

2015

Corpus Christi Development Services Customer Service Survey Report

Report Outline:

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Corpus Christi Development Services Customer Service Survey Report

Project Scope

To determine customer perceptions of timeliness, professionalism, knowledge of process, responsiveness, communication in the delivery of the primary project review and permitting services offered by Corpus Christi Development Services (CCDS).

Project Product

Prepare a summary CCDS Customer Service Survey Report with findings and recommendations.

Methodology

A survey instrument that was developed during a previous project was utilized for this survey. The survey instrument consisted of 47 questions covering the overall permitting process and the web access, early assistance program and inspection sub-processes. Customers were asked their perceptions of ease, timeliness, and consistency of the process along with their perceptions of the professionalism, knowledge and friendliness of staff in process areas. Additionally, respondents were asked to rank order what level of attention CCDS should give process descriptors. Finally, a series of questions were utilized to classify various project and customer types. The survey instrument is attached as Appendix A.

Email addresses that customers supplied on permit applications were gathered by quarter and input into the Quattrics survey software program. In the month of April 2015 permit applications from the 3rd quarter of 2014 were surveyed. In the month of May 2015 permit applications from the 4th quarter of 2014 were surveyed. In the month of May permit applications from the 1st quarter of 2015 were surveyed. Over the three iterations 831 email invitations were sent to 668 unique email addresses using a three letter email invitation protocol. No data was provided to the researchers regarding respondent IP address nor any other identifiers of respondents. Figure 1 displays the response data is listed.

Figure 1. Survey Response Data

- 106 undeliverable
- 171 responded favorably to the informed consent
- 101 completed with data after the informed consent
- 15.1% completion rate
- Permit dates from 3rd quarter 2014 to May, 2015.

Summary Survey Results

The Survey Instrument and raw data on the frequency distributions can be found in Appendix A, Appendix B is the Analysis of Development Services Customer Survey PowerPoint presentation. Appendix C included the open-ended responses to questions 44 and 45 asking for overall negative and positive comments,

Noteworthy findings include:

- ❖ As similar to 2013 a significant majority of respondents have favorable attitudes toward the entire permitting process and all sub-processes addressed in the survey.
- ❖ No statistically significant differences perceptions by project type, square footage, role of the respondent, exposure to other jurisdictions, or types of service accessed.
- ❖ In 2015 respondents recognize higher levels of professionalism among the staff across all services.
- ❖ 2015 demonstrated a large increase in those aware of and utilizing the EAP.
- ❖ Not using the EAP is a predictor of
 - failing an inspection
 - unsatisfactory attitudes
- ❖ Respondents expressed similar concerns about the overall process and sub-processes:
 - Want for timeliness
 - Lack of predictability
 - Ambiguity of process
 - Variance in quality of staff
- ❖ Respondents expressed similar positive attitudes towards the overall process and sub-processes:
 - Overall friendliness of staff
 - Exceptional staff members singled out in open ended comment sections
 - Observation of improvement in parts of the permitting process since previous projects

Appendix A: Survey Instrument and Distributions

1. The purpose of this introduction is to provide you information that may affect your decision as to whether or not to participate in this research study. If you decide to participate in this study, this form will also be used to record your consent. You have been asked to participate in a survey studying people's most recent experience with the City of Corpus Christi Development Services Department. The purpose of this study is to help establish service benchmarks and improve services to those working with the Department of Development Services. You were selected to be a possible participant because you are a member of a professional organization that may utilize the Corpus Christi Development Services Department, To complete this survey we ask that you have conducted some type of business with the Corpus Christi Department of Development Services within the past nine months and you verify that you are 18 years of age or older. What will I be asked to do? If you agree to participate in this study, you will be asked to complete an online survey regarding your most recent experience with the Corpus Christi Department of Development Services. We will not collect any information that would personally identify you. This study will take approximately 10 minutes to complete. What are the risks involved in this study? There are no risks associated with this study. Please remember that you can choose to skip any question in the survey. In addition, because you can decide where you want to complete the survey, it is possible that there may be limited privacy at some locations. We encourage you to fill out the survey at a time and location that offers privacy and to close the web browser after participating if you complete the survey on a public computer. What are the possible benefits of this study? There are no direct benefits to you as a result of participating. The major benefits to this study are the benefits to understanding how the Corpus Christi Department of Development Services might better meet the needs of customers while maintaining the safety requirements and building codes for residents of Corpus Christi and the property values of Corpus Christi property owners. Do I have to participate? No. Your participation is voluntary. You may decide not to participate or to withdraw at any time without your current or future relations with Texas A&M University -- Corpus Christi or the City of Corpus Christi being affected. Who will know about my participation in this research study? This study is anonymous. No contact information will be collected and your survey responses are stored in a password lock encrypted data file. You will not be identified in any reports or publications that result from this study. Research records will be stored securely, and only researchers involved in this study will have access to them. Whom do I contact with questions about the research? If you have questions regarding this study, you may contact: Dr. Dan Jorgensen, 3618253269, dan.jorgensen@tamucc.edu Whom do I contact about my rights as a research participant? This research study has been reviewed by the Research Compliance Office and/or the Institutional Review Board at Texas A&M University --

Corpus Christi. For research related problems or questions regarding your rights as a research participant, you can contact Erin Sherman, Research Compliance Officer, at (361) 825249 or erin.sherman@tamucc.edu. By beginning the survey, you acknowledge that you are 18 years or older, have conducted business with the City of Corpus Christi Development Services in the past 9 months and have read the introduction page. Please check "yes" if you agree to participate.

#	Answer		%
2	No		6%
1	Yes		94%
	Total		100%

2. What is the approximate square footage size of your project?

#	Answer		%
1	Less than 1000 square feet.		14%
2	1000 to 10,000 square feet		42%
3	10,000 square feet or greater		24%
4	Other		20%
	Total		100%

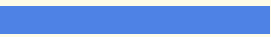


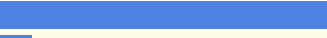



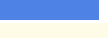
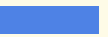
3. How often do you have a project that requires any or all of the services listed in question 5 from Development Services in one calendar year?

#	Answer		%
1	Rarely		17%
2	Less than 5 times a year		28%
3	6- 15 times a year		34%
4	More than 15 times a year		21%
	Total		100%





4. Please check which type of project(s) which best describes your last experience with Development Services.

#	Answer		%
1	Residential		17%
2	Commercial/Industrial		71%
3	Other		12%
	Total		100%











5. Which category (or categories) best describes the type of service(s) your project(s) utilized from Development Services? Check each category that applies

#	Answer		%
1	Development and permit information		57%
2	Early Assistance Program (EAP)		24%
3	Plan review		66%
4	Building permit		69%
5	Other		7%
6	Building inspection		38%
7	Platting		21%
8	Zoning		21%
9	Infrastructure improvement		21%


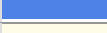
6. Please select one of the following responses that BEST describes your opinion of the application forms required for your project(s):

#	Answer		%
1	Application(s) are clear and understandable		64%
2	Application(s) require too much time to complete		7%
3	Application(s) require too much information		7%
4	The information required, by applications(s), is not always clear		22%
	Total		100%

7. Please check one of the following that BEST describes your role in your recent project(s) with the Development Services Department of Corpus Christi.

#	Answer		%
1	Homeowner		0%
2	Business owner/manager		18%
3	Residential contractor/builder		4%
4	Commercial contractor/builder		19%
5	Trade/Sub-contractor (Electrician/Plumber/Mechanical)		2%
6	Carpenter/Framing contractor		0%
7	Developer		6%
8	Realtor		1%
9	Architect		18%
10	Engineer		16%
11	Permit processor		4%
12	Consultant		3%
13	Other		9%
	Total		100%

8. In the past five years have you had a project(s) that utilized development, planning or permitting services (such as those in question 5) from any OTHER CITY or JURISDICTION other than Corpus Christi?



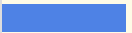

#	Answer		%
1	Yes		78%
2	No		22%
	Total		100%

9. What OTHER jurisdictions have you sought do planning and development services from in the last five years?

Available upon request

Statistic	Value
Total Responses	70

10. How often have you had a project(s) in jurisdictions OTHER than Corpus Christi that required permit or development approval from a government entity in the past 5 years?

#	Answer		%
3	6-15 times a year		25%
2	Less than 5 times a year		38%
4	More that 15 times a year		26%
1	Rarely		12%
	Total		100%

11. Comments:

Available upon request

Statistic	Value
Total Responses	20

12. Please rate your opinion about your most recent experience with the Corpus Christi Department of Development Services:

#	Question	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Does not apply to my project(s)
1	The requested information was complete	6	6	23	24	27	4
2	The requested information provided was accurate	6	7	22	23	28	4
3	Process timelines were explained in an understandable manner	7	12	18	29	24	2
4	Process timelines were within my expectations	11	21	15	18	23	3
5	The process took the same amount of time as was estimated at the beginning	15	19	13	20	22	2
6	Staff members conducted themselves in a professional manner	4	2	12	29	43	2
7	Staff members had the technical knowledge to assist you	7	14	17	15	37	2
8	Staff members were helpful and wanted to help me succeed	7	4	17	23	40	1
9	Staff members helped identify solutions and/or alternatives to problems	8	10	21	18	31	3

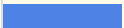
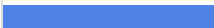

10	Staff adequately communicated the basis for decisions made on your project	9	17	14	19	29	3
11	Staff members seemed to make consistent, predictable decisions	15	14	15	19	25	3

13. Comments:

Available upon request

Statistic	Value
Total Responses	22

14. How would you rate the overall experience with the City of Corpus Christi's Department of Development Services with your most recent project(s)?



#	Answer		%
1	Unsatisfactory		25%
2	Satisfactory		45%
3	Excellent		30%
	Total		100%

15. Comments



Available upon request

Statistic	Value
Total Responses	18

16. Did you utilize the Development Services web access before starting your project(s) with the department?

#	Answer		%
1	Yes		58%
2	No		42%
	Total		100%

17. Did you utilize the Development Services web access during your project(s) with the department?

#	Answer		%
1	Yes		64%
2	No		36%
	Total		100%

18. Approximately when is the last time you logged on to the Development Services web access site? Please use approximate date in mm/dd/yyyy format.

Available upon request

Statistic	Value
Total Responses	50

19. Please check ANY of the following project related services you utilized using the Development Services web access.

#	Answer	%
1	Accessed information about codes and building requirements	67%
2	Submitted application(s) for allowed permit(s)	35%
3	Utilize ePlan	10%
4	Viewed/Paid application fee(s)	33%
5	Tracked status of application(s)	54%
6	Viewed plan review	46%
7	Scheduled/Canceled inspection(s).	38%
8	Got inspection status.	40%
9	Other (please specify)	13%

20. What is the approximate date of your most recent project experience with the City of Corpus Christi Department of Development Services?

Available upon request

Statistic	Value
Total Responses	100

21. How often do you use the Development Services web access for any one of the above services for your project(s)?

#	Answer	%
1	Rarely	13%
2	Less than 5 times a year	17%
3	6-15 times a year	28%
4	More than 15 times a year	43%
	Total	100%

22. Please rate your opinion about your most recent experience with web access services with the Corpus Christi Department of Development Services.

#	Question	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Does not apply to my project(s)
1	Easy to access	2	1	11	24	15	1
2	Informative	0	3	11	26	13	1
3	Timesaver	1	1	8	25	18	1
4	Provided needed details	0	3	15	22	13	1
5	Timely	0	1	12	27	13	1
6	Consistent with other information on my project(s)	0	1	14	24	13	1

23. Comments

Available upon request

Statistic	Value
Total Responses	5

24. How would you rate your overall experience with the web access services at City of Corpus Christi's Department of Development Services with your most recent project(s)?

#	Answer	%
1	Unsatisfactory	2%
2	Satisfactory	76%
3	Excellent	22%
	Total	100%

25. Comments:

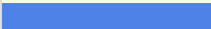

Available upon request

Statistic	Value
Total Responses	5




26. Was the Early Assistance Program clearly explained?

#	Answer	%
1	Yes	60%
2	No	40%
	Total	100%


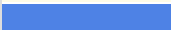
27. Did you utilize the Development Service's Early Assistance Program (EAP) or was a Pre-Application Conference held for your most recent project(s)?

#	Answer		%
1	Yes		44%
2	No		56%
	Total		100%

28. Were you aware of the EAP prior to utilizing it for your project(s)?

#	Answer		%
1	No, I was not aware of the EAP prior to utilizing it at the Department's recommendation		22%
2	Yes. I was aware of the EAP and requested to use it for my project(s)		76%
3	Other (please specify)		3%
	Total		100%

29. Did you attend a Pre-Application Conference on your most recent project(s)?

#	Answer		%
1	Yes		64%
2	No		36%
	Total		100%

30. Please rate your opinion towards the following statements about your most recent experience with Corpus Christi Department of Development Services Pre-Application Conference:

#	Question	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Does not apply to my project
1	Was held in a timely manner	1	1	3	11	9	0
2	Was conducted in a professional manner	1	0	0	15	9	0
3	Helped improve the timely consideration of my project(s)	1	3	4	9	8	0
4	Helped improve the consistency in decisions made in the consideration of my project(s)	2	4	3	9	7	0
5	Helped to identify solutions and alternative to potential problems in my project(s)	4	1	2	8	10	0

31. Comments

Statistic	Value
Total Responses	4

Available upon request

32. Please rate your opinion about your most recent experience with the Early Assistance Program - Pre-Application project manager.

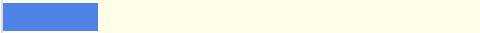


#	Question	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	Does not apply to my project
1	Acted in professional manner	1	0	4	14	15	1
2	Helped my project(s) advance in a timely manner	1	4	5	11	13	1
3	Made predictable consistent decisions	2	5	4	11	12	1
4	Proactive in identifying and acting on issues related to the projects	2	5	5	9	13	1
5	Had the technical knowledge necessary to assist you	1	5	6	10	12	1
6	Was able to identify solutions and alternatives to problems	3	4	6	9	12	1
7	Seemed to have the authority to solve problems	4	4	6	9	10	1

33. Comments

Available upon request

Statistic	Value
Total Responses	4

34. How would you rate your overall experience with your most recent project(s) with the City of Corpus Christi Department of Development Services Early Assistance (EAP) - Early Application Conference Program?



#	Answer		%
1	Unsatisfactory		20%
2	Satisfactory		49%
3	Excellent		31%
	Total		100%

35. Comments

Available upon request

Statistic	Value
Total Responses	3

36. Did you have any inspections conducted on your most recent project(s)?

#	Answer		%
1	Yes		62%
2	No		38%
	Total		100%

37. Approximately when is the last time you had an inspection completed on your project (s)?

Available upon request

Statistic	Value
Total Responses	44

38. Please rate your opinion about your most recent inspection experience(s) with Corpus Christi Department of Development Services.

#	Question	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	Does not apply to my projects
1	Easy to schedule	0	2	11	19	16	1
2	Timely	0	4	13	16	14	1
3	Codes were consistently interpreted by the inspector and staffs	2	4	13	13	16	1
4	Thorough and caught problems	1	1	14	18	11	4
5	Result easy to process	3	1	11	18	12	3
6	The inspector was willing to consider alternative methods and/ or solutions	4	0	16	13	13	3

39. Comments

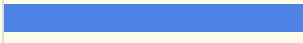



Available upon request

Statistic	Value
Total Responses	13



40. During the course of your most recent project(s) with the Department of Development Services did any of your work fail to pass an inspection?

#	Answer	%
1	Yes	39%
2	No	61%
	Total	100%




41. Which department(s) issued a failed inspection (did not pass) inspection on your project(s)? Mark all that apply:

#	Answer		%
1	Building (Electrical/Mechanical/Plumbing)		63%
2	Fire		26%
3	Engineering Services		5%
4	Public health		0%
5	Utility		5%
	Total		100%

42. Did the inspector clearly explain verbally or in writing the reasons why the work failed to pass?

#	Answer		%
1	No		16%
2	Yes		84%
	Total		100%

43. How would you rate your overall inspection experience with your most recent project (s) with the City of Corpus Christi Department of Development Services?

#	Answer		%
1	Unsatisfactory		10%
2	Satisfactory		56%
3	Excellent		33%
	Total		100%

44. Consider ALL of your Development Services experiences, in Corpus Christi or elsewhere. To help us prioritize our efforts please drag and drop your responses so that "1" (the top responses) indicates the most urgent factor that Corpus Christi

Development Services needs to address, a "2" (the next down) for the second most urgent factor, and "3" (third spot down) for the third most urgent factor and so on.

#	Answer	1	2	3	4	5	6	7
1	Reduction in paperwork	12	10	5	5	8	15	23
2	Timeliness	15	23	15	11	7	7	0
3	Consistent interpretation of code	23	12	18	6	11	6	2
4	Friendliness of staff	5	3	3	17	12	13	25
5	Ability to access staff and resources	6	14	12	7	22	13	4
6	Address concerns upfront	9	11	8	16	10	20	4
7	Willingness of staff to consider alternative methods or solutions	8	5	17	16	8	4	20

45. Comments:

Available upon request

Statistic	Value
Total Responses	18

46. Consider your most recent experience, what were the positive aspects of the process that made it a good experience for you?

Available in Appendix C

Statistic	Value
Total Responses	42

47. Consider your most recent experience, what, if any, were issues in the process that may have made it a negative experience for you?

Available in Appendix C

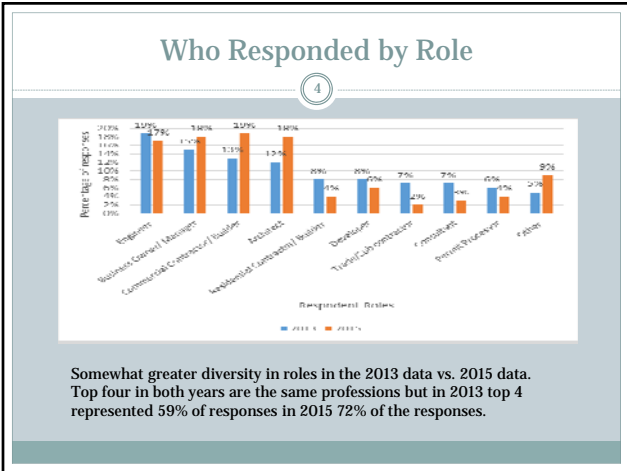
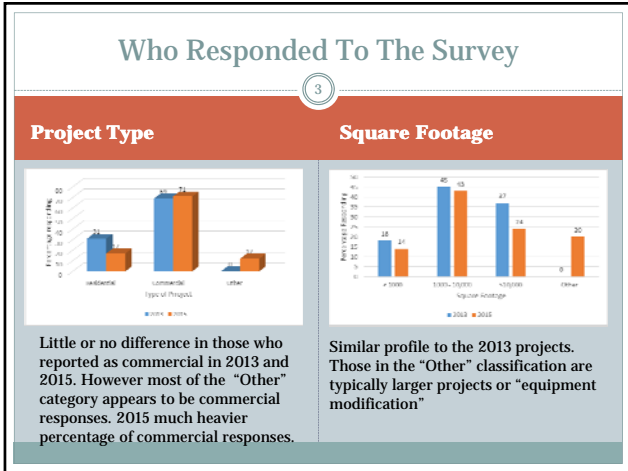
Statistic	Value
Total Responses	42

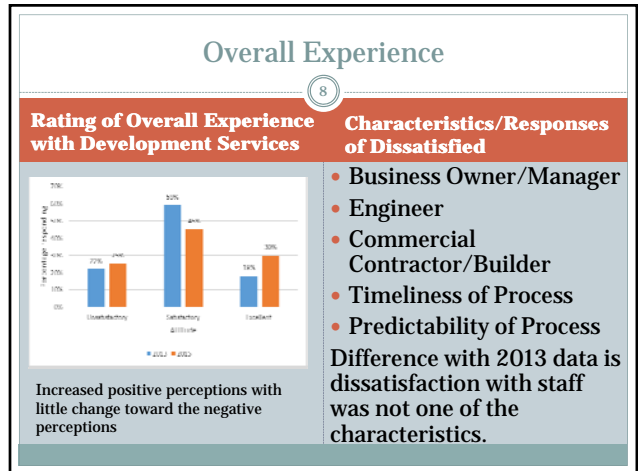
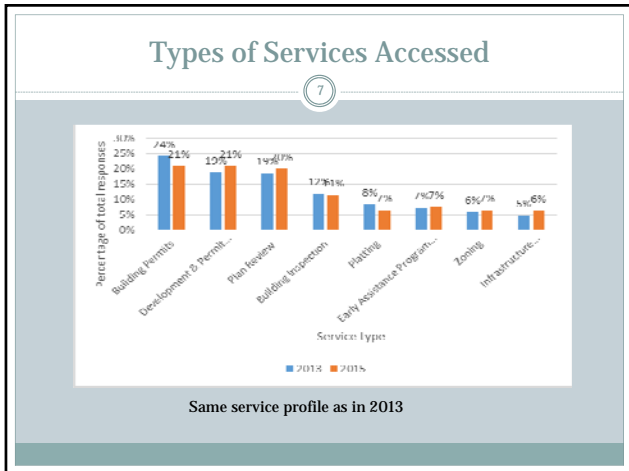
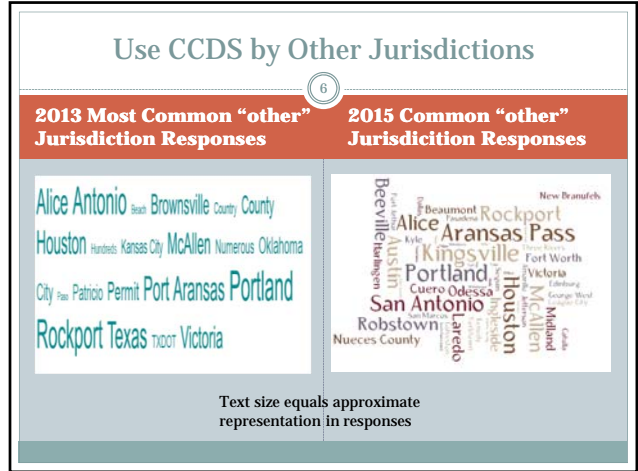
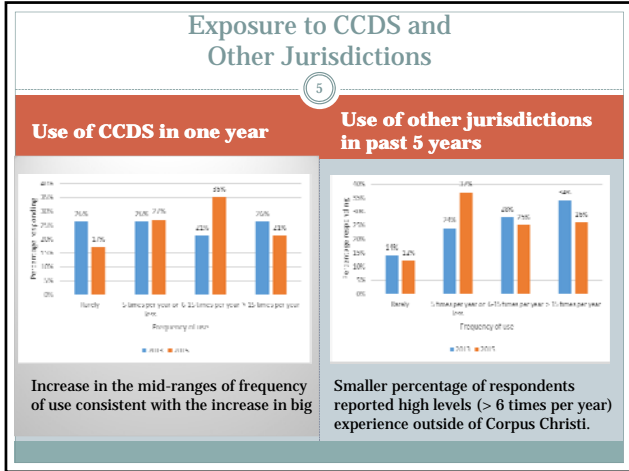
Development Services Customer Survey

①

2015 FINAL ANALYSIS AND COMPARISON WITH 2013 DATA

- ### Data Gathering
- ②
- Three rounds of email surveys
 - April
 - May
 - June
 - Permit dates from 3rd quarter 2014 to 2nd quarter 2015
 - 1 full year
 - Very similar permit periods of 2013 survey
 - Fewer respondents in 2015 (101) vs. 2013 (190)





Overall Experience Scales

9

	# of questions	Range of responses	Mean 2013	Mean 2015
Information requests	2	0 - 8	5.04	4.66
Process	3	0 - 12	7.22	6.78
Staff	6	6 - 36	15.37	22.47

○ Response scores

- ✕ Neutral = 0
- ✕ Very dissatisfied = 1
- ✕ Dissatisfied = 2
- ✕ Satisfied = 3
- ✕ Very satisfied = 4

Significant increase in the perceptions of staff. Slight decreases in perceptions of information requests and process.

Web Access

10

Overall Satisfaction with Web Access

Who uses the web?



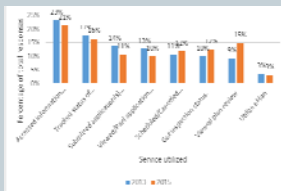
- Commercial contractors
- Business owners
- Engineers
- Architects
- All three sizes of projects
- Frequent permit requests
- Those who work elsewhere too.

Web Services

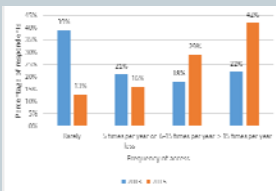
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Why web was accessed

Frequency of access



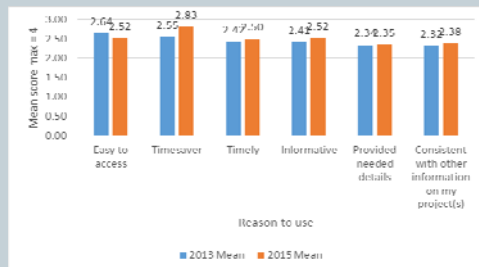
Very similar distribution of services accessed



Significantly more utilization of the web

Why Use Web Access?

12



Early Assistance Program

Overall Satisfaction

Noticeable increase in "Excellent" response

EAP By the Numbers

- Utilization of EAP up from 26% of respondents in 2013 to 36% in 2015.
 - 76% were aware it existed before use.
 - 65% attended the pre-app conference.
 - 78% of the attendees thought it was well explained
- Utilizers were typically over 1000 sq. ft.
 - Engineer & Commercial contractor/builder.
 - Failed an inspection
- Those unsatisfied :
 - Engineer & Commercial contractor/builder.
 - Failed an inspection

Attitudes Toward EAP Conference

Process scales

Continued theme of increase in attitudes towards staff professionalism

Process Concerns

- Information provided were contradictory & disregarded during implementation.
- Key individuals and decision makers were absent during the EAP reviews which caused problems during construction.
- Lack of project background information.
- Lack of consistency.

Attitudes Toward EAP Project Manager

Descriptor Scales

Specific attribute of professionalism of project managers not following general trend. Yet increases in helpfulness, proactive and technical knowledge.

Descriptor Concerns

- Project managers do not have decision making authority.
- Significant variance of capabilities among project managers
- Get wrong information from project manager
- Did not help process
- Reporting of a failed inspection resulted in significantly lower scores in timeliness and knowledge of project manager

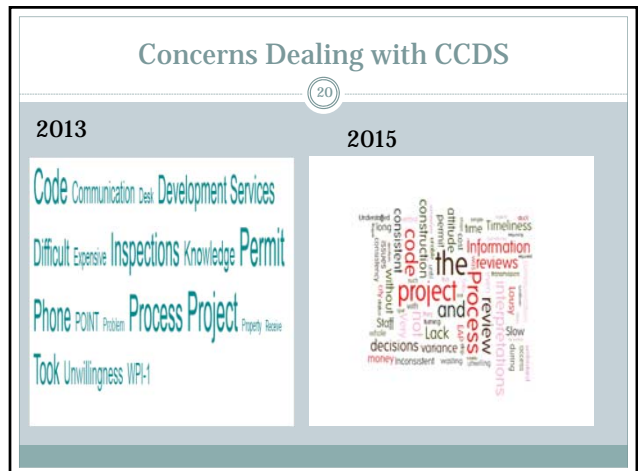
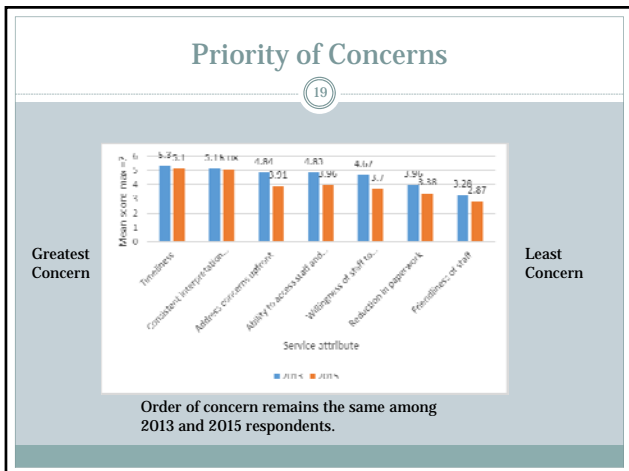
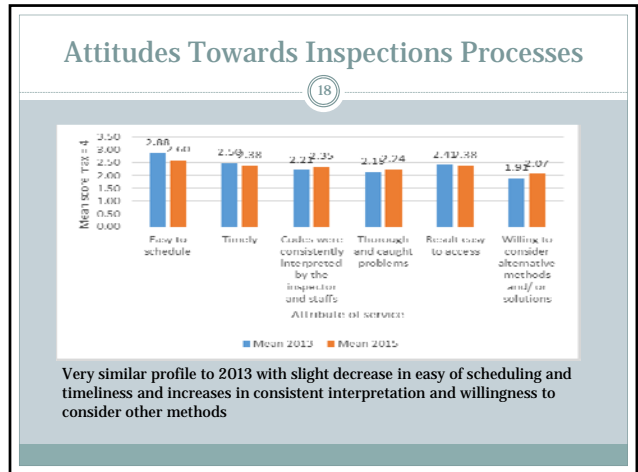
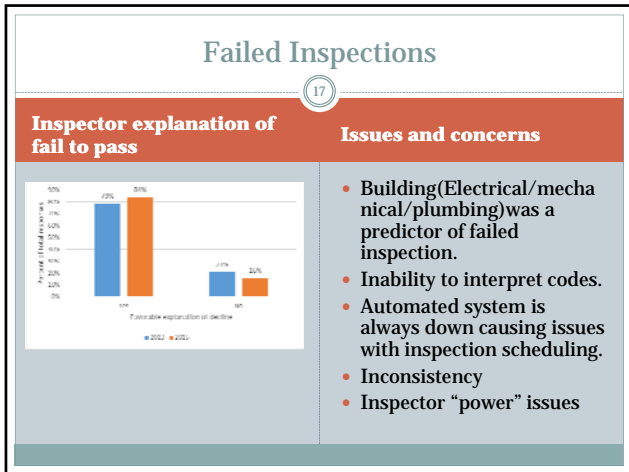
Inspection Services

Overall Satisfaction

Greater percentage of respondents show satisfaction but lower intensity, fewer "Excellent" scores.

Inspection By the Numbers

- Over one-third of respondents claim they had a failed inspection.
- 72% of those who claimed they failed an inspection still voice a favorable satisfaction/excellent rating.
- Those with a failed inspection comprise 28% of the unsatisfactory ratings.
- Failure to attend EAP was a significant predictor of failing an inspection and unsatisfactory attitudes toward inspection



Appendix C Open-end Responses to Positive Outcomes and Concerns Q46: Positive

Aspects/Open-end Text Responses

that i finally received all the information after requesting several times

Helpfulness of the Project Managers

Having a pre-determined point-of-contact through the Early Assistance Program manager to route questions and issues though.

All the staff is always very helpfull.

lets just say there were really no negatives - everyone always does their best to help me out
The positives were we survived the process without going bankrupt. Hindsight is 20/20 and I would never build in Corpus again.

The lady at the reception desk ALWAYS gets me in and out in a timely manner, she may not know the answer to the question, but she will pick up the phone and find the answer so I do not have to come back. Going the extra mile is worth a lot to me. She seems to enjoy her job and wants to help the process along. She always calls me by name with a smile. I WISH I could remember her name. They need to keep her.

The employees are usually friendly. They just don't always know very much, and too much of "pass the buck".

Our contact within the application process was greatly appreciated and helpful.

great staff (Priscilla Ramirez), easy access to review/status/payments

None! Would never build or invest in corpus again!

The payment process was easy

No; very unsatisfied.

Staff is cooperative, willing to listen and help, but lacked effective tools and/or information necessary.

The staff is kind and they do a good job at turning the project over.

willingness to meet with me

You have some quality Project Managers and staff at Development Services...this needs to be something the Management needs to do, KEEP QUALITY ENGINEERS AND PROJECT MANAGERS! Retention should be the # goal. Beacuse with retention of staff you can keep relationships, consistency,etc.

Not very much. I guess, working with the project managers is pleasant, but they are so hamstrung by lousy regulations and inexperienced plan reviewers and people hung up on their own authority to block progress that the overall experience is an unhappy obstruction to progress.

In the end, it's always the willingness of the staff to help even when I'm the one who is lacking in knowledge. Stephen Ray, Jim lackey, and Kathleen have always made it a pleasant experience. So have other staff but I do not remember names.

Generally the staff show a willingness to provide the services offered. The staff appears overwhelmed and don't seem to be able to finish something before something else interrupts them and diverts their attention to some other matter. They seemed rushed and need additional staff to handle the workload.

STAFF ALWAYS SEEMED CONCERNED THAT THE PROJECT PROCEEDED ASAP

There were a lot of staff from all departments at our meetings.

Accessibility and responsive staff

Reaching the end of the process successful and in a timely manner.

The project manager, Jessica, was very easy to work with.

Working with the City to insure all code requirements are met.

#1 - The assistance from Staff when submitting for permit #2 - Working with Inspector during inspections

easy too work with

It finally passed to move forward,after 5 Months of delays

All experience was extremely poor

Permit project manager was very helpful
STAFF HELPFULNESS.

affable staff

There is rarely any positive aspect of the process. I would have to go back to John Kendal and Leland Kirbow to find anything positive. In those days we could bring in a set of plans walk it through and leave in 2 hours with a permit. Of course many years of planned obstructionism have gone down and there doesn't seem to be any other way today. Obstructionism is caused by graft and incompetence. Today I am not aware of any graft, but the time when you had to pay to get some of the city people to do their jobs is not far behind us.

na

Staff was helpful in solving and clarifying a technical issue with the building code as well as the UDC.

None

The Inspector was thorough and explained any problems

The People are the greatest resource - everyone I have encountered in the Department is professional and cares about public safety, the interest of the community and the success of the project.

fast and simple

be able to meet with the inspector on job site and discuss the project together

Some one finally made a decision and not just a comment

Appendix C Question 47 Concerns Text Responses

process takes to long

just trying to find out the status of a project /

Inconsistent interpretations of UBC

Inconsistent directives between EAP reviews and later code and permit reviews and construction activities. Key individuals and decision makers were missing during the EAP reviews which caused problems later during construction.

only a couple of things I dont like: 1. upon submitting responses to comments-I understand large projects may need as much time to review responses as initial review but if there were only a small number of comments with easy responses or especially if the comments are not valid (every once in a while that happens), I always hope the review for the response wont take the same time as the ititial review 2. comments used to be posted during the review process - this is a tremendous help and allows me to avoid calling and asking what the comment is - I know sometimes the comments can change or may I could misintrepret the comments but i usually call anyway and the early warning is crucial for keeping the review time to a minimum and having responses ready for submittal as soon after the comments are officially released as possible - plus if the comment is incorrect for some reason it can be headed off and sometimes eliminated

The issues are that the city of Corpus is a run down city that lends priority to transmission shops, strip joints , and bars. It should be a world class city but is stuck in the 60's. I have never been so screwed in my life as I was when I built in Corpus. People are great, city has incredible scenery but the city government is beyond a joke. The mayor and council should be embarrassed.

My plan review questions were not answered. Its always, "let me look into this and get back to you". NO... why cant we resolve this now and get going with the project, because you will never call me back. I will have to call you and leave you a voice mail, that you will never return. After finally getting frustrated, I have to go to Development Services in person. I know everybody is busy.... but.... take 5 minutes and address the concerns. The plans are always moving from desk to desk and seem to always get bogged down somewhere. No department ever knows what the other is doing.....or cares.

Finding people that can make final decisions.

There are many plan review comments that seem to be copied and pasted from project to project without an actual review of the drawings being performed. Information that was reviewed and discussed with plan reviewers before submittal is being noted as denied.

"Informational" comments can cause some confusion.

Timeliness of the application process

nothing

The whole process was bad. Lack of knowledge on cities part. Understaffed. Very little experience to troubleshoot and offer solutions.

Timeliness, code interpretation, unwillingness to consider options, fire code interpretations such as requiring turning access on property owners for fire trucks, the insistence of Corpus Christi to have consumers pay for and improve the cities infrastructure. Requiring replating of properties owned by the same people for the same use just because structures will cross property lines that are not influenced by utility easements etc. Being extorted for lack of a better term for expediting fees. City not working with contractors / developers that have been conducting business for many years but seeming to be more than anxious to entertain out of town / state contractors and developers. It is very difficult to get consistent reliable information in order to adequately plan and budget projects. It is very much of a "Can't do" in lieu of a "Can Do" atmosphere. My impression is the general sentiment of the department is that they are not there to serve businesses and contractors which will add to the tax base and generate more income for the city of Corpus Christi. It is understood that the department is required to implement and enforce code issues but reason in a lot of cases has simply been thrown out the window.

The cost of the construction permit. Staff availability to return phone calls or emails.

Had to spend taxpayers dollars to hire attorneys to fight platting issues. This has not been a pleasant experience and has cost us time and money!!!!

UDC is ambiguous in certain areas and interpretations are not consistent and staff unwilling to commit or make decisions on the spot. Every time we submit the rules seem to change or people change and their interpretation of rules differ from previous.

Requiring checklist for a complete commercial site plan for a simple tenant build out. That must be corrected or you will have a huge backlog of people not getting projects approved. I ask, is it the City's intent to have every commercial builder to pay someone to develop a site plan for a site that already exists and there are no changes to the site?

Lack of EAP project background information and available options for required improvements for development Reliable and timely staff decisions Access to reviewers to discuss project issues other minor issues

Lack of consistency

On last several projects. Lousy code, code reviewers unable to put their names on code review comments so that they can be discussed. If they don't have to put their name on it they shouldn't do it. The code reviewers hide behind unanimity and if they are misinterpreting or just plain unable to understand the code they can stop the project until the very laborious communications going through a 3rd party are completed. The public should be able to communicate directly with the code reviewer so they can be straightened out quickly and painlessly. Code reviewers need to experienced tradesmen that know the practical side of the job and they have to have an attitude of service rather than an I goch ya, I can stop your project attitude.

lack of communication between staff

everything takes way too long, and interpretations of code are not consistent, and sometimes not accurate, delaying the project even further, and costing more money.

Delay from Legal

The "I'm in charge and I don't want to hear your opinion" attitude. It's fairly rare but it does show up. I don't see it as systemwide but something per individual. Some folks are nice and some aren't. I realize that DS is a hard job with a tremendous amount of expectations but we have the same on our side. Let's work together! I live here, too.

There was a wait time of about 30 minutes to work with an intake project manager.

Slow process

None

no

Total process. No consistency.

Poor verbal communication and extremely slow process in communicating issues

Inability of City to find information that they requested in permit comments that was already provided on the plans

N/A

Lousy Codes and no simple variance procedure. Nobody even competent to review a variance request without bringing it to a committee and wasting a month.

na

Did not have a negative

Lack of knowledge of their individual job not trying to tell me how to do mine

none

Rogue inspectors, but they moved on

None - Its all good !

no

none

Not everyone in the loop is knowledgeable at the city.