

City of Austin

Development Services Department Annual Customer Satisfaction Poll

Findings Report

...helping organizations make better decisions since 1982

2017

**Submitted to the City of Austin
Development Services Department**

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

March 26, 2018





Contents

Executive Summary	i
Survey Respondents by Type	ii
Overall Perceptions	iii
Comparisons to Other Jurisdictions	iii
Most Significant Increases in Satisfaction	iv
Most Significant Decreases in Satisfaction.....	v
Major Findings by Service Category	vi
Plan Review Division	vi
Inspection Division	ix
Development Assistance Center	xii
Service Center	xii
Online Services.....	xiii
Section 1: Importance Satisfaction Analysis	1
Section 2: Trend Charts	16
Section 3: Charts and Graphs	33

City of Austin

Development Services Department

Annual Customer Satisfaction Poll 2017

March 26, 2018

Overview and Methodology

Overview. ETC Institute administered a Customer Satisfaction Poll for the City of Austin Development Services Department (DSD) during the fall of 2017. The Survey was designed to gather input to gauge how DSD can continue to provide excellent customer service to the community, and identify ways to improve the services that are provided. This is the second time that ETC Institute has administered a survey for DSD, with the first time being in the fall of 2016. Many of the questions on the 2017 survey were the same as last year's survey.

Methodology. DSD provided ETC Institute with a list of e-mails of customers who have received services from DSD during FY 2016. ETC Institute sent e-mails to 3,500 customers on October 24th. The e-mail contained an introduction about the purpose of the survey, and encouraged customers to complete the survey. The e-mail also contained a link to the survey. ETC Institute sent a reminder e-mail to customers on October 27th, and one more reminder e-mail on November 1st. This is the same methodology that ETC Institute used to administer the survey in 2016.

The goal was to complete at least 400 surveys. This goal was far exceeded, with a total of 753 surveys being completed, which resulted in a 22% response rate. The results for the sample of 753 surveys have a 95% level of confidence with a precision of at least +/- 3.5%. The 753 completed surveys are less than the 2016 total of 1,133 completed surveys. However, the response rate in 2017 (22%) was very similar to 2016 (23%), as this year's survey was e-mailed to customers who had worked with DSD over the just the past year, while the 2016 survey was e-mailed to customers who had worked with DSD over the previous two years.

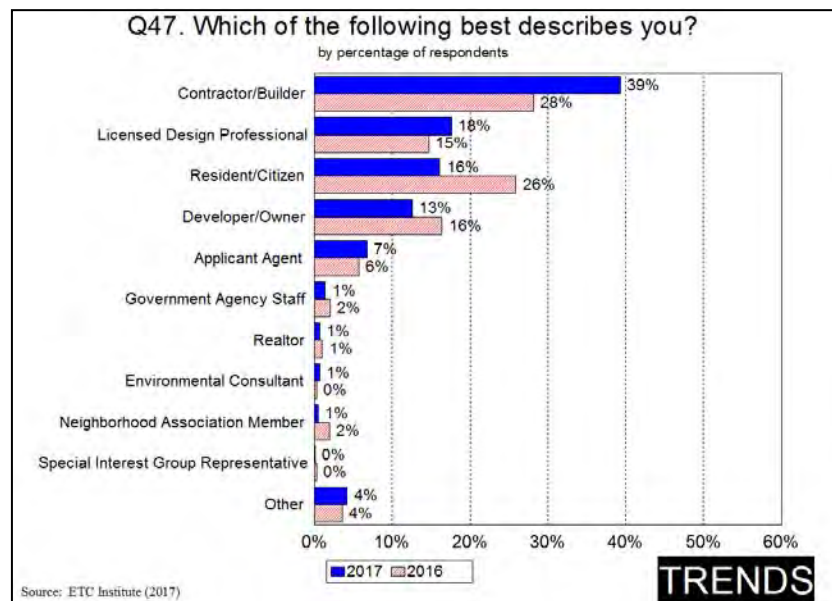
Interpretation of "Don't Know" Responses. The percentage of "don't know" responses has been excluded from many of the graphs in this report to assess satisfaction with respondents who had used services. Since the number of "don't know" responses often reflect the utilization and awareness of services, the percentage of "don't know" responses has been included in the tabular data in Section 4 of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase *"who had an opinion."*

This report contains the following:

- a summary of the methodology for administering the survey and major findings
- importance-satisfaction analysis; this analysis was done to determine priority actions for DSD to address based upon the results of the survey (Section 1)
- trend charts showing how the 2017 results compare to the 2016 results (Section 2)
- charts showing the overall results of the 2017 survey (Section 3)

Survey Respondents.

Overall the distribution of the types of customers who filled out the survey was similar in 2017 as in 2016. In 2017 there were more contractors and builders that completed a survey, and less residents/citizens, but in all other areas the distribution was very similar to 2016. The graph to the right shows the distribution of survey respondents for the 2017 survey compared to the 2016 survey.



The table below shows the number of respondents who have interacted with the Building Plan Review Division and the Inspection Divisions during the past year.

Division	Percentage	Number
Building Plan Review Division	68%	513
Residential Building Plan Review	65%	331
Ordinance Review	42%	216
Commercial Building Plan Review	38%	195
Site Plan Review	36%	185
Subdivision Review	8%	42

Division	Percentage	Number
Inspection Division	60%	452
Residential Inspection	63%	283
Commercial Inspection	35%	159
Tree Inspection	19%	87
Environmental Inspection	16%	74
Site and Subdivision Inspection	11%	50

Major Findings: *Data Trends - 2016 to 2017*

Many of the questions asked on the 2016 Annual Poll were also asked in 2017 to create valid comparisons in how DSD is performing year to year. Overall, there has been a significant increase in satisfaction with DSD services in 2017 compared to 2016. Of the 121 items that were rated in both 2016 and 2017, in 2017 the satisfaction ratings were higher in 71 areas, the same in one, and lower in 49 areas. Listed on the following two pages are the areas with the most significant increases and decreases in satisfaction from 2016 to 2017. A complete list of the data trends is listed in Section 2 of this report.

How The City of Austin DSD Compares to other Jurisdictions: Respondents were asked to rate how the DSD’s review and permitting process compares to Travis County, the City of San Antonio, and the City of Round Rock.

In 2017 there was a significant increase in the number of positive responses compared to the 2016 results. The table to the right shows how the number of “much better” and “better” responses changed from

How Austin DSD Compares to Other Jurisdictions			
	2017	2016	Difference
Travis County	33.2%	18.6%	14.6%
City of San Antonio	30.4%	15.8%	14.6%
City of Round Rock	30.4%	16.8%	13.6%
Based on the percentage of "Much Better" and "Better" responses.			

2016 to 2017. The number of respondents who indicated The City of Austin’s DSD is “much better” or “better” than other jurisdictions has nearly doubled since last year in all 3 jurisdictions.

Satisfaction with Understanding of the Development Services Department: Thirty-seven percent (37%) of the respondents surveyed, *who had an opinion*, indicated they were either “very satisfied” (10%) or “satisfied” (27%) when asked to rate their satisfaction with their understanding of how DSD is structured and the role that external City departments have in the review and permitting process. Twenty-six percent (26%) of respondents indicated they were neither satisfied or dissatisfied (neutral), and 36% were either “dissatisfied” (22%) or “very dissatisfied” (14%). There was an 8% increase in the number of positive satisfaction responses compared with 2016.

Most Significant Increases in Satisfaction Since 2016

Of the 71 items that had an increase in satisfaction from 2016 to 2017, there was an increase of more than 4% in 40 of the 71 items. The table below shows the 40 areas where the level of satisfaction has increased by more than 4% since 2016:

Most Significant Increases in Satisfaction:

Item Rated	2017	2016	Difference	Service Category
Codes/policies applied in a fair manner	67.9%	55.2%	12.7%	Commercial Inspections
Plan review comments are reasonable & justified	42.7%	30.3%	12.4%	Commercial Building Plan Review
How easy the review process is to complete	33.3%	21.0%	12.3%	Commercial Building Plan Review
Review services are completed by the date promised	31.7%	20.0%	11.7%	Commercial Building Plan Review
Time review process takes to complete	31.8%	20.6%	11.2%	Commercial Building Plan Review
Technical competence of inspection staff	75.4%	64.7%	10.7%	Commercial Inspections
Codes/policies are applied fairly & practically	42.2%	32.0%	10.2%	Commercial Building Plan Review
Review staff is easily accessible when needed	37.1%	26.9%	10.2%	Commercial Building Plan Review
Review staff provides excellent customer service	43.8%	33.6%	10.2%	Commercial Building Plan Review
Inspectors are easily accessible	59.9%	50.3%	9.6%	Commercial Inspections
Inspectors provide excellent customer service	62.5%	53.0%	9.5%	Commercial Inspections
Inspections staff anticipates obstacles	59.2%	49.7%	9.5%	Commercial Inspections
How easy the process is to complete	58.1%	48.6%	9.5%	Service Center
Time the process takes to complete	55.6%	46.1%	9.5%	Service Center
Technical competence of review staff	51.3%	42.5%	8.8%	Commercial Building Plan Review
Review staff anticipates obstacles	33.7%	25.3%	8.4%	Commercial Building Plan Review
Inspections staff anticipates obstacles	47.0%	39.2%	7.8%	Residential Inspections
Review staff provides excellent customer service	48.5%	41.0%	7.5%	Residential Building Plan Review
Inspection requirements are reasonable & justified	63.8%	56.7%	7.1%	Commercial Inspections
Codes/policies applied in a fair manner	50.4%	43.5%	6.9%	Residential Inspections
Time the process takes to complete	61.4%	54.5%	6.9%	DAC
Inspectors are easily accessible	45.9%	39.2%	6.7%	Tree Inspection
Inspection requirements are reasonable & justified	32.6%	26.0%	6.6%	Site and Subdivision Inspection
How easy the process is to complete	60.4%	53.8%	6.6%	DAC
Inspectors are easily accessible	47.7%	41.4%	6.3%	Residential Inspections
Review staff has excellent customer service	24.3%	18.4%	5.9%	Subdivision Review
Time the review process takes to complete	28.7%	22.8%	5.9%	Residential Building Plan Review
Technical competence of staff	64.2%	58.4%	5.8%	Service Center
Inspections staff anticipates obstacles	42.7%	37.5%	5.2%	Environmental Inspection
How easy the review process is to complete	28.3%	23.1%	5.2%	Residential Building Plan Review
Codes/policies applied in a fair manner	45.8%	40.7%	5.1%	Tree Inspection
Review staff anticipates obstacles	27.1%	22.2%	4.9%	Residential Building Plan Review
How easy it is to contact staff	42.6%	37.7%	4.9%	Service Center
Review staff is easily accessible	18.9%	14.1%	4.8%	Subdivision Review
How consistently standards are applied by staff	53.7%	49.0%	4.7%	Service Center
Inspections are completed by the date promised	50.0%	45.4%	4.6%	Tree Inspection
I understand the Tree Inspection process	65.9%	61.5%	4.4%	Tree Inspection
How fairly you are treated by staff	68.8%	64.4%	4.4%	DAC
How easy the inspection process is to complete	59.5%	55.2%	4.3%	Residential Inspections
How responsive staff is to your needs	55.4%	51.2%	4.2%	Service Center

Most Significant Decreases in Satisfaction Since 2016

Of the 49 items that had a decrease in satisfaction from 2016 to 2017, there was a decrease of more than 4% in 24 of the 49 items. The table below shows the 24 areas where the level of satisfaction has decreased by more than 4% since 2016:

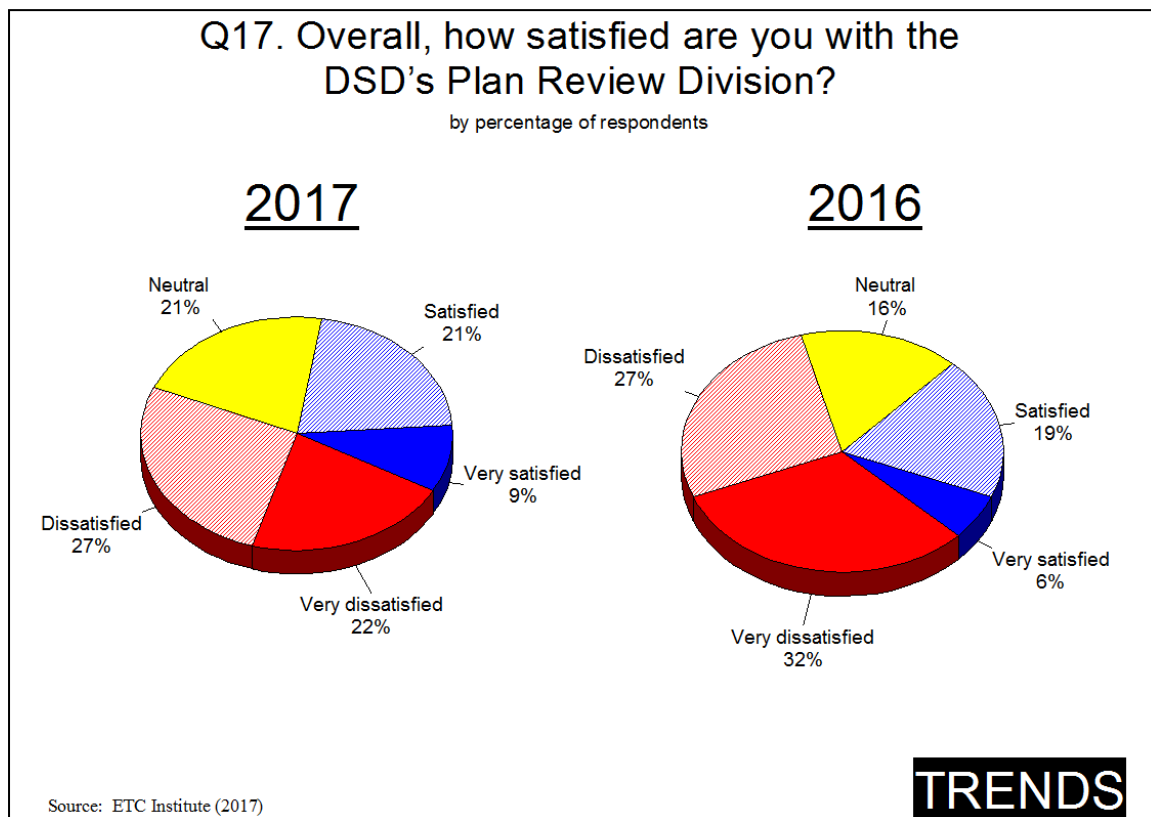
Most Significant Decreases in Satisfaction:

Item Rated	2017	2016	Difference	Service Category
I understand the Subdivision review process	47.1%	66.6%	-19.5%	Subdivision Review
Technical competence of inspection staff	44.2%	56.8%	-12.6%	Site and Subdivision Inspection
I understand tree permit review processes	54.8%	67.3%	-12.5%	Tree Ordinance Review
Technical competence of review staff	51.2%	61.4%	-10.2%	Tree Ordinance Review
How easy the review process is to complete	34.9%	44.2%	-9.3%	Tree Ordinance Review
I understand the site plan review process	47.4%	56.1%	-8.7%	Site Plan Review
Inspectors provide excellent customer service	40.5%	49.2%	-8.7%	Environmental Inspection
Time inspection process takes to complete	34.1%	42.3%	-8.2%	Site and Subdivision Inspection
Codes/policies are applied fairly & practically	39.4%	46.2%	-6.8%	Tree Ordinance Review
I understand the site & subdivision inspection processes	62.8%	69.3%	-6.5%	Site and Subdivision Inspection
Inspectors are easily accessible	43.5%	50.0%	-6.5%	Environmental Inspection
Codes/policies applied in a fair manner	34.9%	41.2%	-6.3%	Site and Subdivision Inspection
Time inspection process takes to complete	51.4%	57.6%	-6.2%	Environmental Inspection
How easy the inspection process is to complete	34.1%	40.3%	-6.2%	Site and Subdivision Inspection
I understand the Environmental Inspection process	60.8%	66.2%	-5.4%	Environmental Inspection
I understand Commercial Plan Review processes	55.6%	60.8%	-5.2%	Commercial Building Plan Review
Review staff is easily accessible when needed	36.2%	41.4%	-5.2%	Tree Ordinance Review
Technical competence of inspection staff	55.9%	60.6%	-4.7%	Environmental Inspection
Inspections are completed by the date promised	52.2%	56.9%	-4.7%	Environmental Inspection
Inspections are completed by the date promised	36.6%	41.2%	-4.6%	Site and Subdivision Inspection
Codes/policies applied in a fair manner	41.7%	46.2%	-4.5%	Environmental Inspection
Inspections are completed by the date promised	55.3%	59.7%	-4.4%	Commercial Inspections
Technical competence of inspection staff	55.3%	59.7%	-4.4%	Tree Inspection
How easy the review process is to complete	10.8%	15.1%	-4.3%	Subdivision Review

Major Findings: *By Service Category*

PLAN REVIEW DIVISION

Overall Satisfaction with the Plan Review Division: Overall there has been a significant increase in satisfaction with DSD's Plan Review Division since 2016. In 2017, 30% of respondents were either "very satisfied" (9%) or "satisfied" (21%) with DSD's plan review division; this is an increase of 5% from 2016. Forty-nine percent (49%) are either "dissatisfied" (27%) or "very dissatisfied" (22%) with DSD's plan review division, which is a decrease of 10% from 2016.



Customers who have interacted with DSD's Plan Review Division during the past year were asked to rate various aspects of five different Plan Review Division areas they might have used during the past year:

- Residential Building Plan Review
- Commercial Building Plan Review
- Tree Ordinance Review
- Site Plan Review
- Subdivision Review

The items that received the highest and lowest number of “very satisfied” and “satisfied” responses for each of the five areas of the Plan Review Division can be found below and on the following pages.

Residential Building Plan Review

Listed below are the aspects of the Residential Building Plan Review process that respondents were the most and least satisfied with:

Highest Levels of Satisfaction:

- I understand the residential plan review processes (51%)
- The technical competence of review staff (49%)
- The review staff provides excellent customer service (48%)

Lowest Levels of Satisfaction:

- Length of time the review process takes to complete (29%)
- How easy the review process is to complete (29%)
- Review staff anticipates obstacles and provide options when available (27%)

Most Important Items According to Respondents:

- Length of time the review process takes to complete (63%)
- Review staff is easily accessible when assistance is needed to resolve problems (38%)
- How easy the review process is to complete (35%)

Commercial Building Plan Review

Listed below are the aspects of the Commercial Building Plan Review process that respondents were the most and least satisfied with:

Highest Levels of Satisfaction:

- I understand commercial plan review process (56%)
- The technical competence of review staff (51%)

Lowest Levels of Satisfaction:

- Length of time the review process takes to complete (32%)
- Review services are completed by the date promised (31%)

Most Important Items According to Respondents:

- Length of time the review process takes to complete (61%)
- Review staff is easily accessible when assistance is needed to resolve problems (31%)
- The technical competence of review staff (30%)

Tree Ordinance Review

Listed below are the aspects of the Tree Ordinance Review process that respondents were the most and least satisfied with:

Highest Levels of Satisfaction:

- I understand the tree permit review process (55%)
- The technical competence of review staff (52%)

Lowest Levels of Satisfaction:

- Length of time the review process takes to complete (34%)
- Review services are completed by the date promised (33%)

Most Important Items According to Respondents:

- Length of time the review process takes to complete (51%)
- Review staff is easily accessible when assistance is needed to resolve problems (32%)
- Codes and policies are applied by review staff in a fair and practical manner (31%)

Site Plan Review

Listed below are the aspects of the Site Plan Review process that respondents were the most and least satisfied with:

Highest Levels of Satisfaction:

- I understand the Site Plan Review processes (47%)
- The technical competence of review staff (31%)

Lowest Levels of Satisfaction:

- Review staff anticipates obstacles and provides options when available (21%)
- Length of time the review process takes to complete (19%)

Most Important Site Plan Items According to Respondents:

- Length of time the review process takes to complete (55%)
- How easy the review process is to complete (27%)
- The technical competence of review staff (27%)

Subdivision Review

Listed below, are the aspects of the Subdivision Review process that respondents were the most and least satisfied with:

Highest Levels of Satisfaction:

- I understand the Subdivision review processes (48%)
- The technical competence of review staff (25%)

Lowest Levels of Satisfaction:

- How easy the review process is to complete (11%)

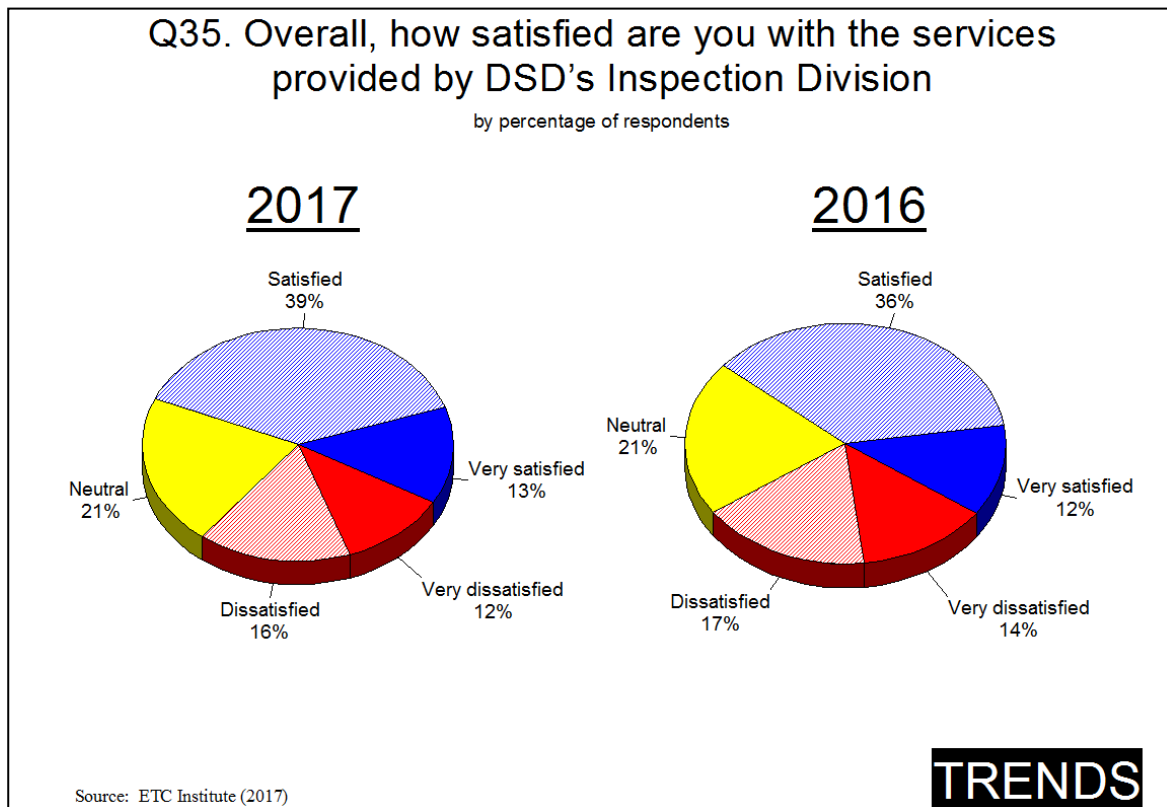
- Review services are completed by the date promised (9%)

Most Important Subdivision Review Items According to Respondents:

- Length of time the review process takes to complete (55%)
- The technical competence of review staff (38%)
- Codes and policies are applied by staff in a fair manner (38%)

INSPECTION DIVISION

Overall Satisfaction with the Inspection Division: Overall there has been an increase in satisfaction with DSD's Inspection Division since 2016. In 2017, 52% of respondents were either "very satisfied" (13%) or "satisfied" (39%) with DSD's Inspection Division; this is an increase of 4% from 2016. Twenty-eight percent (28%) are either "dissatisfied" (16%) or "very dissatisfied" (12%) with DSD's Inspection Division, which is a decrease of 3% from 2016.



Customers who have interacted with DSD's Inspection Division during the past year were asked to rate various aspects of five different Inspection Division areas they might have used during the past year:

- Residential Inspections
- Commercial Inspections
- Tree Inspections
- Site and Subdivision Inspections
- Environmental Inspections

The items that received the highest and lowest number of “very satisfied” and “satisfied” responses for each of the five areas of the Inspection Division can be found on the following pages.

Residential Inspection

Listed below are the aspects of the Residential Inspection process that respondents were the most and least satisfied with:

Highest Levels of Satisfaction:

- I understand the Residential Inspection processes (70%)
- The technical competence of inspection staff (62%)
- Length of time the inspection process takes to complete (62%)

Lowest Levels of Satisfaction:

- Inspection requirements are reasonable and justified (47%)
- Inspectors rarely find errors in the field during construction that should have been caught during the plan review process (43%)

Most Important Residential Inspection Items According to Respondents:

- Length of time the inspection process takes to complete (32%)
- Inspectors are easily accessible when assistance is needed to resolve problems (28%)
- The technical competence of inspection staff (26%)

Commercial Inspection

Listed below are the aspects of the Commercial Inspection process that respondents were the most and least satisfied with:

Highest Levels of Satisfaction:

- I understand the Commercial Inspection processes (80%)
- The technical competence of inspection staff (75%)

Lowest Levels of Satisfaction:

- Inspections are completed by the date promised (56%)
- Inspectors rarely find errors in the field during construction that should have been caught during the plan review process (44%)

Most Important Commercial Inspection Items According to Respondents:

- Length of time the inspection process takes to complete (32%)
- Inspectors are easily accessible when assistance is needed to resolve problems (24%)
- Inspections are completed by the date promised (22%)

Tree Inspection

Listed below are the aspects of the Tree Inspection process that respondents were the most and least satisfied with:

Highest Levels of Satisfaction:

- I understand the Tree Inspection processes (66%)
- The technical competence of inspection staff (56%)

Lowest Levels of Satisfaction:

- Inspection requirements are reasonable and justified (38%)
- Inspectors rarely find errors in the field during construction that should have been caught during the plan review process (37%)

Most Important Items According to Respondents:

- Length of time the inspection process takes to complete (35%)
- Codes and policies are applied by inspection staff in a fair and practical manner (34%)
- Inspectors are easy accessible when assistance is needed to resolve problems (33%)

Site and Subdivision Inspection

Listed below and on the following page are the aspects of the Site and Subdivision Inspection process that respondents were the most and least satisfied with:

Highest Levels of Satisfaction:

- I understand the Site and Subdivision Inspection processes (63%)
- The technical competence of inspection staff (44%)

Lowest Levels of Satisfaction:

- Inspection staff anticipates obstacles and provides options when available (29%)
- Inspectors rarely find errors in the field during construction that should have been caught during the plan review process (25%)

Most Important Items According to Respondents:

- Length of time the inspection process takes to complete (50%)
- How easy the inspection process is to complete (28%)
- Inspections are completed by the date promised (28%)

Environmental Inspection

Listed below are the aspects of the Environmental Inspection process that respondents were the most and least satisfied with:

Highest Levels of Satisfaction:

- I understand the Environmental Inspection processes (61%)
- The technical competence of inspection staff (56%)

Lowest Levels of Satisfaction:

- Inspectors provide excellent customer service (41%)
- Inspectors rarely find errors in the field during construction that should have been caught during the plan review process (35%)

Most Important Items According to Respondents:

- Length of time the inspection process takes to complete (39%)
- How easy the inspection process is to complete (27%)
- Inspectors are easily accessible when assistance is needed to resolve problems (27%)

DEVELOPMENT ASSISTANCE CENTER

Thirty-nine percent (39%) of respondents have received walk-in consultation services from the Development Assistance Center during the past year. Listed below are the aspects of the Development Assistance Center that respondents were the most and least satisfied with:

Highest Levels of Satisfaction:

- How fairly you were treated by staff (68%)
- Technical competence of staff (65%)
- Length of time the process takes to complete (62%)

Lowest Levels of Satisfaction:

- How consistently standards are applied by staff (51%)
- How easy it is to contact staff (44%)

Most Important Items According to Respondents:

- Length of time the inspection process takes to complete (39%)
- The technical competence of staff (31%)

SERVICE CENTER

Sixty-two percent (62%) of respondents have received services from the Service Center during the past year. Listed below are the aspects of the Service Center that respondents were the most and least satisfied with:

Highest Levels of Satisfaction:

- How fairly you were treated by staff (67%)
- Technical competence of staff (64%)
- How easy the process is to complete (59%)

Lowest Levels of Satisfaction:

- Staff anticipates obstacles (47%)
- How easy it is to contact staff (43%)

Most Important Items According to Respondents:

- Length of time the inspection process takes to complete (51%)

- How easy the process is to complete (32%)
- How easy it is to contact staff (32%)

ONLINE SERVICES

Fifty-nine percent (59%) of respondents have used online tools offered by the Development Services Department during the past year, this is a 42% increase from 2016. Listed below are the aspects of online services that respondents were the most and least satisfied with:

Highest Levels of Satisfaction:

- Code and Permit Tracker (66%)
- Austin Build and Connect (AB+C) (64%)
- QLESS Virtual Check-In (61%)

Lowest Levels of Satisfaction:

- Emerging Projects Map (28%)
- Smart Start (22%)

Section 1

Importance-Satisfaction Analysis



Importance-Satisfaction Analysis

City of Austin Development Services Department

Overview

Today, City officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The IS rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

The IS rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for DSD to emphasize. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with DSD's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation: Respondents were asked to identify the residential building plan review process services they thought should receive the most emphasis. Sixty-three percent (63%) of respondents selected *length of time the review process takes to complete* as one of the most important services for the City to emphasize.

With regard to satisfaction, 29% of respondents surveyed rated the City's overall performance in the *length of time the review process takes to complete* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for *length of time the review process takes to complete* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 63% was multiplied by 71% (1-0.29). This calculation yielded an I-S rating of 0.4463 which ranked first out of 10 service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.



The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one for the three most important areas for DSD to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- *Very High Priority* (IS > .20)
- *High Priority* (IS .10 < .20)
- *Medium Priority* (IS < .10)

Items to Emphasize

Based on the IS ratings any item with a rating of .20 or more should be a very high priority for increased emphasis moving forward. The following items received an IS rating of .20 or above.

Service Category	Service	IS Rating
Residential Building Plan Review	Length of time the review process takes to complete	0.4463
Subdivision Review	Time the review process takes to complete	0.4592
Site Plan Review	Time the review process takes to complete	0.4466
Commercial Building Plan Review	Length of time the review process takes to complete	0.4133
Tree Ordinance Review	Length of time the review process takes to complete	0.3408
Site and Subdivision Inspections	Length of time the inspection process takes to complete	0.3295
Subdivision Review	Codes/policies applied in a fair manner	0.3174
Subdivision Review	Technical competence of review staff	0.2884
Residential Building Plan Review	Review staff is easily accessible when assistance is needed to resolve problems	0.262
Residential Building Plan Review	How easy the review process is to complete	0.2517
Service Center	Time the process takes to complete	0.226
Subdivision Review	Review staff anticipates obstacles	0.2196
Site Plan Review	How easy the review process is to complete	0.2114
Tree Ordinance Review	Review staff is easily accessible when assistance is needed to resolve problems	0.2035

The results for the City of Austin Development Services Department are provided on the following pages.

2017 Importance-Satisfaction Rating

City of Austin Development Services Department

Residential Building Plan Review Process

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Length of time the review process takes to complete	63%	1	29%	8	0.4463	1
Review staff is easily accessible when assistance is needed to resolve problems	38%	2	31%	7	0.2620	2
How easy the review process is to complete	35%	3	28%	9	0.2517	3
High Priority (IS .10-.20)						
Review staff anticipates obstacles and provide options when available	25%	5	27%	10	0.1786	4
Codes and policies are applied by review staff in a fair and practical manner	23%	6	39%	4	0.1410	5
Technical competence of review staff	27%	4	49%	2	0.1403	6
Plan review comments applied to my project are reasonable and justified	22%	7	37%	5	0.1352	7
Review services are completed by the date promised	17%	8	31%	6	0.1164	8
Medium Priority (IS <.10)						
Review staff provides excellent customer service	15%	9	49%	3	0.0788	9
I understand Residential Plan Review processes	11%	10	51%	1	0.0554	10

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought are most important to emphasize

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2017 Importance-Satisfaction Rating

City of Austin Development Services Department

Commercial Building Plan Review Process

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Length of time review process takes to complete	61%	1	32%	9	0.4133	1
High Priority (IS .10-.20)						
How easy the review process is to complete	30%	4	33%	8	0.1981	2
Review staff is easily accessible when assistance is needed to resolve problems	31%	2	37%	6	0.1969	3
Review services are completed by the date promised	25%	6	32%	10	0.1687	4
Review staff anticipates obstacles and provide options when available	23%	7	34%	7	0.1532	5
Codes and policies are applied by review staff in a fair and practical manner	26%	5	42%	5	0.1485	6
Technical competence of review staff	30%	3	51%	2	0.1476	7
Plan review comments applied to my project are reasonable and justified	19%	8	43%	4	0.1089	8
Medium Priority (IS <.10)						
Review staff provides excellent customer service	13%	9	44%	3	0.0747	9
I understand Commercial Plan Review processes	11%	10	56%	1	0.0480	10

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought are most important to emphasize

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2017 Importance-Satisfaction Rating

City of Austin Development Services Department

Tree Ordinance Review Process

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Length of time review process takes to complete	51%	1	34%	9	0.3408	1
Review staff is easily accessible when assistance is needed to resolve problems	32%	2	36%	6	0.2035	2
High Priority (IS .10-.20)						
Review staff anticipates obstacles and provide options when available	29%	5	35%	8	0.1874	3
Codes and policies are applied by review staff in a fair and practical manner	31%	3	39%	4	0.1848	4
The Tree Ordinance Review comments are reasonable/justified	30%	4	38%	5	0.1823	5
Review services are completed by the date promised	22%	6	34%	10	0.1443	6
How easy the review process is to complete	18%	9	35%	7	0.1146	7
Review staff provides excellent customer service	19%	7	45%	3	0.1023	8
Medium Priority (IS <.10)						
Technical competence of review staff	18%	8	51%	2	0.0878	9
I understand tree permit review processes	10%	10	55%	1	0.0461	10

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought are most important to emphasize

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2017 Importance-Satisfaction Rating

City of Austin Development Services Department

Site Plan Review Process

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Time the review process takes to complete	55%	1	18%	10	0.4466	1
How easy the review process is to complete	27%	2	22%	7	0.2114	2
High Priority (IS .10-.20)						
Review staff is easily accessible	25%	4	24%	6	0.1892	3
Technical competence of review staff	27%	3	31%	2	0.1877	4
Codes/policies applied in fair/practical manner	25%	5	25%	4	0.1860	5
Review staff anticipates obstacles	21%	6	21%	9	0.1669	6
Review services are completed on time	18%	7	21%	8	0.1454	7
Plan review comments are reasonable	18%	8	25%	5	0.1344	8
Medium Priority (IS <.10)						
Review staff has excellent customer service	10%	9	27%	3	0.0745	9
I understand the site plan review process	7%	10	47%	1	0.0368	10

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought are most important to emphasize

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2017 Importance-Satisfaction Rating

City of Austin Development Services Department

Subdivision Review Process

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
I understand the Subdivision review process	47%	1	7%	10	0.4380	1
High Priority (IS .10-.20)						
Review staff has excellent customer service	24%	3	21%	6	0.1917	2
Technical competence of review staff	24%	2	25%	4	0.1827	3
Review staff is easily accessible	19%	4	10%	9	0.1697	4
The plan review comments are reasonable/justified	19%	5	27%	3	0.1380	5
Review staff anticipates obstacles	16%	8	18%	7	0.1322	6
Codes/policies applied in a fair manner	17%	6	25%	5	0.1256	7
Medium Priority (IS <.10)						
How easy the review process is to complete	11%	9	27%	2	0.0788	8
Time the review process takes to complete	16%	7	55%	1	0.0735	9
Review services are completed on time	9%	10	18%	8	0.0707	10

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought are most important to emphasize

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2017 Importance-Satisfaction Rating

City of Austin Development Services Department

Residential Inspections

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Inspectors are easily accessible	28%	2	48%	8	0.1459	1
Codes/policies applied in a fair manner	26%	4	50%	6	0.1280	2
Length of time the process takes to complete	32%	1	62%	3	0.1221	3
How easy the inspection process is to complete	25%	5	60%	4	0.1017	4
Medium Priority (IS <.10)						
Technical competence of inspection staff	26%	3	62%	2	0.0986	5
Inspection requirements are reasonable & justified	17%	7	47%	10	0.0888	6
Inspections are completed by the date promised	19%	6	59%	5	0.0793	7
Inspectors provide excellent customer service	16%	8	50%	7	0.0778	8
Inspections staff anticipates obstacles	15%	9	47%	9	0.0769	9
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	7%	10	43%	11	0.0420	10
I understand the Residential Inspection processes	7%	11	70%	1	0.0212	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought are most important to emphasize

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2017 Importance-Satisfaction Rating

City of Austin Development Services Department

Commercial Inspections

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Ratio Rank
High Priority (IS .10-.20)						
Length of time the inspection process takes to complete	32%	1	68%	3	0.1011	1
Medium Priority (IS <.10)						
Inspections are completed by the date promised	22%	3	55%	10	0.0983	2
Inspectors are easily accessible	24%	2	60%	8	0.0958	3
How easy the inspection process is to complete	19%	5	63%	6	0.0718	4
Codes/policies applied in a fair manner	21%	4	68%	4	0.0664	5
Inspectors provide excellent customer service	16%	6	63%	7	0.0589	6
Inspections staff anticipates obstacles	14%	8	59%	9	0.0563	7
Inspection requirements are reasonable & justified	14%	7	64%	5	0.0521	8
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	8%	10	43%	11	0.0465	9
Technical competence of inspection staff	13%	9	75%	2	0.0310	10
I understand the Commercial Inspection process	4%	11	80%	1	0.0078	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought are most important to emphasize

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

© 2017 DirectionFinder by ETC Institute

2017 Importance-Satisfaction Rating

City of Austin Development Services Department

Tree Inspection Division

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Codes and policies are applied by inspection staff in a fair and practical manner	34%	2	46%	8	0.1864	1
Inspectors are easily accessible when assistance is needed to resolve a problem	33%	3	46%	7	0.1796	2
Length of time the inspection process takes to complete	35%	1	51%	4	0.1684	3
Inspection requirements are reasonable & justified	26%	4	38%	10	0.1620	4
Inspection staff anticipates obstacles and provides options when available	20%	7	39%	9	0.1197	5
Inspections are completed by the date promised	22%	5	50%	6	0.1090	6
Inspectors provide excellent customer service	22%	6	51%	5	0.1059	7
Medium Priority (IS <.10)						
How easy the review process is to complete	18%	8	52%	3	0.0873	8
Technical competence of inspection staff	18%	9	55%	2	0.0818	9
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	8%	11	37%	11	0.0505	10
I understand the Tree Inspection process	9%	10	66%	1	0.0310	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought are most important to emphasize

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2017 Importance-Satisfaction Rating

City of Austin Development Services Department

Site and Subdivision Inspection Division

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Length of time the inspection process takes to complete	50%	1	34%	7	0.3295	1
<u>High Priority (IS .10-.20)</u>						
How easy the inspection process is to complete	28%	2	34%	6	0.1845	2
Inspections are completed by the date promised	28%	3	37%	4	0.1775	3
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	18%	7	24%	11	0.1361	4
Codes and policies are applied by inspection staff in a fair and practical manner	20%	5	35%	5	0.1302	5
Inspectors are easily accessible when assistance is needed to resolve a problem	20%	4	37%	3	0.1256	6
Inspection requirements are reasonable & justified	16%	8	33%	8	0.1078	7
Technical competence of inspection staff	18%	6	44%	2	0.1004	8
Inspection staff anticipates obstacles and provides options when available	14%	9	29%	10	0.1001	9
<u>Medium Priority (IS <.10)</u>						
Inspectors provide excellent customer service	12%	10	32%	9	0.0817	10
I understand the site & subdivision inspection processes	2%	11	63%	1	0.0074	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought are most important to emphasize

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

© 2017 DirectionFinder by ETC Institute

2017 Importance-Satisfaction Rating

City of Austin Development Services Department

Environmental Inspection Division

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Length of time the inspection process takes to complete	39%	1	51%	4	0.1905	1
Inspectors are easily accessible when assistance is needed to resolve a problem	27%	3	44%	7	0.1526	2
How easy the inspection process is to complete	27%	2	50%	5	0.1355	3
Inspection requirements are reasonable & justified	24%	5	45%	6	0.1347	4
Codes/policies applied in a fair manner	23%	6	42%	9	0.1341	5
Technical competence of inspection staff	24%	4	56%	2	0.1076	6
Medium Priority (IS <.10)						
Inspection staff anticipates obstacles and provides options when available	15%	8	43%	8	0.0854	7
Inspections are completed by the date promised	18%	7	52%	3	0.0841	8
Inspectors provide excellent customer service	12%	9	41%	10	0.0732	9
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	11%	10	35%	11	0.0710	10
I understand the Environmental Inspection processes	10%	11	61%	1	0.0372	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought are most important to emphasize

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2017 Importance-Satisfaction Rating

City of Austin Development Services Department

Service Center

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Time the process takes to complete	51%	1	56%	4	0.2260	1
<u>High Priority (IS .10-.20)</u>						
How easy it is to contact staff	31%	3	43%	8	0.1762	2
How easy the process is to complete	32%	2	58%	3	0.1353	3
Staff anticipates obstacles	23%	6	48%	7	0.1205	4
How responsive staff is to your needs	25%	4	55%	5	0.1124	5
<u>Medium Priority (IS <.10)</u>						
Technical competence of staff	24%	5	64%	2	0.0856	6
How consistently standards are applied by staff	17%	7	54%	6	0.0769	7
How fairly you are treated by staff	8%	8	67%	1	0.0269	8

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-"Satisfaction" %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought are most important to emphasize

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2017 Importance-Satisfaction Rating

City of Austin Development Services Department

Development Assistance Center

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
How easy it is to contact staff	27%	3	44%	8	0.1543	1
Time the process takes to complete	39%	1	61%	3	0.1513	2
Staff anticipates obstacles	26%	6	52%	6	0.1236	3
How responsive staff is to your needs	27%	4	55%	5	0.1223	4
How consistently standards are applied by staff	23%	7	51%	7	0.1135	5
Technical competence of staff	31%	2	65%	2	0.1082	6
How easy the process is to complete	26%	5	60%	4	0.1045	7
Medium Priority (IS <.10)						
How fairly you are treated by staff	7%	8	69%	1	0.0222	8

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought are most important to emphasize

Satisfaction %:

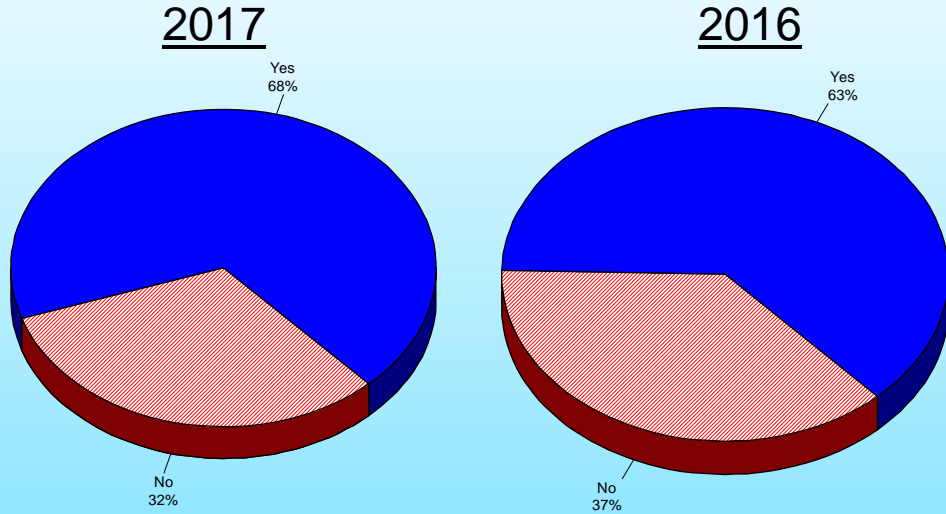
The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

© 2017 DirectionFinder by ETC Institute

Section 2

Trend Charts

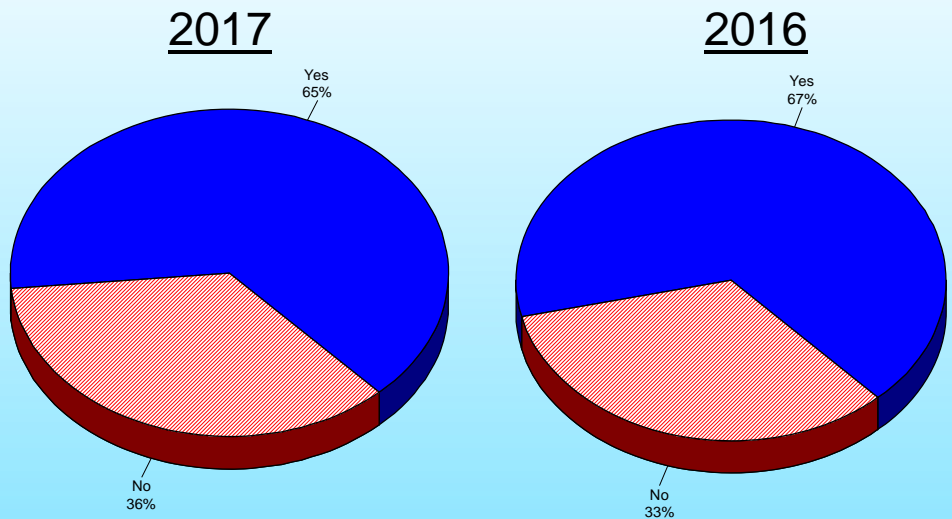
Q1. Have you interacted with the DSD's Building Plan Review Division during the past year?
by percentage of respondents



Source: ETC Institute (2017)

TRENDS

Q2. Have you received services from the Residential Building Plan Review Division during the past year?
by percentage of respondents

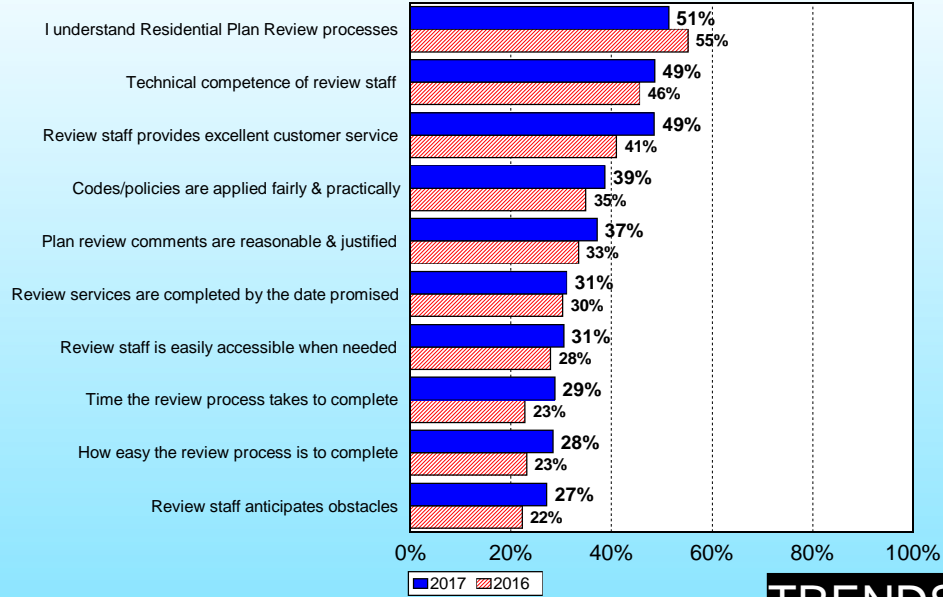


Source: ETC Institute (2017)

TRENDS

Q3. Overall Satisfaction with Items that May Influence Your Satisfaction with DSD's Residential Building Plan Review Process

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (Excluding "Don't Know")

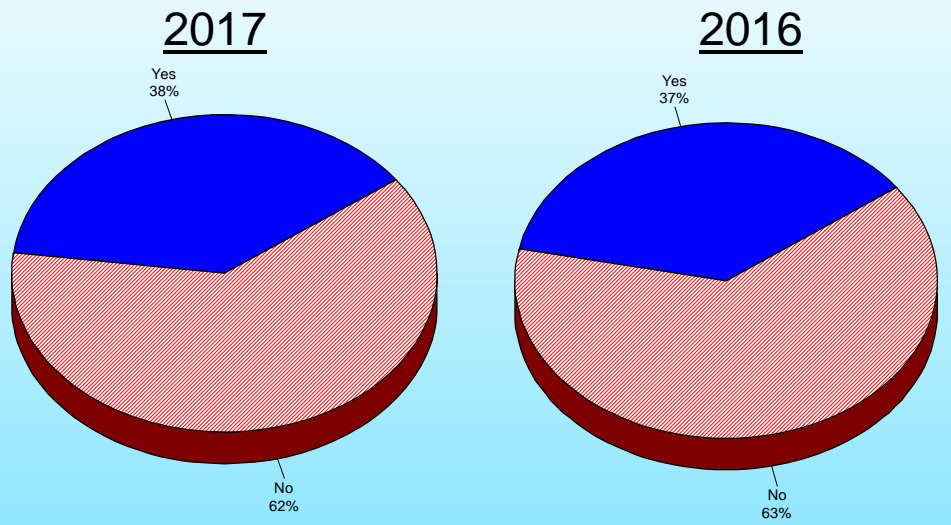


Source: ETC Institute (2017)

TRENDS

Q5. Have you received services from the Commercial Building Plan Review Division during the past year?

by percentage of respondents

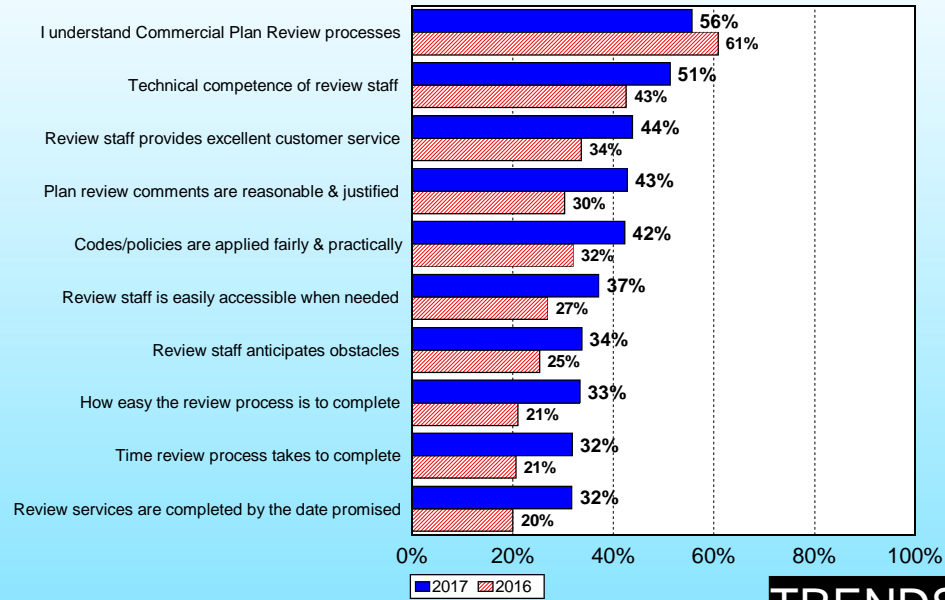


Source: ETC Institute (2017)

TRENDS

Q6. Overall Satisfaction with Items that May Influence Your Satisfaction with DSD's Commercial Building Plan Review Process

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (Excluding "Don't Know")

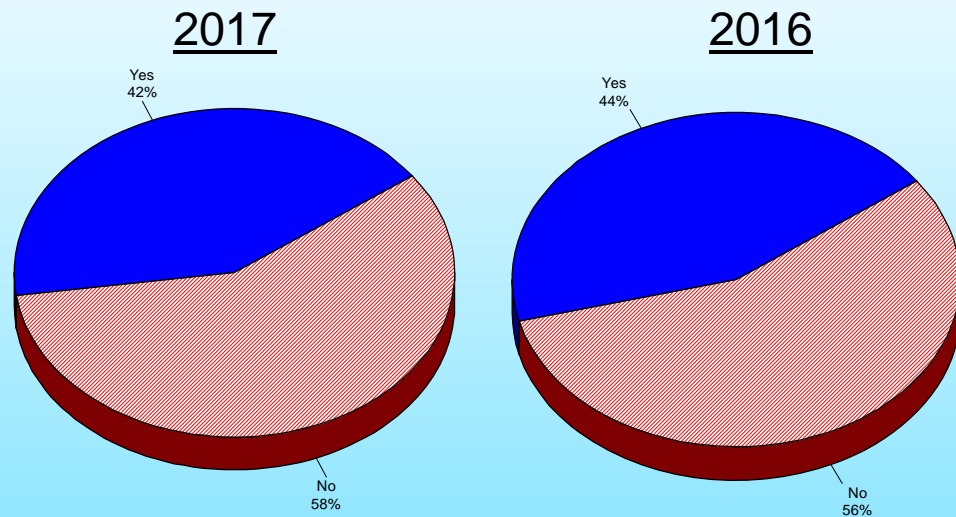


Source: ETC Institute (2017)

TRENDS

Q8. Have you received services from the Tree Ordinance Review Division during the past year?

by percentage of respondents

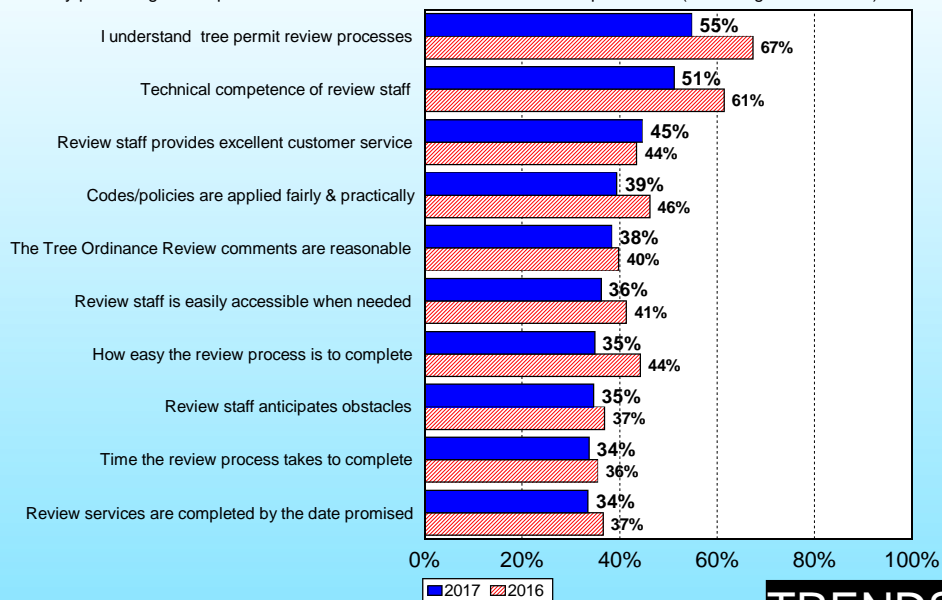


Source: ETC Institute (2017)

TRENDS

Q9. Overall Satisfaction with Items that May Influence Your Satisfaction with DSD's Tree Ordinance Review Process

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (Excluding "Don't Know")

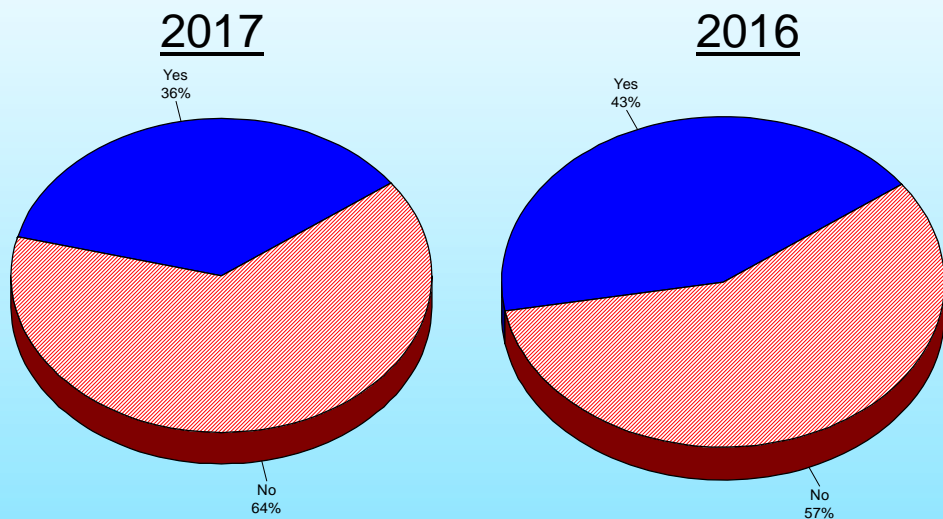


Source: ETC Institute (2017)

TRENDS

Q11. Have you received services related to a site plan review during the past year?

by percentage of respondents

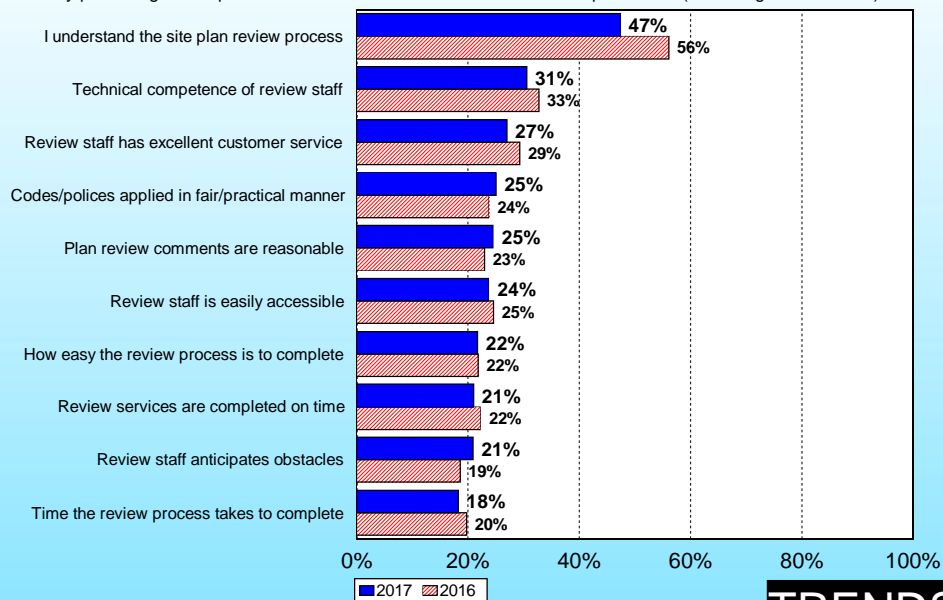


Source: ETC Institute (2017)

TRENDS

Q12. Overall Satisfaction with Development Services During Site Plan Review

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (Excluding "Don't Know")

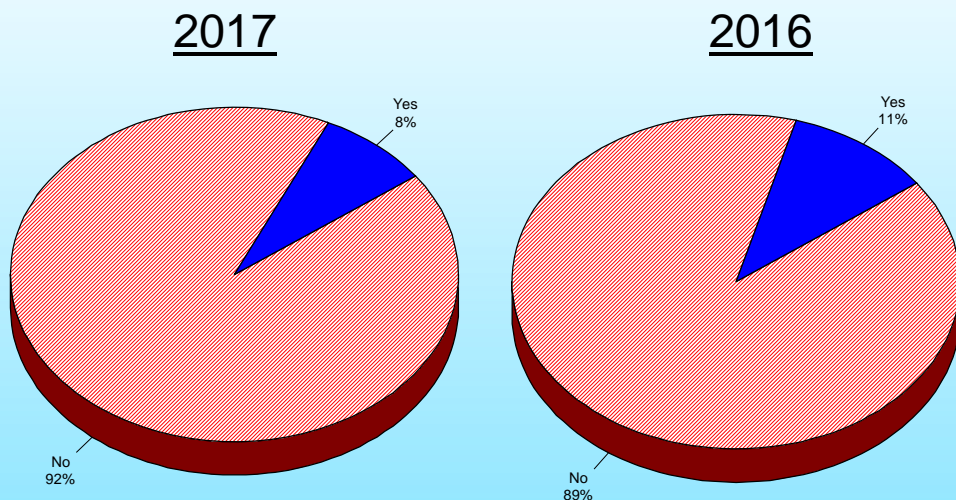


Source: ETC Institute (2017)

TRENDS

Q14. Have you received services related to a subdivision review during the past year?

by percentage of respondents

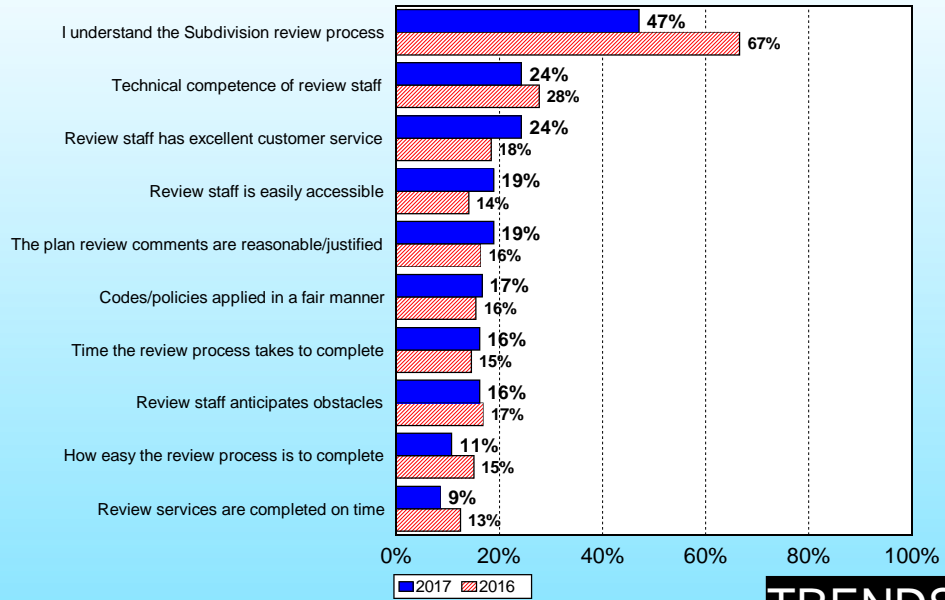


Source: ETC Institute (2017)

TRENDS

Q15. Overall Satisfaction with Development Services During Subdivision Review

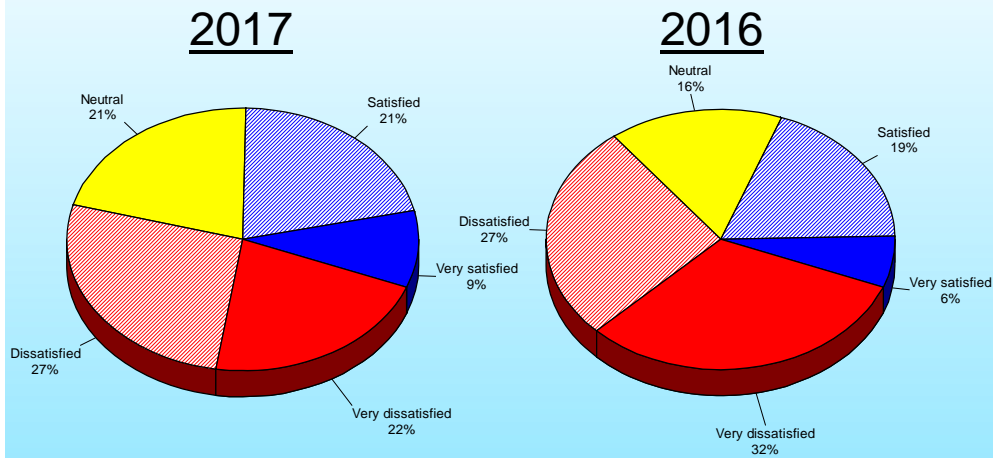
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (Excluding "Don't Know")



TRENDS

Q17. Overall, how satisfied are you with the DSD's Plan Review Division?

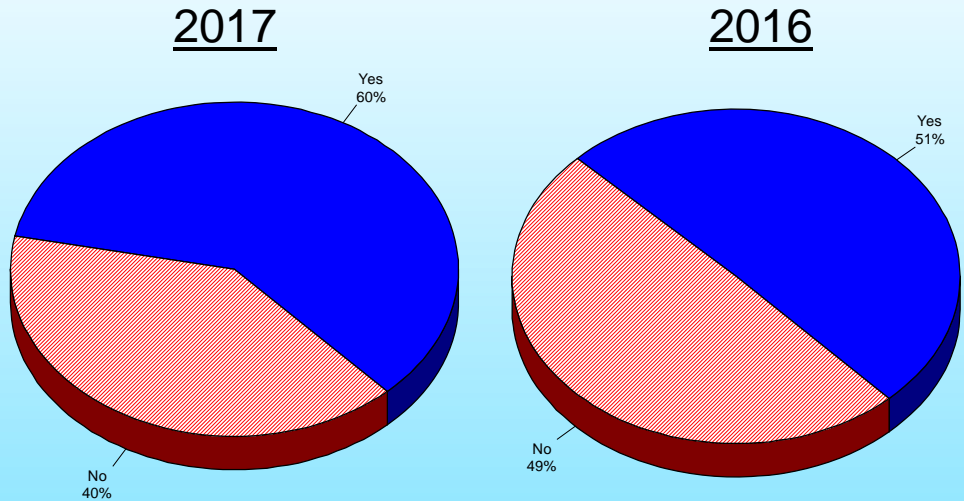
by percentage of respondents



Source: ETC Institute (2017)

TRENDS

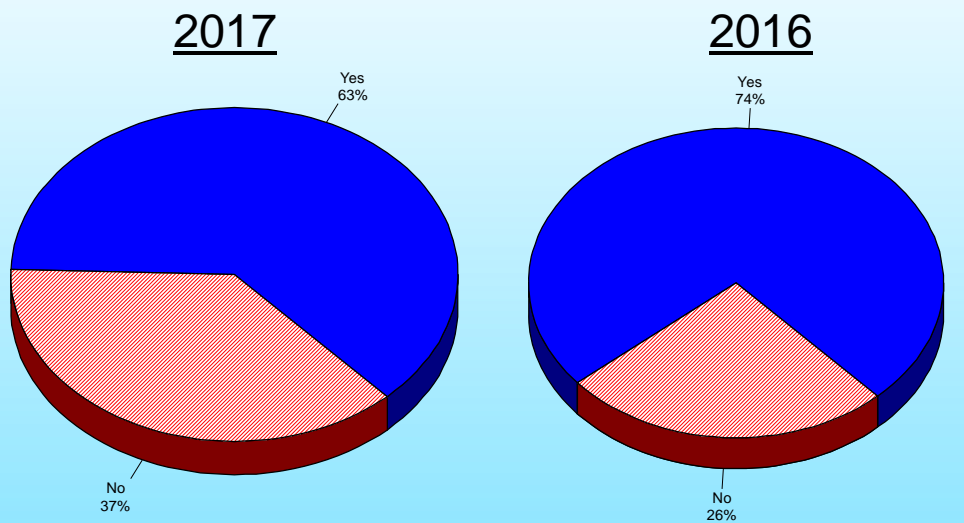
Q19. Have you interacted with DSD's Inspection Divisions during the past year?
by percentage of respondents



Source: ETC Institute (2017)

TRENDS

Q20. Have you received a residential inspection in the past year?
by percentage of respondents

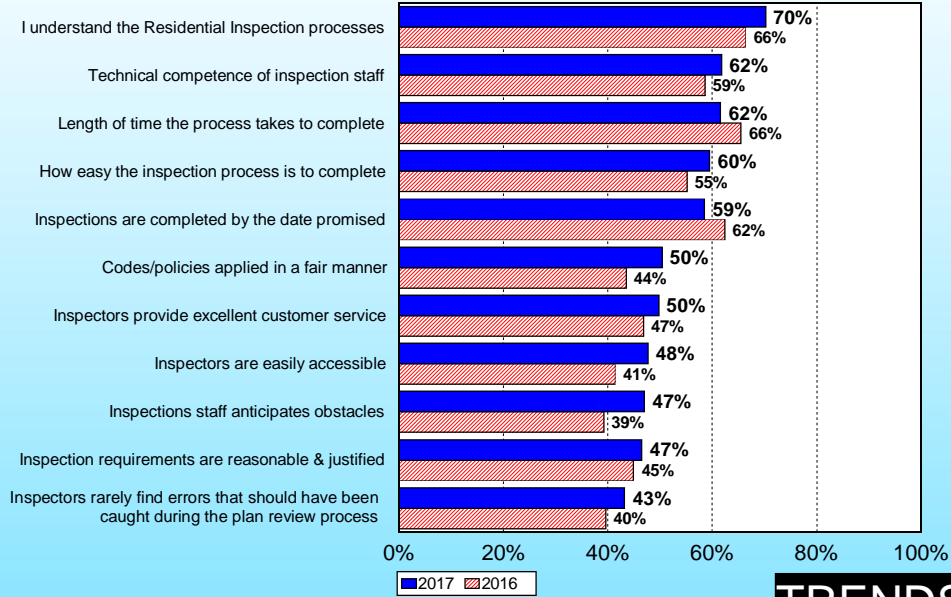


Source: ETC Institute (2017)

TRENDS

Q21. Overall Satisfaction with Development Services During Residential Inspections

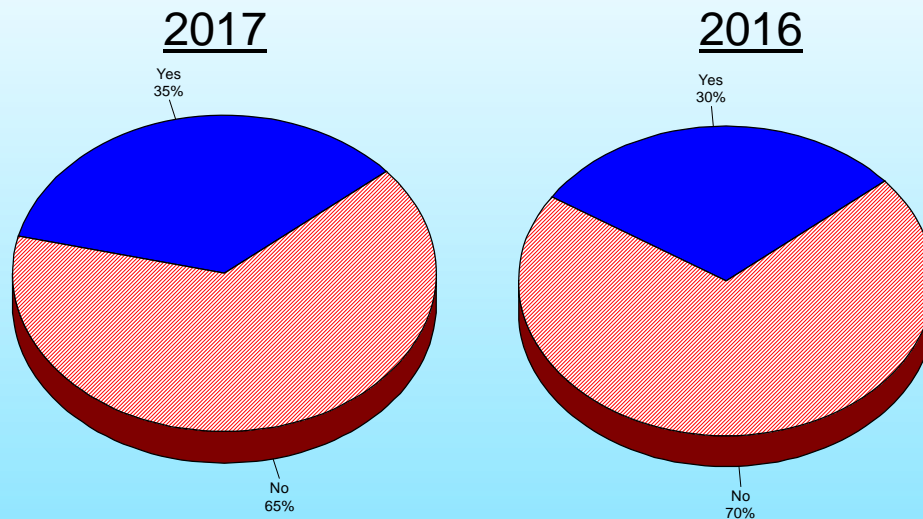
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (Excluding "Don't Know")



TRENDS

Q23. Have you received a commercial inspection in the past year?

by percentage of respondents

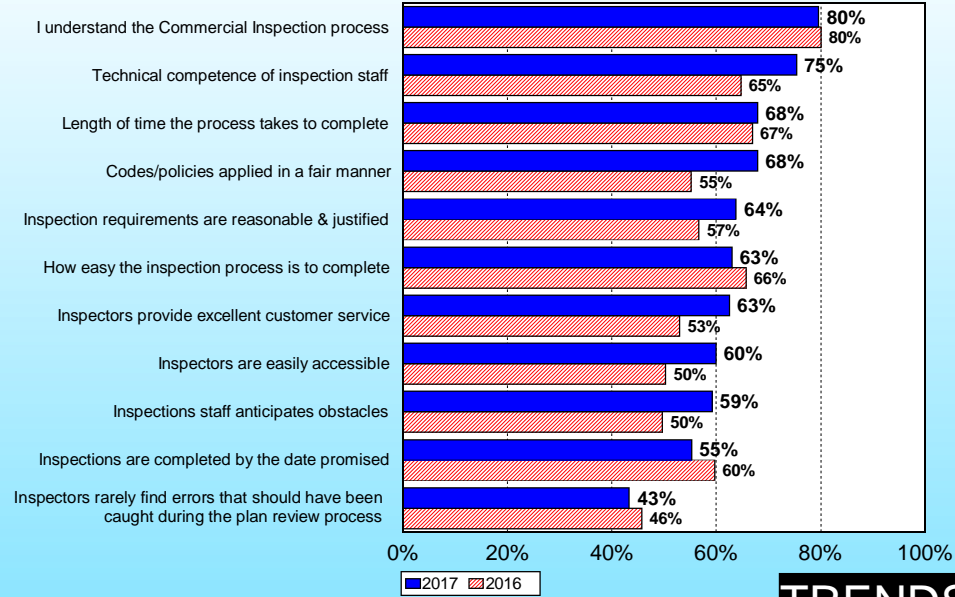


Source: ETC Institute (2017)

TRENDS

Q24. Overall Satisfaction with Development Services During Commercial Inspections

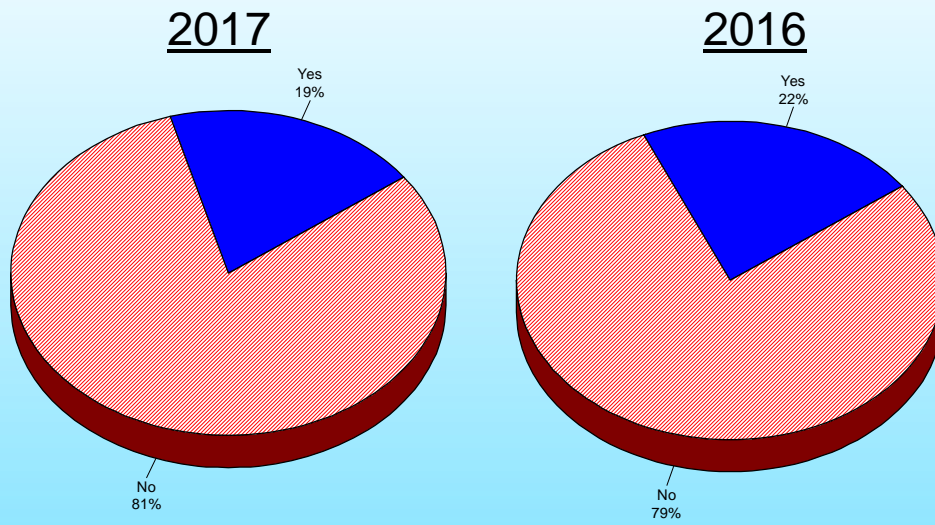
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (Excluding "Don't Know")



TRENDS

Q26. Have you received a tree inspection in the past year?

by percentage of respondents

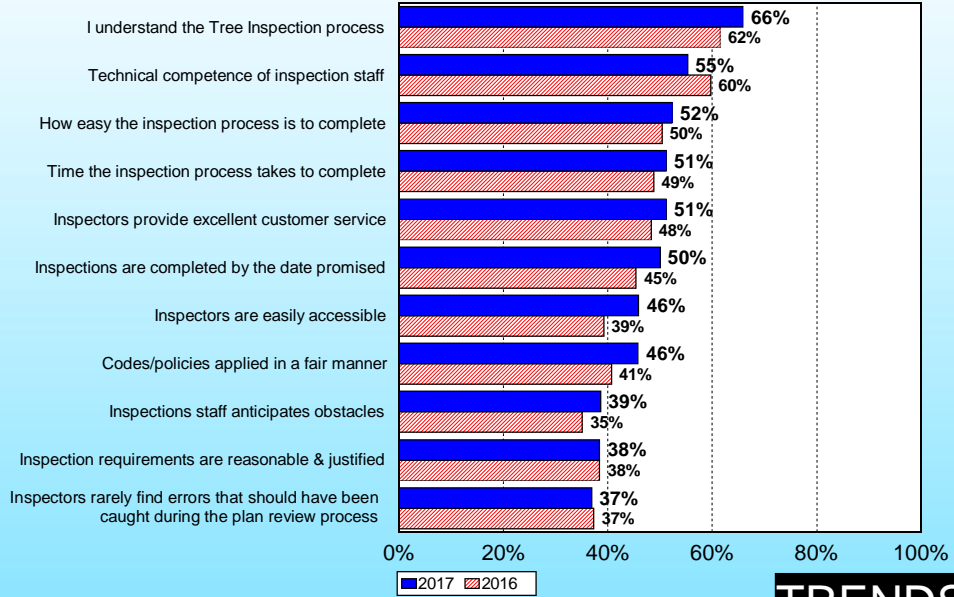


Source: ETC Institute (2017)

TRENDS

Q27. Overall Satisfaction with Items Related to Development Services Division's Tree Inspection Division

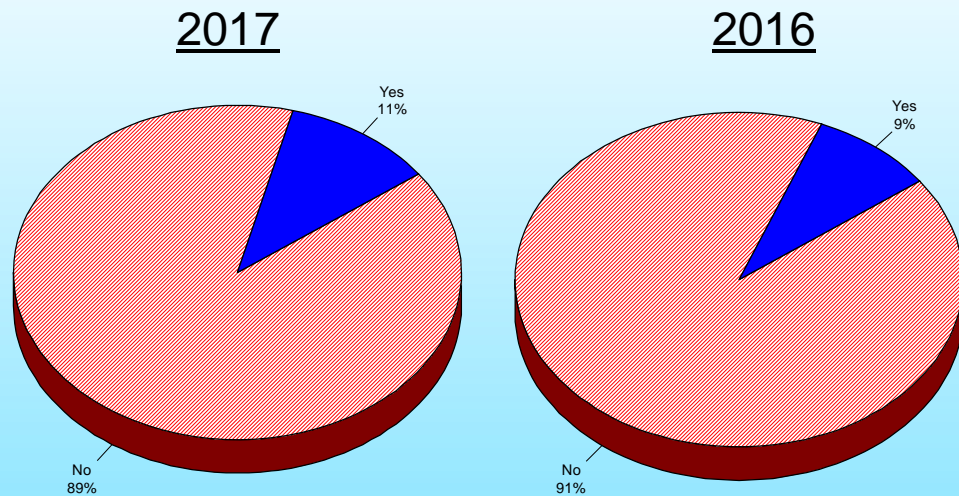
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (Excluding "Don't Know")



TRENDS

Q29. Have you received site and subdivision inspections in the past year?

by percentage of respondents

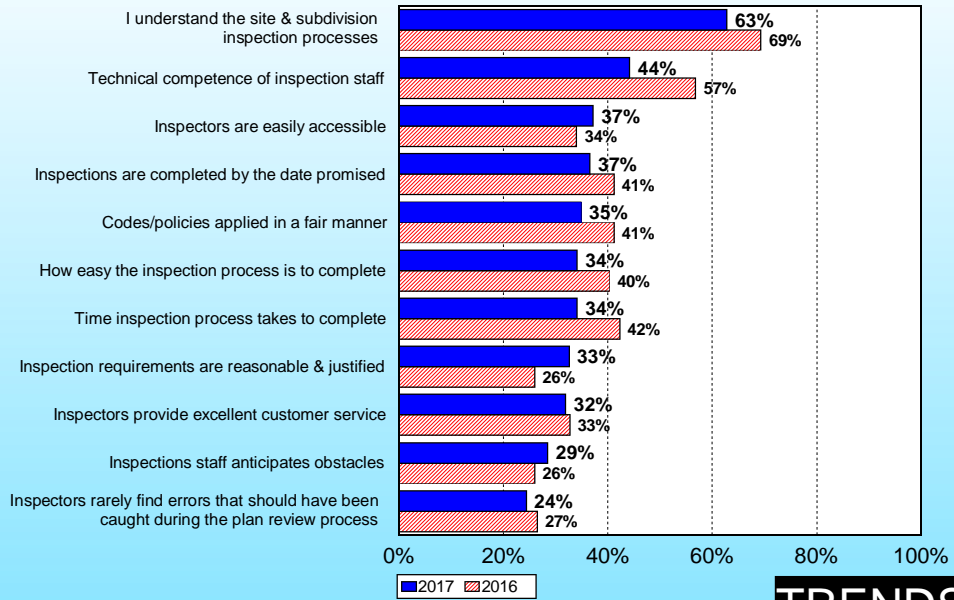


Source: ETC Institute (2017)

TRENDS

Q30. Overall Satisfaction with Items Related to Development Services Division's Site and Subdivision Inspection Division

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (Excluding "Don't Know")

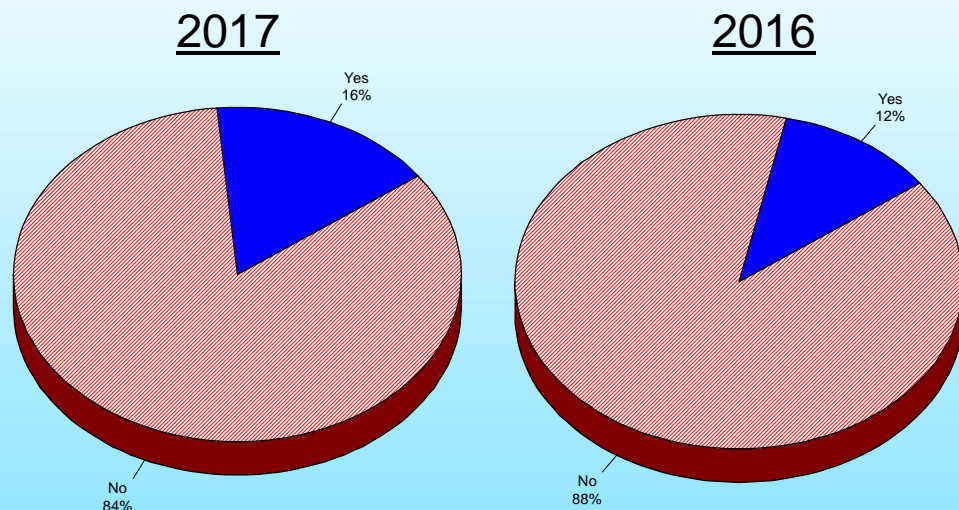


Source: ETC Institute (2017)

TRENDS

Q32. Have you received an environmental inspection in the past year?

by percentage of respondents

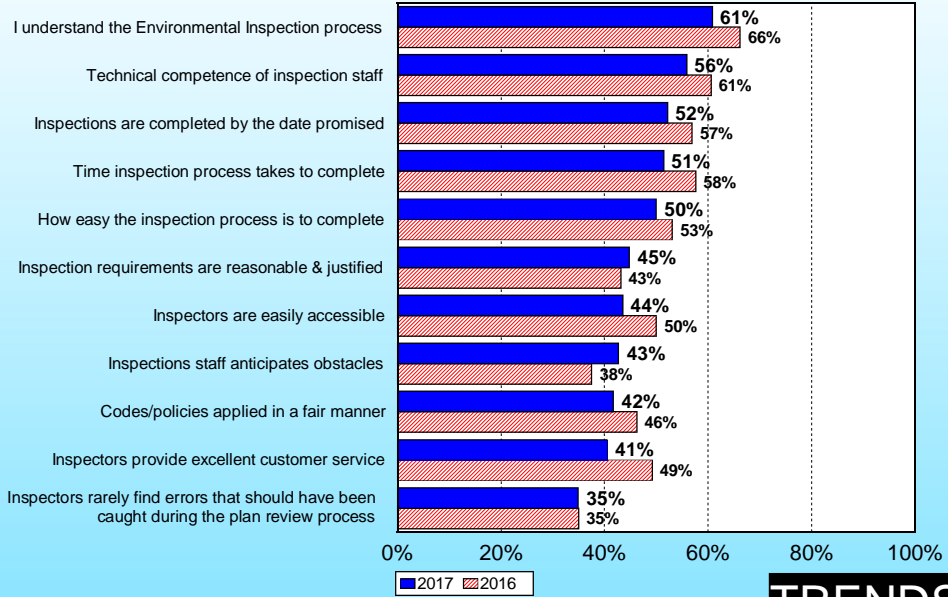


Source: ETC Institute (2017)

TRENDS

Q33. Overall Satisfaction with Items Related to Development Services Division's Environmental Inspection Division

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (Excluding "Don't Know")

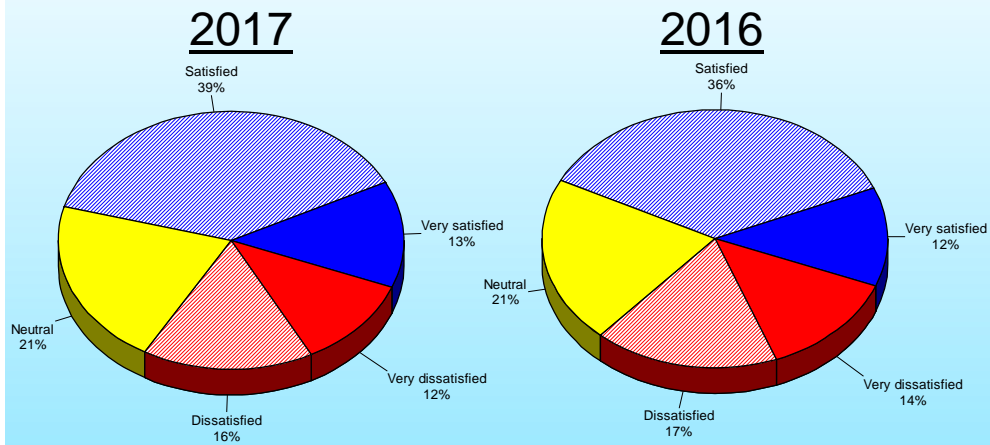


Source: ETC Institute (2017)

TRENDS

Q35. Overall, how satisfied are you with the services provided by DSD's Inspection Division

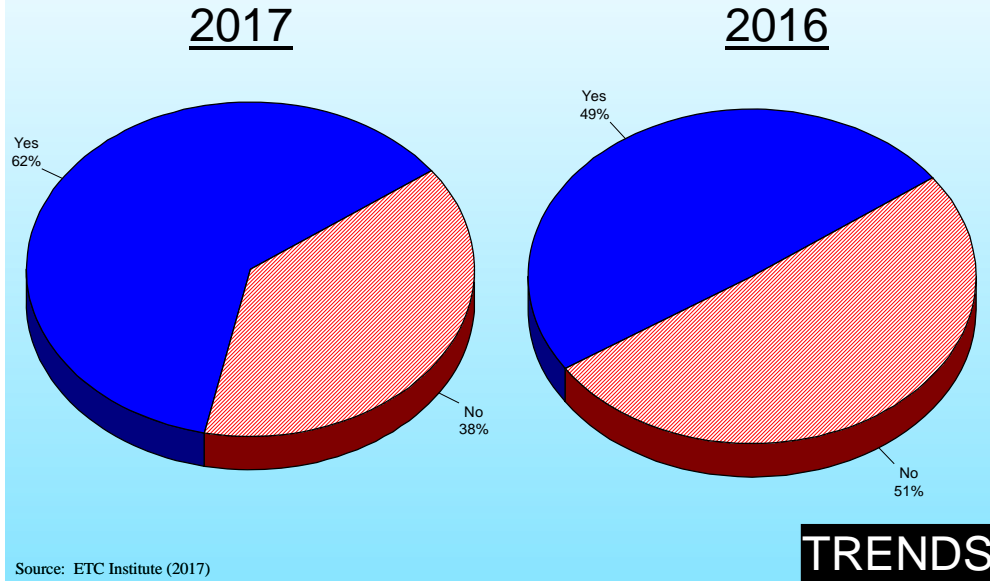
by percentage of respondents



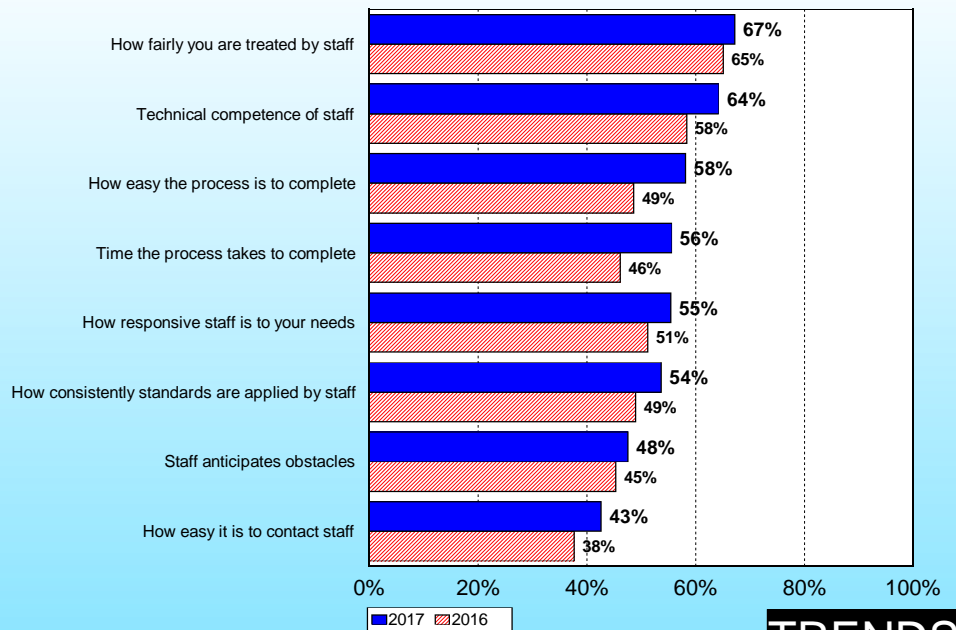
Source: ETC Institute (2017)

TRENDS

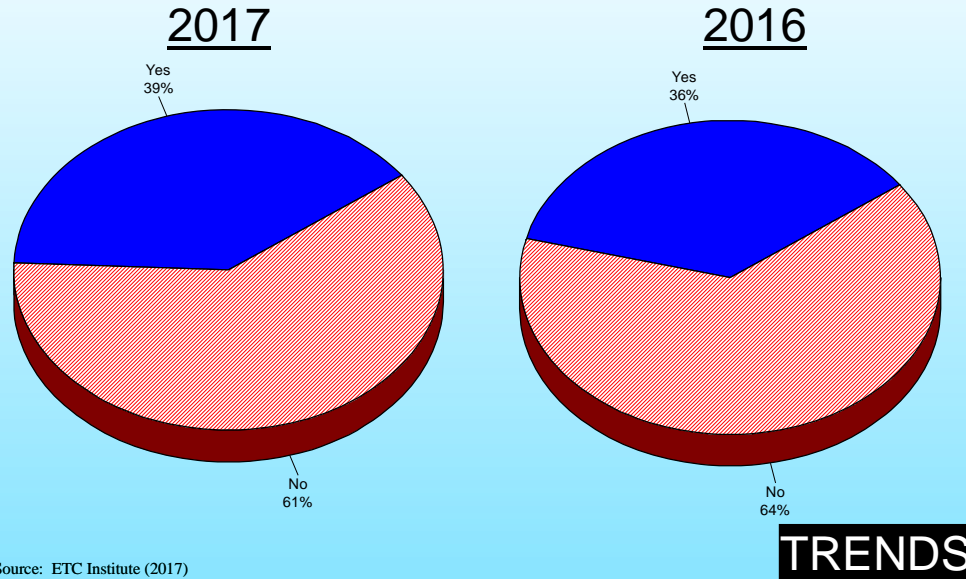
Q39. Have you received services from the Service Center during the past year?
by percentage of respondents



Q40. Satisfaction with Items Related to DSD's Service Center
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (Excluding "Don't Know")

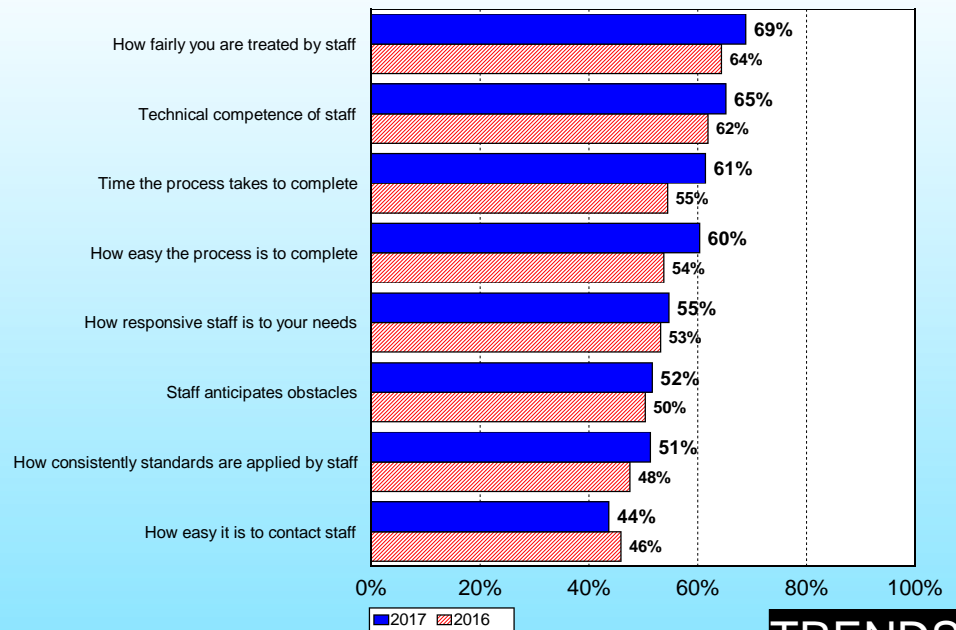


Q42. Have you received walk-in consultation services from the Development Assistance Center during the past year?
by percentage of respondents

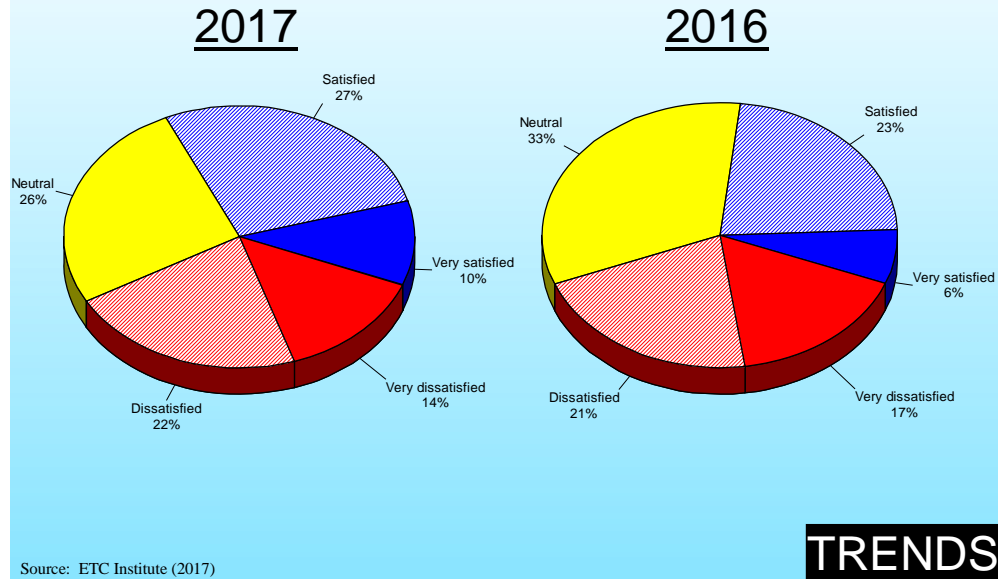


Q43. Satisfaction with Walk-in Consultation Services

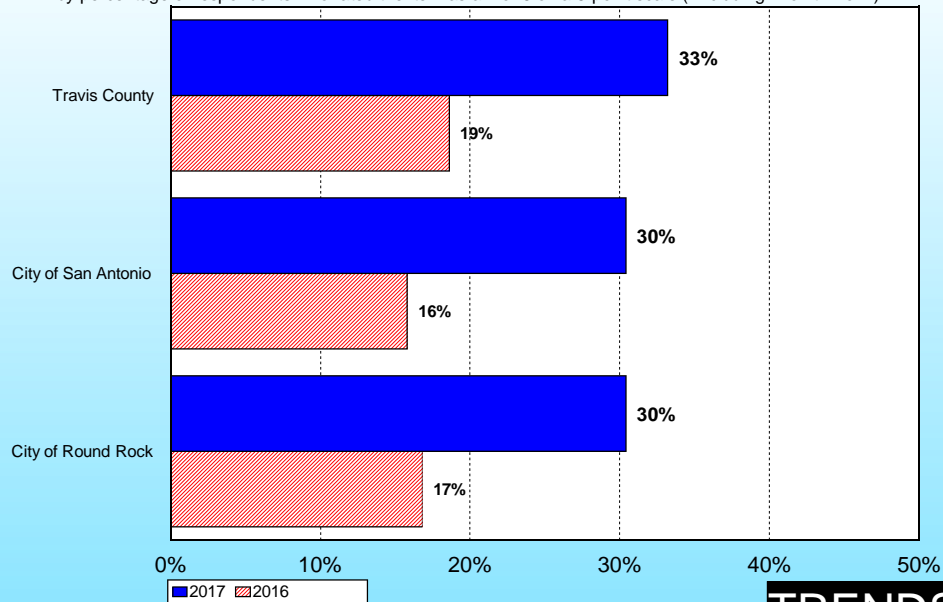
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (Excluding "Don't Know")



Q45. How satisfied are you with your understanding of how the Development Services Department is structured and the role that external City departments have in the review and permitting process?
by percentage of respondents

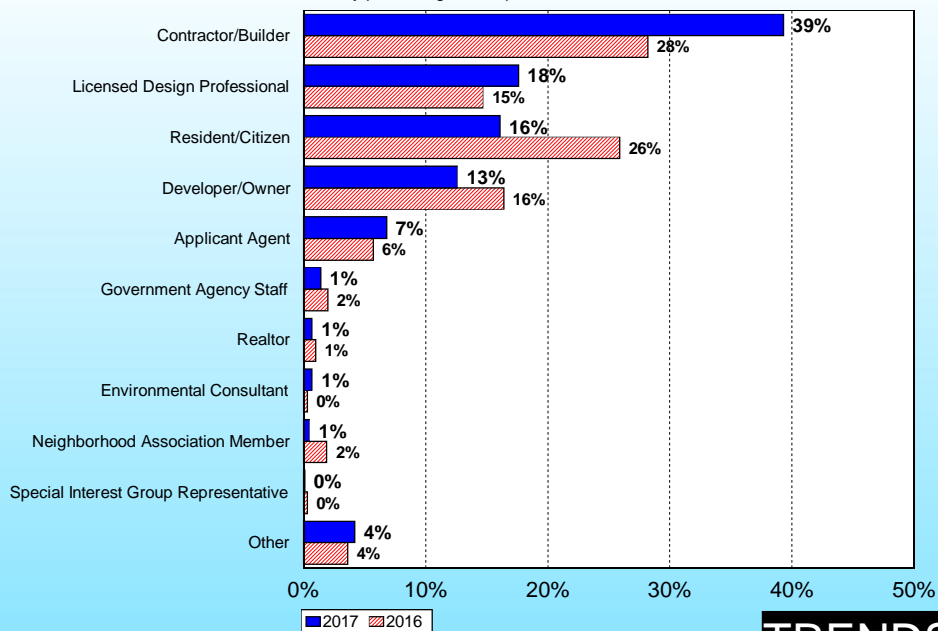


Q46. Rating How the Development Services Department's Review and Permitting Process Compares to Other Jurisdictions
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (Excluding "Don't Know")



Q47. Which of the following best describes you?

by percentage of respondents



Source: ETC Institute (2017)

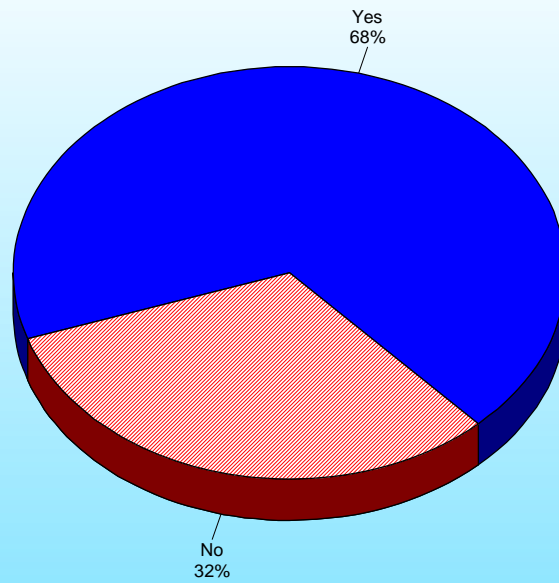
TRENDS

Section 3

Charts and Graphs

Q1. Have you interacted with the DSD's Building Plan Review Division during the past year?

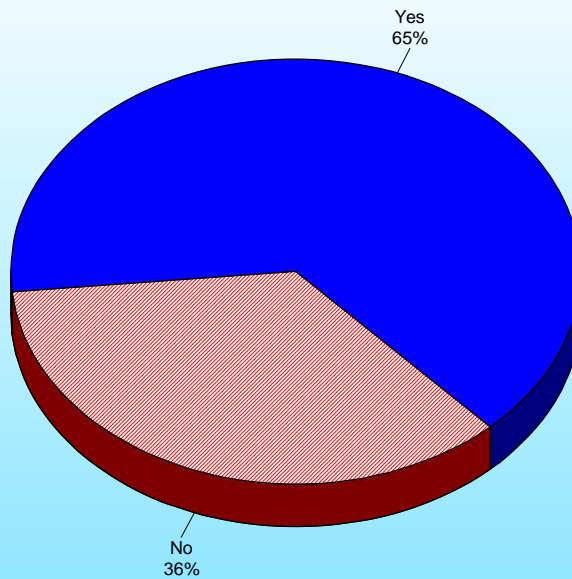
by percentage of respondents



Source: ETC Institute (2017)

Q2. Have you received services from the Residential Building Plan Review Division during the past year?

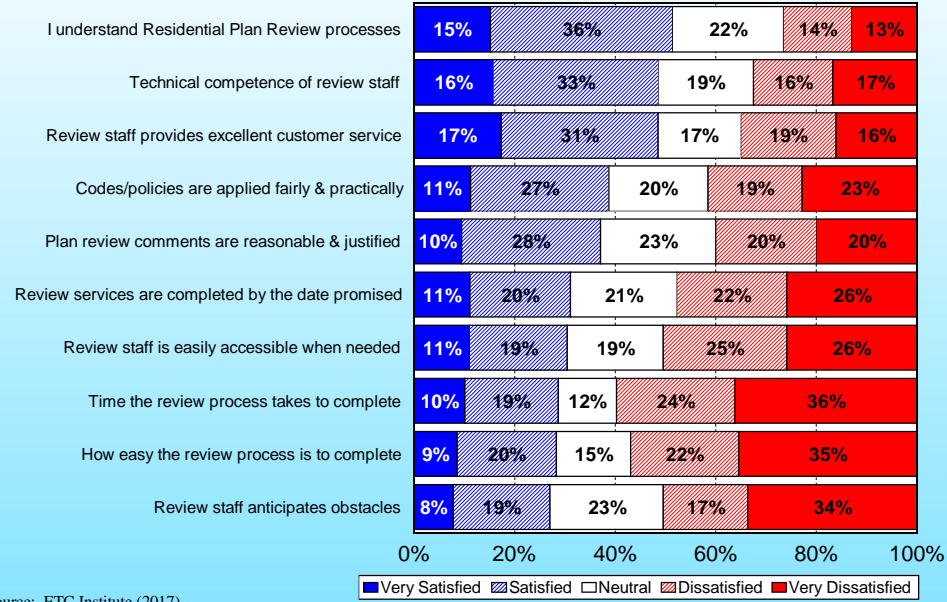
by percentage of respondents



Source: ETC Institute (2017)

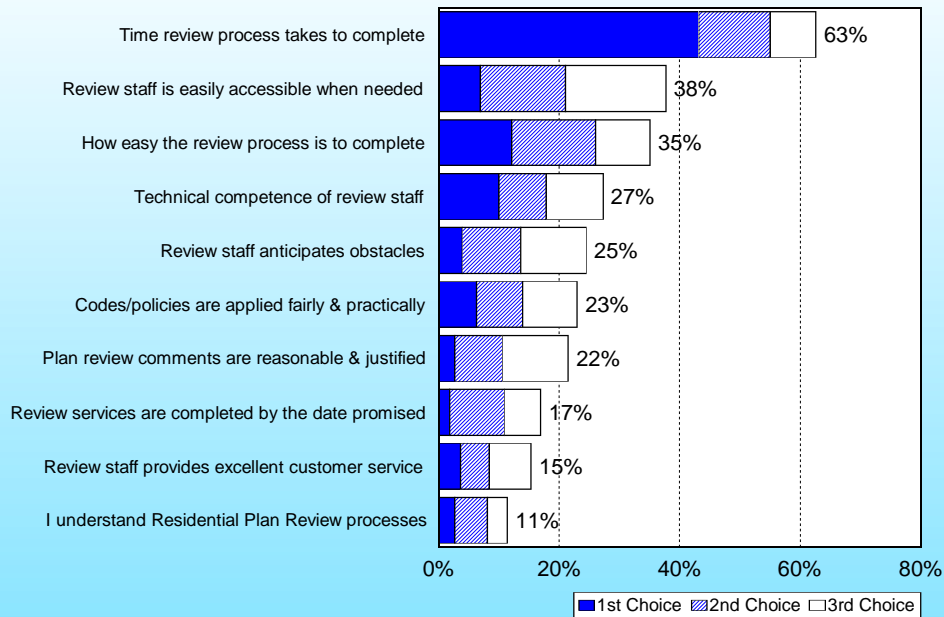
Q3. Overall Satisfaction with Items that May Influence Your Satisfaction with DSD's Residential Building Plan Review Process

by percentage of respondents who have interacted with the DSD's Building Plan Review Division during the past year
(Excluding "Don't Know")



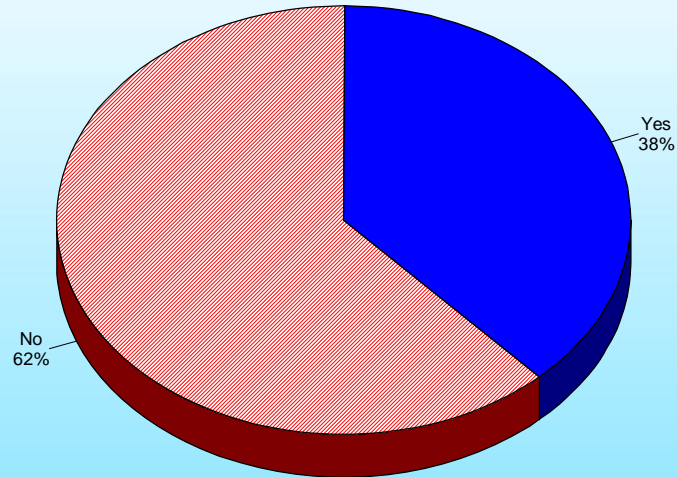
Q4. Which THREE items do you think are most important for DSD's Residential Building Plan Review Division to Emphasize?

by percentage of respondents who selected the item as one of their top three choices



Q5. Have you received services from the Commercial Building Plan Review Division during the past year?

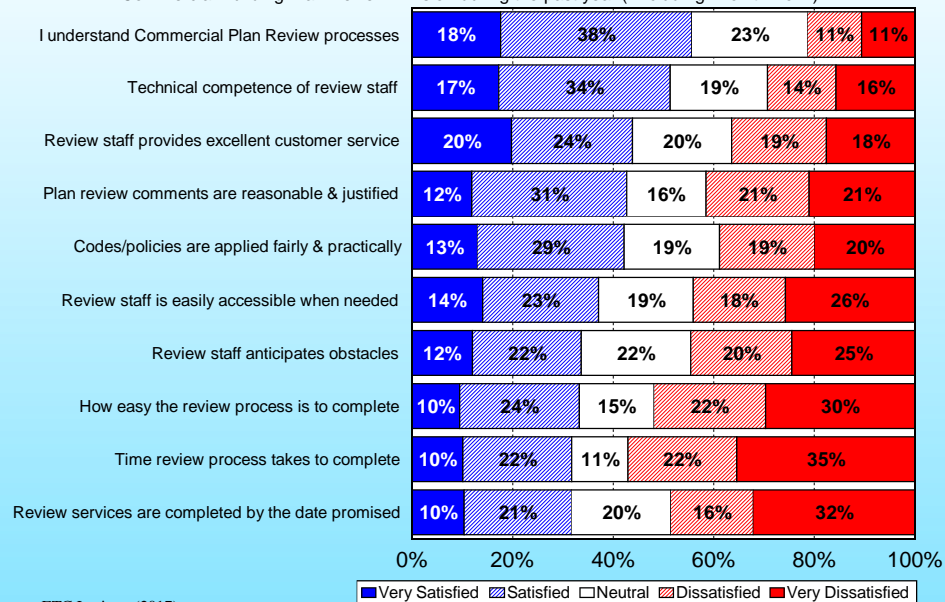
by percentage of respondents



Source: ETC Institute (2017)

Q6. Overall Satisfaction with Items that May Influence Your Satisfaction with DSD's Commercial Building Plan Review Process

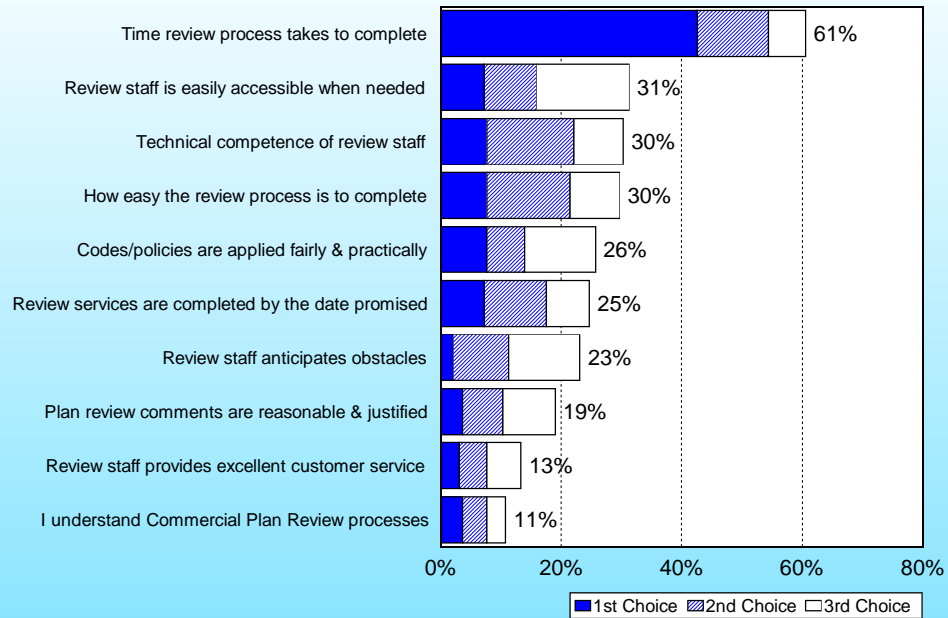
by percentage of respondents who have interacted with the DSD's
Commercial Building Plan Review Division during the past year (Excluding "Don't Know")



Source: ETC Institute (2017)

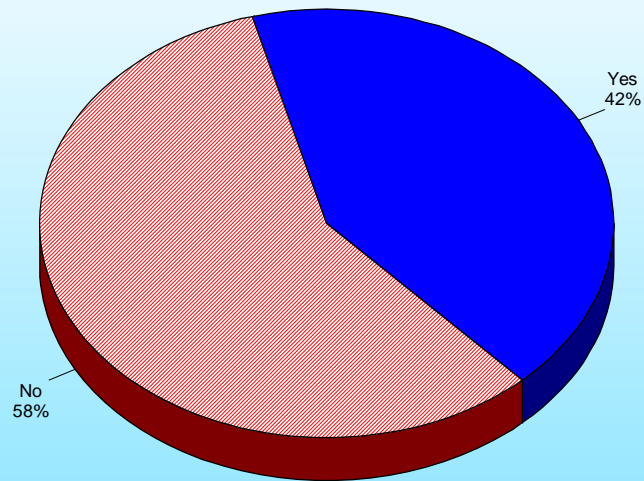
Q7. Which THREE items do you think are most important for DSD's Commercial Building Plan Review Division to Emphasize?

by percentage of respondents who selected the item as one of their top three choices



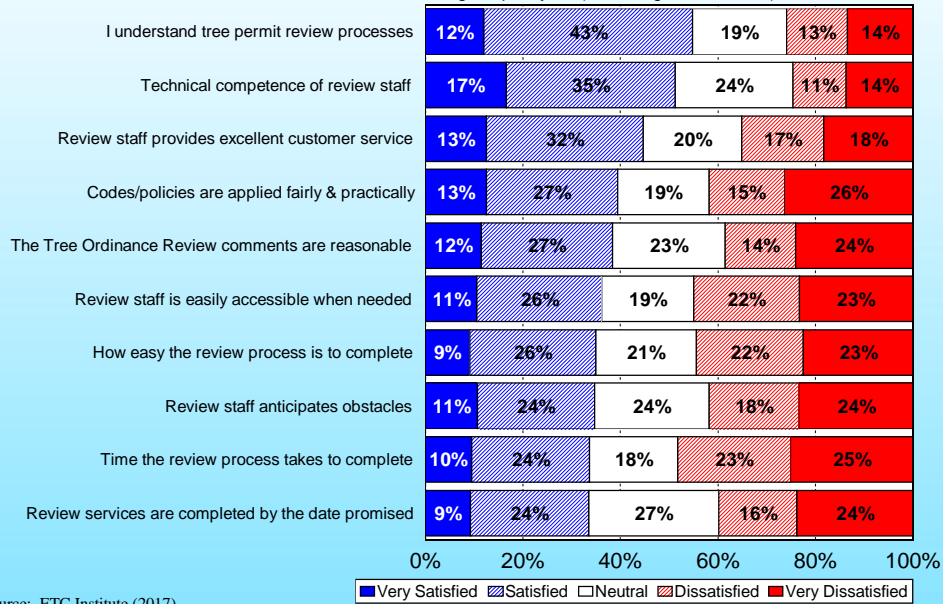
Q8. Have you received services from the Tree Ordinance Review Division during the past year?

by percentage of respondents



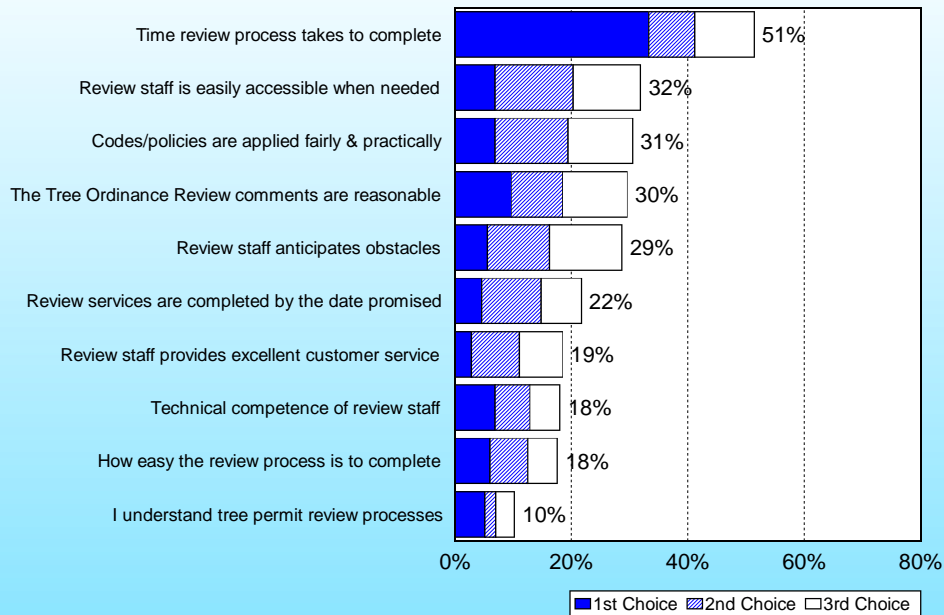
Q9. Overall Satisfaction with Items that May Influence Your Satisfaction with DSD's Tree Ordinance Review Process

by percentage of respondents who have interacted with the DSD's Tree Ordinance Review Division during the past year (Excluding "Don't Know")



Q10. Which THREE items do you think are most important for DSD's Tree Ordinance Review Division to Emphasize?

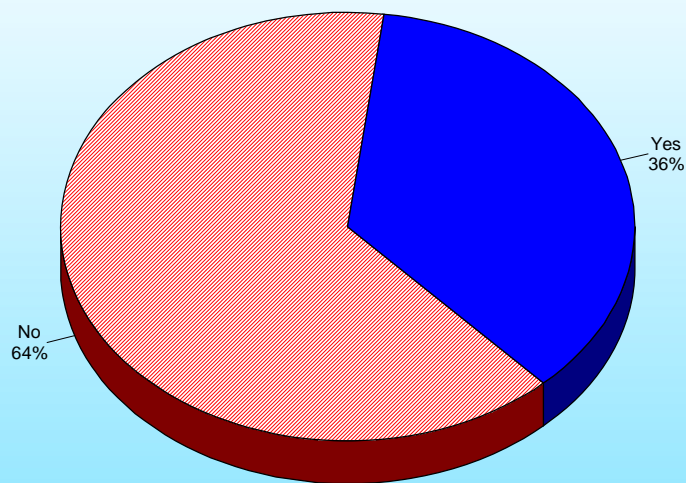
by percentage of respondents who selected the item as one of their top three choices



Site Plan Review

Q11. Have you received services related to a site plan review during the past year?

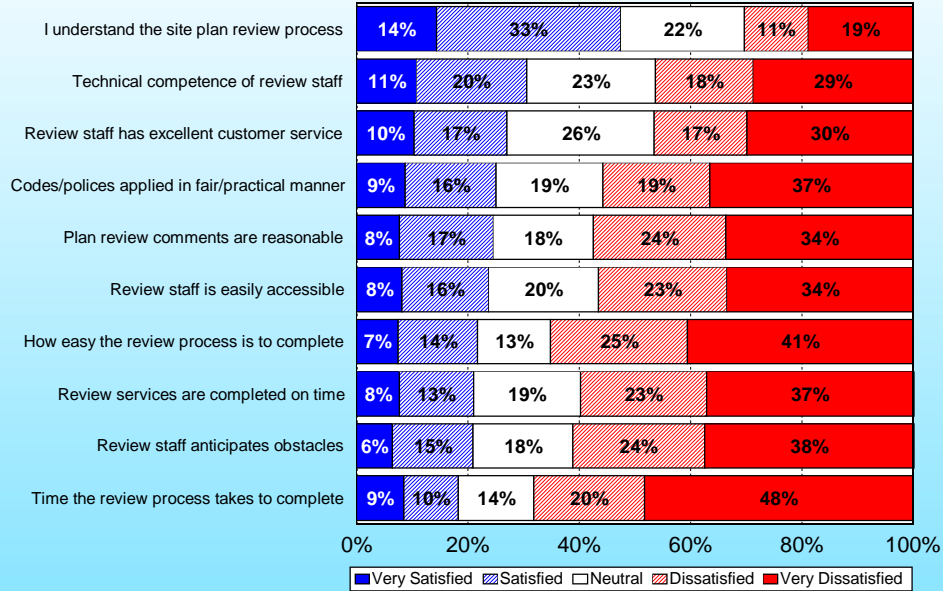
by percentage of respondents



Source: ETC Institute (2017)

Q12. Overall Satisfaction with Development Services During Site Plan Review

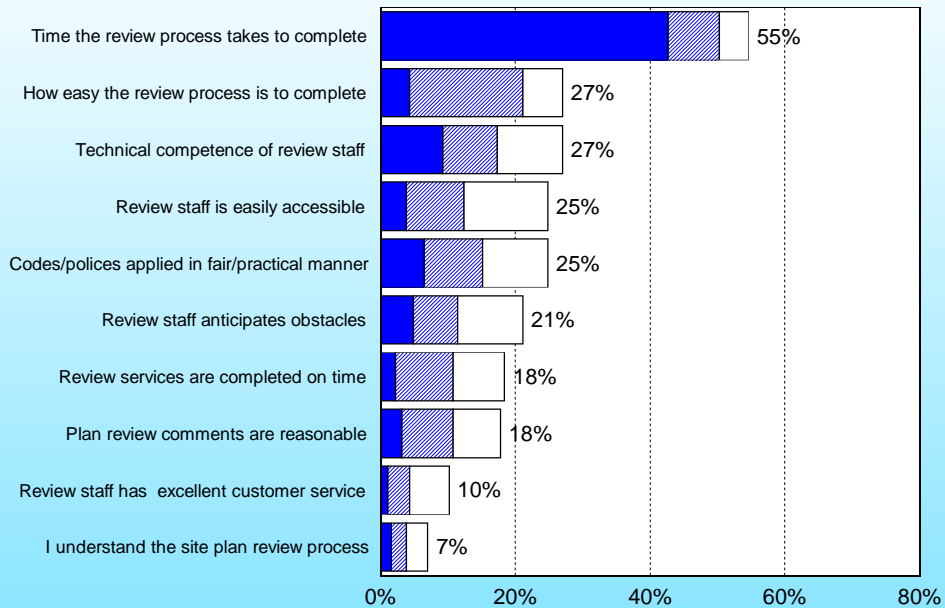
by percentage of respondents who have received services related to a site plan review during the past year
(Excluding "Don't Know")



Source: ETC Institute (2017)

Q13. Which THREE items do you think are most important for DSD's Plan Review Division to Emphasize?

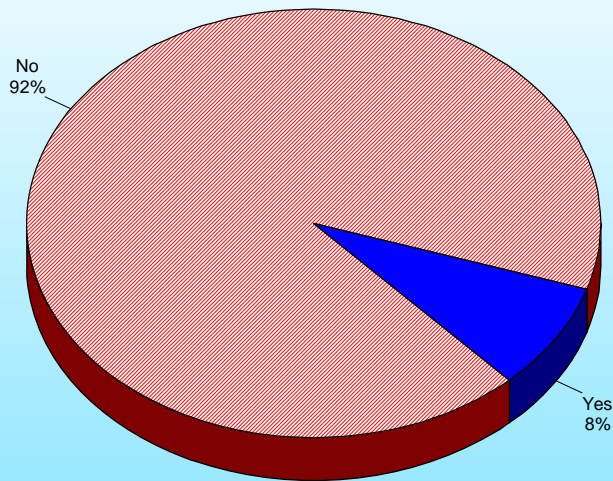
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2017)

Subdivision Review

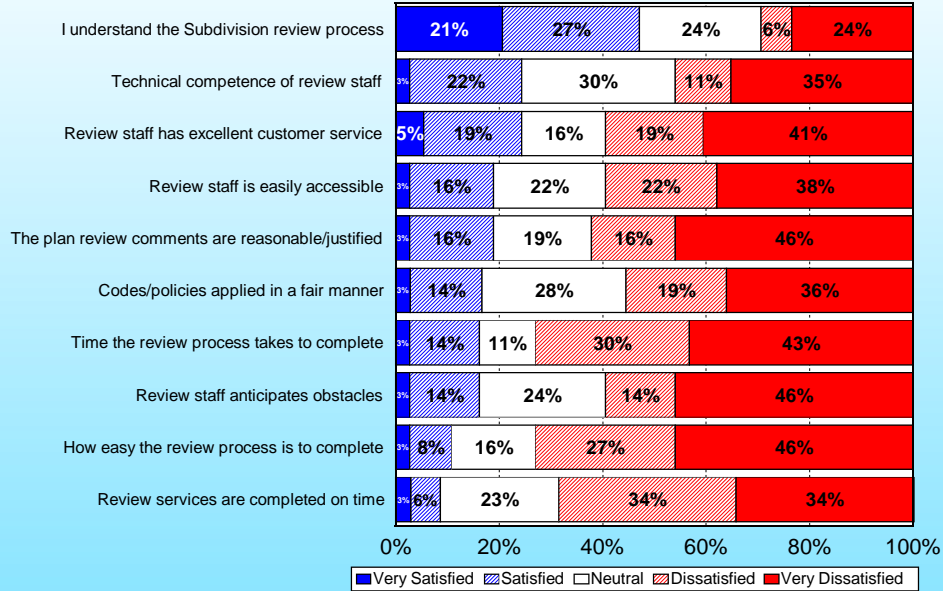
Q14. Have you received services related to a Subdivision Review during the past year?
by percentage of respondents



Source: ETC Institute (2017)

Q15. Overall Satisfaction with Development Services During Subdivision Review

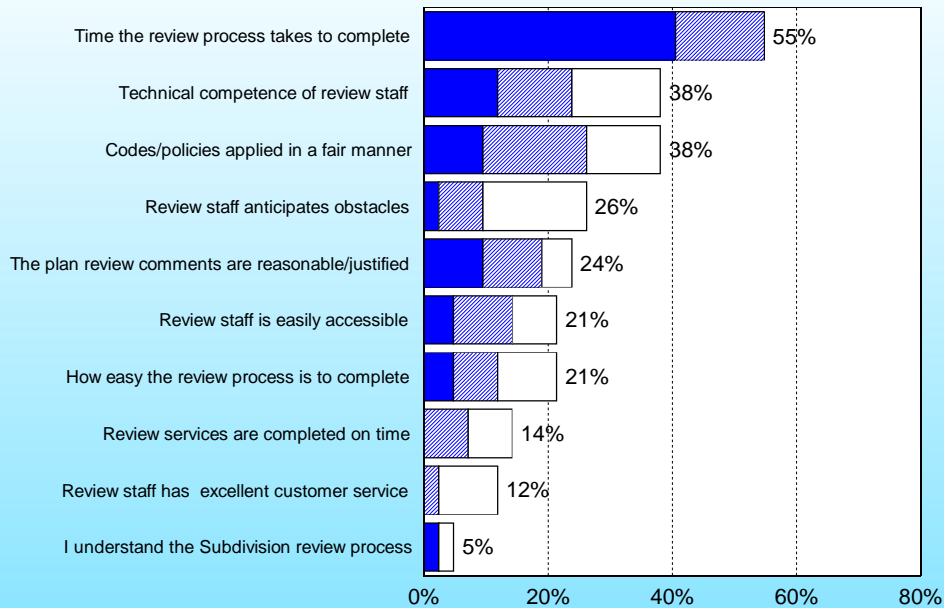
by percentage of respondents who have received services related to a subdivision review during the past year
(Excluding "Don't Know")



Source: ETC Institute (2017)

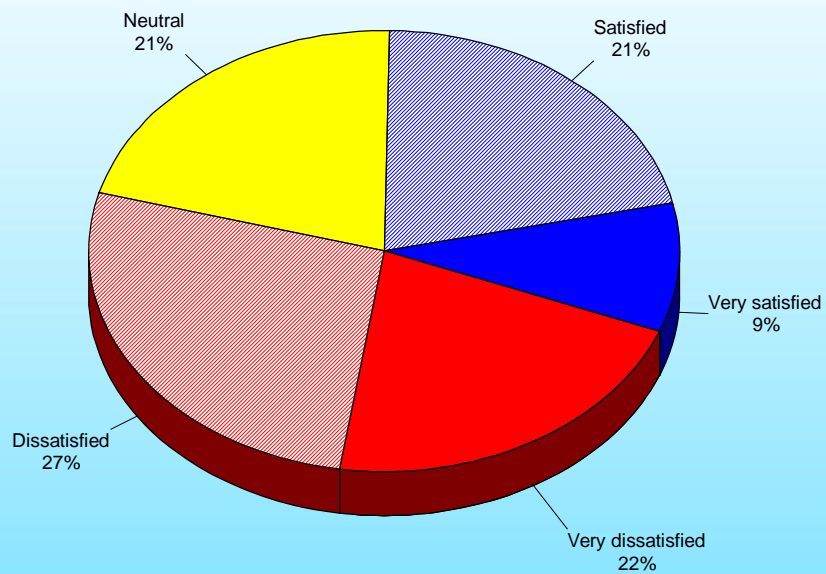
Q16. Which THREE items do you think are most important for DSD Subdivision Review Division to Emphasize?

by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2017)

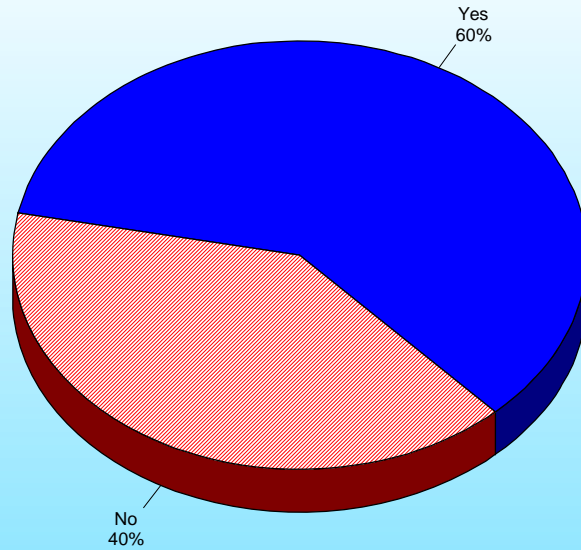
Q17. Overall, how satisfied are you with the
DSD's Plan Review Division?
by percentage of respondents



Source: ETC Institute (2017)

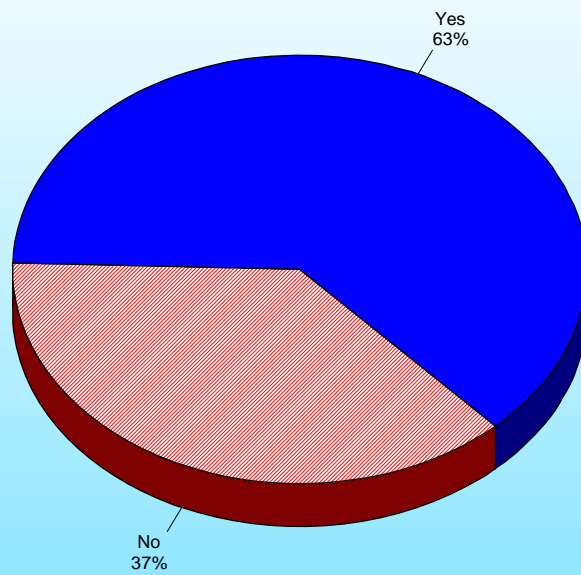
Inspection Division

Q19. Have you interacted with DSD's Inspection Divisions during the past year?
by percentage of respondents



Source: ETC Institute (2017)

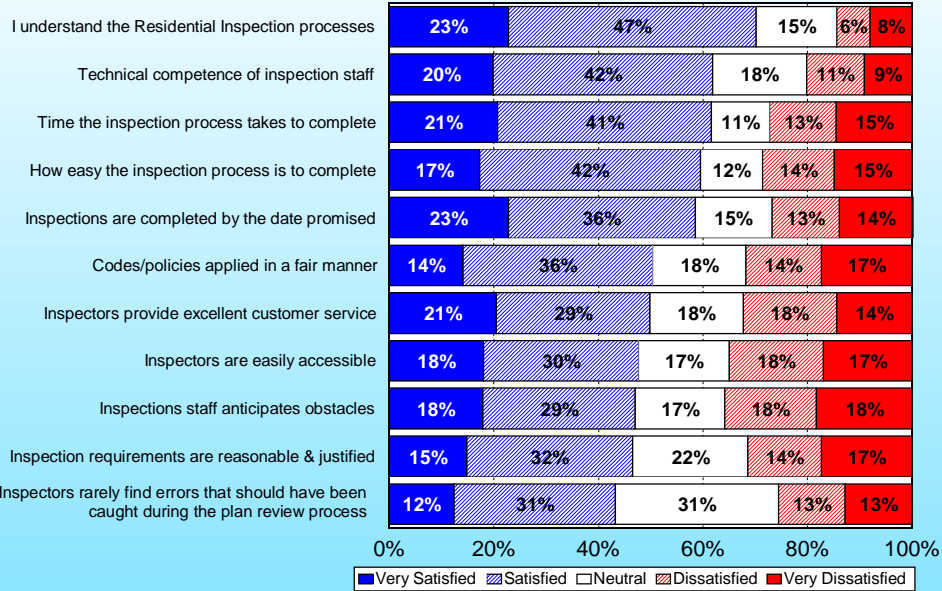
Q20. Have you received a residential inspection in the past year?
by percentage of respondents



Source: ETC Institute (2017)

Q21. Overall Satisfaction with Development Services During Residential Inspections

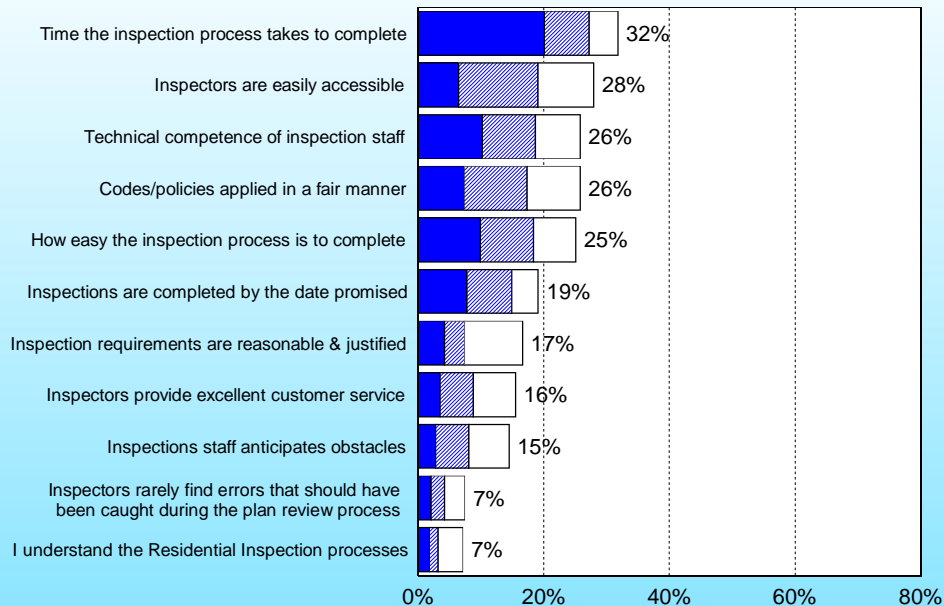
by percentage of respondents who have interacted with DSD's Inspection Division and have received a residential inspection during the past year (Excluding "Don't Know")



Source: ETC Institute (2017)

Q22. Which THREE items do you think are most important for DSD Residential Inspection Division to Emphasize?

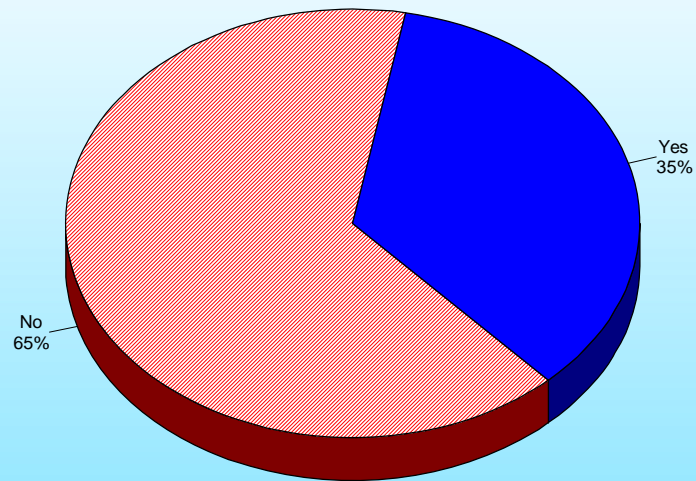
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2017)

Commercial Inspections

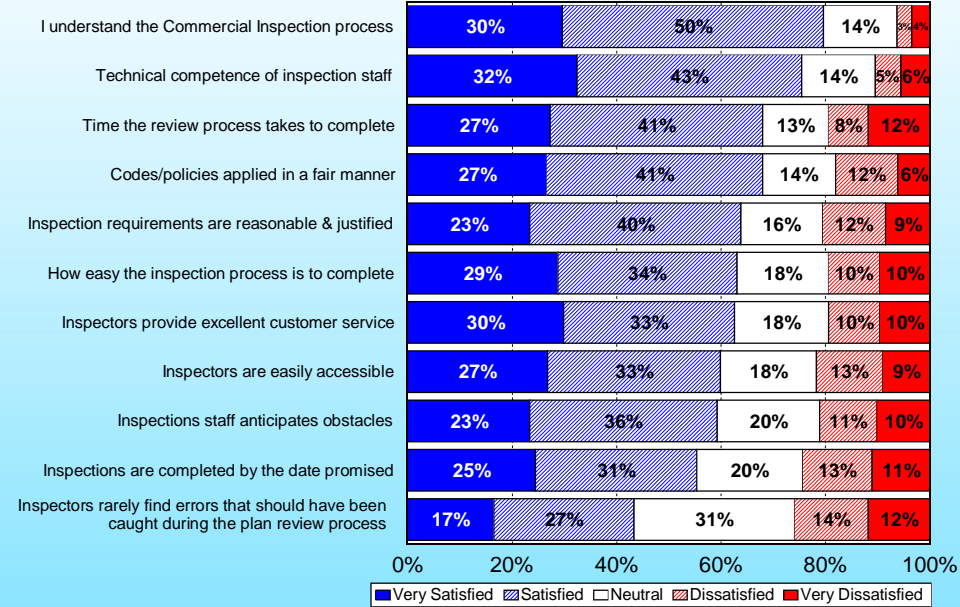
Q23. Have you received a commercial inspection in the past year?
by percentage of respondents



Source: ETC Institute (2017)

Q24. Overall Satisfaction with Development Services During Commercial Inspections

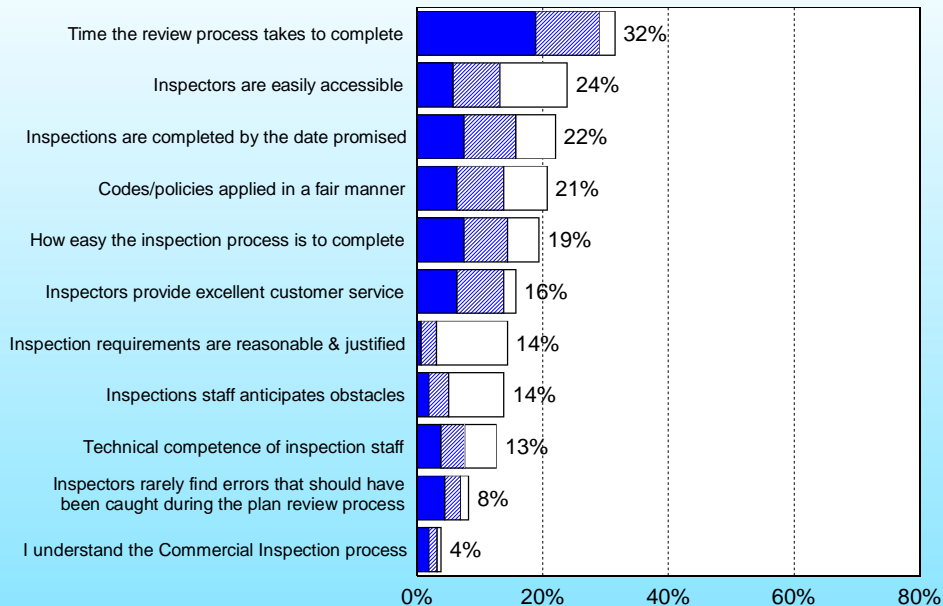
by percentage of respondents who have received a commercial inspection during the past year (Excluding "Don't Know")



Source: ETC Institute (2017)

Q25. Which THREE items do you think are most important for DSD Commercial Inspection Division to Emphasize?

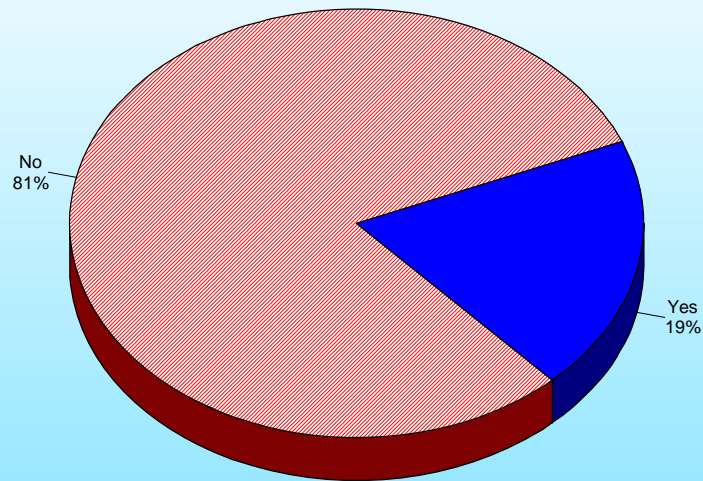
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2017)

Tree Inspections

Q26. Have you received a tree inspection in the past year?
by percentage of respondents

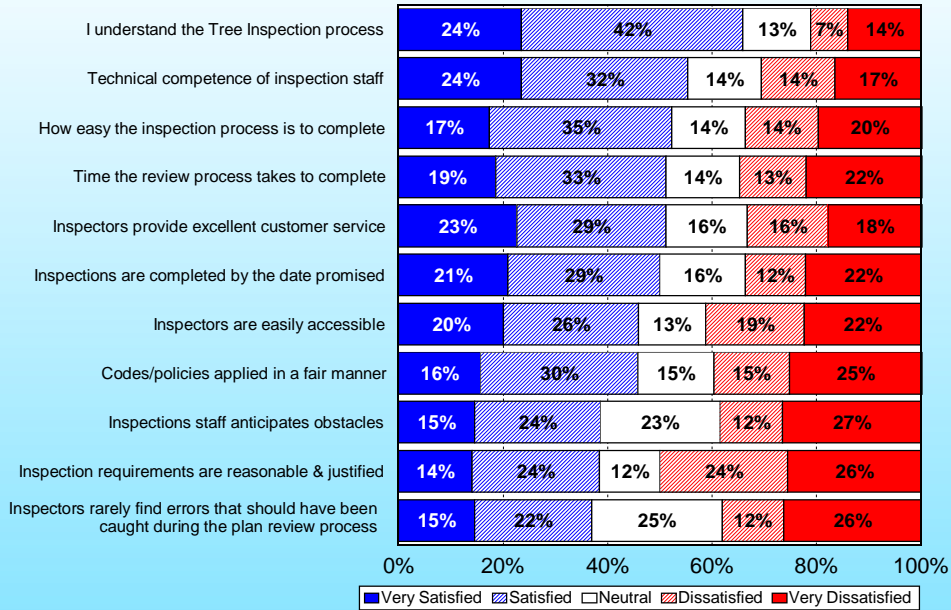


Source: ETC Institute (2017)

Q27. Satisfaction with Items Related to

Development Services Division's Tree Inspection Division

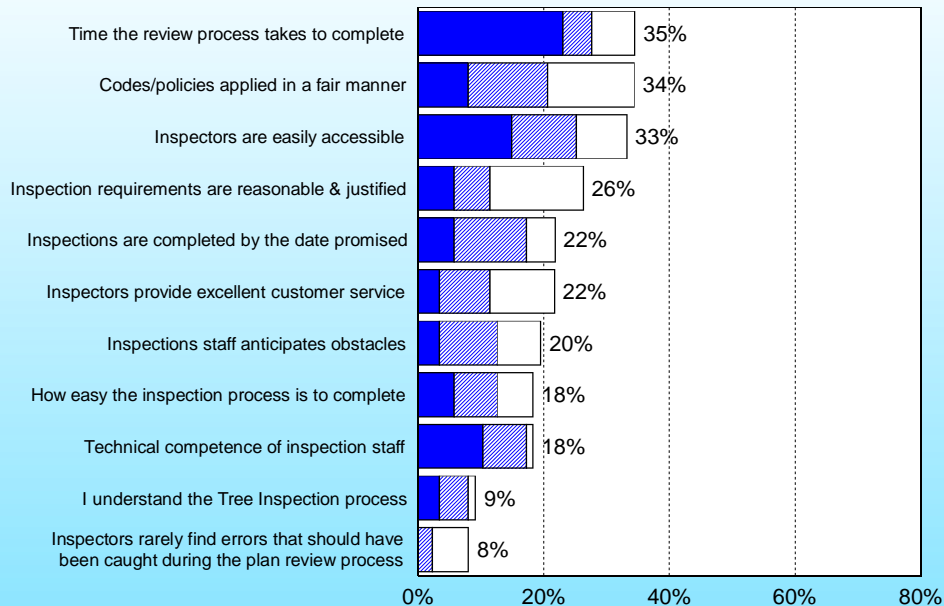
by percentage of respondents who have received a tree inspection during the past year (Excluding "Don't Know")



Source: ETC Institute (2017)

Q28. Which THREE items do you think are most important for DSD Tree Inspection Division to Emphasize?

by percentage of respondents who selected the item as one of their top three choices

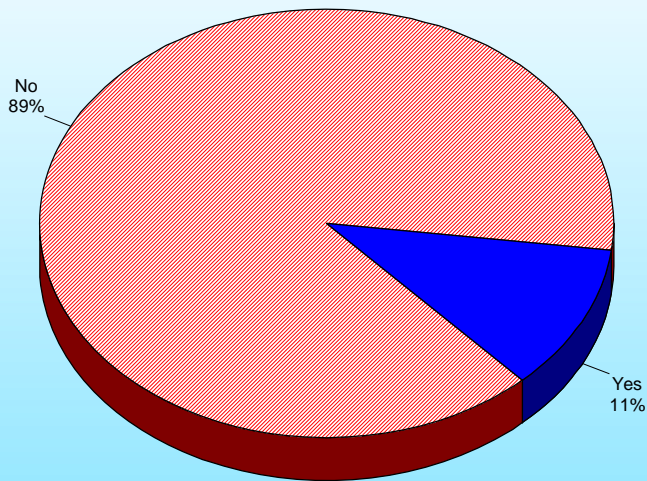


Source: ETC Institute (2017)

Site and Subdivision Inspections

Q29. Have you received site and subdivision inspections in the past year?

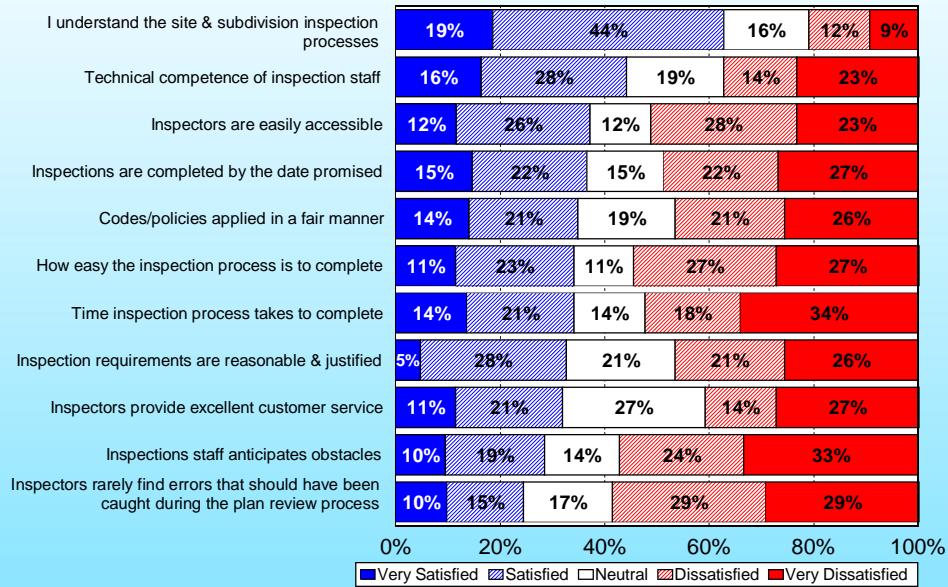
by percentage of respondents



Source: ETC Institute (2017)

Q30. Satisfaction with Items Related to Development Services Division's Site and Subdivision Inspection Division

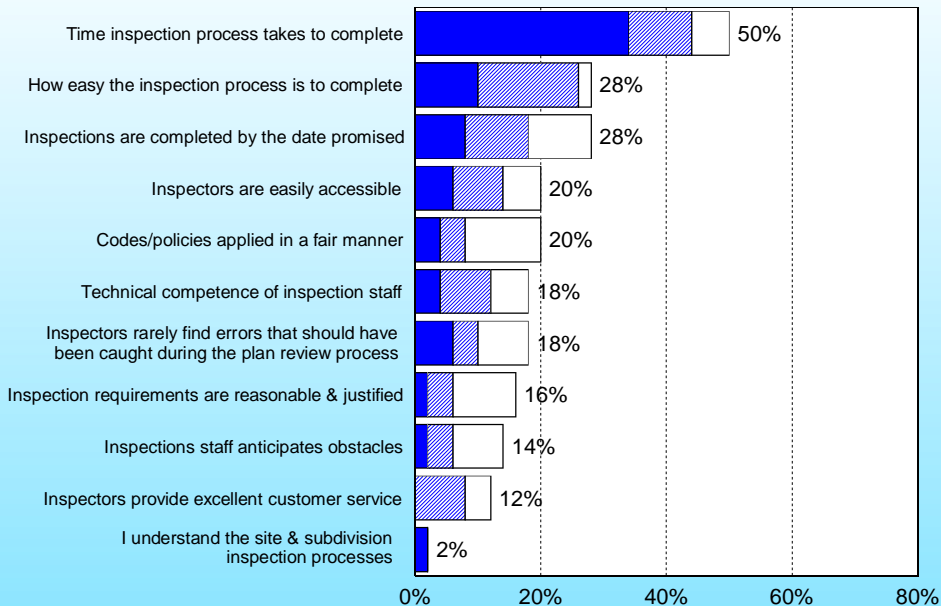
by percentage of respondents who have received site and subdivision inspections during the past year (Excluding "Don't Know")



Source: ETC Institute (2017)

Q31. Which THREE items do you think are most important for DSD Site and Subdivision Inspection Division to Emphasize?

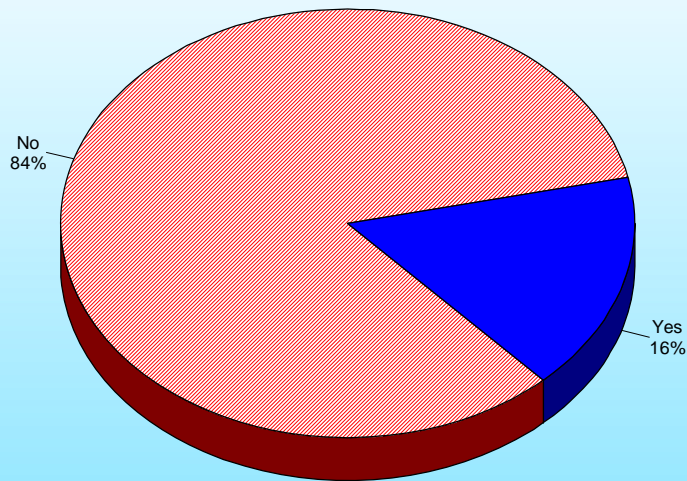
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2017)

Environmental Inspections

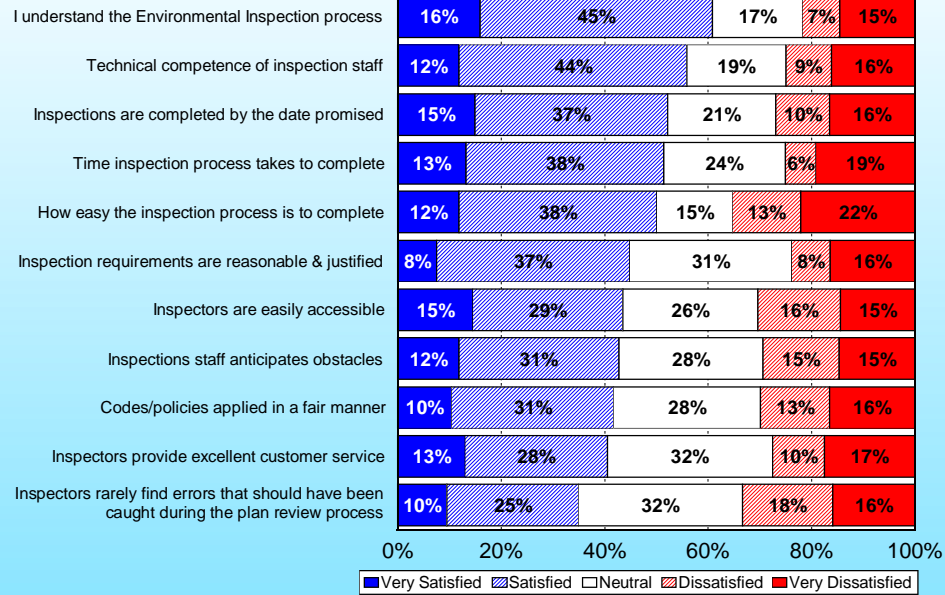
Q32. Have you received an environmental inspection in the past year?
by percentage of respondents



Source: ETC Institute (2017)

Q33. Satisfaction with Items Related to Development Services Division's Environmental Inspection Division

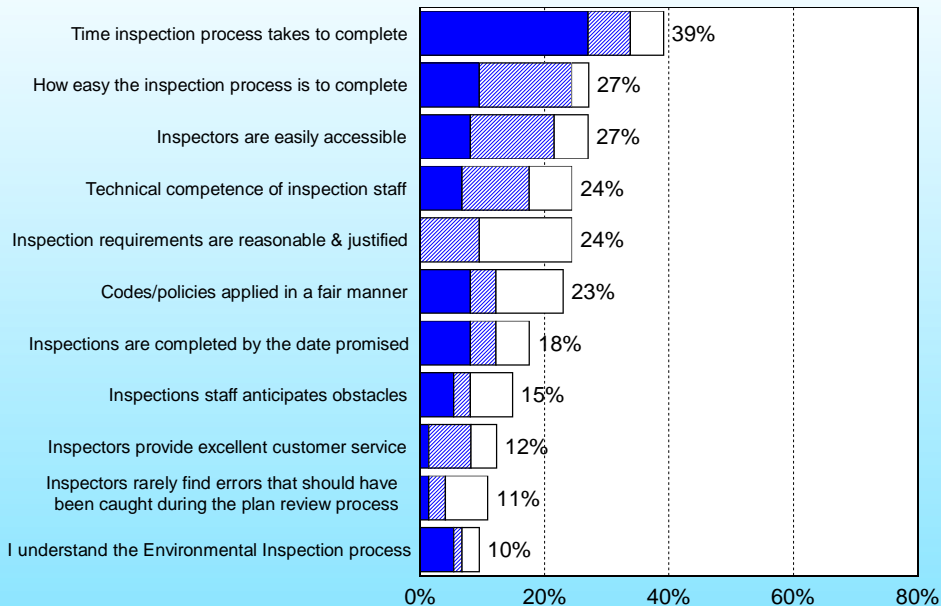
by percentage of respondents who have received an environmental inspection during the past year (Excluding "Don't Know")



Source: ETC Institute (2017)

Q34. Which THREE items do you think are most important for DSD Environmental Inspection Division to Emphasize?

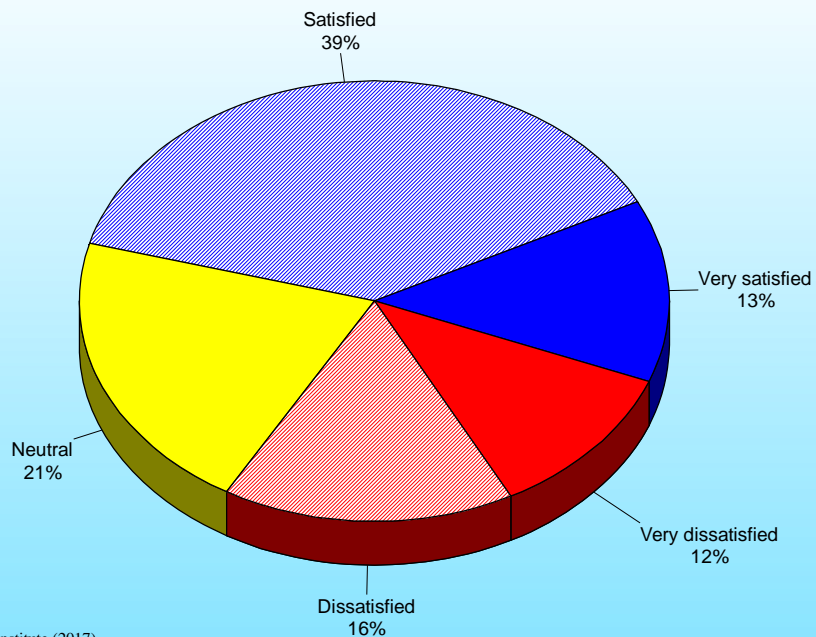
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2017)

Q35. Overall, how satisfied are you with the services provided by DSD's Inspection Division?

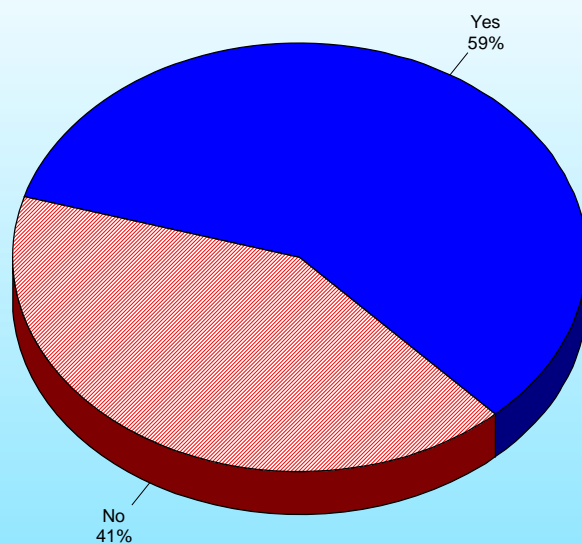
by percentage of respondents



Source: ETC Institute (2017)

Q37. Have you used any of our online tools during the past year?

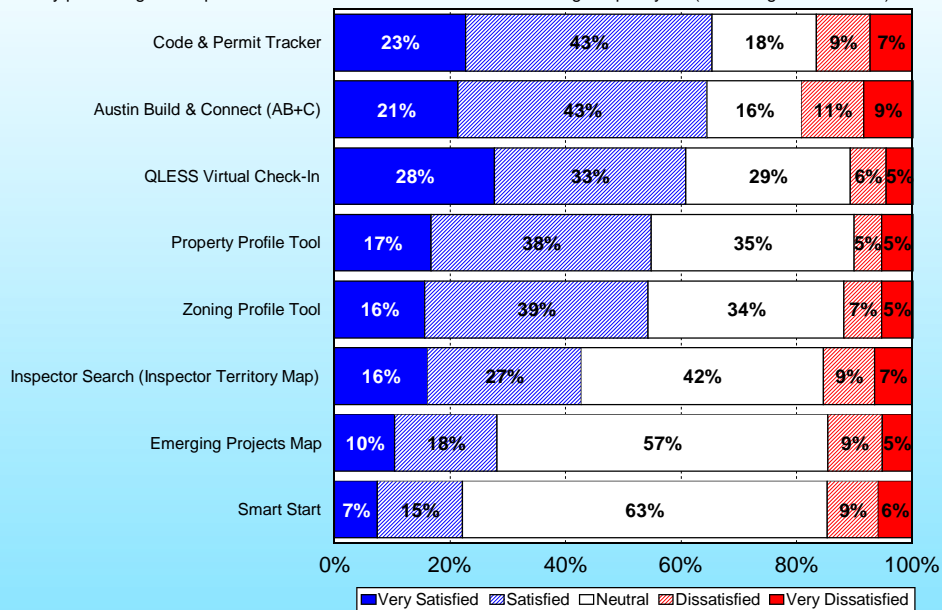
by percentage of respondents



Source: ETC Institute (2017)

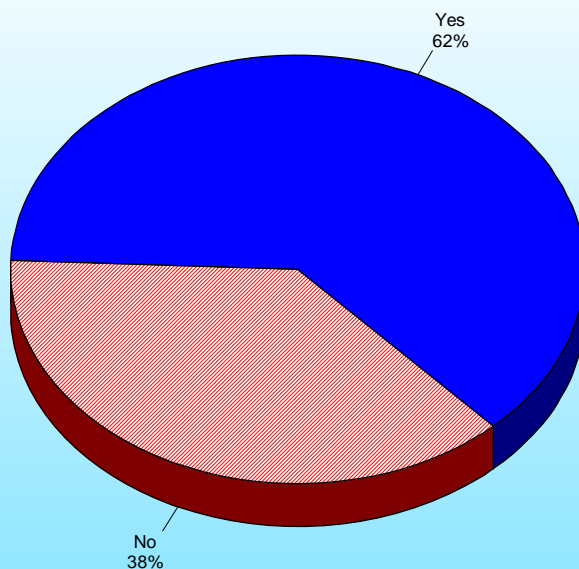
Q38. Satisfaction with Various Online Tools Used During the Past Year

by percentage of respondents who have used the online tools during the past year (Excluding "Don't Know")



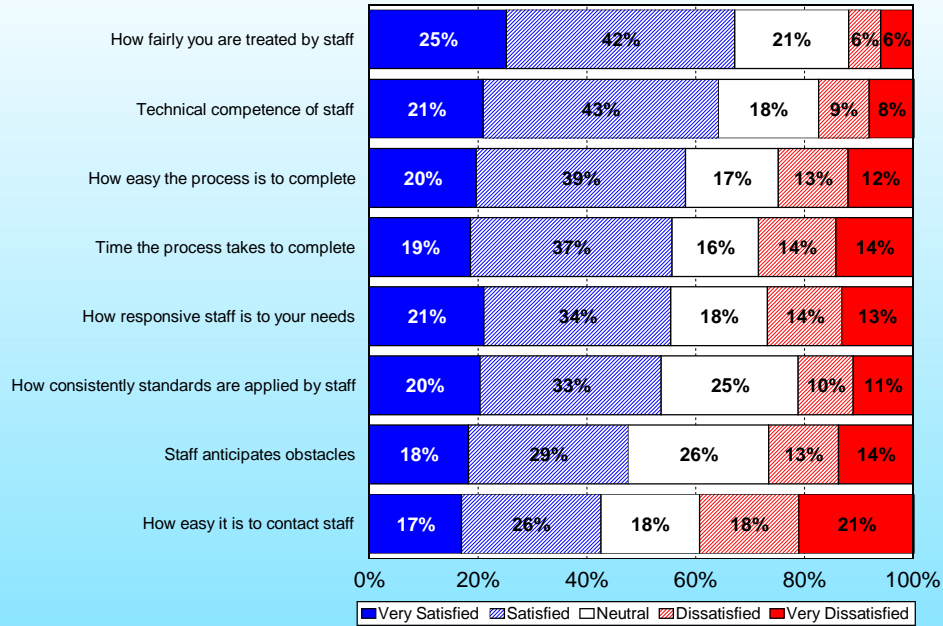
Q39. Have you received services from the Service Center during the past year?

by percentage of respondents



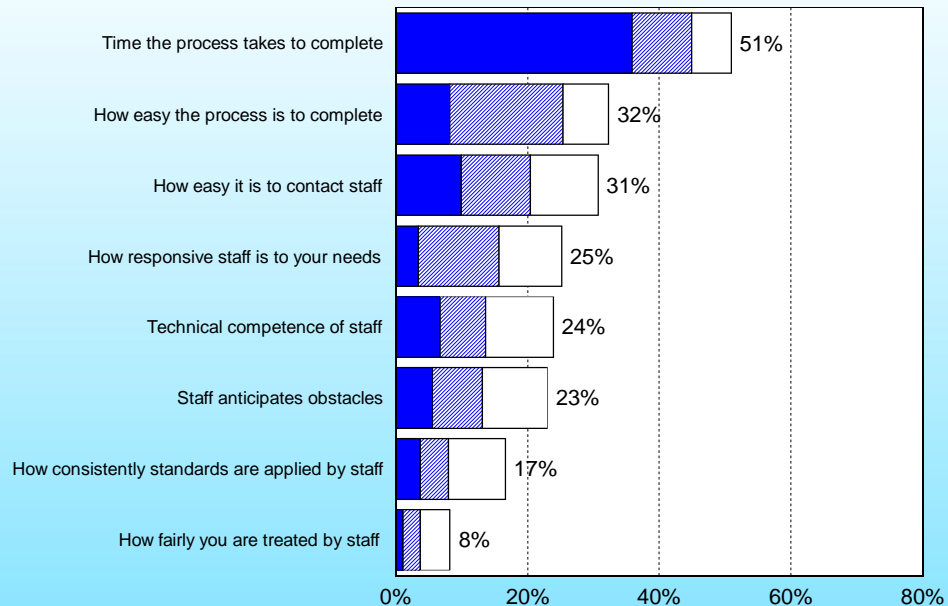
Q40. Satisfaction with Items Related to DSD's Service Center

by percentage of respondents who have received services from the Service Center during the past year (Excluding "Don't Know")

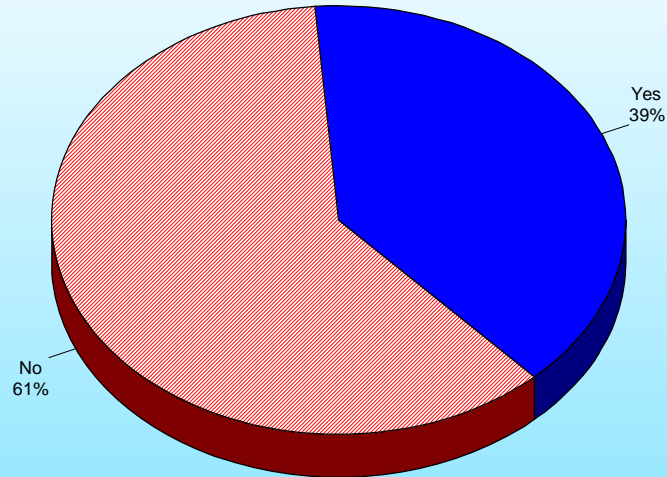


Q41. Which THREE items do you think are most important for DSD Service Center to Emphasize?

by percentage of respondents who selected the item as one of their top three choices



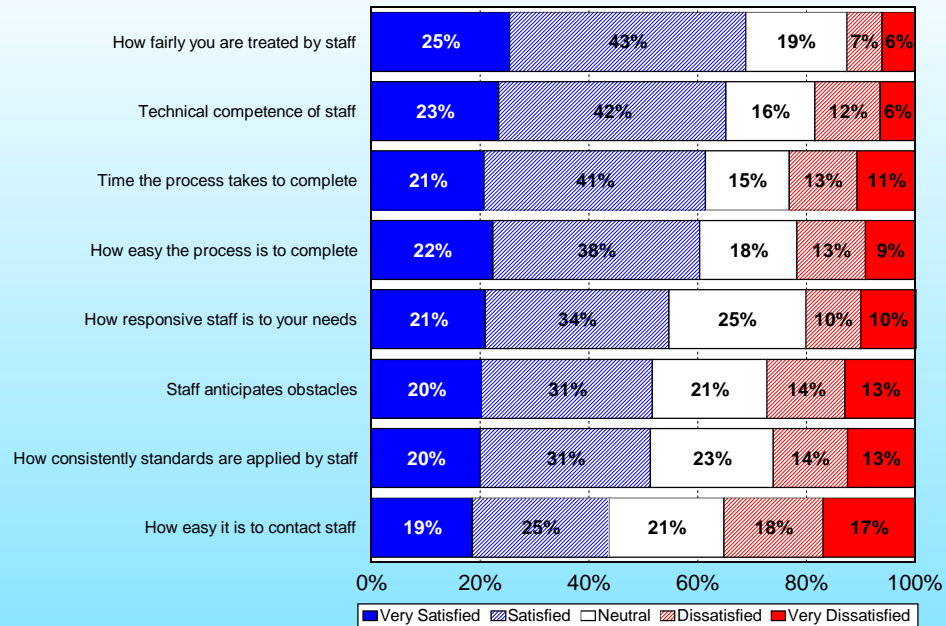
Q42. Have you received walk-in consultation services from the Development Assistance Center during the past year?
by percentage of respondents



Source: ETC Institute (2017)

Q43. Satisfaction with Walk-in Consultation Services

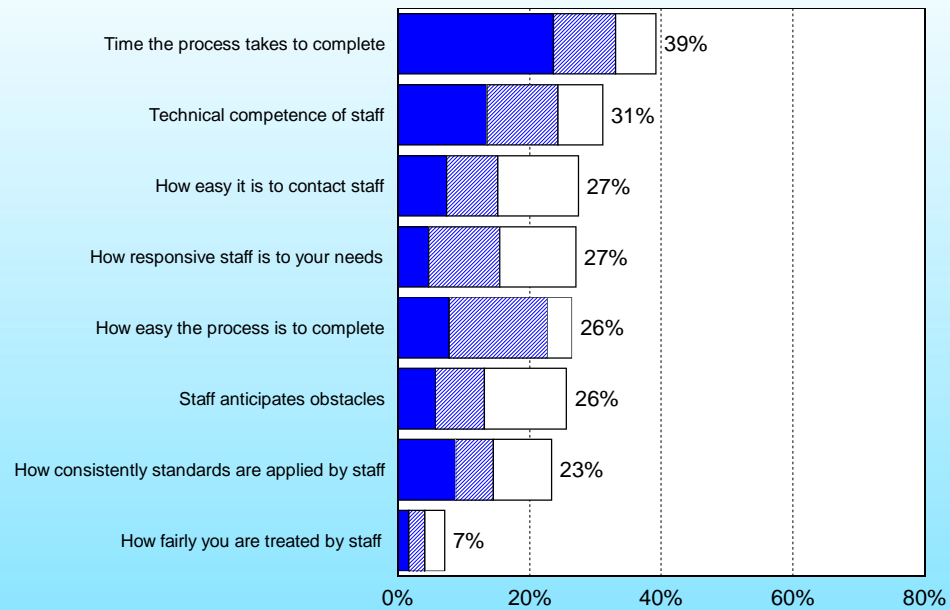
by percentage of respondents who have received walk-in consultation services from the Development Assistance Center during the past year (Excluding "Don't Know")



Source: ETC Institute (2017)

Q44. Which THREE items do you think are most important for DSD Development Assistance Center to Emphasize?

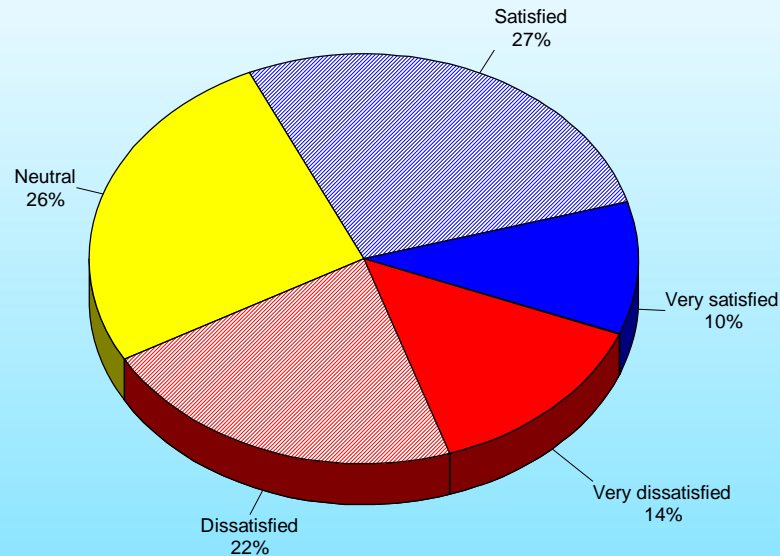
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2017)

Q45. How satisfied are you with your understanding of how the Development Services Department is structured and the role that external City departments have in the review and permitting process?

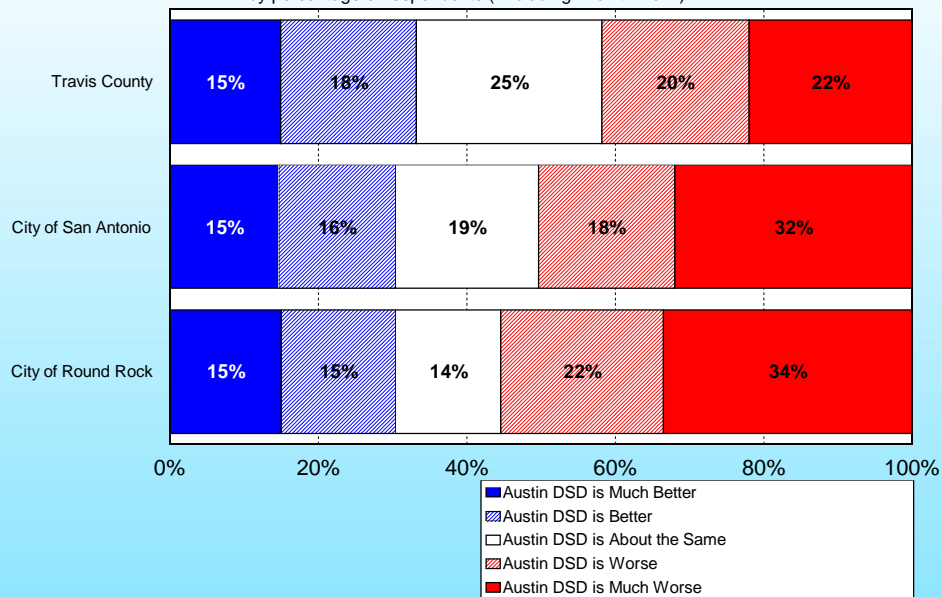
by percentage of respondents



Source: ETC Institute (2017)

Q46. Rating How the Development Services Department's Review and Permitting Process Compares to Other Jurisdictions

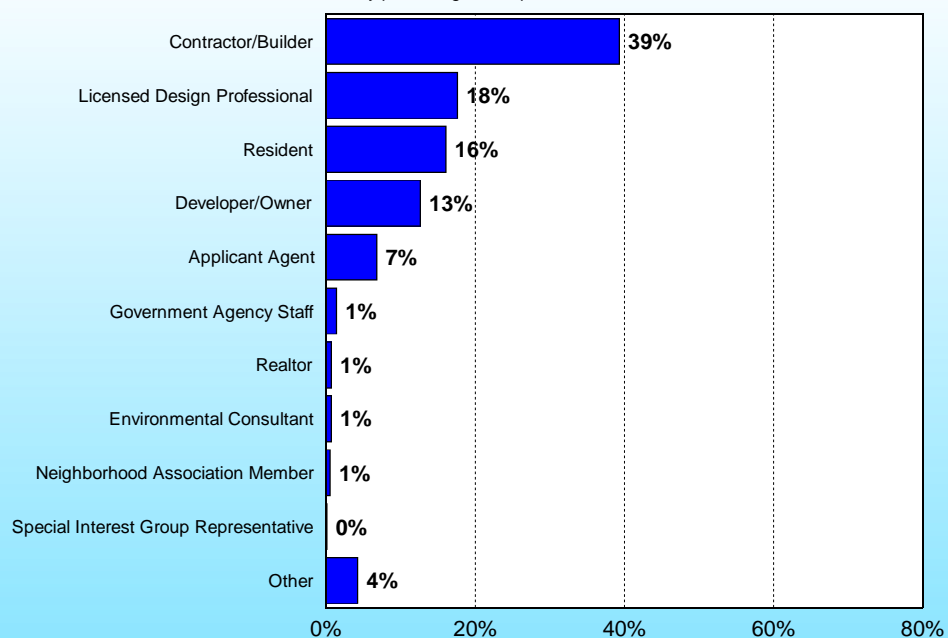
by percentage of respondents (Excluding "Don't Know")



Source: ETC Institute (2017)

Q47. Which of the following best describes you?

by percentage of respondents



Source: ETC Institute (2017)