

2011 Development Community Survey

FINAL REPORT

Submitted to

The City of
**San Marcos,
Texas**

ETC Institute
725 W. Frontier Circle
Olathe, KS
66061

May 2011





Contents

Executive Summary	i
Section 1: Charts and Graphs.....	1
Section 2: Tabular Data	18
Section 3: Survey Instrument.....	47



Development Community Survey

Executive Summary Report

Overview and Methodology

ETC Institute administered a Development Community Survey for the City of San Marcos during the spring of 2011. The purpose of the survey was to identify areas for improvement, measure progress in those areas, and help in tracking performance measures, making budgetary decisions, and implementing business process improvements.

A five-page survey was mailed to organizations that have interacted with the City's review and inspection processes during the past two years. A total of 101 organizations completed a survey.

This report contains the following:

- a summary of the methodology for administering the survey and major findings
- charts and graphs showing the results for questions on the survey
- tabular data showing the results for questions on the survey
- a copy of the survey instrument.

Major Survey Findings

- **Zoning and Land Use Amendment Review Process**
 - **Strengths:** The zoning and land use amendment review process items with the highest levels of satisfaction, based upon the combined percentage of "very satisfied" and "satisfied" responses among those who had an opinion are: "how fairly you are treated by City staff" (69%), "how easy it is to contact staff" (60%), and "the technical competence of City staff" (55%).
 - **Priorities for Improvement.** Based on the sum of their top three choices, the aspects of the zoning and land use amendment review process that respondents feel should receive the most emphasis over the next two years are: "the length of



time the process takes to complete, how easy the process is to complete, and how easy the process is to understand.

- **How San Marcos Compares to Other Communities.** Fifty-eight percent (58%) of those surveyed rated the Zoning and Land Use Amendment Review Process in San Marcos as better or about the same as other local governments in Texas; 38% rated the process in San Marcos as worse, and 4% did not have an opinion.

➤ **Subdivision Platting Review Process**

- **Strengths.** The subdivision platting review process items with the highest levels of satisfaction, based upon the combined percentage of very satisfied and satisfied responses among those who had an opinion are: how fairly you are treated by City staff (71%), and the technical competence of City staff (60%).
- **Priorities for Improvement.** Based on the sum of their top three choices, the aspects of the subdivision platting review process that respondents feel should receive the most emphasis over the next two years are: how consistently standards are applied by staff, and the length of time the process takes to complete.
- **How San Marcos Compares to Other Communities.** Fifty-six percent (56%) of those surveyed rated the Subdivision Platting Review Process in San Marcos as better or about the same as other local governments in Texas; 44% rated the process in San Marcos as worse.

➤ **Watershed Protection Review Process**

- **Strengths.** The watershed protection review process items with the highest levels of satisfaction, based upon the combined percentage of very satisfied and satisfied responses among those who had an opinion are: how fairly you are treated by City staff (59%), how consistently standards are applied by staff (55%), and how responsive City staff are to your needs (54%).
- **Opportunities for Improvement.** Based on the sum of their top three choices, the aspects of the watershed protection review process that respondents feel should receive the most emphasis over the next two years are: how easy the process is to complete, and the length of time the process takes to complete.



- **How San Marcos Compares to Other Communities.** Fifty-five percent (55%) of those surveyed rated the Watershed Protection Review Process in San Marcos as “better” or “about the same” as other local governments in Texas; 38% rated the process in San Marcos as “worse”, and 7% did not have an opinion.

➤ **Public Improvement Plans Review Process**

- **Strengths.** The public improvement plans review process items with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among those who had an opinion are: “how consistently standards are applied by staff” (66%), “how easy the process is to understand” (65%), and “how easy it is to contact City staff” (65%).
- **Opportunities for Improvement.** Based on the sum of their top three choices, the aspects of the public improvement plans review process that respondents feel should receive the most emphasis over the next two years are: “the length of time the process takes to complete” and “how responsive City staff are to your needs”.
- **How San Marcos Compares to Other Communities.** Sixty-five percent (65%) of those surveyed rated the Public Involvement Plans Review Process in San Marcos as “better” or “about the same” as other local governments in Texas; 35% rated the process in San Marcos as “worse”.

➤ **Site Prep Review Process**

- **Strengths.** The site prep review process items with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among those who had an opinion are: “how fairly you are treated by City staff” (56%), and “how easy the process is to complete” (47%).
- **Priorities for Improvement.** Based on the sum of their top three choices, the aspects of the site prep review process that respondents feel should receive the most emphasis over the next two years are: “the length of time the process takes to complete” and “how easy it is to contact City staff”.
- **How San Marcos Compares to Other Communities.** Sixty-four percent (64%) of those surveyed rated the Site Prep Review Process in San Marcos as “better” or “about the same” as other local governments in Texas; 25% rated the process in San Marcos as “worse”, and 11% did not have an opinion.



➤ **Building Permit Review Process**

- **Strengths.** The building permit review process items with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among those who had an opinion are: “how easy the process is to understand” (71%), “how fairly you are treated by City staff” (71%), and “how responsive City staff are to your needs” (69%).
- **Priorities for Improvement.** Based on the sum of their top three choices, the aspects of the building permit review process that respondents feel should receive the most emphasis over the next two years are: “the length of time the process takes to complete” and “how easy the process is to complete.”
- **How San Marcos Compares to Other Communities.** Eighty-five percent (85%) of those surveyed rated the Building Permit Review Process in San Marcos as “better” or “about the same” as other local governments in Texas; 11% rated the process in San Marcos as “worse”, and 4% did not have an opinion.

Other Findings:

- The aspects of City inspections with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among those who had an opinion are: “the availability of building inspectors” (81%), and “how long it takes the City to complete inspections” (81%).
- Seventy-three percent (73%) of respondents rated the overall quality of life in the City of San Marcos as “much better” or “better” than other communities they’ve encountered in Texas. In addition, 70% of respondents rated the overall image of the City of San Marcos as “much better” or “better” than other communities in Texas.
- Fifty-percent (50%) of respondents feel their organization’s level of investment in San Marcos will be “much greater” or “greater” over the next five years. In addition, 44% of respondents feel their organization’s level of investment will be “about the same”, and only 4% feel their investment will be less.



Development Community Survey

Executive Summary Report

Overview and Methodology

ETC Institute administered a Development Community Survey for the City of San Marcos during the spring of 2011. The purpose of the survey was to identify areas for improvement, measure progress in those areas, and help in tracking performance measures, making budgetary decisions, and implementing business process improvements.

A five-page survey was mailed to organizations that have conducted business with the City of San Marcos in recent years. A total of 101 organizations completed a survey.

This report contains the following:

- a summary of the methodology for administering the survey and major findings
- charts and graphs showing the results for questions on the survey
- tabular data showing the results for questions on the survey
- a copy of the survey instrument.

Major Survey Findings

➤ **Zoning and Land Use Amendment Review Process**

The zoning and land use amendment review process items with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among those who had an opinion are: “how fairly you are treated by City staff” (69%), “how easy it is to contact staff” (60%), and “the technical competence of City staff” (55%).

Based on the sum of their top three choices, the aspects of the zoning and land use amendment review process that respondents feel should receive the most emphasis over the next two years are: “the length of time the process takes to complete”, “how easy the process is to complete”, and “how easy the process is to understand”.



➤ **Subdivision Platting Review Process**

The subdivision platting review process items with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among those who had an opinion are: “how fairly you are treated by City staff” (71%), and “the technical competence of City staff” (60%).

Based on the sum of their top three choices, the aspects of the subdivision platting review process that respondents feel should receive the most emphasis over the next two years are: “how consistently standards are applied by staff”, and “the length of time the process takes to complete”.

➤ **Watershed Protection Review Process**

The watershed protection review process items with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among those who had an opinion are: “how fairly you are treated by City staff” (59%), “how consistently standards are applied by staff” (55%), and “how responsive City staff are to your needs” (54%).

Based on the sum of their top three choices, the aspects of the watershed protection review process that respondents feel should receive the most emphasis over the next two years are: “how easy the process is to complete”, and “the length of time the process takes to complete”.

➤ **Public Improvement Plans Review Process**

The public improvement plans review process items with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among those who had an opinion are: “how consistently standards are applied by staff” (66%), “how easy the process is to understand” (65%), and “how easy it is to contact City staff” (65%).

Based on the sum of their top three choices, the aspects of the public improvement plans review process that respondents feel should receive the most emphasis over the next two years are: “the length of time the process takes to complete” and “how responsive City staff are to your needs”.

➤ **Site Prep Review Process**

The site prep review process items with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among those who had an opinion are: “how fairly you are treated by City staff” (56%), and “how easy the process is to complete” (47%).



Based on the sum of their top three choices, the aspects of the site prep review process that respondents feel should receive the most emphasis over the next two years are: “the length of time the process takes to complete” and “how easy it is to contact City staff”.

➤ **Building Permit Review Process**

The building permit review process items with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among those who had an opinion are: “how easy the process is to understand” (71%), “how fairly you are treated by City staff (71%), and “how responsive City staff are to your needs” (69%).

Based on the sum of their top three choices, the aspects of the building permit review process that respondents feel should receive the most emphasis over the next two years are: “the length of time the process takes to complete” and “how easy the process is to complete”.

➤ **Inspections**

The aspects of City inspections with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among those who had an opinion are: “the availability of building inspectors” (81%), and “how long it takes the City to complete inspections” (81%).

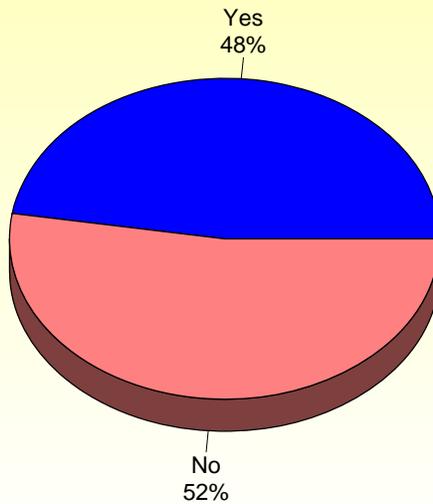
Other Findings:

- Seventy-three percent (73%) of respondents rated the overall quality of life in the City of San Marcos as “much better” or “better” than other communities they’ve encountered in Texas. In addition, 70% of respondents rated the overall image of the City of San Marcos as “much better” or “better” than other communities in Texas.
- Fifty-percent (50%) of respondents feel their organization’s level of investment in San Marcos will be “much greater” or “greater” over the next five years. In addition, 44% of respondents feel their organization’s level of investment will be “about the same”, and only 4% feel their investment will be less.

Section 1:
Charts and Graphs

Q1. Have You Interacted with the City's Zoning & Land Use Amendment Review Process During the Past Two Years?

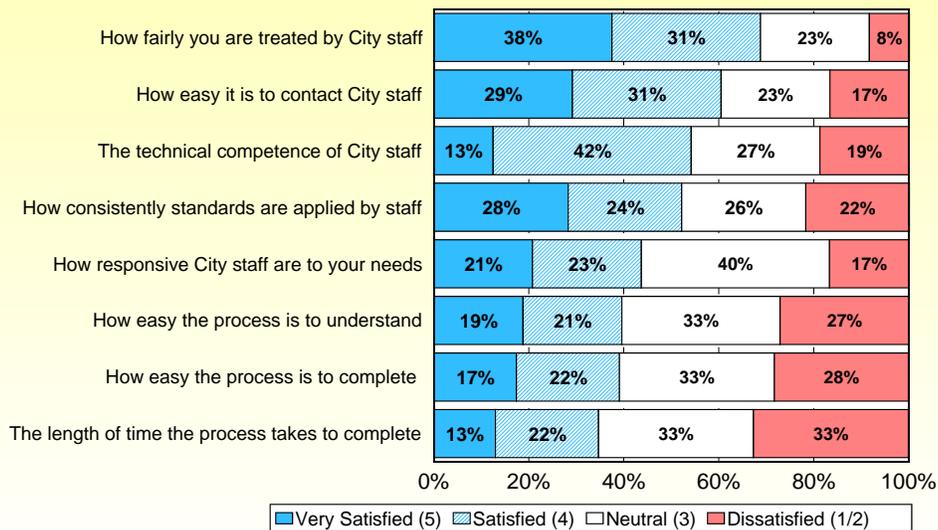
by percentage of respondents



Source: ETC Institute (2011)

Q2. Satisfaction with Various Aspects of the City's Zoning & Land Use Amendment Review Process and Staff

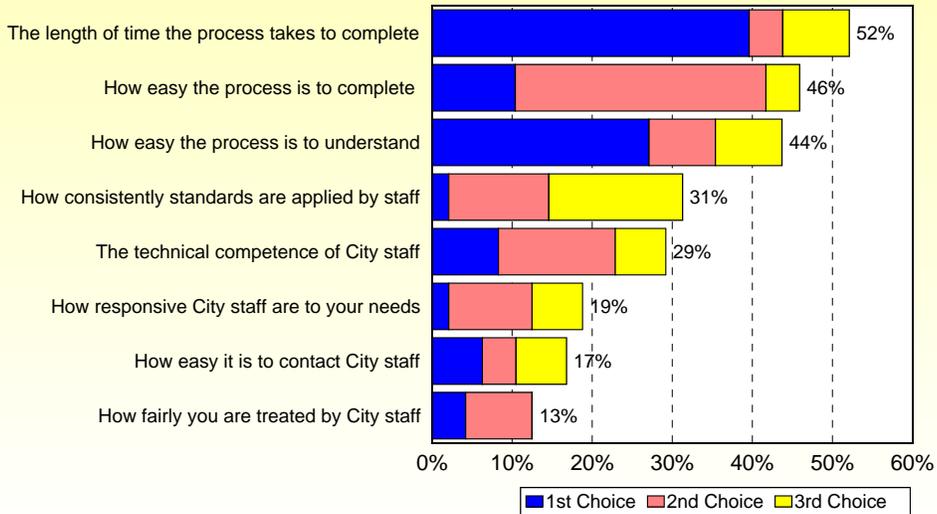
by percentage of respondents that have interacted with the Zoning & Land Use Amendment Review Process during the past 2 years (excluding don't knows)



Source: ETC Institute (2011)

Q3. Aspects of the City's Zoning & Land Use Amendment Review Process That Should Receive the Most Emphasis Over the Next Two Years

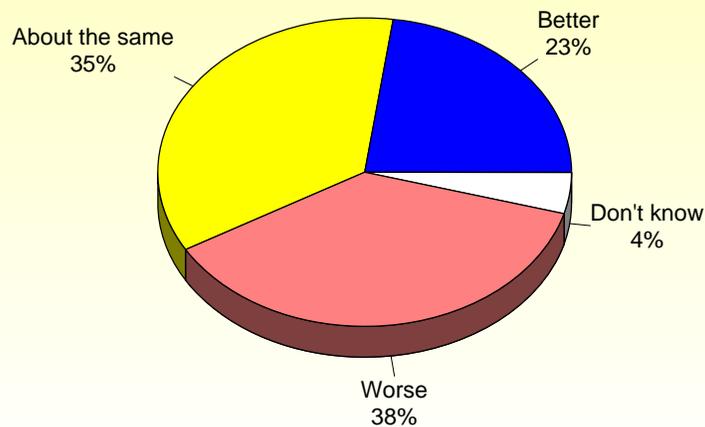
by percentage of respondents that have interacted with the Zoning & Land Use Amendment Review Process during the past 2 years (sum of top 3 choices)



Source: ETC Institute (2011)

Q4. Compared to Other Governmental Organizations in Texas with Whom You've Worked, How Would You Rate the City of San Marco's Zoning & Land Use Amendment Review Process?

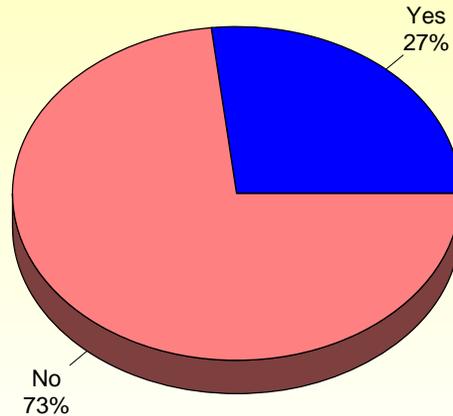
by percentage of respondents that have interacted with the Zoning & Land Use Amendment Review Process during the past 2 years



Source: ETC Institute (2011)

Q5. Have You Interacted with the City's Subdivision Platting Review Process During the Past Two Years?

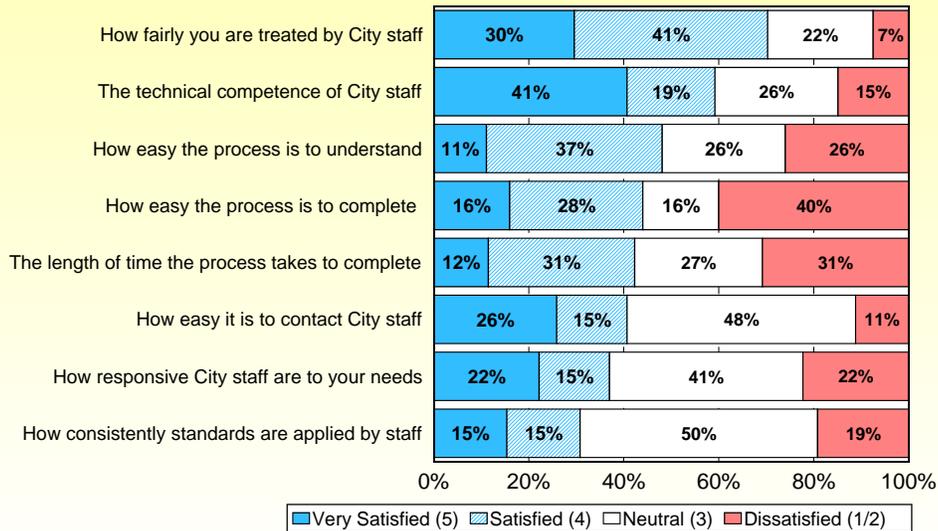
by percentage of respondents



Source: ETC Institute (2011)

Q6. Satisfaction with Various Aspects of the City's Subdivision Platting Review Process and Staff

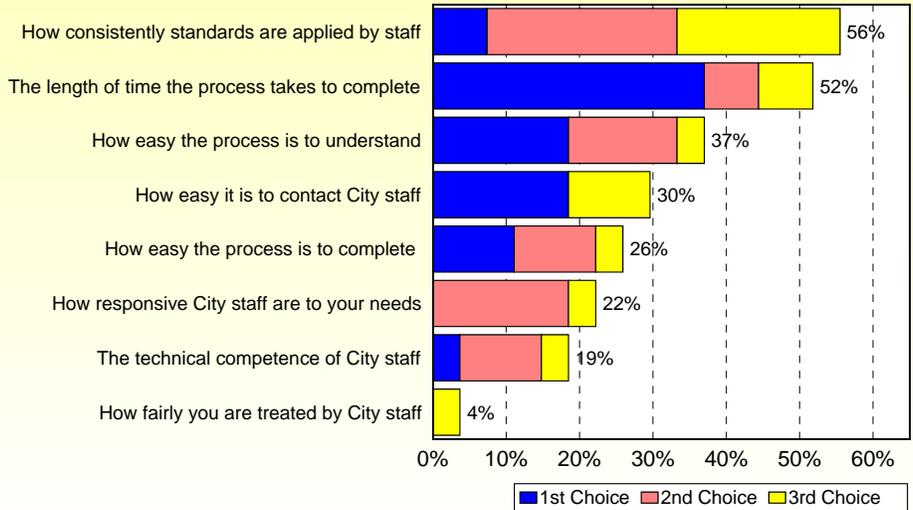
by percentage of respondents that have interacted with the Subdivision Platting Review Process during the past 2 years (excluding don't knows)



Source: ETC Institute (2011)

Q7. Aspects of the City's Subdivision Platting Review Process That Should Receive the Most Emphasis Over the Next Two Years

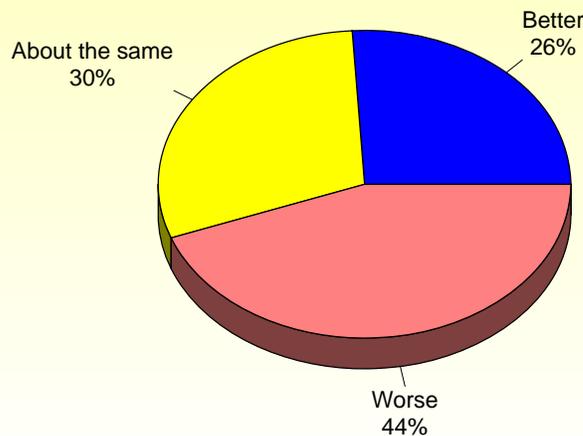
by percentage of respondents that have interacted with the Subdivision Platting Review Process during the past 2 years (sum of top 3 choices)



Source: ETC Institute (2011)

Q8. Compared to Other Governmental Organizations in Texas with Whom You've Worked, How Would You Rate the City of San Marco's Subdivision Platting Review Process?

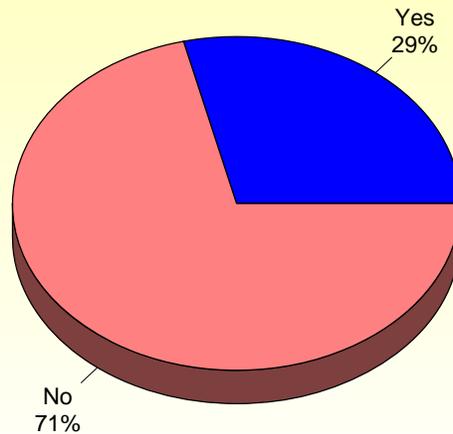
by percentage of respondents that have interacted with the Subdivision Platting Review Process during the past 2 years



Source: ETC Institute (2011)

Q9. Have You Interacted with the City's Watershed Protection Review Process During the Past Two Years?

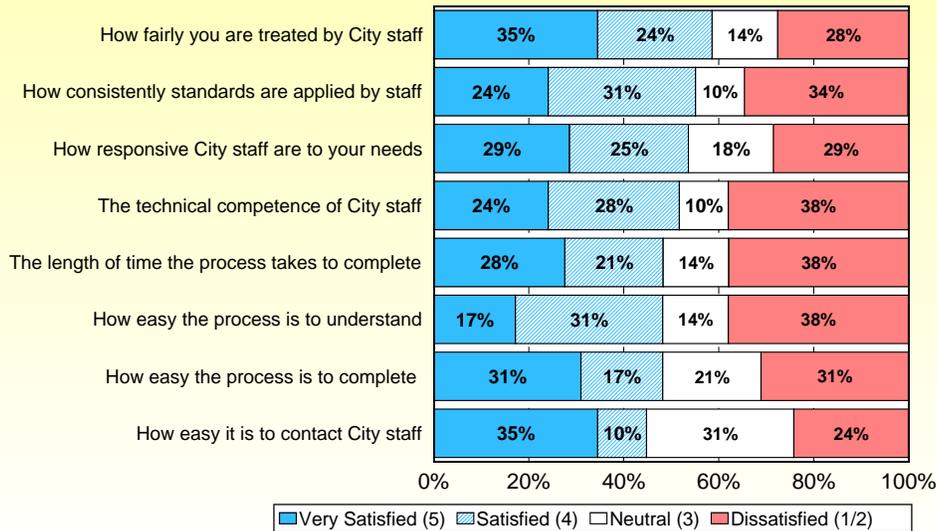
by percentage of respondents



Source: ETC Institute (2011)

Q10. Satisfaction with Various Aspects of the City's Watershed Protection Review Process and Staff

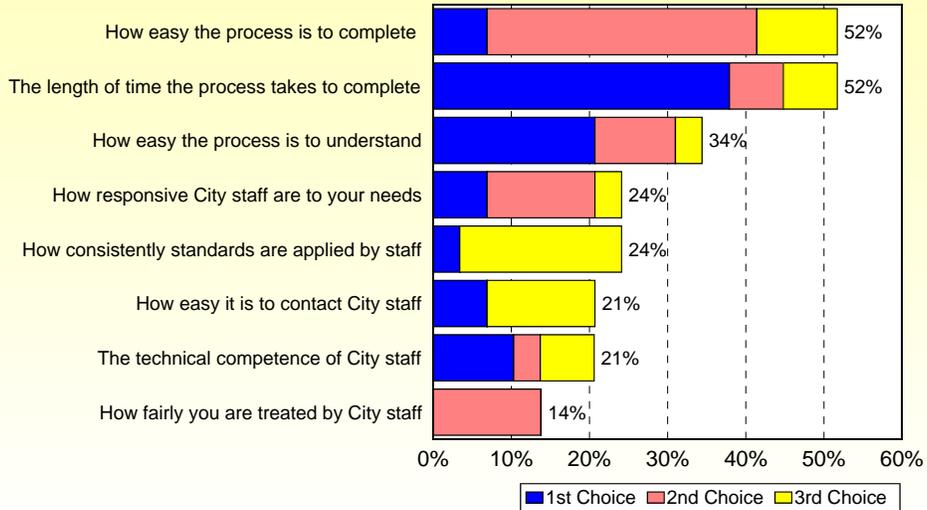
by percentage of respondents that have interacted with the Watershed Protection Review Process during the past 2 years (excluding don't knows)



Source: ETC Institute (2011)

Q11. Aspects of the City's Watershed Protection Review Process That Should Receive the Most Emphasis Over the Next Two Years

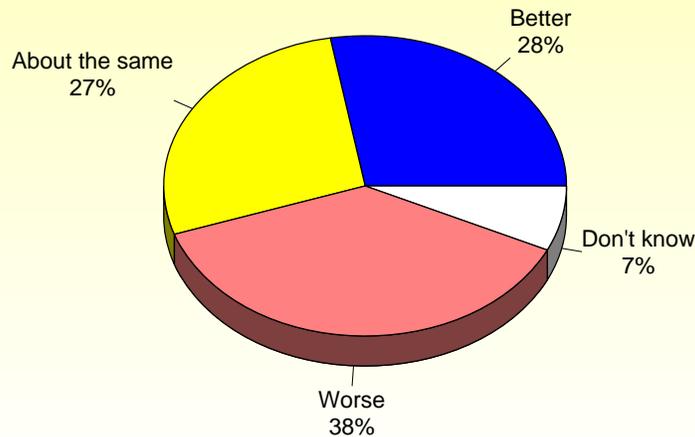
by percentage of respondents that have interacted with the Watershed Protection Review Process during the past 2 years (sum of top 3 choices)



Source: ETC Institute (2011)

Q12. Compared to Other Governmental Organizations in Texas with Whom You've Worked, How Would You Rate the City of San Marco's Watershed Protection Review Process?

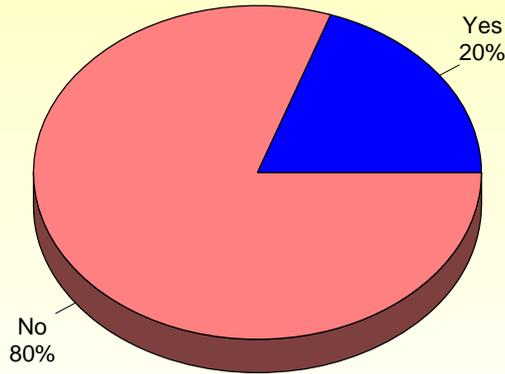
by percentage of respondents that have interacted with the Watershed Protection Review Process during the past 2 years



Source: ETC Institute (2011)

Q13. Have You Interacted with the City's Public Improvement Plans Review Process During the Past Two Years?

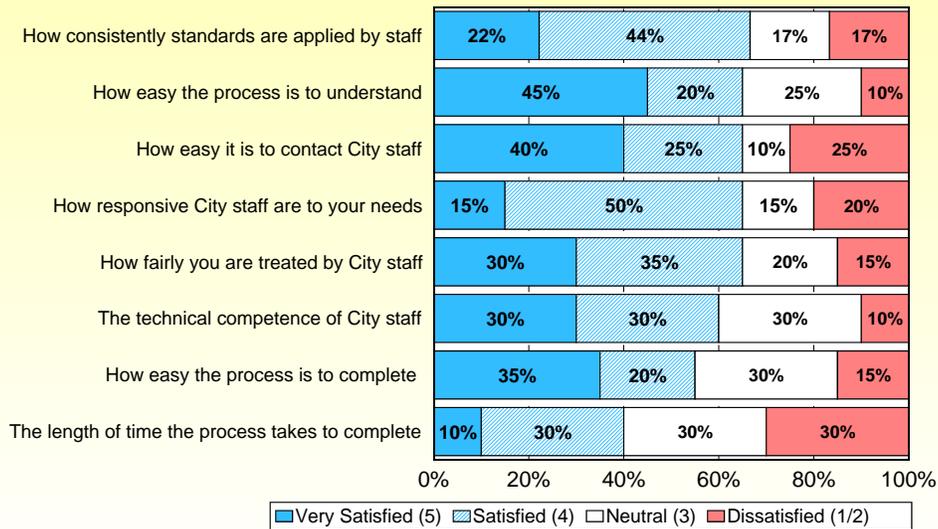
by percentage of respondents



Source: ETC Institute (2011)

Q14. Satisfaction with Various Aspects of the City's Public Improvement Plans Review Process and Staff

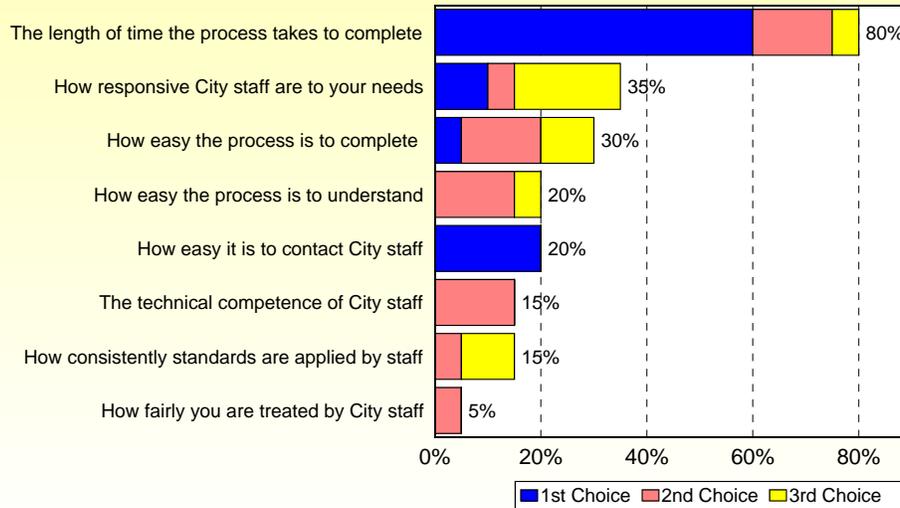
by percentage of respondents that have interacted with the Public Improvement Plans Review Process during the past 2 years (excluding don't knows)



Source: ETC Institute (2011)

Q15. Aspects of the City's Public Improvement Plans Review Process That Should Receive the Most Emphasis Over the Next Two Years

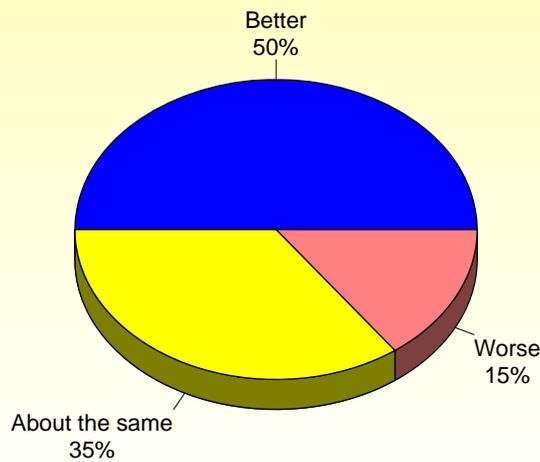
by percentage of respondents that have interacted with the Public Improvement Plans Review Process during the past 2 years (sum of top 3 choices)



Source: ETC Institute (2011)

Q16. Compared to Other Governmental Organizations in Texas with Whom You've Worked, How Would You Rate the City of San Marco's Public Improvement Plans Review Process?

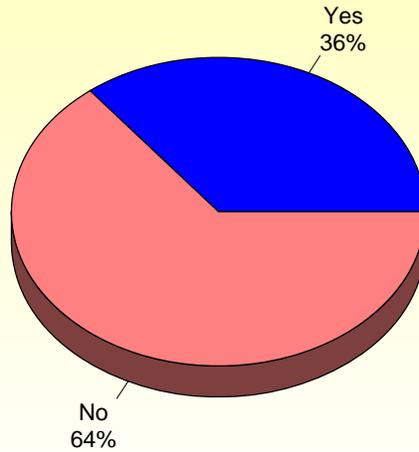
by percentage of respondents that have interacted with the Public Improvement Plans Review Process during the past 2 years



Source: ETC Institute (2011)

Q17. Have You Interacted with the City's Site Prep Review Process During the Past Two Years?

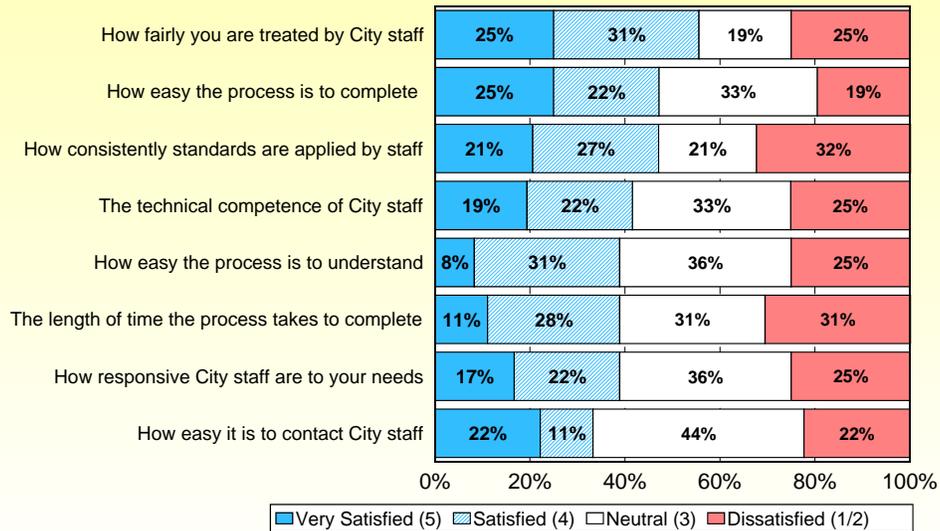
by percentage of respondents



Source: ETC Institute (2011)

Q18. Satisfaction with Various Aspects of the City's Site Prep Review Process and Staff

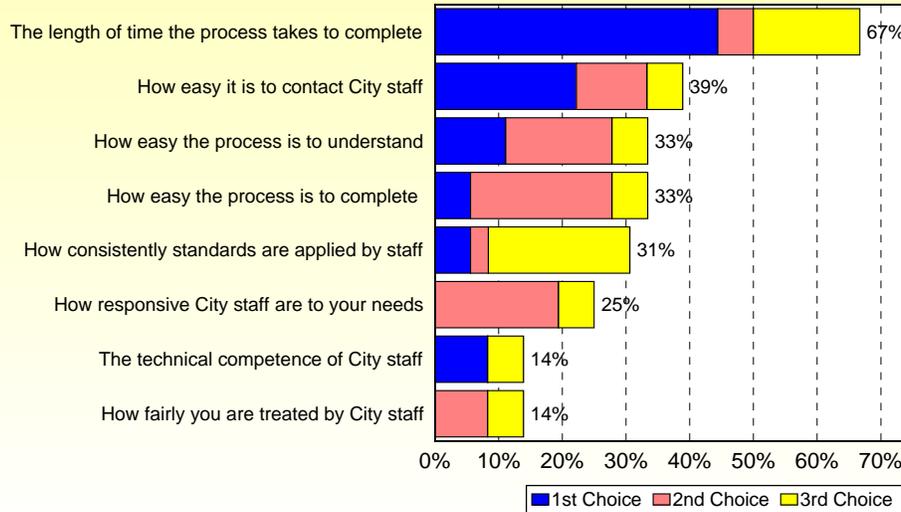
by percentage of respondents that have interacted with the Site Prep Review Process during the past 2 years (excluding don't knows)



Source: ETC Institute (2011)

Q19. Aspects of the City's Site Prep Review Process That Should Receive the Most Emphasis Over the Next Two Years

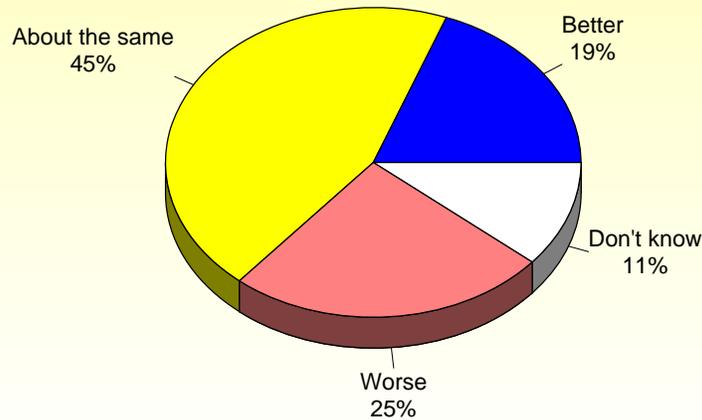
by percentage of respondents that have interacted with the Site Prep Review Process during the past 2 years (sum of top 3 choices)



Source: ETC Institute (2011)

Q20. Compared to Other Governmental Organizations in Texas with Whom You've Worked, How Would You Rate the City of San Marco's Site Prep Plans Review Process?

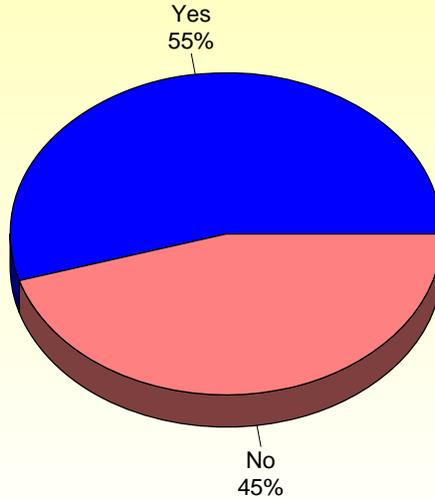
by percentage of respondents that have interacted with the Site Prep Review Process during the past 2 years



Source: ETC Institute (2011)

Q21. Have You Interacted with the City's Building Permit Review Process During the Past Two Years?

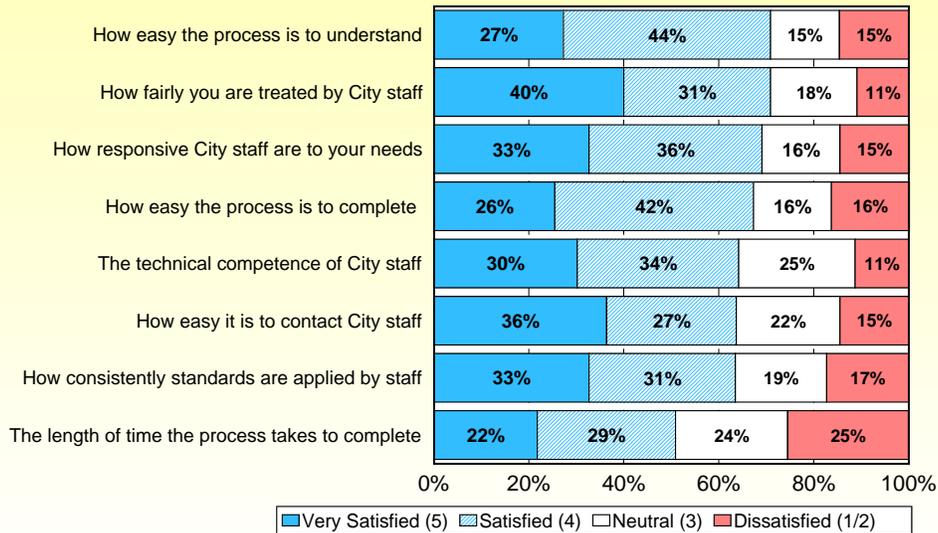
by percentage of respondents



Source: ETC Institute (2011)

Q22. Satisfaction with Various Aspects of the City's Building Permit Review Process and Staff

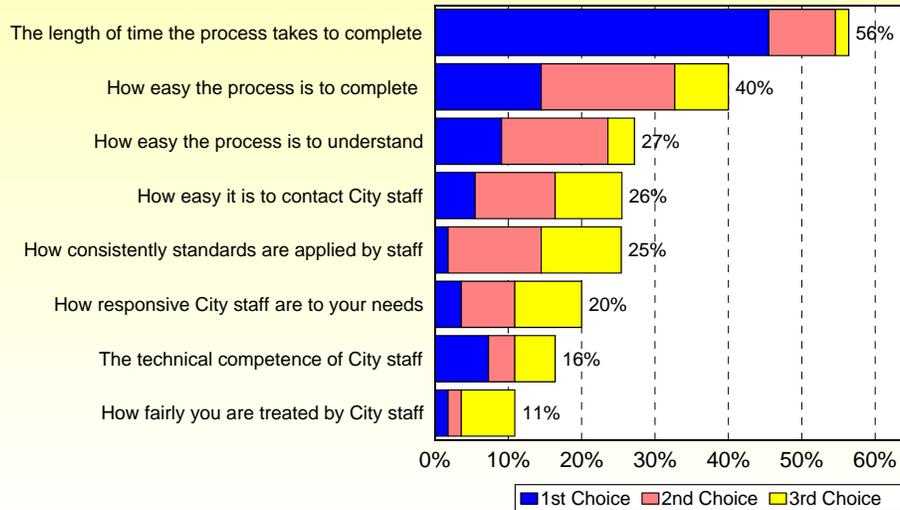
by percentage of respondents that have interacted with the Building Permit Review Process during the past 2 years (excluding don't knows)



Source: ETC Institute (2011)

Q23. Aspects of the City's Building Permit Review Process That Should Receive the Most Emphasis Over the Next Two Years

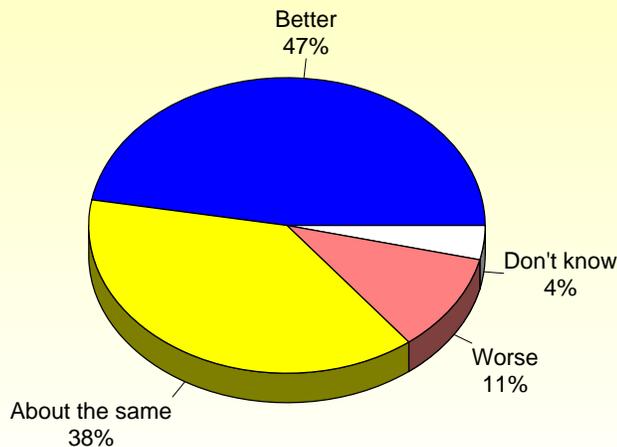
by percentage of respondents that have interacted with the Building Permit Review Process during the past 2 years (sum of top 3 choices)



Source: ETC Institute (2011)

Q24. Compared to Other Governmental Organizations in Texas with Whom You've Worked, How Would You Rate the City of San Marco's Building Permit Plans Review Process?

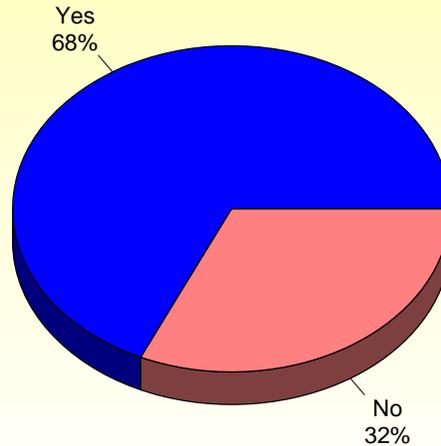
by percentage of respondents that have interacted with the Building Permit Review Process during the past 2 years



Source: ETC Institute (2011)

Q25. Have You Needed an Inspection That Was Conducted by City Employees During the Past Two Years?

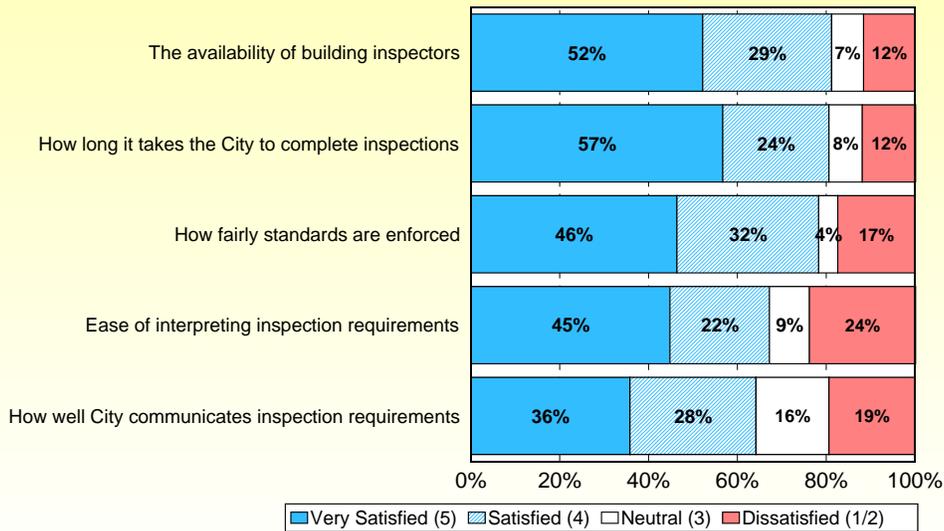
by percentage of respondents



Source: ETC Institute (2011)

Q26. Satisfaction with Various Aspects of City Inspections

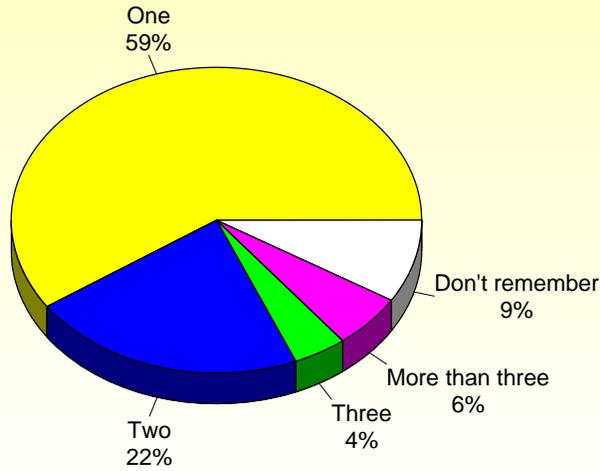
by percentage of respondents that have needed an inspection that was conducted by City Employees during the past 2 years (excluding don't knows)



Source: ETC Institute (2011)

Q27. The Last Time You Needed an Inspection That Was Conducted by the City, How Many Days Did it Take from the Time You Requested the Inspection Until the Inspection Was Completed?

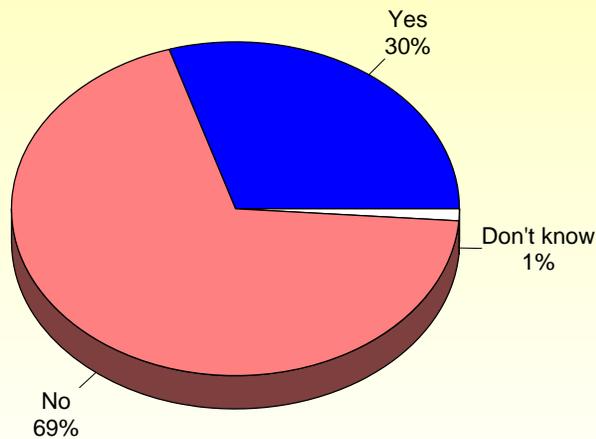
by percentage of respondents that have needed an inspection that was conducted by City Employees during the past 2 years



Source: ETC Institute (2011)

Q28. Do You Think There Is Too Much Duplication in the Development Review Process in the City of San Marcos?

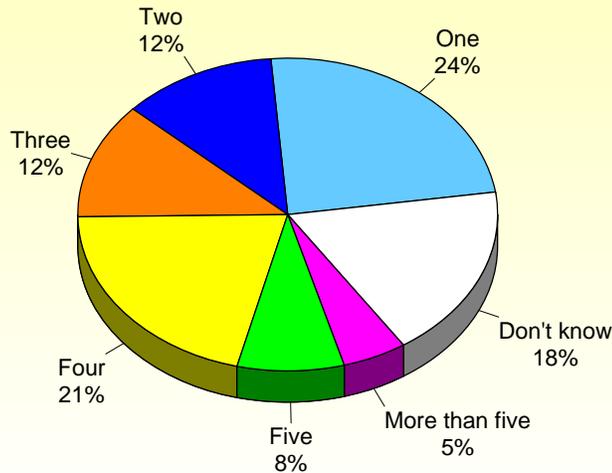
by percentage of respondents



Source: ETC Institute (2011)

Q29. From How Many Different Departments Did You Have to Obtain Approval During the Development Review Process the Last Time You Completed a Project in the City of San Marcos?

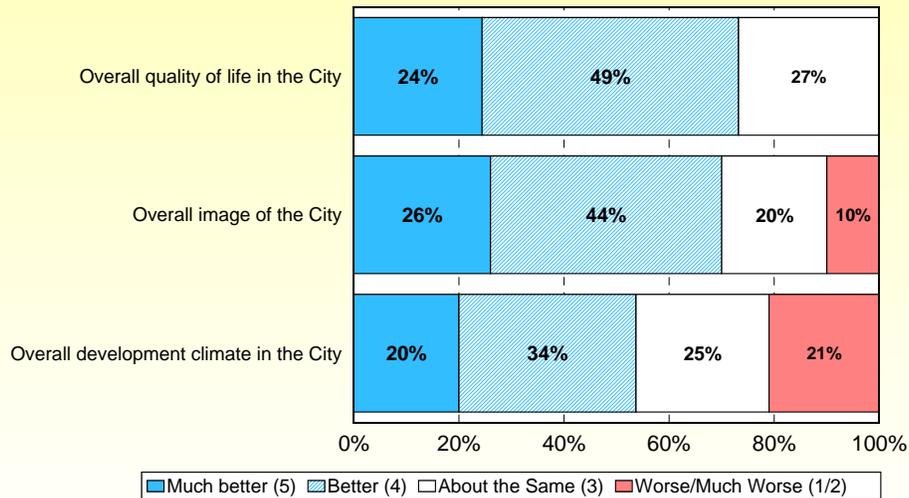
by percentage of respondents



Source: ETC Institute (2011)

Q30. Items That Influence Perception of the Development Climate in San Marcos Compared to Other Communities in Texas

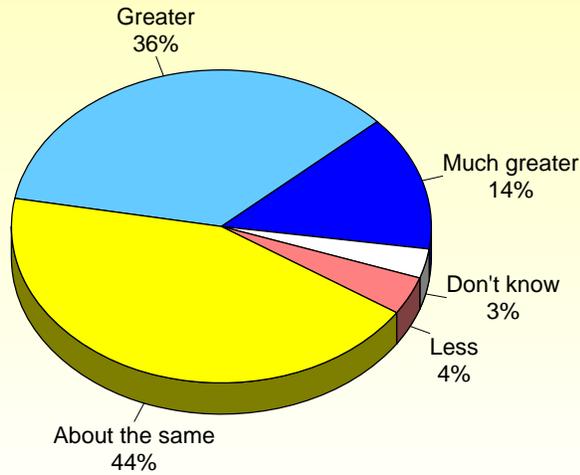
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2011)

Q31. Over the Next Five Years, How Do You Think Your Organization's Level of Investment in San Marcos Will Change?

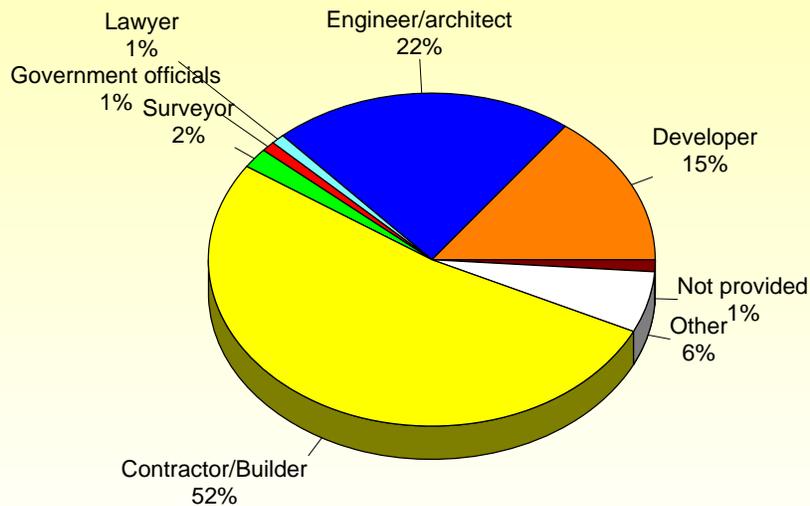
by percentage of respondents



Source: ETC Institute (2011)

Q32. Which of the Following Best Describes You?

by percentage of respondents



Source: ETC Institute (2011)

Section 2:
Tabular Data

San Marcos 2011 Development Community Survey: Final Report

Q1. Have you interacted with the City's Zoning & Land Use Amendment Review Process during the past two years?

<u>Q1 Used Zoning process last 2 years</u>	<u>Number</u>	<u>Percent</u>
1=Yes	48	47.5 %
2=No	53	52.5 %
Total	101	100.0 %

Q2. Several items that may influence your satisfaction with the City's Zoning & Land Use Amendment Review Process and Staff are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=48)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1	Don't know 9
Q2A Length of time process takes	12.5%	20.8%	31.3%	20.8%	10.4%	4.2%
Q2B How easy to understand	18.8%	20.8%	33.3%	18.8%	8.3%	0.0%
Q2C How easy to complete	16.7%	20.8%	31.3%	14.6%	12.5%	4.2%
Q2D Technical competence of staff	12.5%	41.7%	27.1%	10.4%	8.3%	0.0%
Q2E How easy to contact staff	29.2%	31.3%	22.9%	8.3%	8.3%	0.0%
Q2F How responsive staff are to needs	20.8%	22.9%	39.6%	14.6%	2.1%	0.0%
Q2G How fairly you are treated	37.5%	31.3%	22.9%	4.2%	4.2%	0.0%
Q2H How consistently standards applied	27.1%	22.9%	25.0%	10.4%	10.4%	4.2%

San Marcos 2011 Development Community Survey: Final Report

EXCLUDING DON'T KNOWS

Q2. Several items that may influence your satisfaction with the City's Zoning & Land Use Amendment Review Process and Staff are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissat 1
Q2A Length of time process takes	13.0%	21.7%	32.6%	21.7%	10.9%
Q2B How easy to understand	18.8%	20.8%	33.3%	18.8%	8.3%
Q2C How easy to complete	17.4%	21.7%	32.6%	15.2%	13.0%
Q2D Technical competence of staff	12.5%	41.7%	27.1%	10.4%	8.3%
Q2E How easy to contact staff	29.2%	31.3%	22.9%	8.3%	8.3%
Q2F How responsive staff are to needs	20.8%	22.9%	39.6%	14.6%	2.1%
Q2G How fairly you are treated	37.5%	31.3%	22.9%	4.2%	4.2%
Q2H How consistently standards applied	28.3%	23.9%	26.1%	10.9%	10.9%

Q3. Which THREE of these items do you think should receive the most emphasis from the City over the next 2 years?

Q3 1st	Number	Percent
A=Length of time it takes to complete process	19	39.6 %
B=How easy it is to understand process	13	27.1 %
C=How easy it is to complete process	5	10.4 %
D=Technical competence of staff	4	8.3 %
E=How easy it is to contact staff	3	6.3 %
F=How responsive staff are	1	2.1 %
G=How fairly you are treated by staff	2	4.2 %
H=How consistently standards are applied by staff	1	2.1 %
Total	48	100.0 %

Q3 2nd	Number	Percent
A=Length of time it takes to complete process	2	4.2 %
B=How easy it is to understand process	4	8.3 %
C=How easy it is to complete process	15	31.3 %
D=Technical competence of staff	7	14.6 %
E=How easy it is to contact staff	2	4.2 %
F=How responsive staff are	5	10.4 %
G=How fairly you are treated by staff	4	8.3 %
H=How consistently standards are applied by staff	6	12.5 %
Z=No 2 ND CHOICE	3	6.3 %
Total	48	100.0 %

Q3 3rd	Number	Percent
A=Length of time it takes to complete process	4	8.3 %
B=How easy it is to understand process	4	8.3 %
C=How easy it is to complete process	2	4.2 %
D=Technical competence of staff	3	6.3 %
E=How easy it is to contact staff	3	6.3 %
F=How responsive staff are	3	6.3 %
H=How consistently standards are applied by staff	8	16.7 %
Z=No 3 RD CHOICE	21	43.8 %
Total	48	100.0 %

Q3. Which THREE of these items do you think should receive the most emphasis from the City over the next 2 years? (top 3)

<u>Q3 Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
A=Length of time it takes to complete process	25	52.1 %
C=How easy it is to complete process	22	45.8 %
B=How easy it is to understand process	21	43.8 %
H=How consistently standards are applied by staff	15	31.3 %
D=Technical competence of staff	14	29.2 %
F=How responsive staff are	9	18.8 %
E=How easy it is to contact staff	8	16.7 %
G=How fairly you are treated by staff	6	12.5 %
Total	120	

Q4. Compared to other governmental organizations in Texas with whom you have worked, how would you rate City of San Marcos' Zoning & Land Use Amendment Review Process?

<u>Q4 Rate Zoning process</u>	<u>Number</u>	<u>Percent</u>
1=Better	11	22.9 %
2=About the Same	17	35.4 %
3=Worse	18	37.5 %
9=Don't know	2	4.2 %
Total	48	100.0 %

Q5. Have you interacted with the City's Subdivision Platting Review Process during the past two years?

<u>Q5 Used Platting Review process</u>	<u>Number</u>	<u>Percent</u>
1=Yes	27	26.7 %
2=No	74	73.3 %
Total	101	100.0 %

Q6. Several items that may influence your satisfaction with the City's Subdivision Platting Review Process and Staff are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=27)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1	Don't know 9
Q6A Time takes to complete	11.1%	29.6%	25.9%	11.1%	18.5%	3.7%
Q6B How easy to understand	11.1%	37.0%	25.9%	18.5%	7.4%	0.0%
Q6C How easy to complete	14.8%	25.9%	14.8%	11.1%	25.9%	7.4%
Q6D Technical competence of staff	40.7%	18.5%	25.9%	3.7%	11.1%	0.0%
Q6E How easy to contact staff	25.9%	14.8%	48.1%	3.7%	7.4%	0.0%
Q6F How responsive staff are to needs	22.2%	14.8%	40.7%	11.1%	11.1%	0.0%
Q6G How fairly you are treated	29.6%	40.7%	22.2%	7.4%	0.0%	0.0%
Q6H How consistently standards applied	14.8%	14.8%	48.1%	7.4%	11.1%	3.7%

San Marcos 2011 Development Community Survey: Final Report

EXCLUDING DON'T KNOWS

Q6. Several items that may influence your satisfaction with the City's Subdivision Platting Review Process and Staff are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Disatis 1
Q6A Time takes to complete	11.5%	30.8%	26.9%	11.5%	19.2%
Q6B How easy to understand	11.1%	37.0%	25.9%	18.5%	7.4%
Q6C How easy to complete	16.0%	28.0%	16.0%	12.0%	28.0%
Q6D Technical competence of staff	40.7%	18.5%	25.9%	3.7%	11.1%
Q6E How easy to contact staff	25.9%	14.8%	48.1%	3.7%	7.4%
Q6F How responsive staff are to needs	22.2%	14.8%	40.7%	11.1%	11.1%
Q6G How fairly you are treated	29.6%	40.7%	22.2%	7.4%	0.0%
Q6H How consistently standards applied	15.4%	15.4%	50.0%	7.7%	11.5%

San Marcos 2011 Development Community Survey: Final Report

Q7. Which THREE of these items do you think should receive the most emphasis from the City over the next 2 years?

<u>Q7 1st</u>	<u>Number</u>	<u>Percent</u>
A=Length of time it takes to complete process	10	37.0 %
B=How easy it is to understand process	5	18.5 %
C=How easy it is to complete process	3	11.1 %
D=Technical competence of staff	1	3.7 %
E=How easy it is to contact staff	5	18.5 %
H=How consistently standards are applied by staff	2	7.4 %
Z=None chosen	1	3.7 %
Total	27	100.0 %

<u>Q7 2nd</u>	<u>Number</u>	<u>Percent</u>
A=Length of time it takes to complete process	2	7.4 %
B=How easy it is to understand process	4	14.8 %
C=How easy it is to complete process	3	11.1 %
D=Technical competence of staff	3	11.1 %
F=How responsive staff are	5	18.5 %
H=How consistently standards are applied by staff	7	25.9 %
Z=No 2ND CHOICE	3	11.1 %
Total	27	100.0 %

<u>Q7 3rd</u>	<u>Number</u>	<u>Percent</u>
A=Length of time it takes to complete process	2	7.4 %
B=How easy it is to understand process	1	3.7 %
C=How easy it is to complete process	1	3.7 %
D=Technical competence of staff	1	3.7 %
E=How easy it is to contact staff	3	11.1 %
F=How responsive staff are	1	3.7 %
G=How fairly you are treated by staff	1	3.7 %
H=How consistently standards are applied by staff	6	22.2 %
Z=No 3 RD CHOICE	11	40.7 %
Total	27	100.0 %

Q7. Which THREE of these items do you think should receive the most emphasis from the City over the next 2 years? (top 3)

<u>Q7 Sum of Top 3</u>	<u>Number</u>	<u>Percent</u>
H=How consistently standards are applied by staff	15	55.6 %
A=Length of time it takes to complete process	14	51.9 %
B=How easy it is to understand process	10	37.0 %
E=How easy it is to contact staff	8	29.6 %
C=How easy it is to complete process	7	25.9 %
F=How responsive staff are	6	22.2 %
D=Technical competence of staff	5	18.5 %
G=How fairly you are treated by staff	1	3.7 %
Z=None chosen	1	3.7 %
Total	67	

Q8. Compared to other governmental organizations in Texas with whom you have worked, how would you rate City of San Marcos' Subdivision Platting Review Process?

<u>Q8 Rate Platting process</u>	<u>Number</u>	<u>Percent</u>
1=Better	7	25.9 %
2=About the Same	8	29.6 %
3=Worse	12	44.4 %
Total	27	100.0 %

Q9. Have you interacted with the City's Watershed Protection Review Process during the past two years?

<u>Q9 Used Watershed process</u>	<u>Number</u>	<u>Percent</u>
1=Yes	29	28.7 %
2=No	72	71.3 %
Total	101	100.0 %

Q10. Several items that may influence your satisfaction with the City's Watershed Protection Review Process and Staff are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=29)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1	Don't know 9
Q10A Time process takes to complete	27.6%	20.7%	13.8%	17.2%	20.7%	0.0%
Q10B How easy to understand	17.2%	31.0%	13.8%	20.7%	17.2%	0.0%
Q10C How easy to complete	31.0%	17.2%	20.7%	6.9%	24.1%	0.0%
Q10D Technical competence of staff	24.1%	27.6%	10.3%	17.2%	20.7%	0.0%
Q10E How easy to contact staff	34.5%	10.3%	31.0%	6.9%	17.2%	0.0%
Q10F How responsive staff are to needs	27.6%	24.1%	17.2%	20.7%	6.9%	3.4%
Q10G How fairly you are treated	34.5%	24.1%	13.8%	20.7%	6.9%	0.0%
Q10H How consistently standards applied	24.1%	31.0%	10.3%	24.1%	10.3%	0.0%

San Marcos 2011 Development Community Survey: Final Report

EXCLUDING DON'T KNOWS

Q10. Several items that may influence your satisfaction with the City's Watershed Protection Review Process and Staff are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Disatis 1
Q10A Time process takes to complete	27.6%	20.7%	13.8%	17.2%	20.7%
Q10B How easy to understand	17.2%	31.0%	13.8%	20.7%	17.2%
Q10C How easy to complete	31.0%	17.2%	20.7%	6.9%	24.1%
Q10D Technical competence of staff	24.1%	27.6%	10.3%	17.2%	20.7%
Q10E How easy to contact staff	34.5%	10.3%	31.0%	6.9%	17.2%
Q10F How responsive staff are to needs	28.6%	25.0%	17.9%	21.4%	7.1%
Q10G How fairly you are treated	34.5%	24.1%	13.8%	20.7%	6.9%
Q10H How consistently standards applied	24.1%	31.0%	10.3%	24.1%	10.3%

Q11. Which THREE of these items do you think should receive the most emphasis from the City over the next 2 years?

<u>Q11 1st</u>	<u>Number</u>	<u>Percent</u>
A=Length of time it takes to complete process	11	37.9 %
B=How easy it is to understand process	6	20.7 %
D=Technical competence of staff	3	10.3 %
C=How easy it is to complete process	2	6.9 %
E=How easy it is to contact staff	2	6.9 %
F=How responsive staff are	2	6.9 %
Z=None chosen	2	6.9 %
H=How consistently standards are applied by staff	1	3.4 %
Total	29	100.0 %

<u>Q11 2nd</u>	<u>Number</u>	<u>Percent</u>
C=How easy it is to complete process	10	34.5 %
Z=No 2 ND CHOICE	5	17.2 %
F=How responsive staff are	4	13.8 %
G=How fairly you are treated by staff	4	13.8 %
B=How easy it is to understand process	3	10.3 %
A=Length of time it takes to complete process	2	6.9 %
D=Technical competence of staff	1	3.4 %
Total	29	100.0 %

<u>Q11 3rd</u>	<u>Number</u>	<u>Percent</u>
Z=No 3 RD CHOICE	10	34.5 %
H=How consistently standards are applied by staff	6	20.7 %
E=How easy it is to contact staff	4	13.8 %
C=How easy it is to complete process	3	10.3 %
D=Technical competence of staff	2	6.9 %
A=Length of time it takes to complete process	2	6.9 %
B=How easy it is to understand process	1	3.4 %
F=How responsive staff are	1	3.4 %
Total	29	100.0 %

Q11. Which THREE of these items do you think should receive the most emphasis from the City over the next 2 years? (top 3)

<u>Q11 Sum of Top 3</u>	<u>Number</u>	<u>Percent</u>
A=Length of time it takes to complete process	15	51.7 %
B=How easy it is to understand process	10	34.5 %
C=How easy it is to complete process	15	51.7 %
D=Technical competence of staff	6	20.7 %
E=How easy it is to contact staff	6	20.7 %
F=How responsive staff are	7	24.1 %
G=How fairly you are treated by staff	4	13.8 %
H=How consistently standards are applied by staff	7	24.1 %
Z=None chosen	2	6.9 %
Total	72	

Q12. Compared to other governmental organizations in Texas with whom you have worked, how would you rate City of San Marcos' Watershed Protection Review Process?

<u>Q12 Rate Watershed process</u>	<u>Number</u>	<u>Percent</u>
1=Better	8	27.6 %
2=About the Same	8	27.6 %
3=Worse	11	37.9 %
9=Don't know	2	6.9 %
Total	29	100.0 %

San Marcos 2011 Development Community Survey: Final Report

Q13. Have you interacted with the City's Public Improvement Plans Review Process during the past two years?

Q13 Used Pub Improvement Review process	Number	Percent
1=Yes	20	19.8 %
2=No	81	80.2 %
Total	101	100.0 %

Q14. Several items that may influence your satisfaction with the City's Public Improvement Plans Review Process and Staff are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=20)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1	Don't know 9
Q14A Time the process takes to complete	10.0%	30.0%	30.0%	15.0%	15.0%	0.0%
Q14B How easy to understand	45.0%	20.0%	25.0%	5.0%	5.0%	0.0%
Q14C How easy to complete	35.0%	20.0%	30.0%	0.0%	15.0%	0.0%
Q14D Technical competence of staff	30.0%	30.0%	30.0%	0.0%	10.0%	0.0%
Q14E How easy to contact staff	40.0%	25.0%	10.0%	20.0%	5.0%	0.0%
Q14F How responsive staff are to needs	15.0%	50.0%	15.0%	10.0%	10.0%	0.0%
Q14G How fairly you are treated	30.0%	35.0%	20.0%	5.0%	10.0%	0.0%
Q14H How consistently standards applied	20.0%	40.0%	15.0%	5.0%	10.0%	10.0%

San Marcos 2011 Development Community Survey: Final Report

EXCLUDING DON'T KNOWS

Q14. Several items that may influence your satisfaction with the City's Public Improvement Plans Review Process and Staff are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1
Q14A Time the process takes to complete	10.0%	30.0%	30.0%	15.0%	15.0%
Q14B How easy to understand	45.0%	20.0%	25.0%	5.0%	5.0%
Q14C How easy to complete	35.0%	20.0%	30.0%	0.0%	15.0%
Q14D Technical competence of staff	30.0%	30.0%	30.0%	0.0%	10.0%
Q14E How easy to contact staff	40.0%	25.0%	10.0%	20.0%	5.0%
Q14F How responsive staff are to needs	15.0%	50.0%	15.0%	10.0%	10.0%
Q14G How fairly you are treated	30.0%	35.0%	20.0%	5.0%	10.0%
Q14H How consistently standards applied	22.2%	44.4%	16.7%	5.6%	11.1%

Q15. Which THREE of these items do you think should receive the most emphasis from the City over the next 2 years?

Q15 1st	Number	Percent
A=Length of time it takes to complete process	12	60.0 %
C=How easy it is to complete process	1	5.0 %
E=How easy it is to contact staff	4	20.0 %
F=How responsive staff are	2	10.0 %
Z=None chosen	1	5.0 %
Total	20	100.0 %

Q15 2nd	Number	Percent
A=Length of time it takes to complete process	3	15.0 %
B=How easy it is to understand process	3	15.0 %
C=How easy it is to complete process	3	15.0 %
D=Technical competence of staff	3	15.0 %
F=How responsive staff are	1	5.0 %
G=How fairly you are treated by staff	1	5.0 %
H=How consistently standards are applied by staff	1	5.0 %
Z=No 2 ND CHOICE	5	25.0 %
Total	20	100.0 %

Q15 3rd	Number	Percent
A=Length of time it takes to complete process	1	5.0 %
B=How easy it is to understand process	1	5.0 %
C=How easy it is to complete process	2	10.0 %
F=How responsive staff are	4	20.0 %
H=How consistently standards are applied by staff	2	10.0 %
Z=No 3 RD CHOICE	10	50.0 %
Total	20	100.0 %

Q15. Which THREE of these items do you think should receive the most emphasis from the City over the next 2 years? (top 3)

<u>Q15 Sum of Top 3</u>	<u>Number</u>	<u>Percent</u>
A=Length of time it takes to complete process	16	80.0 %
F=How responsive staff are	7	35.0 %
C=How easy it is to complete process	6	30.0 %
B=How easy it is to understand process	4	20.0 %
E=How easy it is to contact staff	4	20.0 %
D=Technical competence of staff	3	15.0 %
H=How consistently standards are applied by staff	3	15.0 %
G=How fairly you are treated by staff	1	5.0 %
Z=None chosen	1	5.0 %
Total	45	

Q16. Compared to other governmental organizations in Texas with whom you have worked, how would you rate City of San Marcos's Public Improvement Plans Review Process?

<u>Q16 Rate Public Improvements process</u>	<u>Number</u>	<u>Percent</u>
1=Better	10	50.0 %
2=About the Same	7	35.0 %
3=Worse	3	15.0 %
Total	20	100.0 %

Q17. Have you interacted with the City's Site Prep Review Process during the past two years?

Q17 Used Site Prep Review process	Number	Percent
1=Yes	36	35.6 %
2=No	65	64.4 %
Total	101	100.0 %

Q18. Several items that may influence your satisfaction with the City's Site Prep Review Process and Staff are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=36)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1	Don't know 9
Q18A Time process takes to complete	11.1%	27.8%	30.6%	13.9%	16.7%	0.0%
Q18B How easy to understand	8.3%	30.6%	36.1%	16.7%	8.3%	0.0%
Q18C How easy to complete	25.0%	22.2%	33.3%	11.1%	8.3%	0.0%
Q18D Technical competence of staff	19.4%	22.2%	33.3%	13.9%	11.1%	0.0%
Q18E How easy to contact staff	22.2%	11.1%	44.4%	19.4%	2.8%	0.0%
Q18F How responsive staff are to needs	16.7%	22.2%	36.1%	16.7%	8.3%	0.0%
Q18G How fairly you are treated	25.0%	30.6%	19.4%	19.4%	5.6%	0.0%
Q18H How consistently standards applied	19.4%	25.0%	19.4%	11.1%	19.4%	5.6%

San Marcos 2011 Development Community Survey: Final Report

EXCLUDING DON'T KNOWS

Q18. Several items that may influence your satisfaction with the City's Site Prep Review Process and Staff are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1
Q18A Time process takes to complete	11.1%	27.8%	30.6%	13.9%	16.7%
Q18B How easy to understand	8.3%	30.6%	36.1%	16.7%	8.3%
Q18C How easy to complete	25.0%	22.2%	33.3%	11.1%	8.3%
Q18D Technical competence of staff	19.4%	22.2%	33.3%	13.9%	11.1%
Q18E How easy to contact staff	22.2%	11.1%	44.4%	19.4%	2.8%
Q18F How responsive staff are to needs	16.7%	22.2%	36.1%	16.7%	8.3%
Q18G How fairly you are treated	25.0%	30.6%	19.4%	19.4%	5.6%
Q18H How consistently standards applied	20.6%	26.5%	20.6%	11.8%	20.6%

Q19. Which THREE of these items do you think should receive the most emphasis from the City over the next 2 years?

Q19 1st	Number	Percent
A=Length of time it takes to complete process	16	44.4 %
B=How easy it is to understand process	4	11.1 %
C=How easy it is to complete process	2	5.6 %
D=Technical competence of staff	3	8.3 %
E=How easy it is to contact staff	8	22.2 %
H=How consistently standards are applied by staff	2	5.6 %
Z=None chosen	1	2.8 %
Total	36	100.0 %

Q19 2nd	Number	Percent
A=Length of time it takes to complete process	2	5.6 %
B=How easy it is to understand process	6	16.7 %
C=How easy it is to complete process	8	22.2 %
E=How easy it is to contact staff	4	11.1 %
F=How responsive staff are	7	19.4 %
G=How fairly you are treated by staff	3	8.3 %
H=How consistently standards are applied by staff	1	2.8 %
Z=No 2 ND CHOICE	5	13.9 %
Total	36	100.0 %

Q19 3rd	Number	Percent
A=Length of time it takes to complete process	6	16.7 %
B=How easy it is to understand process	2	5.6 %
C=How easy it is to complete process	2	5.6 %
D=Technical competence of staff	2	5.6 %
E=How easy it is to contact staff	2	5.6 %
F=How responsive staff are	2	5.6 %
G=How fairly you are treated by staff	2	5.6 %
H=How consistently standards are applied by staff	8	22.2 %
Z=No 3 RD CHOICE	10	27.8 %
Total	36	100.0 %

Q19. Which THREE of these items do you think should receive the most emphasis from the City over the next 2 years? (top 3)

<u>Q19 Sum of Top 3</u>	<u>Number</u>	<u>Percent</u>
A=Length of time it takes to complete process	24	66.7 %
E=How easy it is to contact staff	14	38.9 %
B=How easy it is to understand process	12	33.3 %
C=How easy it is to complete process	12	33.3 %
H=How consistently standards are applied by staff	11	30.6 %
F=How responsive staff are	9	25.0 %
G=How fairly you are treated by staff	5	13.9 %
D=Technical competence of staff	5	13.9 %
Z=None chosen	1	2.8 %
Total	93	

Q20. Compared to other governmental organizations in Texas with whom you have worked, how would you rate City of San Marcos' Site Prep Review Process?

<u>Q20 Rate Site Prep process</u>	<u>Number</u>	<u>Percent</u>
1=Better	7	19.4 %
2=About the Same	16	44.4 %
3=Worse	9	25.0 %
9=Don't know	4	11.1 %
Total	36	100.0 %

Q21. Have you interacted with the City's Building Permit Review Process during the past two years?

Q21 Used Bldg Permit process	Number	Percent
1=Yes	55	54.5 %
2=No	46	45.5 %
Total	101	100.0 %

Q22. Several items that may influence your satisfaction with the City's Building Permit Review Process and Staff are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=55)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1	Don't know 9
Q22A Time process takes to complete	21.8%	29.1%	23.6%	12.7%	12.7%	0.0%
Q22B How easy to understand	27.3%	43.6%	14.5%	7.3%	7.3%	0.0%
Q22C How easy to complete	25.5%	41.8%	16.4%	9.1%	7.3%	0.0%
Q22D Technical competence of staff	29.1%	32.7%	23.6%	7.3%	3.6%	3.6%
Q22E How easy to contact staff	36.4%	27.3%	21.8%	14.5%	0.0%	0.0%
Q22F How responsive staff are to needs	32.7%	36.4%	16.4%	7.3%	7.3%	0.0%
Q22G How fairly you are treated	40.0%	30.9%	18.2%	10.9%	0.0%	0.0%
Q22H How consistently standards applied	30.9%	29.1%	18.2%	9.1%	7.3%	5.5%

San Marcos 2011 Development Community Survey: Final Report

EXCLUDING DON'T KNOWS

Q22. Several items that may influence your satisfaction with the City's Building Permit Review Process and Staff are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1
Q22A Time process takes to complete	21.8%	29.1%	23.6%	12.7%	12.7%
Q22B How easy to understand	27.3%	43.6%	14.5%	7.3%	7.3%
Q22C How easy to complete	25.5%	41.8%	16.4%	9.1%	7.3%
Q22D Technical competence of staff	30.2%	34.0%	24.5%	7.5%	3.8%
Q22E How easy to contact staff	36.4%	27.3%	21.8%	14.5%	0.0%
Q22F How responsive staff are to needs	32.7%	36.4%	16.4%	7.3%	7.3%
Q22G How fairly you are treated	40.0%	30.9%	18.2%	10.9%	0.0%
Q22H How consistently standards applied	32.7%	30.8%	19.2%	9.6%	7.7%

San Marcos 2011 Development Community Survey: Final Report

Q23. Which THREE of these items do you think should receive the most emphasis from the City over the next 2 years?

<u>Q23 1st</u>	<u>Number</u>	<u>Percent</u>
A=Length of time it takes to complete process	25	45.5 %
B=How easy it is to understand process	5	9.1 %
C=How easy it is to complete process	8	14.5 %
D=Technical competence of staff	4	7.3 %
E=How easy it is to contact staff	3	5.5 %
F=How responsive staff are	2	3.6 %
G=How fairly you are treated by staff	1	1.8 %
H=How consistently standards are applied by staff	1	1.8 %
Z=None chosen	6	10.9 %
Total	55	100.0 %

<u>Q23 2nd</u>	<u>Number</u>	<u>Percent</u>
A=Length of time it takes to complete process	5	9.1 %
B=How easy it is to understand process	8	14.5 %
C=How easy it is to complete process	10	18.2 %
D=Technical competence of staff	2	3.6 %
E=How easy it is to contact staff	6	10.9 %
F=How responsive staff are	4	7.3 %
G=How fairly you are treated by staff	1	1.8 %
H=How consistently standards are applied by staff	7	12.7 %
Z=No 2 ND CHOICE	12	21.8 %
Total	55	100.0 %

<u>Q23 3rd</u>	<u>Number</u>	<u>Percent</u>
A=Length of time it takes to complete process	1	1.8 %
B=How easy it is to understand process	2	3.6 %
C=How easy it is to complete process	4	7.3 %
D=Technical competence of staff	3	5.5 %
E=How easy it is to contact staff	5	9.1 %
F=How responsive staff are	5	9.1 %
G=How fairly you are treated by staff	4	7.3 %
H=How consistently standards are applied by staff	6	10.9 %
Z=No 3 RD CHOICE	25	45.5 %
Total	55	100.0 %

Q23. Which THREE of these items do you think should receive the most emphasis from the City over the next 2 years? (top 3)

<u>Q23 Sum of Top 3</u>	<u>Number</u>	<u>Percent</u>
A=Length of time it takes to complete process	31	56.4 %
C=How easy it is to complete process	22	40.0 %
B=How easy it is to understand process	15	27.3 %
H=How consistently standards are applied by staff	14	25.5 %
E=How easy it is to contact staff	14	25.5 %
F=How responsive staff are	11	20.0 %
D=Technical competence of staff	9	16.4 %
G=How fairly you are treated by staff	6	10.9 %
Z=None chosen	6	10.9 %
Total	128	

Q24. Compared to other governmental organizations in Texas with whom you have worked, how would you rate City of San Marcos' Building Permit Review Process?

<u>Q24 Rate Bldg Permit process</u>	<u>Number</u>	<u>Percent</u>
1=Better	26	47.3 %
2=About the Same	21	38.2 %
3=Worse	6	10.9 %
9=Don't know	2	3.6 %
Total	55	100.0 %

San Marcos 2011 Development Community Survey: Final Report

Q25. Have you needed an inspection that was conducted by City employees during the past two years?

Q25 Needed an Inspection	Number	Percent
1=Yes	69	68.3 %
2=No	32	31.7 %
Total	101	100.0 %

Q26. Several items that may influence your satisfaction with City Inspections are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=69)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1	Don't know 9
Q26A Standards enforced fairly	46.4%	31.9%	4.3%	7.2%	10.1%	0.0%
Q26B Availability of bldg inspectors	52.2%	29.0%	7.2%	7.2%	4.3%	0.0%
Q26C Ease of interpreting requirements	43.5%	21.7%	8.7%	15.9%	7.2%	2.9%
Q26D City communicates requirements	34.8%	27.5%	15.9%	11.6%	7.2%	2.9%
Q26E Time to complete inspections	55.1%	23.2%	7.2%	2.9%	8.7%	2.9%

EXCLUDING DON'T KNOWS

Q26. Several items that may influence your satisfaction with City Inspections are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1
Q26A Standards enforced fairly	46.4%	31.9%	4.3%	7.2%	10.1%
Q26B Availability of bldg inspectors	52.2%	29.0%	7.2%	7.2%	4.3%
Q26C Ease of interpreting requirements	44.8%	22.4%	9.0%	16.4%	7.5%
Q26D City communicates requirements	35.8%	28.4%	16.4%	11.9%	7.5%
Q26E Time to complete inspections	56.7%	23.9%	7.5%	3.0%	9.0%

Q27. The last time you needed an inspection that was conducted by the City, how many days did it take from the time you requested the inspection until the inspection was completed?

<u>Q27 How many days to completion</u>	<u>Number</u>	<u>Percent</u>
1=one	41	59.4 %
2=two	15	21.7 %
3=three	3	4.3 %
7=more than three	4	5.8 %
99=don't remember	6	8.7 %
Total	69	100.0 %

Q28. Do you think there is too much duplication in the development review process in the City of San Marcos?

<u>Q28 Too much duplication</u>	<u>Number</u>	<u>Percent</u>
1=Yes	30	29.7 %
2=No	70	69.3 %
9=Don't know	1	1.0 %
Total	101	100.0 %

VERBATIM COMMENTS

Q28a [IF YES to #28] Where do you see duplication?

- TOO MANY APARTMENTS
- TRYING TO PULL PERMITS
- ZONING/LAND USE RE WATERSHEDS
- WPP
- PLAN DEPT; ISSUES OUTSIDE SCOPE
- INSPECTION & DEVELOPMENT
- OVERLAPPING REVIEW RESPONSIBILITIES
- ADMINISTRATIVE PAPERWORK
- REQUIRE SAME IN ALL DEPTS
- REDUNDANT PAPERWORK; WATERSHED
- PLATTE & PLAN REVIEW
- PLANNING & ZONING; PLATTING
- APP REQ OVERLAP; NO CONSISTENCY
- REQUIRE TOO MANY SETS OF PLANS
- WATERSHED PROCESS
- PLAN REVIEW PROCESS
- HARD TO TRACK DOWN DEPTS
- SO MANY WANT THE SAME INFO
- THE REVIEW PROCESS
- EVERYWHERE
- PLATTE & PLAN REVIEW
- INSPECTION & DEVELOPMENT
- PLAN REVIEW PROCESS
- PLAN REVIEW
- PLATTING
- PLANNING & ZONING
- PLATTING
- EVERYWHERE
- THE REVIEW PROCESS
- VARIOUS PLACES

Q29. From how many different departments did you have to obtain approval during the development review process the last time you completed a project in the City of San Marcos?

<u>Q29 How many diff departments</u>	<u>Number</u>	<u>Percent</u>
1=one	24	24.0 %
2=two	12	12.0 %
3=three	12	12.0 %
4=four	21	21.0 %
5=five	8	8.0 %
6=more than 5	5	5.0 %
99=don't know	18	18.0 %
Total	100	100.0 %

Q30. Several items that may influence your perception of the development climate in San Marcos are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Much Better" and 1 means "Much Worse" than other communities in Texas.

(N=101)

	Much better 5	Better 4	About the same 3	Worse 2	Much worse 1	Don't know 9
Q30A Overall image of city	25.7%	43.6%	19.8%	4.0%	5.9%	1.0%
Q30B Overall quality of life	20.8%	41.6%	22.8%	0.0%	0.0%	14.9%
Q30C Overall development climate	18.8%	31.7%	23.8%	15.8%	4.0%	5.9%

EXCLUDING DON'T KNOWS

Q30. Several items that may influence your perception of the development climate in San Marcos are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Much Better" and 1 means "Much Worse" than other communities in Texas. (without "don't know")

	Much better 5	Better 4	About the same 3	Worse 2	Much worse 1
Q30A Overall image of city	26.0%	44.0%	20.0%	4.0%	6.0%
Q30B Overall quality of life	24.4%	48.8%	26.7%	0.0%	0.0%
Q30C Overall development climate	20.0%	33.7%	25.3%	16.8%	4.2%

Q31. Over the next five years, how do you think your organization's level of investment in San Marcos will change:

<u>Q31 Level of investment next 5 years</u>	<u>Number</u>	<u>Percent</u>
1=Much greater	14	13.9 %
2=Greater	36	35.6 %
3=About the same	44	43.6 %
4=Less	4	4.0 %
9=Don't know	3	3.0 %
Total	101	100.0 %

Q32. Which of the following BEST describes you?

<u>Q32 Best describes respondent</u>	<u>Number</u>	<u>Percent</u>
1=Developer	15	14.9 %
2=Engineer/Architect	22	21.8 %
3=Lawyer	1	1.0 %
4=Government officials	1	1.0 %
5=Surveyor	2	2.0 %
6=Contractor/Builder	53	52.5 %
7=Other	6	5.9 %
9=Declined	1	1.0 %
Total	101	100.0 %

Section 3:
Survey Instrument

City of San Marcos Development Community Survey

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

ZONING & LAND USE AMENDMENT REVIEW PROCESS

1. Have you interacted with the City's Zoning & Land Use Amendment Review Process during the past two years?

___(1) Yes – please answer Questions 2-4 ___(2) No - Go to Question 5 (below)

2. Several items that may influence your satisfaction with the City's Zoning & Land Use Amendment Review Process and Staff are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) The length of time the process takes complete.....	5	4	3	2	1	9
(B) How easy the process is <u>to understand</u>	5	4	3	2	1	9
(C) How easy the process is <u>to complete</u>	5	4	3	2	1	9
(D) The technical competence of City staff	5	4	3	2	1	9
(E) How easy it is to contact City staff	5	4	3	2	1	9
(F) How responsive City staff are to your needs.....	5	4	3	2	1	9
(G) How fairly you are treated by City staff	5	4	3	2	1	9
(H) How consistently standards are applied by City staff	5	4	3	2	1	9

3. Which **THREE** of these items do you think should receive the most emphasis from the City over the next 2 years? [Write in the letters below using the letters from the list in Question 2 above].

1st : ___ 2nd : ___ 3rd : ___

4. Compared to other governmental organizations in Texas with whom you have worked, how would you rate City of San Marcos' Zoning & Land Use Amendment Review Process?

___(1) Better ___(2) About the Same ___(3) Worse ___(9) Don't know

SUBDIVISION PLATTING REVIEW PROCESS

5. Have you interacted with the City's Subdivision Platting Review Process during the past two years?

___(1) Yes – please answer Questions 6-8 ___(2) No - Go to Question 9 (next page)

6. Several items that may influence your satisfaction with the City's Subdivision Platting Review Process and Staff are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) The length of time the process takes complete.....	5	4	3	2	1	9
(B) How easy the process is <u>to understand</u>	5	4	3	2	1	9
(C) How easy the process is <u>to complete</u>	5	4	3	2	1	9
(D) The technical competence of City staff	5	4	3	2	1	9
(E) How easy it is to contact City staff	5	4	3	2	1	9
(F) How responsive City staff are to your needs.....	5	4	3	2	1	9
(G) How fairly you are treated by City staff	5	4	3	2	1	9
(H) How consistently standards are applied by City staff	5	4	3	2	1	9

7. Which **THREE** of these items do you think should receive the most emphasis from the City over the next 2 years? [Write in the letters below using the letters from the list in Question 6 above].

1st : ___ 2nd : ___ 3rd : ___

8. Compared to other governmental organizations in Texas with whom you have worked, how would you rate City of San Marcos' Subdivision Platting Review Process?

___(1) Better ___(2) About the Same ___(3) Worse ___(9) Don't know

WATERSHED PROTECTION REVIEW PROCESS

9. Have you interacted with the City's Watershed Protection Review Process during the past two years?

___(1) Yes – please answer Questions 10-12 ___(2) No - Go to Question 13 (below)

10. Several items that may influence your satisfaction with the City's Watershed Protection Review Process and Staff are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) The length of time the process takes complete.....	5	4	3	2	1	9
(B) How easy the process is <u>to understand</u>	5	4	3	2	1	9
(C) How easy the process is <u>to complete</u>	5	4	3	2	1	9
(D) The technical competence of City staff	5	4	3	2	1	9
(E) How easy it is to contact City staff	5	4	3	2	1	9
(F) How responsive City staff are to your needs.....	5	4	3	2	1	9
(G) How fairly you are treated by City staff	5	4	3	2	1	9
(H) How consistently standards are applied by City staff	5	4	3	2	1	9

11. Which THREE of these items do you think should receive the most emphasis from the City over the next 2 years? [Write in the letters below using the letters from the list in Question 10 above].

1st.:___ 2nd.:___ 3rd.:___

12. Compared to other governmental organizations in Texas with whom you have worked, how would you rate City of San Marcos' Watershed Protection Review Process?

___(1) Better ___(2) About the Same ___(3) Worse ___(9) Don't know

PUBLIC IMPROVEMENT PLANS REVIEW PROCESS

13. Have you interacted with the City's Public Improvement Plans Review Process during the past two years?

___(1) Yes – please answer Questions 14-16 ___(2) No - Go to Question 17 (next page)

14. Several items that may influence your satisfaction with the City's Public Improvement Plans Review Process and Staff are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) The length of time the process takes complete.....	5	4	3	2	1	9
(B) How easy the process is <u>to understand</u>	5	4	3	2	1	9
(C) How easy the process is <u>to complete</u>	5	4	3	2	1	9
(D) The technical competence of City staff	5	4	3	2	1	9
(E) How easy it is to contact City staff	5	4	3	2	1	9
(F) How responsive City staff are to your needs.....	5	4	3	2	1	9
(G) How fairly you are treated by City staff	5	4	3	2	1	9
(H) How consistently standards are applied by City staff	5	4	3	2	1	9

15. Which THREE of these items do you think should receive the most emphasis from the City over the next 2 years? [Write in the letters below using the letters from the list in Question 14 above].

1st.:___ 2nd.:___ 3rd.:___

16. Compared to other governmental organizations in Texas with whom you have worked, how would you rate City of San Marcos's Public Improvement Plans Review Process?

___(1) Better ___(2) About the Same ___(3) Worse ___(9) Don't know

SITE PREP REVIEW PROCESS

17. Have you interacted with the City's Site Prep Review Process during the past two years?

___(1) Yes – please answer Questions 18-20 ___(2) No - Go to Question 21

18. Several items that may influence your satisfaction with the City's Site Prep Review Process and Staff are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) The length of time the process takes complete.....	5	4	3	2	1	9
(B) How easy the process is <u>to understand</u>	5	4	3	2	1	9
(C) How easy the process is <u>to complete</u>	5	4	3	2	1	9
(D) The technical competence of City staff	5	4	3	2	1	9
(E) How easy it is to contact City staff	5	4	3	2	1	9
(G) How responsive City staff are to your needs.....	5	4	3	2	1	9
(G) How fairly you are treated by City staff	5	4	3	2	1	9
(H) How consistently standards are applied by City staff	5	4	3	2	1	9

19. Which THREE of these items do you think should receive the most emphasis from the City over the next 2 years? [Write in the letters below using the letters from the list in Question 14 above].

1st : ___ 2nd : ___ 3rd : ___

20. Compared to other governmental organizations in Texas with whom you have worked, how would you rate City of San Marcos' Site Prep Review Process?

___(1) Better ___(2) About the Same ___(3) Worse ___(9) Don't know

BUILDING PERMIT REVIEW PROCESS

21. Have you interacted with the City's Building Permit Review Process during the past two years?

___(1) Yes – please answer Questions 22-24 ___(2) No - Go to Question 25 (next page)

22. Several items that may influence your satisfaction with the City's Building Permit Review Process and Staff are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) The length of time the process takes complete.....	5	4	3	2	1	9
(B) How easy the process is <u>to understand</u>	5	4	3	2	1	9
(C) How easy the process is <u>to complete</u>	5	4	3	2	1	9
(D) The technical competence of City staff	5	4	3	2	1	9
(E) How easy it is to contact City staff	5	4	3	2	1	9
(H) How responsive City staff are to your needs.....	5	4	3	2	1	9
(G) How fairly you are treated by City staff	5	4	3	2	1	9
(H) How consistently standards are applied by City staff	5	4	3	2	1	9

23. Which THREE of these items do you think should receive the most emphasis from the City over the next 2 years? [Write in the letters below using the letters from the list in Question 14 above].

1st : ___ 2nd : ___ 3rd : ___

24. Compared to other governmental organizations in Texas with whom you have worked, how would you rate City of San Marcos' **Building Permit Review Process**?

___(1) Better ___(2) About the Same ___(3) Worse ___(9) Don't know

INSPECTIONS

25. Have you needed an inspection that was conducted by City employees during the past two years?

___(1) Yes – please answer Questions 26-27

___(2) Go to Question 28 (below)

26. Several items that may influence your satisfaction with City **Inspections** are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know</u>
(A) How fairly standards are enforced.....	5	4	3	2	1	9
(B) The availability of building inspectors.....	5	4	3	2	1	9
(C) The ease of interpreting inspection requirements	5	4	3	2	1	9
(D) How well the City communicates inspection requirements	5	4	3	2	1	9
(E) How long it takes the City to complete inspections	5	4	3	2	1	9

27. The last time you needed an **inspection** that was conducted by the City, how many days did it take from the time you requested the inspection until the inspection was completed?

_____ days

OVERALL – ALL RESPONDENTS RESUME HERE

28. Do you think there is too much duplication in the development review process in the City of San Marcos?

___(1) Yes – answer 28a

___(2) No – go to 29

28a. If YES: Where do you see duplication?

29. From how many different departments did you have to obtain approval during the development review process the last time you completed a project in the City of San Marcos?

_____ different departments

30. Several items that may influence your perception of the development climate in San Marcos are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Much Better" and 1 means "Much Worse" than other communities in Texas.

	<u>Much Better</u>	<u>Better</u>	<u>About the Same</u>	<u>Worse</u>	<u>Much Worse</u>	<u>Don't Know</u>
(A) Overall image of the City	5	4	3	2	1	9
(B) Overall quality of life in the City	5	4	3	2	1	9
(C) Overall development climate in the City.....	5	4	3	2	1	9

31. Over the next five years, how do you think your organization's level of investment in San Marcos will change:

- ___(1) Much greater
- ___(2) Greater
- ___(3) About the same
- ___(4) Less
- ___(5) Much less
- ___(9) Don't know

32. Which of the following BEST describes you?

- ___(1) Developer
- ___(2) Engineer/architect
- ___(3) Lawyer
- ___(4) Government officials
- ___(5) Surveyor
- ___(6) Contractor/Builder
- ___(9) Other: _____

33. [Optional] Can you think of any ways that the City of San Marcos could make the development review process better or more efficient?

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

Your Name: _____ Organization: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Phone: (____) _____

The City of San Marcos Thanks You for Your Time

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

2011 Survey of the Development Community

Q33 Can you think of any ways that the City of San Marcos could make the development review process better or more efficient?

- Streamline the process. Contact the person applying for x,y, or z when things are wrong or held up, instead of having the person come back to the building department (or whichever department), then being told something is wrong or not completed and needs more information. Possibly save days to weeks of lost time.
- The City staff is looking for ways to stop development. It should be looking for ways to allow development.
- Get everyone on the same page! One staff member will tell you something completely different from another. Disclose as much info as possible up front regarding required policies and fees.
- The review process seems to limit development; too expensive; too regulated?
- Yearly license education should concentrate on type of license. Commercial should only review commercial applications and not deal with residential.
- Consider developing a formal policy on early package review and approval for building permits, i.e. foundation, shell & core. Fire marshall review and approval is delaying the approval process.
- Implement simpler process to obtain "preliminary" plat approvals. Understand the financial implication of your requirements. The contractor license requirement is absurd. Why the test? An owner or developer should be able to pull a permit. One-Stop-Shop is one big STOP sign. Quit legislating "taste"; not the City's job.
- For foundation repair permits, if we are giving them an engineer's review letter, then a permit should be issued without having the inspector review the repair plan also.

- I think that the Planning Department needs a permanent, strong Director. There have been too many Directors and Interim Directors. Six in ten years. Staff is hesitant to make decisions. The Planning Director needs to be more hands-on, or have the confidence in his staff to make decisions. The Planning Department is so weak now that you have to go to the City Manager's office for a decision.
- Familiarize the Building Inspections Department with the basic requirements of the review standards of the Fire Marshall. Allow the Building Inspections Department to "sign-off" for the Fire Marshall's office, thus shortening the review process, for the most basic and simple type projects. I realize no large projects would qualify for this streamlined measure. The biggest problem San Marcos has is with the Fire Marshall's office in regard to the review process, inspections, and fairness!! As a commercial contractor for over 25 years, I cannot emphasize enough the extreme dissatisfaction with the Fire Marshall's office! Nearly every other contractor has similar feelings because, over time, the personalities, prejudices and multiple examples of delay have tainted the reputation of this department in the professional community!
- Establish a real development cor. Position. Simplify the review process. Train staff to understand the process.
- Better archive process for developments (record drawings). Easier process for scope changes and/or change orders during construction phase.
- Establish one contact person for each department. Right now there are too many that don't seem to know what they are talking about.
- Standards need to be enforced.
- There are too many apartments, and they are all over the place. It's overtaking the town's development.
- Building locations are hard to find when you don't live in San Marcos or go there often.
- Coming back with fees/changing things after the fact is what is causing me to not invest with them in the future. Re: sidewalks/driveway/utility: In lieu of fee only takes care of a sidewalk, not a driveway. Standards need to be up front, and the same. In lieu of fee

needs to change. If I want to do any reconstruction/expansion on my house, I have to pay in lieu of for a sidewalk I don't have.

- The new City Manager is doing a good job communicating with developers.
- Make the departments work together more, and make the rules constant throughout.
- The development process is disorganized, has no direction, has an anti-development climate. The people in the departments are smart, though.
- The codes and watershed ordinances need to be updated.
- The City doesn't help with building residential properties; they seem uninterested in this.
- I feel real good about the direction the City is going with the new City Manager.
- An escrow account for permit fees would be easier than writing checks.
- Speed up the process for how long it takes to get the permit.
- Most departments in San Marcos are great to work with, but when it comes to the Fire Marshall's department, working with them is very difficult.