

RCDG Customer Survey Results

The City of Redmond has begun a multi-year effort to rewrite its zoning code, known as the Redmond Community Development Guide (RCDG). A rewrite is needed to achieve greater clarity, conciseness, and usability, while maintaining the goals and vision the City has adopted in its Comprehensive Plan. For more information on this project, please visit the project home page at www.redmond.gov/rcdgrewrite.

Staff is now beginning Phase II of this project, which consists of the rewrite itself. Phase I occurred between January and June 2009. One of the outcomes of Phase I was four categories of principles to guide the rewrite process. The principles relate to organization, regulations, permit review procedures and the zoning code update and adoption process.

In September 2009, the RCDG staff conducted a survey to learn how existing users think the current RCDG complies with the adopted project principles. The results of this survey are summarized below. Once the new code has been drafted, we will seek similar feedback to gauge our success in meeting the project principles. Staff and the Code Rewrite Commission will also seek input throughout the rewrite process.

Please contact the RCDG Rewrite Team at RCDGrewrite@redmond.gov if you have any questions.

Demographic Information

I am a...	Percent Response
Resident	22%
Business Representative	19%
Developer	11%
City Staff	50%
Other	19%

Do you consider yourself a frequent or infrequent user of the RCDG?	Percent Response
Frequent (about once per month)	69%
Infrequent (less than once per month)	31%

What kinds of permits/actions have you been involved in?	Percent response
Type I Planning Permits	64%
Type I Building Permits	49%
Type I Fire Permits	18%
Type I Public Works Permits	64%
Type II Permits	58%
Type III Permits	49%
Type IV Permits	46%
Type V Permits	30%
Type VI Permits	42%

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Evaluation of Consistency with Principles

Principle		Average Score	
		Overall	Frequent Users
Organization	Regulations in the RCDG are grouped in a logical and efficient structure	2.4	2.3
	Basic regulations are found in obvious locations, not in footnotes or other easy to miss places	2.3	2.3
	Definitions, procedures and regulations are clearly separated	2.8	2.8
	It is clear when city-wide regulations apply and when unique regulations apply	2.2	2.0
	The RCDG is easy to use, navigate and search	2.0	1.9
Regulations	The RCDG makes clear connections between regulations and policy	2.5	2.5
	Expectations of quality are conveyed clearly and succinctly	2.5	2.4
	The RCDG promotes environmentally sustainable development practices	3.1	2.9
	The RCDG provides flexibility and predictability within defined limits	2.6	2.5
	Regulations are expressed in easily-understood language	2.4	2.3
	Maximum development potential is clearly conveyed	2.5	2.3
Procedures	Early notice is provided for proposed land use actions and there are sufficient opportunities for timely input	3.5	3.7
	Decision-making timelines meet or are quicker than statutory requirements	3.1	3.2
	The administrative review process is used for permits with clear approval criteria	2.7	2.6
	Procedures are described clearly and succinctly	2.8	2.6
	When a proposal requires multiple permits, the process is understandable and accessible	2.4	2.2
Summary	Overall Average	2.6	2.5
	Highest Average	3.5	3.7
	Lowest Average	2.0	1.9