

Development Community Survey

Findings Report



Submitted to the
***The City of
Wentzville, Missouri***



by

ETC Institute

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Section 1:
Executive Summary

Development Community Survey

Executive Summary Report

Overview and Methodology

ETC Institute administered a Development Community Survey for the City of Wentzville during October and November 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.

In October, a five-page survey was mailed to homeowners and organizations that have conducted business with the City of Wentzville during the past two years. A total of 76 homeowners/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
- cross-tabular data comparing results for homeowners and other types of respondents
- tabular data showing the results for questions on the survey
- a copy of the survey instrument.

Major Survey Findings

➤ Overall Development Process

For each of the four development review process components that were rated, over 55% of respondents rated the service from the components they've used as "outstanding" or "above expectations". The Codes Administration Division had the highest percentage of respondents rate it's service as "outstanding" or "above average" (74%), followed by the Public Works Department (69%), Planning and Development Division (61%), and Marketing and Business Development Division (56%).

➤ **Codes Administration**

The codes administration process and staff items with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion are: “length of time the process takes to complete” (83%), “how easy it is to contact City staff” (83%), “overall quality of City’s staff review” (78%), and “how easy the process is to understand” (78%).

Based on the sum of their top two choices, the aspects of the codes administration process and staff that respondents feel should receive the most emphasis over the next two years are: “how easy the process is the understand”, “how responsive City staff are to your needs”, and “how easy the process is to complete”.

Thirty-seven percent (37%) of respondents rated Wentzville’s codes administration process as “better” than other governmental organizations in the St. Louis Metro area, compared to only 7% who rated it as “worse”. In addition, 29% of respondents rated Wentzville’s codes administration process as “about the same” as other governmental organizations in the St. Louis Metro area, and 27% indicated “don’t know”.

➤ **Planning and Development**

The planning and development process and staff items with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion are: “how easy it is to contact City staff” (73%), “length of time the process takes to complete” (68%), “overall quality of City’s staff review” (64%), and “how easy the process is to complete” (64%).

Based on the sum of their top two choices, the aspects of the planning and development process and staff that respondents feel should receive the most emphasis over the next two years are: “length of time the process takes to complete”, “how consistently standards are applied”, and “how easy the process is to understand”.

Forty-one percent (41%) of respondents rated Wentzville’s planning and development process as “better” than other governmental organizations in the St. Louis Metro area. In addition, no respondents rated Wentzville’s planning and development process as “worse” than other governmental organizations in the St. Louis Metro area, 36% rated Wentzville’s planning and development process as “about the same”, and 23% who indicated “don’t know”.

➤ **Public Works**

The public works process and staff items with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion are: “how easy the process is to complete” (82%), “how easy it is to contact City staff” (82%), “length of time the process takes to complete” (78%), “how easy the process is to understand” (74%), and “the technical competence of City staff” (74%).

Based on the sum of their top two choices, the aspects of the public works process and staff that respondents feel should receive the most emphasis over the next two years are: “length of time the process takes to complete”, “how consistently standards are applied”, and “how easy the process is to understand”.

Thirty-seven percent (37%) of respondents rated Wentzville’s public works process as “better” than other governmental organizations in the St. Louis Metro area, compared to 19% who rated it as “worse”. In addition, 26% of respondents rated Wentzville’s public works process as “about the same” as other governmental organizations in the St. Louis Metro area, and 18% who indicated “don’t know”.

Other Findings:

- Eighteen percent (18%) of respondents rated Wentzville’s overall development process review as “improved” or “much improved” from 12 months ago; 24% rated the overall development process review as “the same” from 12 months ago, and the remaining 58% indicated “don’t know”.
- Thirty-three percent (33%) of respondents rated Wentzville’s overall development process review as “better” or “much better” as compared to other communities they’ve encountered. Only 8% of respondents rated Wentzville’s overall development process review as “worse” or “much worse” as compared to other communities they’ve encountered. In addition, 18% of respondents rated Wentzville’s overall development process review as “the same”, and 41% indicated “don’t know”.
- Fifteen percent (15%) of respondents rated Wentzville’s development related fees as “higher” or “much higher” as compared to other communities they’ve encountered. Only 5% of respondents rated Wentzville’s development related fees as “worse” or “much worse” as compared to other communities they’ve encountered. In addition, 30% of respondents rated Wentzville’s development related fees as “the same”, and 50% indicated “don’t know”.

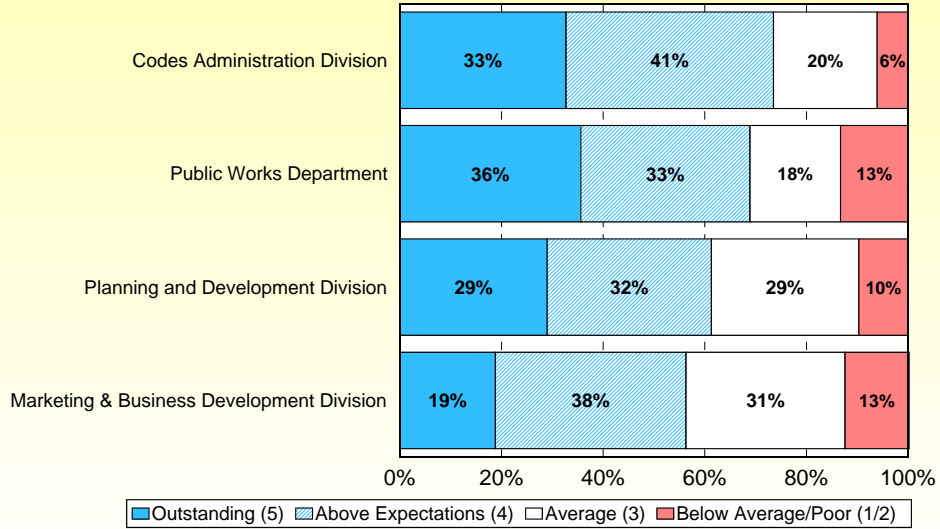
- Thirty-seven percent (37%) of respondents rated Wentzville’s overall plan review and turnaround times as “better” or “much better” as compared to other communities they’ve encountered. Only 7% of respondents rated Wentzville’s overall plan review and turnaround times as “worse” or “much worse” as compared to other communities they’ve encountered. In addition, 13% of respondents rated Wentzville’s overall plan review and turnaround times as “the same”, and 43% indicated “don’t know”.
- Seventy-five percent (75%) of respondents rated the overall image of the City of Wentzville as “better” or “much better” than other communities they’ve encountered in the St. Louis Metro area. In addition, 73% of respondents rated the overall quality of life in the City of Wentzville as “better” or “much better” than other communities, and 69% rated the overall development climate in the City of Wentzville as “better” or “much better”.

Section 2:
Charts and Graphs

Development Community Survey for the City of Wentzville

Q1. Level of Service Received from Major Components of the Wentzville Development Process

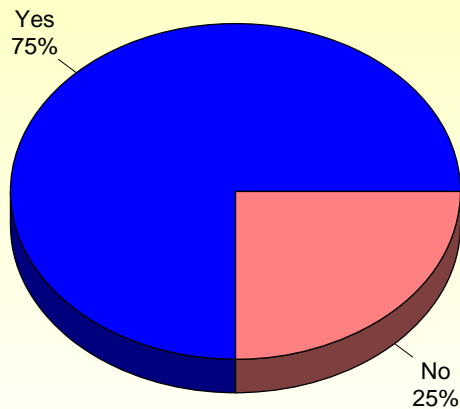
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2010)

Q2. Have you interacted with the City's Codes Administration Division during the past two years?

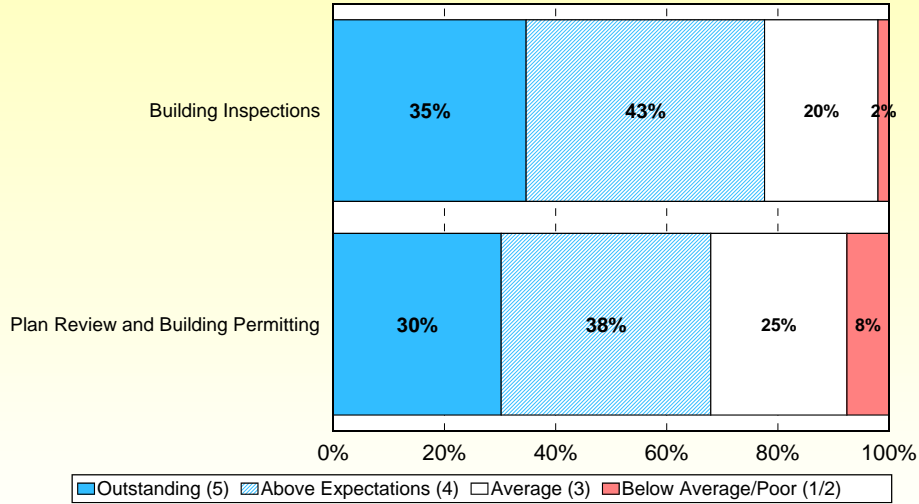
by percentage of respondents



Source: ETC Institute (2010)

Q3. Level of Service Received from Various Aspects of the Codes Administration Division

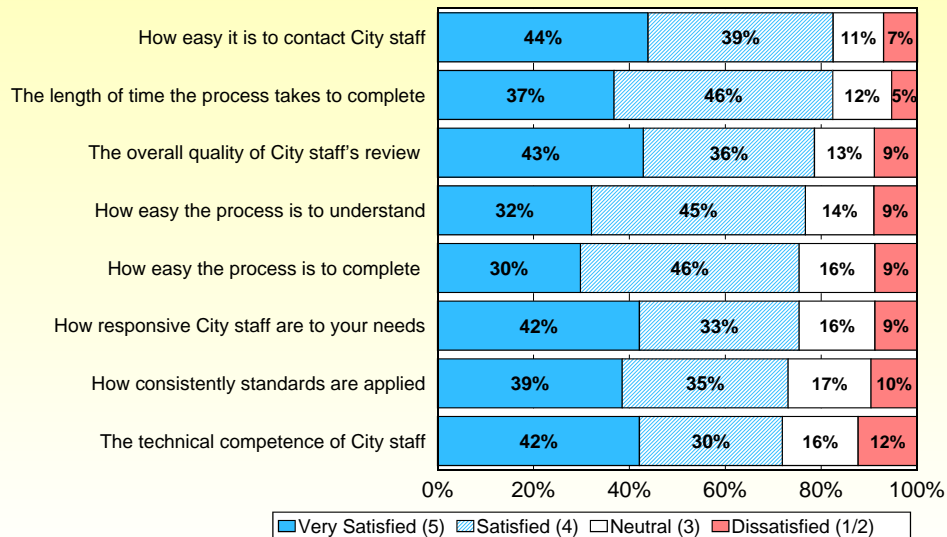
by percentage of respondents that have interacted with the Codes Administration Division during the past 2 years (excluding don't knows)



Source: ETC Institute (2010)

Q4. Satisfaction with Various Aspects of the City's Codes Administration Process and Staff

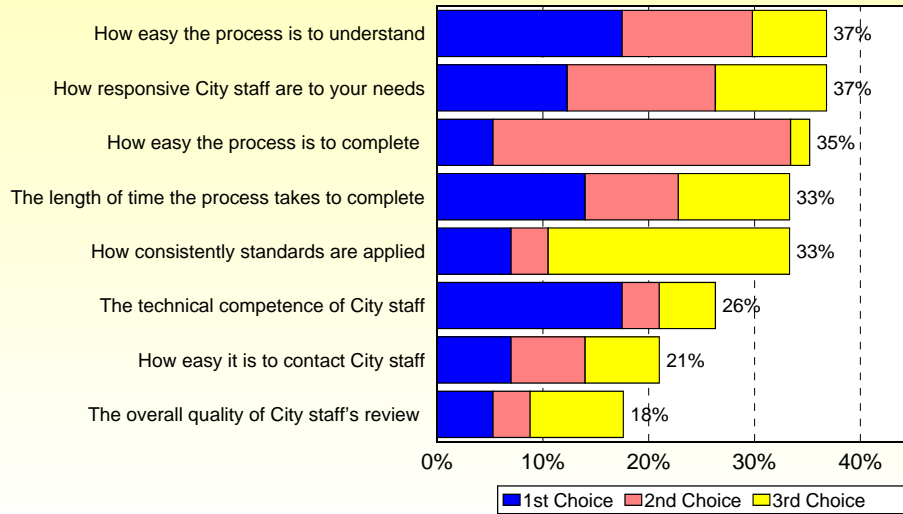
by percentage of respondents that have interacted with the Codes Administration Division during the past 2 years (excluding don't knows)



Source: ETC Institute (2010)

Q5. Aspects of the City's Codes Administration Process and Staff That Should Receive the Most Emphasis Over the Next Two Years

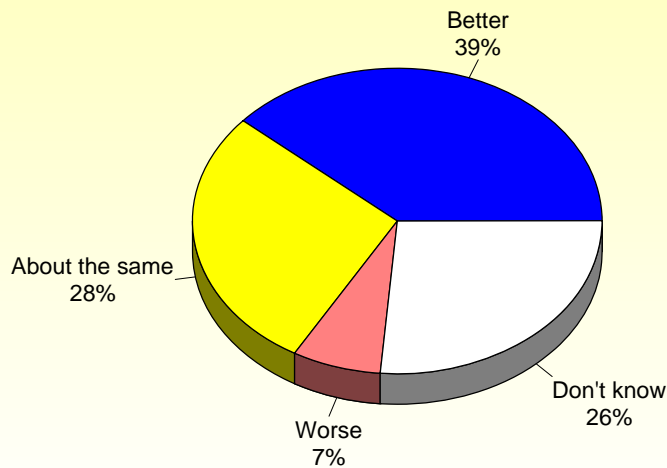
by percentage of respondents that have interacted with the Codes Administration Division during the past 2 years (sum of top 3 choices)



Source: ETC Institute (2010)

Q6. Compared to other governmental organizations in the St. Louis Metro area with whom you've encountered, how would you rate Wentzville's Codes Administration Process?

by percentage of respondents that have interacted with the Codes Administration Division during the past 2 years

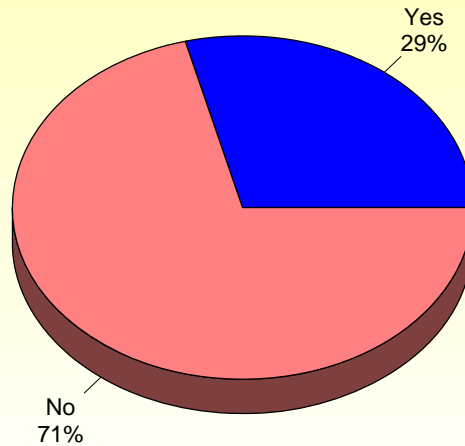


Source: ETC Institute (2010)

Development Community Survey for the City of Wentzville

Q7. Have you interacted with the Planning and Development Division during the past two years?

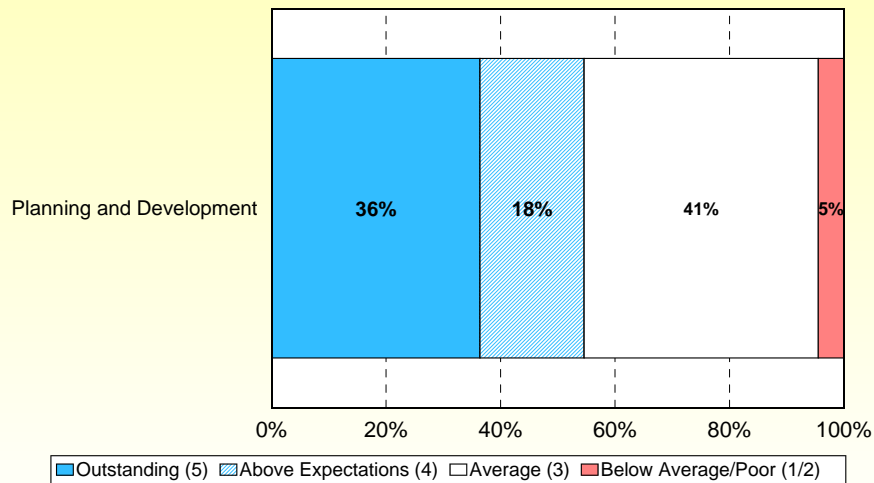
by percentage of respondents



Source: ETC Institute (2010)

Q8. Level of Service Received from the Planning and Development Division

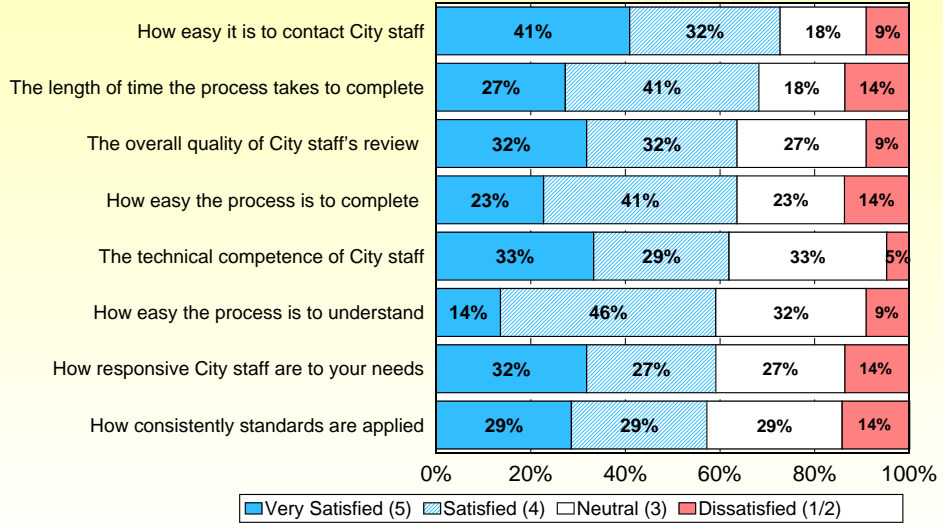
by percentage of respondents that have interacted with the Planning and Development Division during the past 2 years (excluding don't knows)



Source: ETC Institute (2010)

Q9. Satisfaction with Various Aspects of the City's Planning and Development Process and Staff

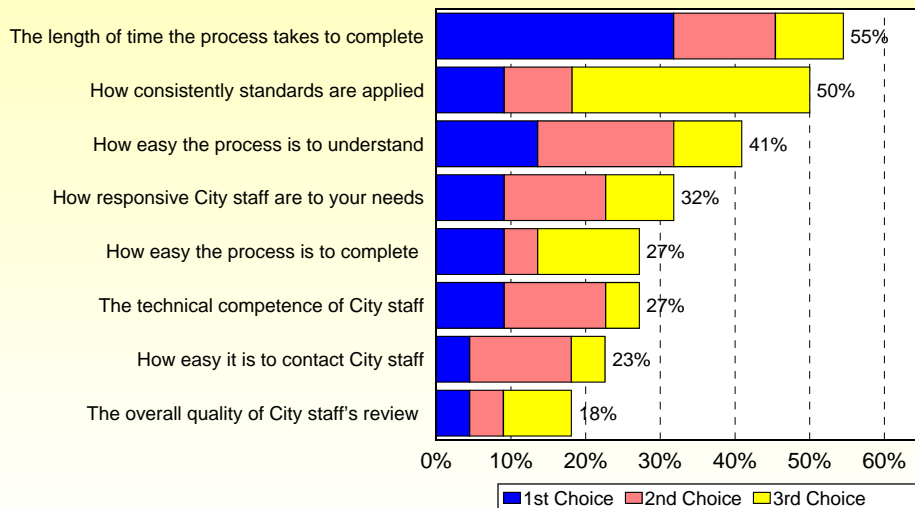
by percentage of respondents that have interacted with the Planning and Development Division during the past 2 years (excluding don't knows)



Source: ETC Institute (2010)

Q10. Aspects of the City's Planning and Development Process and Staff That Should Receive the Most Emphasis Over the Next Two Years

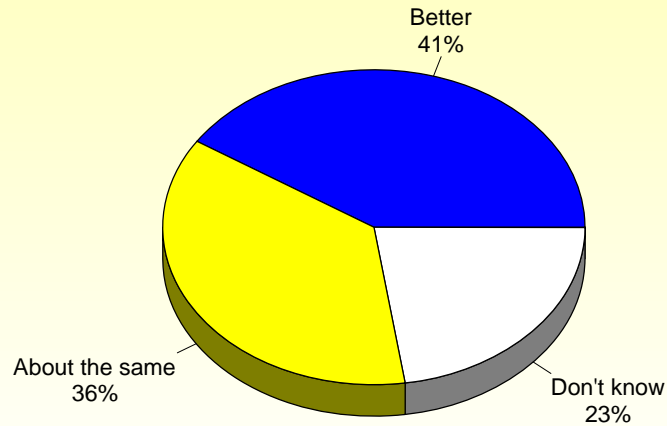
by percentage of respondents that have interacted with Planning and Development Division during the past 2 years (sum of top 3 choices)



Source: ETC Institute (2010)

Q11. How would you rank the City's Development Review Process as compared to other communities in the St Louis Metro area you've developed in?

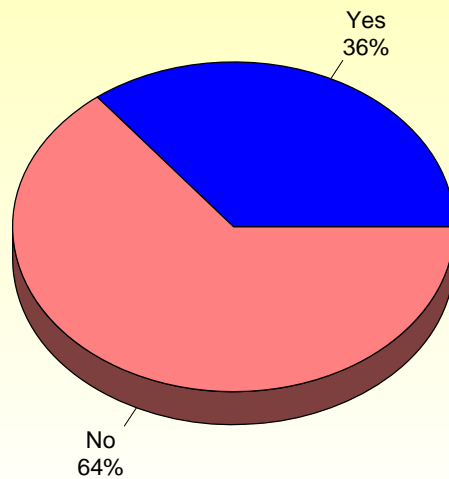
by percentage of respondents that have interacted with Planning and Development Division during the past 2 years



Source: ETC Institute (2010)

Q12. Have you interacted with the Public Works Engineering Division during the past two years?

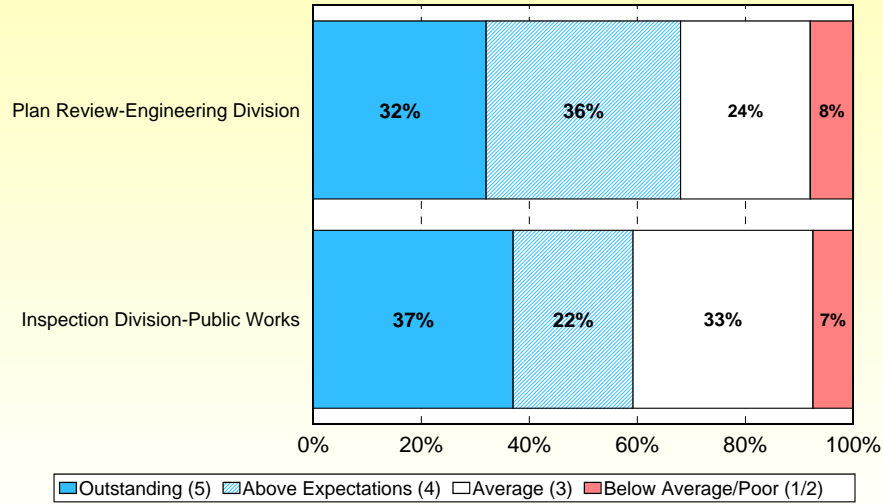
by percentage of respondents



Source: ETC Institute (2010)

Q13. Level of Service Received from Various Aspects of the Public Works Engineering Division

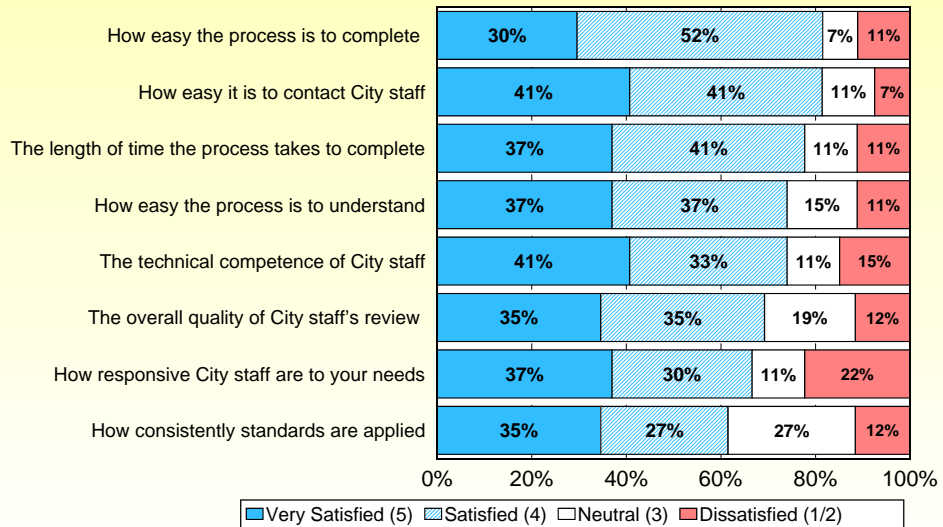
by percentage of respondents that have interacted with the Public Works Engineering Division during the past 2 years (excluding don't knows)



Source: ETC Institute (2010)

Q14. Satisfaction with Various Aspects of the City's Public Works Process and Staff

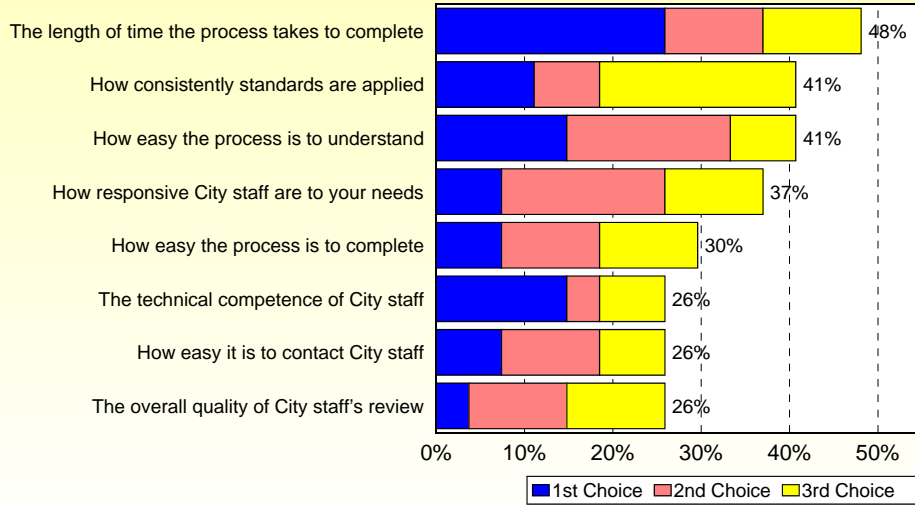
by percentage of respondents that have interacted with the Public Works Engineering Division during the past 2 years (excluding don't knows)



Source: ETC Institute (2010)

Q15. Aspects of the City's Public Works Process and Staff That Should Receive the Most Emphasis Over the Next Two Years

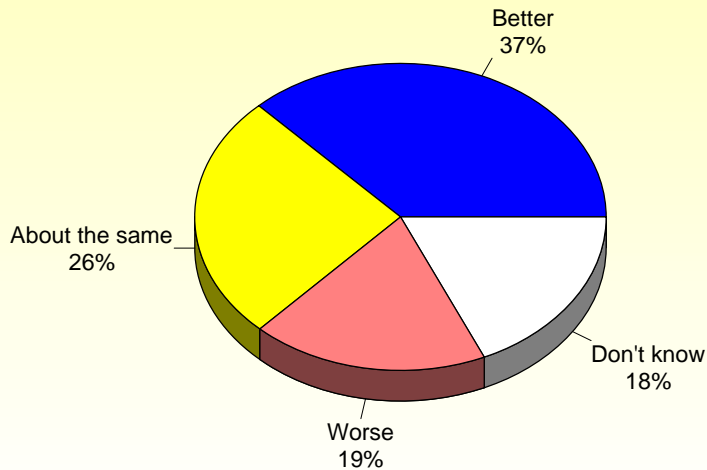
by percentage of respondents that have interacted with Public Works Engineering Division during the past 2 years (sum of top 3 choices)



Source: ETC Institute (2010)

Q16. Compared to other governmental organizations in the St. Louis Metro area with whom you've encountered, how would you rate Wentzville's Public Works Process?

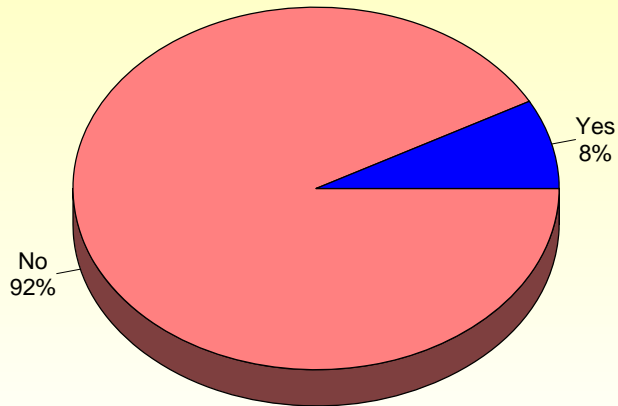
by percentage of respondents that have interacted with Public Works Engineering Division during the past 2 years



Source: ETC Institute (2010)

Q17. Have you interacted with the Marketing & Business Development Division during the past two years?

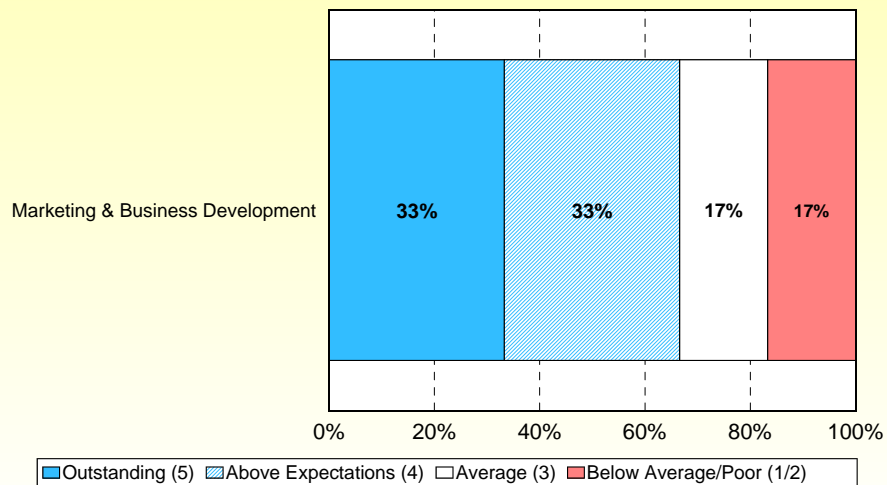
by percentage of respondents



Source: ETC Institute (2010)

Q18. Level of Service Received from the Marketing & Business Development Division

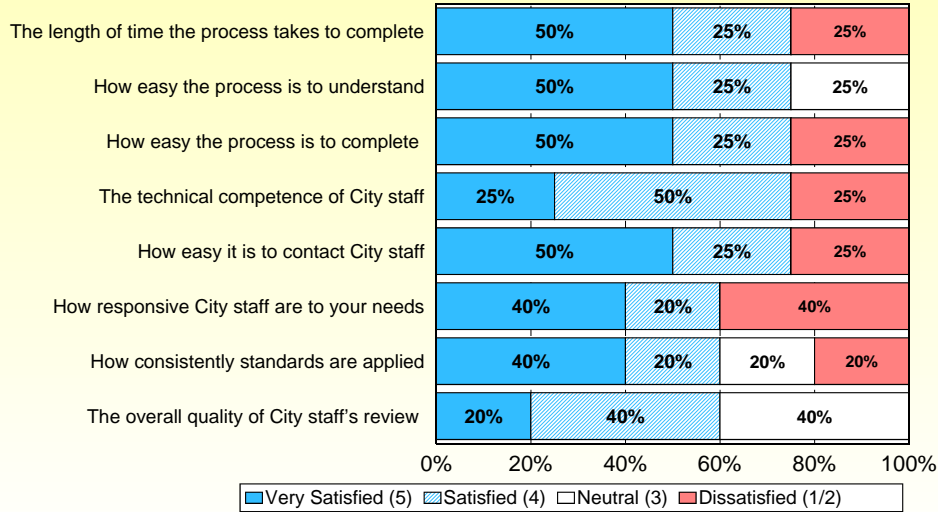
by percentage of respondents that have interacted with Marketing & Business Development Division during the past 2 years (excluding don't knows)



Source: ETC Institute (2010)

Q19. Satisfaction with Various Aspects of the City's Marketing & Business Development Process and Staff

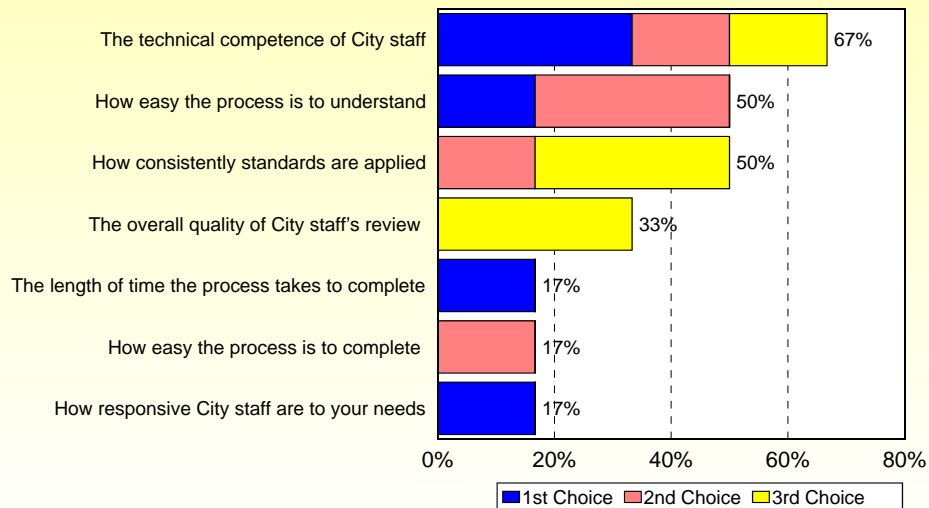
by percentage of respondents that have interacted with Marketing & Business Development Division during the past 2 years (excluding don't knows)



Source: ETC Institute (2010)

Q20. Aspects of the City's Marketing & Business Development Process and Staff That Should Receive the Most Emphasis Over the Next Two Years

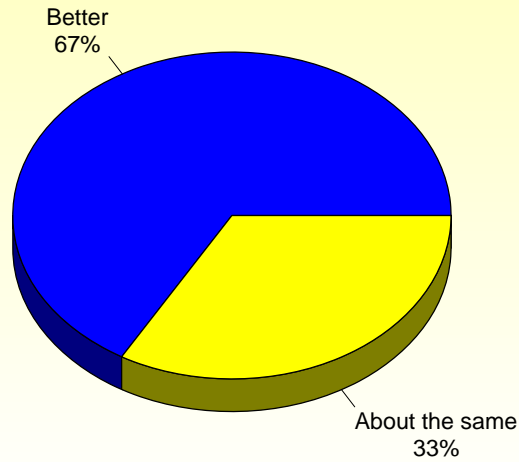
by percentage of respondents that have interacted with Marketing & Business Development Division during the past 2 years (sum of top 3 choices)



Source: ETC Institute (2010)

Q21. Compared to other governmental organizations in the St. Louis Metro area with whom you've encountered, how would you rate Wentzville's Economic Development Process?

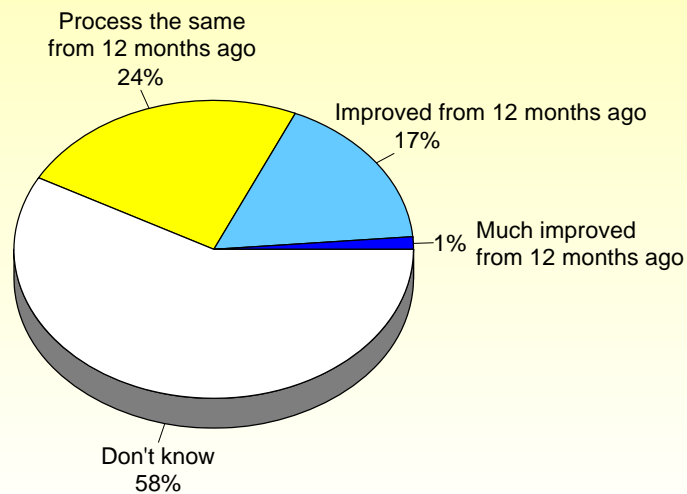
by percentage of respondents that have interacted with Marketing & Business Development Division during the past 2 years



Source: ETC Institute (2010)

Q22. Which of the following statements best describes your rating of the Overall Development Process review for Wentzville this year as compared to 12 months ago?

by percentage of respondents

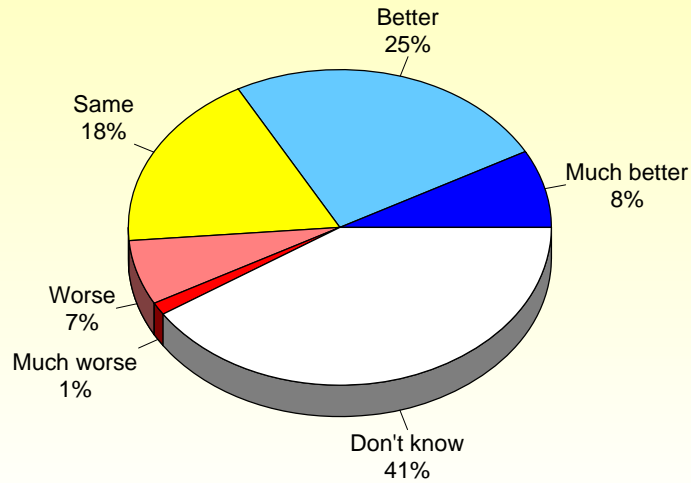


Source: ETC Institute (2010)

Development Community Survey for the City of Wentzville

Q23. Which of the following statements best describes your rating of the Overall Development Process review for Wentzville as compared to other communities you've encountered?

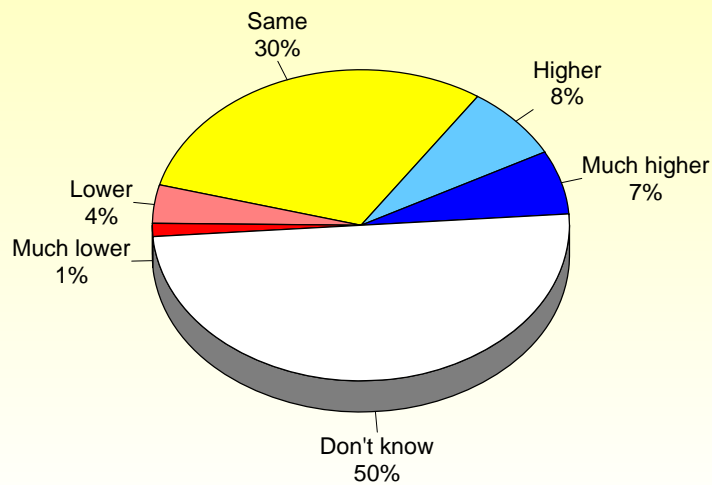
by percentage of respondents



Source: ETC Institute (2010)

Q24. Which of the following statements best describes your rating of the Development Related Fees for Wentzville as compared to other communities you have encountered?

by percentage of respondents

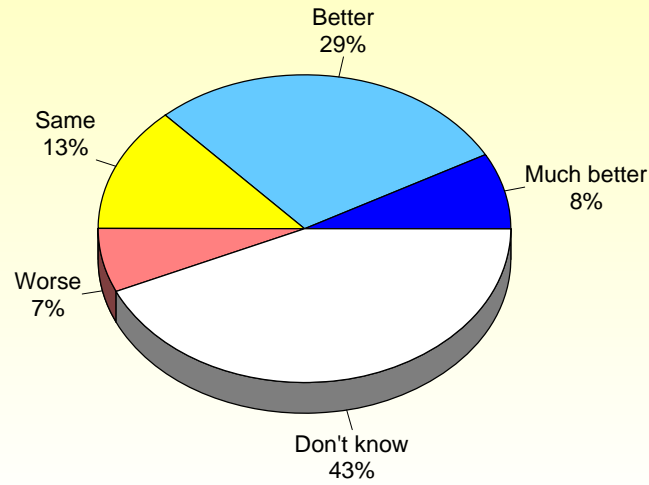


Source: ETC Institute (2010)

Development Community Survey for the City of Wentzville

Q25. Which of the following statements best describes your rating of the Overall Plan Review and Turn Around Times for Wentzville as compared to other communities you've encountered?

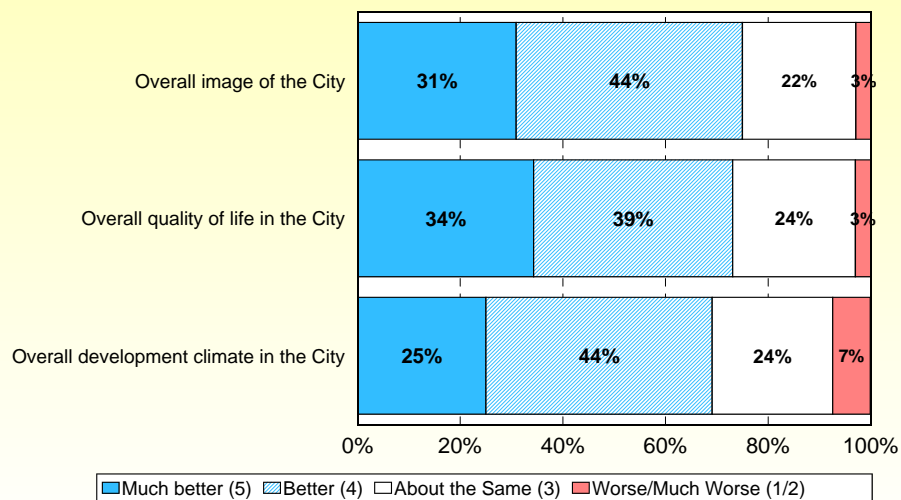
by percentage of respondents



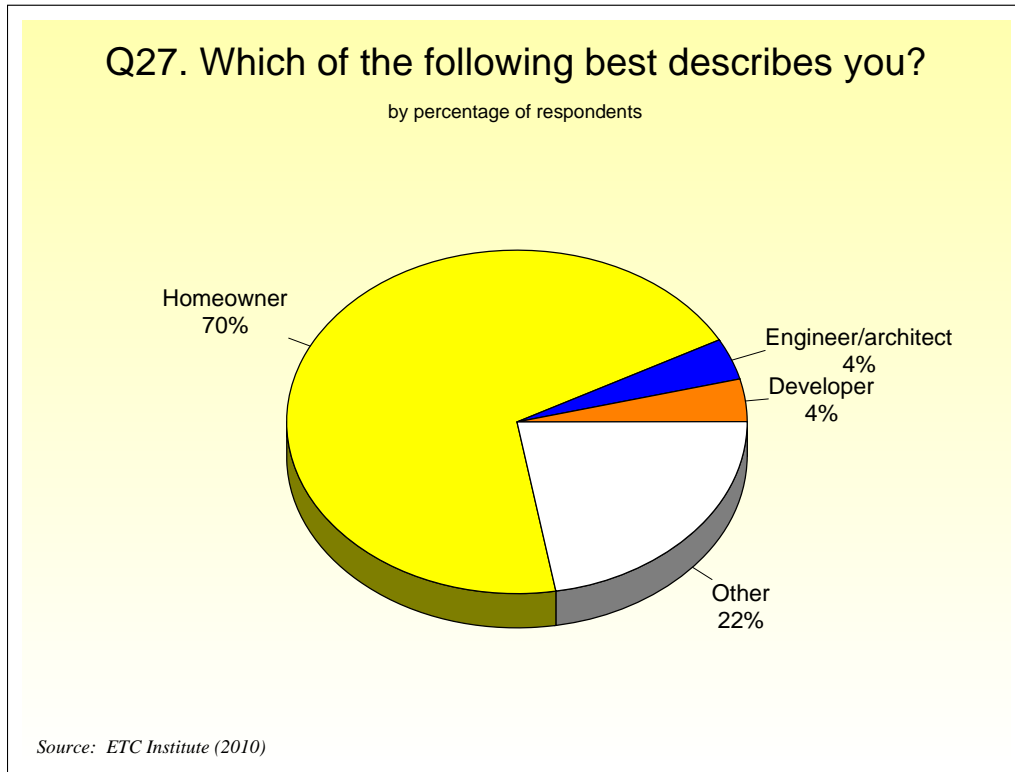
Source: ETC Institute (2010)

Q26. Items That Influence Perception of the Development Climate in Wentzville Compared to Other Communities in the St. Louis Area

by percentage of respondents (excluding don't knows)



Source: ETC Institute (2010)



Section 3:
Cross-Tabular Data

Q1. Please rate the overall level of service you received from each of the component services of the Wentzville Development process. (without "not applicable")

N=76

	Which of the following best describes you?		Total
	Homeowner	Other	
	1	2	

Q1a. Codes Administration Division

5=Outstanding	37.5%	23.5%	32.7%
4=Above Expectations	50.0%	23.5%	40.8%
3=Average	9.4%	41.2%	20.4%
1=Poor	3.1%	11.8%	6.1%

Q1b. Planning & Development Division

5=Outstanding	31.3%	26.7%	29.0%
4=Above Expectations	25.0%	40.0%	32.3%
3=Average	31.3%	26.7%	29.0%
2=Below Average	12.5%	0.0%	6.5%
1=Poor	0.0%	6.7%	3.2%

Q1c. Public Works Department

5=Outstanding	44.8%	18.8%	35.6%
4=Above Expectations	34.5%	31.3%	33.3%
3=Average	13.8%	25.0%	17.8%
2=Below Average	6.9%	12.5%	8.9%
1=Poor	0.0%	12.5%	4.4%

Q1. Please rate the overall level of service you received from each of the component services of the Wentzville Development process. (without "not applicable")

N=76	Which of the following best describes you?		Total
	Homeowner	Other	
	1	2	

Q1d. Marketing & Business Development Division

5=Outstanding	33.3%	10.0%	18.8%
4=Above Expectations	33.3%	40.0%	37.5%
3=Average	33.3%	30.0%	31.3%
2=Below Average	0.0%	10.0%	6.3%
1=Poor	0.0%	10.0%	6.3%

Q2. Have you interacted with the City's Codes Administration Division during the past two years?

N=76	Which of the following best describes you?		Total
	Homeowner	Other	
	1	2	

Q2. Have you interacted with Codes administration Division

1=Yes	69.8%	87.0%	75.0%
2=No	30.2%	13.0%	25.0%

Q3. Please rate the overall level of service you received from each of the following component services of the Codes Administration Division. (without "not applicable")

N=57

Which of the following best describes you?		Total
Homeowner	Other	
1	2	

Q3a. Plan Review & Building Permitting

5=Outstanding	31.4%	27.8%	30.2%
4=Above Expectations	45.7%	22.2%	37.7%
3=Average	22.9%	27.8%	24.5%
2=Below Average	0.0%	5.6%	1.9%
1=Poor	0.0%	16.7%	5.7%

Q3b. Building Inspections

5=Outstanding	37.1%	28.6%	34.7%
4=Above Expectations	48.6%	28.6%	42.9%
3=Average	14.3%	35.7%	20.4%
2=Below Average	0.0%	7.1%	2.0%

Q4. Please rate your satisfaction with the City's Codes Administration Process and Staff on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=57

	Which of the following best describes you?		Total
	Homeowner	Other	
	1	2	

Q4a. Length of time it takes to complete process

5=Very Satisfied	45.9%	20.0%	36.8%
4=Satisfied	45.9%	45.0%	45.6%
3=Neutral	8.1%	20.0%	12.3%
2=Dissatisfied	0.0%	10.0%	3.5%
1=Very Dissatisfied	0.0%	5.0%	1.8%

Q4b. How easy it is to understand process

5=Very Satisfied	36.1%	25.0%	32.1%
4=Satisfied	52.8%	30.0%	44.6%
3=Neutral	11.1%	20.0%	14.3%
2=Dissatisfied	0.0%	20.0%	7.1%
1=Very Dissatisfied	0.0%	5.0%	1.8%

Q4c. How easy it is to complete process

5=Very Satisfied	35.1%	20.0%	29.8%
4=Satisfied	51.4%	35.0%	45.6%
3=Neutral	10.8%	25.0%	15.8%
2=Dissatisfied	2.7%	15.0%	7.0%
1=Very Dissatisfied	0.0%	5.0%	1.8%

Q4. Please rate your satisfaction with the City's Codes Administration Process and Staff on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=57

	Which of the following best describes you?		Total
	Homeowner	Other	
	1	2	

Q4d. Technical competence of City staff

5=Very Satisfied	51.4%	25.0%	42.1%
4=Satisfied	32.4%	25.0%	29.8%
3=Neutral	8.1%	30.0%	15.8%
2=Dissatisfied	5.4%	10.0%	7.0%
1=Very Dissatisfied	2.7%	10.0%	5.3%

Q4e. How easy it is to contact City staff

5=Very Satisfied	54.1%	25.0%	43.9%
4=Satisfied	35.1%	45.0%	38.6%
3=Neutral	5.4%	20.0%	10.5%
2=Dissatisfied	5.4%	5.0%	5.3%
1=Very Dissatisfied	0.0%	5.0%	1.8%

Q4f. How responsive City staff are to your needs

5=Very Satisfied	48.6%	30.0%	42.1%
4=Satisfied	35.1%	30.0%	33.3%
3=Neutral	8.1%	30.0%	15.8%
2=Dissatisfied	8.1%	5.0%	7.0%
1=Very Dissatisfied	0.0%	5.0%	1.8%

Q4. Please rate your satisfaction with the City's Codes Administration Process and Staff on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=57

Which of the following best describes you?		Total
Homeowner	Other	
1	2	

Q4g. How consistently standards are applied by City staff

5=Very Satisfied	47.1%	22.2%	38.5%
4=Satisfied	35.3%	33.3%	34.6%
3=Neutral	11.8%	27.8%	17.3%
2=Dissatisfied	5.9%	5.6%	5.8%
1=Very Dissatisfied	0.0%	11.1%	3.8%

Q4h. Overall quality of City staff's review

5=Very Satisfied	52.8%	25.0%	42.9%
4=Satisfied	33.3%	40.0%	35.7%
3=Neutral	11.1%	15.0%	12.5%
2=Dissatisfied	2.8%	15.0%	7.1%
1=Very Dissatisfied	0.0%	5.0%	1.8%

Q5. Which THREE of these items do you think should receive the most emphasis from the City over the next two years?

N=57

Which of the following best describes you?		Total
Homeowner 1	Other 2	

Q5. Top choice

A=Length of time it takes to complete process	10.8%	20.0%	14.0%
B=How easy it is to understand process	21.6%	10.0%	17.5%
C=How easy it is to complete process	8.1%	0.0%	5.3%
D=Technical competence of City staff	16.2%	20.0%	17.5%
E=How easy it is to contact City staff	5.4%	10.0%	7.0%
F=How responsive City staff are to your needs	13.5%	10.0%	12.3%
G=How consistently standards are applied by City staff	8.1%	5.0%	7.0%
H=Overall quality of City staff's review	5.4%	5.0%	5.3%
Z=None chosen	10.8%	20.0%	14.0%

Q5. Which THREE of these items do you think should receive the most emphasis from the City over the next two years?

N=57

Which of the following best describes you?		Total
Homeowner	Other	
1	2	

Q5. 2nd choice

A=Length of time it takes to complete process	13.5%	0.0%	8.8%
B=How easy it is to understand process	5.4%	25.0%	12.3%
C=How easy it is to complete process	35.1%	15.0%	28.1%
D=Technical competence of City staff	2.7%	5.0%	3.5%
E=How easy it is to contact City staff	8.1%	5.0%	7.0%
F=How responsive City staff are to your needs	13.5%	15.0%	14.0%
G=How consistently standards are applied by City staff	2.7%	5.0%	3.5%
H=Overall quality of City staff's review	0.0%	10.0%	3.5%

Q5. Which THREE of these items do you think should receive the most emphasis from the City over the next two years?

N=57

Which of the following best describes you?		Total
Homeowner 1	Other 2	

Q5. 3rd choice

A=Length of time it takes to complete process	5.4%	20.0%	10.5%
B=How easy it is to understand process	8.1%	5.0%	7.0%
C=How easy it is to complete process	2.7%	0.0%	1.8%
D=Technical competence of City staff	5.4%	5.0%	5.3%
E=How easy it is to contact City staff	8.1%	5.0%	7.0%
F=How responsive City staff are to your needs	13.5%	5.0%	10.5%
G=How consistently standards are applied by City staff	21.6%	25.0%	22.8%
H=Overall quality of City staff's review	5.4%	15.0%	8.8%

Q5. Which THREE of these items do you think should receive the most emphasis from the City over the next two years? (top 3)

N=57

Which of the following best describes you?		Total
Homeowner	Other	
1	2	

Q5. Sum of top 3 choices

A=Length of time it takes to complete process	29.7%	40.0%	33.3%
B=How easy it is to understand process	35.1%	40.0%	36.8%
C=How easy it is to complete process	45.9%	15.0%	35.1%
D=Technical competence of City staff	24.3%	30.0%	26.3%
E=How easy it is to contact City staff	21.6%	20.0%	21.1%
F=How responsive City staff are to your needs	40.5%	30.0%	36.8%
G=How consistently standards are applied by City staff	32.4%	35.0%	33.3%
H=Overall quality of City staff's review	10.8%	30.0%	17.5%
Z=None chosen	10.8%	20.0%	14.0%

Q6. Compared to other governmental organizations in the St Louis Metro area with whom you have encountered, how would you rate Wentzville's Codes Administration Process?

N=57

Which of the following best describes you?		Total
Homeowner 1	Other 2	

Q6. How would you rate Codes Administration Process

1=Better	40.5%	35.0%	38.6%
2=About the same	16.2%	50.0%	28.1%
3=Worse	5.4%	10.0%	7.0%
9=Don't know	37.8%	5.0%	26.3%

Q7. Have you interacted with the Planning and Development Division during the past two years?

N=76

Which of the following best describes you?		Total
Homeowner 1	Other 2	

Q7. Have you interacted with Planning & Development Division

1=Yes	15.1%	60.9%	28.9%
2=No	84.9%	39.1%	71.1%

Q8. Please rate the overall level of service you received from the Planning and Development Division.

N=22

Which of the following best describes you?		Total
Homeowner	Other	
1	2	

Q8a. Planning & Development

5=Outstanding	50.0%	28.6%	36.4%
4=Above Expectations	0.0%	28.6%	18.2%
3=Average	50.0%	35.7%	40.9%
2=Below Average	0.0%	7.1%	4.5%

Q9. Please rate your satisfaction with the City's Planning and Development Process and Staff on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=22

Which of the following best describes you?		Total
Homeowner 1	Other 2	

Q9a. Length of time it takes to complete process

5=Very Satisfied	50.0%	14.3%	27.3%
4=Satisfied	12.5%	57.1%	40.9%
3=Neutral	12.5%	21.4%	18.2%
2=Dissatisfied	25.0%	7.1%	13.6%

Q9b. How easy it is to understand process

5=Very Satisfied	25.0%	7.1%	13.6%
4=Satisfied	37.5%	50.0%	45.5%
3=Neutral	12.5%	42.9%	31.8%
2=Dissatisfied	25.0%	0.0%	9.1%

Q9c. How easy it is to complete process

5=Very Satisfied	37.5%	14.3%	22.7%
4=Satisfied	25.0%	50.0%	40.9%
3=Neutral	12.5%	28.6%	22.7%
2=Dissatisfied	25.0%	7.1%	13.6%

Q9. Please rate your satisfaction with the City's Planning and Development Process and Staff on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=22

Which of the following best describes you?		Total
Homeowner 1	Other 2	

Q9d. Technical competence of City staff

5=Very Satisfied	57.1%	21.4%	33.3%
4=Satisfied	14.3%	35.7%	28.6%
3=Neutral	28.6%	35.7%	33.3%
2=Dissatisfied	0.0%	7.1%	4.8%

Q9e. How easy it is to contact City staff

5=Very Satisfied	50.0%	35.7%	40.9%
4=Satisfied	25.0%	35.7%	31.8%
3=Neutral	25.0%	14.3%	18.2%
2=Dissatisfied	0.0%	14.3%	9.1%

Q9f. How responsive City staff are to your needs

5=Very Satisfied	37.5%	28.6%	31.8%
4=Satisfied	25.0%	28.6%	27.3%
3=Neutral	25.0%	28.6%	27.3%
2=Dissatisfied	12.5%	7.1%	9.1%
1=Very Dissatisfied	0.0%	7.1%	4.5%

Q9. Please rate your satisfaction with the City's Planning and Development Process and Staff on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=22

Which of the following best describes you?		Total
Homeowner	Other	
1	2	

Q9g. How consistently standards are applied by City staff

5=Very Satisfied	50.0%	15.4%	28.6%
4=Satisfied	12.5%	38.5%	28.6%
3=Neutral	25.0%	30.8%	28.6%
2=Dissatisfied	12.5%	7.7%	9.5%
1=Very Dissatisfied	0.0%	7.7%	4.8%

Q9h. Overall quality of City staff's review

5=Very Satisfied	50.0%	21.4%	31.8%
4=Satisfied	12.5%	42.9%	31.8%
3=Neutral	25.0%	28.6%	27.3%
2=Dissatisfied	12.5%	7.1%	9.1%

Q10. Which THREE of these items do you think should receive the most emphasis from the City over the next two years?

N=22

Which of the following best describes you?		Total
Homeowner	Other	
1	2	

Q10. Top choice

A=Length of time it takes to complete process	25.0%	35.7%	31.8%
B=How easy it is to understand process	12.5%	14.3%	13.6%
C=How easy it is to complete process	25.0%	0.0%	9.1%
D=Technical competence of City staff	12.5%	7.1%	9.1%
E=How easy it is to contact City staff	0.0%	7.1%	4.5%
F=How responsive City staff are to your needs	12.5%	7.1%	9.1%
G=How consistently standards are applied by City staff	0.0%	14.3%	9.1%
H=Overall quality of City staff's review	12.5%	0.0%	4.5%
Z=None chosen	0.0%	14.3%	9.1%

Q10. Which THREE of these items do you think should receive the most emphasis from the City over the next two years?

N=22

Which of the following best describes you?		Total
Homeowner 1	Other 2	

Q10. 2nd choice

A=Length of time it takes to complete process	37.5%	0.0%	13.6%
B=How easy it is to understand process	12.5%	21.4%	18.2%
C=How easy it is to complete process	0.0%	7.1%	4.5%
D=Technical competence of City staff	12.5%	14.3%	13.6%
E=How easy it is to contact City staff	0.0%	21.4%	13.6%
F=How responsive City staff are to your needs	25.0%	7.1%	13.6%
G=How consistently standards are applied by City staff	12.5%	7.1%	9.1%
H=Overall quality of City staff's review	0.0%	7.1%	4.5%

Q10. Which THREE of these items do you think should receive the most emphasis from the City over the next two years?

N=22

Which of the following best describes you?		Total
Homeowner	Other	
1	2	

Q10. 3rd choice

A=Length of time it takes to complete process	0.0%	14.3%	9.1%
B=How easy it is to understand process	25.0%	0.0%	9.1%
C=How easy it is to complete process	25.0%	7.1%	13.6%
D=Technical competence of City staff	0.0%	7.1%	4.5%
E=How easy it is to contact City staff	12.5%	0.0%	4.5%
F=How responsive City staff are to your needs	0.0%	14.3%	9.1%
G=How consistently standards are applied by City staff	25.0%	35.7%	31.8%
H=Overall quality of City staff's review	12.5%	7.1%	9.1%

Q10. Which THREE of these items do you think should receive the most emphasis from the City over the next two years? (top 3)

N=22

Which of the following best describes you?		Total
Homeowner	Other	
1	2	

Q10. Sum of top 3 choices

A=Length of time it takes to complete process	62.5%	50.0%	54.5%
B=How easy it is to understand process	50.0%	35.7%	40.9%
C=How easy it is to complete process	50.0%	14.3%	27.3%
D=Technical competence of City staff	25.0%	28.6%	27.3%
E=How easy it is to contact City staff	12.5%	28.6%	22.7%
F=How responsive City staff are to your needs	37.5%	28.6%	31.8%
G=How consistently standards are applied by City staff	37.5%	57.1%	50.0%
H=Overall quality of City staff's review	25.0%	14.3%	18.2%
Z=None chosen	0.0%	14.3%	9.1%

Q11. How would you rank the City of Wentzville's Development Review Process as compared to other communities in the St Louis Metro area you've developed in?

N=22

Which of the following best describes you?		Total
Homeowner 1	Other 2	

Q11. How would you rank Development Review Process

1=Better	25.0%	50.0%	40.9%
2=About the Same	12.5%	50.0%	36.4%
9=Don't Know	62.5%	0.0%	22.7%

Q12. Have you interacted with the Public Works Engineering Division during the past two years?

N=76

Which of the following best describes you?		Total
Homeowner 1	Other 2	

Q12. Have you interacted with Public Works Engineering Division

1=Yes	30.2%	47.8%	35.5%
2=No	69.8%	52.2%	64.5%

Q13. Please rate the overall level of service you received from the following component services of the Public Works Engineering Division.

N=27

Which of the following best describes you?		Total
Homeowner 1	Other 2	

Q13a. Plan Review-Engineering Division

5=Outstanding	50.0%	9.1%	32.0%
4=Above Expectations	28.6%	45.5%	36.0%
3=Average	14.3%	36.4%	24.0%
2=Below Average	7.1%	0.0%	4.0%
1=Poor	0.0%	9.1%	4.0%

Q13b. Inspection Division-Public Works

5=Outstanding	50.0%	18.2%	37.0%
4=Above Expectations	18.8%	27.3%	22.2%
3=Average	25.0%	45.5%	33.3%
2=Below Average	6.3%	9.1%	7.4%

Q14. Please rate your satisfaction with the City's Public Works Process and Staff on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." ("without don't know")

N=27

	Which of the following best describes you?		Total
	Homeowner	Other	
	1	2	

Q14a. Length of time it takes to complete process

5=Very Satisfied	56.3%	9.1%	37.0%
4=Satisfied	37.5%	45.5%	40.7%
3=Neutral	0.0%	27.3%	11.1%
2=Dissatisfied	6.3%	9.1%	7.4%
1=Very Dissatisfied	0.0%	9.1%	3.7%

Q14b. How easy it is to understand process

5=Very Satisfied	56.3%	9.1%	37.0%
4=Satisfied	37.5%	36.4%	37.0%
3=Neutral	0.0%	36.4%	14.8%
2=Dissatisfied	6.3%	9.1%	7.4%
1=Very Dissatisfied	0.0%	9.1%	3.7%

Q14c. How easy it is to complete process

5=Very Satisfied	43.8%	9.1%	29.6%
4=Satisfied	50.0%	54.5%	51.9%
3=Neutral	0.0%	18.2%	7.4%
2=Dissatisfied	6.3%	9.1%	7.4%
1=Very Dissatisfied	0.0%	9.1%	3.7%

Q14. Please rate your satisfaction with the City's Public Works Process and Staff on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." ("without don't know")

N=27

	Which of the following best describes you?		Total
	Homeowner	Other	
	1	2	

Q14d. Technical competence of City staff

5=Very Satisfied	56.3%	18.2%	40.7%
4=Satisfied	31.3%	36.4%	33.3%
3=Neutral	6.3%	18.2%	11.1%
2=Dissatisfied	6.3%	18.2%	11.1%
1=Very Dissatisfied	0.0%	9.1%	3.7%

Q14e. How easy it is to contact City staff

5=Very Satisfied	50.0%	27.3%	40.7%
4=Satisfied	37.5%	45.5%	40.7%
3=Neutral	6.3%	18.2%	11.1%
2=Dissatisfied	6.3%	9.1%	7.4%

Q14f. How responsive City staff are to your needs

5=Very Satisfied	50.0%	18.2%	37.0%
4=Satisfied	37.5%	18.2%	29.6%
3=Neutral	0.0%	27.3%	11.1%
2=Dissatisfied	12.5%	18.2%	14.8%
1=Very Dissatisfied	0.0%	18.2%	7.4%

Q14. Please rate your satisfaction with the City's Public Works Process and Staff on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." ("without don't know")

N=27

Which of the following best describes you?		Total
Homeowner	Other	
1	2	

Q14g. How consistently standards are applied by City staff

5=Very Satisfied	53.3%	9.1%	34.6%
4=Satisfied	26.7%	27.3%	26.9%
3=Neutral	20.0%	36.4%	26.9%
2=Dissatisfied	0.0%	9.1%	3.8%
1=Very Dissatisfied	0.0%	18.2%	7.7%

Q14h. Overall quality of City staff's review

5=Very Satisfied	46.7%	18.2%	34.6%
4=Satisfied	40.0%	27.3%	34.6%
3=Neutral	6.7%	36.4%	19.2%
2=Dissatisfied	6.7%	9.1%	7.7%
1=Very Dissatisfied	0.0%	9.1%	3.8%

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

N=27

Which of the following best describes you?		Total
Homeowner	Other	
1	2	

Q15. Top choice

A=Length of time it takes to complete process	31.3%	18.2%	25.9%
B=How easy it is to understand process	12.5%	18.2%	14.8%
C=How easy it is to complete process	6.3%	9.1%	7.4%
D=Technical competence of City staff	12.5%	18.2%	14.8%
E=How easy it is to contact City staff	6.3%	9.1%	7.4%
F=How responsive City staff are to your needs	6.3%	9.1%	7.4%
G=How consistently standards are applied by City staff	12.5%	9.1%	11.1%
H=Overall quality of City staff's review	6.3%	0.0%	3.7%
Z=None chosen	6.3%	9.1%	7.4%

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

N=27

Which of the following best describes you?		Total
Homeowner 1	Other 2	

Q15. 2nd choice

A=Length of time it takes to complete process	18.8%	0.0%	11.1%
B=How easy it is to understand process	18.8%	18.2%	18.5%
C=How easy it is to complete process	12.5%	9.1%	11.1%
D=Technical competence of City staff	0.0%	9.1%	3.7%
E=How easy it is to contact City staff	12.5%	9.1%	11.1%
F=How responsive City staff are to your needs	18.8%	18.2%	18.5%
G=How consistently standards are applied by City staff	0.0%	18.2%	7.4%
H=Overall quality of City staff's review	12.5%	9.1%	11.1%

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

N=27

Which of the following best describes you?		Total
Homeowner	Other	
1	2	

Q15. 3rd choice

A=Length of time it takes to complete process	6.3%	18.2%	11.1%
B=How easy it is to understand process	12.5%	0.0%	7.4%
C=How easy it is to complete process	12.5%	9.1%	11.1%
D=Technical competence of City staff	6.3%	9.1%	7.4%
E=How easy it is to contact City staff	12.5%	0.0%	7.4%
F=How responsive City staff are to your needs	12.5%	9.1%	11.1%
G=How consistently standards are applied by City staff	12.5%	36.4%	22.2%
H=Overall quality of City staff's review	12.5%	9.1%	11.1%

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

N=27

Which of the following best describes you?		Total
Homeowner	Other	
1	2	

Q15. Sum of top 3 choices

A=Length of time it takes to complete process	56.3%	36.4%	48.1%
B=How easy it is to understand process	43.8%	36.4%	40.7%
C=How easy it is to complete process	31.3%	27.3%	29.6%
D=Technical competence of City staff	18.8%	36.4%	25.9%
E=How easy it is to contact City staff	31.3%	18.2%	25.9%
F=How responsive City staff are to your needs	37.5%	36.4%	37.0%
G=How consistently standards are applied by City staff	25.0%	63.6%	40.7%
H=Overall quality of City staff's review	31.3%	18.2%	25.9%
Z=None chosen	6.3%	9.1%	7.4%

Q16. Compared to other governmental organizations in the St Louis Metro area with whom you have encountered, how would you rate Wentzville's Public Works Process?

N=27

Which of the following best describes you?		Total
Homeowner 1	Other 2	

Q16. How would you rate Public Works Process

1=Better	43.8%	27.3%	37.0%
2=About the Same	12.5%	45.5%	25.9%
3=Worse	12.5%	27.3%	18.5%
9=Don't Know	31.3%	0.0%	18.5%

Q17. Have you interacted with the Marketing & Business Development Division during the past two years?

N=76

Which of the following best describes you?		Total
Homeowner 1	Other 2	

Q17. Have you interacted with Marketing & Business Development Division

1=Yes	1.9%	21.7%	7.9%
2=No	98.1%	78.3%	92.1%

Q18. Please rate the overall level of service you received from the Marketing and Business Development Division.

N=6	Which of the following best describes you?		Total
	Homeowner	Other	
	1	2	

Q18a. Marketing & Business Development

5=Outstanding	100.0%	20.0%	33.3%
4=Above Expectations	0.0%	40.0%	33.3%
3=Average	0.0%	20.0%	16.7%
2=Below Average	0.0%	20.0%	16.7%

Q19. Please rate your satisfaction with the City's Marketing and Business Development Process and Staff on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=6	Which of the following best describes you?		Total
	Homeowner	Other	
	1	2	

Q19a. Length of time it takes to complete process

5=Very Satisfied	100.0%	33.3%	50.0%
4=Satisfied	0.0%	33.3%	25.0%
2=Dissatisfied	0.0%	33.3%	25.0%

Q19b. How easy it is to understand process

5=Very Satisfied	100.0%	33.3%	50.0%
4=Satisfied	0.0%	33.3%	25.0%
3=Neutral	0.0%	33.3%	25.0%

Q19c. How easy it is to complete process

5=Very Satisfied	100.0%	33.3%	50.0%
4=Satisfied	0.0%	33.3%	25.0%
2=Dissatisfied	0.0%	33.3%	25.0%

Q19d. Technical competence of City staff

5=Very Satisfied	0.0%	33.3%	25.0%
4=Satisfied	100.0%	33.3%	50.0%
2=Dissatisfied	0.0%	33.3%	25.0%

Q19. Please rate your satisfaction with the City's Marketing and Business Development Process and Staff on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=6	Which of the following best describes you?		Total
	Homeowner	Other	
	1	2	

Q19e. How easy it is to contact City staff

5=Very Satisfied	100.0%	33.3%	50.0%
4=Satisfied	0.0%	33.3%	25.0%
2=Dissatisfied	0.0%	33.3%	25.0%

Q19f. How responsive City staff are to your needs

5=Very Satisfied	100.0%	25.0%	40.0%
4=Satisfied	0.0%	25.0%	20.0%
2=Dissatisfied	0.0%	25.0%	20.0%
1=Very Dissatisfied	0.0%	25.0%	20.0%

Q19g. How consistently standards are applied by City staff

5=Very Satisfied	100.0%	25.0%	40.0%
4=Satisfied	0.0%	25.0%	20.0%
3=Neutral	0.0%	25.0%	20.0%
1=Very Dissatisfied	0.0%	25.0%	20.0%

Q19h. Overall quality of City staff's review

5=Very Satisfied	0.0%	25.0%	20.0%
4=Satisfied	100.0%	25.0%	40.0%
3=Neutral	0.0%	50.0%	40.0%

Q20. Which THREE of these items do you think should receive the most emphasis from the City over the next two years?

N=6	Which of the following best describes you?		Total
	Homeowner	Other	
	1	2	

Q20. Top choice

A=Length of time it takes to complete process	0.0%	20.0%	16.7%
B=How easy it is to understand process	0.0%	20.0%	16.7%
D=Technical competence of City staff	100.0%	20.0%	33.3%
F=How responsive City staff are to your needs	0.0%	20.0%	16.7%
Z=None chosen	0.0%	20.0%	16.7%

Q20. Which THREE of these items do you think should receive the most emphasis from the City over the next two years?

N=6	Which of the following best describes you?		Total
	Homeowner	Other	
	1	2	

Q20. 2nd choice

B=How easy it is to understand process	100.0%	20.0%	33.3%
C=How easy it is to complete process	0.0%	20.0%	16.7%
D=Technical competence of City staff	0.0%	20.0%	16.7%
G=How consistently standards are applied by City staff	0.0%	20.0%	16.7%

Q20. Which THREE of these items do you think should receive the most emphasis from the City over the next two years?

N=6	Which of the following best describes you?		Total
	Homeowner	Other	
	1	2	
<u>Q20. 3rd choice</u>			
D=Technical competence of City staff	0.0%	20.0%	16.7%
G=How consistently standards are applied by City staff	100.0%	20.0%	33.3%
H=Overall quality of City staff's review	0.0%	40.0%	33.3%

Q20. Which THREE of these items do you think should receive the most emphasis from the City over the next two years? (top 3)

N=6	Which of the following best describes you?		Total
	Homeowner	Other	
	1	2	
<u>Q20. Sum of top 3 choices</u>			
A=Length of time it takes to complete process	0.0%	20.0%	16.7%
B=How easy it is to understand process	100.0%	40.0%	50.0%
C=How easy it is to complete process	0.0%	20.0%	16.7%
D=Technical competence of City staff	100.0%	60.0%	66.7%
F=How responsive City staff are to your needs	0.0%	20.0%	16.7%
G=How consistently standards are applied by City staff	100.0%	40.0%	50.0%
H=Overall quality of City staff's review	0.0%	40.0%	33.3%
Z=None chosen	0.0%	20.0%	16.7%

Q21. Compared to other governmental organizations in the St Louis Metro area with whom you have encountered, how would you rate Wentzville's Economic Development Process?

N=6	Which of the following best describes you?		Total
	Homeowner	Other	
	1	2	
<u>Q21. How would you rate Economic Development Process</u>			
1=Better	100.0%	60.0%	66.7%
2=About the Same	0.0%	40.0%	33.3%

Q22. Which ONE of the following statements BEST describes your rating of the Overall Development Process review for Wentzville this year as compared to 12 months ago?

N=76

Which of the following best describes you?		Total
Homeowner 1	Other 2	

Q22. Rating of Overall Development Process review as compared to 12 months ago

1=Much improved from 12 months ago	0.0%	4.3%	1.3%
2=Improved from 12 months ago	11.3%	30.4%	17.1%
3=Same as 12 months ago	22.6%	26.1%	23.7%
9=Don't know	66.0%	39.1%	57.9%

Q23. Which ONE of the following statements BEST describes your rating of the Overall Development Process review for Wentzville as compared to other communities you have encountered?

N=76

Which of the following best describes you?		Total
Homeowner 1	Other 2	

Q23. Rating of Overall Development Process review as compared to other communities

1=Much better	5.7%	13.0%	7.9%
2=Better	17.0%	43.5%	25.0%
3=The same	15.1%	26.1%	18.4%
4=Worse	5.7%	8.7%	6.6%
5=Much worse	0.0%	4.3%	1.3%
9=Don't know	56.6%	4.3%	40.8%

Q24. Which ONE of the following statements BEST describes your rating of the Development Related Fees for Wentzville as compared to other communities you have encountered?

N=76

Which of the following best describes you?		Total
Homeowner	Other	
1	2	

Q24. Rating of Development Related Fees as compared to other communities

1=Much higher	3.8%	13.0%	6.6%
2=Higher	3.8%	17.4%	7.9%
3=The same	26.4%	39.1%	30.3%
4=Lower	1.9%	8.7%	3.9%
5=Much lower	0.0%	4.3%	1.3%
9=Don't know	64.2%	17.4%	50.0%

Q25. Which ONE of the following statements BEST describes your rating of the Overall Plan Review and Turn Around Times for Wentzville as compared to other communities you have encountered?

N=76

Which of the following best describes you?		Total
Homeowner	Other	
1	2	

Q25. Rating of Overall Plan Review & Turn Around Times as compared to other communities

1=Much better	7.5%	8.7%	7.9%
2=Better	22.6%	43.5%	28.9%
3=The same	9.4%	21.7%	13.2%
4=Worse	1.9%	17.4%	6.6%
9=Don't know	58.5%	8.7%	43.4%

Q26. Several items that may influence your perception of the development climate in Wentzville 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 the St Louis Metro area. (without "don't know")

N=76

Which of the following best describes you?		Total
Homeowner	Other	
1	2	

Q26a. Overall image of the City

5=Much better	33.3%	26.1%	30.9%
4=Better	48.9%	34.8%	44.1%
3=About the same	17.8%	30.4%	22.1%
2=Worse	0.0%	4.3%	1.5%
1=Much worse	0.0%	4.3%	1.5%

Q26b. Overall quality of life in the City

5=Much better	38.6%	26.1%	34.3%
4=Better	40.9%	34.8%	38.8%
3=About the same	18.2%	34.8%	23.9%
2=Worse	2.3%	0.0%	1.5%
1=Much worse	0.0%	4.3%	1.5%

Q26c. Overall development climate in the City

5=Much better	24.4%	26.1%	25.0%
4=Better	46.7%	39.1%	44.1%
3=About the same	22.2%	26.1%	23.5%
2=Worse	6.7%	0.0%	4.4%
1=Much worse	0.0%	8.7%	2.9%

Q27. Which of the following BEST describes you?

N=76

Which of the following best describes you?		Total
Homeowner 1	Other 2	

Q27. Your occupation

1=Developer	0.0%	13.0%	3.9%
2=Engineer/architect	0.0%	13.0%	3.9%
6=Homeowner	100.0%	0.0%	69.7%
7=Other	0.0%	73.9%	22.4%

Section 4:
Tabular Data

Q1. Please rate the overall level of service you received from each of the component services of the Wentzville Development process.

(N=76)

	Outstanding 5	Above Expectations 4	Average 3	Below Average 2	Poor 1	Not Applicable 0
Q1a. Codes Administration Division	21.1	26.3	13.2	0.0	3.9	35.5
Q1b. Planning & Development Division	11.8	13.2	11.8	2.6	1.3	59.2
Q1c. Public Works Department	21.1	19.7	10.5	5.3	2.6	40.8
Q1d. Marketing & Business Development Division	3.9	7.9	6.6	1.3	1.3	78.9

Q1. Please rate the overall level of service you received from each of the component services of the Wentzville Development process.

excluding "not applicable"

(N=76)

	Outstanding 5	Above Expectations 4	Average 3	Below Average 2	Poor 1
Q1a. Codes Administration Division	32.7	40.8	20.4	0.0	6.1
Q1b. Planning & Development Division	29.0	32.3	29.0	6.5	3.2
Q1c. Public Works Department	35.6	33.3	17.8	8.9	4.4
Q1d. Marketing & Business Development Division	18.8	37.5	31.3	6.3	6.3

Q2. Have you interacted with the City's Codes Administration Division during the past two years?

Q2. Have you interacted with Codes administration Division	Number	Percent
1=Yes	57	75.0
2=No	19	25.0
Total	76	100.0

Q3. Please rate the overall level of service you received from each of the following component services of the Codes Administration Division.

(N=57)

	Outstanding 5	Above Expectations 4	Average 3	Below Average 2	Poor 1	Not Applicable 0
Q3a. Plan Review & Building Permitting	28.1	35.1	22.8	1.8	5.3	7.0
Q3b. Building Inspections	29.8	36.8	17.5	1.8	0.0	14.0

Q3. Please rate the overall level of service you received from each of the following component services of the Codes Administration Division. (without "not applicable")

excluding "not applicable"

(N=57)

	Outstanding 5	Above Expectations 4	Average 3	Below Average 2	Poor 1
Q3a. Plan Review & Building Permitting	30.2	37.7	24.5	1.9	5.7
Q3b. Building Inspections	34.7	42.9	20.4	2.0	0.0

Q4. Please rate your satisfaction with the City's Codes Administration Process and Staff on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=57)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't Know 9
Q4a. Length of time it takes to complete process	36.8	45.6	12.3	3.5	1.8	0.0
Q4b. How easy it is to understand process	31.6	43.9	14.0	7.0	1.8	1.8
Q4c. How easy it is to complete process	29.8	45.6	15.8	7.0	1.8	0.0
Q4d. Technical competence of City staff	42.1	29.8	15.8	7.0	5.3	0.0
Q4e. How easy it is to contact City staff	43.9	38.6	10.5	5.3	1.8	0.0
Q4f. How responsive City staff are to your needs	42.1	33.3	15.8	7.0	1.8	0.0
Q4g. How consistently standards are applied by City staff	35.1	31.6	15.8	5.3	3.5	8.8
Q4h. Overall quality of City staff's review	42.1	35.1	12.3	7.0	1.8	1.8

Q4. Please rate your satisfaction with the City's Codes Administration Process and Staff on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

excluding "don't know"

(N=57)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q4a. Length of time it takes to complete process	36.8	45.6	12.3	3.5	1.8
Q4b. How easy it is to understand process	32.1	44.6	14.3	7.1	1.8
Q4c. How easy it is to complete process	29.8	45.6	15.8	7.0	1.8
Q4d. Technical competence of City staff	42.1	29.8	15.8	7.0	5.3
Q4e. How easy it is to contact City staff	43.9	38.6	10.5	5.3	1.8
Q4f. How responsive City staff are to your needs	42.1	33.3	15.8	7.0	1.8
Q4g. How consistently standards are applied by City staff	38.5	34.6	17.3	5.8	3.8
Q4h. Overall quality of City staff's review	42.9	35.7	12.5	7.1	1.8

Q5. Which THREE of these items do you think should receive the most emphasis from the City over the next two years?

Q5. Top choice	Number	Percent
A=Length of time it takes to complete process	8	14.0
B=How easy it is to understand process	10	17.5
C=How easy it is to complete process	3	5.3
D=Technical competence of City staff	10	17.5
E=How easy it is to contact City staff	4	7.0
F=How responsive City staff are to your needs	7	12.3
G=How consistently standards are applied by City staff	4	7.0
H=Overall quality of City staff's review	3	5.3
Z=None chosen	8	14.0
Total	57	100.0

Q5. Which THREE of these items do you think should receive the most emphasis from the City over the next two years?

Q5. 2nd choice	Number	Percent
A=Length of time it takes to complete process	5	8.8
B=How easy it is to understand process	7	12.3
C=How easy it is to complete process	16	28.1
D=Technical competence of City staff	2	3.5
E=How easy it is to contact City staff	4	7.0
F=How responsive City staff are to your needs	8	14.0
G=How consistently standards are applied by City staff	2	3.5
H=Overall quality of City staff's review	2	3.5
Z=None chosen	11	19.3
Total	57	100.0

Q5. Which THREE of these items do you think should receive the most emphasis from the City over the next two years?

Q5. 3rd choice	Number	Percent
A=Length of time it takes to complete process	6	10.5
B=How easy it is to understand process	4	7.0
C=How easy it is to complete process	1	1.8
D=Technical competence of City staff	3	5.3
E=How easy it is to contact City staff	4	7.0
F=How responsive City staff are to your needs	6	10.5
G=How consistently standards are applied by City staff	13	22.8
H=Overall quality of City staff's review	5	8.8
Z=None chosen	15	26.3
Total	57	100.0

Q5. Which THREE of these items do you think should receive the most emphasis from the City over the next two years? (top 3)

Sum of top 3 choices

Q5. Top choice	Number	Percent
A=Length of time it takes to complete process	19	33.3
B=How easy it is to understand process	21	36.8
C=How easy it is to complete process	20	35.1
D=Technical competence of City staff	15	26.3
E=How easy it is to contact City staff	12	21.1
F=How responsive City staff are to your needs	21	36.8
G=How consistently standards are applied by City staff	19	33.3
H=Overall quality of City staff's review	10	17.5
Z=None chosen	8	14.0
Total	145	

Q6. Compared to other governmental organizations in the St Louis Metro area with whom you have encountered, how would you rate Wentzville's Codes Administration Process?

Q6. How would you rate Codes Administration Process

Process	Number	Percent
1=Better	22	38.6
2=About the same	16	28.1
3=Worse	4	7.0
9=Don't know	15	26.3
Total	57	100.0

Q6. Compared to other governmental organizations in the St Louis Metro area with whom you have encountered, how would you rate Wentzville's Codes Administration Process? (without "don't know")

excluding "don't know"

Q6. How would you rate Codes Administration Process

Process	Number	Percent
1=Better	22	52.4
2=About the same	16	38.1
3=Worse	4	9.5
Total	42	100.0

Q7. Have you interacted with the Planning and Development Division during the past two years?

Q7. Have you interacted with Planning & Development Division	Number	Percent
1=Yes	22	28.9
2=No	54	71.1
Total	76	100.0

Q8. Please rate the overall level of service you received from the Planning and Development Division.

(N=22)

	Outstanding 5	Above Expectations 4	Average 3	Below Average 2
Q8a. Planning & Development	36.4	18.2	40.9	4.5

Q9. Please rate your satisfaction with the City's Planning and Development Process and Staff on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=22)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't Know 9
Q9a. Length of time it takes to complete process	27.3	40.9	18.2	13.6	0.0	0.0
Q9b. How easy it is to understand process	13.6	45.5	31.8	9.1	0.0	0.0
Q9c. How easy it is to complete process	22.7	40.9	22.7	13.6	0.0	0.0
Q9d. Technical competence of City staff	31.8	27.3	31.8	4.5	0.0	4.5
Q9e. How easy it is to contact City staff	40.9	31.8	18.2	9.1	0.0	0.0
Q9f. How responsive City staff are to your needs	31.8	27.3	27.3	9.1	4.5	0.0
Q9g. How consistently standards are applied by City staff	27.3	27.3	27.3	9.1	4.5	4.5
Q9h. Overall quality of City staff's review	31.8	31.8	27.3	9.1	0.0	0.0

Q9. Please rate your satisfaction with the City's Planning and Development Process and Staff on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

excluding "don't know"

(N=22)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q9a. Length of time it takes to complete process	27.3	40.9	18.2	13.6	0.0
Q9b. How easy it is to understand process	13.6	45.5	31.8	9.1	0.0
Q9c. How easy it is to complete process	22.7	40.9	22.7	13.6	0.0
Q9d. Technical competence of City staff	33.3	28.6	33.3	4.8	0.0
Q9e. How easy it is to contact City staff	40.9	31.8	18.2	9.1	0.0
Q9f. How responsive City staff are to your needs	31.8	27.3	27.3	9.1	4.5
Q9g. How consistently standards are applied by City staff	28.6	28.6	28.6	9.5	4.8
Q9h. Overall quality of City staff's review	31.8	31.8	27.3	9.1	0.0

Q10. Which THREE of these items do you think should receive the most emphasis from the City over the next two years?

Q10. Top choice	Number	Percent
A=Length of time it takes to complete process	7	31.8
B=How easy it is to understand process	3	13.6
C=How easy it is to complete process	2	9.1
D=Technical competence of City staff	2	9.1
E=How easy it is to contact City staff	1	4.5
F=How responsive City staff are to your needs	2	9.1
G=How consistently standards are applied by City staff	2	9.1
H=Overall quality of City staff's review	1	4.5
Z=None chosen	2	9.1
Total	22	100.0

Q10. Which THREE of these items do you think should receive the most emphasis from the City over the next two years?

Q10. 2nd choice	Number	Percent
A=Length of time it takes to complete process	3	13.6
B=How easy it is to understand process	4	18.2
C=How easy it is to complete process	1	4.5
D=Technical competence of City staff	3	13.6
E=How easy it is to contact City staff	3	13.6
F=How responsive City staff are to your needs	3	13.6
G=How consistently standards are applied by City staff	2	9.1
H=Overall quality of City staff's review	1	4.5
Z=None chosen	2	9.1
Total	22	100.0

Q10. Which THREE of these items do you think should receive the most emphasis from the City over the next two years?

Q10. 3rd choice	Number	Percent
A=Length of time it takes to complete process	2	9.1
B=How easy it is to understand process	2	9.1
C=How easy it is to complete process	3	13.6
D=Technical competence of City staff	1	4.5
E=How easy it is to contact City staff	1	4.5
F=How responsive City staff are to your needs	2	9.1
G=How consistently standards are applied by City staff	7	31.8
H=Overall quality of City staff's review	2	9.1
Z=None chosen	2	9.1
Total	22	100.0

Q10. Which THREE of these items do you think should receive the most emphasis from the City over the next two years? (top 3)

Sum of top 3 choices

Q10. Top choice	Number	Percent
A=Length of time it takes to complete process	12	54.5
B=How easy it is to understand process	9	40.9
C=How easy it is to complete process	6	27.3
D=Technical competence of City staff	6	27.3
E=How easy it is to contact City staff	5	22.7
F=How responsive City staff are to your needs	7	31.8
G=How consistently standards are applied by City staff	11	50.0
H=Overall quality of City staff's review	4	18.2
Z=None chosen	2	9.1
Total	62	

Q11. How would you rank the City of Wentzville's Development Review Process as compared to other communities in the St Louis Metro area you've developed in?

Q11. How would you rank Development Review Process

Process	Number	Percent
1=Better	9	40.9
2=About the Same	8	36.4
9=Don't Know	5	22.7
Total	22	100.0

Q11. How would you rank the City of Wentzville's Development Review Process as compared to other communities in the St Louis Metro area you've developed in? (without "don't know")

excluding "don't know"

Q11. How would you rank Development Review Process

Process	Number	Percent
1=Better	9	52.9
2=About the Same	8	47.1
Total	17	100.0

Q12. Have you interacted with the Public Works Engineering Division during the past two years?

Q12. Have you interacted with Public Works Engineering Division

Engineering Division	Number	Percent
1=Yes	27	35.5
2=No	49	64.5
Total	76	100.0

Q13. Please rate the overall level of service you received from the following component services of the Public Works Engineering Division.

(N=27)

	Outstanding 5	Above Expectations 4	Average 3	Below Average 2	Poor 1	Not Applicable 0
Q13a. Plan Review- Engineering Division	29.6	33.3	22.2	3.7	3.7	7.4
Q13b. Inspection Division- Public Works	37.0	22.2	33.3	7.4	0.0	0.0

Q13. Please rate the overall level of service you received from the following component services of the Public Works Engineering Division.

excluding "not applicable"

(N=27)

	Outstanding 5	Above Expectations 4	Average 3	Below Average 2	Poor 1
Q13a. Plan Review-Engineering Division	32.0	36.0	24.0	4.0	4.0
Q13b. Inspection Division-Public Works	37.0	22.2	33.3	7.4	0.0

Q14. Please rate your satisfaction with the City's Public Works Process and Staff 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
Q14a. Length of time it takes to complete process	37.0	40.7	11.1	7.4	3.7	0.0
Q14b. How easy it is to understand process	37.0	37.0	14.8	7.4	3.7	0.0
Q14c. How easy it is to complete process	29.6	51.9	7.4	7.4	3.7	0.0
Q14d. Technical competence of City staff	40.7	33.3	11.1	11.1	3.7	0.0
Q14e. How easy it is to contact City staff	40.7	40.7	11.1	7.4	0.0	0.0
Q14f. How responsive City staff are to your needs	37.0	29.6	11.1	14.8	7.4	0.0
Q14g. How consistently standards are applied by City staff	33.3	25.9	25.9	3.7	7.4	3.7
Q14h. Overall quality of City staff's review	33.3	33.3	18.5	7.4	3.7	3.7

Q14. Please rate your satisfaction with the City's Public Works Process and Staff on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." ("without don't know")

excluding "don't know"

(N=27)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q14a. Length of time it takes to complete process	37.0	40.7	11.1	7.4	3.7
Q14b. How easy it is to understand process	37.0	37.0	14.8	7.4	3.7
Q14c. How easy it is to complete process	29.6	51.9	7.4	7.4	3.7
Q14d. Technical competence of City staff	40.7	33.3	11.1	11.1	3.7
Q14e. How easy it is to contact City staff	40.7	40.7	11.1	7.4	0.0
Q14f. How responsive City staff are to your needs	37.0	29.6	11.1	14.8	7.4
Q14g. How consistently standards are applied by City staff	34.6	26.9	26.9	3.8	7.7
Q14h. Overall quality of City staff's review	34.6	34.6	19.2	7.7	3.8

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

Q15. Top choice	Number	Percent
A=Length of time it takes to complete process	7	25.9
B=How easy it is to understand process	4	14.8
C=How easy it is to complete process	2	7.4
D=Technical competence of City staff	4	14.8
E=How easy it is to contact City staff	2	7.4
F=How responsive City staff are to your needs	2	7.4
G=How consistently standards are applied by City staff	3	11.1
H=Overall quality of City staff's review	1	3.7
Z=None chosen	2	7.4
Total	27	100.0

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

Q15. 2nd choice	Number	Percent
A=Length of time it takes to complete process	3	11.1
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 City staff	1	3.7
E=How easy it is to contact City staff	3	11.1
F=How responsive City staff are to your needs	5	18.5
G=How consistently standards are applied by City staff	2	7.4
H=Overall quality of City staff's review	3	11.1
Z=None chosen	2	7.4
Total	27	100.0

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

Q15. 3rd choice	Number	Percent
A=Length of time it takes to complete process	3	11.1
B=How easy it is to understand process	2	7.4
C=How easy it is to complete process	3	11.1
D=Technical competence of City staff	2	7.4
E=How easy it is to contact City staff	2	7.4
F=How responsive City staff are to your needs	3	11.1
G=How consistently standards are applied by City staff	6	22.2
H=Overall quality of City staff's review	3	11.1
Z=None chosen	3	11.1
Total	27	100.0

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

Sum of top 3 choices

Q15. Top choice	Number	Percent
A=Length of time it takes to complete process	13	48.1
B=How easy it is to understand process	11	40.7
C=How easy it is to complete process	8	29.6
D=Technical competence of City staff	7	25.9
E=How easy it is to contact City staff	7	25.9
F=How responsive City staff are to your needs	10	37.0
G=How consistently standards are applied by City staff	11	40.7
H=Overall quality of City staff's review	7	25.9
Z=None chosen	2	7.4
Total	76	

Q16. Compared to other governmental organizations in the St Louis Metro area with whom you have encountered, how would you rate Wentzville's Public Works Process?

Q16. How would you rate Public Works Process	Number	Percent
1=Better	10	37.0
2=About the Same	7	25.9
3=Worse	5	18.5
9=Don't Know	5	18.5
Total	27	100.0

Q16. Compared to other governmental organizations in the St Louis Metro area with whom you have encountered, how would you rate Wentzville's Public Works Process? (without "don't know")

excluding "don't know"

Q16. How would you rate Public Works Process	Number	Percent
1=Better	10	45.5
2=About the Same	7	31.8
3=Worse	5	22.7
Total	22	100.0

Q17. Have you interacted with the Marketing & Business Development Division during the past two years?

Q17. Have you interacted with Marketing & Business Development Division	Number	Percent
1=Yes	6	7.9
2=No	70	92.1
Total	76	100.0

Q18. Please rate the overall level of service you received from the Marketing and Business Development Division.

(N=6)

	Outstanding 5	Above Expectations 4	Average 3	Below Average 2
Q18a. Marketing & Business Development	33.3	33.3	16.7	16.7

Q19. Please rate your satisfaction with the City's Marketing and Business Development Process and Staff on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=6)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	Don't Know 9
Q19a. Length of time it takes to complete process	33.3	16.7	0.0	16.7	0.0	33.3
Q19b. How easy it is to understand process	33.3	16.7	16.7	0.0	0.0	33.3
Q19c. How easy it is to complete process	33.3	16.7	0.0	16.7	0.0	33.3
Q19d. Technical competence of City staff	16.7	33.3	0.0	16.7	0.0	33.3
Q19e. How easy it is to contact City staff	33.3	16.7	0.0	16.7	0.0	33.3
Q19f. How responsive City staff are to your needs	33.3	16.7	0.0	16.7	16.7	16.7
Q19g. How consistently standards are applied by City staff	33.3	16.7	16.7	0.0	16.7	16.7
Q19h. Overall quality of City staff's review	16.7	33.3	33.3	0.0	0.0	16.7

Q19. Please rate your satisfaction with the City's Marketing and Business Development Process and Staff on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

excluding "don't know"

(N=6)

	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1
Q19a. Length of time it takes to complete process	50.0	25.0	0.0	25.0	0.0
Q19b. How easy it is to understand process	50.0	25.0	25.0	0.0	0.0
Q19c. How easy it is to complete process	50.0	25.0	0.0	25.0	0.0
Q19d. Technical competence of City staff	25.0	50.0	0.0	25.0	0.0
Q19e. How easy it is to contact City staff	50.0	25.0	0.0	25.0	0.0
Q19f. How responsive City staff are to your needs	40.0	20.0	0.0	20.0	20.0
Q19g. How consistently standards are applied by City staff	40.0	20.0	20.0	0.0	20.0
Q19h. Overall quality of City staff's review	20.0	40.0	40.0	0.0	0.0

Q20. Which THREE of these items do you think should receive the most emphasis from the City over the next two years?

<u>Q20. Top choice</u>	<u>Number</u>	<u>Percent</u>
A=Length of time it takes to complete process	1	16.7
B=How easy it is to understand process	1	16.7
D=Technical competence of City staff	2	33.3
F=How responsive City staff are to your needs	1	16.7
Z=None chosen	1	16.7
Total	6	100.0

Q20. Which THREE of these items do you think should receive the most emphasis from the City over the next two years?

<u>Q20. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
B=How easy it is to understand process	2	33.3
C=How easy it is to complete process	1	16.7
D=Technical competence of City staff	1	16.7
G=How consistently standards are applied by City staff	1	16.7
Z=None chosen	1	16.7
Total	6	100.0

Q20. Which THREE of these items do you think should receive the most emphasis from the City over the next two years?

Q20. 3rd choice	Number	Percent
D=Technical competence of City staff	1	16.7
G=How consistently standards are applied by City staff	2	33.3
H=Overall quality of City staff's review	2	33.3
Z=None chosen	1	16.7
Total	6	100.0

Q20. Which THREE of these items do you think should receive the most emphasis from the City over the next two years? (top 3)

Sum of top 3 choices

Q20. Top choice	Number	Percent
A=Length of time it takes to complete process	1	16.7
B=How easy it is to understand process	3	50.0
C=How easy it is to complete process	1	16.7
D=Technical competence of City staff	4	66.7
F=How responsive City staff are to your needs	1	16.7
G=How consistently standards are applied by City staff	3	50.0
H=Overall quality of City staff's review	2	33.3
Z=None chosen	1	16.7
Total	16	

Q21. Compared to other governmental organizations in the St Louis Metro area with whom you have encountered, how would you rate Wentzville's Economic Development Process?

Q21. How would you rate Economic Development Process

Development Process	Number	Percent
1=Better	4	66.7
2=About the Same	2	33.3
Total	6	100.0

Q22. Which ONE of the following statements BEST describes your rating of the Overall Development Process review for Wentzville this year as compared to 12 months ago?

Q22. Rating of Overall Development Process review as compared to 12 months ago

review as compared to 12 months ago	Number	Percent
1=Much improved from 12 months ago	1	1.3
2=Improved from 12 months ago	13	17.1
3=Same as 12 months ago	18	23.7
9=Don't know	44	57.9
Total	76	100.0

Q22. Which ONE of the following statements BEST describes your rating of the Overall Development Process review for Wentzville this year as compared to 12 months ago? (without "don't know")

excluding "don't know"

Q22. Rating of Overall Development Process review as compared to 12 months ago

review as compared to 12 months ago	Number	Percent
1=Much improved from 12 months ago	1	3.1
2=Improved from 12 months ago	13	40.6
3=Same as 12 months ago	18	56.3
Total	32	100.0

Q23. Which ONE of the following statements BEST describes your rating of the Overall Development Process review for Wentzville as compared to other communities you have encountered?

Q23. Rating of Overall Development Process review as compared to other communities

	Number	Percent
1=Much better	6	7.9
2=Better	19	25.0
3=The same	14	18.4
4=Worse	5	6.6
5=Much worse	1	1.3
9=Don't know	31	40.8
Total	76	100.0

Q23. Which ONE of the following statements BEST describes your rating of the Overall Development Process review for Wentzville as compared to other communities you have encountered? (without "don't know")

excluding "don't know"

Q23. Rating of Overall Development Process review as compared to other communities

	Number	Percent
1=Much better	6	13.3
2=Better	19	42.2
3=The same	14	31.1
4=Worse	5	11.1
5=Much worse	1	2.2
Total	45	100.0

Q24. Which ONE of the following statements BEST describes your rating of the Development Related Fees for Wentzville as compared to other communities you have encountered?

Q24. Rating of Development Related Fees as compared to other communities	Number	Percent
1=Much higher	5	6.6
2=Higher	6	7.9
3=The same	23	30.3
4=Lower	3	3.9
5=Much lower	1	1.3
9=Don't know	38	50.0
Total	76	100.0

Q24. Which ONE of the following statements BEST describes your rating of the Development Related Fees for Wentzville as compared to other communities you have encountered? (without "don't know")

excluding "don't know"

Q24. Rating of Development Related Fees as compared to other communities	Number	Percent
1=Much higher	5	13.2
2=Higher	6	15.8
3=The same	23	60.5
4=Lower	3	7.9
5=Much lower	1	2.6
Total	38	100.0

Q25. Which ONE of the following statements BEST describes your rating of the Overall Plan Review and Turn Around Times for Wentzville as compared to other communities you have encountered?

Q25. Rating of Overall Plan Review & Turn
Around Times as compared to other communities

	Number	Percent
1=Much better	6	7.9
2=Better	22	28.9
3=The same	10	13.2
4=Worse	5	6.6
9=Don't know	33	43.4
Total	76	100.0

Q25. Which ONE of the following statements BEST describes your rating of the Overall Plan Review and Turn Around Times for Wentzville as compared to other communities you have encountered? (without "don't know")

excluding "don't know"

Q25. Rating of Overall Plan Review & Turn
Around Times as compared to other communities

	Number	Percent
1=Much better	6	14.0
2=Better	22	51.2
3=The same	10	23.3
4=Worse	5	11.6
Total	43	100.0

Q26. Several items that may influence your perception of the development climate in Wentzville 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 the St Louis Metro area.

(N=76)

	Much better 5	Better 4	About the same 3	Worse 2	Much worse 1	Don't know 9
Q26a. Overall image of the City	27.6	39.5	19.7	1.3	1.3	10.5
Q26b. Overall quality of life in the City	30.3	34.2	21.1	1.3	1.3	11.8
Q26c. Overall development climate in the City	22.4	39.5	21.1	3.9	2.6	10.5

Q26. Several items that may influence your perception of the development climate in Wentzville 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 the St Louis Metro area. (without "don't know")

(N=76)

excluding "don't know"

	Much better 5	Better 4	About the same 3	Worse 2	Much worse 1
Q26a. Overall image of the City	30.9	44.1	22.1	1.5	1.5
Q26b. Overall quality of life in the City	34.3	38.8	23.9	1.5	1.5
Q26c. Overall development climate in the City	25.0	44.1	23.5	4.4	2.9

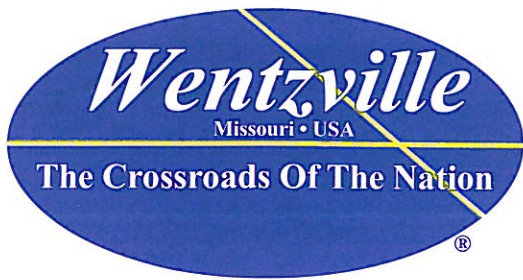
Q27. Which of the following BEST describes you?

<u>Q27. Your occupation</u>	<u>Number</u>	<u>Percent</u>
1=Developer	3	3.9
2=Engineer/architect	3	3.9
6=Homeowner	53	69.7
7=Other	17	22.4
Total	76	100.0

Q27. Other

<u>Q27. Other</u>	<u>Number</u>	<u>Percent</u>
BUSINESS	1	6.3
BUSINESS OWNER	7	43.8
CONSTRUCTION	1	6.3
CONTRACTOR	1	6.3
DENTIST	1	6.3
HOA MANAGEMENT	1	6.3
POOL BUILDER	1	6.3
REAL ESTATE PRO	1	6.3
SOFTWARE ENGINEER	1	6.3
WMM	1	6.3
Total	16	100.0

Section 5:
Survey Instrument



The City of Wentzville is a community of neighbors working together to build a better future.

October, 2010

Dear Wentzville Customer,

One of the objectives of the newly formed Department of Community Development is to provide a superior level of customer service. According to City records you have conducted business with the City during the past two (2) years. Your feedback telling us what is going well and what needs improvement is essential to our success in serving you better.

The survey was designed to identify areas for improvement and measure progress in those areas going forward. The City plans to conduct the survey annually and use the data for tracking performance measures, making budgetary decisions, and implementing business process improvements.

We greatly appreciate your time. We realize that this survey takes some time to complete, but every question is important. We welcome your feedback and appreciate your honesty. The survey is anonymous and with your help, we hope to strengthen our services and those who do work for the City of Wentzville.

A postage-paid return envelope addressed to ETC Institute has been provided for your convenience. ETC Institute is our partner in this effort, and they will compile the results and present a report to the Board of Aldermen. Your responses to the questions in the survey are anonymous. A comprehensive report analyzing the survey results will be available at City Hall and posted on the City's website at www.wentzvillemo.org.

If you have any questions about the survey, please contact City Clerk Vi Skillman at 636-327-5101 or vitalas@wentzvillemo.org. Thank you for helping us measure, monitor, maintain, and improve our customer service to you and those working with us.

Sincerely,

Dianna Wright
City Administrator

City Hall	Municipal Court	Police Department	Parks Department	Public Works	Utility Service Center
310 West Pearce Blvd. Wentzville, Missouri 63385 636.327.5101 • 636.332.5101 fax: 636.639.2017	1019 Schroeder Creek Blvd. Wentzville, Missouri 63385 636.327.5141 fax: 636.639.6217	1019 Schroeder Creek Blvd. Wentzville, Missouri 63385 636.327.3109 fax: 636.327.5896	968 Meyer Road Wentzville, Missouri 63385 636.327.7665 • 636.332.9236 fax: 636.327.3066	200 Fourth Street Wentzville, Missouri 63385 636.327.5102 • 636.332.5102 fax: 636.327.4892	5 West Pearce Blvd. Wentzville, Missouri 63385 636.639.2155 fax: 636.639.2029

Wentzville Development Community Survey

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

OVERALL DEVELOPMENT PROCESS

1. Please rate the overall level of service you received from each of the component services of the Wentzville Development process by circling the appropriate number to the right of the service. If the service is not applicable to your business with the City, please circle not applicable.

	<u>Outstanding</u>	<u>Above Expectations</u>	<u>Average</u>	<u>Below Average</u>	<u>Poor</u>	<u>Not Applicable</u>
(A) Codes Administration Division	5	4	3	2	1	0
(B) Planning and Development Division	5	4	3	2	1	0
(C) Public Works Department	5	4	3	2	1	0
(D) Marketing & Business Development Division.....	5	4	3	2	1	0

CODES ADMINISTRATION

2. Have you interacted with the City's Codes Administration Division during the past two years?
 ___(1) Yes – proceed to next question ___(2) No – Skip to Question 7

3. Please rate the overall level of service you received from each of the following component services of the Codes Administration Division by circling the appropriate number to the right of the service. If the service is not applicable to your business with the City please circle not applicable.

	<u>Outstanding</u>	<u>Above Expectations</u>	<u>Average</u>	<u>Below Average</u>	<u>Poor</u>	<u>Not Applicable</u>
(A) Plan Review and Building Permitting	5	4	3	2	1	0
(B) Building Inspections	5	4	3	2	1	0

4. Several items that may influence your satisfaction with the City's Codes Administration 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."

	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know</u>
(A) The length of time the process takes to complete.....	5	4	3	2	1	9
(B) How easy the process is to understand	5	4	3	2	1	9
(C) How easy the process is to complete	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 consistently standards are applied by City staff.....	5	4	3	2	1	9
(H) The overall quality of City staff's review	5	4	3	2	1	9

5. Which THREE of these items do you think should receive the most emphasis from the City over the next two years? [Write in the letters below using the letters from the list in Question 4 above].

1st.____ 2nd.____ 3rd.____

6. Compared to other governmental organizations in the St Louis Metro area with whom you have encountered, how would you rate Wentzville's Codes Administration Process?
 ___(1) Better ___(2) About the Same ___(3) Worse ___(9) Don't know

PLANNING AND DEVELOPMENT

7. Have you interacted with the Planning and Development Division during the past two years?
 ___(1) Yes – proceed to next question ___(2) No – Skip to Question 12

8. Please rate the overall level of service you received from each of the following component services of the Planning and Development Division by circling the appropriate number to the right of the service. If the service is not applicable to your business with the City please circle not applicable.

	<u>Outstanding</u>	<u>Above Expectations</u>	<u>Average</u>	<u>Below Average</u>	<u>Poor</u>	<u>Not Applicable</u>
(A) Planning and Development.....	5.....	4.....	3.....	2.....	1.....	0

9. Several items that may influence your satisfaction with the City’s Planning and Development 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.”

	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know</u>
(A) The length of time the process takes to complete.....	5.....	4.....	3.....	2.....	1.....	9
(B) How easy the process is to understand.....	5.....	4.....	3.....	2.....	1.....	9
(C) How easy the process is to complete.....	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 consistently standards are applied by City staff.....	5.....	4.....	3.....	2.....	1.....	9
(H) The overall quality of City staff’s review.....	5.....	4.....	3.....	2.....	1.....	9

10. Which THREE of these items do you think should receive the most emphasis from the City over the next two years? [Write in the letters below using the letters from the list in Question 9 above].

1st. _____ 2nd. _____ 3rd. _____

11. How would you rank the City of Wentzville’s Development Review Process as compared to other communities in the St Louis Metro area you’ve developed in?
 ___(1) Better ___(2) About the Same ___(3) Worse ___(9) Don’t know

PUBLIC WORKS

12. Have you interacted with the Public Works Engineering Division during the past two years?
 ___(1) Yes – proceed to next question ___(2) No – Skip to Question 17

13. Please rate the overall level of service you received from each of the following component services of the Public Works Engineering Division by circling the appropriate number to the right of the service. If the service is not applicable to your business with the City please circle not applicable.

	<u>Outstanding</u>	<u>Above Expectations</u>	<u>Average</u>	<u>Below Average</u>	<u>Poor</u>	<u>Not Applicable</u>
(A) Plan Review-Engineering Division.....	5.....	4.....	3.....	2.....	1.....	0
(B) Inspection Division-Public Works.....	5.....	4.....	3.....	2.....	1.....	0

14. Several items that may influence your satisfaction with the City's Public Works 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 to complete.....	5	4	3	2	1	9
(B) How easy the process is to understand	5	4	3	2	1	9
(C) How easy the process is to complete	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 consistently standards are applied by City staff.....	5	4	3	2	1	9
(H) The overall quality of City staff's review	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 two 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 the St Louis Metro area with whom you have encountered, how would you rate Wentzville's Public Works Process?

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

17. Have you interacted with the Marketing & Business Development Division during the past two years?

___(1) Yes – proceed to next question ___(2) No – Skip to Question 22

18. Please rate the overall level of service you received from each of the following component services of the Marketing & Business Development Division by circling the appropriate number to the right of the service. If the service is not applicable to your business with the City please circle not applicable.

	Outstanding	Above Expectations	Average	Below Average	Poor	Not Applicable
(A) Marketing & Business Development	5	4	3	2	1	0

19. Several items that may influence your satisfaction with the City's Marketing & Business Development 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 to complete.....	5	4	3	2	1	9
(B) How easy the process is to understand	5	4	3	2	1	9
(C) How easy the process is to complete	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 consistently standards are applied by City staff.....	5	4	3	2	1	9
(H) The overall quality of City staff's review	5	4	3	2	1	9

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

1st: _____ 2nd: _____ 3rd: _____

27. Which of the following BEST describes you?

- ___(1) Developer
- ___(2) Engineer/architect
- ___(3) Lawyer
- ___(4) Government officials
- ___(5) Surveyor
- ___(6) Homeowner
- ___(7) Other: _____

28. [Optional] Can you think of any ways that Wentzville could make the development review process more efficient?

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

Your Name: _____ Organization: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Phone: (____) _____

The City of Wentzville Appreciates Your Input and Feedback.

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