

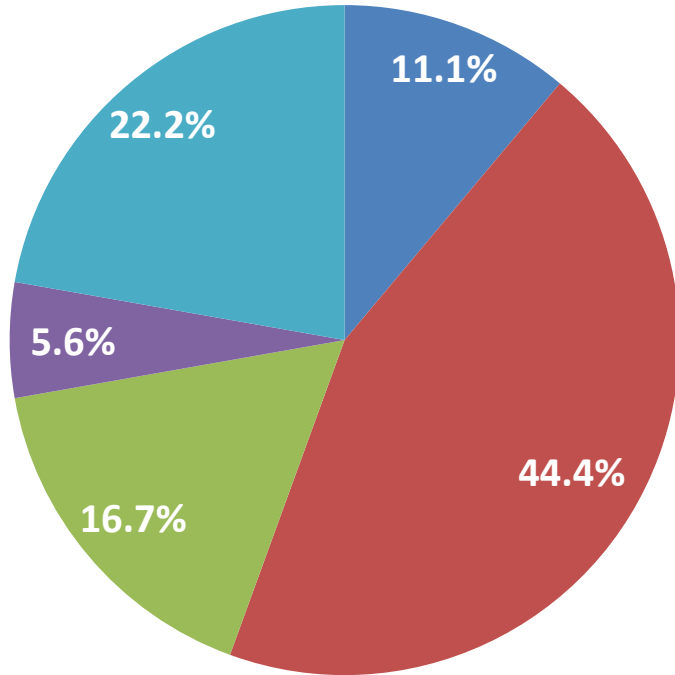
# Development Services Customer Survey Results

Summer 2018

- **Method:** issued survey to all customers who were issued a Building Permit or Certificate of Occupancy between January 2018 and July 2018
- **Total:** 250 contractors, owners, and developers solicited
- **Response:** received 18 online survey responses

# Which best describes your role?

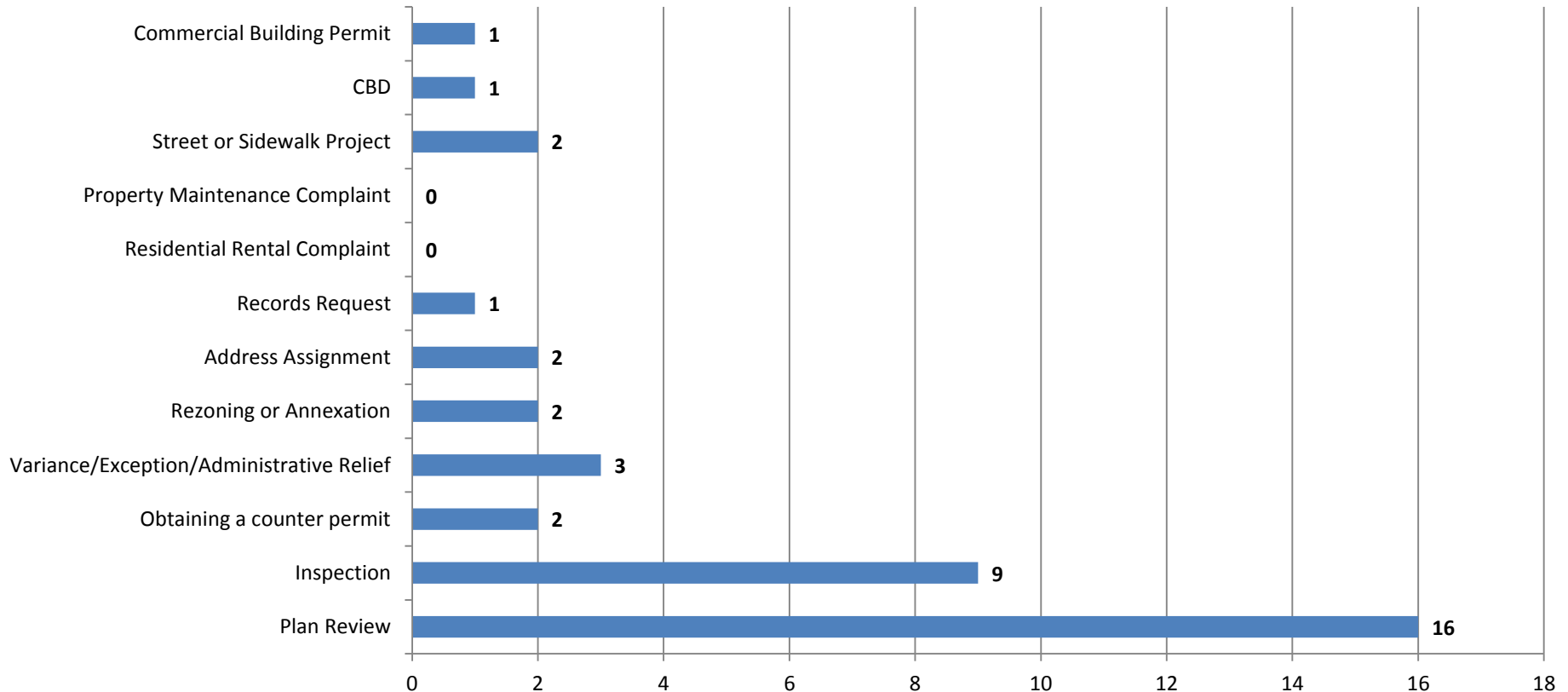
18 Responses



- Commercial Tenant or Business owner
- Contractor
- Design Professional or Drafter
- Employee of owner/developer
- Property owner

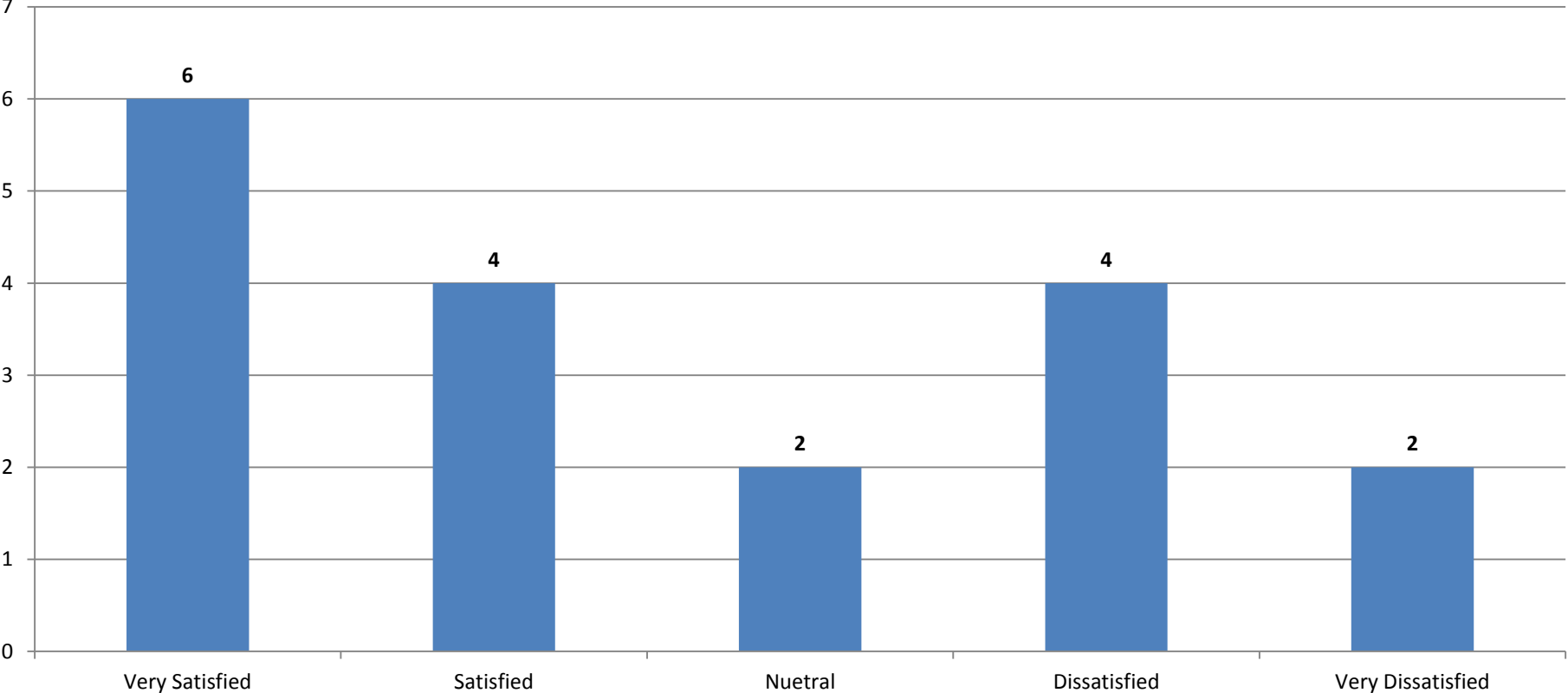
# What was the nature of your interaction with Development Services staff?

18 Responses

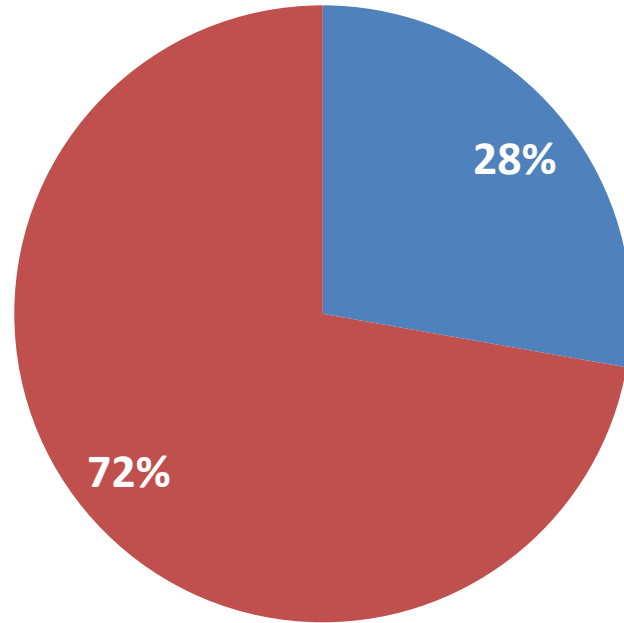


# Please rate your overall experience with Development Services

18 Responses



## Did you receive timely service?

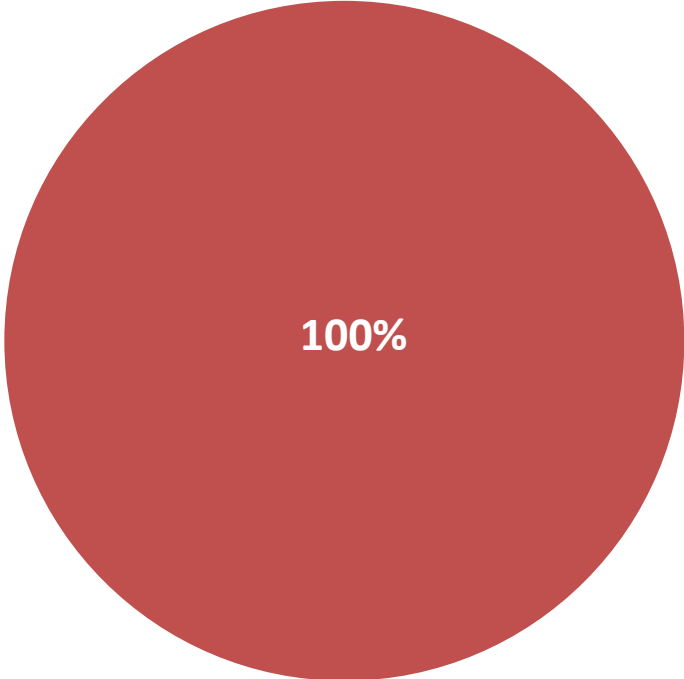


18 Responses

■ No

■ Yes

# Were you treated with respect?

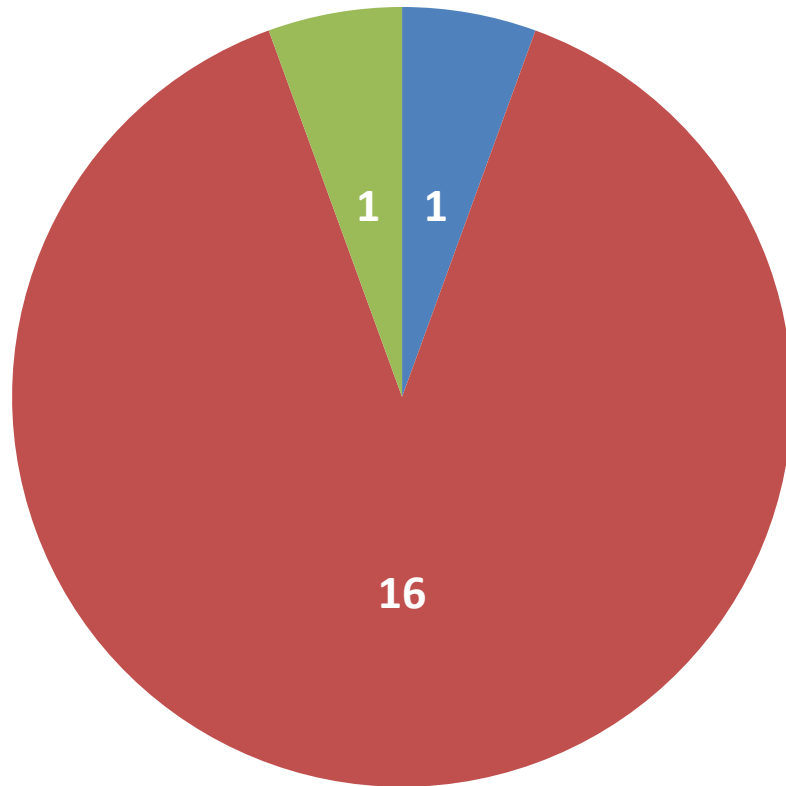


18 Responses

■ No

■ Yes

## Were you provided with useful information for your project?



18 Responses

No

Yes

n/a



## Development Services Customer Service Survey Responses: January 2018 – July 2018

### Q. What improvements would you like to see? (technology, training, office space, website, etc.)

- Nothing
- None
- I would like to see the addition of one plan reviewer.
- electronic plan submittal
- quicker response
- Things are going pretty good right now! Keep it up!
- Overall I think the system works pretty well. I have not used the digital format for submission yet but I feel like you may want to skip past the website and develop an app for scheduling inspections, etc. so that contractors have a place to look up what inspections were completed by whom, etc. without having to be at a computer.
- improved office access and reception (a physical space comment), plus website\*
- Office Space.
- Online submittal
- If possible, perhaps some cross training could be provided. There seemed to be one person with whom I needed to speak and if they were in a meeting or out of the office, there didn't seem to be anyone else who could provide an ETA on the completion of the permit process or answer questions relative to next steps/additional items needed.
- I don't know of anything that I would change. Good to know that our property is in order.
- If possible, perhaps some cross training could be provided. While everyone I spoke with was very kind and tired to be helpful, it seems that the one person with whom I needed to speak was rarely available. This seem to considerably delay the process in comparison with other jurisdictions.
- There seems to be a backlog of reviews, possibly due to a recent spike in building activity. Maybe adding personnel would help to resolve that.
- "- \*\*\*Plan review in a timely manner\*\*\*\* I've waited for up to 6-8 weeks on a simple 1 sheet interior buildout
  - At least the option of digitally submitting plans, revisions, and addendums vs having to bring in 3-5 hard copies every time."
- updating of City Hall
- not sure
- Speed of review

**Q. Is there anything else you would like to share with us? (kudos, constructive criticism, etc.)**

- There is no consistency in how your office works.
- All has went smooth thank you
- The staff is well-versed with the code, professional and courteous.
- Like working with this department very much
- "Becky, Diana, and Todd are always willing to help whether it is via phone or in person. I know there are more people that make it happen but they seem to be the ones that I get to deal with the most. Anna and Casey are usually quick to respond also when problems do arise.
- With regards to plan review (residential) I often feel like an unnecessary trip needs to be made to hand write one or two items that could be easily red marked and added by reviewer eliminating the need for letters and emails to be sent out. I also think that being at your desk or on site when inspections are ready usually doesn't happen and the need to have both the permit number and address can be frustrating. Either or should suffice to locate the correct project in my opinion. Mid-size companies like myself don't have someone sitting at the office or on every jobsite with the information handy.
- Thank You for the opportunity to try and make improvements!"
- "If after a second permit review, minor note corrections not flagged in the first review should not then be mentioned in the later reviews. If it was not critical as it applied in a first review, and nothing about the condition required change, it is not a change to bring up very minor note corrections.
- CBD reviews are performed with too much staff personal conjecture and opinion, there needs to be more standardization to equalize the process for all applicants."
- Very Knowledgeable, Experienced, and Professional Team!
- Quick responses to all questions and emails. Resubmittal time and approval was excellent!
- Gary Hill was very professional and informative. The inspection was a simple process
- If possible, perhaps some cross training could be provided. While everyone I spoke with was very kind and tired to be helpful, it seems that the one person with whom I needed to speak was rarely available. This seem to considerably delay the process in comparison with other jurisdictions.
- quick response time to question about changing driveway layout
- A little more common sense to issues
- Great people all around, easy to work with.