



**Development Services Division Audit  
External Customer Service  
Survey Report**

**Q1**

**1. How many permits for either Commercial Building or Residential Building projects have you applied for during the period January 1, 2012 to June 30, 2015?**

	Count
Commercial	606-617
Residential	419-420

**Q2**

**2. How did you obtain the City's required Project Submittal Application form(s)?**

	Count	Percentage
Online	46	36.5%
At the Development Services Offices located at City Hall	73	57.9%
Emailed from Development Services staff	2	1.6%
Other	5	4.0%
<b>Total</b>	<b>126</b>	<b>100.0%</b>

**Other Option [Other]**

I was the Engineer for two projects. I did not directly fill out or apply for a permit.
met with Development Services staff
All of the above
Both online and at DSD
VIA ARCHITECT

**Q3**

**3. Please rate the level of customer service received from the Development Service counter staff:**

	Count	Percentage
<b>Timely response to questions</b>		
Very Unsatisfied	9	7%
Unsatisfied	7	5%
Neutral	9	7%
Satisfied	47	37%
Very Satisfied	56	44%
<b>Total</b>	<b>128</b>	<b>100%</b>

	Count	Percentage
<b>Professional</b>		
Very Unsatisfied	6	4.7%
Unsatisfied	5	3.9%
Neutral	11	8.6%
Satisfied	36	28.1%
Very Satisfied	70	54.7%
<b>Total</b>	<b>128</b>	<b>100%</b>

	Count	Percentage
<b>Polite and courteous</b>		
Very Unsatisfied	7	5%
Unsatisfied	2	2%
Neutral	10	8%
Satisfied	36	28%
Very Satisfied	73	57%
<b>Total</b>	<b>128</b>	<b>100%</b>

	Count	Percentage
<b>Knowledgeable of the processes</b>		
Very Unsatisfied	7	5%
Unsatisfied	4	3%
Neutral	13	10%
Satisfied	37	29%
Very Satisfied	68	53%
<b>Total</b>	<b>129</b>	<b>100%</b>

	Count	Percentage
<b>Efficient in solving problem</b>		
Very Unsatisfied	15	12%
Unsatisfied	4	3%
Neutral	18	14%
Satisfied	35	27%
Very Satisfied	56	44%
<b>Total</b>	<b>128</b>	<b>100%</b>

	Count	Percentage
<b>Timely with handling follow-up questions</b>		
Very Unsatisfied	11	8.6%
Unsatisfied	4	3.1%
Neutral	14	10.9%
Satisfied	43	33.6%
Very Satisfied	56	43.8%
<b>Total</b>	<b>128</b>	<b>100%</b>

	Count	Percentage
<b>Provided helpful solutions</b>		
Very Unsatisfied	13	10%
Unsatisfied	7	5%
Neutral	22	17%
Satisfied	29	23%
Very Satisfied	57	45%
<b>Total</b>	<b>128</b>	<b>100%</b>

	Count	Percentage
<b>Easy to Communicate with</b>		
Very Unsatisfied	12	9.4%
Unsatisfied	6	4.7%
Neutral	12	9.4%
Satisfied	35	27.3%
Very Satisfied	63	49.2%
<b>Total</b>	<b>128</b>	<b>100.00%</b>

	Count	Percentage
<b>Overall satisfied with service provided</b>		
Very Unsatisfied	13	10.1%
Unsatisfied	7	5.4%
Neutral	9	7.0%
Satisfied	39	30.2%
Very Satisfied	61	47.3%
<b>Total</b>	<b>129</b>	<b>100%</b>

**Q4**

4. How long did you have to wait to be served at the counter?

	Count	Percentage
No waiting at all, served immediately	22	17%
5 – 10 minutes	81	64%
Greater than 10 minutes	24	19%
<b>Total</b>	<b>127</b>	<b>100%</b>

**Q5**

5. How would you describe the application process for obtaining a building permit? (check all that apply)

	Count	Percentage
Seamless	19	9.5%
Easy	38	18.9%
Fast	12	6.0%
Easy to understand	52	25.9%
Time Consuming	36	17.9%
Difficult to understand	13	6.5%
Frustrating	31	15.4%
<b>Total</b>	<b>201</b>	<b>100%</b>

**Q6**

6. Were the submittal requirements clear to you?

	Count	Percentage
Yes	97	67%
No	48	33%
<b>Total</b>	<b>145</b>	<b>100%</b>

**Other Option [If no, what needs further explanation ]**

The payment process was not clear.	Needed a drainage plan that I was unaware of until I thought I was complete.	It could have been a little more clear as to what was needed for building plans.
I've needed a Planner to come out and explain the requirements every time. It's not that they're all that complicated, but somewhat "boiler plate" and generic. It's hard to determine what applies and when.	Not being a contractor, the process was difficult. Each time I met the requirements I was told were needed, additional requirements would then be presented to me. This went on for months. The staff made no attempt to help me and it almost seemed like they took pleasure in presenting me with new "hoops" that I needed to jump through in order to move forward with the process.	SPECIAL SUBMITTAL REQUIREMENTS SHOULD BE AVAILABLE PRIOR TO SUBMITTING. I WORK ACROSS THE VALLEY, PRETEND ALL CITIES AND COUNTIES HAVE SPECIAL SUBMITTING REQUIREMENTS, WHICH THEY DO. HOW WOULD YOU KEEP IT STRAIGHT AND HOW WOULD YOU LIKE TO GET THAT INFO IN A TIMELY AND USEFUL WAY?

Requirements aren't written anywhere (that i could find/or that were helpful to me.) came from speaking directly to employees there.	Clear, concise steps when re-submittals and revisions are required. Regardless, the staff worked close with us to get the plans in place that were required - the correct, revised format to resubmit.	Staff tends to change the requirements as they see fit.
Clearer instructions and counseling.	Consistency in requirements.	Had to make multiple trips, had conflicting directions and fees quoted.
As the homeowner applying for a permit the first time, it was hard for me to understand the terminology of what I actually needed to do. There wasn't FAQ that described my situation--which I think would have been common.	After talking to ... and other employees it was made clear.	Everytime I went in there was always something new.
First I was told to take a picture, but then when I came back with the pictures I was told I needed diagrams.	I find it hard to understand the written policies on permitting the city has posted on line. I find my self having to call to have questions answered for things that could have been answered on the Plan Review and Building Permit Fees document and the Fire Prevention and Protection document.	Submittal format requirements changed from project to project depending upon the CSR.
I originally emailed a list of questions prior to submittal to the Sr. Plan Check Engineer, and was told I would not need any sort of Engineering, in fact, he offered some basic off-the-cuff sizings for a beam and very basic answers to some questions. I gathered information, and tried to submit, and was then told I was submitting in a non-professional format, and that I needed extensive engineering for my plans. It then took me 6 months to satisfy all of the requirements for a simple residential remodel.	The city of Tempe is the only city (I have 11 separate municipal tax licenses') where no initial application for a permit is ever approved without redlines and the submittal of a second set of plans. This being the case even though the current permit application is exactly the same as the revised application that was ultimately approved on the the previous occasion. This has been consistently the case for the past ten years. While every other municipality has made a good faith effort to show what was expected on the permit application and thereby making it more likely to be granted the permit on the initial application, the city of Tempe has made every possible effort to thwart any chance of getting a permit approved on the initial application. This has required the most outlandish excuses for not granting a permit, involving the most absurd kind of information. On one occasion I was requested to provide the type (species) of wood that made up the roof trusses on a flat roof. How is any one going to make that determination? Core samples on each truss? There has been a clear pattern of obstruction that is apparently the work of just one examiner and everyone that I know in this industry has had the same sort of challenges. It is very frustrating for me personally as the permit requires more time (labor) to acquire than the amount of time it takes to install the system. That's absurd. We are talking about a water heater replacement. Tempe is the only municipality in this category. Everywhere else we go we have no trouble acquiring permits. Just Tempe and it's just one employee .	I called in and asked what time you guys had lunch break. I wanted to come in and get a demo permit. I was told you always have someone around. I got there and was told they were about to go on lunch break and I would have to wait until they got back. I was displeased but the reviewer postponed his lunch and reviewed my plans.
This was two years ago, so I don't remember. You need to ask us much sooner after the process is done.		

**Q7**

7. Were the review and permit allowable timelines clearly explained to you or known by you?

	Count	Percentage
Yes	104	78%
No	29	22%
<b>Total</b>	<b>133</b>	<b>100%</b>

**Other Option [If no, what is a better method for informing customers]**

I had a problem with a permit expiring because of the courtesy inspection when I should have requested one of the remaining inspections, even though I was not even close to getting the work done.	Each person working there needs to understand their own processes.
If there were corrections why does it have to go through review process all over again?	Email updates.
Counseling upon submission.	See question #6.
It would be good to send an email once the Application is submitted with the anticipated timeline. An online tracking tool would also be useful.	Had to figure out some of the requirements from review since I was not an architect and was working with a student architect.
Tempe doesn't normally take very long to review plans and issue permits, however, I never have a clear time line to give my supervisors or clients. I have also been told 2 to 6 weeks to process an over the counter permit for a sprinkler monitoring system. I believe that is a little extreme.	Better online communication.

**Q8**

8. Have you ever used Development Service's "Fast Track" or "Adaptive Reuse" Programs?

	Count	Percentage
Yes	22	18%
No	102	82%
<b>Total</b>	<b>124</b>	<b>100%</b>

**Q9**

9. If you used the Fast Track Program, do you feel that your project was 'fast-tracked'?

	Count	Percentage
Yes	12	10%
No	9	8%
Don't know	5	4%
N/A	90	78%
<b>Total</b>	<b>116</b>	<b>100%</b>

**Q10**

10. If you used the Adaptive Reuse Program, do you feel that your project was 'fast-tracked'.

	Count	Percentage
Yes	3	3%
No	4	3%
Don't know	12	10%
N/A	99	84%
<b>Total</b>	<b>118</b>	<b>100%</b>

**Q11**

11. If your plan review occurred Over-the-Counter (OTC), please respond to the following:

Was the home improvement rebate program explained to you?

	Count	Percentage
Yes	22	20%
No	21	19%
N/A	67	61%
<b>Total</b>	<b>110</b>	<b>100%</b>

Was the design assistance (HIPP) program explained to you?

	Count	Percentage
Yes	8	7%
No	31	28%
N/A	72	65%
<b>Total</b>	<b>111</b>	<b>100%</b>

Was your time with the OTC reviewer productive and efficient?

	Count	Percentage
Yes	59	53%
No	15	14%
N/A	37	33%
<b>Total</b>	<b>111</b>	<b>100%</b>

Were you able to obtain a permit?

	Count	Percentage
Yes	74	66%
No	4	4%
N/A	34	30%
<b>Total</b>	<b>112</b>	<b>100%</b>

**Q12**

12. If you used the Home Improvement Planning Program, please respond to the following questions:

Were you provided with a contact to assist you through the entire process?

	Count	Percentage
Yes	15	15%
No	6	6%
N/A	79	79%
<b>Total</b>	<b>100</b>	<b>100%</b>

Were you informed of applicable City and Zoning codes?

	Count	Percentage
Yes	20	20%
No	5	5%
N/A	75	75%
<b>Total</b>	<b>100</b>	<b>100%</b>

Did staff assist with identifying potential upgrade ideas?

	Count	Percentage
Yes	13	13%
No	9	9%
N/A	79	78%
<b>Total</b>	<b>101</b>	<b>100%</b>

Was the Residential Improvement Fee Rebate Program discussed?

	Count	Percentage
Yes	16	16%
No	5	5%
N/A	80	79%
<b>Total</b>	<b>101</b>	<b>100%</b>

Did you qualify for the Residential Improvement Fee Rebate Program?

	Count	Percentage
Yes	14	14%
No	2	2%
N/A	83	84%
<b>Total</b>	<b>99</b>	<b>100%</b>

**Q13**

13. How long did it take to finalize your project from initial filing of the application to final approval, including any reviews, revisions, and or final inspections?

	Count	Percentage
1 month or less	32	35%
2-3 Months	21	23%
4-6 months	16	18%
7-12 months	6	7%
Over 12 months	2	2%
Varies, N/A, Don't Remember, Other	14	15%
<b>Total</b>	<b>91</b>	<b>100%</b>

**Q14**

14. Did your application require revisions?

	Count	Percentage
Yes	92	74%
No	33	26%
<b>Total</b>	<b>125</b>	<b>100%</b>

**Q15**

15. If your application required revision, did staff assist you in understanding the problems and offering possible solutions?

	Count	Percentage
Yes	79	63%
No	19	15%
N/A	27	22%
<b>Total</b>	<b>125</b>	<b>100%</b>

**Q16**

16. Do you feel the city's permitting and inspection fees are reasonable?

	Count	Percentage
Yes	104	83%
No	22	17%
<b>Total</b>	<b>126</b>	<b>100%</b>

**Q17**

17. How do our fees compare to other cities' fees?

	Count	Percentage
Higher	22	17.5%
Lower	4	3.2%
Comparable	62	49.2%
Don't know	38	30.2%
<b>Total</b>	<b>126</b>	<b>100.0%</b>

**Q18**

18. Were you able to easily check on the status of your project?

	Count	Percentage
Yes	94	75%
No	31	25%
<b>Total</b>	<b>125</b>	<b>100%</b>

**Q19**

19. How did you check on the status of your project?

	Count	Percentage
Interactive Voice Response System (IVR)	18	15%
Walk-in Development Services Counter	23	19%
Over the telephone with staff	51	43%
Email	17	14%
Other	11	9%
<b>Total</b>	<b>120</b>	<b>100%</b>

**Other Option [Other]**

Web status	I didn't
I did not need to.	Contractor
N/A	online
Online	not found online
Telephone and email	got the permit and contacted the inspector, and finished it off.

**Q20**

**20. How did you request a building inspection?**

	Count	Percentage
Interactive Voice Response System (IVR)	66	55%
Walk-in Development Services Counter	9	7%
Over the telephone with staff	18	15%
Email	1	1%
Other	27	22%
<b>Total</b>	<b>121</b>	<b>100%</b>

**Other Option [Other]**

permit application / plan review only - architect	I DON'T REQUEST INSPECTIONS, CONTRACTOR DOES THAT
never got one.	Other representatives in my company arrange for inspections.
project not yet complete	contractor requested
Not involved with Inspection Requests	did not call for inspection, that is the contractors job
NA. The Contractor was responsible for this.	not involved in construction administration of prjoect
my foreman did it.	did not request
as architect, I did not request building inspection. Contractor does that.	contractor took care of this
General contractor did this I don't know what he did.	Through contractor
AT time of permit	Handled by contractor
Multiple walk in visits. counter staff was extremely helpful, engineers or tier 2 were difficult to deal with.	I am the architect so I do not call for inspections
N/A	n/a
n/a I am the Civil Engineer	Have not requested a building inspection.
N.A.	

**Q21**

**21. Did Development Services respond to your inspection request in a timely manner?**

	Count	Percentage
Yes	111	98%
No	2	2%
<b>Total</b>	<b>113</b>	<b>100%</b>

**Q22****22. Please rate the following inspector attributes:**

	Count	Percentage
<b>Acted professionally and fairly</b>		
Very Unsatisfied	7	6%
Unsatisfied	4	4%
Neutral	17	15%
Satisfied	34	30%
Very Satisfied	51	45%
<b>Total</b>	<b>113</b>	<b>100%</b>

**Demonstrated an expertise and knowledge required for your project**

	Count	Percentage
Very Unsatisfied	9	8%
Unsatisfied	1	1%
Neutral	17	15%
Satisfied	37	33%
Very Satisfied	49	43%
<b>Total</b>	<b>113</b>	<b>100%</b>

**On time for scheduled appointments**

	Count	Percentage
Very Unsatisfied	5	4%
Unsatisfied	0	0%
Neutral	21	19%
Satisfied	34	30%
Very Satisfied	53	47%
<b>Total</b>	<b>113</b>	<b>100%</b>

	Count	Percentage
<b>Timely responded to questions</b>		
Very Unsatisfied	6	5%
Unsatisfied	2	2%
Neutral	20	18%
Satisfied	34	30%
Very Satisfied	51	45%
<b>Total</b>	<b>113</b>	<b>100%</b>

	Count	Percentage
<b>Adaptable to accommodate more inspections than originally scheduled</b>		
Very Unsatisfied	5	5%
Unsatisfied	1	1%
Neutral	26	23%
Satisfied	33	30%
Very Satisfied	46	41%
<b>Total</b>	<b>111</b>	<b>100%</b>

	Count	Percentage
<b>Effectively provided an explanation for decisions</b>		
Very Unsatisfied	6	5%
Unsatisfied	5	5%
Neutral	21	19%
Satisfied	33	30%
Very Satisfied	46	41%
<b>Total</b>	<b>111</b>	<b>100%</b>

	Count	Percentage
<b>Helpful and easy to communicate with</b>		
Very Unsatisfied	7	6%
Unsatisfied	3	3%
Neutral	21	19%
Satisfied	30	27%
Very Satisfied	50	45%
<b>Total</b>	<b>111</b>	<b>100%</b>

	Count	Percentage
<b>Construction conflicts were effectively resolved</b>		
Very Unsatisfied	7	6%
Unsatisfied	2	2%
Neutral	22	20%
Satisfied	34	31%
Very Satisfied	46	41%
<b>Total</b>	<b>111</b>	<b>100%</b>

	Count	Percentage
<b>Referred me to correct staff for concerns outside of their area of expertise</b>		
Very Unsatisfied	6	6%
Unsatisfied	1	1%
Neutral	29	27%
Satisfied	30	28%
Very Satisfied	42	39%
<b>Total</b>	<b>108</b>	<b>100%</b>

### Q23

23. The re-inspection process was effectively managed.

	Count	Percentage
Yes	93	83%
No	19	17%
<b>Total</b>	<b>112</b>	<b>100%</b>

### Other Option [If no, what improvements can be made]

not applicable	n/a
very obvious that remodel is very down the list compared to new	N.A.
Take classes from Phoenix building department, They know what they are doing, you do not.	No reinspections needed.
"n/a" should be an option here.	contractor took care of this. I had no contact with inspectors.
No flexibility whatsoever even if the changes exceeded building code requirements	eliminate on site inspections for owner occupied buildings. They are an unnecessary waste of time.
None	Never needed any reinspections
N/A	N/A

### Q24

24. Would you utilize an application to schedule an inspection through a smart phone or computer?

	Count	Percentage
Yes	93	84%
No	18	16%
<b>Total</b>	<b>111</b>	<b>100%</b>

**Q25****25. Did you receive a clear and understandable inspection report?**

	Count	Percentage
Yes	100	92%
No	9	8%
<b>Total</b>	<b>109</b>	<b>100%</b>

**Q26****26. Resources on the website were useful and user friendly.**

	Count	Percentage
Yes	78	68%
No	37	32%
<b>Total</b>	<b>115</b>	<b>100%</b>

**Q27****27. Overall, how would you rate your experience?**

	Count	Percentage
Excellent	46	38%
Good	44	36%
Average	18	15%
Poor	14	11%
<b>Total</b>	<b>122</b>	<b>100%</b>

**Q28****28. How would you rate our overall service compared to other cities you have work with?**

	Count	Percentage
Superior to others	43	35%
The same as others	32	26%
Worse than others	22	18%
Don't Know	12	10%
N/A	15	12%
<b>Total</b>	<b>124</b>	<b>100%</b>

## 29. What did we do well?

The front desk girls are the best. very helpful with everything.	All aspects done well.	Many people were very helpful along the way from DPR through Inspections.	The counter staff is superb. Very patient, helpful and if a question is not known I am referred accordingly.
Friendly, personable, respectful staff members recognize me when onsite, I've been dealing with Angela, Lynn, Margie and Suzanne for many years. They have all been good to work with, we share a mutual respect for one another.	Generally, the individual staff members are friendly, professional and willing to help move a project through the process as smoothly as possible, (but they're constrained by well-intentioned but poorly implemented Council mandates, codes and regulations).	...experience, knowledge, communication skills and care are of a superior quality. This was my first time dealing with the city of Tempe and I did not expect the high level of service I received. Thanks to Mr ... instructions and service, I was able to complete my plans having a clear understanding of the building requirements. The contractor spoke highly of the the inspector who always showed up on time, was always available to answer questions and provide clarification throughout the whole renovation process. The customer service ladies in the front desk were positive, polite, helpful and efficient despite on how busy the office was. The overall service of all the employees in this division was A+Outstanding!	The counter staff is very courteous and helpful. I find it very easy to work with ... for over the counter reviews. ... is also an asset and helps with understanding the process and in providing helpful direction.
All was handled smoothly and in a professional manner.	Mostly everything.	N/A	The crew you have working the counter has always been very helpful every time I've used these services.
Almost nothing. Years of dealing with sanctimonious beaurocrats.	... was outstanding. Do not lose him!!! ...---not so great. If I knew which day each of them had off, I'd plan around this.	My permit was efficiently handled and the rebate of fees was appreciated, as my early 70s home is in need of some TLC and the rebate program encourages investment in upgrades.	The DS staff were all great and helpful including the people at the counter, plan review/approval, and inspectors. I didn't always get the answers I wanted, but the staff were fair and clearly explained their reasons behind their answers.
As a homeowner (not a contractor or construction professional) the OTC permit staff were very helpful, made many suggestions and helped me get my plans revised and accepted. The administrative staff were also very helpful.	Got to the review in a timely fashion.	Nice Friendly Counter ladies and men.	The entire process went pretty smoothly. The inspectors complimented me on the quality of my work even though I am not a professional builder.
... handled everything with a calm, respectful confidence, that turned my nightmare into a workable situation. Can't thank him enough.	Great folks at the counter	Nothing.	The field inspector and the counter clerks are doing an excellent job.
Availability of Staff and willingness to share creative ideas to solve site Plan/Design issues in a timely manner. Always willing to be flexible to find ways to expedite review times and approvals  Special note to ... - she is a professional and courteous planner always willing to help and solve issues not create new ones	Helpful at the counter to fulfill all necessary paperwork in order to get a permit	Once the permit had been issued the process was very good and well managed. Inspections were relatively easy and the inspectors worked well with our field staff.	The gals up front at the counter are excellent to deal with. ... was as well.
As an interior planner, I appreciated the plan check person spending the time to explain corrections to me, which helped in addressing them correctly. I am located out of state, and it helped tremendously. A sincere tip of the hat to ... for doing so.	High level of commitment, care and communication.	Overall process even with difficult projects was easy in most cases.	The inspector was much easier to deal with than counter guy issuing permit; he was polite and helpful about what I needed to do.

Counter service is excellent and efficient.. rarely have to wait long to be served.	I have been absolutely surprised by the amount of time and courtesy that the inspectors have given me on my project, trying to help educate me on safety and what the expectations are. I couldn't have been served any better than I have been by the building inspectors. I have never experienced such good service in any other city that I've done projects in.	Plan review was very thorough. Comments were precise and allowed me to present issues to the owner clearly, which was important, since owner tended to create own problems.	The main counter staff person left the position when I pulled the permit. That person was amazing and made the process easier, after her departure, very difficult to process anything.
Counter staff are wonderful.	I have worked for a GC for 31 years in the Valley and the City of Tempe is better than any other group to work with on a daily basis. Whether it is a \$50,000 Tenant Improvement or a \$20,000,000 building top to bottom in the office and out in the field EXCELLENT job with very smart people who know our business as well as their own. It makes for very successful projects.	plancheck/inspection	The people in the front office are easy to talk to and can usually get the info you need.
Counter staff is excellent, arguably the very best in the Valley. Well informed. Courteous. Organized.	I URGE CITY STAFF TO BE CREATIVE THRU-OUT THE PROCESS. GENERALLY THAT HAPPENS IN TEMPE AND OTHER CITIES LATELY. SOME CITIES HAVE YET TO FIGURE THAT OUT. I'VE DONE WORK IN APPROX 10 DEVELOPMENT DEPARTMENTS DURING THE TIME PERIOD OF THIS SURVEY.	Planner was most helpful and excellent w/communication. Counter got to me in a timely manner and answered questions well.	The Permit Process was excellent.
everything was good	Response times are good	Professional. Willing to discuss unique situations.	The submittal process is usually quick when dropping off plans for review.
Everything worked out in the end, and I was able to get a full rebate of the permit fees.	Excellent service.	Protecting your draconian guidelines.	Told me what was needed in clear, understandable terms.
face to face meetings are always pleasant; waiting times are always better than expected.	inspection group supervisor and inspectors very easy to communicate with and they provided excellent guidance in how to move my project forward.	Inspector was very helpful working around conflicts between Tempe and utility requirements.	Very professional response from the Reviewer when I called to clarify the marks on the submitted drawings.
Explained very well what was needed to request for a variation to our project. Whole process was very good and a learning experience. We always tell people how well our experience was.	Inspections were quick and explanations made final inspection easy. The desk staff was wonderful. The engineers (?) that had to approve the rebuilding permit were difficult and time consuming to deal with.	Responsive, staff receptive and helpful, timing is always a challenge. Staff was open in regards to timing/turnaround.	Very responsive and I was (allowed) able to contact the inspector directly for answering questions/concerns and clarification.
Explaining my options and working through the loose ends.	inspector was excellent, professional and very helpful with questions and concerns	Some of the staff is exceptional.	We have only experienced productive interactions with both counter, reviewers, and inspectors.
Last project was done at night in an occupied building. The head inspector was very accommodating of ours and the tenants needs. Inspector worked with us closely and allowed us to schedule early morning and 1 weekend inspection to make things stay on schedule	Your organization is fantastic and my favorite place to do business generally. Nicest counter help (that is saying a lot because people are great everywhere we do work), fantastic inspectors, and the only refundable permit fee in the valley (most homes). The only issue is the examiner has changed his mind about what he wants on the permit application every single time, no exceptions for the last 10 years. Totally stupid.	Your service staff at the main counter is above average but you residential plan reviewers are unprofessional, rude and a bottle neck in your staff. I personally tell investors not to work in Tempe if possible for Residential due to the plan reviewers.	When I finally got an over the counter review (fearful I was going to have to re-apply for my permit based on # rejections), it was made clear what needed to be done and I was able to correct one page on my drawings and replace it in the drawings while still in the review process. I had to enlist the help of a retiree from the Department to get the counter review. Of course, had I had an architect or super on the job rather than just me...I am sure it would have gone better and I learned for the next time.
friendly to business, good relation with reviewer.	Inspectors show up and are very knowledgeable and helpful.	Staff is always Friendly	You made my life miserable!
Friendly, courteous counter staff.	Inspectors understood our needs and requirements and did what they could to accommodate.	TAKE APP.	Your counter people were/are exceptional. ... were helpful. The rest of the process was an absolute nightmare and cost us well over \$30,000.00 in delays & modifications.

Friendly, knowledgeable, and approachable staff. Helped guide a novice through the process. Excellent service. Good experience overall	STAFF ALWAYS IS GREAT	The application process.	Your staff, across the board, were remarkably helpful and kind throughout the process.
Your staff are approachable, decent, and clearly trying to do a good job. Your lading light is Mr. ..., who is unflappable, gives good advice, never seems tired or hasty, and always maintains a good-humored outlook towards changes and multiple questions. Your counter staff are an asset, too.	NOTHING, I ENDED UP MOVING TO ANOTHER CITY TO GET AWAY FROM THE CLOWNS OF TEMPE.	I was finally given some assistance and guidance by the city, but only after I spent countless hours complaining and presenting the issues I was having with the city's unreasonable processes. Based on my experience, I would never purchase property in Tempe again and I try and avoid doing major improvements on my home, just so I do not have to apply for permits again.	initial 70% plans reviewed over the counter with plan reviewer prior to formal application (slow day). picked up reviewer comments for 100% plans submitted with application. Same reviewer reviewed plans over the counter and approved for permit at that time. This was a design build contract for our firm and the contractor I worked for was shocked that a commercial tenant improvement was permitted over the counter. Great experience working with the City.

**Q30**

**30. How can we better serve you?**

The second review process needs to be shortened in the time length. It seems like the plans are not looked at until they are due that day.	Hire seasoned inspectors and plan reviewers that know the difference between a waling deck and a 2nd story addition.	Not sure.	The entitlement process is a little long.
I wish there were better interface with the Planning department for an understanding of those items that need to be taken care of prior to submission of documents for development review. It is often confusing as to what is and is not required for site plan reviews, signage reviews, design reviews. I am especially concerned that the historic preservation office is not looped in property. There seems to be a real threat that historically significant properties could be demolished or altered without proper review by the Historic Preservation Office. Case in point is the recent University Terrace apartment complex by famed architect Al Beadle that is being demolished to make way for a new project. By the time most of us found out about the project is was too late to do anything to save this property or work with the developer to incorporate the existing into the proposed design as adaptive reuse.	I am comfortable using websites, and yours is very good. Not sure you can help with this, but the biggest problem I have is trying to figure out code requirements. You provide the links to codes, but I usually can't determine what I need - so I make a guess and the permit staff help and correct when I submit the plans.	Online permit status check. Would be helpful to keep track pass or failed inspections without wasting the inspectors time. Also would be a valuable learning lesson for superintendents and subcontractors.	A website to check on progress of plan check (check out City of Phoenix) would be great. COT website is a mess.. has old info (along with the new)...There is no link to Building safety information - all the initial links take you to the Planning side for project development and it takes forever how to trick into finding the building safety department sections, applications, tables etc. are.  Give direct phone numbers to reach the building department...waste time waiting (and that wait is sometimes long) to talk to the city operator only to be transferred to the correct department.
No comment.	I believe you just replaced one plan reviewer which talking with him he seams much better, the other should be replaced.	Other staff needs some improvement.	The people inspecting and conecting were real jerks !!
After 30 years, change is inconceivable.	I could not find my particular structure (sail shade) listed on the website and per square foot requirement did not seem to fit the criteria for permitting. I'm sure you can't list everything, but living in Arizona, shade might be pretty common.	Cannot think of anything.	The permit application requirements should be consistent. It is just a replacement water heater. It shouldn't take 8 plus hours to pull a permit (4 round trips from N.W. Phoenix and 84 PAGES of permit application) but that is what we have to budget for a water heater installation in Tempe. Almost exactly the number of man hours required to install the solar water heater.
Allow architects self certification for all building permits	I felt like I was stumbling through the process without a clear path.	Provide better, easier to source online information for codes and requirements etc.	The permitting process needs to be completely overhauled as it takes far too long and requires a great deal of unnecessary and superfluous information requested by review staff. Review staff is unwilling to provide solutions to issues and is very rigid in demanding that everything be done 'their way'.

The city reviewers are bit consistent with each other. Some city comments appear that they could be noted on the plans 'approved as noted'. If the process was streamlined and more consistent, I think it would save all parties time and money.	I needed to file 3 separate permits. I would like to have been able to amend my original permit to add the additional items. I did a bedroom remodel, and later on found I needed to expand my electrical breaker box, and I decided to relocate the water heater to an outside closet as an afterthought. Each of these required a separate permit.  Scheduling inspections for a specific time is dicey. There is a very narrow 15 minute slot in the morning when this can be done.	Provide more online resources to explain upgrades to city codes required after damage to residences. The reviewers were not forthcoming in providing information or reasons, just demanding changes that didn't make sense. Our damage was caused by a 'drifter' driving through a rental property. We didn't understand all the changes required by the building code and had to pay an engineer to explain and document the information.	The process for getting copies of old drawings on file in Records is a big pain...and extremely LONG; not acceptable.
Attempt to internally complete plan reviews in less time than 'quoted' thereby 'under promising and over delivering' services.	I was shocked to see such a young inspector on the first inspection. really seemed out of his element because of the new gas lines added to an existing house. And maybe that is something you don't see very often.	Reduce the Planning dept req'ts for parapet screening of equipment if you are a long distance from the edge of parapet, They have no willingness to work with you, it is absolute, regardless of conditions, they are totally un-flexible and have been downright rude about it.	The required paperwork is far more than in any city except Avondale.  Most cities require a one page form that can be emailed over and can be returned the same way. Payment is done by credit card. This is wonderful!
BETTER ON-LINE ACCESS	You can't, I've moved out of Tempe.	Reduce time for review to a reasonable time line	The 'Voice Gate' automated system of setting up an inspection leaves a little to be desired. During one call in, the system kept cutting out and returning to the beginning. So I called the help staff directly to set up the inspection.
By far Tempe is the most difficult city I deal with. Every thing takes forever to get done and the permit process is crazy. No other city requires things like structural reports for solar water heaters. Our company has a great, nice, clean & professional install everytime. If we sell a Solar water Heater in Tempe we lose money because we have to pay a structural engineer \$450 to stamp it. We tell our people who sell to stay away from Tempe because it a loss or they have to charge the customers way higher then all the other 37 Municipalities.	improve the service thru smartphone-online apps. Notifications and check the process.	Return phone calls. I've left several messages that have not been returned to this day. that is my only complaint. Please respond to voicemails.	There are only a couple of things that I think could improve the DS end of my projects. The 30 minute window to schedule appointments for inspections does not provide very good customer service. People work varying schedules and have other life obstacles so to be able to make a phone call on the day of the inspection at 6am is not the easiest. The other item relates to employee cell phones. I think if the cell phone is issued to the inspector or paid by the city then the number should be provided to the customer/resident. Not being 'allowed' to call the inspector was a slight issue.
Overhaul your entire system, Phoenix, Chandler, Avondale, Peoria. They all leave you in the dust, I get pains inside when I have to pull a permit in Tempe. You are out of touch with the needs of the people in Tempe and need to simplify the permit process, not make it near impossible. Only Scottsdale is worse than Tempe. Neither of you have a clue when it comes to running a City. Tempe has an Anti-Business attitude when it comes to the needs of your citizens. Phoenix is Ten times the size of Tempe and they know what the Hell is going on, pulling permits is a pleasure, plus their AFP program is the best thing ever.	Do a complete plans review and note ALL areas to be addressed in the form of revisions with the first review. We had a project that required 4 submissions for minor infractions. This could have been avoided with a comprehensive review with the first submission.  Standardize the requirements. Our projects had different submission requirements dependent upon the reviewer. This happened for 2 TI permits for the same property within three months.	RETURNING CALLS FOR INFO WITHIN 24 HRS IS ABSOLUTELY CRITICAL. IF I DONT RETURN A CALL WITHIN 24 HOURS FROM A POTENTIAL CLIENT I LOSE A PROJECT; AND USUALLY IT'S HALF A DAY OR I LOSE. WE ARE IN THIS TOGETHER AS A TEAM. I DESCRIBE THE CITY STAFF ROLE IN THE PROCESS TO CLIENTS AS TWO FOLD: TO UPHOLD THE CITY RESIDENTS APPROVED STANDARDS, SINCE IT IS THEIR CITY, AND TO FACILITATE THE DEVELOPMENT COMMUNITY THRU THE PROCESS.	Make it more clear what is needed for permits. And lower the price.  I had to have a permit for the project, a permit for the variance, a permit for propane and a permit for electric upgrade. That is VERY costly and time consuming. I didn't know where to look for what was needed to obtain these permits. I slogged my way through. The planner was most helpful. (Took several trips to get each permit.)  The website is a complete waste of time. Either that or it's very difficult to navigate. I would've never found variance info had it not been for ... spelling it out for me at a visit.
Could better explain the fee system and when payment is due	Keep doing what you are doing, concentrate on your strengths.	Schedule inspections. Online option. THE telephone system is too long.	Very satisfied already
Thought process worked well.	Keep on doing what you're doing.	Seems to me 'regulars' got friendlier or more lenient treatment if a line formed. Could just be my blame too...seems developer was more outgoing than I.	Whether submitted for plan review or over the counter, the submittal requirements should be consistent.
electronic permit scheduling for inspections and permit status review would be helpful	LESS REVIEW TIME	self certification	You already do!!

<p>It begins at the top.</p> <p>City Leaders need to have a vision for our community that's broader and more creative than economic development and personal legacy.</p> <p>What do we want our community to be? (Look to other progressive communities around the world to see what they're doing in environmental design, urban design, affordable housing, pedestrian amenities and open space, public transportation, sustainability, public art, education, etc., then develop policies and programs to best implement those elements into our community).</p> <p>Hire City staff with experience in these areas who understand how to implement them on the ground, and who can work with the Design and Construction Community to develop creative solutions in our build environment.</p> <p>Allow for more flexibility in the Planning and Review Process - rather than simply comparing a project to a pre-determined check list of elements that may or may not apply to the project at hand.</p>	<p>The frustration that we have had with the whole process came from not having a clear understanding of what was expected at the time of submittal. I read the requirements, and presented a 'preliminary' submittal OTC with the plan check engineer prior to formally submitting because I had an email correspondence with this person previously.</p> <p>I had well presented drawings, a check-list, and all of the appropriate documentation, along with a copy of our email correspondence with all questions that I had checked-off. I thought it would be relatively smooth, but it became a 6 month ordeal chasing my tail to try and get the appropriate documentation, engineering, and approvals prior to a permit.</p> <p>I felt very much as though I did not know the correct process, and that I needed to spend an exuberant amount of money, time, and effort on what I thought was a pretty straightforward project. I also now feel as though my project was over engineered, and costed me much more money to get to the current stage than it would have otherwise if I was more informed at the time.</p> <p>It was almost as if the requirements and expectations were re-written from the time I originally spoke with planning and building/safety obtaining information, and the time that we applied for our permit.</p>	<p>Simplify commercial permit approval criteria. Eliminate petty back-checking of former permits on microfiche or archives and the resulting required reverse engineering. Plan Review Staff is WAY over the top in comparison to ALL other local municipalities on this issue. Making current applicant responsible for compliance documentation of all former work, whether it's part of the current area of work or not, is overkill and creates tremendous extra cost and delays. We recommend reviewing PROPOSED work with reasonable demonstration of egress or life safety compliance of the proposed work required. Any other grossly non-compliant configurations affecting life safety can be flagged in the field by an inspector. Existence of an office layout that differs slightly than the previously permitted layout on record, but is otherwise generally safe and non problematic should not necessitate a requirement to go back to the drawing boards to increase the scope of documentation along with the architectural and engineering fees, and increased timeline to reverse engineer that difference in layout, especially in an area that is not part of the current construction area. Nobody else in the Valley requires that but the City of Tempe and it ironically promotes work without a permit to avoid the unreasonable scrutiny and delays, not to mention causing tremendous frustration across the board. We are all busy professionals and our time is valuable. The fees I charge my clients for work in Tempe can be 20%-50% higher than the other local municipalities because of the anticipated time intensive process to service the extra bureaucratic requirements from the plan review staff. There is no demonstrable return on those additional fees. It's just the relatively unreasonable cost of doing business in Tempe versus all the other local municipalities.</p>	<p>Your permit service is horrible. I did everything asked for and still at the end the reviewer of my plans kept coming back telling me I needed more info or paperwork or tests. I ended up spending another \$10k for surveys that were a waste. I went to the office well over 8 times and every time that I brought in the required info the reviewer brought up another problem. How come he didnt give me a big list the first visit??? I wasted so much time driving down there and waiting and it was all for nothing. So instead of spending hundreds of thousands of dollars in updating my home and improving the look of the community I decided to spend my money elsewhere. I moved to another city, bought a bigger better home than anything that I could build in Tempe for less money and sold my POS home in TEMPE, ill let the city officials look at that eyesore for years to come! What a freaken joke the city of Tempe is, none of them know what the hell is going on, fire them all.</p>
<p>Get rid of conflicts between Tempe and utility codes.</p>	<p>Material lock in was absurd</p>	<p>Sincerely, I do not know how you can top your existing service!</p>	<p>Faster response time for corrections instead of going to review process everytime.</p>
<p>Get the economy going faster</p>	<p>More professional and reasonable staff. Staff should be there to help customers and have knowledge of what their jobs are. More respectful staff, especially planners and reviewers.</p>	<p>Some of the processes for changing a sign criteria are overbearing in the amount of paperwork that needs to be provided and the fees are excessive for DPR.</p>	
<p>Getting the permit is way too cumbersome. Too slow and seems to be understaffed in planning.</p>	<p>n/a</p>	<p>Still receive feedback from clients on overall time to permitting as too long.</p>	<p>Allow for submittal of electronic documents. Eliminate / reduce paper.</p>
<p>had problem in plan review, different problem every time I fixed problem a new one would surface.. but individual did steer me right way was very helpful in the end</p>	<p>N/A</p>	<p>The architect serving the counter service can be more lenient to the construction and remodeling requests.</p>	<p>Have people who are involved in city government go through the process themselves, and let them experience it.</p>
<p>Hands-on explanations will streamline the process</p>	<p>N/A</p>	<p>The diagram / blueprint review process feels antagonistic - homeowner vs. the City</p>	

31. Additional comments:

<p>Over the past 20-25 years, the City of Tempe has gone from being the most creative, open and progressive municipality to work with to being one of the most difficult. (The exception to this is our Public Transportation / Alternative Transportation system..... it's still way ahead of anyone else's in the Valley).</p> <p>Planners don't plan or seem to have a vision - they make sure that projects comply with Council Mandates, (many of which are the result of some REactive response to a recent problem rather than a PROactive vision to possible solutions).</p> <p>Plan Reviewers have become automatons who simply compare projects to boiler plate plan review check lists, without any 'gaps' for flexibility or originality.</p> <p>Many still have a very 'suburban' mindset, when it's clear that we're becoming more urban by the day. They need to catch up, or move aside.</p> <p>The result is all very stale, when it should be new and inspiring.... the way it used to be in our community.</p>	<p>I really use to like doing work in Tempe. Lately it has been a hassle, do to inspection requirements and the lack of qualified personnel. I had a simple job but it was complicated by the inspector not understanding what we were there to fix and what the permit was granted to fix. I as the contractor I should not be held accountable for things we did not touch or repaired nor did we get a permit to fix or even getting paid to fix.</p>	<p>needs to be more consistency for guidelines from project to project and need to be reasonable at requests for information and specifications for materials used on projects.</p>	<p>My issue was in obtaining a permit for illegal improvements done 30 years prior to my residential property. I made 3 separate trips to the permit office, at 2 hours or more invested each time with the issuer insisting I couldn't have a permit due to too high a percentage of covered land for rainfall. At issue was his insistence that my patio structure had been added separately as it didn't show on the abstract for the property. I was the original owner of the house. It was only late in the third trip that he went and got out the microfiche of the original permit and admitted I was correct and then issued the necessary permits to bring the changes up to current code. I didn't feel as a 36 year Tempe resident that I was treated respectfully, but more as a criminal. I went in on my own accord to make things right, but felt he thought I needed to be punished. That attitude is surely not conducive to getting other people to come forth willingly to correct their own permit issues.</p>
<p>A better explanation of Plan Review and Permit Fees. Not so much the fee calculation but the explanation of what gets permitted under what class. For instance, under the new calculation process, is Fire Alarm and Access control calculated under Table 1-A. Or is it calculated separate, under a Fire Prevention and Protection chart.</p>	<p>I will never pull another permit in the City of Tempe. It is too time consuming and there's always a re submit. I got so frustrated with trying to pull a permit with Tempe that I sourced out a service to obtain and he started in April of 2014 and we still don't have it. No never again.</p>	<p>Only had one issue with a party regarding fire code question, I can't remember his name, but essentially was told 'you're the architect, figure it out'. I felt that was not a constructive answer.</p>	<p>The City of Tempe Development services has one of the best staff I have experienced.</p>
<p>A coordinated and communicating Tempe Community development services is critical. Tempe has so much to offer in the way of history that it is imperative that all City departments are in communication and that there are ways to better ensure that all projects are communicated to all departments including economic development and Historic Preservation Commission.</p>	<p>I wish the Tempe city letters regarding backflow testing had more information on them, including info on the device itself! all that's shown is a meter number. This makes testing in Tempe very difficult.</p>	<p>keep up the good communication with individuals needing service....very pleased with the outcome especially with the inspectors....very helpful and they would listen to your argument about a problem and adjust to a situation if needed to great job</p>	<p>The permit review staff needs to remember that they are public employees whose purpose is to help facilitate the needs of the people using the city services, not inhibit them. Help, assist, and act as a bridge to to the end goal rather than a barrier. I understand that they are entrusted to protect the public safety, but doing nothing and offering no assistance isn't helpful.</p>
<p>Most recent experience was not too bad, and the inspector was very polite and helpful.</p> <p>Past experiences with Community Development were awful.</p>	<p>Keep it up!</p>	<p>Phoenix is proving to be so, so, so, much more helpful.</p>	<p>The permitting process in Tempe has seriously diminished the amount of solar water heating systems being installed in the Tempe area. I know that I cringe seriously when we have a new customer in the Tempe Jurisdiction. For a municipality that otherwise does such a fantastic job of supporting the renewable industry it seems like a real waste to have one individual making it so difficult, ultimately, for your citizens to take advantage of all this available solar energy.</p>
<p>dealing with Phoenix seems easier, more automated, and a little more polished.</p>	<p>I am an architect so do not deal with inspections so couldn't answer any of those questions. When I said the fees were high - I am talking about plan check fees (.65 of permit is rather steep). Actual permit fees are normal.</p>	<p>Real jerks.</p>	<p>The plan reviewers can be difficult to work through issues with. The process of working through city comments can be time consuming without getting responses or having ease of coordination. I think this process could be modified to better suite all parties.</p>

During my process I encounter tremendous difficulties getting my construction plans approved. They were approved until a seal of a registered architect was stamped to the same construction drawings.	Keep up the good work!	See the above comments. Tempe is one of the worst run City's in Arizona.	The requirements for OTC access control drawings are nothing compared to those submitted for review. The OTC drawings would not have passed the preliminary administrative review process.  Also, spelling errors occasionally occur on plans and should not have to be re-lined for revision.
Everyone was terrific and helped me fix the mess I had gotten myself into. I love Tempe!	Keep up the good work! :-)	Some of the code requirements are not practical when remodeling an older home; i.e. hard wiring all smoke detectors.	I have been a Tempe resident or in excess of 50 years and have seen many changes most of them very positive please keep common sense as a virtue
Extremely disappointed in the entire process. Had we known then what we know now, I would stayed clear of Tempe. It's a beautiful City with so much potential. Tempe is securely anchored in the 19th century by dying dinosaurs refusing to march into the 20th century much less the 21st. Classic case of the tail wagging the dog. So extremely sad. Hope it changes real soon :-)	Know that my experience with the permitting department swayed my decision to buy additional properties in Tempe - we now have three. I feel we are well looked after here and frankly wouldn't go anywhere else. Scottsdale? No thanks.  Can someone please recognize Mr. Koziol's service? Your senor staff need to know what an asset he is to the Township of Tempe.	Tempe has an opportunity to be one of the best building departments to deal with, expanding the outstanding professionalism and customer service of the ladies at the counter down through to the plan review staff. It takes bold steps to change status quo and overcome archaic policies incubated by entrenched personnel. It's encouraging to see this survey being distributed. The design community appreciates the effort and willingness to look in the mirror. Keep up the effort.	There were some people who also seemed not to know the right policies and procedures of the City of Tempe, as well as the correct work flow. I was sent in circles several very frustrating times with people saying that the party they were sending me to first was required, just to be turned around and the same thing said about where I just was. The inspectors also seemed to not understand some of the certified tests that had been performed and were required to perform them again just to appease the inspector. A person in DPR also misplaced our plans we were set back several weeks during an opening timeline that was already tight. Luckily there were some people in the Tempe building offices (Shawn Daffara was notably a large portion alone) that were immeasurably helpful in troubleshooting building conflicts, and openly informative with options and solutions that were realistic.
Get out of the way. I would never recommend constructing a building in Tempe to anyone. THANK YOU FOR ASKING	Please give my thanks to the amazing people in this division !	Thank you for asking my opinion.	This city is huge look at what Phoenix does with these permits.
We hope to have an opportunity to work in the city of Tempe once again.	Most of my permits were attained a few years ago, like ...he was secretary for IAEI back a few years ago! Sorry	Thanks for being open to comments and feedback, I would like the same in any hostile to business cities across the valley.	We've also appreciated working with the plan review team, and we understand that at times when their workload is burdened with more reviews than expected. Most everyone has tried to reply to inquiries in a timely manner. We're grateful.
Although I'm glad I went through the permit process, I can understand why many people just skip it. In my case of a bathroom remodel performed by a licensed general contractor, there were only minor plumbing and electrical changes.  As an example:  Although I eventually received a rebate of the fees, the fact that the price of the permits was based on the entire remodel cost seemed inappropriate. It should have been based only on the plumbing and electrical work--not the quality/price of the tile or countertops, etc.	Thanks for the opportunity to review the services I received. I don't remember everyone's name, but the few I remember that provided great service in one way or another are: ... ... I think with engineering. He went above and beyond to assist me and answer my questions  ... I think with engineering Sorry for those I left out	We are overall relatively happy with our experience dealing with the City of Tempe. We are trying to improve our property, and after two years of construction, we can see the end in sight.  I am thankful for many of the people that we have dealt with, as many of those folks tried to help, and gave us a lot of information.  We had to hire a Civil Engineer, a Structural Engineer, a MEP Engineer, and a professional draftsman to get through the process. I wish it had been a smoother path for us.	Love the Tempe neighborhood services and keeping our neighborhoods clean and safe. There is a lack of communication about benefits available. Excited to learn that we are expanding the Drug free multi housing training to single family units. The permitting approval process has a 'good old boys' feeling in that they are very curt and don't seem to like to explain the process.

THERE IS A TON OF PRESSURE FROM CLIENTS ON PROFESSIONAL CONSULTANTS. MOST CLIENTS DON'T HAVE A CLUE AS TO THE PROCESS. CLIENTS PRETTY MUCH HATE US ALL RIGHT OFF THE BAT, THAT INCLUDES THE CITY STAFF AND BUREAUCRACY. THE CONSULTANT IS THE FIRST LINE OF INFO TO THE CLIENT. WE DESCRIBE THE PROCESS AND THE PERSONALITY OF THE DEPARTMENT. IF STAFF ARE HELPFUL, CREATIVE AND UPBEAT, THE CLIENT WILL BE HAPPY TO KNOW THAT. ALSO FOR THE OVER THE COUNTER PROCESS, IF THE STAFF PERMIT REVIEWER ASSIGNED THAT DAY NEEDS TO TAKE A BREAK, LIKE LUNCH, ANOTHER STAFF PERSON SHOULD FILL IN DURING THAT TIME. ONE WAY I LOOK AT MEETINGS, SUBMITTAL TIMES, ETC. IS TO ADD UP THE MAN HOURS AND THE HOURLY FEES STANDING OR SITTING WAITING. THE MONEY TOTAL BECOMES STAGGERING AND IT'S ALL A COST TO THE CLIENT, OR THE CONSULTANT. THE STATE LEGISLATED PROCESS, THE BILL OF RIGHTS NONSENSE, FOR ADMIN/SUBSTANTIAL REVIEW HAS MADE THE PROCESS HARDER FOR STAFF TO BE HELPFUL, RESPONSIVE AND CREATIVE AND MUCH MORE TIME CONSUMING FOR THE DEVELOPMENT COMMUNITY. CITY PERSONNEL, SUCH AS DIRECTORS AND MANAGERS SHOULD BE TALKING TO THE COUNCIL TO GET SOME ACTION TO OVERTURN IT. I'VE SPOKEN TO THE LEGISLATIVE STATE REP FOR THE TEMPE DISTRICT ABOUT IT. THERE IS PLENTY OF SUPPORT FOR CHANGE ACROSS THE VALLEY. IT WAS A BAD BILL THAT GOT THRU THE LEGISLATURE AT MIDNIGHT UN-OPPPOSED. TOO BAD THIS IS JUST FOR THE DEVELOPMENT DEPARTMENT. I'VE MADE SOME SUGGESTIONS TO PUBLIC WORKS THAT WOULD SAVE THE CITY A BUNCH OF MONEY. AND IF ENGINEERING IS INCLUDED IN THIS SURVEY, RESPONSIVENESS FROM ENGINEERING HAS NEVER BEEN CONSISTENTLY GOOD. HAVE ENCOUNTERED OBSTRUCTIVE ATTITUDE OF STAFF SEVERAL TIMES, WHEN IT WAS COMPLETELY UNNECESSARY. RECENTLY I NEEDED ENGINEERING INFO, AND WENT INTO ENGINEERING AT WEST SIDE OF GARDENS AND WAS TOLD PRIVATE DEVELOPMENT WAS AT ONE STOP NOW. THE DESK AT ENGINEERING WAS A GREAT RESOURCE FOR MINOR INFO LIKE LOCATIONS OF WATER LINES ETC. I RECENTLY TOLD A CONTRACTOR TO GO THERE, NOPE - HE ENDED UP NOT GETTING THE INFO FOR THE PROJECT HE NEEDED. SO I HAD TO FOLLOW UP, STILL MORE OF MY TIME.

Getting a permit from the City of Tempe is the toughest thing around. ... is very knowledgeable but seems overwhelmed and may be too thorough. Needs some help. When I go to the City of Tempe, I dread it. It seems like the City of Tempe against me. When I go to the City of Phoenix for a similar permit, they are happy to help and they seem like a teammate instead of an opponent. They are happy I am improving the area by fixing up a house. Total 180 when you go to Tempe. It is like you are trying to get one over on them and they scrutinize every last detail until I promise myself 'I will never do another project in Tempe again.' Then I still need to make a living and I accept a job in Tempe and I forget how tough, frustrating and time consuming the process is. Take some lessons from City of Tempe. Treat your customers like customers and not crooks!