10/15/2014 7:47 PM
17	On a commercial job, I could not believe the amount of running around required to make field changes.	10/15/2014 2:15 PM
18	Little issues will hold up tiny projects for months.	10/15/2014 1:42 PM
19	mostly agree, but inconsistencies cause frustration	10/15/2014 1:27 PM
20	Reviewers should get one chance to perform a thorough review. Further comments should be based only on responses to initial review. Projects should be cleared after no more than 2 or 3 submittals.	10/15/2014 12:58 PM
21	Since the applications i submit are for redevelopment, there are many circumstances where we are asked to provide information or revise the project for things that are not applicable, or make no sense. Staff sent out canned comments without really looking at the project and determining what is really necessary.	10/15/2014 12:57 PM
22	Again, policy decisions vary from reviewer to reviewer and are applied differently from project to project.	10/15/2014 12:56 PM
23	Especially with respect to 1704 applications.	10/15/2014 11:53 AM
24	In most cases, yes.	10/15/2014 11:45 AM
25	I'm on the fence here. MOST of the times, yes, but sidewalk and driveway can hold you up while mostly everyone else is pretty fast with reviews/approvals/rejections	10/15/2014 11:06 AM
26	the application needs to be re-written, you should not have to resubmit because you left the NP off on the zoning	10/15/2014 10:36 AM
27	they could have applied building numbers. what was wrong with mnames	10/15/2014 10:18 AM
28	Austin has all kinds of bullshit ordinances that they place on top of normal IRC building code.	10/15/2014 10:18 AM
29	different issues arose but it has been awhile	10/15/2014 10:09 AM
30	Not always. Reviewers typically dig their heels in once they make a comment whether it is justified or not and do not leave open any way to compromise.	10/15/2014 10:00 AM
31	When we don't know that something has changed with the permit process how can we comply to begin with?	10/15/2014 9:52 AM
32	I mostly agree, but sometimes the comments are picky. Like being picky about a tent drawn on elevations, when the house is so obviously not outside the tent.	10/15/2014 9:47 AM
33	There is no reason a site plan correction should take 10 days	10/15/2014 9:38 AM
34	Not for Tree Permit review/approvals	10/15/2014 9:26 AM
35	They cost builders millions of dollars a year over the most incredibly picayune issues.	10/15/2014 9:13 AM
36	At times the issues raised have no bearing to the project or the real world.	10/15/2014 8:59 AM

Q22 PDRD staff was easily accessible when I needed assistance in resolving problems.

Answered: 304 Skipped: 5



Answer Choices	Responses	
Strongly Agree	3.29%	10
Agree	20.07%	61
No Opinion	7.89%	24
Disagree	34.87%	106
Strongly Disagree	33.22%	101
Not Applicable	0.66%	2
Total		304

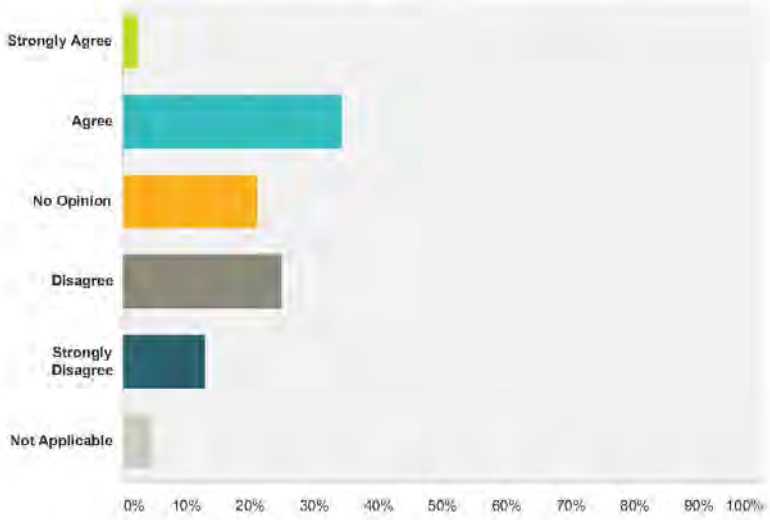
#	Type any comments here	Date
1	Other than the usual phone tag.	11/4/2014 12:36 PM
2	Depends on the reviewer	11/2/2014 7:22 PM
3	In general, this is highly frustrating. The dept. appears to be severly understaffed and staff does not seem to regard responsiveness as a priority.	11/1/2014 6:44 AM
4	often do not answer phone calls or respond to multiple email requests	10/30/2014 12:11 PM
5	typically staff is only available by appointment	10/29/2014 9:37 AM
6	limited hours for info questions is inefficient.	10/29/2014 7:15 AM
7	some planners/reviewers are, many are not and act holier than now and play favorites	10/27/2014 3:33 PM

8	people dont return calls	10/25/2014 9:45 AM
9	I believe they are open about 9 hours a week and have scheduled staff meetings during those hours.	10/23/2014 12:04 PM
10	See #20	10/22/2014 8:15 AM
11	They wont answer their phone or email for weeks !	10/20/2014 2:01 PM
12	very difficult to get a hold of.	10/20/2014 11:32 AM
13	It's nearly impossible to get a hold of the traffic/transportation lead for PDRD.	10/20/2014 11:29 AM
14	Getting a response to an email or call can be hit or miss.	10/20/2014 5:51 AM
15	Depending on the person, recieving a returned call in less than 48 hrs is not reasonable	10/19/2014 2:31 PM
16	24-72 hour response time	10/17/2014 6:15 PM
17	They are very busy and sometimes hard to access.	10/17/2014 1:01 PM
18	The staff was nice enough. There are just not enough of them with high levels of expertise. I can't get answers in a timely manner.	10/17/2014 10:09 AM
19	Again, it depends. Ron M. was always available to me and was great at what he did. Some others as well, some not so much.	10/17/2014 9:20 AM
20	sometimes	10/17/2014 7:48 AM
21	Only readily accessible on their schedule to assist	10/16/2014 6:32 PM
22	It is impossible to reach ANYONE by phone for a quick question.	10/16/2014 3:57 PM
23	Unanswered emails and calls are the norm.	10/16/2014 7:08 AM
24	Will only see you by appointment if you can get an email response	10/16/2014 6:33 AM
25	Depends on staff member	10/15/2014 8:29 PM
26	really!?!? ist IMPOSSIBLE to get someone on the phone!	10/15/2014 7:47 PM
27	response times are typically are very late. they do not happen in a timely manner.	10/15/2014 4:51 PM
28	It usually takes 3+ days just to make contact and even longer to schedule a meeting.	10/15/2014 3:43 PM
29	No way. The locked door and the crazy on and off hours of operation. Forget the phone. People go on vacation, that's fair, but I have been amazed that workload stops with vacations.	10/15/2014 2:15 PM
30	It is typically difficult to reach permit center staff by phone, and sometimes by email.	10/15/2014 2:10 PM
31	again, some are and some aren't! It truly depends on who helps you.	10/15/2014 1:51 PM
32	Residential reviewers especially are only available nine hours of a 40-hour week. Some do not answer the phone, others don't return email, some do neither. Commercial reviewers are a little more responsive. But when seen in person, all reviewers are fairly decent.	10/15/2014 1:42 PM
33	they can be hard to reach by phone	10/15/2014 1:09 PM
34	Limited hours to sign in to see someone. Difficult to reach by phone but email is usually pretty quick	10/15/2014 1:01 PM
35	Calls are rarely returned timely.	10/15/2014 12:58 PM
36	It really depends upon the staff. One never knows what will happen.	10/15/2014 12:57 PM
37	Meetings are very difficult to schedule, there are two people who actually pick up the phone Benny Ho and Kevin Shunk (who is in floodplain)	10/15/2014 12:56 PM
38	not possible to resolve matters by phone. in person only after long waits in line for all tasks	10/15/2014 12:54 PM
39	some are very accessible	10/15/2014 12:38 PM
40	Many are but some will not return emails or phone calls	10/15/2014 12:07 PM
41	Staff usually returns phone calls fairly quickly.	10/15/2014 11:53 AM

42	Many of the staff are impossible to reach unless you show up in person during the limited "walk-in" hours. And even then, its a long wait assuming they are in and can/will see you.	10/15/2014 11:45 AM
43	Staff avoids answering phone calls and return calls when they think I'll be out of the office (only during lunch or after 5 pm)	10/15/2014 11:36 AM
44	not always, no.	10/15/2014 11:24 AM
45	Communication is a severe weakness	10/15/2014 11:19 AM
46	Most of the time. Lately not as good but understood with population boom being experienced in Austin	10/15/2014 11:06 AM
47	Again, you're kidding, right? Leaving phone mail messages is a waste of time, as they are not returned. The only way to solve a problem is to go to the City and wait, and the days that option is available are severely limited. I work 100 hour weeks. i would think the City could at least manage 40. Show up within 15 minutes of their quitting time (long before 5:00) and the place is largely abandoned.	10/15/2014 11:04 AM
48	the conditions for consulting with staff vary for each step in the permitting process.	10/15/2014 10:45 AM
49	response time is usually several days...and lots of phone tag	10/15/2014 10:36 AM
50	some are, some aren't	10/15/2014 10:18 AM
51	duh you have to sign in and wait hour to talk to anyone	10/15/2014 10:18 AM
52	Strongly, strongly, strongly disagree. No one answer their phone or email ever. And when you attempt to visit in person they tell you that you need to make an appointment, but you can never get ahold of anyone to make an appointment with them!!!!	10/15/2014 10:18 AM
53	Only in last 6-12 mos.	10/15/2014 10:17 AM
54	communications are the root of most of the problems in this process.	10/15/2014 10:14 AM
55	see number 9	10/15/2014 10:11 AM
56	Email or telephone messages are returned so late I sometimes forget why I called in the first place	10/15/2014 10:02 AM
57	Do not answere phones and rarely emails when an issue arises.	10/15/2014 10:00 AM
58	Don't answer phone calls. Return phone calls / emails within a week is an accomplishment. Setting up a meeting to discuss an issue takes 1-2 weeks; officially reloving a comment or problem is never assured.	10/15/2014 9:57 AM
59	most never return a phone call - sometimes it takes weeks to get an appointment.	10/15/2014 9:54 AM
60	Keith does most of our plan reviews. He is very responsive.	10/15/2014 9:52 AM
61	Some reviewers are very respsonsive and others its pulling teeth to get them on the phone or to respond to an email. I'm 50/50 on this question.	10/15/2014 9:48 AM
62	Their hours are very limited for appointments, but I see why. It would be nice if some of them flipped their hours, so you could meet with someone any day of the week.	10/15/2014 9:47 AM
63	Again, depends on the reviewer.	10/15/2014 9:45 AM
64	Staff does not respond to calls or e-mails in a timely fashion	10/15/2014 9:44 AM
65	Certain staff members are VERY unpleasant and we can't really complain to anyone without the fear of retaliation on projects.	10/15/2014 9:38 AM
66	I has some issues where I waited more than 3 months for a return phone call. That is with repeated messages and emails being sent.	10/15/2014 9:28 AM
67	a very funny question	10/15/2014 9:17 AM
68	Not always - they are overloaded and often don't respond quickly.	10/15/2014 9:13 AM
69	Again wait time is awful	10/15/2014 8:54 AM

Q23 I found the handouts supplied by PDRD to be useful and informative in explaining the requirements I must meet.

Answered: 303 Skipped: 8



Answer Choices	Responses	
Strongly Agree	2.31%	7
Agree	34.32%	104
No Opinion	21.12%	64
Disagree	24.75%	75
Strongly Disagree	12.87%	39
Not Applicable	4.62%	14
Total		303

#	Type any comments here	Date
1	When our project was red-flagged - we asked REPEATEDLY, "where on the paperwork, flowchart, should we have known to do "X"? The response from the city worker was, "it isn't on the paperwork." Well that's helpful!	11/4/2014 5:57 AM
2	what handouts	11/3/2014 12:22 PM
3	The handouts are clear, but the requirements that must be met do not consistently align with what is published	11/1/2014 6:44 AM
4	handouts need to be updated regularly	10/29/2014 9:37 AM
5	There are inconsistancies between the notes on the application regarding the garage FAR exception and the actual statute.	10/28/2014 7:00 AM

6	Yes, but the staff doesn't always follow what is documented.	10/23/2014 12:04 PM
7	the City of Austin needs a marketing make over. the website and all the forms/documents/handouts need to be uniform and simpler. finding information on the website should not require a piece of paper explaing how to use the website.	10/22/2014 11:34 AM
8	Handouts? Put all the info online. Handouts are useless.	10/22/2014 8:15 AM
9	Handouts are often unclear especially the Subchapter F "tent" Exhibits	10/22/2014 5:58 AM
10	What handouts?	10/21/2014 8:03 AM
11	On at least 2 occasions I was told incorrect answers in regards to the McMansion ordinance. The staff takes no responsibility for the accuracy of their answers- which can cost us large amounts of money because of their incompetence.	10/20/2014 2:08 PM
12	We file them when policy has changed	10/20/2014 2:01 PM
13	There is not a formal policy or handout of the Traffic Impact Analysis process. Austin is the only major city in Texas that does not have a formal process.	10/20/2014 11:29 AM
14	However interpretations to the guidelines can create confusion	10/19/2014 2:31 PM
15	I had to hire a consulting firm to work through the mire. It is impossible for the average person to manage themselves	10/17/2014 2:54 PM
16	never looked that them	10/17/2014 9:20 AM
17	no handouts available	10/16/2014 5:13 PM
18	I have seen incorrect garage ordinance handoutd	10/15/2014 8:29 PM
19	the handouts are great. PDRD sucks.	10/15/2014 7:47 PM
20	What handouts? I'd settle for a complete correction notice.	10/15/2014 6:16 PM
21	Really they do not follow there own rules	10/15/2014 5:16 PM
22	PDRD rarely follows their own handouts.	10/15/2014 3:43 PM
23	Wouldn't mind seeing this information revisited.	10/15/2014 2:19 PM
24	Have never seen or been notified of any.	10/15/2014 1:47 PM
25	what handouts?	10/15/2014 1:45 PM
26	There are no fewer than three separate, complementary, but incomplete checklists for residential projects alone.	10/15/2014 1:42 PM
27	I like the new flood website though.	10/15/2014 12:58 PM
28	sometimes but usually one never knows what to expect until you file the application.	10/15/2014 12:57 PM
29	There is no handout that can explain this City's code	10/15/2014 12:56 PM
30	The rules chasnge frequently and it is difficult to stay informed of the changes	10/15/2014 12:10 PM
31	Mostly. If I were unfamiliar with construction documents though (like a homeowner perhaps) I would be very lost.	10/15/2014 11:45 AM
32	The forms are inaccurate and incomplete. For example, the instructions regarding what size plans to bring say "small format (not reduced)" I have not found anyone at PDRD who knows what the "not reduced" part of that means. Also, building area and building coverage calculation instructions are vague and misloading.	10/15/2014 11:04 AM
33	Agree but then staff always changes these requirements	10/15/2014 10:51 AM
34	we don't use explanatory handouts anymore, but the applications change every 3-6 months. The only way to have an updated application is by picking up a printed copy at the city. This should most definitely be available online. I recently downloaded an application PDF that had been outdated.	10/15/2014 10:45 AM
35	there are additional requirements that are not detailed on the application or the checklist	10/15/2014 10:36 AM
36	they are lengthy and cumbersome to sift through if unfamiliar with them	10/15/2014 10:18 AM

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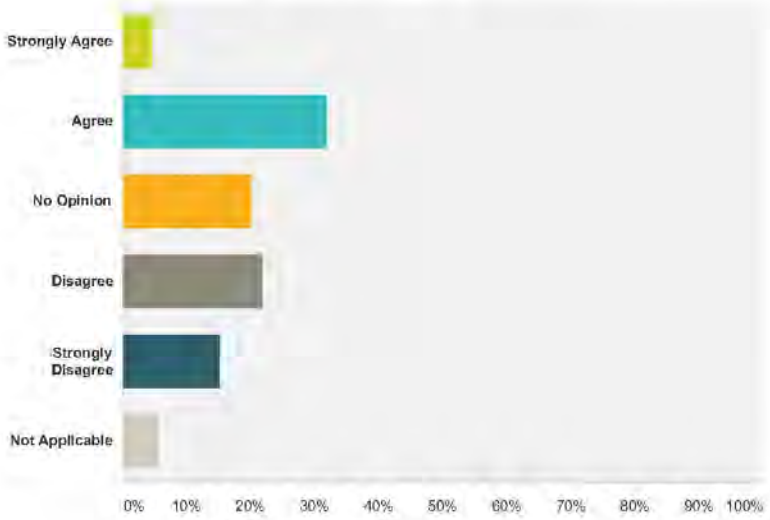
37	In this day and age, everything should be submitted digitally with validations happening online to make sure you've submitted everything needed.	10/15/2014 10:18 AM
38	They could be more clear. In the inspection process, we are often given an handout and then the inspector writes down what he really wants, needs and expects. The form is therefore, insufficient.	10/15/2014 10:14 AM
39	what handouts?	10/15/2014 10:11 AM
40	Too generic. Opinion on requirements vary and no one staff member's opinion can be counted on as it has changed in future reviews.	10/15/2014 9:57 AM
41	the forms cannot simplify the complex set of rules that in place	10/15/2014 9:54 AM
42	what handouts? I think there should be an online forum to answer questions that they probably get every day, or a faq page online	10/15/2014 9:47 AM
43	What is in writing is seldom the real requirements or conditions.	10/15/2014 9:38 AM
44	In Ten years I have never had a handout	10/15/2014 9:22 AM
45	Their online development code is outdated and never gets gets updated. Handouts usually conflict with online information	10/15/2014 9:13 AM
46	A working sample of acceptable approved plans would be a useful addition to the handouts.	10/15/2014 9:11 AM
47	What handouts?	10/15/2014 9:10 AM
48	handouts?	10/15/2014 9:09 AM
49	the fee chart is too detailed and hard to understand	10/15/2014 9:01 AM

Q24 Inspectors rarely found errors in the field during construction that should have been caught during the plan checking process.

Answered: 300 Skipped: 19



Answer Choices	Responses	
Strongly Agree	4.67%	14
Agree	32.00%	96
No Opinion	20.33%	61
Disagree	22.00%	66
Strongly Disagree	15.33%	46
Not Applicable	5.67%	17
Total		300

#	Type any comments here	Date
1	I think a good way to describe the relationship or situation between inspectors and plan reviewers is hostility that they take out on the project. And remember, since they get to make up the rules as they go along, how are mistakes suposed to have been caught during plan checking? Because the rules just change...	11/4/2014 5:57 AM
2	In general, code compliance review is not a problem	11/1/2014 6:44 AM
3	See question 11.	10/28/2014 12:44 PM
4	What is allowed/required by PDRD is often different from what is allowed/required by inspections. However, I feel that the inspectors work to help get the project completed while PDRD serves as a roadblock.	10/28/2014 7:00 AM

5	No construction involved	10/22/2014 6:59 PM
6	Sometimes it seems like two completely different worlds.	10/22/2014 8:15 AM
7	In several cases the inspectors have over stepped their bounds stopping a project for added equipment that was not required. This cause conflict between manufactures, clients engineers and the PDRD.	10/20/2014 2:01 PM
8	This happens constantly!	10/20/2014 11:02 AM
9	inspectors make up their own rules on the fly causing disruption to the project	10/20/2014 7:15 AM
10	It has been getting better.	10/20/2014 5:51 AM
11	As a builder this has cost me almost 2 months of delays on two Seperate projects. Approved by plan review then issues in the field regarding visit ability and setback concerns	10/17/2014 6:15 PM
12	It's not a matter of errors, but on two large projects of ours inspectors re-interpreted conditions that had been discussed and approved in the review. The re-interpretation cost money and time and in our case, a client.	10/17/2014 9:20 AM
13	how can a pool review accept a very clear detail during plan review and then reject it in the field during inspection (the same person)?!?	10/17/2014 7:48 AM
14	This should be their trademark and it severely delays a number of projects.	10/16/2014 7:08 AM
15	again, strongly disagree!	10/15/2014 7:47 PM
16	Inspections is one of the best, most responsive and fair departments.	10/15/2014 7:40 PM
17	No alignment between review and inspection checklists, and this results in delays and expensive change orders	10/15/2014 5:05 PM
18	The inspectors are too picky, and most items they find would never be addressed in the plans.	10/15/2014 3:43 PM
19	Inspectors generally have different rules, etc. than are approved on plans.	10/15/2014 2:43 PM
20	The permit application really needs to be re written for the average folks.	10/15/2014 2:30 PM
21	This usually happens when an inspector has a different opinion of a code requirement from the reviewer. The problem is that even when the inspector can be proven wrong, there is no recourse because the CBI won't overrule the inspector.	10/15/2014 2:19 PM
22	But this may be because I am vigilant of my own work.	10/15/2014 2:15 PM
23	in the past month I have had projects hit major financial hurdles due to Austin Energy & Fire Departments catching things or making blatant changes to their minds when the project was ready for inspection. The owners' hands are tied, they pay the money and make changes in order to get their C of O. This is frustrating and expensive for our clients!	10/15/2014 1:51 PM
24	Most of my construction experience is in residential and the inspectors generally do not find planning errors (at least on my part).	10/15/2014 1:42 PM
25	occasionally	10/15/2014 1:36 PM
26	it happens but no more than in other jurisdictions	10/15/2014 1:09 PM
27	??? There is not much connection between plan review and field inspections. Lots of times, due to the work load will "Boiler plate" review notes and it's passed on to the inspectors. It's an uncertainty that the Architect, Contractor and ownership have to endure.	10/15/2014 1:02 PM
28	According to contractors I've spoken to, typically the inspectors make them change the construction based upon what they want to see and not what was approved by Plan Review staff.	10/15/2014 12:57 PM
29	Inspectors and reviewers continually disagree on how things should be designed. The problem is that there is a belief that errors should be caught by the reviewer. The errors should be caught by the engineer. Design is continually taken out of the sealing engineers hands and put into the reviewers hands. This is unacceptable in my opinion. The engineer should be trusted to supply an adequate design and once it is sealed, we are saying it complies with code. There may be a couple of engineers that break this code out there and they should be dealt with, but the City treats all engineers as if they are trying to pull a fast one. Most of us just want to do the right thing and be treated that way.	10/15/2014 12:56 PM
30	countless items have been direct contradictions of reviewers decision	10/15/2014 12:54 PM
31	Commercial inspector approved things that didn't meet plans or code.	10/15/2014 12:22 PM

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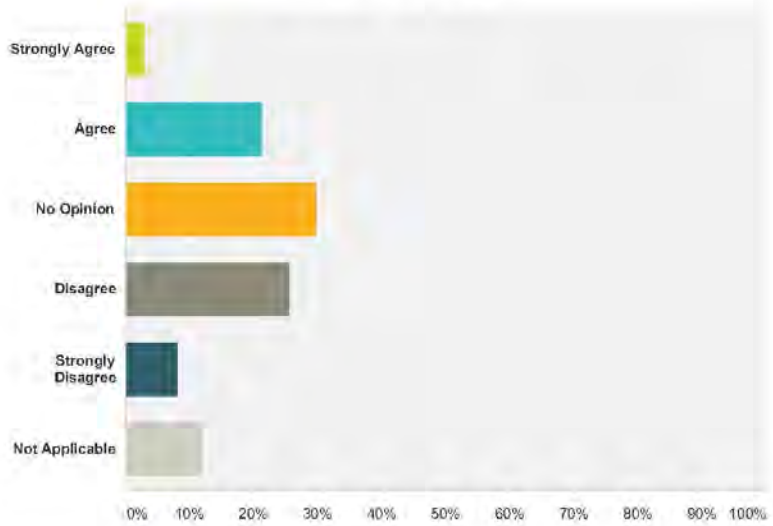
32	Don't know if errors or inspectors just being a pain in the ass and interpreting differently	10/15/2014 12:16 PM
33	The inspections dept and plan review dept frequently disagree over requirements...	10/15/2014 11:45 AM
34	Traffic and environmental inspectors disregard approved plans. In fact, getting traffic and E&S controls approved by City staff is a waste of time because the onsite inspector tends to throw out approved plans and make projects do something different, adding cost.	10/15/2014 11:36 AM
35	Nearly impossible to figure out from plans	10/15/2014 11:19 AM
36	You can't know what an inspector is feeling like that day. He might forgive something fairly major today and gig you big time on something insignificant next time (a handrail that is 35" high instead of 36" high).	10/15/2014 11:06 AM
37	A few	10/15/2014 10:58 AM
38	this has not happened on our projects	10/15/2014 10:45 AM
39	There is a disconnect between in-office and in-field	10/15/2014 10:41 AM
40	But I am good at what I do so I watch out for myself	10/15/2014 10:09 AM
41	Not so much errors as preferences of inspectors. Inspectors are changing designs in the field and then requiring contractors and engineers to 'correct' the plans from the intented and designed.	10/15/2014 9:57 AM
42	Except for Residential	10/15/2014 9:54 AM
43	The inspectors in the field have been applying codes that the plan reviewers are not enforcing. It is difficult to get a permit and then furthermore find out in the field that inspector is expecting something else.	10/15/2014 9:52 AM
44	I'm never in the field with the inspectors.	10/15/2014 9:47 AM
45	No errors found, but inspectors required costly and undocumented surveys before and after build -- even though plans were reviewed and approved from surveys and to-scale plans.	10/15/2014 9:32 AM
46	I have also found the inspectors to be the most willing to resolve issues.	10/15/2014 9:28 AM
47	This is getting worse and worse. Now that inspectors have overriding veto it sucks.	10/15/2014 9:17 AM
48	Inspectors are wanting to see different things on plans than are required during review. The inspections department is VERY difficult to work with and are NOT helpful while projects are under construction. Approved plans mean nothing to them, and they come up with their own set of rules and design criteria all the time.	10/15/2014 9:14 AM
49	it does happen though	10/15/2014 9:13 AM
50	One inspector missed the fact that many fire walls were missing altogether on a major building.	10/15/2014 9:13 AM
51	There are many cumbersome details required in the plan submittals that are typically never reviewed in the field by inspectors. This means that they serve no purpose in the construction process.	10/15/2014 9:11 AM
52	They usually have their own unique items to deal with.	10/15/2014 9:10 AM
53	I'm not as involved in the Construction Phase of the project.	10/15/2014 9:03 AM

Q25 It is clear when Board or Commission review is required?

Answered: 304 Skipped: 5



Answer Choices	Responses	
Strongly Agree	2.96%	9
Agree	21.38%	65
No Opinion	29.93%	91
Disagree	25.66%	78
Strongly Disagree	8.22%	25
Not Applicable	11.84%	36
Total		**304**

#	Type any comments here	Date
1	This is not a clear and consistent as it should be	11/1/2014 6:44 AM
2	This is decided by reviewers attitude and does not relate to enay specific guidelines.	10/20/2014 11:02 AM
3	Never dealt with this	10/17/2014 6:15 PM
4	At present, Historic Review is putting up all houses for Commision review because there are so many demo permit applications. However, that is not follow Historic Commission guidelines.In order for a house to qualify for historic designation it must meet the legal requirements. Most do not and it is simply an extra fee and extra time that goes into this that is really not required. Unacceptable!	10/16/2014 3:57 PM
5	COA has revised changes with no explanation...is boat dock applications	10/16/2014 6:33 AM

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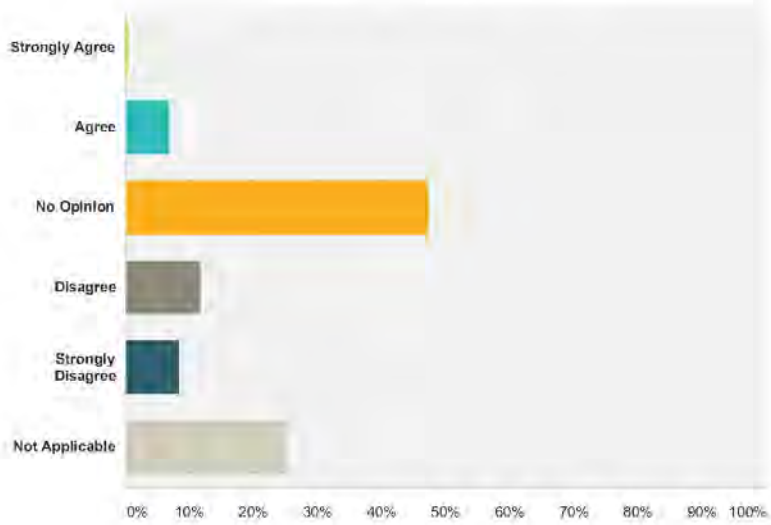
6	BOA did not understand a new interpretation of the garage ordinance and delayed our project one month	10/15/2014 8:29 PM
7	So far, haven't had to go this route.	10/15/2014 2:19 PM
8	This is typically handled by a civil engineer consultant.	10/15/2014 1:51 PM
9	Staff usually steer you the right way in this regard.	10/15/2014 1:42 PM
10	Typically, yes, with the exception of variances then it is not always the case.	10/15/2014 12:57 PM
11	Nothing like getting the comment that you need to go to a board or commission on your third round of comments!	10/15/2014 12:56 PM
12	Board of adjustment staff are unclear on code issues.	10/15/2014 12:22 PM
13	Historic review process is very subjective at times...	10/15/2014 11:36 AM
14	I've never experienced this need.	10/15/2014 11:24 AM
15	Hasn't happened to me	10/15/2014 11:06 AM
16	you should not have to go before Board or Commission because you do not agree with an "interpretation"	10/15/2014 10:36 AM
17	I have no idea what the board or commission review is or when it's required	10/15/2014 9:52 AM
18	See No. 10 above.	10/15/2014 9:13 AM
19	Always surprised when staff can administrativly approve something.	10/15/2014 9:10 AM

Q26 The Board of Adjustment was useful.

Answered: 308 Skipped: 2



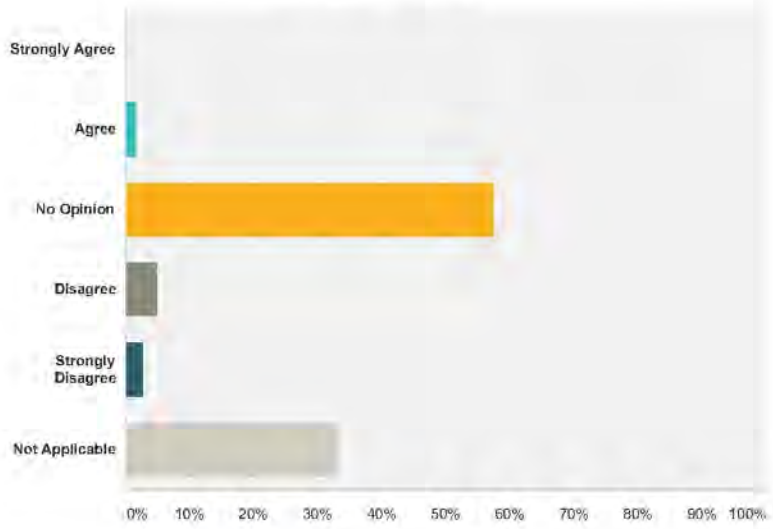
Answer Choices	Responses	
Strongly Agree	0.32%	1
Agree	6.82%	21
No Opinion	47.40%	146
Disagree	11.69%	36
Strongly Disagree	8.44%	26
Not Applicable	25.32%	78
Total		308

#	Type any comments here	Date
1	huge power trippers that just want to punish and lecture	10/27/2014 3:33 PM
2	There is clear favortism toward neighborhood groups with the Board of Adjustments	10/25/2014 12:34 PM
3	Necessary, but probably not "useful."	10/21/2014 8:03 AM
4	The BOA is terrible. Seemingly no logic or effort to be consistent. Many members do not appear to have firm grasps on the codes and issues at hand.	10/20/2014 8:20 PM
5	They make the requirements and time frame so excessive it is in most cases not an option.	10/20/2014 2:08 PM

6	I have been to the BOA probably 4 times in 25 years. I have had applications approved and disapproved. I have no idea what the BOA's function is as a body. They cannot approve anything for financial hardship, but every single problem that comes before them could be solved with more money, so sometimes they agree with you and sometimes they say it's a financial issue and don't agree with you. We avoid the BOA as much as possible. I've lost touch with the current board, but typically they seemed to have irrelevant backgrounds.	10/17/2014 9:20 AM
7	Seems rather inapproachable and inflexible for case-by-case special situations.	10/16/2014 11:51 AM
8	Haven't had to resort to this.	10/15/2014 2:19 PM
9	The criteria to meet feels a little off. Hardship is valid, but have seen this tweaked and made very difficult to meet.	10/15/2014 2:15 PM
10	They are fair and consistent but not very flexible, unless neighborhood groups support a project.	10/15/2014 1:42 PM
11	I would never describe the B.O.A. as useful. It is a process where one goes when there is no other option.	10/15/2014 12:57 PM
12	If you have to go to the BOA... good luck	10/15/2014 12:56 PM
13	Staff needs to be trained in code and procedures or refer to someone who is.	10/15/2014 12:22 PM
14	it is a subjective and harrowing process for all owners and professionals. There has got to be a more efficient way to grant exceptions to our land development code. I am also dubious about the members of the BOA and their personal agendas.	10/15/2014 10:45 AM
15	BOA brought up issues relating to affordability in a zoning case	10/15/2014 10:36 AM
16	6 out of 7 votes is a bad idea. Some of them are biased and anti development	10/15/2014 10:21 AM
17	The Board is highly influenced by vocal minority.	10/15/2014 10:17 AM
18	In saying no.	10/15/2014 9:57 AM
19	They have too much power. My client had to get a variance and it took 4 months for a 15 minute mtg with BOA. Then they approved the project to build a second story over the first, even though it was 7inches over the setback. What a waste of time! Someone else should handle this sort of case more quickly.	10/15/2014 9:47 AM
20	not in case of NP	10/15/2014 9:13 AM
21	The BOA is meant to be quasi-legal and not political. When they ask if the neighborhood is in agreement or not on an issue, then it is clearly political.	10/15/2014 9:11 AM
22	The board of adjustment rarely approves requests for variances when they are submitted prior to construction. Receiving a variance typically requires the use of a paid consultant for representation at the Board. My experience has been that the board approval is most likely given when a request is made after something has already been constructed.	10/15/2014 9:11 AM

Q27 The Building and Fire Code Board of Appeals was useful.

Answered: 305 Skipped: 5

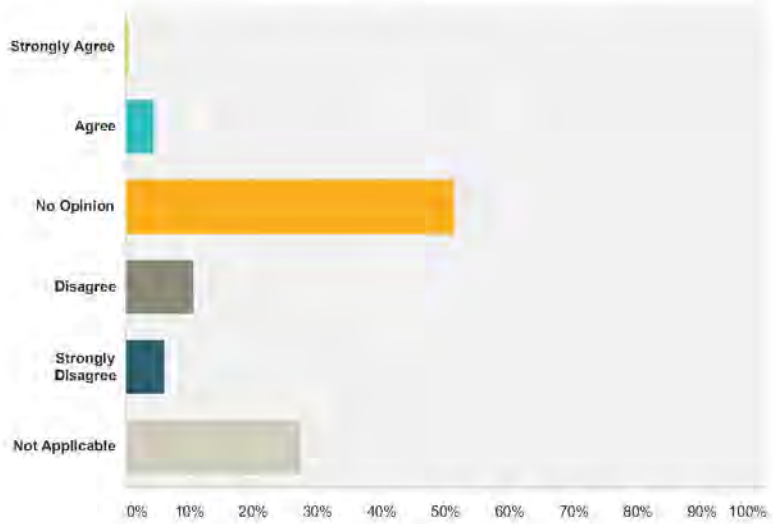


Answer Choices	Responses	
Strongly Agree	0.00%	0
Agree	1.64%	5
No Opinion	57.70%	176
Disagree	4.92%	15
Strongly Disagree	2.62%	8
Not Applicable	33.11%	101
Total		305

#	Type any comments here	Date
1	The fire code especially in regards to single family new homes is very unclear. And even the city staff doesn't know where to direct you for clarification	10/20/2014 2:08 PM
2	do not know of any cases. would be useful instead of case by case solutions by staff	10/16/2014 6:32 PM
3	never used them or knew they existed	10/16/2014 6:33 AM
4	Haven't had to resort to this.	10/15/2014 2:19 PM
5	Yes but didn't have proper authority	10/15/2014 12:22 PM
6	I've never gone this route with a rejection. Extending a project's timeline to go through an appeal however is an endeavor most people don't have the time or money to do.	10/15/2014 11:24 AM
7	Never heard of it.	10/15/2014 10:18 AM
8	big waste of gov. time and money	10/15/2014 9:17 AM

Q28 The Design Commission was useful.

Answered: 302 Skipped: 9

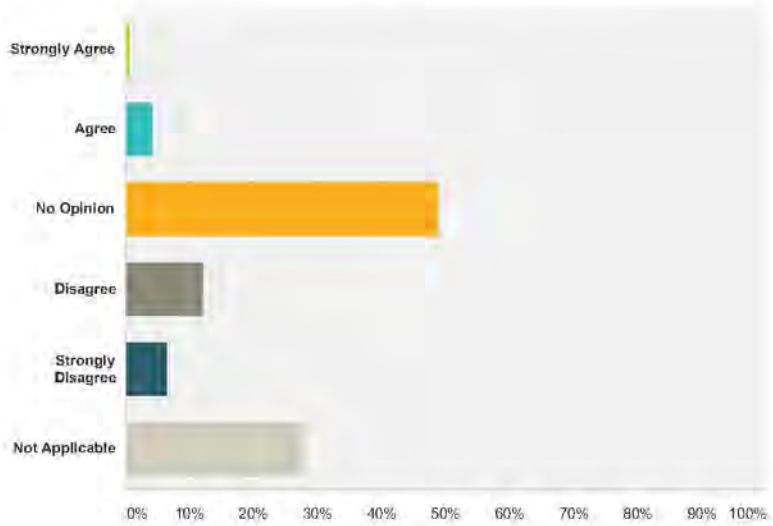


Answer Choices	Responses	
Strongly Agree	0.33%	1
Agree	4.30%	13
No Opinion	51.32%	155
Disagree	10.60%	32
Strongly Disagree	5.96%	18
Not Applicable	27.48%	83
Total		302

#	Type any comments here	Date
1	Only the Design Commission thinks the Design Commission is useful.	10/16/2014 6:32 PM
2	If a commission does not have approval power over a project, it should not exist.	10/15/2014 1:42 PM
3	Who's this?	10/15/2014 1:02 PM
4	One goes before them because one has to.	10/15/2014 12:57 PM
5	Confusing, no direction	10/15/2014 12:56 PM
6	never heard of it	10/15/2014 11:04 AM
7	another waste, do away w/ sub chapter e and f	10/15/2014 10:21 AM
8	Never heard of it.	10/15/2014 10:18 AM
9	opinions without code inforcement	10/15/2014 9:57 AM
10	another waste of tax dollars	10/15/2014 9:17 AM
11	The COA should not be practicing architectural design.	10/15/2014 9:13 AM

Q29 The Environmental Board was useful.

Answered: 307 Skipped: 4



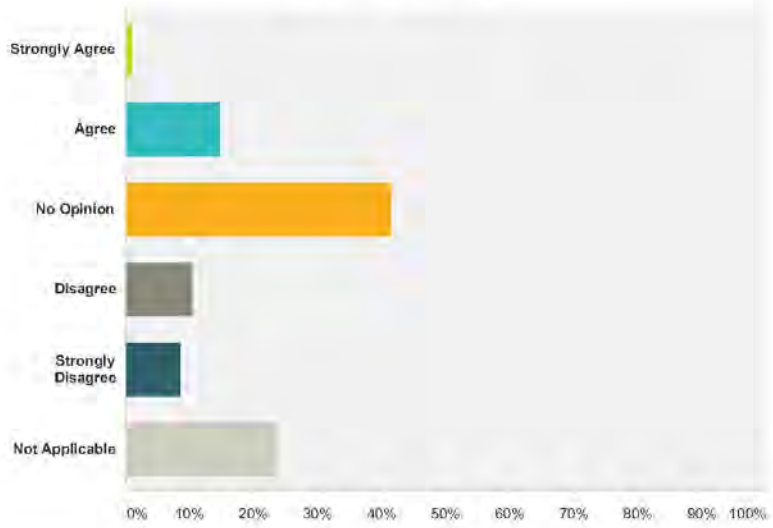
Answer Choices	Responses	
Strongly Agree	0.65%	2
Agree	4.23%	13
No Opinion	48.86%	150
Disagree	12.05%	37
Strongly Disagree	6.51%	20
Not Applicable	27.69%	85
Total		307

#	Type any comments here	Date
1	Again, another set of people with the unstated goal of making sure no development occurs.	11/4/2014 5:57 AM
2	Did not go to the board, but the environmental reviewer was the biggest problem as mentioned above. We finally had to abandon this division as we are senior citizens with limited income and were already at 13,000.00 and climbing	10/17/2014 2:54 PM
3	HUGE waste of time for all involved in the recent aggregate mulch issue - complete failure of the system, but allowed the COA to check off their list, "we listened to the public"	10/17/2014 7:48 AM
4	There seems to be some passing the buck between the BOA, Planning and Zoning and Environmental Boards.	10/16/2014 11:51 AM
5	Need to maintain correct purview of cases presented and not view on personal level	10/16/2014 6:33 AM
6	same as above	10/15/2014 12:57 PM

7	The environmental board needs to really think about how they give direction to staff. They do not generally understand the magnitude of the decisions they make and how difficult and unclear their directions can be. This puts staff in very difficult positions.	10/15/2014 12:56 PM
8	Extremely anti-development and oversteps their authority all the time.	10/15/2014 11:53 AM
9	again never heard of it	10/15/2014 11:04 AM
10	Never heard of it.	10/15/2014 10:18 AM
11	Until the Borad takes control over the staff incompetence it does not work.	10/15/2014 10:00 AM
12	The EV board has lately been focusing on non-EV issues and is politically driven rather than technically.	10/15/2014 9:57 AM
13	big waste of money	10/15/2014 9:17 AM
14	why go to the EV Board who can't even approve anything without ZAP. Seems a little redundant.	10/15/2014 9:09 AM

Q30 The Historic Landmark Commission was useful.

Answered: 305 Skipped: 1



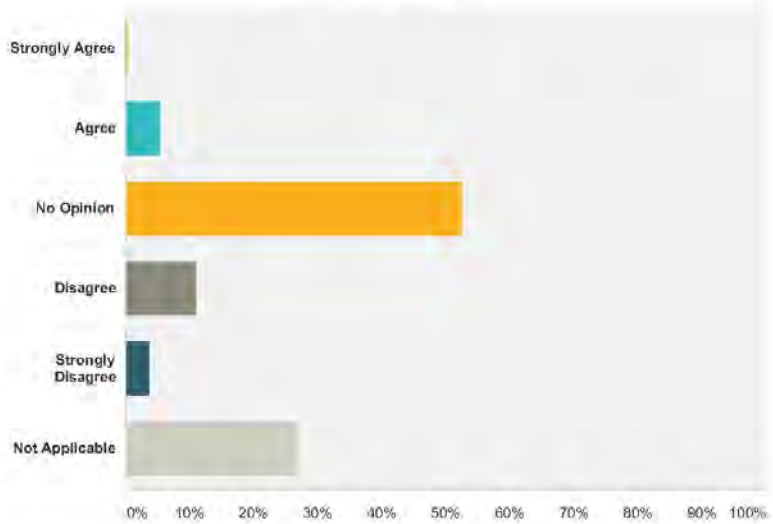
Answer Choices	Responses	
Strongly Agree	0.98%	3
Agree	14.75%	45
No Opinion	41.64%	127
Disagree	10.49%	32
Strongly Disagree	8.52%	26
Not Applicable	23.61%	72
Total		305

#	Type any comments here	Date
1	They were the least offensive on the projects I've worked on. At the same time, I found their input to be a complete waste of time on the projects becasue the houses were clearly not of historical value, but they had to be consulted anyway.	11/4/2014 5:57 AM
2	Last time I had to deal with them, it was a difficult process. They wanted me to add some "architectural elements" to the project. When I agreed and asked what they wanted to see, they could not tell me. It took me asking numerous time what they wanted to see before they would make a suggestion.	10/28/2014 7:00 AM
3	We just got involved with it for the first time. Extraordinarily confusing!	10/22/2014 8:15 AM
4	Un-necessary in most cases	10/17/2014 1:01 PM
5	subjective, further restricts citizen property rights, and being improperly applied unnecessarily costly to tax rolls	10/16/2014 6:32 PM

6	admin should have more discretionary authority for houses over 50 years old	10/16/2014 5:13 PM
7	Commissioners are often biased and full of subjective "wants", not real objective feedback.	10/16/2014 11:51 AM
8	tax incentive and not historical. Texas is not that old compared to rest of USA	10/16/2014 6:33 AM
9	This is a fair well run division. All of historic review from Mr Sadowsky down is reasonable and responsive.	10/15/2014 7:40 PM
10	i had a demo possponded for 3 months and at which time it was approved was told "sorry your demo should not have been delayed. i thought this was a different property."	10/15/2014 4:51 PM
11	Unless a project is in a historic district, or unless the building is a designated landmark, the Commission has only advisory power, and is a useless roadblock.	10/15/2014 1:42 PM
12	same as above	10/15/2014 12:57 PM
13	Last time I was here, their ruling conflicted with Code. To be fair, most do not understand the Land Development Code and therefore do not understand the implications for projects.	10/15/2014 12:56 PM
14	The certificate of appropriateness committee is useful.	10/15/2014 12:22 PM
15	Difficult to reach though	10/15/2014 11:45 AM
16	Perhaps the worst board at the City (ususally start meetings late andoften do not have a qurom. They are totally unreasonable at times and give short shrift to the rights of property owners. Their position is that if something is old, it is automatically worth saving, notwithstanding the fact that the cost of repairs can exceed what the property can be sold for and no one in their right mind would do such a thing.	10/15/2014 11:36 AM
17	These guys might as well be located in the naiont's capitol. Waiting on a History Review from them is like waiting for Haley's Comet to make its once-every-75-year return	10/15/2014 11:06 AM
18	Serves mostly to slow down the process and has no real power beyond that. Having to wait more than 5 minutes for someone to rubber-stamp an approval for work on the rear of a non-contributing structure is unnecessary.	10/15/2014 11:04 AM
19	they are prompt at responding to emails, reviewing projects, and providing helpful information about their process.	10/15/2014 10:45 AM
20	Did not know I could meet with them.	10/15/2014 10:18 AM
21	The HLC is highly influenced by vocal minority.	10/15/2014 10:17 AM
22	the historical designation is becoming sillier as houses built in the 60's are becoming "historical"	10/15/2014 10:09 AM
23	It's a nightmare	10/15/2014 9:26 AM
24	Historic neighborhood designations are mostly a sham	10/15/2014 9:21 AM
25	This dept. has no clue on what it is doing or has any construction knowledge	10/15/2014 9:17 AM
26	The HLC is a terrible place to appear. I have been there multiple times in the pursuit of demolition permits. The HLC's purpose is to determine whether or not a property is Historic. If you request a demolition permit, they will do everything they can to keep you from demolishing. If you requested a Historic Designation for the same property, they will do everything they can to keep it from being named historic. I think that when properties are presented to the Board, they should be unaware of whether you are requesting demolition or historic designation. This would eliminate the extreme bias they apply to all of their cases.	10/15/2014 9:11 AM
27	Individuals are helpful, but requirements for what properties are reviewed is flawed.	10/15/2014 9:04 AM

Q31 The Land Development Code Advisory Group was useful.

Answered: 300 Skipped: 10

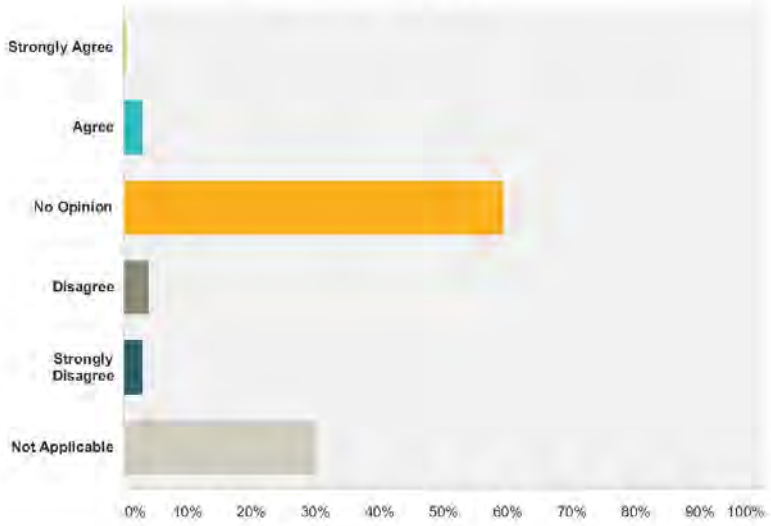


Answer Choices	Responses	
Strongly Agree	0.33%	1
Agree	5.33%	16
No Opinion	52.67%	158
Disagree	11.00%	33
Strongly Disagree	3.67%	11
Not Applicable	27.00%	81
Total		300

#	Type any comments here	Date
1	This group is useful but not to the degree that it should be because there is far too much complexity and conflicting requirements throughout city departments that this group cannot overcome	11/1/2014 6:44 AM
2	jury is out on this. Not sure what impact CAG will ultimately have.	10/15/2014 2:15 PM
3	Not a relevant question.	10/15/2014 12:57 PM
4	I think that there is a very large disconnect regarding how useful the code is. There are multiple conflicting provisions in a code that originated in the 80's and the new urban regulations we have adopted.	10/15/2014 12:56 PM
5	For code next? Not sure who you mean	10/15/2014 12:22 PM
6	never heard of it	10/15/2014 11:04 AM
7	they have useful advice, but I feel that they should be able to monitor, or at least interact with, the residential review process more closely.	10/15/2014 10:45 AM
8	never heard of them	10/15/2014 10:21 AM
9	Never heard of it.	10/15/2014 10:18 AM
10	Only if the CodeNext rewrite produces something comprehensive and functional.	10/15/2014 9:57 AM
11	If they can make the code read correctly for everyone.	10/15/2014 9:38 AM

Q32 The Mechanical Plumbing and Solar Board was useful.

Answered: 301 Skipped: 9

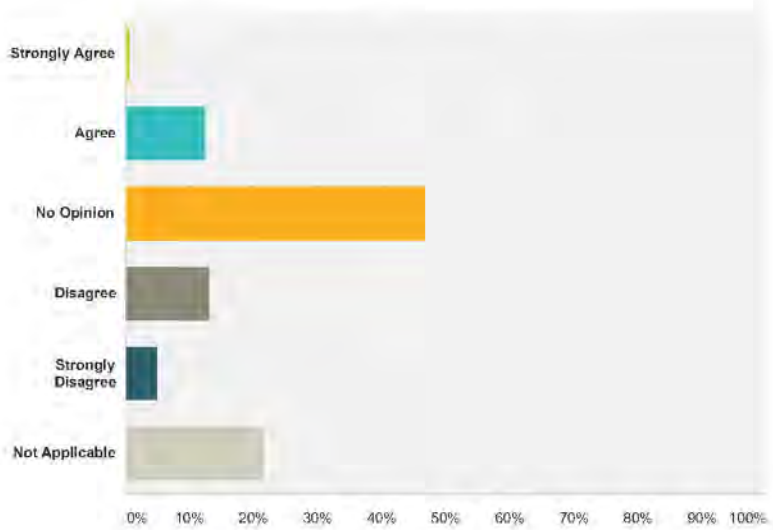


Answer Choices	Responses	
Strongly Agree	0.33%	1
Agree	2.99%	9
No Opinion	59.47%	179
Disagree	3.99%	12
Strongly Disagree	2.99%	9
Not Applicable	30.23%	91
Total		**301**

#	Type any comments here	Date
1	The staff was nice enough. There are just not enough of them with high levels of expertise. I can't get answers in a timely manner.	10/17/2014 10:09 AM
2	THE WORST WE HAVE EVER EXPERINCED	10/15/2014 5:16 PM
3	I have no idea what the Mechanical Plumbing & Solar Board is? Are you describing the Mechanical & Plumbing Review Departments?	10/15/2014 11:24 AM
4	Hasn't been a need in my case	10/15/2014 11:06 AM
5	No need yet	10/15/2014 10:24 AM
6	Never heard of it.	10/15/2014 10:18 AM

Q33 The Planning Commission was useful.

Answered: 302 Skipped: 8

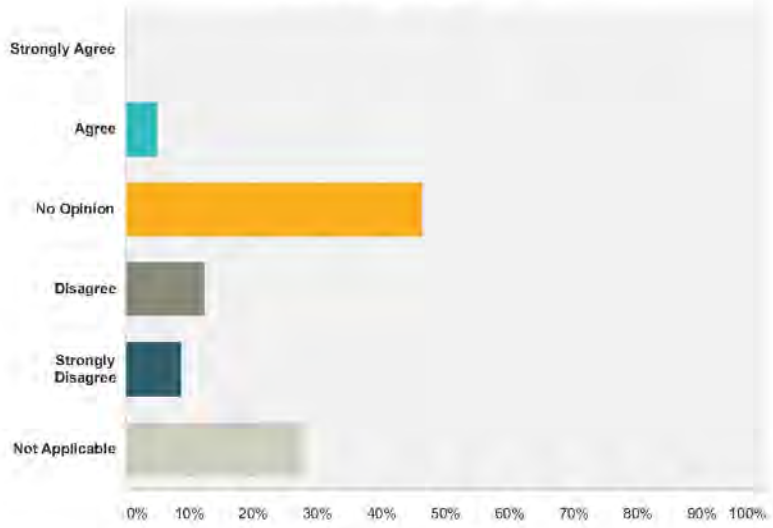


Answer Choices	Responses	
Strongly Agree	0.66%	2
Agree	12.58%	38
No Opinion	47.02%	142
Disagree	13.25%	40
Strongly Disagree	4.97%	15
Not Applicable	21.52%	65
Total		302

#	Type any comments here	Date
1	Honestly, don't know if this was a commission I dealt with. So to err on the side of caution, I'm saying we did and they were just as awful as everyone else.	11/4/2014 5:57 AM
2	This group has proved to be more reasonable than others I have had the experience of working with.	10/25/2014 12:34 PM
3	it's a waste of time. They go straight off of staff recommendation. If it's recommended by staff just approve it.	10/20/2014 11:32 AM
4	Un-necessary formality for most applications. Added burden for projects.	10/17/2014 1:01 PM
5	No "planning" going on here.	10/15/2014 2:15 PM
6	I don't understand the point of this survey question. They never are useful	10/15/2014 12:57 PM
7	They work very hard and need good staff assistance	10/15/2014 12:22 PM
8	I have no idea what the Planning Commission is? Are you describing the Building Plan Review Department?	10/15/2014 11:24 AM
9	Did not know I could meet with them.	10/15/2014 10:18 AM

Q34 The Residential Design and Compatibility Commission was useful.

Answered: 300 Skipped: 10



Answer Choices	Responses	
Strongly Agree	0.00%	0
Agree	5.00%	15
No Opinion	46.33%	139
Disagree	12.33%	37
Strongly Disagree	8.67%	26
Not Applicable	27.67%	83
Total		300

#	Type any comments here	Date
1	The McMansion ordinance is at best a ridiculous assemblage of vague useless rules- that have severely crippled the review process and have not done anything to improve our built environment.	10/20/2014 2:08 PM
2	I recently pulled a residential permit that had an allowable bust in the McMansion ordinance - as I explained to the reviewer - and was told that it would not be allowed. I told him that we would like to sit with the residential design and compatibility commission and go over it and was told that there was not such commission.	10/17/2014 9:20 AM
3	awful little fiefdom	10/16/2014 6:32 PM
4	This is the most worthless of all boards and commissions. Even the members are ready to sunset this commission. Completely redundant of BOA, and the members are really bad decision makers anyway.	10/15/2014 2:15 PM
5	This commission, and the rules it enforces, should not exist. Period.	10/15/2014 1:42 PM

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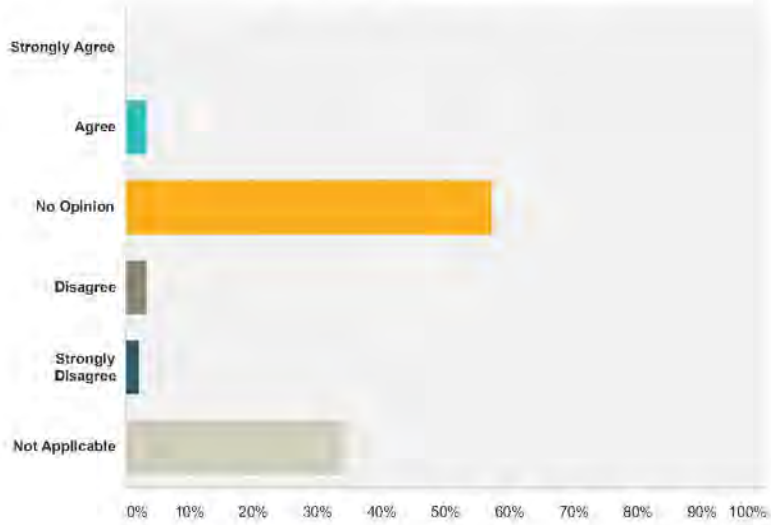
6	The residential group is in the weeds!	10/15/2014 1:02 PM
7	They should be disbanded. They are out of control and do not act in accordance with their stated role but vote based upon what the neighborhood groups want.	10/15/2014 12:57 PM
8	It should have a broader charge of neighborhood compatibility.	10/15/2014 12:22 PM
9	another waste, do away w/ sub chapter e and f	10/15/2014 10:21 AM
10	Did not know I could meet with them.	10/15/2014 10:18 AM
11	useful because they were required. McMansion ordinance is a massively cookie cutter type application	10/15/2014 10:09 AM
12	poorly written, absurd ordinance	10/15/2014 9:13 AM

Q35 The Sign Review Board was useful.

Answered: 299 Skipped: 11

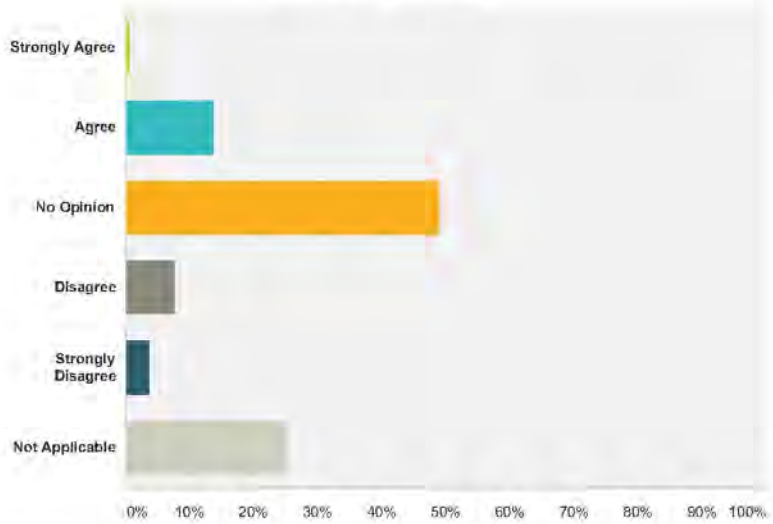


Answer Choices	Responses	
Strongly Agree	0.00%	0
Agree	3.34%	10
No Opinion	57.19%	171
Disagree	3.34%	10
Strongly Disagree	2.01%	6
Not Applicable	34.11%	102
Total		299

#	Type any comments here	Date
1	Signs are one area the City regulates well and fairly, in my opinion.	10/15/2014 1:42 PM
2	they are way to tough and slow to look at anything	10/15/2014 9:17 AM

Q36 The Zoning and Platting Commission was useful.

Answered: 299 Skipped: 11

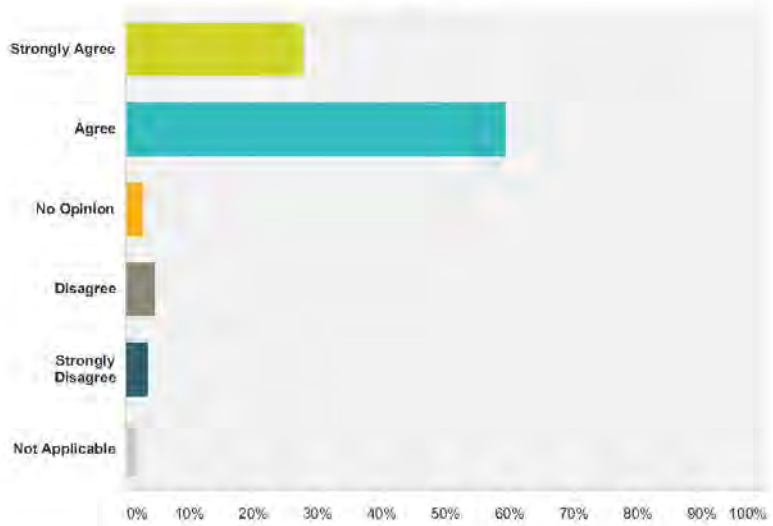


Answer Choices	Responses	
Strongly Agree	0.67%	2
Agree	13.71%	41
No Opinion	49.16%	147
Disagree	7.69%	23
Strongly Disagree	3.68%	11
Not Applicable	25.08%	75
Total		299

#	Type any comments here	Date
1	Again, they don't communicate with anyone.	10/16/2014 7:08 AM
2	Yes. Love Betty Baker, always will. Straight shooter	10/15/2014 2:15 PM
3	again, this is a pointless question.	10/15/2014 12:57 PM
4	Depends on the project, but usually the commission takes prompt action.	10/15/2014 11:53 AM
5	Did not know I could meet with them.	10/15/2014 10:18 AM

Q37 I am aware of and utilize available City information that is online.

Answered: 306 Skipped: 4



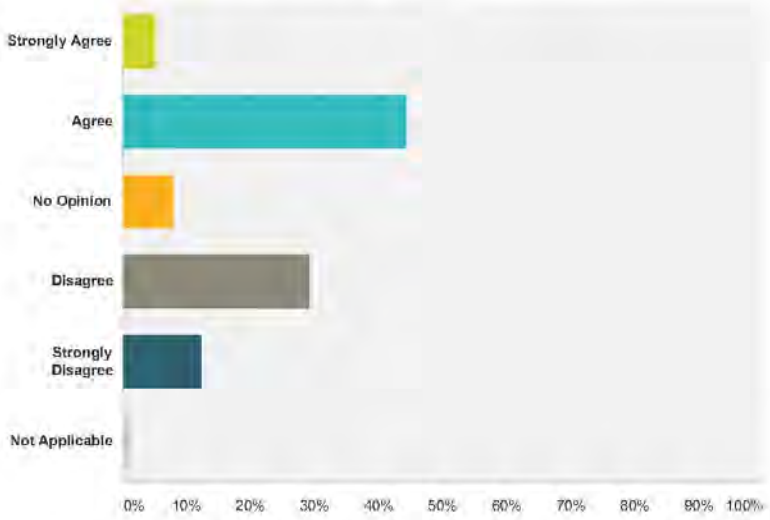
Answer Choices	Responses	
Strongly Agree	27.78%	85
Agree	59.48%	182
No Opinion	2.61%	8
Disagree	4.58%	14
Strongly Disagree	3.59%	11
Not Applicable	1.96%	6
Total		306

#	Type any comments here	Date
1	I appreciate the information online and it is nice to see that the online information, unlike the city staff, doesn't "change its story". But what's the point if PDRD staff in the field can just diagree, override or claim that there are regulations/processes that must be followed that aren't posted online?	11/4/2014 5:57 AM
2	Since the website changed we are unable to find the standard city details.	10/30/2014 3:10 PM
3	need a list of recently changed standards.	10/23/2014 7:32 AM
4	not easy to search/navigate	10/22/2014 11:34 AM
5	I try, but it can be difficult to find things.	10/22/2014 8:15 AM

6	The "look" of the website is great, but ANY information I try to find is buried, obscure, and extremely difficult to find.	10/21/2014 8:03 AM
7	There is nothing of value with regards to TIA's. The City of Austin doesn't even post TIA's that have been completed online.	10/20/2014 11:29 AM
8	The information is imposible to find or access on line.	10/20/2014 11:02 AM
9	It's too hard to find the information that I need	10/20/2014 10:15 AM
10	I use the online resourced daily.	10/17/2014 1:01 PM
11	website could still be more user friendly	10/16/2014 5:13 PM
12	I am aware of it, but find it the most user UN friendly interface that I use. Very difficult to find even common code or ordinance answers.	10/16/2014 3:57 PM
13	Website is organized poorly. Information is not easy to find.	10/16/2014 12:26 PM
14	I am not aware of any updates that are made. City needs to post things more frequently and transparently.	10/16/2014 11:51 AM
15	Problem is that it is not all accessible or updated regularly	10/16/2014 6:33 AM
16	what info online?? you people are operating in 1985.	10/15/2014 7:47 PM
17	Hard to maneuver, but I have my ways.	10/15/2014 2:15 PM
18	The City's online codes and GIS tools are very useful and assist me in doing my work. I like them very much.	10/15/2014 1:42 PM
19	What I do know about I use, and it useful. The City's website receives very low marks though. It is not very user friendly, and there is a lot of information missing	10/15/2014 11:45 AM
20	The Plats, TCAD (especially good) and Property Search are all informative and current	10/15/2014 11:06 AM
21	Try getting to the website that must be accessed to schedule a permit without having the web address saved in your computer or written down.	10/15/2014 11:04 AM
22	Found this out on own	10/15/2014 10:51 AM
23	I often use the permit search, GIS maps and try to download permit applications	10/15/2014 10:45 AM
24	the City's information is often outdated or incorrect, very difficult to navigate	10/15/2014 10:36 AM
25	Online updates are slow; pulled residential application from website only to find out that a new form was initiated 3 weeks earlier	10/15/2014 10:11 AM
26	Cumbersome Web site. Finding what you need is difficult	10/15/2014 10:02 AM
27	code references and contact info	10/15/2014 9:57 AM
28	recent in mprovements to website - need more help w/ GIS	10/15/2014 9:54 AM
29	I always the the permit online, just to make sure it's the most current version. back in Jan 2013 it changed on me from morning to afternoon. That was very annoying!	10/15/2014 9:47 AM
30	The city has many valuable online tools, however they often move around and can be difficult to find (nearly impossible for the everyday citizen).	10/15/2014 9:45 AM
31	It has taken 2 months to get me signed up for the website and still not linked to my company	10/15/2014 9:44 AM
32	I have often found that it is not up to date.	10/15/2014 9:28 AM
33	I'm aware of it and utilize it when possible, but in most cases there isn't useful information provided online.	10/15/2014 9:27 AM
34	worst web site in the world	10/15/2014 9:17 AM
35	I'm aware of how uninformitive it is.	10/15/2014 9:13 AM
36	When I can find it.	10/15/2014 9:11 AM
37	Yes, I spend many hours of my week digging thru the new MuniCode site which can be difficult to search thru.	10/15/2014 9:10 AM

Q38 The City's website provides comprehensive and useful information for the Planning and Development process.

Answered: 302 Skipped: 8



Answer Choices	Responses	
Strongly Agree	5.30%	16
Agree	44.37%	134
No Opinion	7.95%	24
Disagree	29.14%	88
Strongly Disagree	12.25%	37
Not Applicable	0.99%	3
Total		302

#	Type any comments here	Date
1	There is a wealth of information, but it is well hidden in a maze of constantly changing structure trees.	11/4/2014 12:36 PM
2	Again, the information is useful, but PDRD staff seem to resent and disagree with the information.	11/4/2014 5:57 AM
3	hard to find info	11/3/2014 1:13 PM
4	information is missing and often out dated	10/29/2014 9:37 AM
5	It is getting better. Less and less dead linkes	10/28/2014 7:00 AM
6	it does but is hard to find/navigate	10/27/2014 3:33 PM

7	somewhat	10/25/2014 9:45 AM
8	not easy to search/navigate. the City provides photocopied printouts explaining how to use some of the web pages, that is rediculous.	10/22/2014 11:34 AM
9	Disorganized.	10/21/2014 6:38 AM
10	The McMansion ordinance is only presented in its original form- without any of the numerous updates, changes etc. It is absurd.	10/20/2014 2:08 PM
11	confusing on which application checklist i need to use.	10/20/2014 11:32 AM
12	It's too difficult to manuver through	10/20/2014 10:15 AM
13	difficult to navigate	10/20/2014 7:15 AM
14	The Amanda system was great in 2004, it is a joke now a days. Everything should be able to be submitted online including field notes and third party inspections and reports.	10/17/2014 8:15 PM
15	Stuff is spread out too much	10/17/2014 12:21 PM
16	Pretty good, but not comprehensive or easy to navigate	10/17/2014 10:09 AM
17	pretty much. getting better.	10/17/2014 9:20 AM
18	need access to standards and forms, such as commercial landscape inspection request form, Great Streets Program criteria, downtown master tree plan, etc. as it is now, you have to know the right people then have them email it to you to make sure you have the current version. (it's 2014).	10/17/2014 7:48 AM
19	its just hard to navigate and find	10/16/2014 5:13 PM
20	Extremely confusing.	10/16/2014 3:57 PM
21	Website is organized poorly. Information is not easy to find.	10/16/2014 12:26 PM
22	Needs better flowcharts, contacts and City Code interpretations more clearly accessible.	10/16/2014 11:51 AM
23	very cumbersome	10/16/2014 6:29 AM
24	thats a farce	10/15/2014 7:47 PM
25	What difference does it make they do not follow the master plan which is against the law. THEY DONT CARE	10/15/2014 5:16 PM
26	I hate the City's website. I can't find anything on it ever since it was redone.	10/15/2014 3:43 PM
27	Somewhat... however.. if someone wants to ask a question.. good luck having a city staff answer the phone	10/15/2014 2:30 PM
28	It has gotten better, but it's still not a website that is extremely easy to use.	10/15/2014 2:19 PM
29	It feels like walking into a dark closet and trying to find a book on a shelf. I feel that I can find information I am specifically looking for, but I am always concerned about any related information that I may be missing, simply due to not being able to know where to look.	10/15/2014 1:51 PM
30	There is no central source of information as to what the process is and what forms / fees / etc are required.	10/15/2014 1:42 PM
31	hard to navigate	10/15/2014 1:36 PM
32	The website provides information if you know what you are looking for. It does not outline or flowchart any development process, so if you don't know what it is you need to do, then it's not very helpful.	10/15/2014 12:57 PM
33	You should take a look at the flow chart to see if you have a legal lot. Explain that to a lay person.	10/15/2014 12:56 PM
34	Some is hard to find even for experienced users.	10/15/2014 12:22 PM
35	Somewhat - but you have to know exactly what you are looking for to have any hope of finding it, and even then you may not.	10/15/2014 11:45 AM
36	The website redesign was a cluster^&*(because old links were not maintained, and it's difficult to find where the new links are. Additionally in a related note, the new location of Ordinances is useless being extremely difficult to navigate AND you can't scroll through the whole Ordinance!	10/15/2014 11:36 AM
37	BUT the locations of documents change frequently and then become difficult to locate.	10/15/2014 11:24 AM

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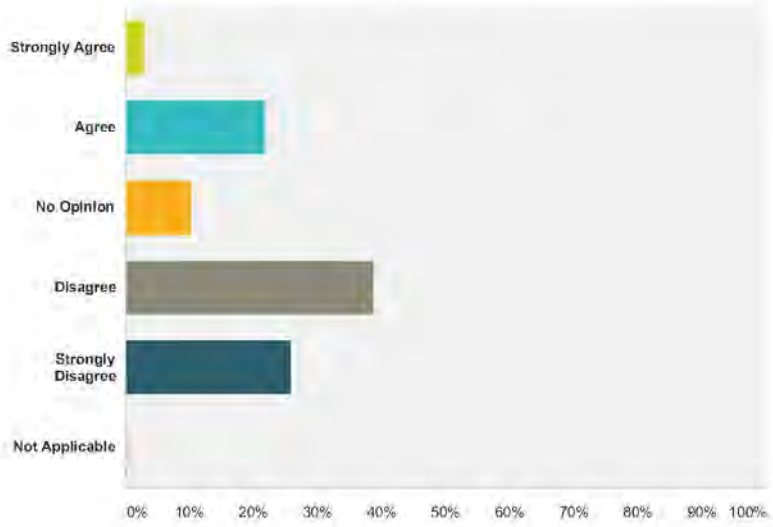
38	Often it is not up to date, and the process is ever changing	10/15/2014 11:19 AM
39	what a waste of time you get lost looking for simple things. the query never works properly	10/15/2014 10:21 AM
40	Too complex, can't find what I'm looking for.	10/15/2014 10:17 AM
41	I suggest flow charts for first time and one time users - Start here, then go here, etc	10/15/2014 10:11 AM
42	The search function could be more like google/works/haha	10/15/2014 10:09 AM
43	Just have to find it	10/15/2014 10:02 AM
44	documents are dynamic and the process is not clearly defined	10/15/2014 9:57 AM
45	It is challenging to find the right information	10/15/2014 9:52 AM
46	That website is EXTREMELY hard to navigate. I have bookmarked all the pages I need and try to avoid navigating that horrible site.	10/15/2014 9:47 AM
47	there is enough information to make you believe it is comprehensive...until you discover otherwise during the building process	10/15/2014 9:37 AM
48	Generally but there has also been a lot of information removed with the new revamped website and information is harder to find now or is not helpful.	10/15/2014 9:29 AM
49	Forms need to be updated	10/15/2014 9:26 AM
50	The new web site is a mess.	10/15/2014 9:24 AM
51	sometimes information that should be on the website is not or is difficult to find	10/15/2014 9:22 AM
52	But incomplete	10/15/2014 9:21 AM
53	If you can find it	10/15/2014 9:19 AM
54	No one can create a flow chart of the process. No one.	10/15/2014 9:11 AM
55	The website does not always have the most current information.	10/15/2014 9:11 AM
56	The information is useful when you can find it!	10/15/2014 9:01 AM

Q39 The City's website is easy to navigate.

Answered: 304 Skipped: 5



Answer Choices	Responses	
Strongly Agree	2.96%	9
Agree	21.71%	66
No Opinion	10.20%	31
Disagree	38.82%	118
Strongly Disagree	25.99%	79
Not Applicable	0.33%	1
Total		304

#	Type any comments here	Date
1	Stop changing it!!	11/4/2014 12:38 PM
2	too many layers	11/3/2014 1:13 PM
3	website is difficult and hard to find the information I am looking for	10/29/2014 9:37 AM
4	hard to find permit status site	10/28/2014 10:45 AM
5	It might be getting better. This should be a very high priority.	10/22/2014 8:15 AM
6	It's ok.	10/20/2014 8:20 PM
7	We are finding our way through the new website with ease.	10/20/2014 2:01 PM
8	It is easy but really really slow.	10/20/2014 8:09 AM

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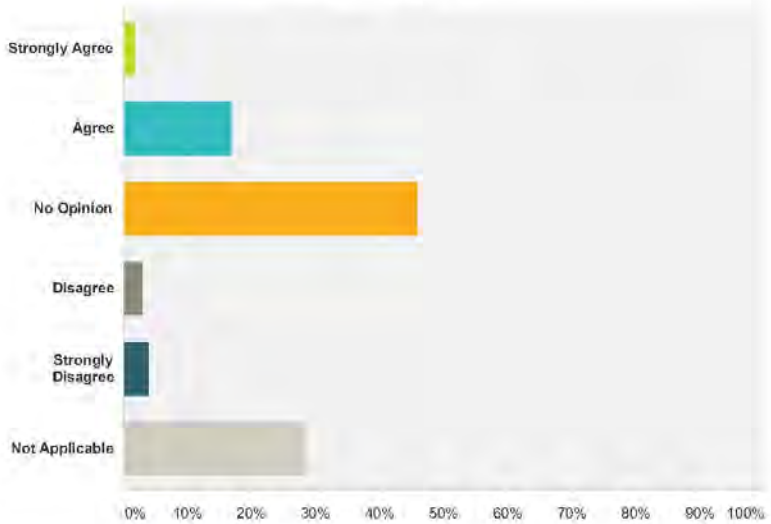
9	Clearly the person writing this has not been to the city website	10/17/2014 6:15 PM
10	It's a mess and even the employees of the city agreed with us that it's terrible after the (unecessary) redesign.	10/16/2014 7:08 AM
11	Land development code not easy to navigate	10/15/2014 8:29 PM
12	its terrible	10/15/2014 7:47 PM
13	Silverlight is not recognized by GIS viewer, blocks access.	10/15/2014 2:34 PM
14	It is not organized in a way that is logical to me, but it would be impossible to be logical to everyone.	10/15/2014 1:42 PM
15	its not bad, there is alot of information there	10/15/2014 1:09 PM
16	The redesign should have been done by any one of the great local companies that perform this work. Further, the changes to the code reference website are horrendous. Technical manuals are cumbersome to navigate.	10/15/2014 12:58 PM
17	Search function brings up obscure items but not the most relevant	10/15/2014 12:22 PM
18	The website is like a labyrinth.	10/15/2014 12:10 PM
19	if I type in 'permit process' in the city of Austin search box, I follow a link to 'obtaining a building permit.' this directs me to the Austin Water Utility site. Why is the Development site not the first one that comes up?	10/15/2014 10:45 AM
20	see above	10/15/2014 10:21 AM
21	it is difficult to navigate. Though that may be the case with any organization of this size.	10/15/2014 10:14 AM
22	it's ok, but I would find it useless to a one time or new user	10/15/2014 10:11 AM
23	The new Municode is not as user friendly as the layout that was there for years. I don't like the "parsing out" of information in small sections.	10/15/2014 10:09 AM
24	The new one needs a map.	10/15/2014 9:47 AM
25	see comment above	10/15/2014 9:47 AM
26	But it's getting better!	10/15/2014 9:41 AM
27	getting better	10/15/2014 9:37 AM
28	GIS and lot info is always hard to access	10/15/2014 9:21 AM
29	You have got to be kidding me.	10/15/2014 9:13 AM
30	I have to go back and figure it out every time, and it keeps changing. It's frustrating.	10/15/2014 9:13 AM

Q40 The City Council treated me fairly and were courteous.

Answered: 303 Skipped: 7

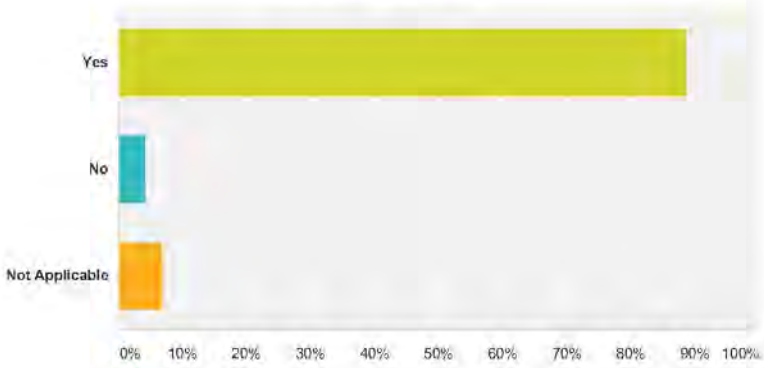


Answer Choices	Responses	
Strongly Agree	1.98%	6
Agree	16.83%	51
No Opinion	45.87%	139
Disagree	2.97%	9
Strongly Disagree	3.96%	12
Not Applicable	28.38%	86
Total		303

#	Type any comments here	Date
1	Fair and courteous are two different things. they should not be put together in a single sentence.	10/30/2014 9:37 AM
2	Had to get 5 permits to put brick on the front of 2 buildings that had been here 35 years	10/28/2014 12:04 PM
3	If our projects end up in front of those guys it's a lost cause.	10/20/2014 2:01 PM
4	Mayor Leffingwell has become increasing rude and testy as his term nears an end Speaking over colleagues and staff	10/20/2014 9:45 AM
5	I have requested assistance on several different situations and never heard back from council members or their staff.	10/16/2014 5:13 PM
6	At times, yes. But most of the time, I'd get nervous going into the city because they often scolded you or yelled at you for not knowing all of their (confusing) rules.	10/16/2014 7:08 AM
7	The staff at the mayor office we're EXTREMELY RUDE .	10/15/2014 3:37 PM
8	Council is courteous, but there are always behind-doors conversations happening that are political in nature that influence final decisions.	10/15/2014 1:51 PM
9	They are a joke!	10/15/2014 1:02 PM
10	only three more months; so not very applicable.	10/15/2014 9:57 AM

Q41 Was your application ultimately approved?

Answered: 304 Skipped: 5



Answer Choices	Responses	
Yes	88.82%	270
No	4.28%	13
Not Applicable	6.91%	21
Total		304

#	Type any comments here	Date
1	Yes, because I have the resources to jump through the city's hoops. The money we spent on additional surveys, engineering reports and other codo-compliance issues required by the city - was as much as some people plan to spend on a remodel. Which of course means that this whole process is unfair and designed to punish poor people in our city. Which of course is probably the point.	11/4/2014 5:57 AM
2	Projects have always been approved ultimately, but the process is too often far more arduous than necessary. The business owners are severely impacted by the slow process which translates in project delays resulting additional costs which hurt businesses	11/1/2014 6:44 AM
3	One person was rude in the permit department	10/28/2014 12:04 PM
4	Our various applications are ultimately approved after going through great lengths that typically negatively affect the projects and, more importantly, don't follow the city's planning strategy (Imagine Austin).	10/25/2014 12:34 PM
5	Yes and then placed on hold as code compliance put on hold for no permit when they were looking at the wrong address. Permitting would not remove the hold. Eventually, I was taken to court where I showed I had a permit when code compliance put me on hold for no permit. The case was dropped, and I been told to start the permitting process over which I already had in place.	10/23/2014 12:04 PM
6	The process was so confusing and absurd that after paying considerable fees (close to $ 1000) my condo neighbor and I simply abandoned the application process. It was an extremely frustrating experience, with little or no help from PD personnel, and often contradictory information from different planners.	10/22/2014 6:59 PM
7	My Plan Review was approved only after removing certain features from the house, even though those features had been consistently approved by the city in numerous other Plan Reviews recently submitted by other architects and builders, and which did not conflict with any COA LDC codes or IRC 2012 codes.	10/22/2014 9:39 AM

8	Typically we are approved with no comments and an email stating what a pleasure we are to work with. In the more recent past that the review times have been much longer with added layers of process. Keep in mind we have been turning in as many as 30 projects a year for over 30 years.	10/20/2014 2:01 PM
9	Some have and some are pending. But the question is irrelevant.	10/20/2014 12:23 PM
10	Most are, but it can be a rollercoaster process.	10/20/2014 11:32 AM
11	I have not processed one TIA in the City of Austin that didn't require multiple meetings to clear up issues.	10/20/2014 11:29 AM
12	we have no choice but to wade through the mess	10/20/2014 7:15 AM
13	all of our projects are ultimately approved; however, it may take months beyond promised deadlines.	10/19/2014 11:51 AM
14	Not yet but all have been in the past.	10/19/2014 8:52 AM
15	We cannot afford to pursue this given the environmental landscaping requirement	10/17/2014 2:54 PM
16	Most site and subdivision applications require a team of specialized engineers, attorneys, and consultants for approvals. Most applications require 6 months to one year for approvals.	10/17/2014 1:01 PM
17	Mostly yes.	10/17/2014 9:20 AM
18	At last, in the end, eventually. With no consideration for time and cost to the citizen	10/16/2014 6:32 PM
19	with agreed on restrictions	10/16/2014 2:15 PM
20	multiple applications ongoing but typically yes. expired permits are an issue to address. hold general contractors accountable not non-GC's trying to acquire new permit at same address	10/16/2014 8:53 AM
21	3 months after they said it would be.	10/16/2014 7:08 AM
22	We do numerous types of projects and not all of them are approved. Poor wording on this question in my professional opinion.	10/16/2014 6:33 AM
23	Generally they are always eventually approved but only after undue expense and delay.	10/15/2014 7:40 PM
24	Inspections were smoother than plan review	10/15/2014 5:05 PM
25	you win some, you lose some	10/15/2014 4:54 PM
26	Yes, but could have been better, cost less, and been a more affordable product.	10/15/2014 2:15 PM
27	In the end, the SDP's we submit are approved but the process of getting to that point can be expensive and frustrating, particularly for the clients we represent.	10/15/2014 1:51 PM
28	After appealing to the Director of Development on day 422. Then we received our permit in hours. We had been waiting for 10 days for a signature.	10/15/2014 1:43 PM
29	After many, many tries, I have pushed over 100 applications through the City in 11 years.	10/15/2014 1:42 PM
30	I run permit severy week. 99% are approved	10/15/2014 1:01 PM
31	Many were approved. Some expired.	10/15/2014 12:58 PM
32	No, not in every case.	10/15/2014 12:57 PM
33	Yes, they are (almost) always ultimately approved but there are consistently a greater amount of "gives" the developer is required to preform to finalize the approval.	10/15/2014 12:53 PM
34	All have been approved.	10/15/2014 12:22 PM
35	Getting approval is what I do.	10/15/2014 11:45 AM
36	City staff don't do their job initially. They copy a bunch of not applicable comments out of a list and paste it into review comments, requiring wasted time on our part. They seem to do this simply to look like they've looked at the project plans and delay any real review until at least the second submittal. This wastes everyone's time and resources, elevating development costs in Austin.	10/15/2014 11:36 AM
37	Most,but not all.	10/15/2014 11:36 AM
38	There are still projects pending	10/15/2014 11:23 AM

39	Not yet, still trying to reach a resolution with City staff	10/15/2014 10:42 AM
40	Yes after 5 visits. Again nobody sends helper or clerk. The most highly paid people are the ones you are making wait	10/15/2014 10:18 AM
41	ALWAYS LATE	10/15/2014 10:06 AM
42	A site plan should not take 9-10 months	10/15/2014 10:02 AM
43	most all applications are eventually approved; it's just the cost, time, and resources that it takes to approve. for a single small-business applicant, these hurdles often are insurmountable and unaffordable. larger out-of-town applicants can more afford these unexpected delays and costs of permitting but they eventually pass on that cost to customers.	10/15/2014 9:57 AM
44	Volume Builder	10/15/2014 9:52 AM
45	But I have a couple of applications that are currenly rejected, and I'm working through them.	10/15/2014 9:47 AM
46	But never in a reasonable time frame.	10/15/2014 9:38 AM
47	Not for the Historical committee review process. This process is very poorly run.	10/15/2014 9:26 AM
48	It takes entirely too long and contains too much obstructionism.	10/15/2014 9:24 AM
49	always in the end	10/15/2014 9:13 AM
50	All of my applications have eventually been approved. Usually several months or over a year later in one case. This is because the plan reviews are worthless and everytime one resubmits plans it is another 30 to 60 days before new comments are returned. Often new comments that were never addressed in previous reviews.	10/15/2014 9:13 AM
51	Mostly yes, some with major changes	10/15/2014 8:53 AM

Q42 Several PDRD Divisions and other City departments are involved in the building and development process in the City of Austin. If you experienced coordination problems between any two divisions or functions, please list them below.

Answered: 102 Skipped: 209

Answer Choices	Responses	
Coordination problems between what?	100.00%	102
Coordination problems between what?	50.00%	51
Coordination problems between what?	23.53%	24

#	Coordination problems between what?	Date
1	Austin Energy and Building Electrical review	11/4/2014 7:52 AM
2	too many to list. they seem to all have turf wars	11/4/2014 5:57 AM
3	trees	11/3/2014 1:13 PM
4	PARD is the main department that has given us attitude issues and asking us to adhere to items that are not listed in the code.	10/30/2014 3:10 PM
5	AWU and fire	10/30/2014 12:11 PM
6	PDRD and AWU	10/30/2014 9:37 AM
7	austin energy & plan and review department.	10/29/2014 7:15 AM
8	permit dept	10/28/2014 12:04 PM
9	historic and all other depts	10/27/2014 3:33 PM
10	Plumbing and Austin Energy.	10/21/2014 6:38 AM
11	I generally don't understand why the applicant has to visit all the different departments when required. Seems like it would be much more streamlined to have ESPA, required flow tests, or most other commonly needed addendum moved through the system by city staff more familiar with the process.	10/20/2014 8:20 PM
12	PDRD and Watershed Protection	10/20/2014 11:32 AM
13	ATD should be soley resposible for TIA's. PDRD should have a very limited role.	10/20/2014 11:29 AM
14	Site Plan Review and Commercial Building Review	10/20/2014 10:04 AM
15	Plan review and inspections	10/20/2014 9:39 AM
16	Flood Plain Review and Residential Review	10/20/2014 8:09 AM
17	Floodplain review - seems understaffed?	10/20/2014 5:51 AM
18	building	10/19/2014 11:51 AM
19	Inconsistent application of code between representatives of the same department.	10/18/2014 1:50 PM
20	Inspections	10/17/2014 6:15 PM
21	AWU and PDRD do not coordinate	10/17/2014 1:01 PM
22	Historic>Residential Review	10/17/2014 12:39 PM

23	Plan review electrical and Austin Energy	10/17/2014 10:09 AM
24	downstairs at DAC and upstairs at plan review	10/17/2014 9:20 AM
25	subchapter E - site plan and building plan review... need ALL comments simultaneously	10/17/2014 7:48 AM
26	PDRD & other City departments	10/16/2014 6:32 PM
27	Austin Energy and Electrical Inspection process	10/16/2014 2:15 PM
28	Commercial Building Review and Planning / Zoning	10/16/2014 11:51 AM
29	PDRD and AWU	10/16/2014 11:51 AM
30	Great Streets and everyone else	10/16/2014 9:06 AM
31	Inspections and Plan Review	10/16/2014 6:42 AM
32	locating files that staff takes from DAC archive	10/16/2014 6:33 AM
33	Planning & Development and Fire	10/15/2014 10:12 PM
34	BOA & Residential Design. BOA did not understand interpretation	10/15/2014 8:29 PM
35	AE and PDRD (Subchapter E Conflicts)	10/15/2014 7:40 PM
36	They don't coordinate period. They don't care	10/15/2014 5:16 PM
37	PDR AE	10/15/2014 5:05 PM
38	PDR and Inspection staff	10/15/2014 3:29 PM
39	Details and other information on approved site plans are not accepted and approved by inspectors.	10/15/2014 2:43 PM
40	when you call in a final building inspection, it gets blocked if you have a tree permit that requires a final inspection. However, you can't call in a tree inspection with the automated system.	10/15/2014 2:15 PM
41	Plan review and express permits	10/15/2014 1:47 PM
42	Commercial Building Department and Fire Department with conflicting requirements	10/15/2014 1:45 PM
43	AWU and Public Works	10/15/2014 1:43 PM
44	Residential, Tree Review	10/15/2014 1:42 PM
45	code compliance and permitting	10/15/2014 1:36 PM
46	water utility and PDRD	10/15/2014 1:27 PM
47	building and fire	10/15/2014 1:09 PM
48	Review dept and permit center-My plans should be delivered to escrow box for payment and placed in our box in permit center (Cody pools) 99% of the time I still have to sign in to pick up my permits which takes a huge amount of time..	10/15/2014 1:01 PM
49	PARKS is at war with AWU. Actually had a Parks representative tell me that parkland trumps existing easements. Thought AWU representative was going to have breakdown. Truly felt as though parks Dept. had hand out asking for money at every interaction.	10/15/2014 12:58 PM
50	AWU and PDR	10/15/2014 12:57 PM
51	Floodplain and Drainage Reviewer. It is impossible to get a floodplain model reviewed. It somehow gets lost between intake and the reviewer. The reviewer doesn't notify the applicant that it wasn't received. Comments come out saying please provide model. Model is provided in a formal update (which is required) and the same thing happens.	10/15/2014 12:56 PM
52	plan review and inspectors	10/15/2014 12:54 PM
53	plan reviewers, and site plan exemptions	10/15/2014 12:38 PM
54	DAC gives wrong information	10/15/2014 12:22 PM
55	ROW	10/15/2014 12:16 PM

56	Legal and PDRD	10/15/2014 12:07 PM
57	PDR and AWU	10/15/2014 11:53 AM
58	Every single one of them.	10/15/2014 11:45 AM
59	Fire and Building, in some instances each has a high authority but wants to wait until the other makes a judgement but the back and forth between the two can take an excessive amount of time to resolve issues.	10/15/2014 11:24 AM
60	Utilities and Trees	10/15/2014 11:23 AM
61	Arbor and Sidewalk, but then Sidewalk can be another "waiting for Haley's comet" scenario.	10/15/2014 11:06 AM
62	Coordination with legal Dept is ALWAYS a problem	10/15/2014 10:39 AM
63	water, elec and planning	10/15/2014 10:36 AM
64	Water development. And the city engineers	10/15/2014 10:34 AM
65	Disconnect between Residential Reviewers and Flood Plain Reviewers	10/15/2014 10:21 AM
66	Building plan review and DAC. DAC reviews zoning.	10/15/2014 10:20 AM
67	Legal Dept	10/15/2014 10:18 AM
68	All of them to some degree.	10/15/2014 10:18 AM
69	planning and development / permit department	10/15/2014 10:14 AM
70	AWU and Planning	10/15/2014 10:12 AM
71	plan review and the reality on the job which the inspectors arena	10/15/2014 10:09 AM
72	Core Transit Corridor requirements and AWU, Austin Energy, etc.	10/15/2014 10:09 AM
73	AWU and Great Streets	10/15/2014 10:08 AM
74	Building inspection and plan review need to stop fighting	10/15/2014 10:06 AM
75	Planning Dept and Legal	10/15/2014 10:02 AM
76	site plan review and fire review	10/15/2014 10:01 AM
77	PARD and Legal	10/15/2014 10:00 AM
78	AWU and everyone	10/15/2014 9:57 AM
79	Fire & Building	10/15/2014 9:54 AM
80	Tree Review and Plan Review	10/15/2014 9:52 AM
81	Water Utility department-stamping the plot plans in order to receive a permit	10/15/2014 9:52 AM
82	PDRD & UD	10/15/2014 9:47 AM
83	Plan Review & Permit Center	10/15/2014 9:44 AM
84	When changes to wording on permits or small requirement changes occur, the planning/review/permit dept's and the inspectors/meter-shop/etc are slow to sync up on the changes and or requirements. (i.e. "I didn't get the memo.")	10/15/2014 9:41 AM
85	Roads and Bridges -- driveway access to alley behind my house	10/15/2014 9:32 AM
86	There is always confusion about where to pay fees. There are multiple departments that collect them.	10/15/2014 9:28 AM
87	Arborist	10/15/2014 9:27 AM
88	Water Utility and Permitting	10/15/2014 9:26 AM
89	PDRD and Public Works	10/15/2014 9:24 AM
90	PDRD and all other departments	10/15/2014 9:18 AM
91	fire	10/15/2014 9:17 AM

92	austin power & light/ perdinales electric	10/15/2014 9:17 AM
93	Travis County	10/15/2014 9:14 AM
94	Site Plan and Building Review	10/15/2014 9:13 AM
95	PDR & AWU - A master review report is incomplete unless AWU is willing to incorporate their review in the report, which would be a huge delay to the issuance of a real master review report.	10/15/2014 9:11 AM
96	ROW requirements and Commecial Design Standards	10/15/2014 9:11 AM
97	Industrial Waste and AWU	10/15/2014 9:10 AM
98	Development Review and ROW	10/15/2014 9:05 AM
99	n/a	10/15/2014 9:05 AM
100	Water utility / fire / plan review	10/15/2014 9:04 AM
101	Addressing and Commercial Plan Review.	10/15/2014 9:03 AM
102	Civil plan approval and building plan approval	10/15/2014 8:58 AM
#	**Coordination problems between what?**	**Date**
1	Fire Department and Building review	11/4/2014 7:52 AM
2	site and building review	10/30/2014 12:11 PM
3	AWU and permitting	10/27/2014 3:33 PM
4	PDRD/Watershed and Parks and Recreation	10/20/2014 11:32 AM
5	ATD Signals. There is one person in the entire City that reivews TIA's for their techincal merit. It's not fair to us and not fair to him	10/20/2014 11:29 AM
6	Erosion Control Review and Residential Review	10/20/2014 8:09 AM
7	site	10/19/2014 11:51 AM
8	arborists and residential reviewers	10/17/2014 9:20 AM
9	pool code, unwritten local interpretation vs. state rules vs. ADA (SAD) - COA must clearly define and document ALL rules so designers do not have to guess or change criteria whenever a new reviewer arrives	10/17/2014 7:48 AM
10	PDRD & PDRD	10/16/2014 6:32 PM
11	Inspection and AWU	10/16/2014 9:06 AM
12	review between depts on same project has redundancy in questions/comments	10/16/2014 6:33 AM
13	AWU and Legal (AWU being legally incompetent and relying on PDRD Legal to solve conflicts.	10/15/2014 7:40 PM
14	PDR Water Utility	10/15/2014 5:05 PM
15	PDR and Street and Bridge and/or ATD	10/15/2014 3:29 PM
16	final electrical inspection is held up by driveway for some reason.	10/15/2014 2:15 PM
17	Express permits and permitting/liconsing	10/15/2014 1:47 PM
18	Residential, Floodplain	10/15/2014 1:42 PM
19	permitting and residential review	10/15/2014 1:36 PM
20	building and health dept.	10/15/2014 1:09 PM
21	Law and PDR	10/15/2014 12:57 PM
22	AWU, Austin Energy, Urban Design, Transportation, Watershed, Drainage on every streetscape section having to comply with commercial design standards.	10/15/2014 12:56 PM
23	Inspectors and utility providers (AE, TX gas)	10/15/2014 12:54 PM

24	Confusion of commercial or residential is a way to get a project to fall through the cracks and get erroneous approvals. Sometimes agents do this intentionally. DAC can't seem to solve these.	10/15/2014 12:22 PM
25	AWU and PDRD	10/15/2014 12:07 PM
26	PDR and Travis County	10/15/2014 11:53 AM
27	None of the departments communicate with each other	10/15/2014 11:45 AM
28	Water Dept & and other departments in General. The Water Department doesn't even have submittal forms for projects, checklists of required information & upon submittal and review, they may issue multiple rounds of new rejection comments to new items that were not initially requested. Their length of review times are even worse than the PDRD if you can believe that is even possible.	10/15/2014 11:24 AM
29	Subchapter E and actual physical conditions	10/15/2014 11:23 AM
30	Project closeout with Inspection	10/15/2014 10:39 AM
31	could not pick up a permit without paying for taps, could not pay for taps because they were not able to locate. city would not put them in until they were paid for and permitted	10/15/2014 10:36 AM
32	Disconnect between between Permit Office and Commercial Plan Review	10/15/2014 10:21 AM
33	Austin Water Utility	10/15/2014 10:18 AM
34	permit department / building inspectors	10/15/2014 10:14 AM
35	Plumbing review and AWU	10/15/2014 10:12 AM
36	Austin Water Utility and QSMD	10/15/2014 10:02 AM
37	PARD and Austin Water	10/15/2014 10:00 AM
38	ROW - AWU - PDRD: subchapter E, license agreements, utilities	10/15/2014 9:57 AM
39	Water and Permitting	10/15/2014 9:52 AM
40	UD & AE	10/15/2014 9:47 AM
41	Often I get opposite instructions from different people in the same department	10/15/2014 9:28 AM
42	Historical	10/15/2014 9:27 AM
43	Tree review and Permitting	10/15/2014 9:26 AM
44	health	10/15/2014 9:17 AM
45	AWU	10/15/2014 9:14 AM
46	Austin Energy and Site Plan	10/15/2014 9:13 AM
47	plan review and building inspection	10/15/2014 9:11 AM
48	PARD and everyone	10/15/2014 9:10 AM
49	Permitting and Development Review	10/15/2014 9:05 AM
50	Plan review / Inspections	10/15/2014 9:04 AM
51	Site Plan Review and Building Review, specifically plumbing.	10/15/2014 9:03 AM
#	**Coordination problems between what?**	**Date**
1	arborists and permitting	10/27/2014 3:33 PM
2	Intake and the receptionist.	10/20/2014 11:32 AM
3	fire	10/19/2014 11:51 AM
4	plan reviewers and inspectors	10/17/2014 9:20 AM
5	Approved site plans and Public Works as it relates to developing site	10/16/2014 8:33 AM
6	ROW department is a disaster when dealing with any utility or legal matter. The culture is terrible there.	10/15/2014 7:40 PM

Planning & Development Review Department Customer Survey - Austin, TX

7	PDR Austin Code	10/15/2014 5:05 PM
8	Can we please pay inspection fees on-line? I mean seriously it is 2014. Would be easier on EVERYBODY applicants and staff included.	10/15/2014 2:15 PM
9	Residential, Historic Preservation	10/15/2014 1:42 PM
10	inspections and...everybody	10/15/2014 1:36 PM
11	Real Estate and PDR	10/15/2014 12:57 PM
12	DAC and all reviewers. It appears that policies change too often for DAC to keep up?	10/15/2014 12:56 PM
13	review departments (health, fire, building)	10/15/2014 12:54 PM
14	Residential/commercial/DAC/preservation	10/15/2014 12:22 PM
15	Fire	10/15/2014 12:16 PM
16	There are not enough boxes here to cover all of these.	10/15/2014 11:45 AM
17	Street and Bridge adding requirements after permit issued	10/15/2014 10:39 AM
18	TxDOT	10/15/2014 10:18 AM
19	Austin Energy and all depts.	10/15/2014 10:12 AM
20	Construction Inspection and Public Works - getting a precon	10/15/2014 10:02 AM
21	ROW, Public Works, Etc & PDRD: reviewers not officially coordinated in the process	10/15/2014 9:57 AM
22	PDRD & AE & AWU	10/15/2014 9:47 AM
23	Industrial waste	10/15/2014 9:17 AM
24	Inspectors and Plan Reviewers do not always agree.	10/15/2014 9:03 AM