

# Development & Engineering

## SURVEY TO HELP GUIDE IMPROVEMENT STRATEGY FOR DEVELOPMENT SERVICES

Eighty-six percent of the respondents to a November survey of development customers said they were either very satisfied or somewhat satisfied with the overall services received. The survey is the first step in an effort to improve processes in the development services area.

Dear Peoria Customer,

The City of Peoria is committed to providing the best possible service to our development customers. To help us toward this goal, please take a few minutes to complete a short survey about Peoria's development process. To begin the survey, [click here](#).

You are being included in this survey because our records indicate you have done business with us in the last year. Your answers to the multiple-choice questions will be helpful, but please also provide written comments about either specific things we do well or things we need to improve. If there are other cities that do something particularly well, please let us know so that we can reach out to them and incorporate elements of their processes into our own.

If you would like to discuss specific areas of concern, I invite you to contact me at 623-773-7249. You may also contact Bob Goodhue, Deputy Director of Development, at 623-773-7589. Thank you for taking time out of your busy day to help us become a better place to do business.

Sincerely,  
Adina Lund, Director  
City of Peoria Development and Engineering Department


  


The Development and Engineering Department sent the online survey to just over 3,000 individuals who had done business with development services in the preceding 12 months. Three hundred people took the time to complete the survey.

In addition to the question about the overall impression of services provided by development services, the survey asked respondents to rate staff on several characteristics and to rate the quality of specific services such as plan review and inspections. Asked to compare Peoria's development process to other Valley cities, 75 percent said it is the same or better.

One hundred sixty-seven people provided contact information and said the city could follow up with them about the survey. Staff is in the process of calling each of these people to listen to their ideas on how to improve services. Many have expressed appreciation for the city taking the time to call and get feedback, and most of the conversations have been constructive.

Supervisors in the development services area are asking line staff or their ideas on how to improve the development process. These ideas, together with the feedback from the survey and the phone calls, will be used to develop a strategy for introducing process improvements.

### STATISTICAL INDICATORS

#### Capital Improvement Program

**Active Design Projects:** 13  
**Active Design Costs:** \$9,023,542  
**Active Construction Projects:** 7  
**Active Construction Costs:** \$20,860,448

#### Site Development

##### Civil Reviews Completed

| Jan 17 | Jan 18 |
|--------|--------|
| 97     | 122    |

##### Average Turnaround Time

| Jan 17 | Jan 18 |
|--------|--------|
| 14.15  | 13.29  |

##### Active Design Projects

| Jan 17 | Jan 18 |
|--------|--------|
| 166    | 101    |

##### Active Construction Projects

| Jan 17 | Jan 18 |
|--------|--------|
| 194    | 92     |

#### Building Development

##### New Commercial Permits

| Jan 17 | Jan 18 |
|--------|--------|
| 3      | 1      |

##### Tenant Improvement Permits

| Jan 17 | Jan 18 |
|--------|--------|
| 12     | 4      |

##### Total Commercial Permits

| Jan 17 | Jan 18 |
|--------|--------|
| 59     | 65     |

##### New Single Family Permits

| Jan 17 | Jan 18 |
|--------|--------|
| 111    | 116    |

##### Total Residential Permits

| Jan 17 | Jan 18 |
|--------|--------|
| 495    | 493    |

##### Commercial Plan Reviews

| Jan 17 | Jan 18 |
|--------|--------|
| 71     | 85     |

##### Residential Plan Reviews

| Jan 17 | Jan 18 |
|--------|--------|
| 371    | 686    |

##### Rollover Inspections

| Jan 17 | Jan 18 |
|--------|--------|
| 21     | 35     |