

City of Austin

Development Services Department Annual Customer Satisfaction Poll

Findings Report - FINAL

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2018

Submitted to the City of Austin Development
Services Department

ETC Institute
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City of Austin

Development Services Department

Annual Customer Satisfaction Poll 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 2018. The poll 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 3rd annual consecutive that ETC Institute has administered a poll for DSD, with the first Poll administered in the fall of 2016.

Methodology. DSD provided ETC Institute with a list of e-mails of customers who have received services from DSD during Fiscal Year (FY) 2018. ETC Institute sent e-mails to 3,500 DSD customers on October 24, 2018. 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 27, 2018, and one more reminder e-mail on November 1, 2018. This is the same methodology that ETC Institute used to administer the survey in 2017 and 2016.

The goal was to complete at least 400 surveys. This goal was far exceeded, with a total of 819 surveys being completed, which resulted in a 23% response rate. The results for the sample of 819 surveys have a 95% level of confidence with a precision of at least +/- 3.4%. The 819 completed surveys are more than the 2017 total of 753 completed surveys. The response rate is very similar in 2018 (23%) to 2017 (22%).

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 have 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.*”

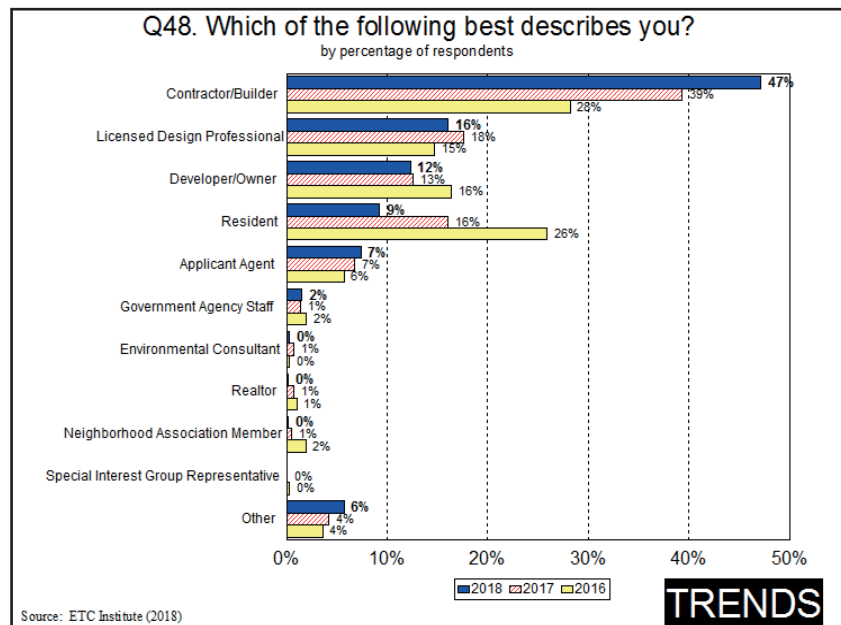


This report contains the following:

- 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 2018 results compare to the 2017 and 2016 results (Section 2)
- charts showing the overall results of the 2018 survey (Section 3)
- tabular data showing the overall results for all questions on the 2018 survey (Section 4)
- crosstabular data by Question 48 (Section 5)
- a copy of the survey instrument (Section 6)

Survey Respondents.

Overall, in all but two categories, the distribution of the types of customers who filled out the survey was similar to the results from 2017. In 2018 there were more contractor/builder respondents and less resident respondents that completed a poll. The graph to the right shows the distribution of survey respondents for the 2018 survey compared to both 2017 and 2016 surveys.



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

Plan Reviews	Percentage	Number
Plan Review Division	80.5%	659
Tree Ordinance Review Division	43.1%	284
Site Plan Review	40.4%	266
Commercial Building Plan Review	35.4%	233
Expedited Building Plan Review	27.3%	180
Subdivision Review	10.5%	69

Inspections	Percentage	Number
Inspection Division	64.6%	529
Commercial Inspection	36.3%	192
Tree Inspection	25.9%	137
Environmental Inspection	19.8%	105
Site and Subdivision Inspection	12.7%	67



Major Findings: *Data Trends - 2016 to 2018*

The majority of the questions asked on the 2018 Annual Poll were also asked in all three polls to create valid comparisons in how DSD is performing year to year. Of the 121 questions that were rated in both 2016 and 2018, in 2018 the satisfaction ratings were higher in 48 areas, the same in one, and lower in 72 areas. Listed on the following two pages are the areas with the most significant increases and decreases in satisfaction from 2016 to 2017 and 2016 to 2018. 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 2018 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 2016 to 2018.

How Austin DSD Compares to Other Jurisdictions			
	2018	2016	Difference
Travis County	27.3%	18.6%	9%
City of San Antonio	17.7%	15.8%	2%
City of Round Rock	17.5%	16.8%	1%
Based on the percentage of "Much Better" and "Better" responses.			

Satisfaction with Understanding of the Development Services Department: Thirty-nine percent (39%) of the respondents surveyed, *who had an opinion*, indicated they were either "very satisfied" (11%) or "satisfied" (28%) 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. Thirty-five percent (35%) of respondents were either "dissatisfied" (20%) or "very dissatisfied" (15%). There was an 10% increase in the sum of positive satisfaction ("very satisfied" and "satisfied") responses compared with 2016.



Most Significant Increases in Satisfaction Since 2017

Of the 34 items that had an increase in satisfaction from 2017 to 2018, there was an increase of more than 4% in 11 of the 34 items. The table below shows the 11 areas where the level of satisfaction has increased by more than 4% since 2017:

Most Significant Increases in Satisfaction:

Item Rated	2018	2017	Difference	Service Category
I understand Residential Plan Review process	59.0%	51.4%	7.6%	Residential Plan Review
How easy inspection process is to complete	41.2%	34.1%	7.1%	Subdivision Inspections
Inspectors provide excellent customer service	38.4%	31.9%	6.5%	Subdivision Inspections
I understand Site & Subdivision Inspection process	69.2%	62.8%	6.4%	Subdivision Inspections
I understand Site Plan Review process	53.7%	47.4%	6.3%	Site Plan Review
Length of time consulting services take to complete	67.5%	61.4%	6.1%	DAC
Inspectors provide excellent customer service	46.1%	40.5%	5.6%	Environmental Inspections
How easy process is to complete	65.4%	60.4%	5.0%	DAC
Technical competence of review staff	35.5%	30.5%	5.0%	Site Plan Review
Review staff anticipates obstacles & provides options	31.6%	27.1%	4.5%	Residential Plan Review
Technical competence of inspection staff	48.5%	44.2%	4.3%	Subdivision Inspections

Most Significant Increases in Satisfaction Since 2016

Of the 48 items that had an increase in satisfaction from 2016 to 2018, there was an increase of more than 4% in 23 of the 48 items. The table below shows the 23 areas where the level of satisfaction has increased by more than 4% since 2016:

Most Significant Increases in Satisfaction:

Item Rated	2018	2016	Difference	Service Category
Review services are completed by the date promised	35.6%	20.0%	15.6%	Commercial Building Plan Review
Length of time consulting services take to complete	67.5%	54.5%	13.0%	DAC
Length of time review process takes to complete	33.1%	20.6%	12.5%	Commercial Building Plan Review
Codes & policies are applied in a fair & practical manner	43.7%	32.0%	11.7%	Commercial Building Plan Review
How easy process is to complete	65.4%	53.8%	11.6%	DAC
Review staff provides excellent customer service	43.7%	33.6%	10.1%	Commercial Building Plan Review
Inspection requirements are reasonable & justified	36.0%	26.0%	10.0%	Subdivision Inspections
How easy review process is to complete	30.9%	21.0%	9.9%	Commercial Building Plan Review
Plan review comments are reasonable & justified	39.9%	30.3%	9.6%	Commercial Building Plan Review
Review staff anticipates obstacles & provides options	31.6%	22.2%	9.4%	Residential Plan Review
Technical competence of review staff	49.8%	42.5%	7.3%	Commercial Building Plan Review
Review staff is easily accessible to resolve problems	33.7%	26.9%	6.8%	Commercial Building Plan Review
Inspections staff anticipates obstacles & provides options	41.3%	35.1%	6.2%	Tree Inspections
Review staff anticipates obstacles & provides options	31.3%	25.3%	6.0%	Commercial Building Plan Review
Inspectors provide excellent customer service	38.4%	32.7%	5.7%	Subdivision Inspections
Inspections staff anticipates obstacles & provides options	31.1%	26.0%	5.1%	Subdivision Inspections
Codes & policies are applied in a fair & practical manner	28.7%	23.7%	5.0%	Site Plan Review
Review staff anticipates obstacles & provides options	23.5%	18.6%	4.9%	Site Plan Review
Inspectors are easily accessible to resolve problems	44.0%	39.2%	4.8%	Tree Inspections
How easy process is to complete	53.4%	48.6%	4.8%	Service Center
How easy review process is to complete	27.7%	23.1%	4.6%	Residential Plan Review
Plan review comments are reasonable & justified	27.4%	22.9%	4.5%	Site Plan Review
How fairly you are treated by staff	68.5%	64.4%	4.1%	DAC

The highest and lowest satisfaction ratings are based upon the combined percentage of "very satisfied" and "satisfied" responses among respondents who had an opinion.



Most Significant Decreases in Satisfaction Since 2017

Of the 87 items that had a decrease in satisfaction from 2017 to 2018, there was a decrease of more than 4% in 56 of the 87 items. The table below shows the 56 areas where the level of satisfaction has decreased by more than 4% since 2017:

Most Significant Decreases in Satisfaction:

Item Rated	2018	2017	Difference	Service Category
Inspections are completed by the date promised	30.3%	58.5%	-28.2%	Residential Inspections
Length of time an inspection process takes to complete	35.2%	61.6%	-26.4%	Residential Inspections
Length of time an inspection process takes to complete	45.4%	67.9%	-22.5%	Commercial Inspections
How easy inspection process is to complete	41.4%	59.5%	-18.1%	Residential Inspections
Technical competence of inspection staff	58.4%	75.4%	-17.0%	Commercial Inspections
Inspection requirements are reasonable & justified	28.7%	44.8%	-16.1%	Environmental Inspections
Inspectors are easily accessible when needed	44.2%	59.9%	-15.7%	Commercial Inspections
Codes & policies are applied in a fair & practical manner	52.9%	67.9%	-15.0%	Commercial Inspections
Inspectors are easily accessible when needed	33.5%	47.7%	-14.2%	Residential Inspections
Inspections are completed by the date promised	41.3%	55.3%	-14.0%	Commercial Inspections
Review staff provides excellent customer service	12.3%	24.3%	-12.0%	Subdivision Review
Inspection requirements are reasonable & justified	51.9%	63.8%	-11.9%	Commercial Inspections
Codes & policies are applied in a fair & practical manner	38.7%	50.4%	-11.7%	Residential Inspections
Inspectors provide excellent customer service	50.8%	62.5%	-11.7%	Commercial Inspections
Review staff provides excellent customer service	33.2%	44.7%	-11.5%	Tree Ordinance Review
Plan review comments are reasonable & justified	7.6%	18.9%	-11.3%	Subdivision Review
Inspections staff anticipates obstacles & provides options	35.7%	47.0%	-11.3%	Residential Inspections
Length of time process takes to complete	44.5%	55.6%	-11.1%	Service Center
Inspections staff anticipates obstacles & provides options	48.1%	59.2%	-11.1%	Commercial Inspections
Inspections staff anticipates obstacles & provides options	31.7%	42.7%	-11.0%	Environmental Inspections
How easy inspection process is to complete	41.5%	52.3%	-10.8%	Tree Inspections
Errors are rarely found that should have been caught	24.5%	34.9%	-10.4%	Environmental Inspections
Technical competence of inspection staff	51.9%	61.8%	-9.9%	Residential Inspections
I understand Environmental Inspection process	51.0%	60.8%	-9.8%	Environmental Inspections
Technical competence of review staff	41.5%	51.2%	-9.7%	Tree Ordinance Review
How easy inspection process is to complete	53.5%	63.0%	-9.5%	Commercial Inspections
How easy inspection process is to complete	40.8%	50.0%	-9.2%	Environmental Inspections
Inspection requirements are reasonable & justified	37.6%	46.5%	-8.9%	Residential Inspections
Errors are rarely found that should have been caught	34.3%	43.2%	-8.9%	Residential Inspections
Inspectors provide excellent customer service	41.0%	49.8%	-8.8%	Residential Inspections
Codes & policies are applied in a fair & practical manner	37.4%	45.8%	-8.4%	Tree Inspections
Inspection requirements are reasonable & justified	30.0%	38.4%	-8.4%	Tree Inspections
Length of time an inspection process takes to complete	43.1%	51.4%	-8.3%	Environmental Inspections
Length of time an inspection process takes to complete	43.0%	51.2%	-8.2%	Tree Inspections
Technical competence of review staff	16.4%	24.3%	-7.9%	Subdivision Review
Inspectors provide excellent customer service	43.7%	51.2%	-7.5%	Tree Inspections
Technical competence of inspection staff	48.6%	55.9%	-7.3%	Environmental Inspections
Length of time review process takes to complete	9.0%	16.2%	-7.2%	Subdivision Review
Review staff anticipates obstacles & provides options	9.0%	16.2%	-7.2%	Subdivision Review
Review staff is easily accessible to resolve problems	11.9%	18.9%	-7.0%	Subdivision Review
I understand Tree Inspection process	59.0%	65.9%	-6.9%	Tree Inspections
Codes & policies are applied in a fair & practical manner	35.3%	41.7%	-6.4%	Environmental Inspections
Review services are completed by the date promised	3.0%	8.6%	-5.6%	Subdivision Review
Inspections are completed by the date promised	46.6%	52.2%	-5.6%	Environmental Inspections
I understand Commercial Inspection process	74.1%	79.6%	-5.5%	Commercial Inspections
Plan review comments are reasonable & justified	33.1%	38.4%	-5.3%	Tree Ordinance Review
How easy it is to contact staff	37.3%	42.6%	-5.3%	Service Center
Codes & policies are applied in a fair & practical manner	34.4%	39.4%	-5.0%	Tree Ordinance Review
Length of time review process takes to complete	23.8%	28.7%	-4.9%	Residential Plan Review
How consistently standards are applied by staff	49.0%	53.7%	-4.7%	Service Center
How easy process is to complete	53.4%	58.1%	-4.7%	Service Center
Errors are rarely found that should have been caught	32.3%	36.9%	-4.6%	Tree Inspections
Technical competence of staff	59.7%	64.2%	-4.5%	Service Center
Inspections are completed by the date promised	45.6%	50.0%	-4.4%	Tree Inspections
Codes & policies are applied in a fair & practical manner	12.3%	16.7%	-4.4%	Subdivision Review
How responsive staff is to your needs	51.3%	55.4%	-4.1%	Service Center

The highest and lowest satisfaction ratings are based upon the combined percentage of “very satisfied” and “satisfied” responses among respondents who had an opinion.



Most Significant Decreases in Satisfaction Since 2016

Of the 72 items that had a decrease in satisfaction from 2016 to 2018, there was a decrease of more than 4% in 53 of the 72 items. The table below shows the 53 areas where the level of satisfaction has decreased by more than 4% since 2016:

Most Significant Decreases in Satisfaction:

Item Rated	2018	2016	Difference	Service Category
Inspections are completed by the date promised	30.3%	62.4%	-32.1%	Residential Inspections
Length of time an inspection process takes to complete	35.2%	65.5%	-30.3%	Residential Inspections
Length of time an inspection process takes to complete	45.4%	66.9%	-21.5%	Commercial Inspections
I understand Subdivision Review process	45.4%	66.6%	-21.2%	Subdivision Review
Technical competence of review staff	41.5%	61.4%	-19.9%	Tree Ordinance Review
Inspections are completed by the date promised	41.3%	59.7%	-18.4%	Commercial Inspections
I understand Environmental Inspection process	51.0%	66.2%	-15.2%	Environmental Inspections
I understand Tree Ordinance Review process	52.5%	67.3%	-14.8%	Tree Ordinance Review
Length of time an inspection process takes to complete	43.1%	57.6%	-14.5%	Environmental Inspections
Inspection requirements are reasonable & justified	28.7%	43.1%	-14.4%	Environmental Inspections
How easy inspection process is to complete	41.4%	55.2%	-13.8%	Residential Inspections
How easy inspection process is to complete	40.8%	53.1%	-12.3%	Environmental Inspections
How easy inspection process is to complete	53.5%	65.7%	-12.2%	Commercial Inspections
Technical competence of inspection staff	48.6%	60.6%	-12.0%	Environmental Inspections
Codes & policies are applied in a fair & practical manner	34.4%	46.2%	-11.8%	Tree Ordinance Review
Technical competence of review staff	16.4%	27.7%	-11.3%	Subdivision Review
Codes & policies are applied in a fair & practical manner	35.3%	46.2%	-10.9%	Environmental Inspections
Errors are rarely found during construction that should have been caught	24.5%	35.0%	-10.5%	Environmental Inspections
Review staff provides excellent customer service	33.2%	43.5%	-10.3%	Tree Ordinance Review
Inspections are completed by the date promised	46.6%	56.9%	-10.3%	Environmental Inspections
How easy review process is to complete	34.4%	44.2%	-9.8%	Tree Ordinance Review
Review services are completed by the date promised	3.0%	12.5%	-9.5%	Subdivision Review
How easy inspection process is to complete	41.5%	50.4%	-8.9%	Tree Inspections
Plan review comments are reasonable & justified	7.6%	16.4%	-8.8%	Subdivision Review
Inspection requirements are reasonable & justified	30.0%	38.4%	-8.4%	Tree Inspections
Technical competence of inspection staff	48.5%	56.8%	-8.3%	Subdivision Inspections
Inspectors are easily accessible to resolve problems	41.8%	50.0%	-8.2%	Environmental Inspections
Review staff anticipates obstacles & provides options	9.0%	16.9%	-7.9%	Subdivision Review
Inspectors are easily accessible to resolve problems	33.5%	41.4%	-7.9%	Residential Inspections
Inspections are completed by the date promised	33.3%	41.2%	-7.9%	Subdivision Inspections
How easy review process is to complete	7.6%	15.1%	-7.5%	Subdivision Review
Inspection requirements are reasonable & justified	37.6%	44.9%	-7.3%	Residential Inspections
Review staff anticipates obstacles & provides options	34.0%	41.1%	-7.1%	Tree Ordinance Review
Technical competence of inspection staff	52.6%	59.7%	-7.1%	Tree Inspections
Plan review comments are reasonable & justified	33.1%	39.8%	-6.7%	Tree Ordinance Review
Technical competence of inspection staff	51.9%	58.6%	-6.7%	Residential Inspections
I understand Commercial Building Plan Review process	54.4%	60.8%	-6.4%	Commercial Building Plan Review
Technical competence of inspection staff	58.4%	64.7%	-6.3%	Commercial Inspections
Review staff provides excellent customer service	12.3%	18.4%	-6.1%	Subdivision Review
Inspectors are easily accessible to resolve problems	44.2%	50.3%	-6.1%	Commercial Inspections
I understand Commercial Inspection process	74.1%	80.0%	-5.9%	Commercial Inspections
Inspectors provide excellent customer service	41.0%	46.8%	-5.8%	Residential Inspections
Inspections staff anticipates obstacles & provides options	31.7%	37.5%	-5.8%	Environmental Inspections
Length of time an inspection process takes to complete	43.0%	48.8%	-5.8%	Tree Inspections
Length of time review process takes to complete	9.0%	14.6%	-5.6%	Subdivision Review
Errors are rarely found during construction that should have been caught	34.3%	39.6%	-5.3%	Residential Inspections
Length of time an inspection process takes to complete	37.1%	42.3%	-5.2%	Subdivision Inspections
Errors are rarely found during construction that should have been caught	32.3%	37.3%	-5.0%	Tree Inspections
Errors are rarely found during construction that should have been caught	40.7%	45.7%	-5.0%	Commercial Inspections
Codes & policies are applied in a fair & practical manner	38.7%	43.5%	-4.8%	Residential Inspections
Inspection requirements are reasonable & justified	51.9%	56.7%	-4.8%	Commercial Inspections
Inspectors provide excellent customer service	43.7%	48.3%	-4.6%	Tree Inspections
Review staff anticipates obstacles & provides options	32.7%	36.9%	-4.2%	Tree Ordinance Review

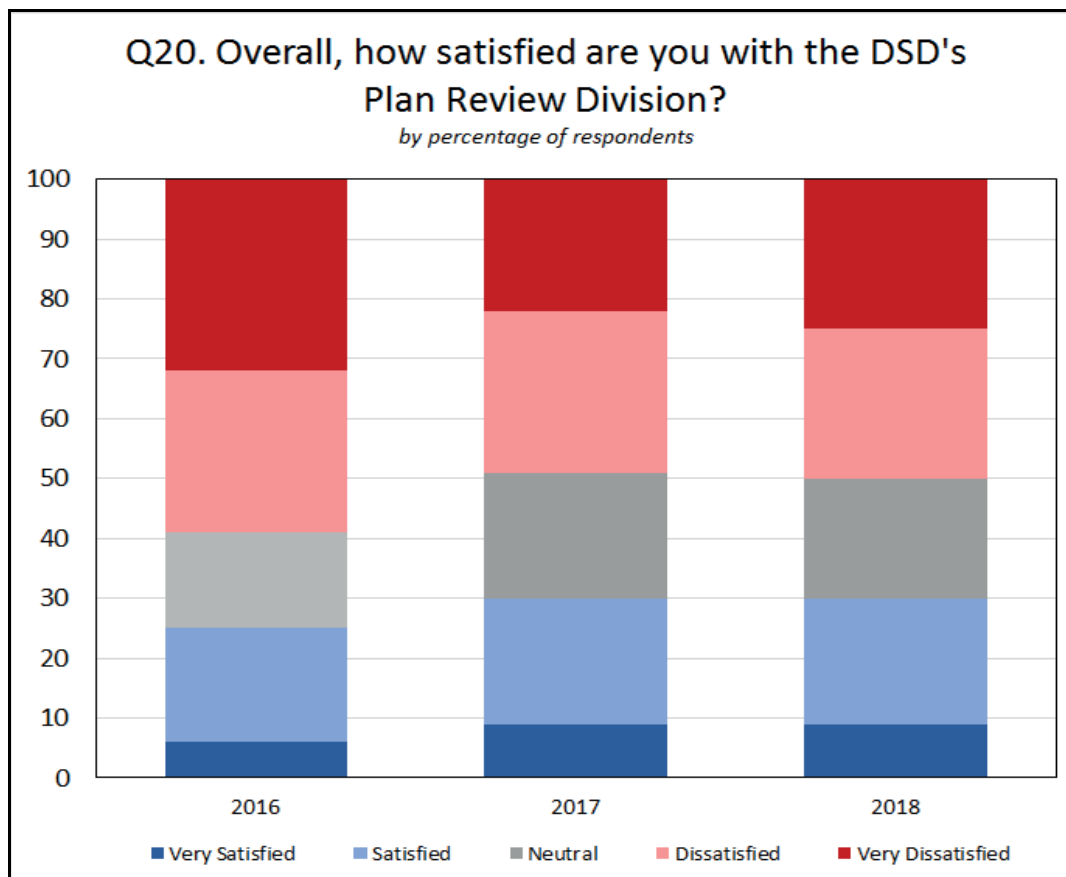
The highest and lowest satisfaction ratings are based upon the combined percentage of “very satisfied” and “satisfied” responses among respondents who had an opinion.



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 2018, 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. Fifty percent (50%) are either "dissatisfied" (25%) or "very dissatisfied" (25%) with DSD's plan review division, which is a decrease of 9% from 2016.



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

- Expedited Building Plan Review (New)
- Residential Building Plan Review
- Commercial Building Plan Review
- Tree Ordinance Review
- Site Plan Review
- Subdivision Review

The highest and lowest satisfaction ratings are based upon the combined percentage of "very satisfied" and "satisfied" responses among respondents who had an opinion.



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

Expedited Building Plan Review (New)

The Expedited Building Plan Review was a new service added in FY2018. Therefore, this being the first year this service has been included in the annual poll, there are no comparisons from previous years. Listed below are the aspects of the Expedited Building Plan Review process that respondents were the most and least satisfied with:

Highest Levels of Satisfaction:

- Technical competence of review staff (62%)
- I understand the expedited building plan review process (61%)
- Review staff provides excellent customer service (58%)

Lowest Levels of Satisfaction:

- Plan review comments applied to my project are reasonable and justified (47%)
- Review staff anticipates obstacles and provides options when they were available (47%)
- Review staff is easily accessible when assistance is needed to resolve problems (45%)

Most Important Expedited Building Plan Review Items According to Respondents:

- Length of time the review process takes to complete (66%)
- Review services are completed by the date promised (33%)
- How easy the review process is to complete (30%)

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 process (59%)
- Technical competence of review staff (46%)
- Review staff provides excellent customer service (45%)

Lowest Levels of Satisfaction:

- How easy the review process is to complete (28%)
- Review services are completed by the date promised (28%)
- Length of time the review process takes to complete (24%)

Most Important Residential Building Plan Review Items According to Respondents:

- Length of time the review process takes to complete (70%)
- Review staff is easily accessible when assistance is needed to resolve problems (33%)
- How easy review process is to complete (32%)

The highest and lowest satisfaction ratings are based upon the combined percentage of “very satisfied” and “satisfied” responses among respondents who had an opinion.



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 the commercial building plan review process (54%)
- Technical competence of review staff (50%)

Lowest Levels of Satisfaction:

- Review staff anticipates obstacles and provides options when they were available (31%)
- How easy the review process is to complete (31%)

Most Important Commercial Building Plan Review Items According to Respondents:

- Length of time the review process takes to complete (66%)
- How easy the review process is to complete (34%)
- Review staff is easily accessible when assistance is needed to resolve problems (29%)

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 ordinance review process (52%)
- Technical competence of review staff (41%)

Lowest Levels of Satisfaction:

- Length of time the review process takes to complete (33%)
- Review staff anticipates obstacles and provides options when they were available (32%)

Most Important Tree Ordinance Review Items According to Respondents:

- Length of time the review process takes to complete (56%)
- Review staff is easily accessible when assistance is needed to resolve problems (31%)
- Codes and policies are applied by review staff in a fair and practical manner (30%)
- Plan review comments applied to my project are reasonable and justified (30%)



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 process (54%)
- Technical competence of review staff (35%)

Lowest Levels of Satisfaction:

- How easy the review process is to complete (22%)
- Length of time the review process takes to complete (22%)

Most Important Site Plan Review Items According to Respondents:

- Length of time the review process takes to complete (60%)
- How easy the review process is to complete (29%)
- Technical competence of review staff (28%)

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 process (46%)
- Technical competence of review staff (17%)

Lowest Levels of Satisfaction:

- Plan review comments applied to my project are reasonable and justified (8%)
- Review services are completed by the date promised (3%)

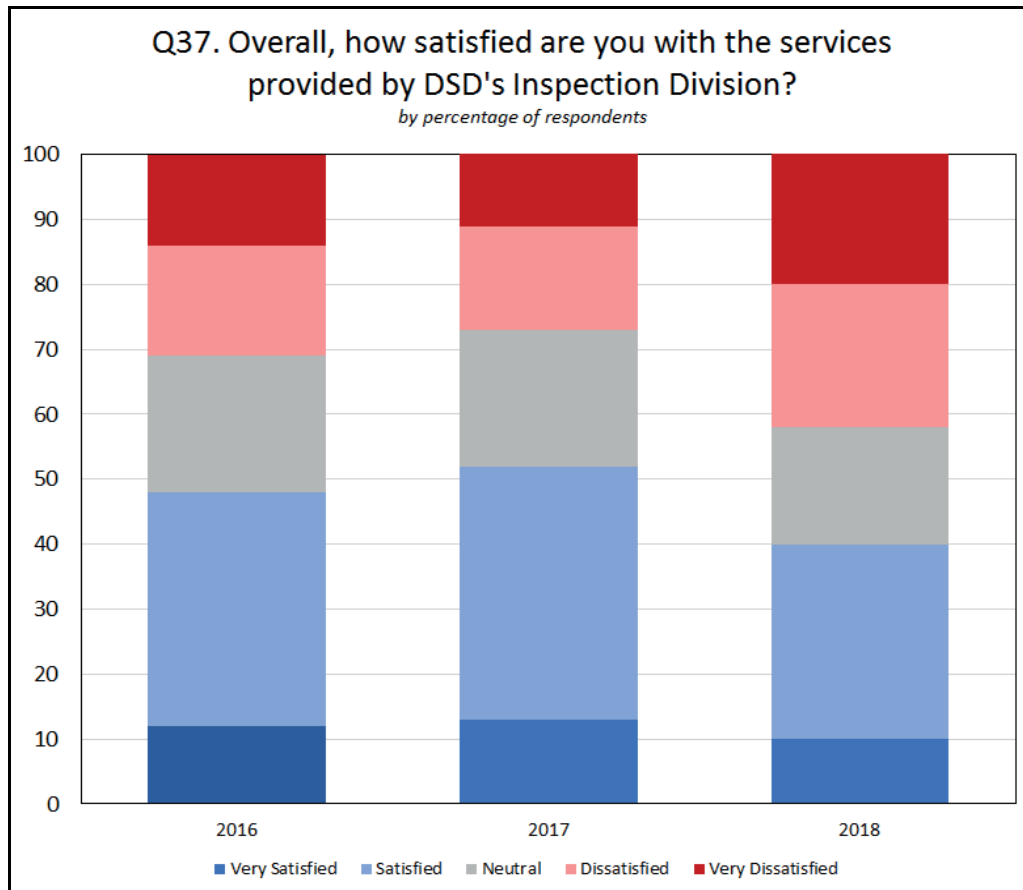
Most Important Subdivision Review Items According to Respondents:

- Length of time review process takes to complete (59%)
- Review staff is easily accessible when assistance is needed to resolve problems (43%)
- Plan review comments applied to my project are reasonable and justified (39%)



INSPECTION DIVISION

Overall Satisfaction with the Inspection Division: Overall, there was a decrease in satisfaction with DSD's Inspection Division since 2016. In 2018, forty percent (40%) of respondents were either "very satisfied" (10%) or "satisfied" (30%) with DSD's Inspection Division; this is a decrease of 8% from 2016. Forty-three percent (43%) are either "dissatisfied" (22%) or "very dissatisfied" (21%) with DSD's Inspection Division; this is an increase of 12% 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 Inspections

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 process (68%)
- Technical competence of inspection staff (52%)

Lowest Levels of Satisfaction:

- Inspectors are easily accessible when assistance is needed to resolve problems (34%)
- Inspections are completed by the date promised (30%)

Most Important Residential Inspection Items According to Respondents:

- Length of time an inspection process takes to complete (53%)
- Inspections are completed by the date promised (37%)
- Inspectors are easily accessible when assistance is needed to resolve problems (35%)

Commercial Inspections

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 process (74%)
- Technical competence of inspection staff (59%)
- How easy the inspection process is to complete (54%)

Lowest Levels of Satisfaction:

- Inspectors are easily accessible when assistance is needed to resolve problems (44%)
- Inspections are completed by the date promised (42%)
- Inspectors rarely find errors in the field during construction that should have been caught during the review process (41%)

Most Important Commercial Inspection Items According to Respondents:

- Length of time an inspection process takes to complete (46%)
- Inspections are completed by the date promised (41%)
- Inspectors are easily accessible when assistance is needed to resolve problems (28%)



Tree Inspections

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 process (59%)
- Technical competence of inspection staff (52%)

Lowest Levels of Satisfaction:

- Inspectors rarely find errors in the field during construction that should have been caught during the review process (33%)
- Inspection requirements are reasonable and justified (30%)

Most Important Items According to Respondents:

- Length of time an inspection process takes to complete (41%)
- Inspection requirements are reasonable and justified (39%)
- Codes and policies are applied by inspection staff in a fair and practical manner (32%)

Site and Subdivision Inspections

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 process (69%)
- Technical competence of inspection staff (48%)

Lowest Levels of Satisfaction:

- Inspection staff anticipates obstacles and provides options when they were available (31%)
- Inspectors rarely find errors in the field during construction that should have been caught during review process (26%)

Most Important Items According to Respondents:

- Length of time an inspection process takes to complete (40%)
- Codes and policies are applied by inspection staff in a fair and practical manner (31%)
- Inspections are completed by the date promised (30%)



Environmental Inspections

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 process (51%)
- Technical competence of inspection staff (49%)

Lowest Levels of Satisfaction:

- Inspection requirements are reasonable and justified (29%)
- Inspectors rarely find errors in the field during construction that should have been caught during the review process (24%)

Most Important Items According to Respondents:

- Inspection requirements are reasonable and justified (41%)
- Codes and policies are applied by inspection staff in a fair and practical manner (31%)
- Technical competence of inspection staff (30%)

DEVELOPMENT ASSISTANCE CENTER

Thirty-four percent (34%) of respondents have received walk-in consultation services from the Development Assistance Center during the past year, this is a decrease of 5% from 2017, and a decrease of 2% from 2016. 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 are treated by staff (69%)
- Length of time the consulting services take to complete (68%)
- How easy the process is to complete (65%)

Lowest Levels of Satisfaction:

- How consistently standards are applied by staff (48%)
- How easy it is to contact staff (46%)

Most Important Items According to Respondents:

- Length of time the consulting services take to complete (46%)
- Technical competence of staff (41%)



SERVICE CENTER

Fifty-seven percent (57%) of respondents have received services from the Service Center during the past year, this is a decrease of 5% from 2017, and an increase of 8% from 2016. 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 are treated by staff (66%)
- Technical competence of staff (59%)
- How easy the process is to complete (53%)

Lowest Levels of Satisfaction:

- Staff anticipates obstacles and provides options when they were available (45%)
- Length of time the process takes to complete (45%)
- How easy it is to contact staff (38%)

Most Important Items According to Respondents:

- Length of time the process takes to complete (59%)
- How easy the process is to complete (40%)
- How easy it is to contact staff (30%)

ONLINE SERVICES

Sixty-three percent (63%) of respondents have used online tools offered by the Development Services Department during the past year, this is an increase of 4% from 2017, and an increase of 46% increase from 2016. Listed below are the aspects of online services that respondents were the most and least satisfied with:

Highest Levels of Satisfaction:

- ePlan Review (26%)
- Austin Build & Connect (21%)

Lowest Levels of Satisfaction:

- Code & Permit Tracker (14%)
- QLESS Virtual Check-In (10%)

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 (I-S) 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 Importance-Satisfaction 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.

Overview

The I-S rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City'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 services provided by the City they thought should receive the most emphasis over the next two years. Seventy percent (70%) of respondents selected the *length of time review process takes to complete* as one of the most important services for the City to emphasize.

With regard to satisfaction, 24% of respondents surveyed rated the City's overall performance in the *length of time the 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 *the length of time the 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 70% was multiplied by 76% (1-0.24). This calculation yielded an I-S rating of 0.5364 which ranked first out of 10 residential building plan review 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 the City 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* ($IS \geq 0.20$)
- *High Priority* ($0.10 \leq IS < 0.20$)
- *Medium Priority* ($IS < 0.10$)



Items to Emphasize

Based on the I-S 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 I-S rating of .20 or above.

Service Category	Service	I-S Rating
Residential Building Plan Review	Length of time review process takes to complete	0.5364
Subdivision Review	Length of time review process takes to complete	0.5405
Site Plan Review	Length of time review process takes to complete	0.4702
Commercial Building Plan Review	Length of time review process takes to complete	0.4395
Subdivision Review	Review staff is easily accessible when assistance is needed to resolve problems	0.3824
Tree Ordinance Review	Length of time review process takes to complete	0.3743
Subdivision Review	Plan review comments applied to my project are reasonable & justified	0.3604
Residential Inspections	Length of time an inspection process takes to complete	0.3415
Service Center	Length of time process takes to complete	0.3297
Subdivision Review	Codes & policies are applied by review staff in a fair & practical manner	0.3175
Expedited Building Plan Review	Length of time review process takes to complete	0.3037
Environmental Inspections	Inspection requirements are reasonable & justified	0.2923
Tree Inspections	Inspection requirements are reasonable & justified	0.2751
Residential Inspections	Inspections are completed by the date promised	0.2593
Subdivision Inspections	Length of time an inspection process takes to complete	0.2535
Commercial Inspections	Length of time an inspection process takes to complete	0.2528
Subdivision Review	Technical competence of review staff	0.2424
Commercial Inspections	Inspections are completed by the date promised	0.2389
Commercial Building Plan Review	How easy review process is to complete	0.2377
Tree Inspections	Length of time an inspection process takes to complete	0.2331
Residential Inspections	Inspectors are easily accessible when assistance is needed to resolve problems	0.2328
Residential Building Plan Review	Review staff is easily accessible when assistance is needed to resolve problems	0.2311
Residential Building Plan Review	How easy review process is to complete	0.2306
Subdivision Review	How easy review process is to complete	0.2273
Subdivision Review	Review services are completed by the date promised	0.2241
Subdivision Review	Review staff anticipates obstacles & provides options when they were available	0.2239
Site Plan Review	How easy review process is to complete	0.2214
Residential Building Plan Review	Review services are completed by the date promised	0.2046
Tree Ordinance Review	Plan review comments applied to my project are reasonable & justified	0.2034
Tree Ordinance Review	Review staff is easily accessible when assistance is needed to resolve problems	0.2020
Tree Inspections	Codes & policies are applied by inspection staff in a fair & practical manner	0.2009

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

2018 Importance-Satisfaction Rating

City of Austin

Residential Building Plan Review

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	70%	1	24%	10	0.5364	1
Review staff is easily accessible when assistance is needed to resolve problems	33%	2	31%	7	0.2311	2
How easy review process is to complete	32%	3	28%	8	0.2306	3
Review services are completed by the date promised	28%	4	27%	9	0.2046	4
High Priority (IS .10-.20)						
Review staff anticipates obstacles & provides options when they were available	25%	6	32%	6	0.1676	5
Technical competence of review staff	26%	5	46%	2	0.1378	6
Codes & policies are applied by review staff in a fair & practical manner	22%	7	38%	4	0.1369	7
Medium Priority (IS <.10)						
Plan review comments applied to my project are reasonable & justified	15%	8	36%	5	0.0974	8
Review staff provides excellent customer service	13%	9	45%	3	0.0696	9
I understand Residential Plan Review process	10%	10	59%	1	0.0394	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 top three 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 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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2018 Importance-Satisfaction Rating

City of Austin

Commercial Building Plan Review

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	66%	1	33%	8	0.4395	1
How easy review process is to complete	34%	2	31%	10	0.2377	2
High Priority (IS .10-.20)						
Review staff is easily accessible when assistance is needed to resolve problems	29%	3	34%	7	0.1909	3
Review services are completed by the date promised	25%	4	36%	6	0.1629	4
Review staff anticipates obstacles & provides options when they were available	20%	7	31%	9	0.1353	5
Technical competence of review staff	24%	5	50%	2	0.1205	6
Codes & policies are applied by review staff in a fair & practical manner	20%	6	44%	4	0.1137	7
Plan review comments applied to my project are reasonable & justified	18%	8	40%	5	0.1106	8
Medium Priority (IS <.10)						
Review staff provides excellent customer service	16%	9	44%	3	0.0918	9
I understand Commercial Building Plan Review process	7%	10	54%	1	0.0333	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 top three 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 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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2018 Importance-Satisfaction Rating

City of Austin

Expedited Building Plan Review

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 review process takes to complete	66%	1	54%	5	0.3037	1
<u>High Priority (IS .10-.20)</u>						
Review services are completed by the date promised	33%	2	52%	6	0.1602	2
How easy review process is to complete	30%	3	54%	4	0.1348	3
Review staff is easily accessible when assistance is needed to resolve problems	23%	4	45%	10	0.1296	4
Codes & policies are applied by review staff in a fair & practical manner	23%	5	49%	7	0.1162	5
Review staff anticipates obstacles & provides options when they were available	21%	7	47%	9	0.1129	6
<u>Medium Priority (IS <.10)</u>						
Plan review comments applied to my project are reasonable & justified	17%	8	47%	8	0.0918	7
Technical competence of review staff	22%	6	62%	1	0.0835	8
Review staff provides excellent customer service	12%	9	58%	3	0.0489	9
I understand Expedited Building Plan Review process	6%	10	61%	2	0.0217	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 top three 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 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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2018 Importance-Satisfaction Rating

City of Austin

Tree Ordinance Review

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 review process takes to complete	56%	1	33%	9	0.3743	1
Plan review comments applied to my project are reasonable & justified	30%	4	33%	8	0.2034	2
Review staff is easily accessible when assistance is needed to resolve problems	31%	2	34%	6	0.2020	3
<u>High Priority (IS .10-.20)</u>						
Codes & policies are applied by review staff in a fair & practical manner	30%	3	34%	4	0.1994	4
How easy review process is to complete	24%	6	34%	5	0.1548	5
Technical competence of review staff	26%	5	42%	2	0.1503	6
Review staff anticipates obstacles & provides options when they were available	19%	7	33%	10	0.1252	7
Review services are completed by the date promised	18%	8	35%	3	0.1148	8
<u>Medium Priority (IS <.10)</u>						
Review staff provides excellent customer service	15%	9	33%	7	0.0989	9
I understand Tree Ordinance Review process	10%	10	53%	1	0.0466	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 top three 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 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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2018 Importance-Satisfaction Rating

City of Austin

Site Plan Review

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	60%	1	22%	10	0.4702	1
How easy review process is to complete	29%	2	22%	9	0.2214	2
High Priority (IS .10-.20)						
Review services are completed by the date promised	25%	4	24%	7	0.1897	3
Technical competence of review staff	28%	3	36%	2	0.1825	4
Review staff is easily accessible when assistance is needed to resolve problems	25%	6	26%	6	0.1803	5
Codes & policies are applied by review staff in a fair & practical manner	25%	5	29%	4	0.1768	6
Plan review comments applied to my project are reasonable & justified	22%	7	27%	5	0.1583	7
Review staff anticipates obstacles & provides options when they were available	20%	8	24%	8	0.1561	8
Review staff provides excellent customer service	15%	9	30%	3	0.1025	9
Medium Priority (IS <.10)						
I understand Site Plan Review process	10%	10	54%	1	0.0440	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 top three 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 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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2018 Importance-Satisfaction Rating

City of Austin

Subdivision Review

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	59%	1	9%	6	0.5405	1
Review staff is easily accessible when assistance is needed to resolve problems	43%	2	12%	5	0.3824	2
Plan review comments applied to my project are reasonable & justified	39%	3	8%	9	0.3604	3
Codes & policies are applied by review staff in a fair & practical manner	36%	4	12%	4	0.3175	4
Technical competence of review staff	29%	5	16%	2	0.2424	5
How easy review process is to complete	25%	6	8%	8	0.2273	6
Review services are completed by the date promised	23%	8	3%	10	0.2241	7
Review staff anticipates obstacles & provides options when they were available	25%	7	9%	7	0.2239	8
High Priority (IS .10-.20)						
<i>No High Priority Items</i>						
Medium Priority (IS <.10)						
Review staff provides excellent customer service	6%	9	12%	3	0.0500	9
I understand Subdivision Review process	3%	10	45%	1	0.0158	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 top three 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 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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2018 Importance-Satisfaction Rating

City of Austin

Residential Inspection Division

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 an inspection process takes to complete	53%	1	35%	8	0.3415	1
Inspections are completed by the date promised	37%	2	30%	11	0.2593	2
Inspectors are easily accessible when assistance is needed to resolve problems	35%	3	34%	10	0.2328	3
High Priority (IS .10-.20)						
Codes & policies are applied by inspection staff in a fair & practical manner	25%	5	39%	5	0.1508	4
How easy inspection process is to complete	25%	4	41%	3	0.1453	5
Technical competence of inspection staff	25%	6	52%	2	0.1178	6
Inspectors provide excellent customer service	19%	7	41%	4	0.1133	7
Inspection requirements are reasonable & justified	18%	8	38%	6	0.1111	8
Inspections staff anticipates obstacles & provides options when they were available	16%	9	36%	7	0.1029	9
Medium Priority (IS <.10)						
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	7%	11	34%	9	0.0427	10
I understand Residential Inspection process	7%	10	68%	1	0.0220	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 top three 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 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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2018 Importance-Satisfaction Rating

City of Austin

Commercial Inspection Division

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 an inspection process takes to complete	46%	1	45%	8	0.2528	1
Inspections are completed by the date promised	41%	2	41%	10	0.2389	2
High Priority (IS .10-.20)						
Inspectors are easily accessible when assistance is needed to resolve problems	28%	3	44%	9	0.1568	3
How easy inspection process is to complete	25%	4	54%	3	0.1163	4
Codes & policies are applied by inspection staff in a fair & practical manner	23%	5	53%	4	0.1079	5
Medium Priority (IS <.10)						
Inspections staff anticipates obstacles & provides options when they were available	17%	7	48%	7	0.0893	6
Technical competence of inspection staff	20%	6	58%	2	0.0849	7
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	12%	10	41%	11	0.0712	8
Inspection requirements are reasonable & justified	15%	8	52%	5	0.0702	9
Inspectors provide excellent customer service	14%	9	51%	6	0.0669	10
I understand Commercial Inspection process	8%	11	74%	1	0.0202	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 top three 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 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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2018 Importance-Satisfaction Rating

City of Austin

Tree Inspection Division

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Inspection requirements are reasonable & justified	39%	2	30%	11	0.2751	1
Length of time an inspection process takes to complete	41%	1	43%	6	0.2331	2
Codes & policies are applied by inspection staff in a fair & practical manner	32%	3	37%	9	0.2009	3
High Priority (IS .10-.20)						
Inspectors are easily accessible when assistance is needed to resolve problems	25%	4	44%	4	0.1394	4
Inspections staff anticipates obstacles & provides options when they were available	20%	7	41%	8	0.1156	5
Inspections are completed by the date promised	20%	6	46%	3	0.1110	6
Technical competence of inspection staff	21%	5	53%	2	0.1000	7
Medium Priority (IS <.10)						
Inspectors provide excellent customer service	18%	8	44%	5	0.0985	8
How easy inspection process is to complete	15%	9	42%	7	0.0895	9
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	8%	10	32%	10	0.0542	10
I understand Tree Inspection process	7%	11	59%	1	0.0267	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 top three 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 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

2018 Importance-Satisfaction Rating

City of Austin

Subdivision Inspection Division

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 an inspection process takes to complete	40%	1	37%	7	0.2535	1
High Priority (IS .10-.20)						
Inspections are completed by the date promised	30%	3	33%	9	0.1988	2
Codes & policies are applied by inspection staff in a fair & practical manner	31%	2	39%	4	0.1919	3
Inspections staff anticipates obstacles & provides options when they were available	25%	4	31%	10	0.1743	4
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	22%	8	26%	11	0.1660	5
Inspectors are easily accessible when assistance is needed to resolve problems	24%	5	38%	6	0.1484	6
Inspection requirements are reasonable & justified	21%	9	36%	8	0.1338	7
How easy inspection process is to complete	23%	6	41%	3	0.1323	8
Technical competence of inspection staff	22%	7	49%	2	0.1154	9
Inspectors provide excellent customer service	17%	10	38%	5	0.1016	10
Medium Priority (IS <.10)						
I understand Site & Subdivision Inspection process	5%	11	69%	1	0.0139	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 top three 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 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

2018 Importance-Satisfaction Rating

City of Austin

Environmental Inspection Division

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Inspection requirements are reasonable & justified	41%	1	29%	10	0.2923	1
High Priority (IS .10-.20)						
Codes & policies are applied by inspection staff in a fair & practical manner	31%	2	35%	8	0.1973	2
Length of time an inspection process takes to complete	30%	4	43%	5	0.1679	3
Technical competence of inspection staff	30%	3	49%	2	0.1516	4
Inspectors are easily accessible when assistance is needed to resolve problems	26%	5	42%	6	0.1502	5
Inspections staff anticipates obstacles & provides options when they were available	22%	6	32%	9	0.1496	6
How easy inspection process is to complete	21%	7	41%	7	0.1237	7
Medium Priority (IS <.10)						
Inspections are completed by the date promised	18%	8	47%	3	0.0972	8
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	12%	11	25%	11	0.0936	9
Inspectors provide excellent customer service	15%	9	46%	4	0.0825	10
I understand Environmental Inspection process	14%	10	51%	1	0.0701	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 top three 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 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

2018 Importance-Satisfaction Rating

City of Austin

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>						
Length of time process takes to complete	59%	1	45%	7	0.3297	1
<u>High Priority (IS .10-.20)</u>						
How easy it is to contact staff	30%	3	37%	8	0.1894	2
How easy process is to complete	40%	2	53%	3	0.1845	3
How responsive staff is to your needs	29%	4	51%	4	0.1393	4
Staff anticipates obstacles & provides options when they were available	23%	6	45%	6	0.1275	5
Technical competence of staff	27%	5	60%	2	0.1080	6
How consistently standards are applied by staff	20%	7	49%	5	0.1005	7
<u>Medium Priority (IS <.10)</u>						
How fairly you are treated by staff	11%	8	66%	1	0.0372	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 top three 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 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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2018 Importance-Satisfaction Rating

City of Austin

Development Assistance 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>						
<i>No Very High Priority Items</i>						
<u>High Priority (IS .10-.20)</u>						
How easy it is to contact staff	31%	5	46%	8	0.1635	1
How consistently standards are applied by staff	31%	4	48%	7	0.1607	2
Length of time consulting services take to complete	46%	1	68%	2	0.1495	3
Staff anticipates obstacles & provides options when they v	31%	3	52%	6	0.1494	4
Technical competence of staff	41%	2	64%	4	0.1464	5
How responsive staff is to your needs	30%	6	56%	5	0.1304	6
<u>Medium Priority (IS <.10)</u>						
How easy process is to complete	25%	7	65%	3	0.0851	7
How fairly you are treated by staff	14%	8	69%	1	0.0447	8

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

Most Important %:

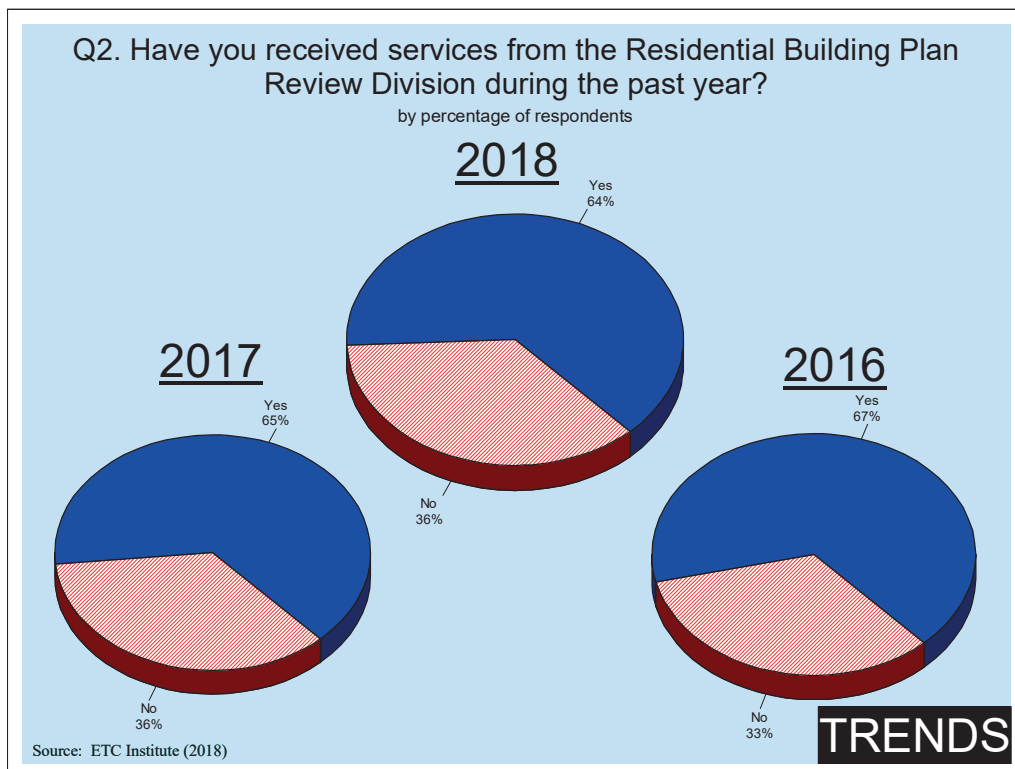
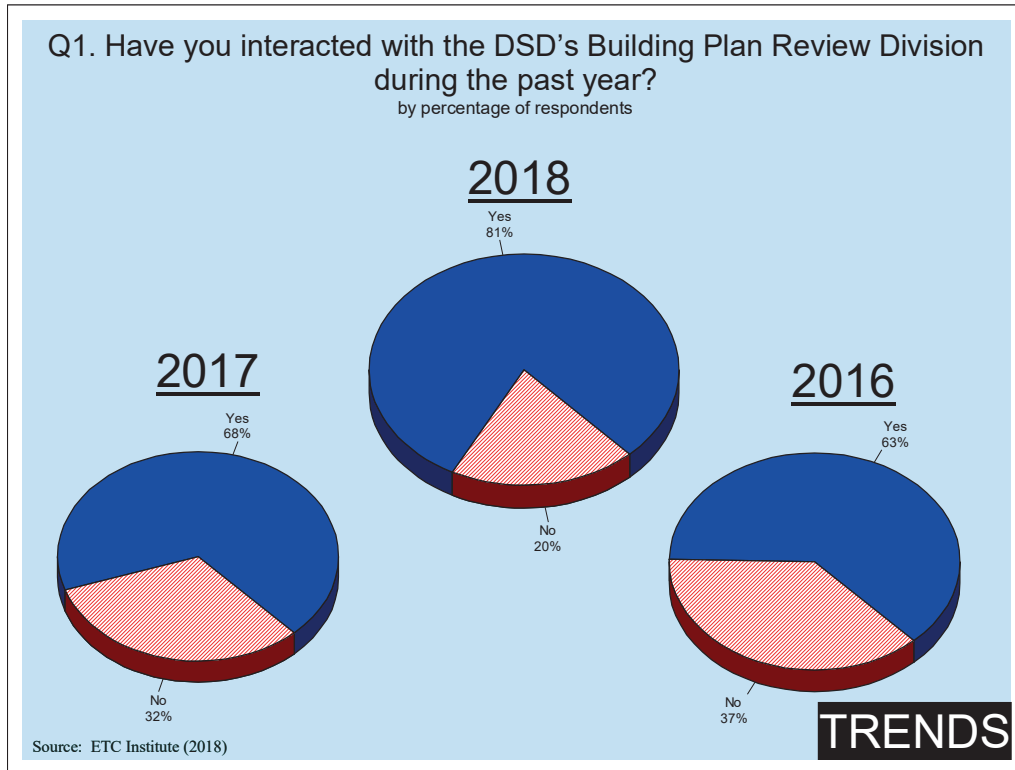
The "Most Important" percentage represents the sum of the top three most important responses for each item. Respondents were asked to identify the items they thought are most important to emphasize.

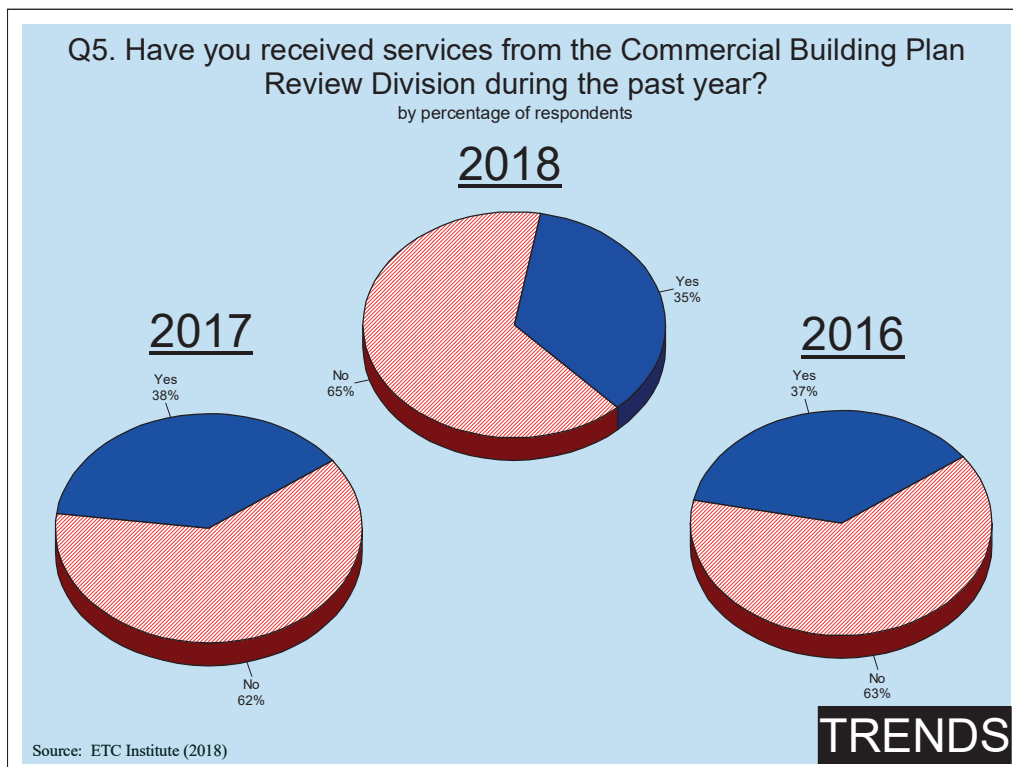
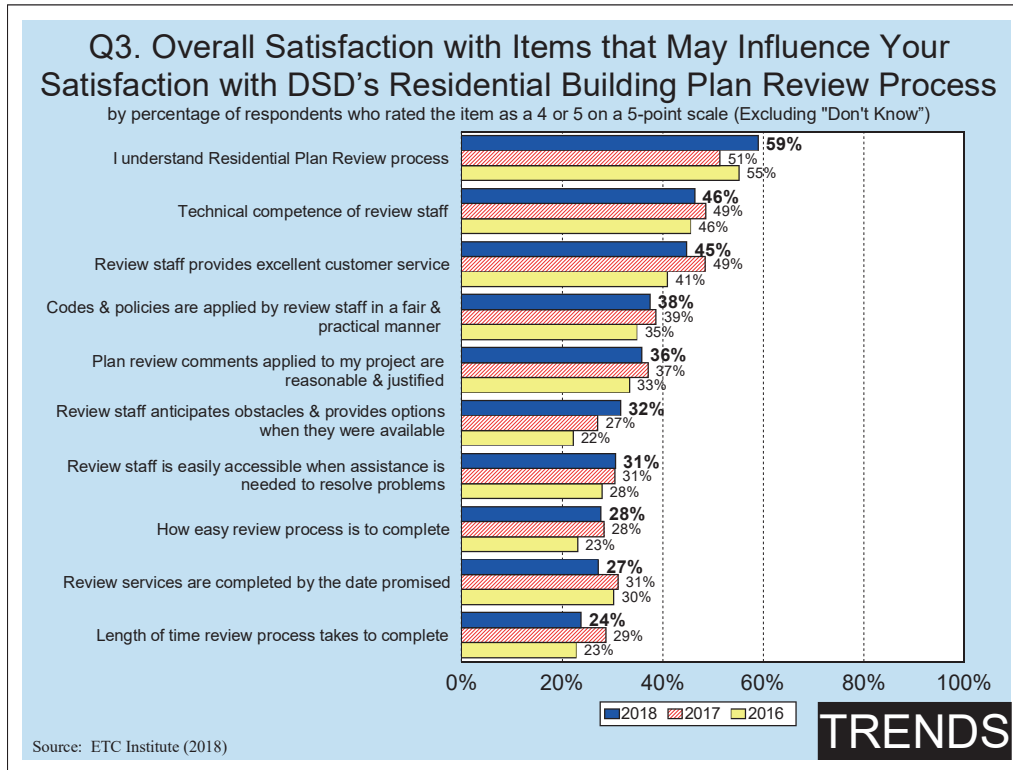
Satisfaction %:

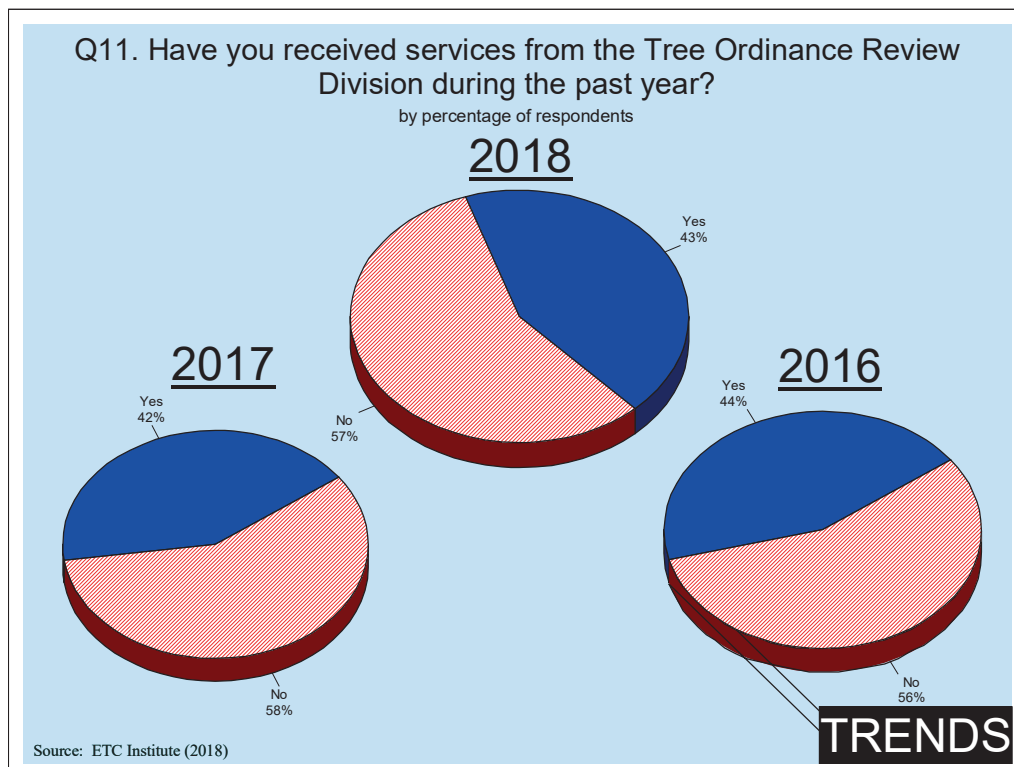
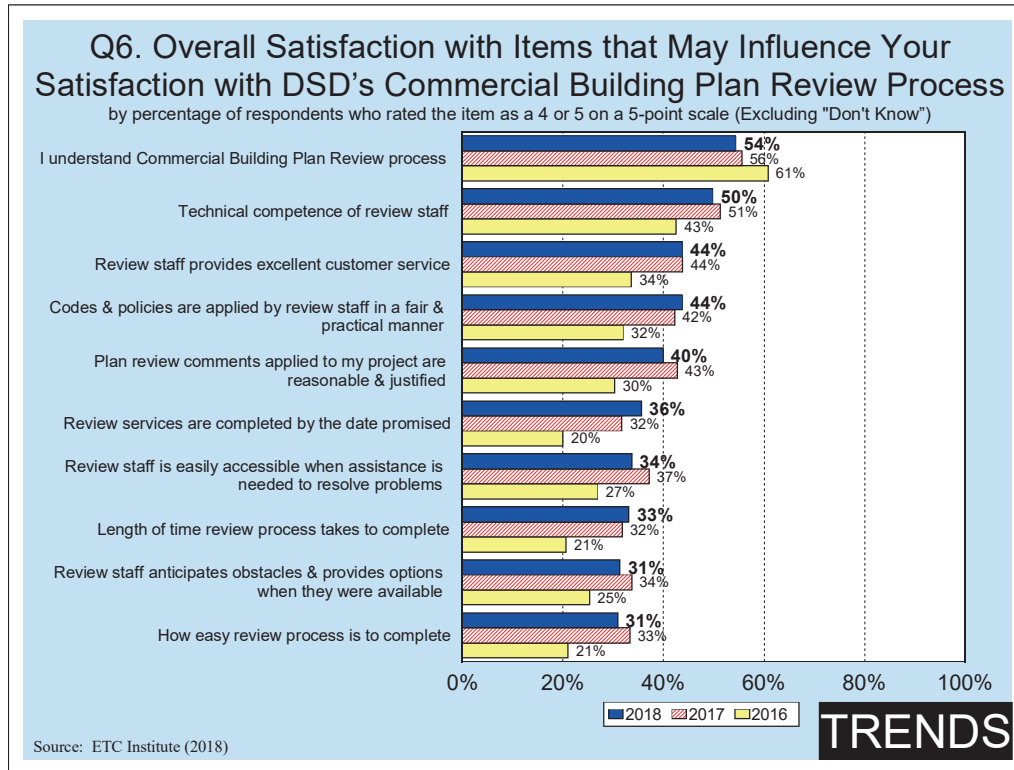
The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Section 2

Trend Charts

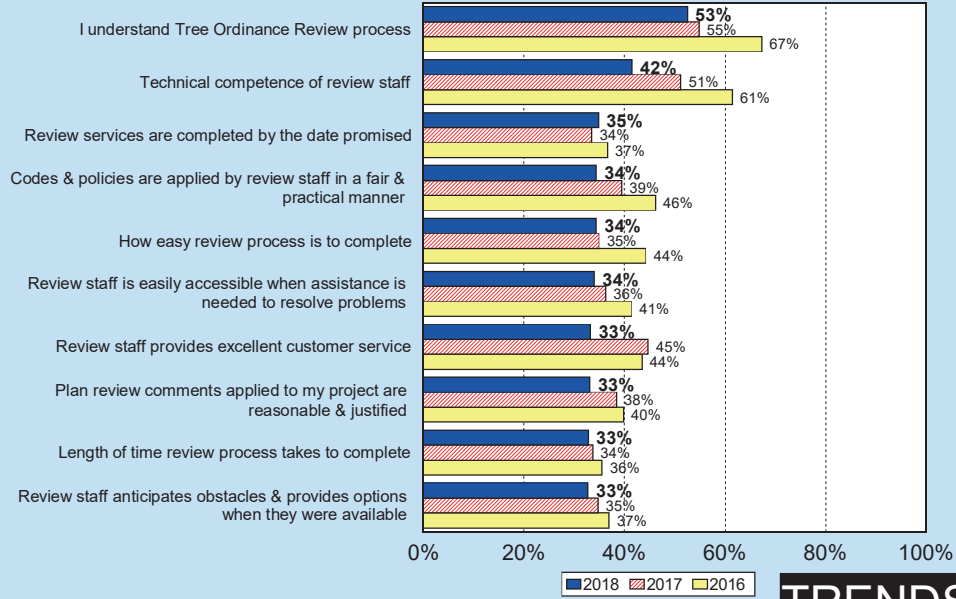






Q12. Overall Satisfaction with Items that May Influence Your Satisfaction with DSD's Tree Ordinance Review Process

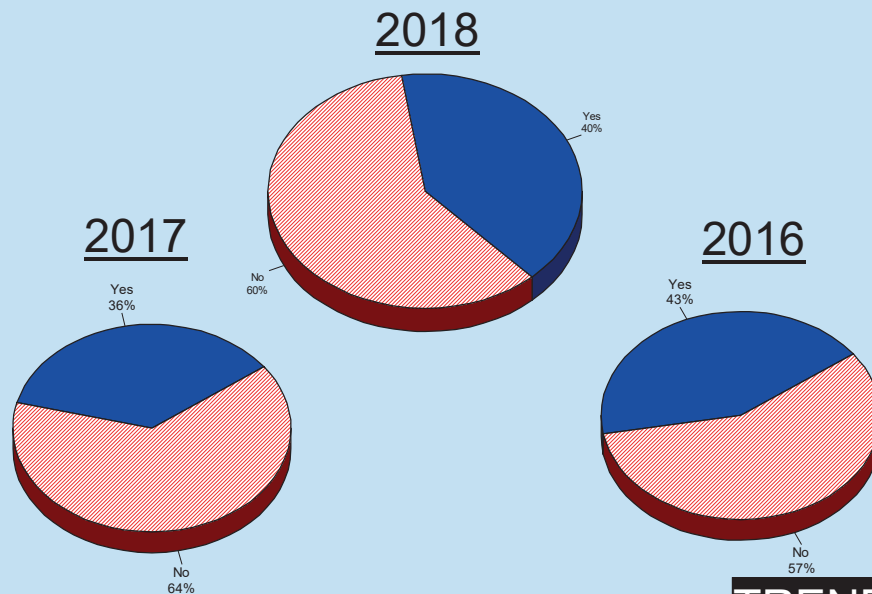
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (Excluding "Don't Know")



TRENDS

Q14. Have you received services related to a Site Plan Review during the past year?

by percentage of respondents

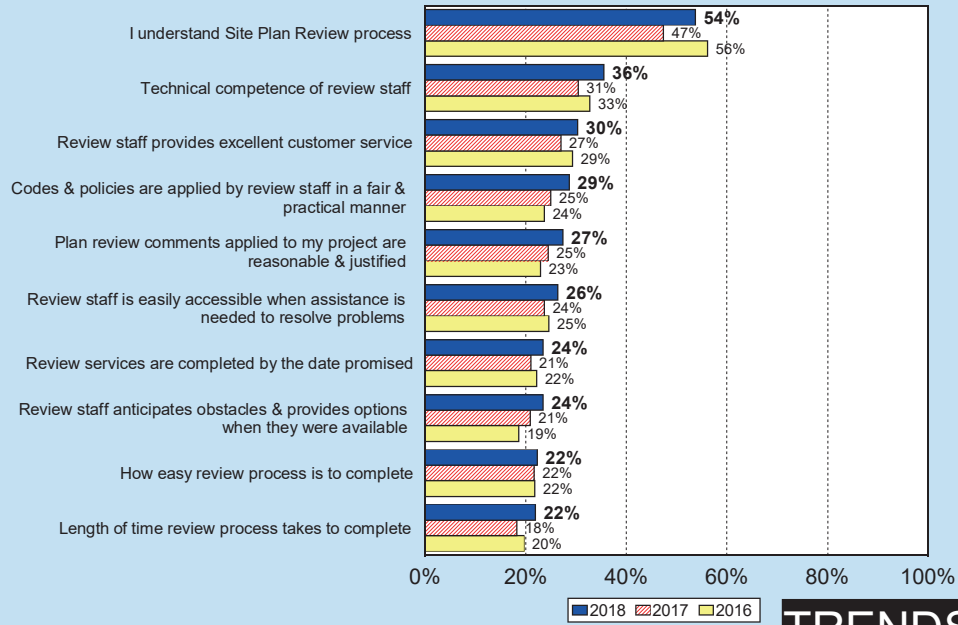


Source: ETC Institute (2018)

TRENDS

Q15. Overall Satisfaction with the Site Plan Review Process

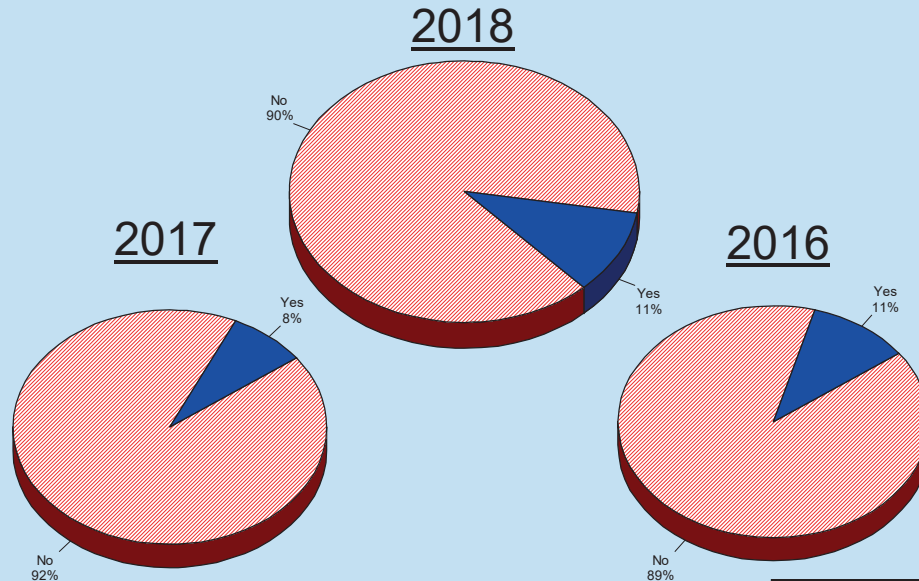
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (Excluding "Don't Know")



TRENDS

Q17. Have you received services related to a Subdivision Review during the past year?

by percentage of respondents

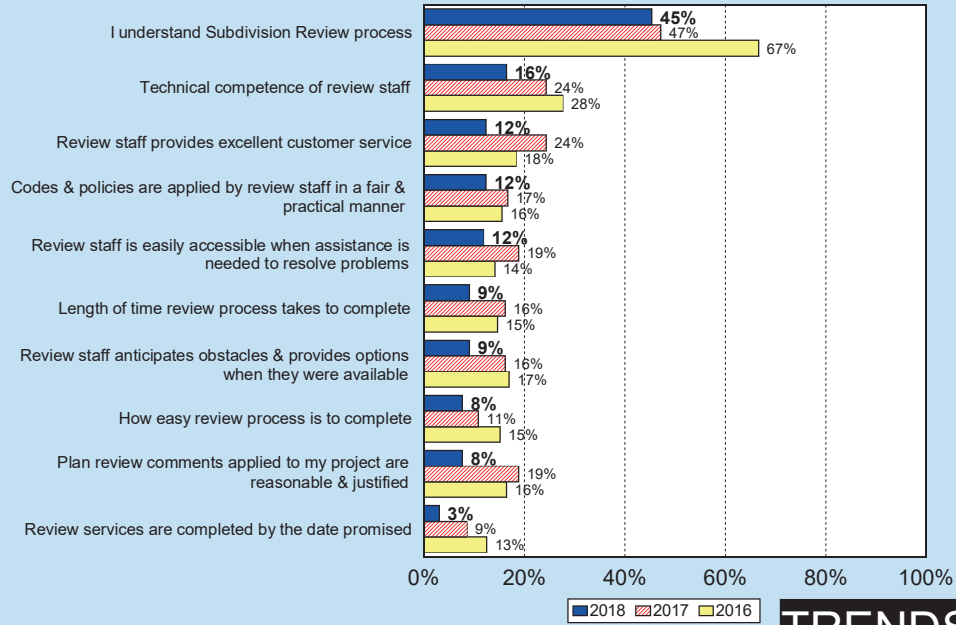


Source: ETC Institute (2018)

TRENDS

Q18. Overall Satisfaction with the Subdivision Review Process

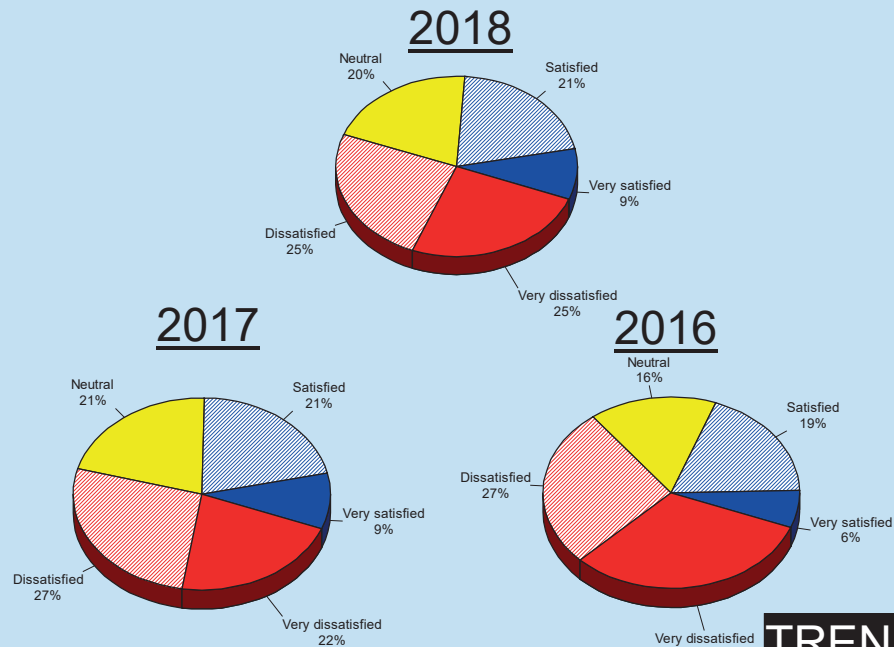
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (Excluding "Don't Know")



TRENDS

Q20. Overall, how satisfied are you with the DSD's Plan Review Division?

by percentage of respondents

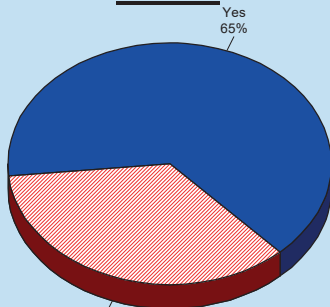


TRENDS

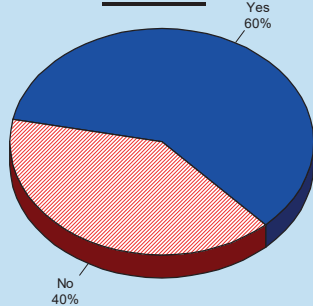
Q21. Have you interacted with DSD's Inspection Divisions during the past year?

by percentage of respondents

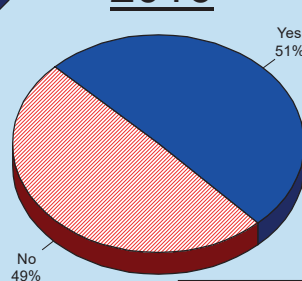
2018



2017



2016



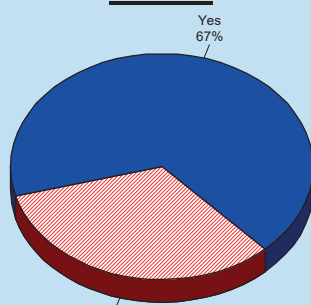
Source: ETC Institute (2018)

TRENDS

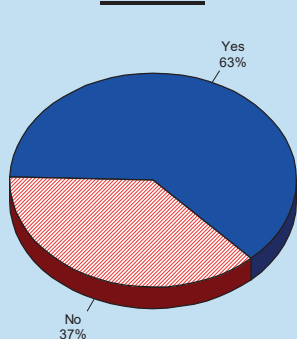
Q22. Have you received a residential inspection in the past year?

by percentage of respondents

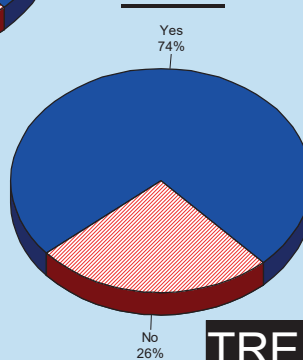
2018



2017



2016

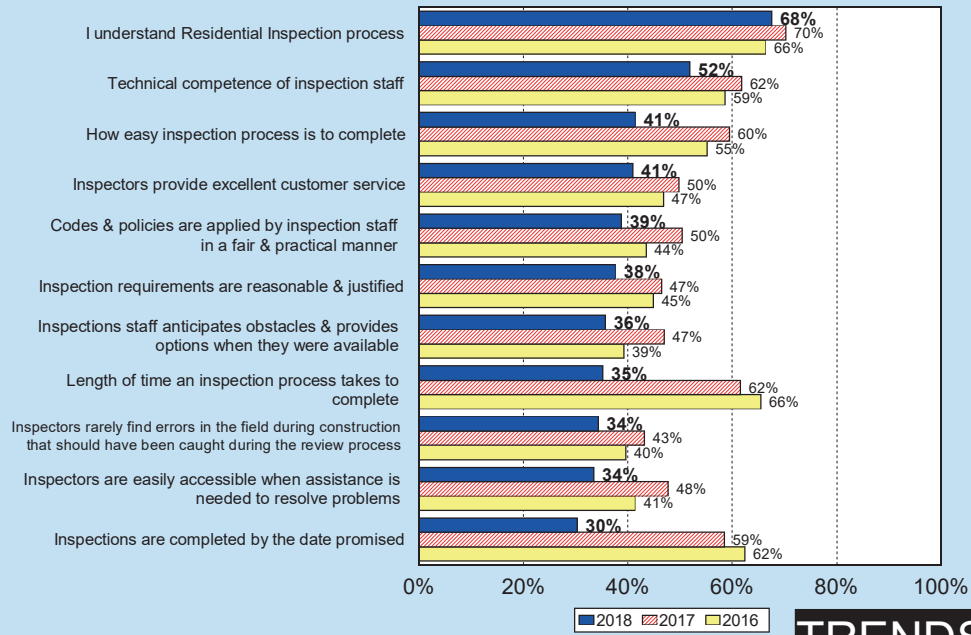


Source: ETC Institute (2018)

TRENDS

Q23. Overall Satisfaction with the Residential Inspection Division

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

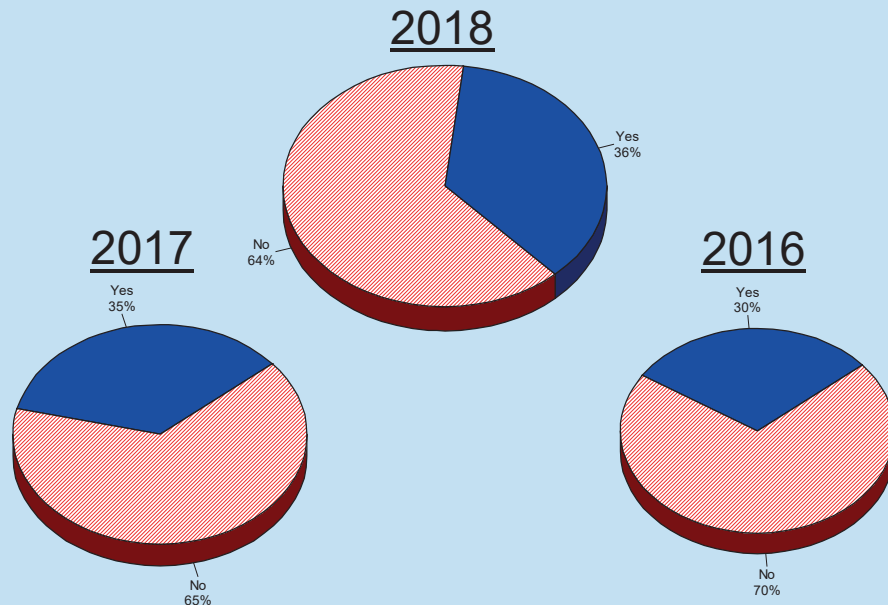


Source: ETC Institute (2018)

TRENDS

Q25. Have you received a commercial inspection in the past year?

by percentage of respondents

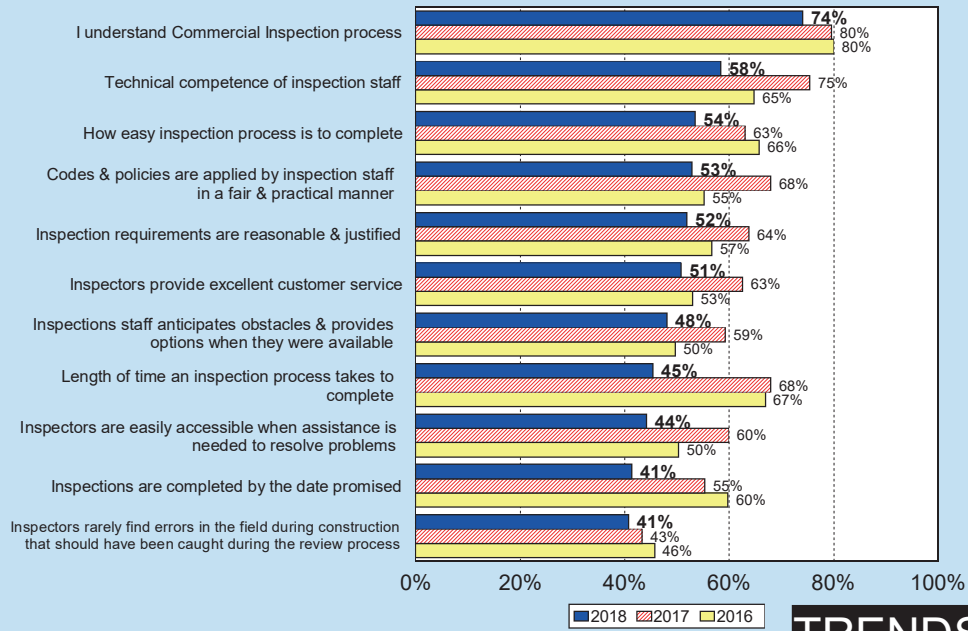


Source: ETC Institute (2018)

TRENDS

Q26. Overall Satisfaction with the Commercial Inspection Division

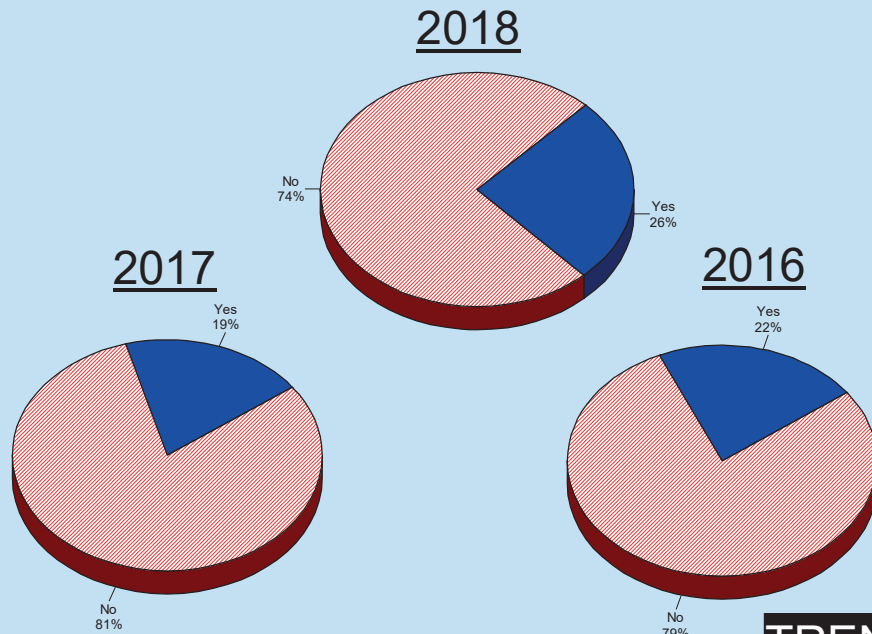
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (Excluding "Don't Know")



TRENDS

Q28. Have you received a tree inspection in the past year?

by percentage of respondents

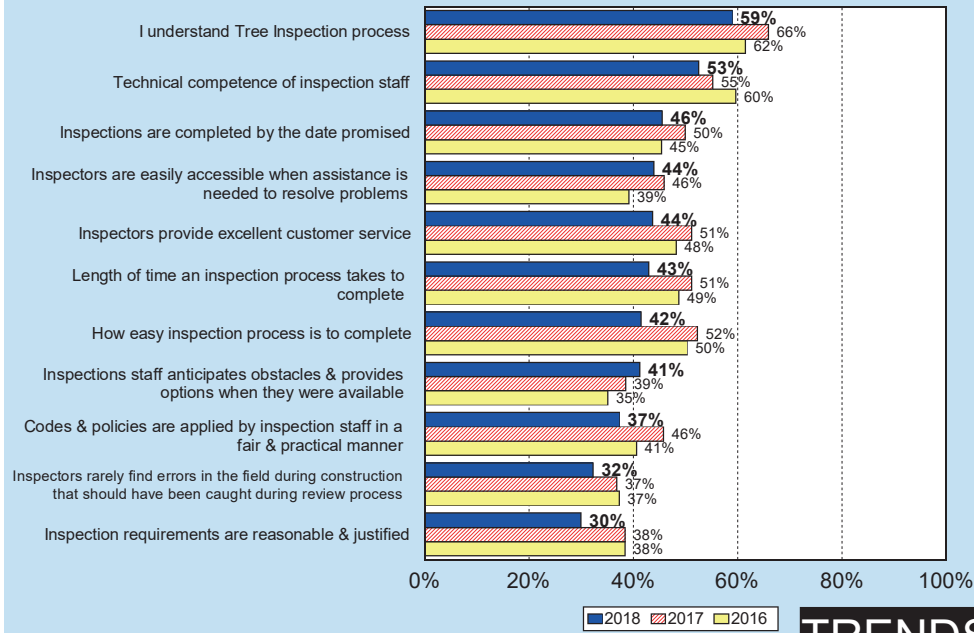


Source: ETC Institute (2018)

TRENDS

Q29. Satisfaction with Items Related to the Tree Inspection Division

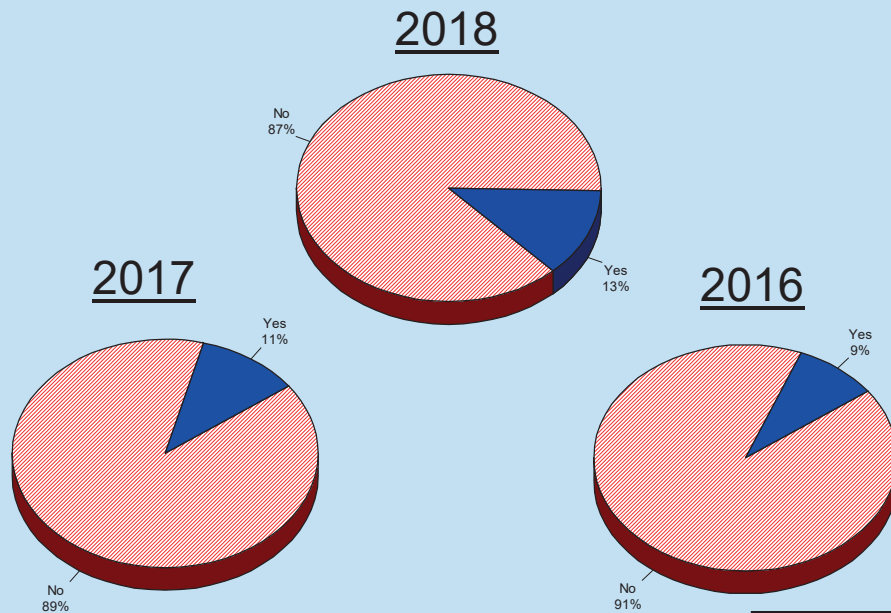
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (Excluding "Don't Know")



TRENDS

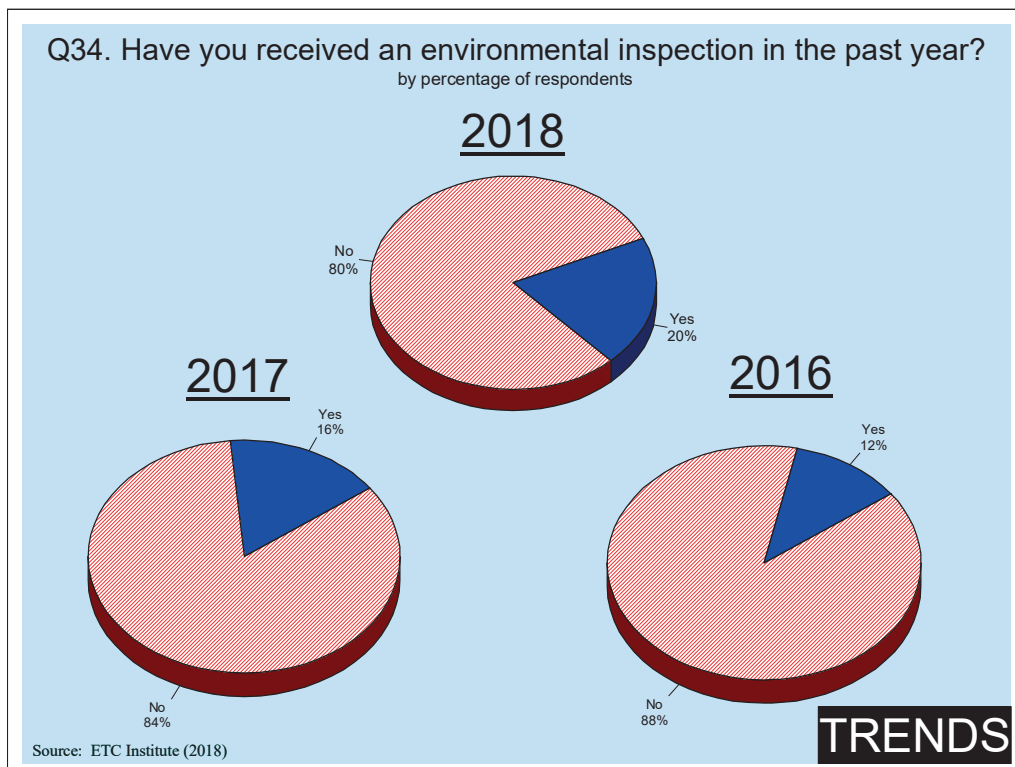
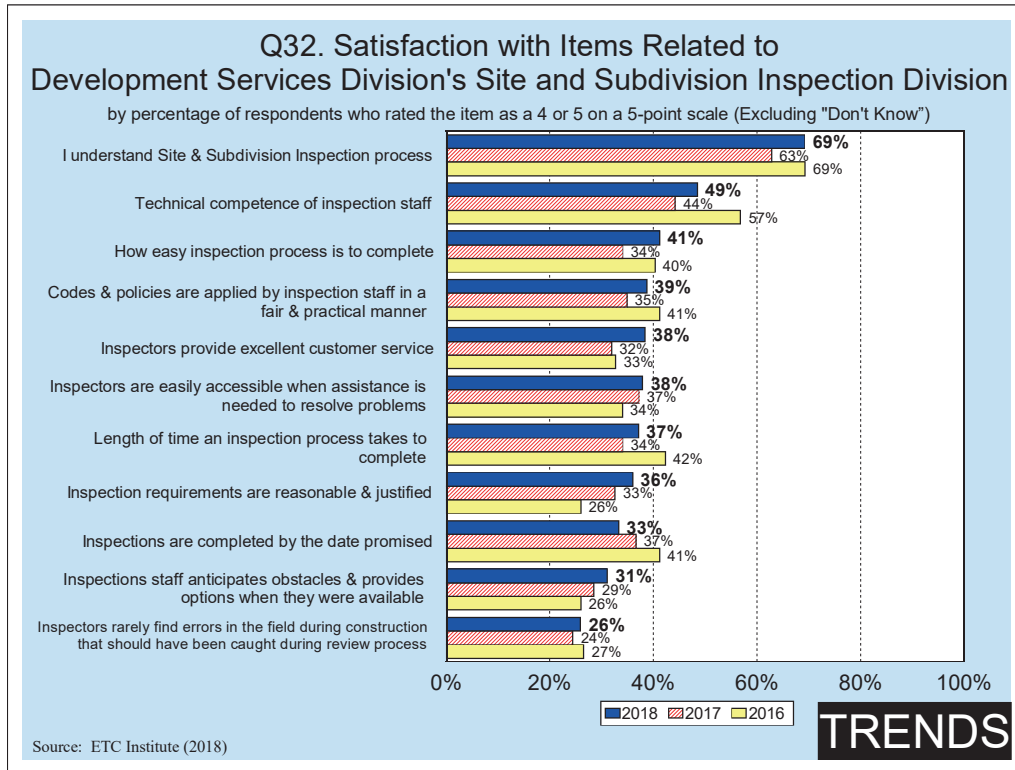
Q31. Have you received site and subdivision inspections in the past year?

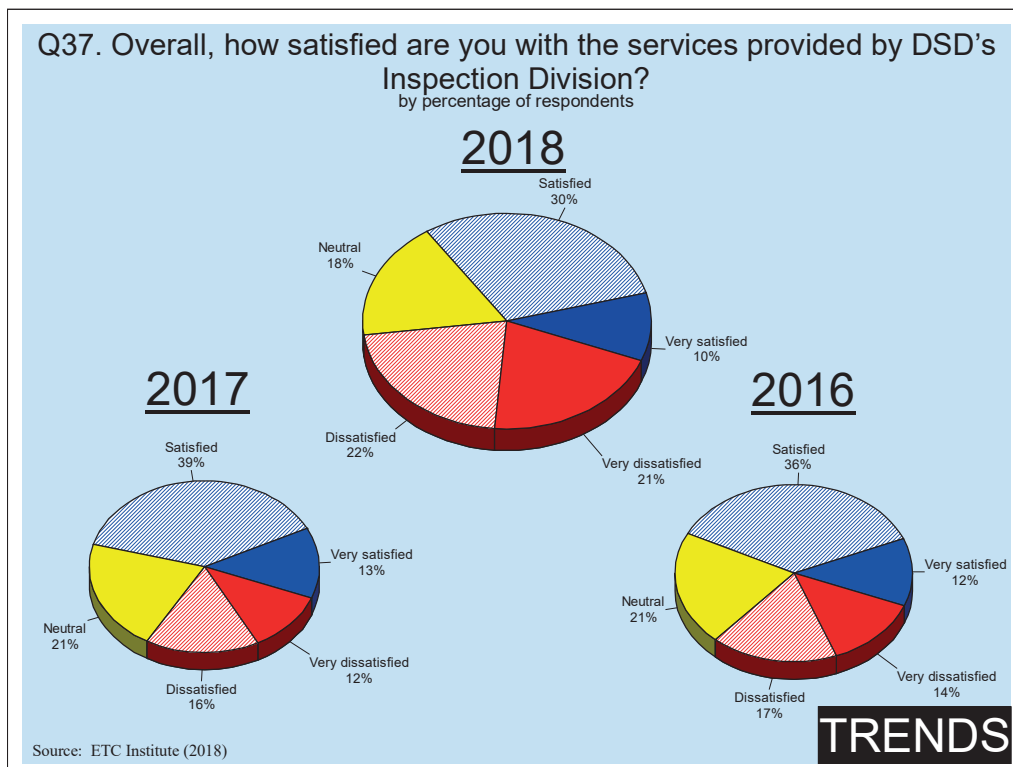
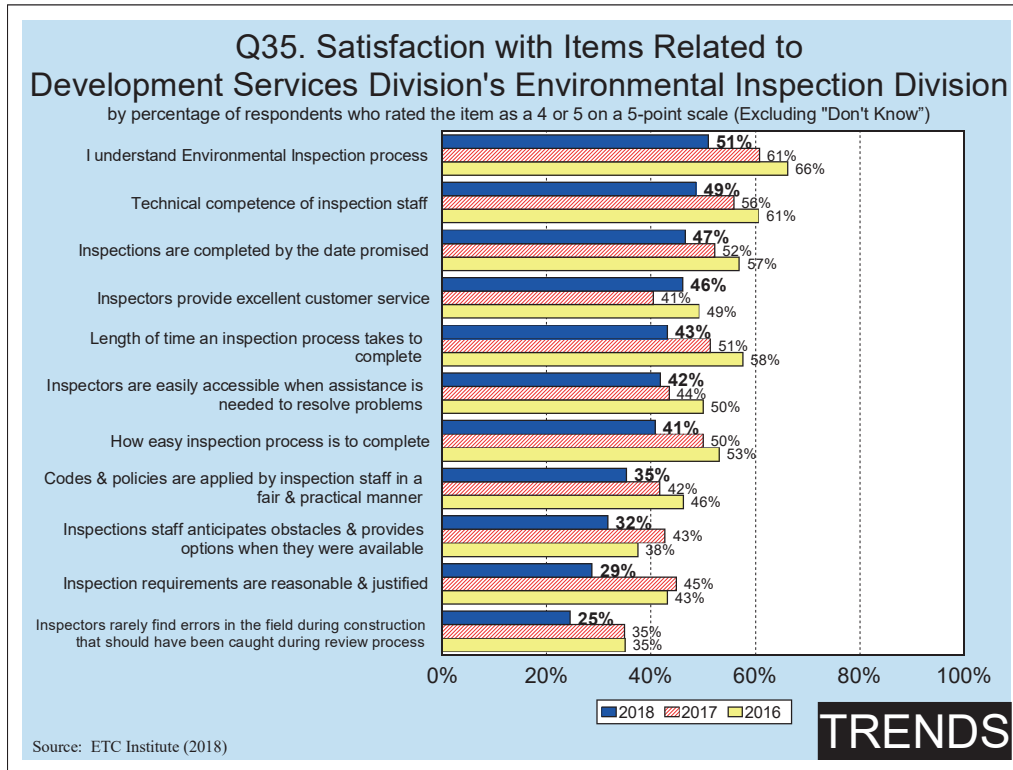
by percentage of respondents

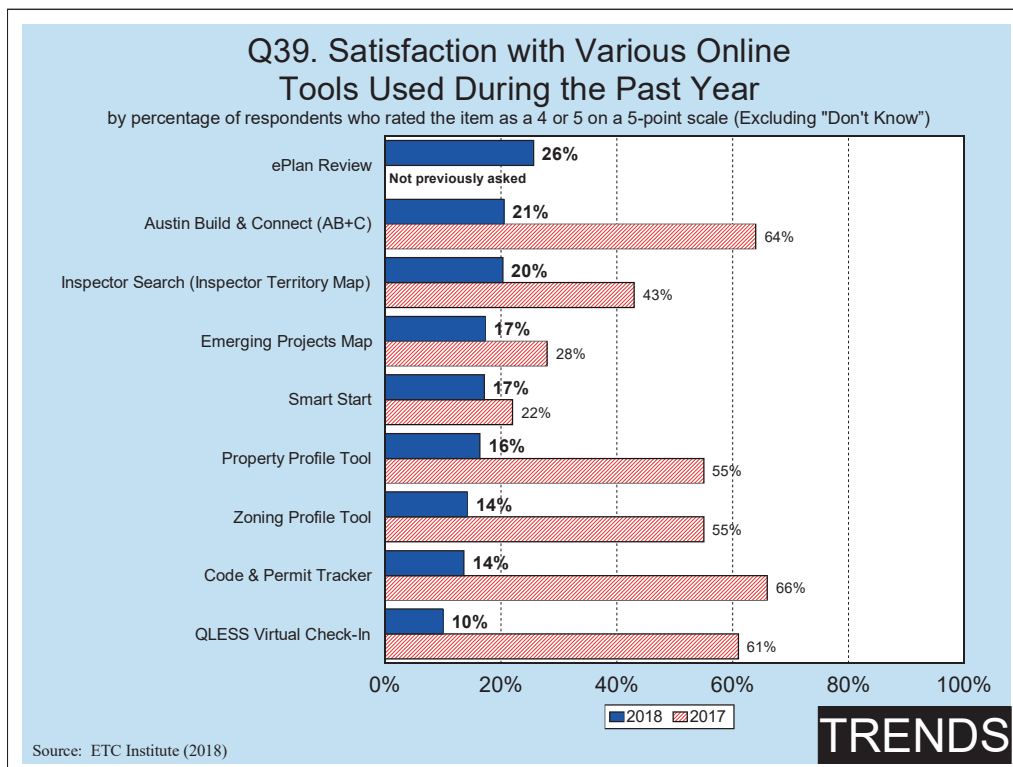
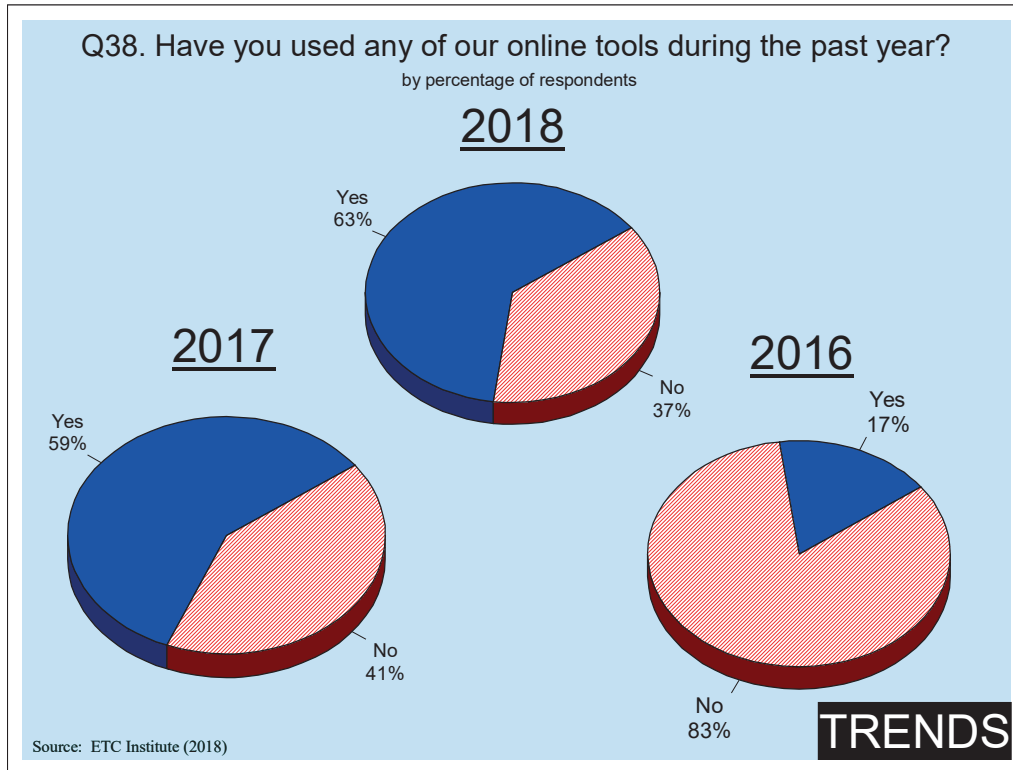


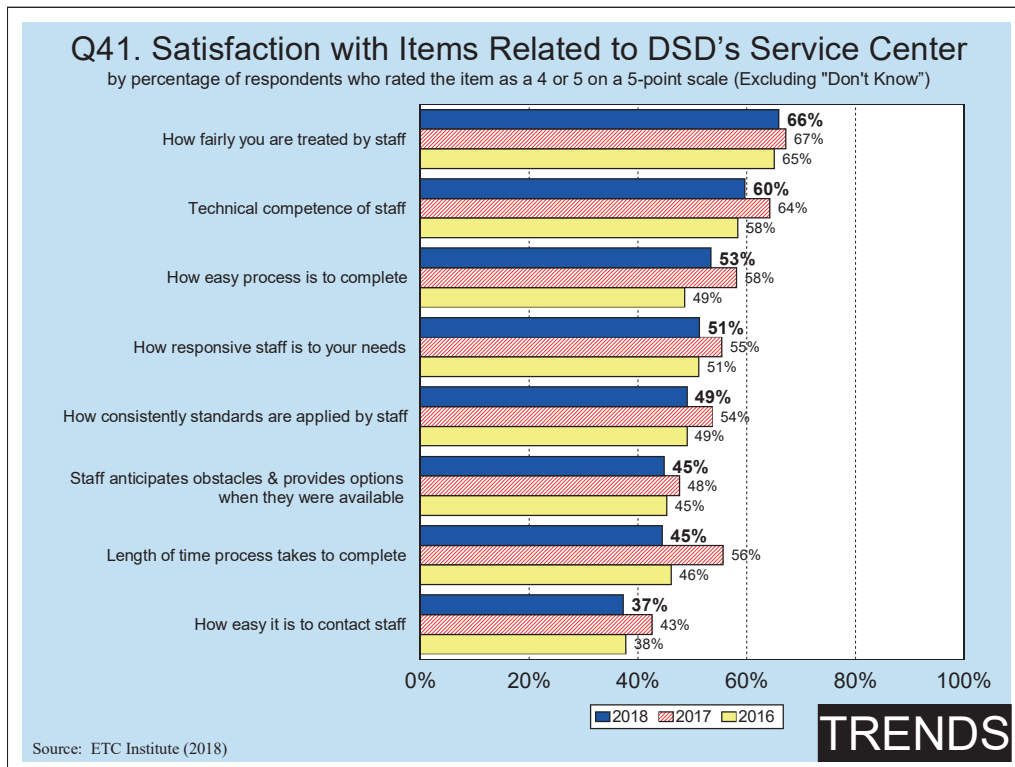
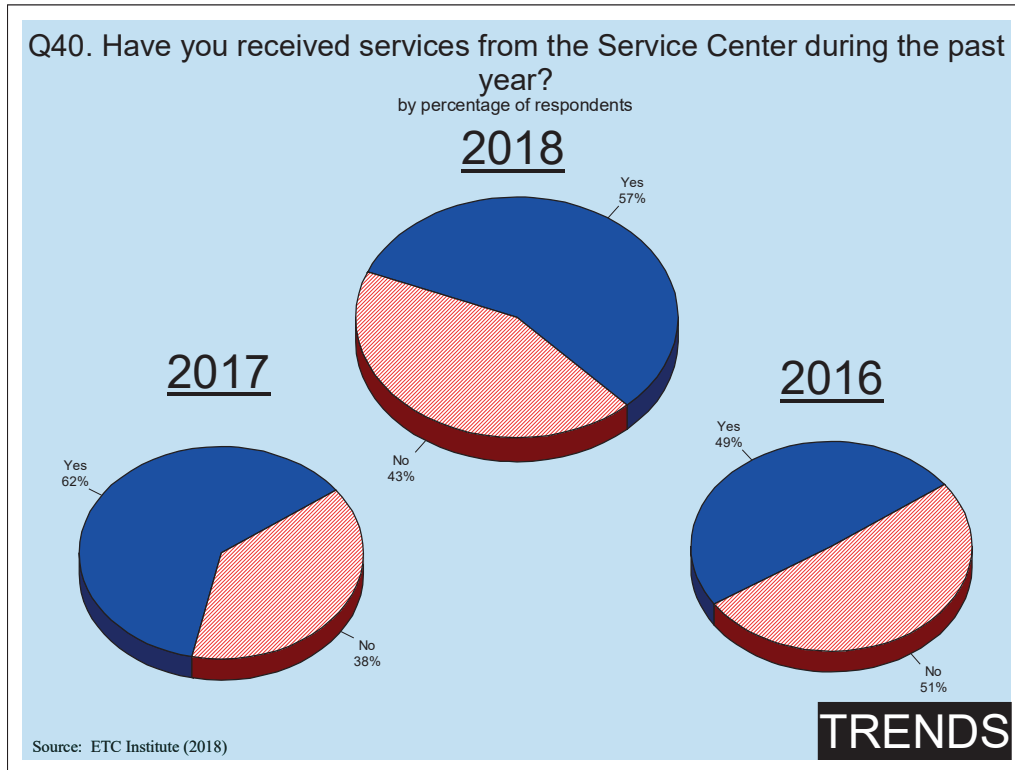
Source: ETC Institute (2018)

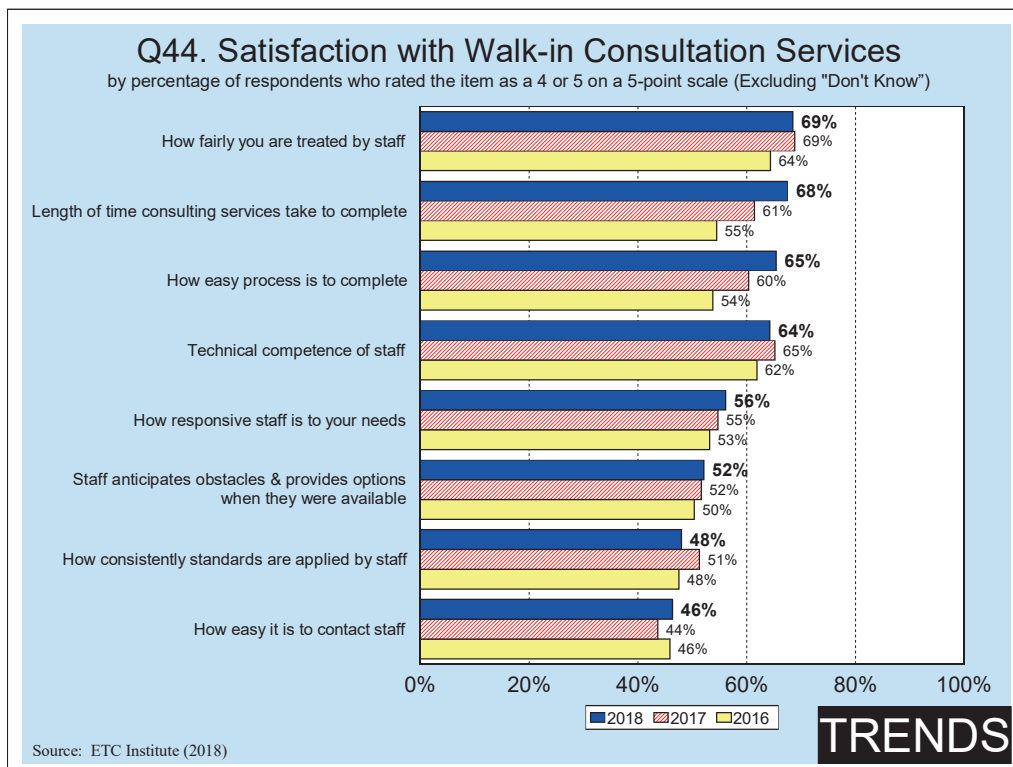
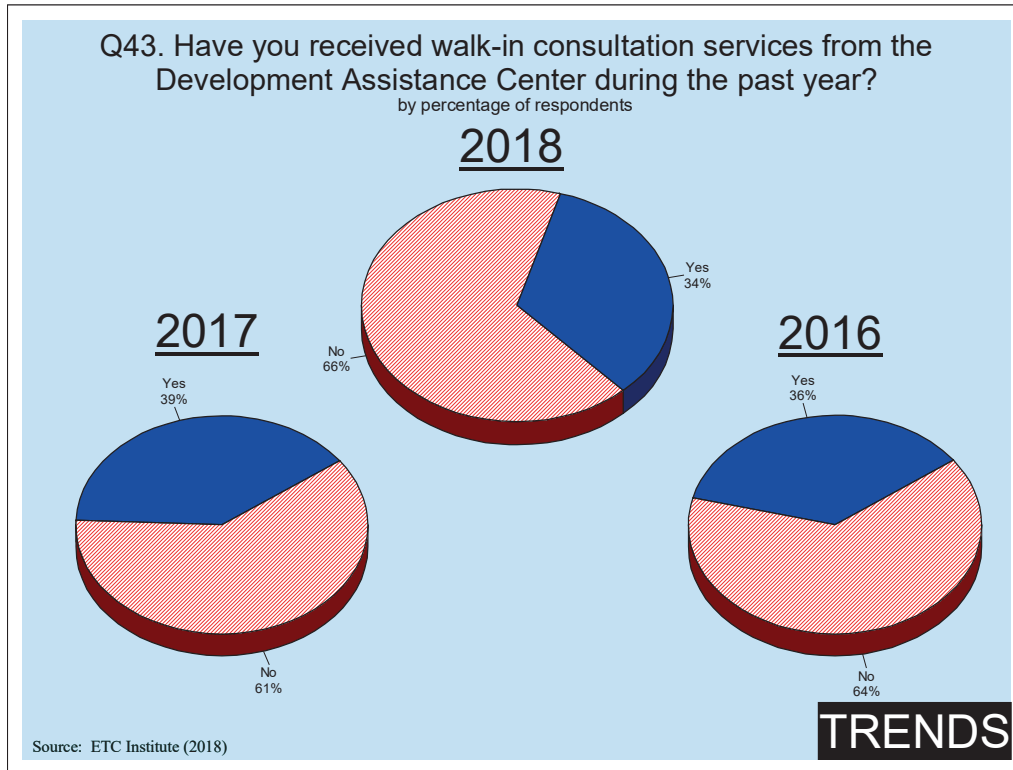
TRENDS



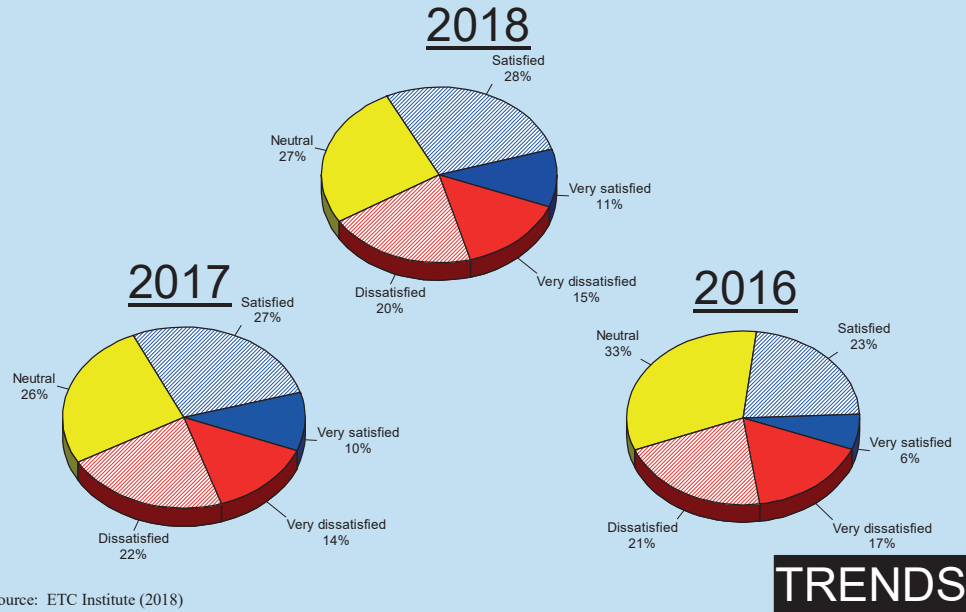




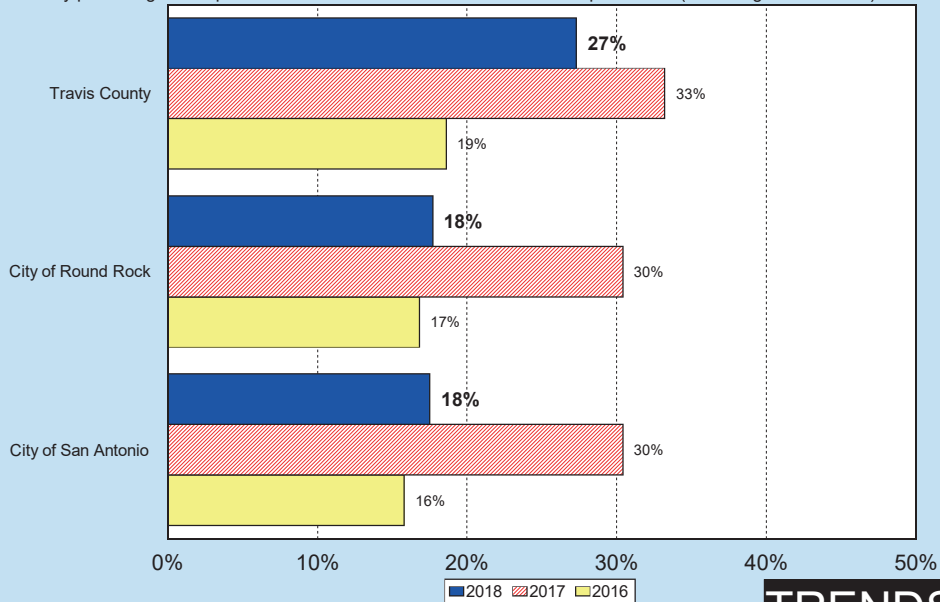


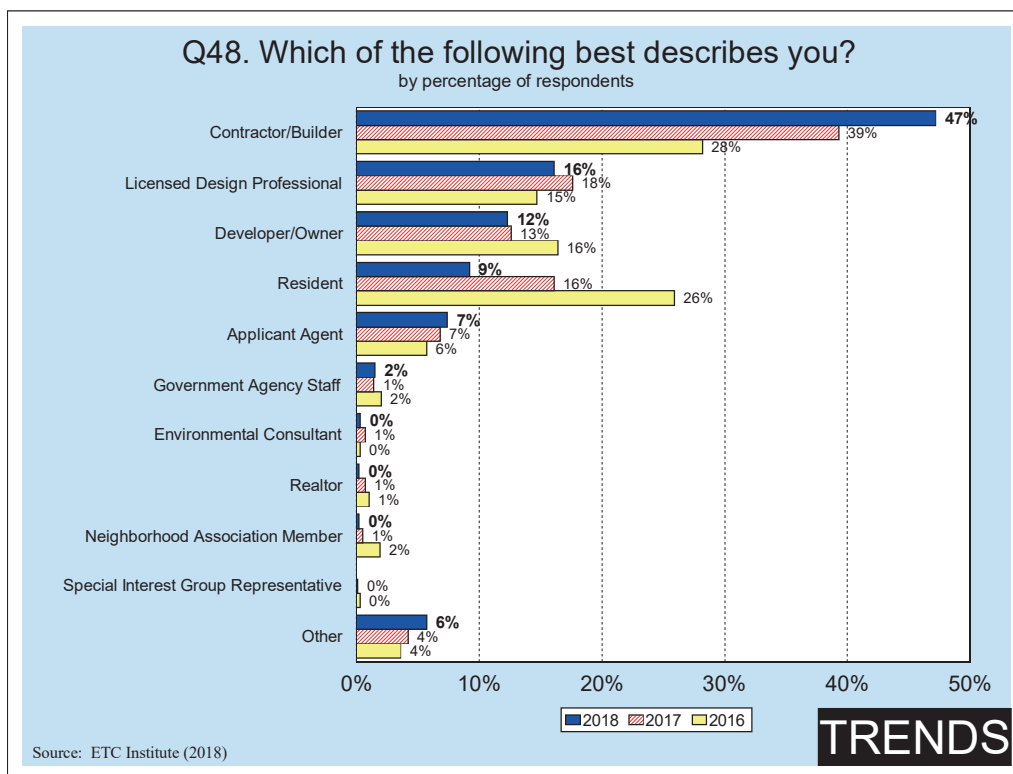


Q46. How satisfied are you with your understanding of how the Development Services Department is structured and the role that external City departments have in the review and permitting process?
by percentage of respondents



Q47. 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")





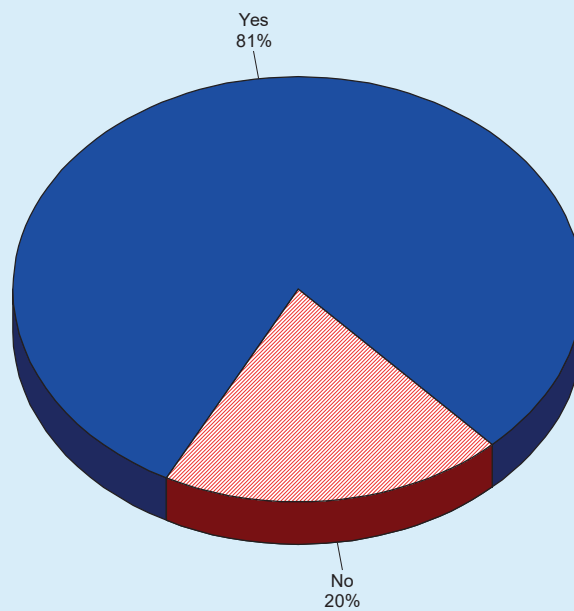
Section 3

Charts and Graphs

Plan Review Process

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

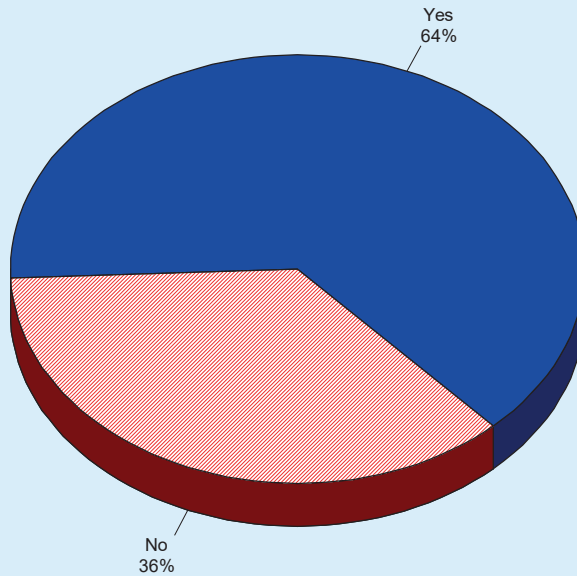
by percentage of respondents



Source: ETC Institute (2018)

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

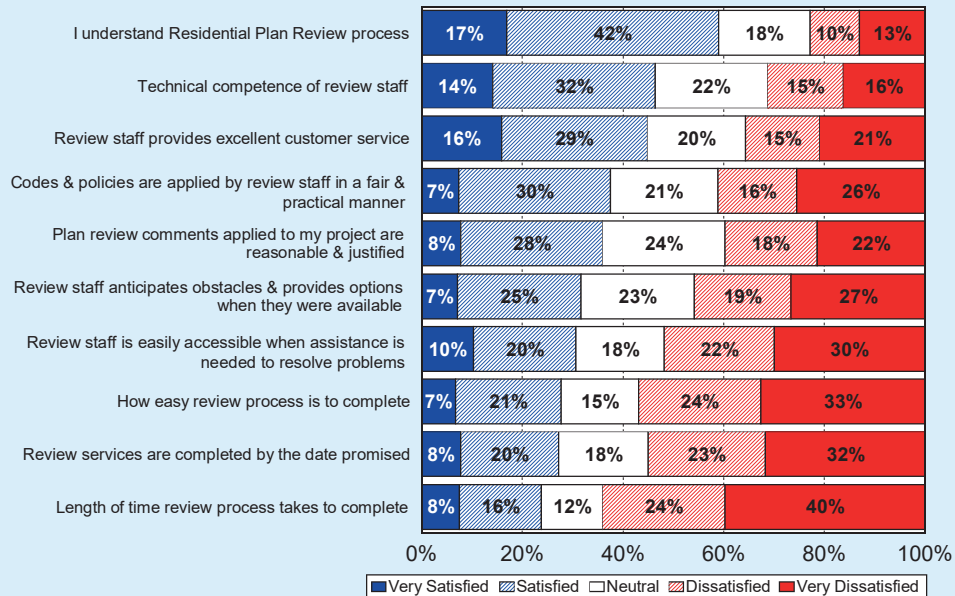
by percentage of respondents



Source: ETC Institute (2018)

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

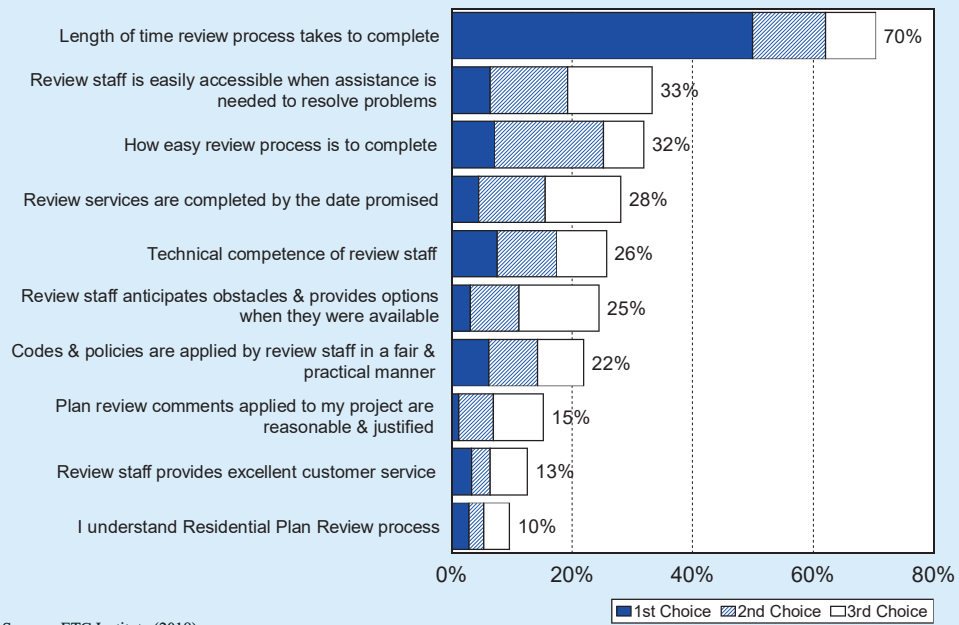
by percentage of respondents who have interacted with the DSD's Building Plan Review Division during the past year
(Excluding "Don't Know")



Source: ETC Institute (2018)

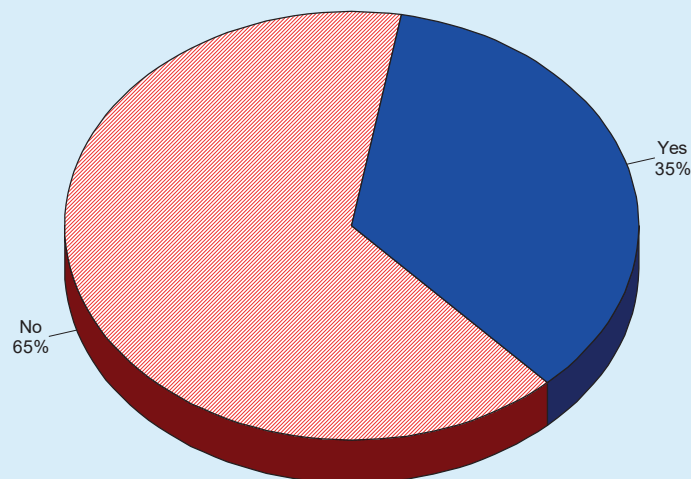
Q4. Which THREE items do you think are most important for DSD's Residential Building Plan Review Division to Emphasize?

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



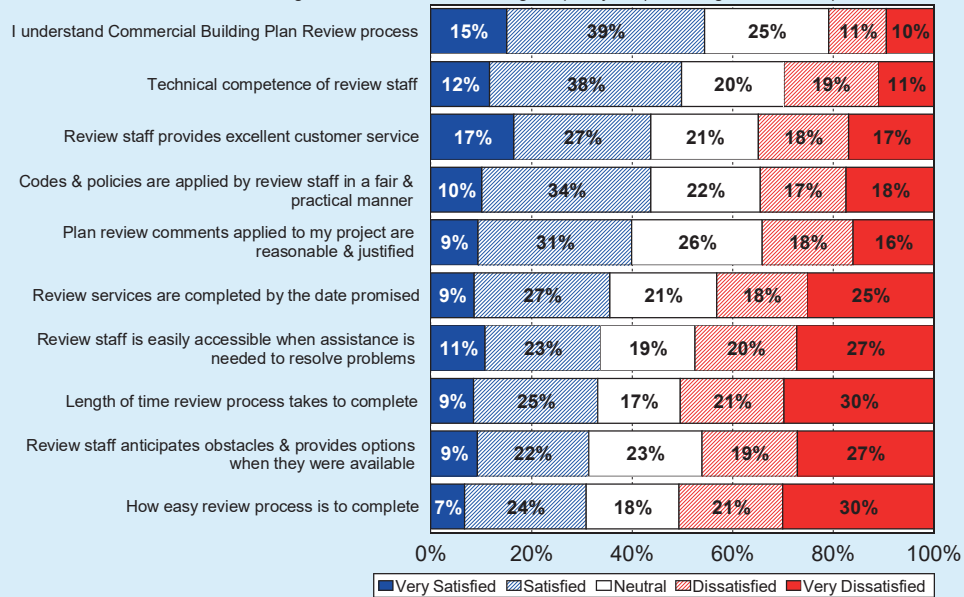
Q5. Have you received services from the Commercial Building Plan Review Division during the past year?

by percentage of respondents



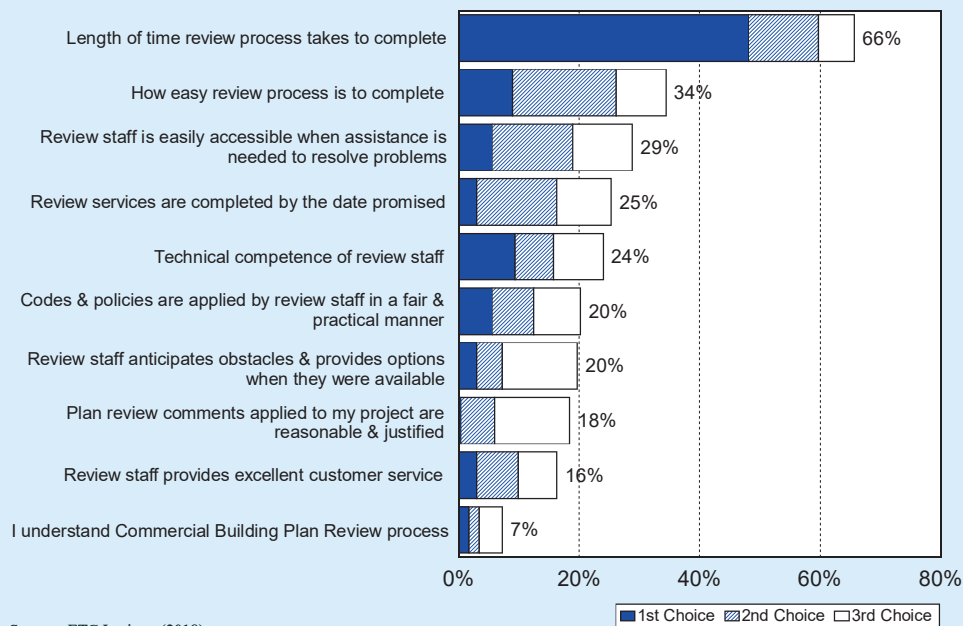
Q6. Overall Satisfaction with Items that May Influence Your Satisfaction with DSD's Commercial Building Plan Review Process

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

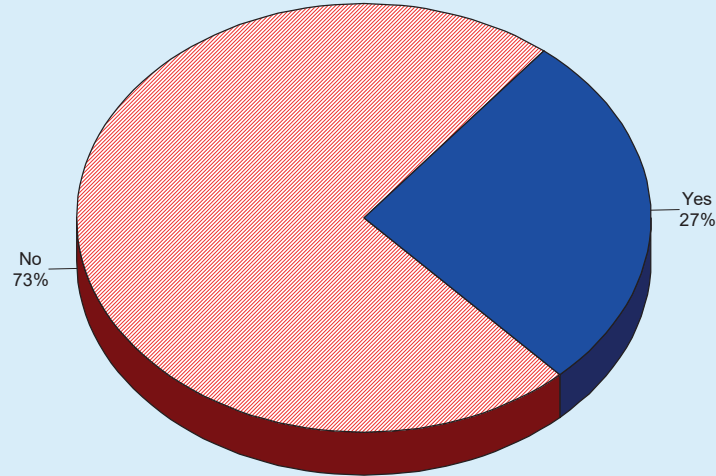


Q7. Which THREE items do you think are most important for DSD's Commercial Building Plan Review Division to Emphasize?

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



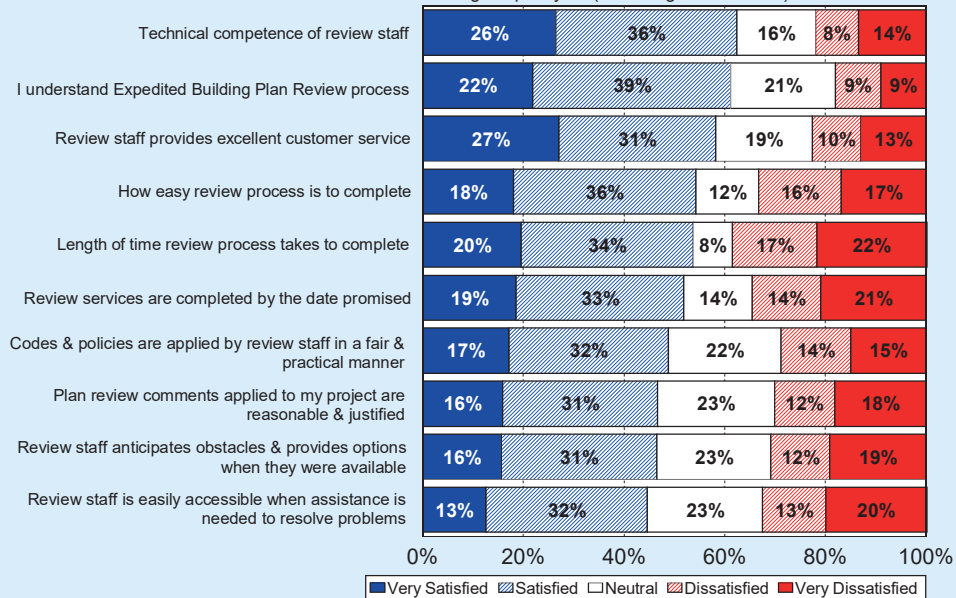
Q8. Have you received services from the Expedited Building Plan Review Division during the past year?
by percentage of respondents



Source: ETC Institute (2018)

Q9. Overall Satisfaction with Items that May Influence Your Satisfaction with DSD's Expedited Building Plan Review Process

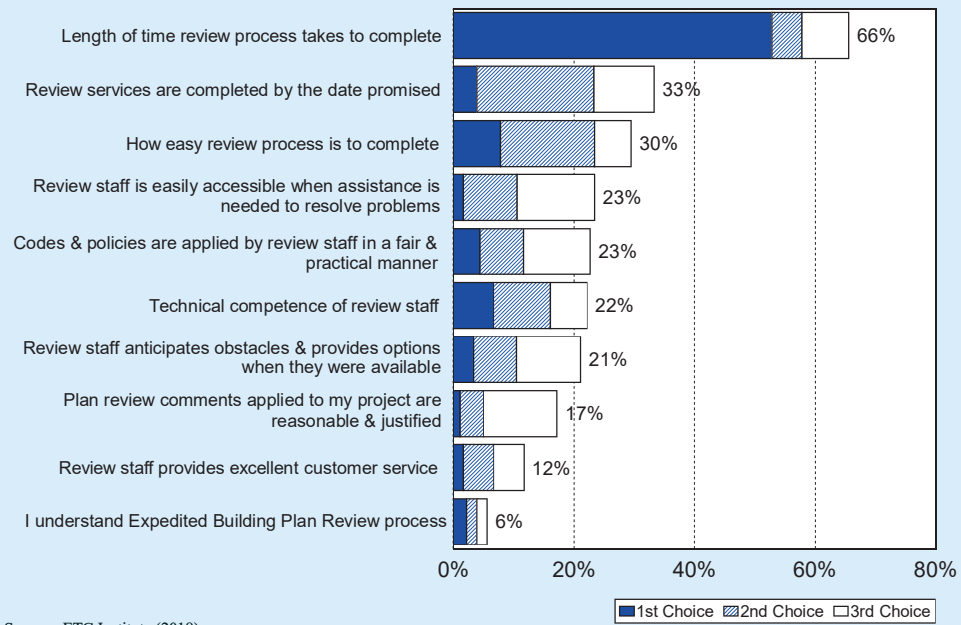
by percentage of respondents who have interacted with the DSD's Tree Ordinance Review Division during the past year (Excluding "Don't Know")



Source: ETC Institute (2018)

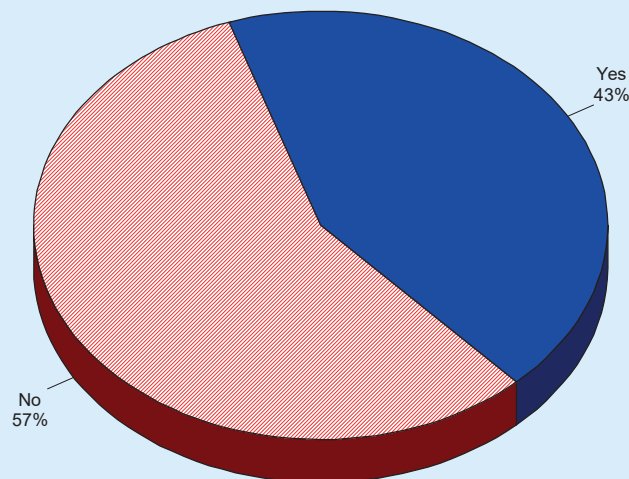
Q10. Which THREE items do you think are most important for DSD's Expedited Building Plan Review to Emphasize?

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



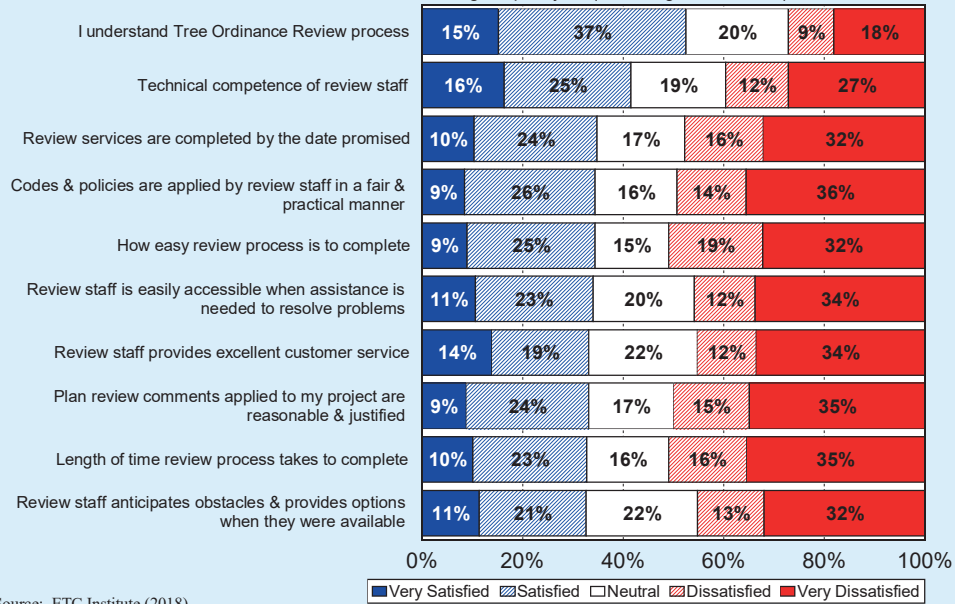
Q11. Have you received services from the Tree Ordinance Review Division during the past year?

by percentage of respondents



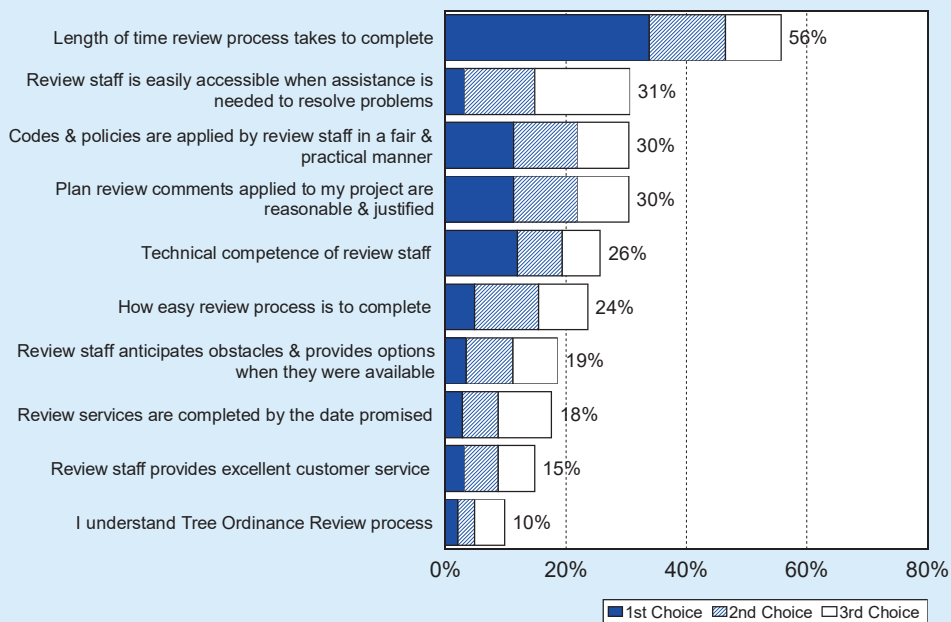
Q12. Overall Satisfaction with Items that May Influence Your Satisfaction with DSD's Tree Ordinance Review Process

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



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

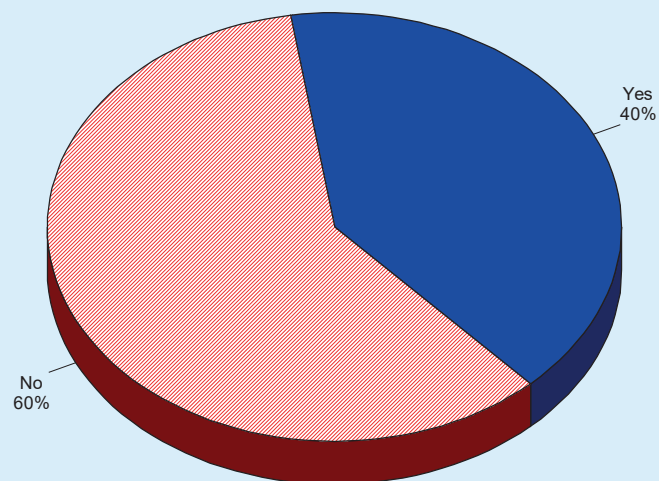
by percentage of respondents who selected the item as one of their top three choices



Site Plan Review

Q14. Have you received services related to a Site Plan Review during the past year?

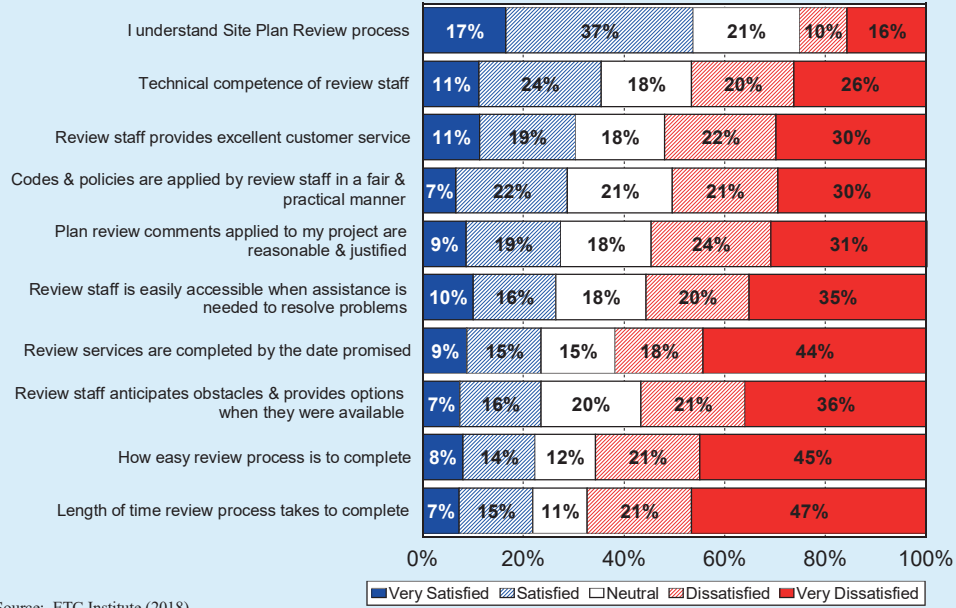
by percentage of respondents



Source: ETC Institute (2018)

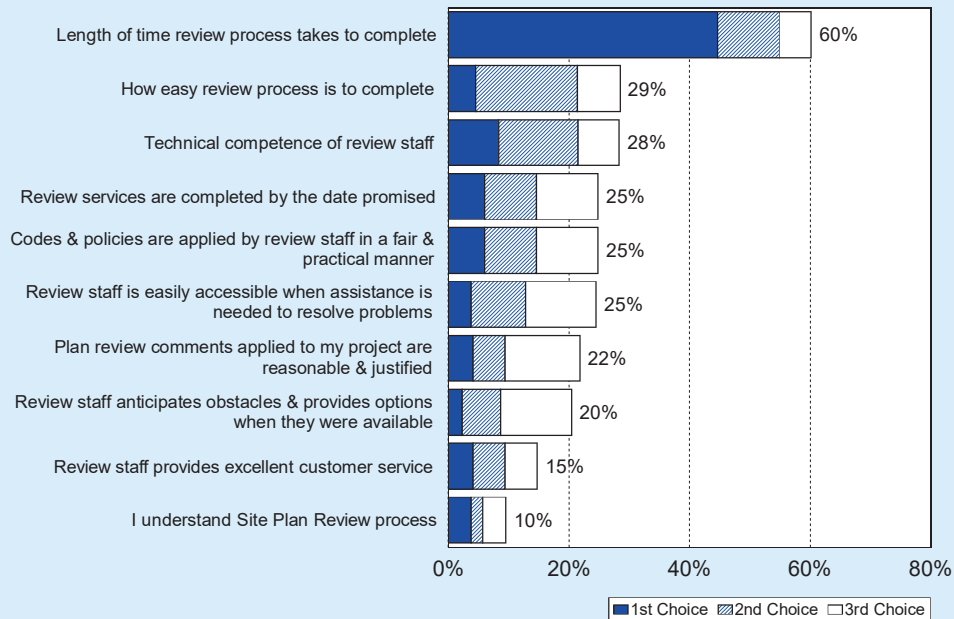
Q15. Overall Satisfaction with the Site Plan Review Process

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



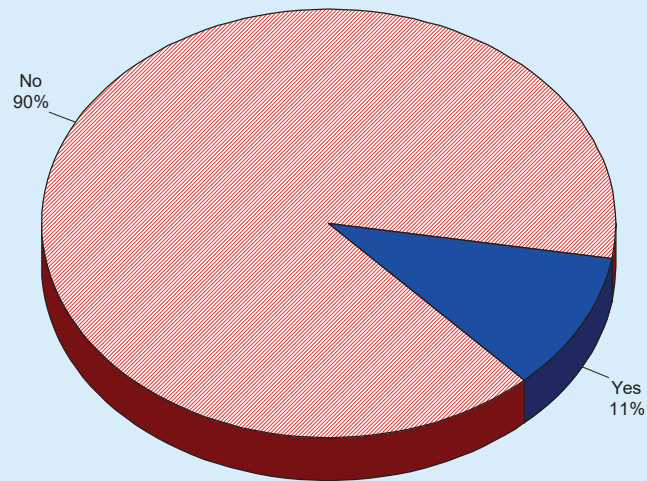
Q16. Which THREE items do you think are most important for DSD's Site Plan Review Division to Emphasize?

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



Subdivision Review

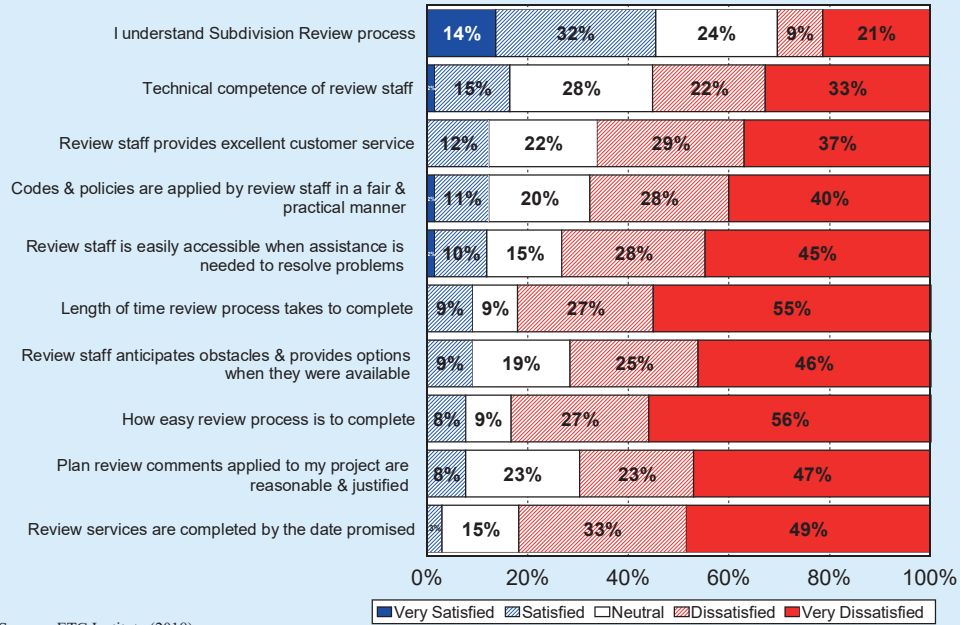
Q17. Have you received services related to a Subdivision Review during the past year?
by percentage of respondents



Source: ETC Institute (2018)

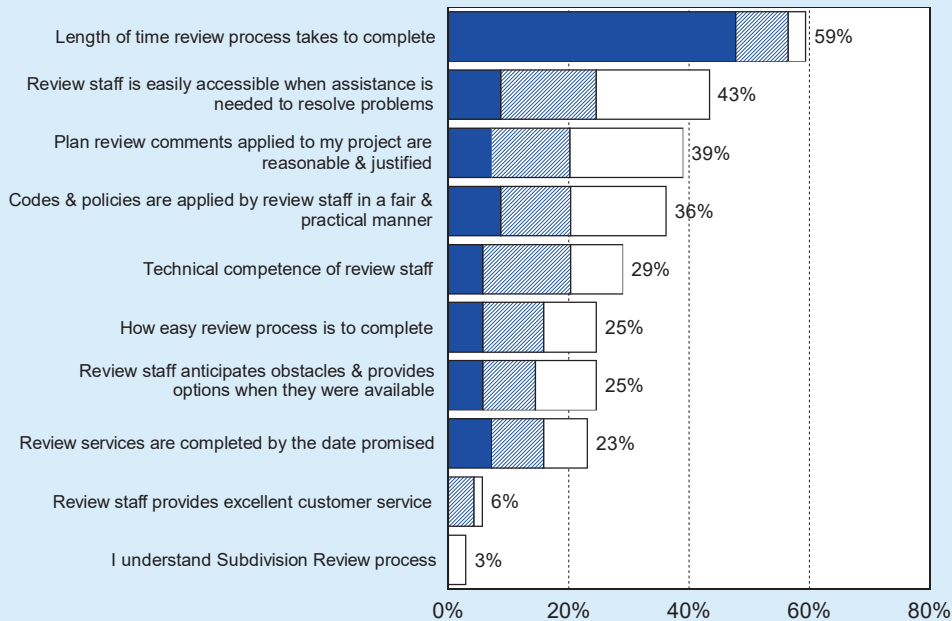
Q18. Overall Satisfaction with the Subdivision Review Process

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



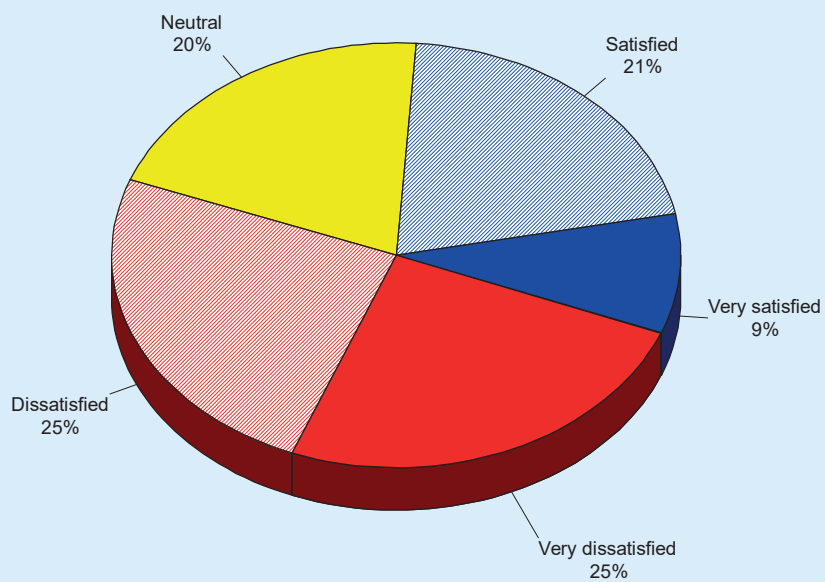
Q19. Which THREE items do you think are most important for DSD Subdivision Review Division to Emphasize?

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



Q20. Overall, how satisfied are you with the DSD's Plan Review Division?

by percentage of respondents



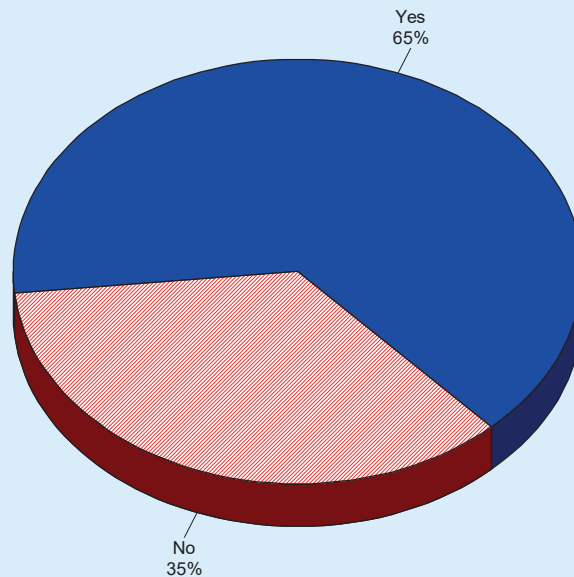
Source: ETC Institute (2018)

Inspections

Inspection Division

Q21. Have you interacted with DSD's Inspection Divisions during the past year?

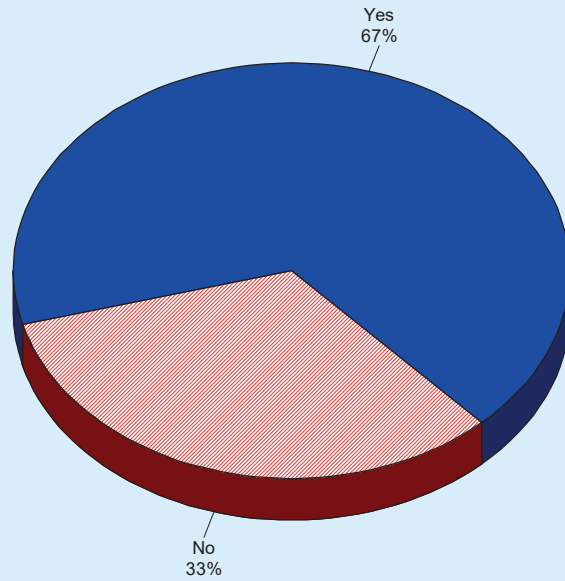
by percentage of respondents



Source: ETC Institute (2018)

Q22. Have you received a residential inspection in the past year?

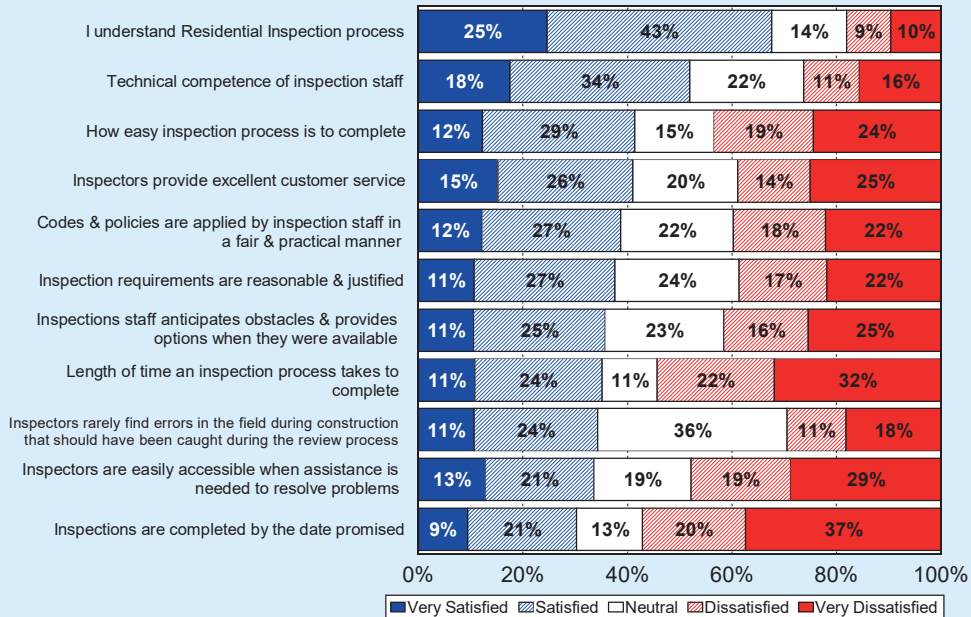
by percentage of respondents



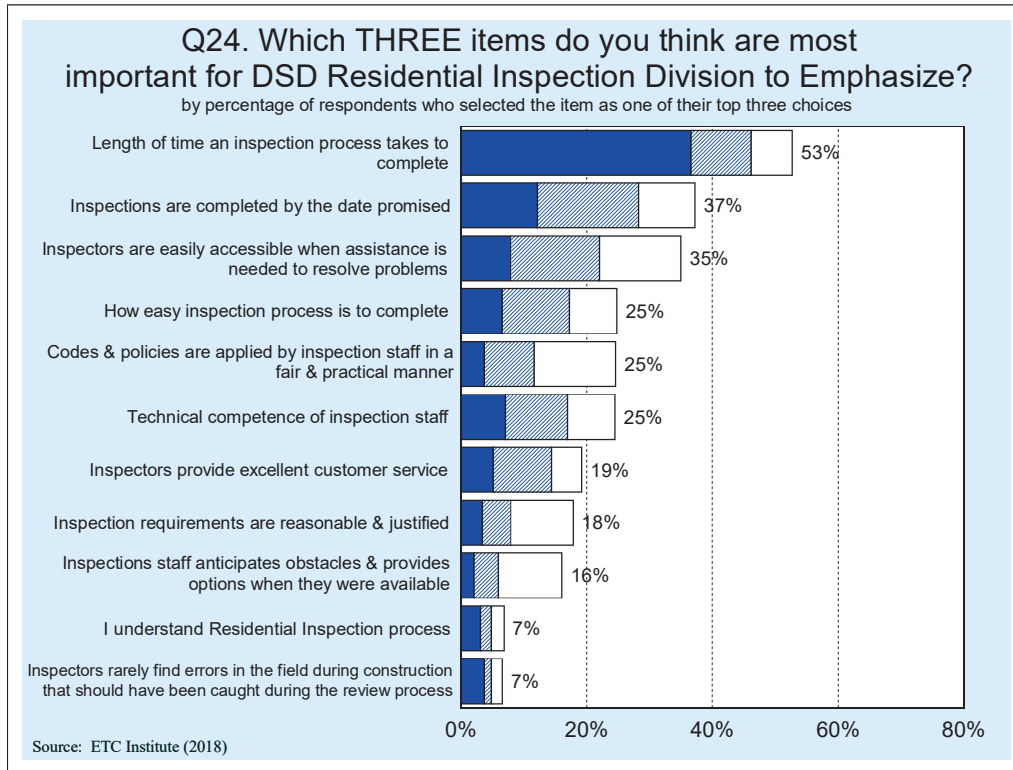
Source: ETC Institute (2018)

Q23. Overall Satisfaction with the Residential Inspection Division

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")



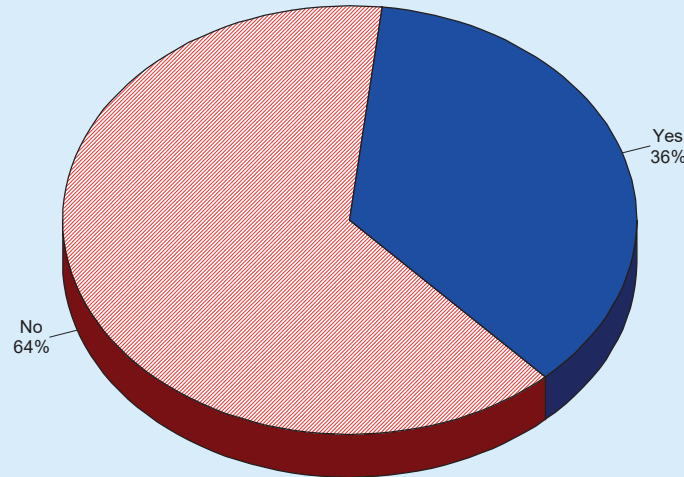
Source: ETC Institute (2018)



Commercial Inspections

Q25. Have you received a commercial inspection in the past year?

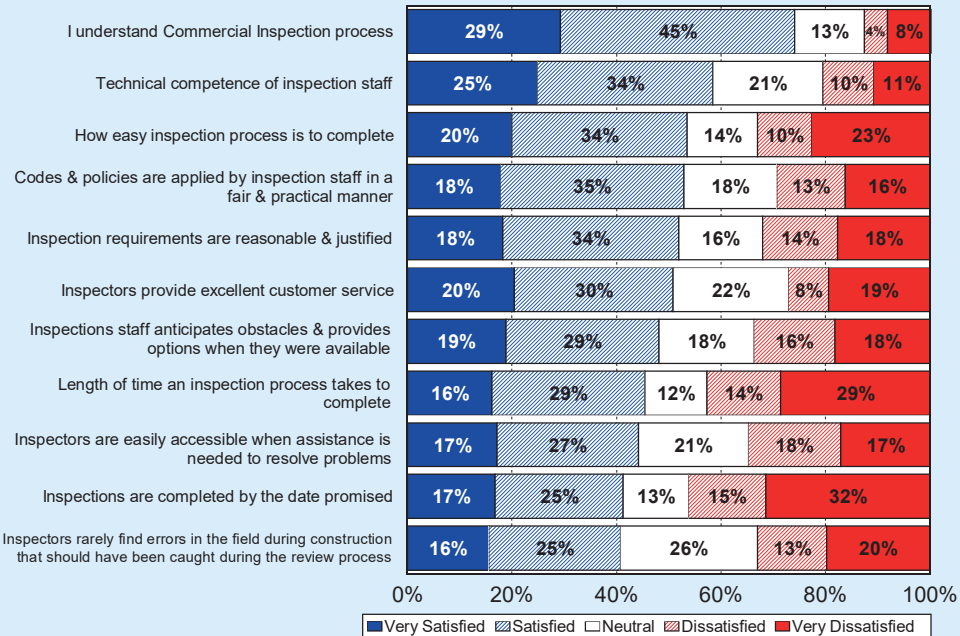
by percentage of respondents



Source: ETC Institute (2018)

Q26. Overall Satisfaction with the Commercial Inspection Division

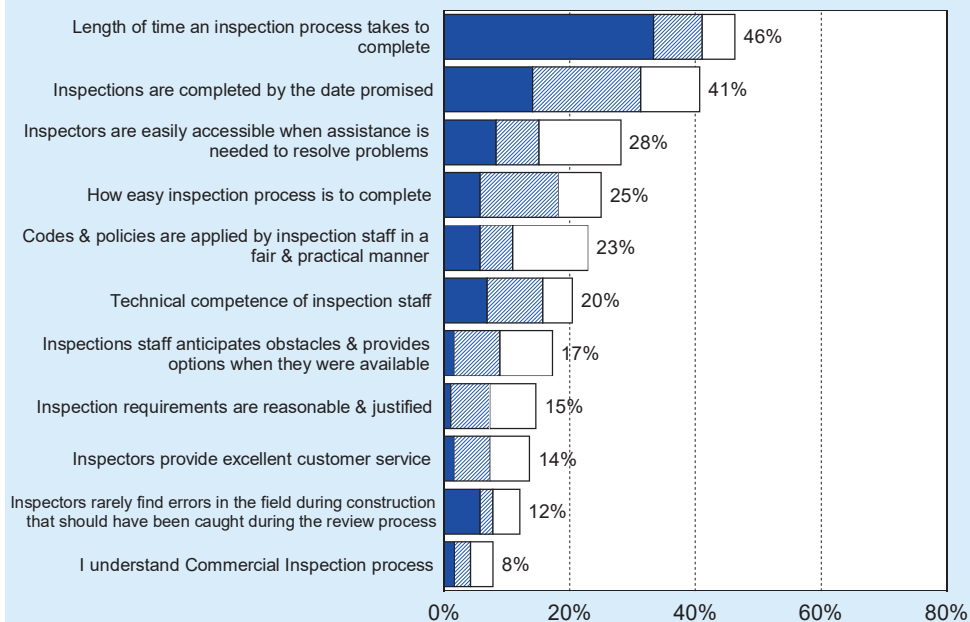
by percentage of respondents who have received a commercial inspection during the past year (Excluding "Don't Know")



Source: ETC Institute (2018)

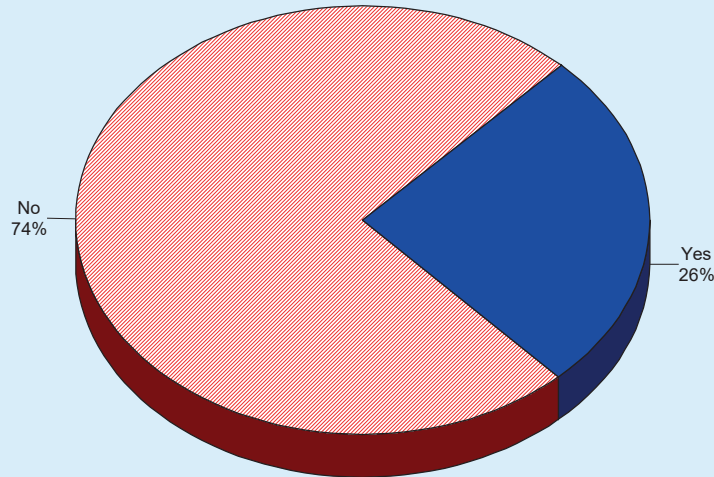
Q27. Which THREE items do you think are most important for DSD Commercial Inspection Division to Emphasize?

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



Tree Inspections

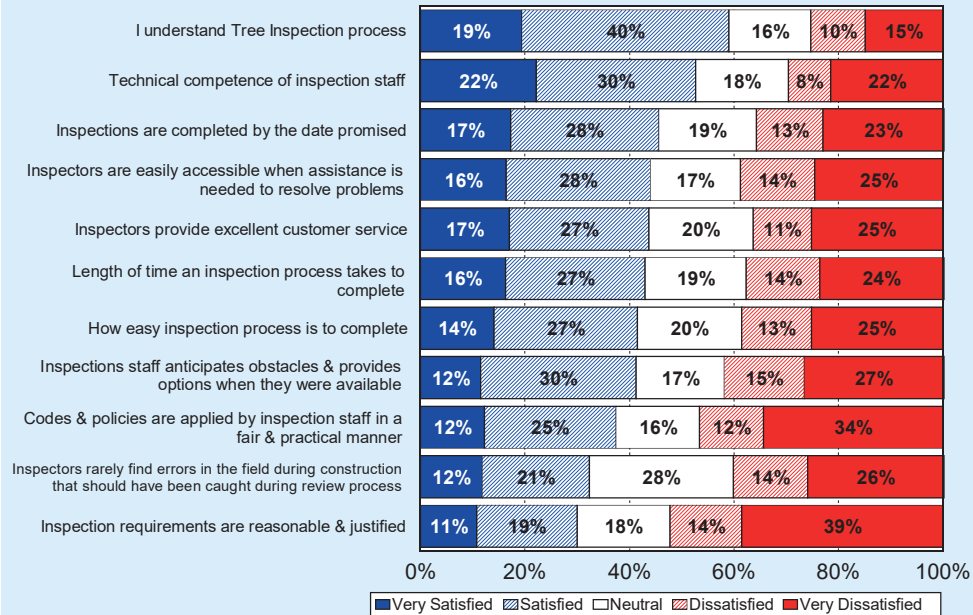
Q28. Have you received a tree inspection in the past year?
by percentage of respondents



Source: ETC Institute (2018)

Q29. Satisfaction with Items Related to the Tree Inspection Division

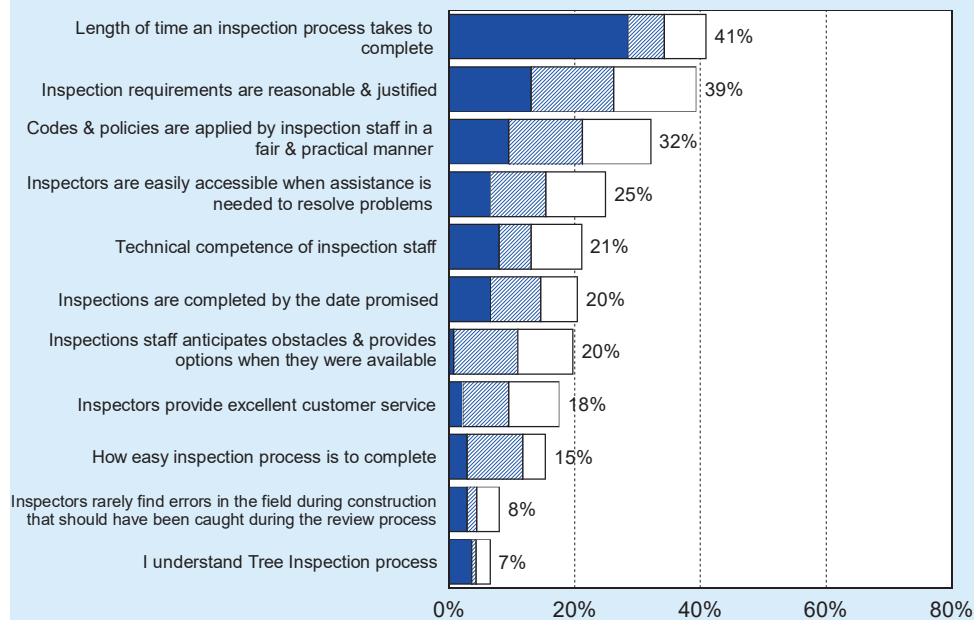
by percentage of respondents who have received a tree inspection during the past year (Excluding "Don't Know")



Source: ETC Institute (2018)

Q30. Which THREE items do you think are most important for DSD Tree Inspection Division to Emphasize?

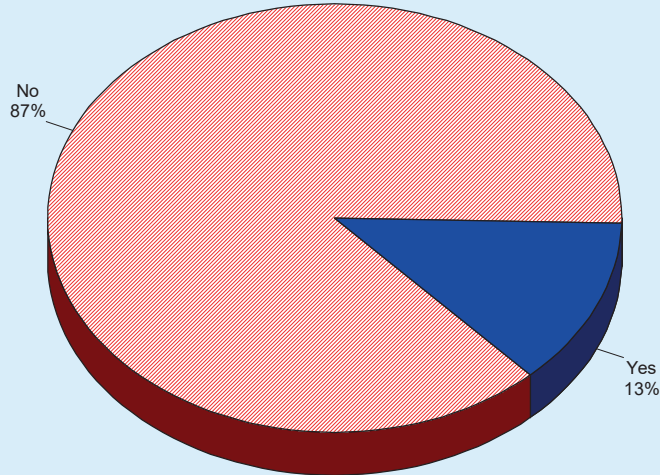
by percentage of respondents who selected the item as one of their top three choices



Site and Subdivision Inspections

Q31. Have you received site and subdivision inspections in the past year?

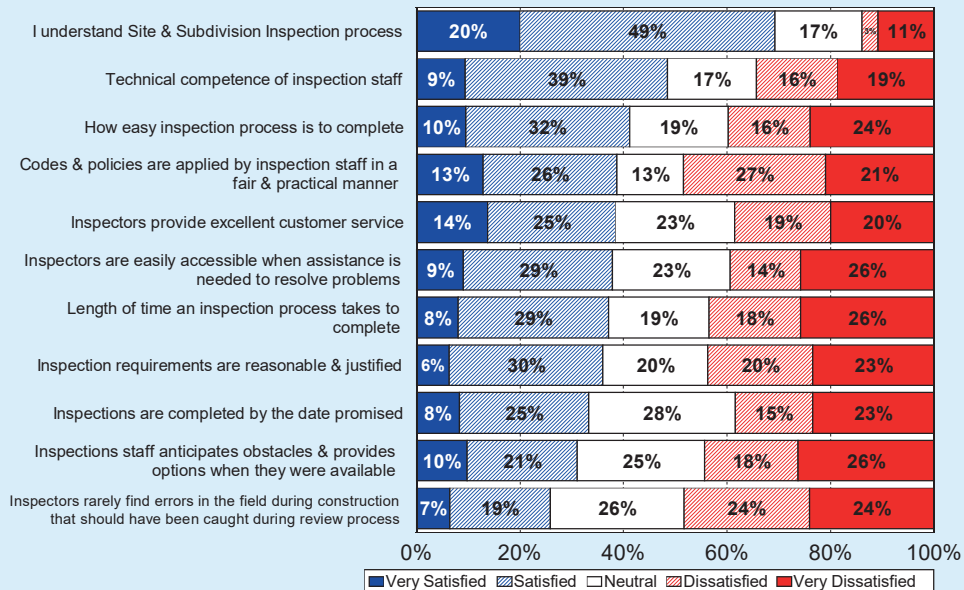
by percentage of respondents



Source: ETC Institute (2018)

Q32. Satisfaction with Items Related to Development Services Division's Site and Subdivision Inspection Division

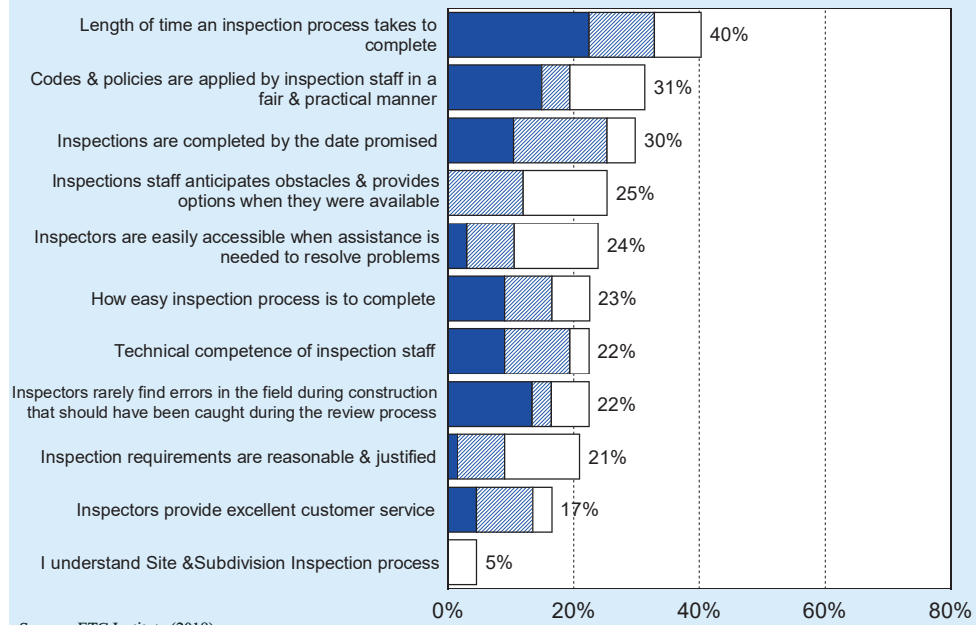
by percentage of respondents who have received site and subdivision inspections during the past year (Excluding "Don't Know")



Source: ETC Institute (2018)

Q33. Which THREE items do you think are most important for DSD Site and Subdivision Inspection Division to Emphasize?

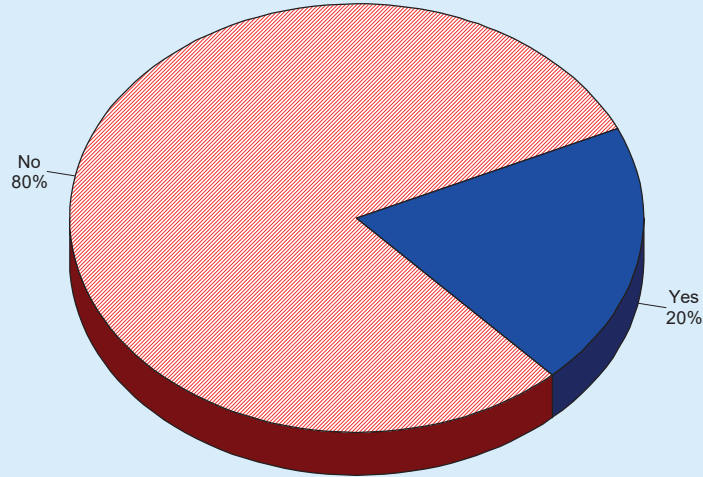
by percentage of respondents who selected the item as one of their top three choices



Environmental Inspections

Q34. Have you received an environmental inspection in the past year?

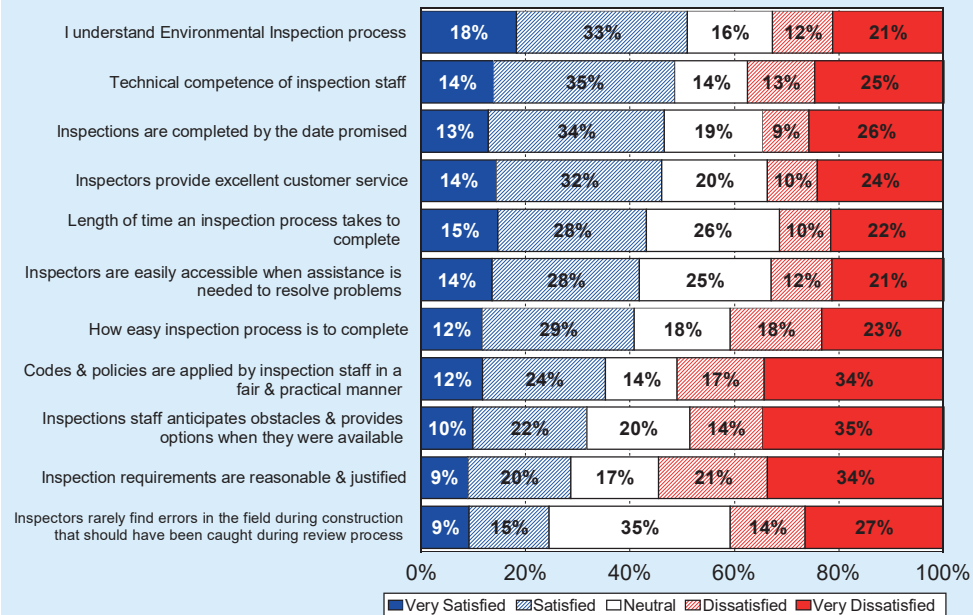
by percentage of respondents



Source: ETC Institute (2018)

Q35. Satisfaction with Items Related to Development Services Division's Environmental Inspection Division

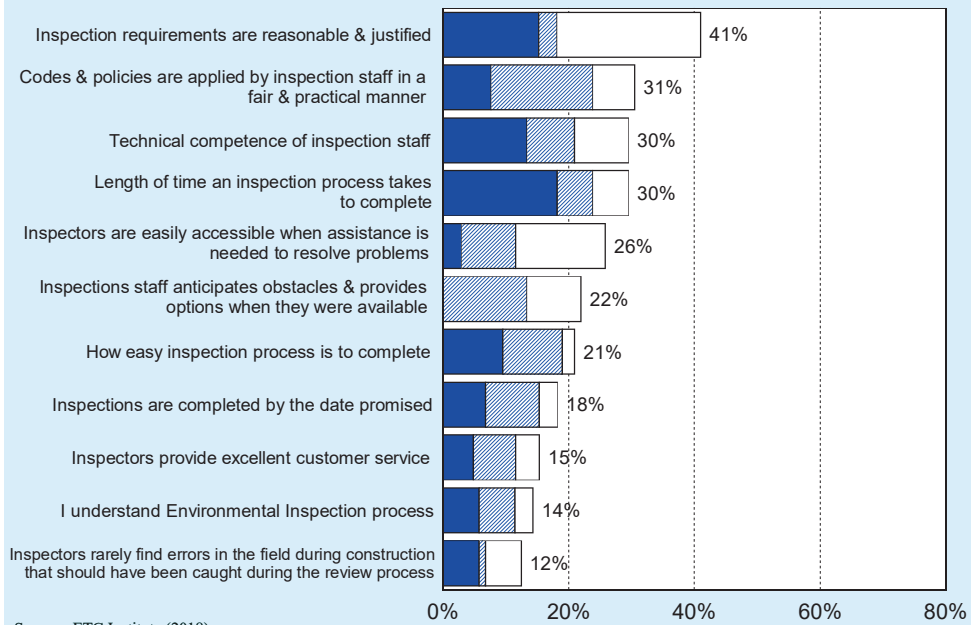
by percentage of respondents who have received an environmental inspection during the past year (Excluding "Don't Know")



Source: ETC Institute (2018)

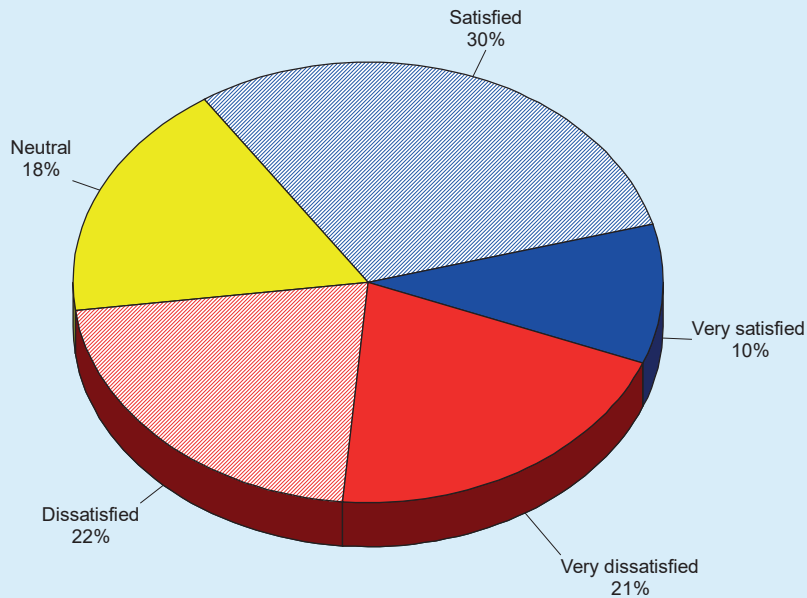
Q36. Which THREE items do you think are most important for DSD Environmental Inspection Division to Emphasize?

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



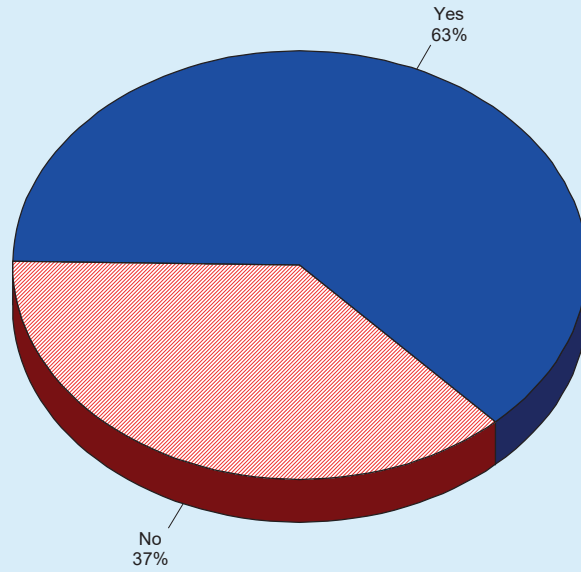
Q37. Overall, how satisfied are you with the services provided by DSD's Inspection Division?

by percentage of respondents



Q38. Have you used any of our online tools during the past year?

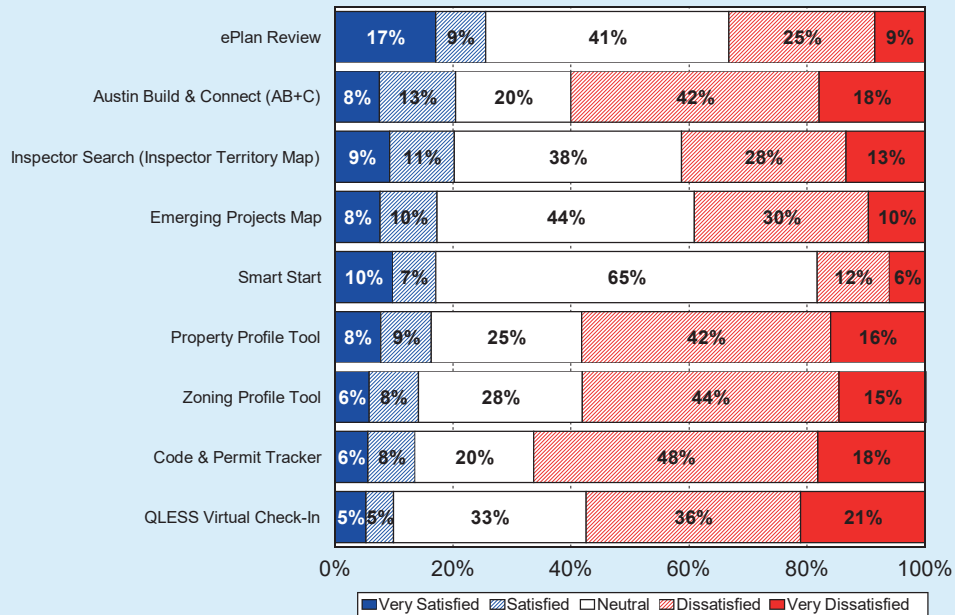
by percentage of respondents



Source: ETC Institute (2018)

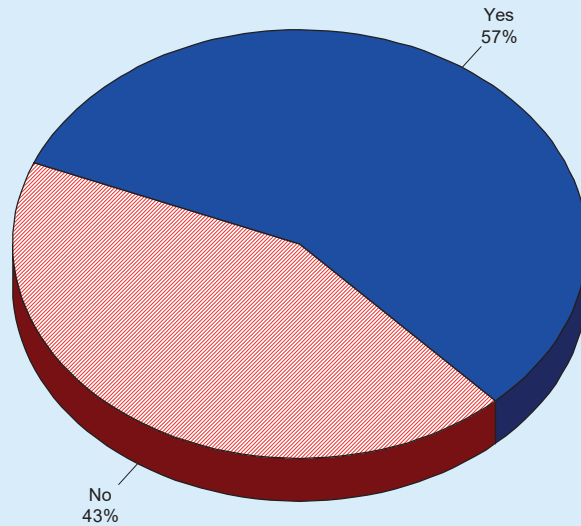
Q39. Satisfaction with Various Online Tools Used During the Past Year

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



Source: ETC Institute (2018)

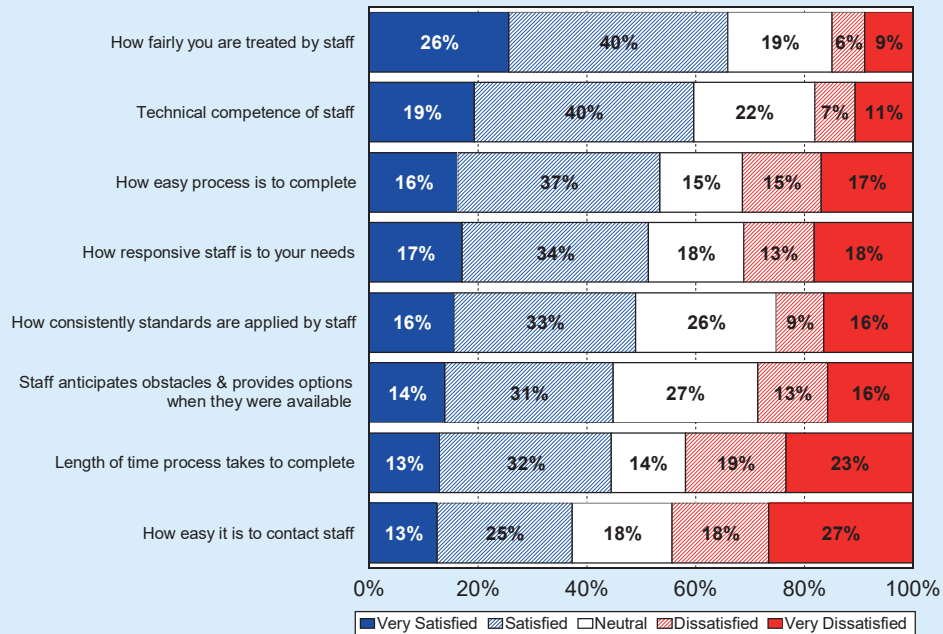
Q40. Have you received services from the Service Center during the past year?
by percentage of respondents



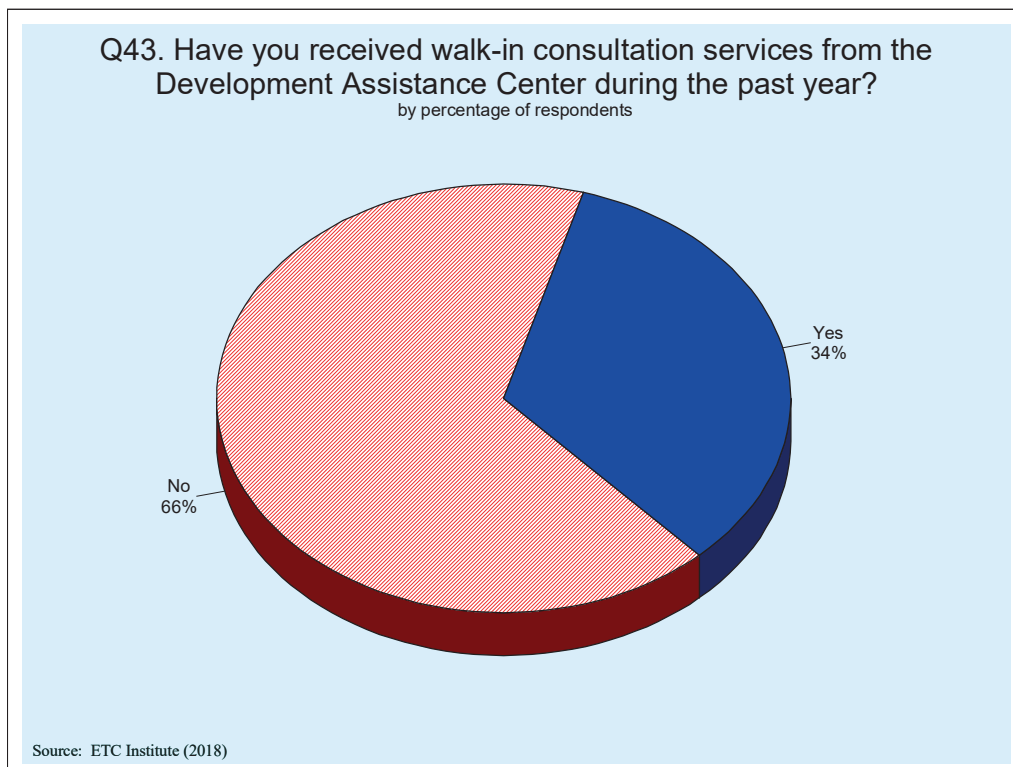
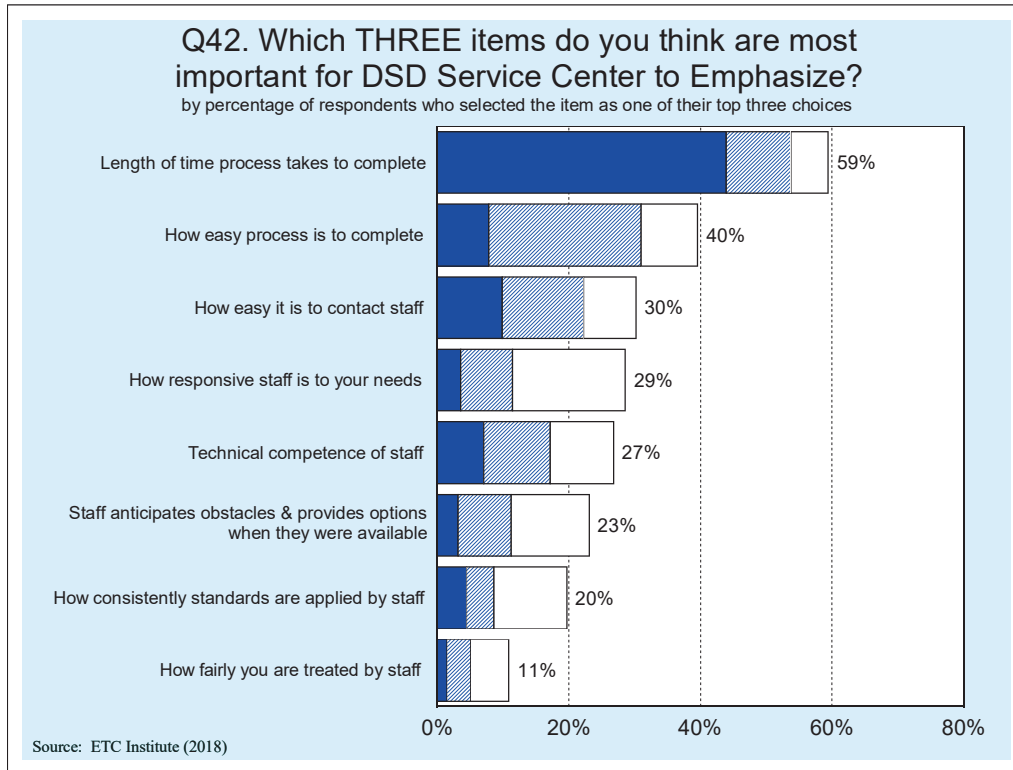
Source: ETC Institute (2018)

Q41. 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")

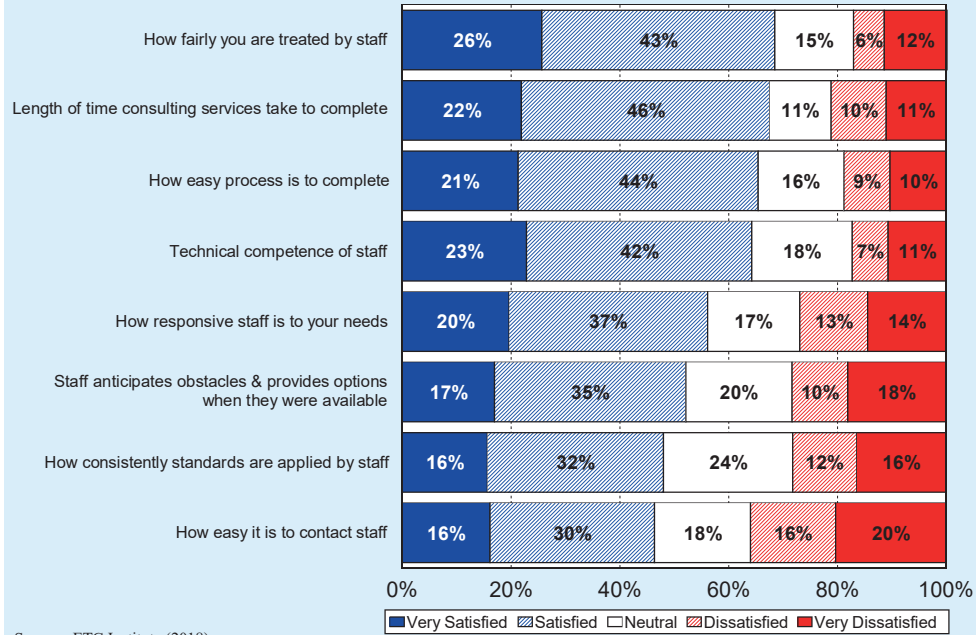


Source: ETC Institute (2018)



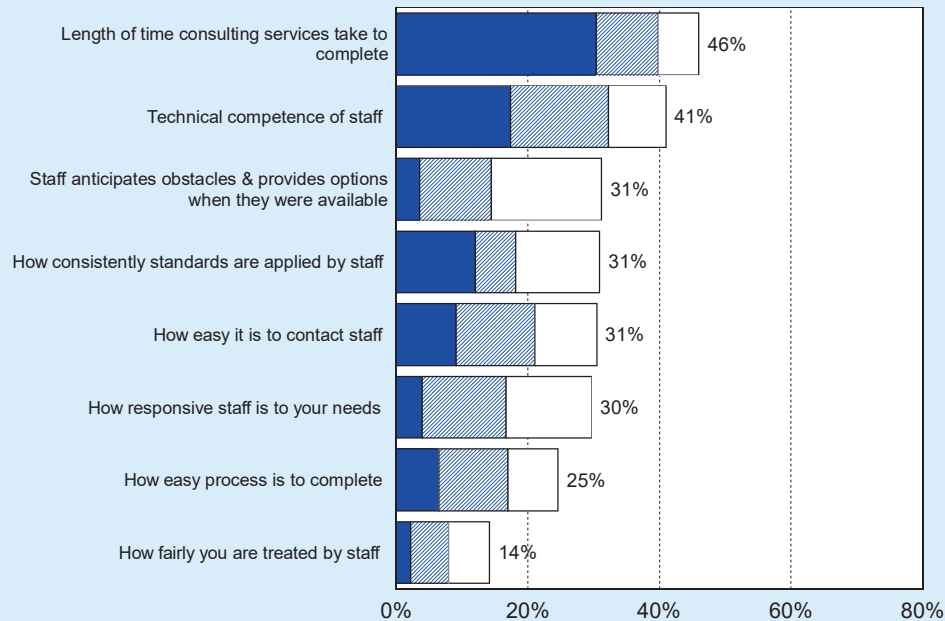
Q44. Satisfaction with Walk-in Consultation Services

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

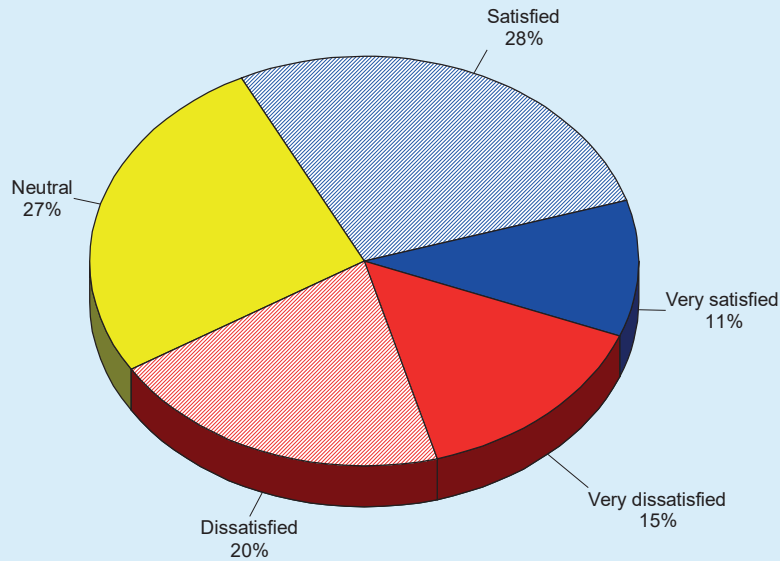


Q45. Which THREE items do you think are most important for DSD Development Assistance Center to Emphasize?

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

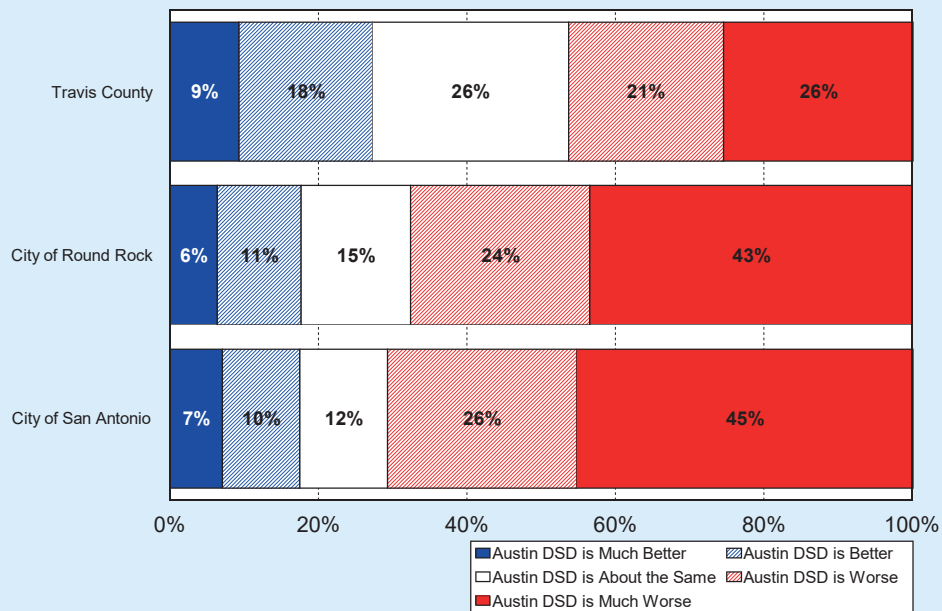


Q46. How satisfied are you with your understanding of how the Development Services Department is structured and the role that external City departments have in the review and permitting process?
by percentage of respondents

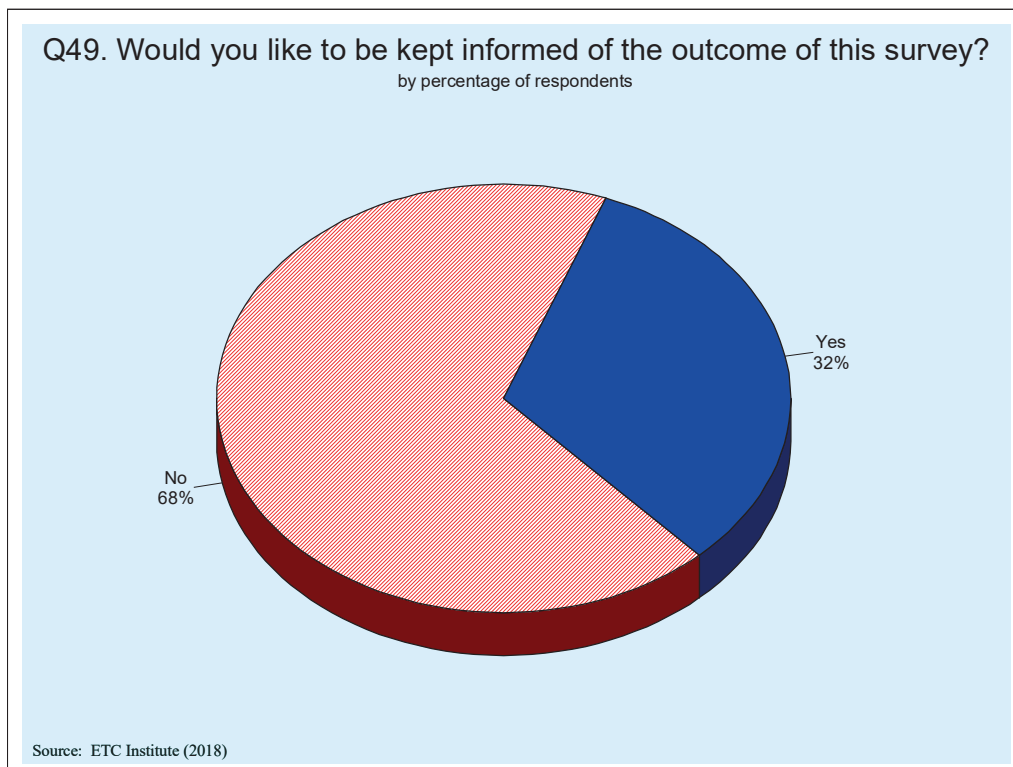
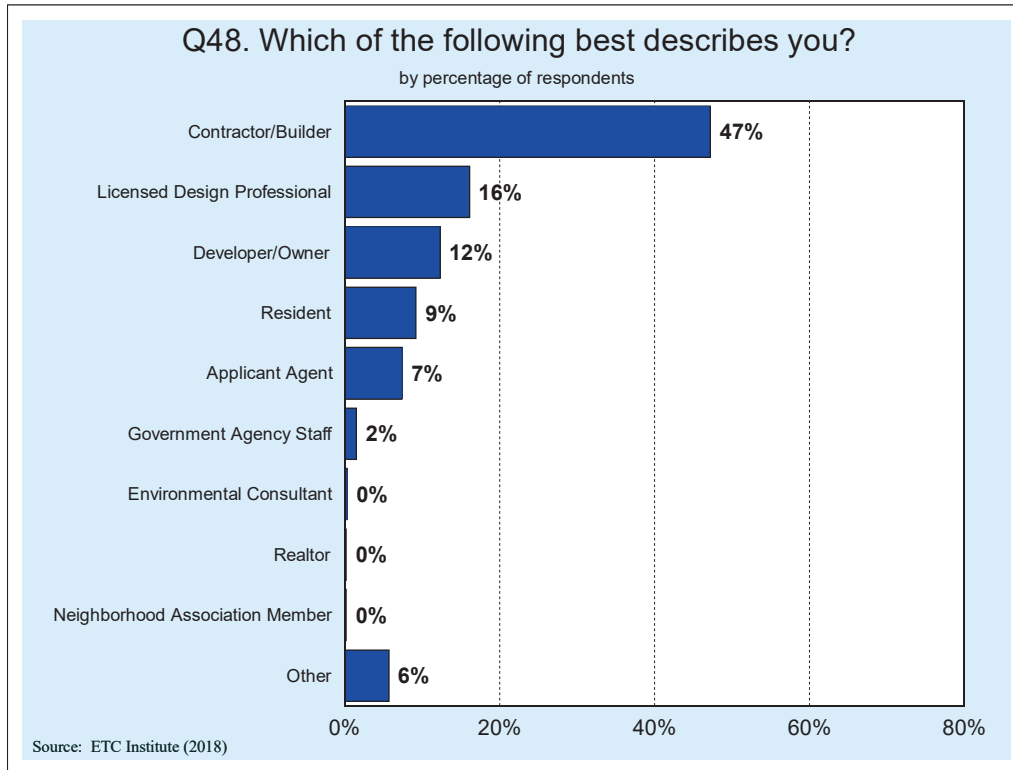


Source: ETC Institute (2018)

Q47. 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 (2018)



Section 4

Tabular Data

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

Q1. Have you interacted with DSD's Plan Review Division during past year	Number	Percent
Yes	659	80.5 %
No	160	19.5 %
Total	819	100.0 %

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

Q2. Have you received services from Residential Building Plan Review Division during past year	Number	Percent
Yes	420	63.7 %
No	239	36.3 %
Total	659	100.0 %

Q3. Please rate each of the following items that may influence your satisfaction with the DSD's Residential Building Plan Review process.

(N=420)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Length of time review process takes to complete	7.4%	16.0%	11.9%	23.8%	39.0%	1.9%
Q3-2. How easy review process is to complete	6.7%	20.7%	15.2%	24.0%	32.1%	1.2%
Q3-3. Technical competence of review staff	13.8%	31.7%	21.9%	14.8%	16.0%	1.9%
Q3-4. Review services are completed by the date promised	7.4%	18.8%	17.1%	22.4%	30.7%	3.6%
Q3-5. Review staff provides excellent customer service	15.7%	28.6%	19.3%	14.5%	20.7%	1.2%
Q3-6. Review staff is easily accessible when assistance is needed to resolve problems	10.0%	19.8%	17.1%	21.2%	29.0%	2.9%
Q3-7. I understand Residential Plan Review process	16.4%	41.0%	17.6%	9.5%	12.9%	2.6%
Q3-8. Codes & policies are applied by review staff in a fair & practical manner	7.1%	29.3%	20.7%	15.2%	24.8%	2.9%
Q3-9. Review staff anticipates obstacles & provides options when they were available	6.7%	23.1%	21.2%	18.1%	25.2%	5.7%
Q3-10. Plan review comments applied to my project are reasonable & justified	7.4%	26.7%	23.1%	17.4%	20.5%	5.0%

WITHOUT DON'T KNOW**Q3. Please rate each of the following items that may influence your satisfaction with the DSD's Residential Building Plan Review process. (without "don't know")**

(N=420)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Length of time review process takes to complete	7.5%	16.3%	12.1%	24.3%	39.8%
Q3-2. How easy review process is to complete	6.7%	21.0%	15.4%	24.3%	32.5%
Q3-3. Technical competence of review staff	14.1%	32.3%	22.3%	15.0%	16.3%
Q3-4. Review services are completed by the date promised	7.7%	19.5%	17.8%	23.2%	31.9%
Q3-5. Review staff provides excellent customer service	15.9%	28.9%	19.5%	14.7%	21.0%
Q3-6. Review staff is easily accessible when assistance is needed to resolve problems	10.3%	20.3%	17.6%	21.8%	29.9%
Q3-7. I understand Residential Plan Review process	16.9%	42.1%	18.1%	9.8%	13.2%
Q3-8. Codes & policies are applied by review staff in a fair & practical manner	7.4%	30.1%	21.3%	15.7%	25.5%
Q3-9. Review staff anticipates obstacles & provides options when they were available	7.1%	24.5%	22.5%	19.2%	26.8%
Q3-10. Plan review comments applied to my project are reasonable & justified	7.8%	28.1%	24.3%	18.3%	21.6%

Q4. Which THREE of the items listed in Question 3 do you think are MOST IMPORTANT for the DSD's Residential Building Plan Review Division to emphasize?

Q4. Top choice	Number	Percent
Length of time review process takes to complete	210	50.0 %
How easy review process is to complete	30	7.1 %
Technical competence of review staff	32	7.6 %
Review services are completed by the date promised	19	4.5 %
Review staff provides excellent customer service	14	3.3 %
Review staff is easily accessible when assistance is needed to resolve problems	27	6.4 %
I understand Residential Plan Review process	12	2.9 %
Codes & policies are applied by review staff in a fair & practical manner	26	6.2 %
Review staff anticipates obstacles & provides options when they were available	13	3.1 %
Plan review comments applied to my project are reasonable & justified	5	1.2 %
<u>None chosen</u>	32	7.6 %
Total	420	100.0 %

Q4. Which THREE of the items listed in Question 3 do you think are MOST IMPORTANT for the DSD's Residential Building Plan Review Division to emphasize?

Q4. 2nd choice	Number	Percent
Length of time review process takes to complete	51	12.1 %
How easy review process is to complete	76	18.1 %
Technical competence of review staff	41	9.8 %
Review services are completed by the date promised	46	11.0 %
Review staff provides excellent customer service	13	3.1 %
Review staff is easily accessible when assistance is needed to resolve problems	54	12.9 %
I understand Residential Plan Review process	10	2.4 %
Codes & policies are applied by review staff in a fair & practical manner	34	8.1 %
Review staff anticipates obstacles & provides options when they were available	34	8.1 %
Plan review comments applied to my project are reasonable & justified	24	5.7 %
<u>None chosen</u>	37	8.8 %
Total	420	100.0 %

Q4. Which THREE of the items listed in Question 3 do you think are MOST IMPORTANT for the DSD's Residential Building Plan Review Division to emphasize?

Q4. 3rd choice	Number	Percent
Length of time review process takes to complete	35	8.3 %
How easy review process is to complete	28	6.7 %
Technical competence of review staff	35	8.3 %
Review services are completed by the date promised	53	12.6 %
Review staff provides excellent customer service	26	6.2 %
Review staff is easily accessible when assistance is needed to resolve problems	59	14.0 %
I understand Residential Plan Review process	18	4.3 %
Codes & policies are applied by review staff in a fair & practical manner	32	7.6 %
Review staff anticipates obstacles & provides options when they were available	56	13.3 %
Plan review comments applied to my project are reasonable & justified	35	8.3 %
None chosen	43	10.2 %
Total	420	100.0 %

SUM OF TOP THREE CHOICES

Q4. Which THREE of the items listed in Question 3 do you think are MOST IMPORTANT for the DSD's Residential Building Plan Review Division to emphasize? (top 3)

Q4. Top choice	Number	Percent
Length of time review process takes to complete	296	70.5 %
How easy review process is to complete	134	31.9 %
Technical competence of review staff	108	25.7 %
Review services are completed by the date promised	118	28.1 %
Review staff provides excellent customer service	53	12.6 %
Review staff is easily accessible when assistance is needed to resolve problems	140	33.3 %
I understand Residential Plan Review process	40	9.5 %
Codes & policies are applied by review staff in a fair & practical manner	92	21.9 %
Review staff anticipates obstacles & provides options when they were available	103	24.5 %
Plan review comments applied to my project are reasonable & justified	64	15.2 %
None chosen	32	7.6 %
Total	1180	

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

Q5. Have you received services from Commercial Building Plan Review Division during past year	Number	Percent
Yes	233	35.4 %
No	426	64.6 %
Total	659	100.0 %

Q6. Please rate each of the following items that may influence your satisfaction with DSD's Commercial Building Plan Review process.

(N=233)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Length of time review process takes to complete	8.2%	23.6%	15.9%	19.7%	28.8%	3.9%
Q6-2. How easy review process is to complete	6.4%	23.2%	17.6%	19.7%	28.8%	4.3%
Q6-3. Technical competence of review staff	11.2%	36.9%	19.7%	18.0%	10.7%	3.4%
Q6-4. Review services are completed by the date promised	8.2%	25.8%	20.2%	17.2%	24.0%	4.7%
Q6-5. Review staff provides excellent customer service	15.9%	26.2%	20.6%	17.2%	16.3%	3.9%
Q6-6. Review staff is easily accessible when assistance is needed to resolve problems	10.3%	21.9%	18.0%	19.3%	26.2%	4.3%
Q6-7. I understand Commercial Building Plan Review process	14.2%	36.9%	23.2%	10.7%	9.0%	6.0%
Q6-8. Codes & policies are applied by review staff in a fair & practical manner	9.4%	31.3%	20.2%	15.9%	16.3%	6.9%
Q6-9. Review staff anticipates obstacles & provides options when they were available	8.6%	20.6%	21.0%	17.6%	25.3%	6.9%
Q6-10. Plan review comments applied to my project are reasonable & justified	8.6%	28.3%	24.0%	16.7%	15.0%	7.3%

WITHOUT DON'T KNOW**Q6. Please rate each of the following items that may influence your satisfaction with DSD's Commercial Building Plan Review process. (without "don't know")**

(N=233)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Length of time review process takes to complete	8.5%	24.6%	16.5%	20.5%	29.9%
Q6-2. How easy review process is to complete	6.7%	24.2%	18.4%	20.6%	30.0%
Q6-3. Technical competence of review staff	11.6%	38.2%	20.4%	18.7%	11.1%
Q6-4. Review services are completed by the date promised	8.6%	27.0%	21.2%	18.0%	25.2%
Q6-5. Review staff provides excellent customer service	16.5%	27.2%	21.4%	17.9%	17.0%
Q6-6. Review staff is easily accessible when assistance is needed to resolve problems	10.8%	22.9%	18.8%	20.2%	27.4%
Q6-7. I understand Commercial Building Plan Review process	15.1%	39.3%	24.7%	11.4%	9.6%
Q6-8. Codes & policies are applied by review staff in a fair & practical manner	10.1%	33.6%	21.7%	17.1%	17.5%
Q6-9. Review staff anticipates obstacles & provides options when they were available	9.2%	22.1%	22.6%	18.9%	27.2%
Q6-10. Plan review comments applied to my project are reasonable & justified	9.3%	30.6%	25.9%	18.1%	16.2%

Q7. Which THREE of the items listed in Question 6 do you think are MOST IMPORTANT for DSD's Commercial Building Plan Review Division to emphasize?

Q7. Top choice	Number	Percent
Length of time review process takes to complete	112	48.1 %
How easy review process is to complete	21	9.0 %
Technical competence of review staff	22	9.4 %
Review services are completed by the date promised	7	3.0 %
Review staff provides excellent customer service	7	3.0 %
Review staff is easily accessible when assistance is needed to resolve problems	13	5.6 %
I understand Commercial Building Plan Review process	4	1.7 %
Codes & policies are applied by review staff in a fair & practical manner	13	5.6 %
Review staff anticipates obstacles & provides options when they were available	7	3.0 %
Plan review comments applied to my project are reasonable & justified	1	0.4 %
<u>None chosen</u>	26	11.2 %
Total	233	100.0 %

Q7. Which THREE of the items listed in Question 6 do you think are MOST IMPORTANT for DSD's Commercial Building Plan Review Division to emphasize?

Q7. 2nd choice	Number	Percent
Length of time review process takes to complete	27	11.6 %
How easy review process is to complete	40	17.2 %
Technical competence of review staff	15	6.4 %
Review services are completed by the date promised	31	13.3 %
Review staff provides excellent customer service	16	6.9 %
Review staff is easily accessible when assistance is needed to resolve problems	31	13.3 %
I understand Commercial Building Plan Review process	4	1.7 %
Codes & policies are applied by review staff in a fair & practical manner	16	6.9 %
Review staff anticipates obstacles & provides options when they were available	10	4.3 %
Plan review comments applied to my project are reasonable & justified	13	5.6 %
<u>None chosen</u>	30	12.9 %
Total	233	100.0 %

Q7. Which THREE of the items listed in Question 6 do you think are MOST IMPORTANT for DSD's Commercial Building Plan Review Division to emphasize?

Q7. 3rd choice	Number	Percent
Length of time review process takes to complete	14	6.0 %
How easy review process is to complete	19	8.2 %
Technical competence of review staff	19	8.2 %
Review services are completed by the date promised	21	9.0 %
Review staff provides excellent customer service	15	6.4 %
Review staff is easily accessible when assistance is needed to resolve problems	23	9.9 %
I understand Commercial Building Plan Review process	9	3.9 %
Codes & policies are applied by review staff in a fair & practical manner	18	7.7 %
Review staff anticipates obstacles & provides options when they were available	29	12.4 %
Plan review comments applied to my project are reasonable & justified	29	12.4 %
<u>None chosen</u>	37	15.9 %
Total	233	100.0 %

SUM OF TOP THREE CHOICES

Q7. Which THREE of the items listed in Question 6 do you think are MOST IMPORTANT for DSD's Commercial Building Plan Review Division to emphasize? (top 3)

Q7. Top choice	Number	Percent
Length of time review process takes to complete	153	65.7 %
How easy review process is to complete	80	34.3 %
Technical competence of review staff	56	24.0 %
Review services are completed by the date promised	59	25.3 %
Review staff provides excellent customer service	38	16.3 %
Review staff is easily accessible when assistance is needed to resolve problems	67	28.8 %
I understand Commercial Building Plan Review process	17	7.3 %
Codes & policies are applied by review staff in a fair & practical manner	47	20.2 %
Review staff anticipates obstacles & provides options when they were available	46	19.7 %
Plan review comments applied to my project are reasonable & justified	43	18.5 %
<u>None chosen</u>	26	11.2 %
Total	632	

Q8. Have you received services from the Expedited Building Plan Review Division during the past year?

Q8. Have you received services from Expedited Building Plan Review Division during past year	Number	Percent
Yes	180	27.3 %
No	479	72.7 %
Total	659	100.0 %

Q9. Please rate each of the following items that may influence your satisfaction with DSD's Expedited Building Plan Review process.

(N=180)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Length of time review process takes to complete	19.4%	33.9%	7.8%	16.7%	21.7%	0.6%
Q9-2. How easy review process is to complete	17.8%	35.6%	12.2%	16.1%	16.7%	1.7%
Q9-3. Technical competence of review staff	26.1%	35.6%	15.6%	8.3%	13.3%	1.1%
Q9-4. Review services are completed by the date promised	18.3%	32.8%	13.3%	13.3%	20.6%	1.7%
Q9-5. Review staff provides excellent customer service	26.7%	30.6%	18.9%	9.4%	12.8%	1.7%
Q9-6. Review staff is easily accessible when assistance is needed to resolve problems	12.2%	31.1%	22.2%	12.2%	19.4%	2.8%
Q9-7. I understand Expedited Building Plan Review process	21.7%	38.9%	20.6%	8.9%	8.9%	1.1%
Q9-8. Codes & policies are applied by review staff in a fair & practical manner	16.7%	30.6%	21.7%	13.3%	14.4%	3.3%
Q9-9. Review staff anticipates obstacles & provides options when they were available	15.0%	29.4%	21.7%	11.1%	18.3%	4.4%
Q9-10. Plan review comments applied to my project are reasonable & justified	15.6%	30.0%	22.8%	11.7%	17.8%	2.2%

WITHOUT DON'T KNOW**Q9. Please rate each of the following items that may influence your satisfaction with DSD's Expedited Building Plan Review process. (without "don't know")**

(N=180)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Length of time review process takes to complete	19.6%	34.1%	7.8%	16.8%	21.8%
Q9-2. How easy review process is to complete	18.1%	36.2%	12.4%	16.4%	16.9%
Q9-3. Technical competence of review staff	26.4%	36.0%	15.7%	8.4%	13.5%
Q9-4. Review services are completed by the date promised	18.6%	33.3%	13.6%	13.6%	20.9%
Q9-5. Review staff provides excellent customer service	27.1%	31.1%	19.2%	9.6%	13.0%
Q9-6. Review staff is easily accessible when assistance is needed to resolve problems	12.6%	32.0%	22.9%	12.6%	20.0%
Q9-7. I understand Expedited Building Plan Review process	21.9%	39.3%	20.8%	9.0%	9.0%
Q9-8. Codes & policies are applied by review staff in a fair & practical manner	17.2%	31.6%	22.4%	13.8%	14.9%
Q9-9. Review staff anticipates obstacles & provides options when they were available	15.7%	30.8%	22.7%	11.6%	19.2%
Q9-10. Plan review comments applied to my project are reasonable & justified	15.9%	30.7%	23.3%	11.9%	18.2%

Q10. Which THREE of the items listed in Question 9 do you think are MOST IMPORTANT for DSD's Expedited Building Plan Review Division to emphasize?

Q10. Top choice	Number	Percent
Length of time review process takes to complete	95	52.8 %
How easy review process is to complete	14	7.8 %
Technical competence of review staff	12	6.7 %
Review services are completed by the date promised	7	3.9 %
Review staff provides excellent customer service	3	1.7 %
Review staff is easily accessible when assistance is needed to resolve problems	3	1.7 %
I understand Expedited Building Plan Review process	4	2.2 %
Codes & policies are applied by review staff in a fair & practical manner	8	4.4 %
Review staff anticipates obstacles & provides options when they were available	6	3.3 %
Plan review comments applied to my project are reasonable & justified	2	1.1 %
<u>None chosen</u>	26	14.4 %
Total	180	100.0 %

Q10. Which THREE of the items listed in Question 9 do you think are MOST IMPORTANT for DSD's Expedited Building Plan Review Division to emphasize?

Q10. 2nd choice	Number	Percent
Length of time review process takes to complete	9	5.0 %
How easy review process is to complete	28	15.6 %
Technical competence of review staff	17	9.4 %
Review services are completed by the date promised	35	19.4 %
Review staff provides excellent customer service	9	5.0 %
Review staff is easily accessible when assistance is needed to resolve problems	16	8.9 %
I understand Expedited Building Plan Review process	3	1.7 %
Codes & policies are applied by review staff in a fair & practical manner	13	7.2 %
Review staff anticipates obstacles & provides options when they were available	13	7.2 %
Plan review comments applied to my project are reasonable & justified	7	3.9 %
<u>None chosen</u>	30	16.7 %
Total	180	100.0 %

Q10. Which THREE of the items listed in Question 9 do you think are MOST IMPORTANT for DSD's Expedited Building Plan Review Division to emphasize?

Q10. 3rd choice	Number	Percent
Length of time review process takes to complete	14	7.8 %
How easy review process is to complete	11	6.1 %
Technical competence of review staff	11	6.1 %
Review services are completed by the date promised	18	10.0 %
Review staff provides excellent customer service	9	5.0 %
Review staff is easily accessible when assistance is needed to resolve problems	23	12.8 %
I understand Expedited Building Plan Review process	3	1.7 %
Codes & policies are applied by review staff in a fair & practical manner	20	11.1 %
Review staff anticipates obstacles & provides options when they were available	19	10.6 %
Plan review comments applied to my project are reasonable & justified	22	12.2 %
None chosen	30	16.7 %
Total	180	100.0 %

SUM OF TOP THREE CHOICES

Q10. Which THREE of the items listed in Question 9 do you think are MOST IMPORTANT for DSD's Expedited Building Plan Review Division to emphasize? (top 3)

Q10. Top choice	Number	Percent
Length of time review process takes to complete	118	65.6 %
How easy review process is to complete	53	29.4 %
Technical competence of review staff	40	22.2 %
Review services are completed by the date promised	60	33.3 %
Review staff provides excellent customer service	21	11.7 %
Review staff is easily accessible when assistance is needed to resolve problems	42	23.3 %
I understand Expedited Building Plan Review process	10	5.6 %
Codes & policies are applied by review staff in a fair & practical manner	41	22.8 %
Review staff anticipates obstacles & provides options when they were available	38	21.1 %
Plan review comments applied to my project are reasonable & justified	31	17.2 %
None chosen	26	14.4 %
Total	480	

Q11. Have you received services from the Tree Ordinance Review Division during the past year?

Q11. Have you received services from Tree Ordinance Review Division during past year	Number	Percent
Yes	284	43.1 %
No	375	56.9 %
Total	659	100.0 %

Q12. Please rate each of the following items that may influence your satisfaction with the DSD staff and the Tree Ordinance Review process.

(N=284)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Length of time review process takes to complete	9.9%	22.2%	15.8%	15.1%	34.5%	2.5%
Q12-2. How easy review process is to complete	8.8%	25.0%	14.4%	18.3%	31.7%	1.8%
Q12-3. Technical competence of review staff	15.8%	24.3%	18.3%	12.0%	26.4%	3.2%
Q12-4. Review services are completed by the date promised	9.9%	23.2%	16.5%	14.8%	30.6%	4.9%
Q12-5. Review staff provides excellent customer service	13.4%	18.7%	20.8%	11.3%	32.4%	3.5%
Q12-6. Review staff is easily accessible when assistance is needed to resolve problems	10.2%	22.5%	19.4%	11.6%	32.4%	3.9%
Q12-7. I understand Tree Ordinance Review process	14.8%	36.3%	19.7%	8.8%	17.6%	2.8%
Q12-8. Codes & policies are applied by review staff in a fair & practical manner	8.1%	24.6%	15.5%	13.0%	33.8%	4.9%
Q12-9. Review staff anticipates obstacles & provides options when they were available	10.9%	20.4%	21.1%	12.7%	30.6%	4.2%
Q12-10. Plan review comments applied to my project are reasonable & justified	8.5%	23.2%	16.2%	14.4%	33.5%	4.2%

WITHOUT DON'T KNOW**Q12. Please rate each of the following items that may influence your satisfaction with the DSD staff and the Tree Ordinance Review process. (without "don't know")**

(N=284)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Length of time review process takes to complete	10.1%	22.7%	16.2%	15.5%	35.4%
Q12-2. How easy review process is to complete	9.0%	25.4%	14.7%	18.6%	32.3%
Q12-3. Technical competence of review staff	16.4%	25.1%	18.9%	12.4%	27.3%
Q12-4. Review services are completed by the date promised	10.4%	24.4%	17.4%	15.6%	32.2%
Q12-5. Review staff provides excellent customer service	13.9%	19.3%	21.5%	11.7%	33.6%
Q12-6. Review staff is easily accessible when assistance is needed to resolve problems	10.6%	23.4%	20.1%	12.1%	33.7%
Q12-7. I understand Tree Ordinance Review process	15.2%	37.3%	20.3%	9.1%	18.1%
Q12-8. Codes & policies are applied by review staff in a fair & practical manner	8.5%	25.9%	16.3%	13.7%	35.6%
Q12-9. Review staff anticipates obstacles & provides options when they were available	11.4%	21.3%	22.1%	13.2%	32.0%
Q12-10. Plan review comments applied to my project are reasonable & justified	8.8%	24.3%	16.9%	15.1%	34.9%

Q13. Which THREE of the items listed in Question 12 do you think are MOST IMPORTANT for the DSD Tree Ordinance Review Division to emphasize?

Q13. Top choice	Number	Percent
Length of time review process takes to complete	96	33.8 %
How easy review process is to complete	14	4.9 %
Technical competence of review staff	34	12.0 %
Review services are completed by the date promised	8	2.8 %
Review staff provides excellent customer service	9	3.2 %
Review staff is easily accessible when assistance is needed to resolve problems	9	3.2 %
I understand Tree Ordinance Review process	6	2.1 %
Codes & policies are applied by review staff in a fair & practical manner	32	11.3 %
Review staff anticipates obstacles & provides options when they were available	10	3.5 %
Plan review comments applied to my project are reasonable & justified	32	11.3 %
None chosen	34	12.0 %
Total	284	100.0 %

Q13. Which THREE of the items listed in Question 12 do you think are MOST IMPORTANT for the DSD Tree Ordinance Review Division to emphasize?

Q13. 2nd choice	Number	Percent
Length of time review process takes to complete	36	12.7 %
How easy review process is to complete	30	10.6 %
Technical competence of review staff	21	7.4 %
Review services are completed by the date promised	17	6.0 %
Review staff provides excellent customer service	16	5.6 %
Review staff is easily accessible when assistance is needed to resolve problems	33	11.6 %
I understand Tree Ordinance Review process	8	2.8 %
Codes & policies are applied by review staff in a fair & practical manner	30	10.6 %
Review staff anticipates obstacles & provides options when they were available	22	7.7 %
Plan review comments applied to my project are reasonable & justified	30	10.6 %
None chosen	41	14.4 %
Total	284	100.0 %

Q13. Which THREE of the items listed in Question 12 do you think are MOST IMPORTANT for the DSD Tree Ordinance Review Division to emphasize?

Q13. 3rd choice	Number	Percent
Length of time review process takes to complete	26	9.2 %
How easy review process is to complete	23	8.1 %
Technical competence of review staff	18	6.3 %
Review services are completed by the date promised	25	8.8 %
Review staff provides excellent customer service	17	6.0 %
Review staff is easily accessible when assistance is needed to resolve problems	45	15.8 %
I understand Tree Ordinance Review process	14	4.9 %
Codes & policies are applied by review staff in a fair & practical manner	24	8.5 %
Review staff anticipates obstacles & provides options when they were available	21	7.4 %
Plan review comments applied to my project are reasonable & justified	24	8.5 %
<u>None chosen</u>	47	16.5 %
Total	284	100.0 %

SUM OF TOP THREE CHOICES

Q13. Which THREE of the items listed in Question 12 do you think are MOST IMPORTANT for the DSD Tree Ordinance Review Division to emphasize? (top 3)

Q13. Top choice	Number	Percent
Length of time review process takes to complete	158	55.6 %
How easy review process is to complete	67	23.6 %
Technical competence of review staff	73	25.7 %
Review services are completed by the date promised	50	17.6 %
Review staff provides excellent customer service	42	14.8 %
Review staff is easily accessible when assistance is needed to resolve problems	87	30.6 %
I understand Tree Ordinance Review process	28	9.9 %
Codes & policies are applied by review staff in a fair & practical manner	86	30.3 %
Review staff anticipates obstacles & provides options when they were available	53	18.7 %
Plan review comments applied to my project are reasonable & justified	86	30.3 %
<u>None chosen</u>	34	12.0 %
Total	764	

Q14. Have you received services related to a Site Plan Review during the past year?

Q14. Have you received services related to a Site
Plan Review during past year

	Number	Percent
Yes	266	40.4 %
No	393	59.6 %
Total	659	100.0 %

Q15. Please rate each of the following items that may influence your satisfaction with the DSD staff and the Site Plan Review process.

(N=266)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Length of time review process takes to complete	6.8%	13.9%	10.2%	19.5%	44.0%	5.6%
Q15-2. How easy review process is to complete	7.5%	13.5%	11.3%	19.5%	42.5%	5.6%
Q15-3. Technical competence of review staff	10.5%	22.9%	16.9%	19.2%	24.8%	5.6%
Q15-4. Review services are completed by the date promised	8.3%	13.9%	13.9%	16.5%	41.7%	5.6%
Q15-5. Review staff provides excellent customer service	10.5%	17.7%	16.5%	20.7%	27.8%	6.8%
Q15-6. Review staff is easily accessible when assistance is needed to resolve problems	9.4%	15.4%	16.9%	19.2%	33.1%	6.0%
Q15-7. I understand Site Plan Review process	15.0%	33.8%	19.2%	8.6%	14.3%	9.0%
Q15-8. Codes & policies are applied by review staff in a fair & practical manner	6.0%	20.3%	19.2%	19.2%	27.1%	8.3%
Q15-9. Review staff anticipates obstacles & provides options when they were available	6.8%	14.7%	18.0%	18.8%	32.7%	9.0%
Q15-10. Plan review comments applied to my project are reasonable & justified	7.9%	17.3%	16.5%	21.8%	28.6%	7.9%

WITHOUT DON'T KNOW**Q15. Please rate each of the following items that may influence your satisfaction with the DSD staff and the Site Plan Review process. (without "don't know")**

(N=266)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Length of time review process takes to complete	7.2%	14.7%	10.8%	20.7%	46.6%
Q15-2. How easy review process is to complete	8.0%	14.3%	12.0%	20.7%	45.0%
Q15-3. Technical competence of review staff	11.2%	24.3%	17.9%	20.3%	26.3%
Q15-4. Review services are completed by the date promised	8.8%	14.7%	14.7%	17.5%	44.2%
Q15-5. Review staff provides excellent customer service	11.3%	19.0%	17.7%	22.2%	29.8%
Q15-6. Review staff is easily accessible when assistance is needed to resolve problems	10.0%	16.4%	18.0%	20.4%	35.2%
Q15-7. I understand Site Plan Review process	16.5%	37.2%	21.1%	9.5%	15.7%
Q15-8. Codes & policies are applied by review staff in a fair & practical manner	6.6%	22.1%	20.9%	20.9%	29.5%
Q15-9. Review staff anticipates obstacles & provides options when they were available	7.4%	16.1%	19.8%	20.7%	36.0%
Q15-10. Plan review comments applied to my project are reasonable & justified	8.6%	18.8%	18.0%	23.7%	31.0%

Q16. Which THREE of the items listed in Question 15 do you think are MOST IMPORTANT for the DSD Site Plan Review Division to emphasize?

Q16. Top choice	Number	Percent
Length of time review process takes to complete	119	44.7 %
How easy review process is to complete	12	4.5 %
Technical competence of review staff	22	8.3 %
Review services are completed by the date promised	16	6.0 %
Review staff provides excellent customer service	11	4.1 %
Review staff is easily accessible when assistance is needed to resolve problems	10	3.8 %
I understand Site Plan Review process	10	3.8 %
Codes & policies are applied by review staff in a fair & practical manner	16	6.0 %
Review staff anticipates obstacles & provides options when they were available	6	2.3 %
Plan review comments applied to my project are reasonable & justified	11	4.1 %
<u>None chosen</u>	33	12.4 %
Total	266	100.0 %

Q16. Which THREE of the items listed in Question 15 do you think are MOST IMPORTANT for the DSD Site Plan Review Division to emphasize?

Q16. 2nd choice	Number	Percent
Length of time review process takes to complete	27	10.2 %
How easy review process is to complete	45	16.9 %
Technical competence of review staff	35	13.2 %
Review services are completed by the date promised	23	8.6 %
Review staff provides excellent customer service	14	5.3 %
Review staff is easily accessible when assistance is needed to resolve problems	24	9.0 %
I understand Site Plan Review process	5	1.9 %
Codes & policies are applied by review staff in a fair & practical manner	23	8.6 %
Review staff anticipates obstacles & provides options when they were available	17	6.4 %
Plan review comments applied to my project are reasonable & justified	14	5.3 %
<u>None chosen</u>	39	14.7 %
Total	266	100.0 %

Q16. Which THREE of the items listed in Question 15 do you think are MOST IMPORTANT for the DSD Site Plan Review Division to emphasize?

Q16. 3rd choice	Number	Percent
Length of time review process takes to complete	14	5.3 %
How easy review process is to complete	19	7.1 %
Technical competence of review staff	18	6.8 %
Review services are completed by the date promised	27	10.2 %
Review staff provides excellent customer service	14	5.3 %
Review staff is easily accessible when assistance is needed to resolve problems	31	11.7 %
I understand Site Plan Review process	10	3.8 %
Codes & policies are applied by review staff in a fair & practical manner	27	10.2 %
Review staff anticipates obstacles & provides options when they were available	31	11.7 %
Plan review comments applied to my project are reasonable & justified	33	12.4 %
<u>None chosen</u>	42	15.8 %
Total	266	100.0 %

SUM OF TOP THREE CHOICES

Q16. Which THREE of the items listed in Question 15 do you think are MOST IMPORTANT for the DSD Site Plan Review Division to emphasize? (top 3)

Q16. Top choice	Number	Percent
Length of time review process takes to complete	160	60.2 %
How easy review process is to complete	76	28.6 %
Technical competence of review staff	75	28.2 %
Review services are completed by the date promised	66	24.8 %
Review staff provides excellent customer service	39	14.7 %
Review staff is easily accessible when assistance is needed to resolve problems	65	24.4 %
I understand Site Plan Review process	25	9.4 %
Codes & policies are applied by review staff in a fair & practical manner	66	24.8 %
Review staff anticipates obstacles & provides options when they were available	54	20.3 %
Plan review comments applied to my project are reasonable & justified	58	21.8 %
<u>None chosen</u>	33	12.4 %
Total	717	

Q17. Have you received services related to a Subdivision Review during the past year?

Q17. Have you received services related to a Subdivision Review during the past year?	Number	Percent
Yes	69	10.5 %
No	590	89.5 %
Total	659	100.0 %

Q18. Please rate each of the following items that may influence your satisfaction with the DSD staff and the Subdivision Review process.

(N=69)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Length of time review process takes to complete	0.0%	8.7%	8.7%	26.1%	53.6%	2.9%
Q18-2. How easy review process is to complete	0.0%	7.2%	8.7%	26.1%	53.6%	4.3%
Q18-3. Technical competence of review staff	1.4%	14.5%	27.5%	21.7%	31.9%	2.9%
Q18-4. Review services are completed by the date promised	0.0%	2.9%	14.5%	31.9%	46.4%	4.3%
Q18-5. Review staff provides excellent customer service	0.0%	11.6%	20.3%	27.5%	34.8%	5.8%
Q18-6. Review staff is easily accessible when assistance is needed to resolve problems	1.4%	10.1%	14.5%	27.5%	43.5%	2.9%
Q18-7. I understand Subdivision Review process	13.0%	30.4%	23.2%	8.7%	20.3%	4.3%
Q18-8. Codes & policies are applied by review staff in a fair & practical manner	1.4%	10.1%	18.8%	26.1%	37.7%	5.8%
Q18-9. Review staff anticipates obstacles & provides options when they were available	0.0%	8.7%	18.8%	24.6%	44.9%	2.9%
Q18-10. Plan review comments applied to my project are reasonable & justified	0.0%	7.2%	21.7%	21.7%	44.9%	4.3%

WITHOUT DON'T KNOW**Q18. Please rate each of the following items that may influence your satisfaction with the DSD staff and the Subdivision Review process. (without "don't know")**

(N=69)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Length of time review process takes to complete	0.0%	9.0%	9.0%	26.9%	55.2%
Q18-2. How easy review process is to complete	0.0%	7.6%	9.1%	27.3%	56.1%
Q18-3. Technical competence of review staff	1.5%	14.9%	28.4%	22.4%	32.8%
Q18-4. Review services are completed by the date promised	0.0%	3.0%	15.2%	33.3%	48.5%
Q18-5. Review staff provides excellent customer service	0.0%	12.3%	21.5%	29.2%	36.9%
Q18-6. Review staff is easily accessible when assistance is needed to resolve problems	1.5%	10.4%	14.9%	28.4%	44.8%
Q18-7. I understand Subdivision Review process	13.6%	31.8%	24.2%	9.1%	21.2%
Q18-8. Codes & policies are applied by review staff in a fair & practical manner	1.5%	10.8%	20.0%	27.7%	40.0%
Q18-9. Review staff anticipates obstacles & provides options when they were available	0.0%	9.0%	19.4%	25.4%	46.3%
Q18-10. Plan review comments applied to my project are reasonable & justified	0.0%	7.6%	22.7%	22.7%	47.0%

Q19. Which THREE of the items listed in Question 18 do you think are MOST IMPORTANT for the DSD Subdivision Review Division to emphasize?

Q19. Top choice	Number	Percent
Length of time review process takes to complete	33	47.8 %
How easy review process is to complete	4	5.8 %
Technical competence of review staff	4	5.8 %
Review services are completed by the date promised	5	7.2 %
Review staff is easily accessible when assistance is needed to resolve problems	6	8.7 %
Codes & policies are applied by review staff in a fair & practical manner	6	8.7 %
Review staff anticipates obstacles & provides options when they were available	4	5.8 %
Plan review comments applied to my project are reasonable & justified	5	7.2 %
None chosen	2	2.9 %
Total	69	100.0 %

Q19. Which THREE of the items listed in Question 18 do you think are MOST IMPORTANT for the DSD Subdivision Review Division to emphasize?

Q19. 2nd choice	Number	Percent
Length of time review process takes to complete	6	8.7 %
How easy review process is to complete	7	10.1 %
Technical competence of review staff	10	14.5 %
Review services are completed by the date promised	6	8.7 %
Review staff provides excellent customer service	3	4.3 %
Review staff is easily accessible when assistance is needed to resolve problems	11	15.9 %
Codes & policies are applied by review staff in a fair & practical manner	8	11.6 %
Review staff anticipates obstacles & provides options when they were available	6	8.7 %
Plan review comments applied to my project are reasonable & justified	9	13.0 %
None chosen	3	4.3 %
Total	69	100.0 %

Q19. Which THREE of the items listed in Question 18 do you think are MOST IMPORTANT for the DSD Subdivision Review Division to emphasize?

Q19. 3rd choice	Number	Percent
Length of time review process takes to complete	2	2.9 %
How easy review process is to complete	6	8.7 %
Technical competence of review staff	6	8.7 %
Review services are completed by the date promised	5	7.2 %
Review staff provides excellent customer service	1	1.4 %
Review staff is easily accessible when assistance is needed to resolve problems	13	18.8 %
I understand Subdivision Review process	2	2.9 %
Codes & policies are applied by review staff in a fair & practical manner	11	15.9 %
Review staff anticipates obstacles & provides options when they were available	7	10.1 %
Plan review comments applied to my project are reasonable & justified	13	18.8 %
None chosen	3	4.3 %
Total	69	100.0 %

SUM OF TOP THREE CHOICES

Q19. Which THREE of the items listed in Question 18 do you think are MOST IMPORTANT for the DSD Subdivision Review Division to emphasize? (top 3)

Q19. Top choice	Number	Percent
Length of time review process takes to complete	41	59.4 %
How easy review process is to complete	17	24.6 %
Technical competence of review staff	20	29.0 %
Review services are completed by the date promised	16	23.2 %
Review staff provides excellent customer service	4	5.8 %
Review staff is easily accessible when assistance is needed to resolve problems	30	43.5 %
I understand Subdivision Review process	2	2.9 %
Codes & policies are applied by review staff in a fair & practical manner	25	36.2 %
Review staff anticipates obstacles & provides options when they were available	17	24.6 %
Plan review comments applied to my project are reasonable & justified	27	39.1 %
None chosen	2	2.9 %
Total	201	

Q20. Overall, how satisfied are you with the DSD Plan Review Division?

Q20. How satisfied are you with DSD Plan

<u>Review Division</u>	<u>Number</u>	<u>Percent</u>
Very satisfied	53	8.0 %
Satisfied	124	18.8 %
Neutral	121	18.4 %
Dissatisfied	147	22.3 %
Very dissatisfied	148	22.5 %
<u>Don't know</u>	<u>66</u>	<u>10.0 %</u>
Total	659	100.0 %

WITHOUT DON'T KNOW**Q20. Overall, how satisfied are you with the DSD Plan Review Division? (without "don't know")**

Q20. How satisfied are you with DSD Plan

<u>Review Division</u>	<u>Number</u>	<u>Percent</u>
Very satisfied	53	8.9 %
Satisfied	124	20.9 %
Neutral	121	20.4 %
Dissatisfied	147	24.8 %
Very dissatisfied	148	25.0 %
Total	593	100.0 %

Q21. Have you interacted with the DSD Inspection Division during the past year?

Q21. Have you interacted with DSD Inspection

<u>Division during past year</u>	<u>Number</u>	<u>Percent</u>
Yes	529	64.6 %
No	290	35.4 %
Total	819	100.0 %

Q22. Have you received Residential inspections in the past year?Q22. Have you received Residential Inspections in
past year

	<u>Number</u>	<u>Percent</u>
Yes	355	67.1 %
No	174	32.9 %
Total	529	100.0 %

Q23. Please rate each of the following items that may influence your satisfaction with the DSD Residential Inspection Division.

(N=355)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q23-1. Length of time an inspection process takes to complete	10.7%	24.2%	10.4%	22.3%	31.8%	0.6%
Q23-2. How easy inspection process is to complete	12.1%	28.7%	14.9%	18.9%	23.9%	1.4%
Q23-3. Technical competence of inspection staff	17.2%	33.8%	21.4%	10.4%	15.5%	1.7%
Q23-4. Inspections are completed by the date promised	9.3%	20.6%	12.4%	19.4%	36.9%	1.4%
Q23-5. Inspectors provide excellent customer service	14.9%	25.4%	19.7%	13.5%	24.8%	1.7%
Q23-6. Inspectors are easily accessible when assistance is needed to resolve problems	12.4%	20.0%	18.0%	18.3%	27.9%	3.4%
Q23-7. I understand Residential Inspection process	23.7%	41.4%	13.8%	8.2%	9.3%	3.7%
Q23-8. Codes & policies are applied by inspection staff in a fair & practical manner	11.8%	25.6%	20.8%	17.2%	21.4%	3.1%
Q23-9. Inspections staff anticipates obstacles & provides options when they were available	10.1%	23.9%	21.7%	15.5%	24.2%	4.5%
Q23-10. Inspection requirements are reasonable & justified	10.4%	26.2%	23.1%	16.3%	21.4%	2.5%
Q23-11. Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	9.3%	20.6%	31.5%	9.9%	15.8%	13.0%

WITHOUT DON'T KNOW**Q23. Please rate each of the following items that may influence your satisfaction with the DSD Residential Inspection Division. (without "don't know")**

(N=355)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23-1. Length of time an inspection process takes to complete	10.8%	24.4%	10.5%	22.4%	32.0%
Q23-2. How easy inspection process is to complete	12.3%	29.1%	15.1%	19.1%	24.3%
Q23-3. Technical competence of inspection staff	17.5%	34.4%	21.8%	10.6%	15.8%
Q23-4. Inspections are completed by the date promised	9.4%	20.9%	12.6%	19.7%	37.4%
Q23-5. Inspectors provide excellent customer service	15.2%	25.8%	20.1%	13.8%	25.2%
Q23-6. Inspectors are easily accessible when assistance is needed to resolve problems	12.8%	20.7%	18.7%	19.0%	28.9%
Q23-7. I understand Residential Inspection process	24.6%	43.0%	14.3%	8.5%	9.6%
Q23-8. Codes & policies are applied by inspection staff in a fair & practical manner	12.2%	26.5%	21.5%	17.7%	22.1%
Q23-9. Inspections staff anticipates obstacles & provides options when they were available	10.6%	25.1%	22.7%	16.2%	25.4%
Q23-10. Inspection requirements are reasonable & justified	10.7%	26.9%	23.7%	16.8%	22.0%
Q23-11. Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	10.7%	23.6%	36.2%	11.3%	18.1%

Q24. Which THREE of the items listed in Question 23 do you think are MOST IMPORTANT for the DSD Residential Inspection Division to emphasize?

Q24. Top choice	Number	Percent
Length of time an inspection process takes to complete	130	36.6 %
How easy inspection process is to complete	23	6.5 %
Technical competence of inspection staff	25	7.0 %
Inspections are completed by the date promised	43	12.1 %
Inspectors provide excellent customer service	18	5.1 %
Inspectors are easily accessible when assistance is needed to resolve problems	28	7.9 %
I understand Residential Inspection process	11	3.1 %
Codes & policies are applied by inspection staff in a fair & practical manner	13	3.7 %
Inspections staff anticipates obstacles & provides options when they were available	7	2.0 %
Inspection requirements are reasonable & justified	12	3.4 %
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	13	3.7 %
None chosen	32	9.0 %
Total	355	100.0 %

Q24. Which THREE of the items listed in Question 23 do you think are MOST IMPORTANT for the DSD Residential Inspection Division to emphasize?

Q24. 2nd choice	Number	Percent
Length of time an inspection process takes to complete	34	9.6 %
How easy inspection process is to complete	38	10.7 %
Technical competence of inspection staff	35	9.9 %
Inspections are completed by the date promised	57	16.1 %
Inspectors provide excellent customer service	33	9.3 %
Inspectors are easily accessible when assistance is needed to resolve problems	50	14.1 %
I understand Residential Inspection process	6	1.7 %
Codes & policies are applied by inspection staff in a fair & practical manner	28	7.9 %
Inspections staff anticipates obstacles & provides options when they were available	14	3.9 %
Inspection requirements are reasonable & justified	16	4.5 %
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	4	1.1 %
None chosen	40	11.3 %
Total	355	100.0 %

Q24. Which THREE of the items listed in Question 23 do you think are MOST IMPORTANT for the DSD Residential Inspection Division to emphasize?

Q24. 3rd choice	Number	Percent
Length of time an inspection process takes to complete	23	6.5 %
How easy inspection process is to complete	27	7.6 %
Technical competence of inspection staff	27	7.6 %
Inspections are completed by the date promised	32	9.0 %
Inspectors provide excellent customer service	17	4.8 %
Inspectors are easily accessible when assistance is needed to resolve problems	46	13.0 %
I understand Residential Inspection process	7	2.0 %
Codes & policies are applied by inspection staff in a fair & practical manner	46	13.0 %
Inspections staff anticipates obstacles & provides options when they were available	36	10.1 %
Inspection requirements are reasonable & justified	35	9.9 %
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	6	1.7 %
None chosen	53	14.9 %
Total	355	100.0 %

SUM OF TOP THREE CHOICES

Q24. Which THREE of the items listed in Question 23 do you think are MOST IMPORTANT for the DSD Residential Inspection Division to emphasize? (top 3)

Q24. Top choice	Number	Percent
Length of time an inspection process takes to complete	187	52.7 %
How easy inspection process is to complete	88	24.8 %
Technical competence of inspection staff	87	24.5 %
Inspections are completed by the date promised	132	37.2 %
Inspectors provide excellent customer service	68	19.2 %
Inspectors are easily accessible when assistance is needed to resolve problems	124	34.9 %
I understand Residential Inspection process	24	6.8 %
Codes & policies are applied by inspection staff in a fair & practical manner	87	24.5 %
Inspections staff anticipates obstacles & provides options when they were available	57	16.1 %
Inspection requirements are reasonable & justified	63	17.7 %
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	23	6.5 %
None chosen	32	9.0 %
Total	972	

Q25. Have you received Commercial inspections in the past year?

Q25. Have you received Commercial Inspections
in past year

	Number	Percent
Yes	192	36.3 %
No	337	63.7 %
Total	529	100.0 %

Q26. Please rate each of the following items that may influence your satisfaction with the DSD Commercial Inspection Division.

(N=192)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q26-1. Length of time an inspection process takes to complete	15.6%	28.1%	11.5%	13.5%	27.6%	3.6%
Q26-2. How easy inspection process is to complete	19.3%	32.3%	13.0%	9.9%	21.9%	3.6%
Q26-3. Technical competence of inspection staff	24.0%	32.3%	20.3%	9.4%	10.4%	3.6%
Q26-4. Inspections are completed by the date promised	16.1%	23.4%	12.0%	14.1%	30.2%	4.2%
Q26-5. Inspectors provide excellent customer service	19.3%	28.6%	20.8%	7.3%	18.2%	5.7%
Q26-6. Inspectors are easily accessible when assistance is needed to resolve problems	16.1%	25.5%	19.8%	16.7%	16.1%	5.7%
Q26-7. I understand Commercial Inspection process	27.6%	42.2%	12.5%	4.2%	7.8%	5.7%
Q26-8. Codes & policies are applied by inspection staff in a fair & practical manner	17.2%	33.9%	17.2%	12.5%	15.6%	3.6%
Q26-9. Inspections staff anticipates obstacles & provides options when they were available	17.7%	27.6%	17.2%	14.6%	17.2%	5.7%
Q26-10. Inspection requirements are reasonable & justified	17.2%	31.8%	15.1%	13.5%	16.7%	5.7%
Q26-11. Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	13.5%	21.9%	22.9%	11.5%	17.2%	13.0%

WITHOUT DON'T KNOW**Q26. Please rate each of the following items that may influence your satisfaction with the DSD Commercial Inspection Division. (without "don't know")**

(N=192)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q26-1. Length of time an inspection process takes to complete	16.2%	29.2%	11.9%	14.1%	28.6%
Q26-2. How easy inspection process is to complete	20.0%	33.5%	13.5%	10.3%	22.7%
Q26-3. Technical competence of inspection staff	24.9%	33.5%	21.1%	9.7%	10.8%
Q26-4. Inspections are completed by the date promised	16.8%	24.5%	12.5%	14.7%	31.5%
Q26-5. Inspectors provide excellent customer service	20.4%	30.4%	22.1%	7.7%	19.3%
Q26-6. Inspectors are easily accessible when assistance is needed to resolve problems	17.1%	27.1%	21.0%	17.7%	17.1%
Q26-7. I understand Commercial Inspection process	29.3%	44.8%	13.3%	4.4%	8.3%
Q26-8. Codes & policies are applied by inspection staff in a fair & practical manner	17.8%	35.1%	17.8%	13.0%	16.2%
Q26-9. Inspections staff anticipates obstacles & provides options when they were available	18.8%	29.3%	18.2%	15.5%	18.2%
Q26-10. Inspection requirements are reasonable & justified	18.2%	33.7%	16.0%	14.4%	17.7%
Q26-11. Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	15.6%	25.1%	26.3%	13.2%	19.8%

Q27. Which THREE of the items listed in Question 26 do you think are MOST IMPORTANT for the DSD Commercial Inspection Division to emphasize?

Q27. Top choice	Number	Percent
Length of time an inspection process takes to complete	64	33.3 %
How easy inspection process is to complete	11	5.7 %
Technical competence of inspection staff	13	6.8 %
Inspections are completed by the date promised	27	14.1 %
Inspectors provide excellent customer service	3	1.6 %
Inspectors are easily accessible when assistance is needed to resolve problems	16	8.3 %
I understand Commercial Inspection process	3	1.6 %
Codes & policies are applied by inspection staff in a fair & practical manner	11	5.7 %
Inspections staff anticipates obstacles & provides options when they were available	3	1.6 %
Inspection requirements are reasonable & justified	2	1.0 %
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	11	5.7 %
None chosen	28	14.6 %
Total	192	100.0 %

Q27. Which THREE of the items listed in Question 26 do you think are MOST IMPORTANT for the DSD Commercial Inspection Division to emphasize?

Q27. 2nd choice	Number	Percent
Length of time an inspection process takes to complete	15	7.8 %
How easy inspection process is to complete	24	12.5 %
Technical competence of inspection staff	17	8.9 %
Inspections are completed by the date promised	33	17.2 %
Inspectors provide excellent customer service	11	5.7 %
Inspectors are easily accessible when assistance is needed to resolve problems	13	6.8 %
I understand Commercial Inspection process	5	2.6 %
Codes & policies are applied by inspection staff in a fair & practical manner	10	5.2 %
Inspections staff anticipates obstacles & provides options when they were available	14	7.3 %
Inspection requirements are reasonable & justified	12	6.3 %
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	4	2.1 %
None chosen	34	17.7 %
Total	192	100.0 %

Q27. Which THREE of the items listed in Question 26 do you think are MOST IMPORTANT for the DSD Commercial Inspection Division to emphasize?

Q27. 3rd choice	Number	Percent
Length of time an inspection process takes to complete	10	5.2 %
How easy inspection process is to complete	13	6.8 %
Technical competence of inspection staff	9	4.7 %
Inspections are completed by the date promised	18	9.4 %
Inspectors provide excellent customer service	12	6.3 %
Inspectors are easily accessible when assistance is needed to resolve problems	25	13.0 %
I understand Commercial Inspection process	7	3.6 %
Codes & policies are applied by inspection staff in a fair & practical manner	23	12.0 %
Inspections staff anticipates obstacles & provides options when they were available	16	8.3 %
Inspection requirements are reasonable & justified	14	7.3 %
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	8	4.2 %
<u>None chosen</u>	37	19.3 %
Total	192	100.0 %

SUM OF TOP THREE CHOICES

Q27. Which THREE of the items listed in Question 26 do you think are MOST IMPORTANT for the DSD Commercial Inspection Division to emphasize? (top 3)

Q27. Top choice	Number	Percent
Length of time an inspection process takes to complete	89	46.4 %
How easy inspection process is to complete	48	25.0 %
Technical competence of inspection staff	39	20.3 %
Inspections are completed by the date promised	78	40.6 %
Inspectors provide excellent customer service	26	13.5 %
Inspectors are easily accessible when assistance is needed to resolve problems	54	28.1 %
I understand Commercial Inspection process	15	7.8 %
Codes & policies are applied by inspection staff in a fair & practical manner	44	22.9 %
Inspections staff anticipates obstacles & provides options when they were available	33	17.2 %
Inspection requirements are reasonable & justified	28	14.6 %
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	23	12.0 %
<u>None chosen</u>	28	14.6 %
Total	505	

Q28. Have you received Tree inspections in the past year?

Q28. Have you received Tree inspections in past year	Number	Percent
Yes	137	25.9 %
No	392	74.1 %
Total	529	100.0 %

Q29. Please rate each of the following items that may influence your satisfaction with the DSD Tree Inspection Division.

(N=137)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q29-1. Length of time an inspection process takes to complete	16.1%	26.3%	19.0%	13.9%	23.4%	1.5%
Q29-2. How easy inspection process is to complete	13.9%	27.0%	19.7%	13.1%	24.8%	1.5%
Q29-3. Technical competence of inspection staff	21.9%	29.9%	17.5%	8.0%	21.2%	1.5%
Q29-4. Inspections are completed by the date promised	16.8%	27.7%	18.2%	12.4%	22.6%	2.2%
Q29-5. Inspectors provide excellent customer service	16.8%	26.3%	19.7%	10.9%	24.8%	1.5%
Q29-6. Inspectors are easily accessible when assistance is needed to resolve problems	16.1%	27.0%	16.8%	13.9%	24.1%	2.2%
Q29-7. I understand Tree Inspection process	19.0%	38.7%	15.3%	10.2%	14.6%	2.2%
Q29-8. Codes & policies are applied by inspection staff in a fair & practical manner	11.7%	24.1%	15.3%	11.7%	32.8%	4.4%
Q29-9. Inspections staff anticipates obstacles & provides options when they were available	10.9%	28.5%	16.1%	14.6%	25.5%	4.4%
Q29-10. Inspection requirements are reasonable & justified	10.2%	18.2%	16.8%	13.1%	36.5%	5.1%
Q29-11. Inspectors rarely find errors in the field during construction that should have been caught during plan review process	10.9%	19.0%	25.5%	13.1%	24.1%	7.3%

WITHOUT DON'T KNOW**Q29. Please rate each of the following items that may influence your satisfaction with the DSD Tree Inspection Division. (without "don't know")**

(N=137)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q29-1. Length of time an inspection process takes to complete	16.3%	26.7%	19.3%	14.1%	23.7%
Q29-2. How easy inspection process is to complete	14.1%	27.4%	20.0%	13.3%	25.2%
Q29-3. Technical competence of inspection staff	22.2%	30.4%	17.8%	8.1%	21.5%
Q29-4. Inspections are completed by the date promised	17.2%	28.4%	18.7%	12.7%	23.1%
Q29-5. Inspectors provide excellent customer service	17.0%	26.7%	20.0%	11.1%	25.2%
Q29-6. Inspectors are easily accessible when assistance is needed to resolve problems	16.4%	27.6%	17.2%	14.2%	24.6%
Q29-7. I understand Tree Inspection process	19.4%	39.6%	15.7%	10.4%	14.9%
Q29-8. Codes & policies are applied by inspection staff in a fair & practical manner	12.2%	25.2%	16.0%	12.2%	34.4%
Q29-9. Inspections staff anticipates obstacles & provides options when they were available	11.5%	29.8%	16.8%	15.3%	26.7%
Q29-10. Inspection requirements are reasonable & justified	10.8%	19.2%	17.7%	13.8%	38.5%
Q29-11. Inspectors rarely find errors in the field during construction that should have been caught during plan review process	11.8%	20.5%	27.6%	14.2%	26.0%

Q30. Which THREE of the items listed in Question 29 do you think are MOST IMPORTANT for the DSD Tree Inspection Division to emphasize?

Q30. Top choice	Number	Percent
Length of time an inspection process takes to complete	39	28.5 %
How easy inspection process is to complete	4	2.9 %
Technical competence of inspection staff	11	8.0 %
Inspections are completed by the date promised	9	6.6 %
Inspectors provide excellent customer service	3	2.2 %
Inspectors are easily accessible when assistance is needed to resolve problems	9	6.6 %
I understand Tree Inspection process	5	3.6 %
Codes & policies are applied by inspection staff in a fair & practical manner	13	9.5 %
Inspections staff anticipates obstacles & provides options when they were available	1	0.7 %
Inspection requirements are reasonable & justified	18	13.1 %
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	4	2.9 %
None chosen	21	15.3 %
Total	137	100.0 %

Q30. Which THREE of the items listed in Question 29 do you think are MOST IMPORTANT for the DSD Tree Inspection Division to emphasize?

Q30. 2nd choice	Number	Percent
Length of time an inspection process takes to complete	8	5.8 %
How easy inspection process is to complete	12	8.8 %
Technical competence of inspection staff	7	5.1 %
Inspections are completed by the date promised	11	8.0 %
Inspectors provide excellent customer service	10	7.3 %
Inspectors are easily accessible when assistance is needed to resolve problems	12	8.8 %
I understand Tree Inspection process	1	0.7 %
Codes & policies are applied by inspection staff in a fair & practical manner	16	11.7 %
Inspections staff anticipates obstacles & provides options when they were available	14	10.2 %
Inspection requirements are reasonable & justified	18	13.1 %
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	2	1.5 %
None chosen	26	19.0 %
Total	137	100.0 %

Q30. Which THREE of the items listed in Question 29 do you think are MOST IMPORTANT for the DSD Tree Inspection Division to emphasize?

Q30. 3rd choice	Number	Percent
Length of time an inspection process takes to complete	9	6.6 %
How easy inspection process is to complete	5	3.6 %
Technical competence of inspection staff	11	8.0 %
Inspections are completed by the date promised	8	5.8 %
Inspectors provide excellent customer service	11	8.0 %
Inspectors are easily accessible when assistance is needed to resolve problems	13	9.5 %
I understand Tree Inspection process	3	2.2 %
Codes & policies are applied by inspection staff in a fair & practical manner	15	10.9 %
Inspections staff anticipates obstacles & provides options when they were available	12	8.8 %
Inspection requirements are reasonable & justified	18	13.1 %
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	5	3.6 %
<u>None chosen</u>	<u>27</u>	<u>19.7 %</u>
Total	137	100.0 %

SUM OF TOP THREE CHOICES

Q30. Which THREE of the items listed in Question 29 do you think are MOST IMPORTANT for the DSD Tree Inspection Division to emphasize? (top 3)

Q30. Top choice	Number	Percent
Length of time an inspection process takes to complete	56	40.9 %
How easy inspection process is to complete	21	15.3 %
Technical competence of inspection staff	29	21.2 %
Inspections are completed by the date promised	28	20.4 %
Inspectors provide excellent customer service	24	17.5 %
Inspectors are easily accessible when assistance is needed to resolve problems	34	24.8 %
I understand Tree Inspection process	9	6.6 %
Codes & policies are applied by inspection staff in a fair & practical manner	44	32.1 %
Inspections staff anticipates obstacles & provides options when they were available	27	19.7 %
Inspection requirements are reasonable & justified	54	39.4 %
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	11	8.0 %
<u>None chosen</u>	<u>21</u>	<u>15.3 %</u>
Total	358	

Q31. Have you received Site and Subdivision inspections in the past year?

Q31. Have you received Site & Subdivision

<u>Inspections in past year</u>	<u>Number</u>	<u>Percent</u>
Yes	67	12.7 %
No	462	87.3 %
Total	529	100.0 %

Q32. Please rate each of the following items that may influence your satisfaction with the DSD Site and Subdivision Inspection Division.

(N=67)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q32-1. Length of time an inspection process takes to complete	7.5%	26.9%	17.9%	16.4%	23.9%	7.5%
Q32-2. How easy inspection process is to complete	9.0%	29.9%	17.9%	14.9%	22.4%	6.0%
Q32-3. Technical competence of inspection staff	9.0%	37.3%	16.4%	14.9%	17.9%	4.5%
Q32-4. Inspections are completed by the date promised	7.5%	22.4%	25.4%	13.4%	20.9%	10.4%
Q32-5. Inspectors provide excellent customer service	13.4%	23.9%	22.4%	17.9%	19.4%	3.0%
Q32-6. Inspectors are easily accessible when assistance is needed to resolve problems	9.0%	28.4%	22.4%	13.4%	25.4%	1.5%
Q32-7. I understand Site & Subdivision Inspection process	19.4%	47.8%	16.4%	3.0%	10.4%	3.0%
Q32-8. Codes & policies are applied by inspection staff in a fair & practical manner	11.9%	23.9%	11.9%	25.4%	19.4%	7.5%
Q32-9. Inspections staff anticipates obstacles & provides options when they were available	9.0%	19.4%	22.4%	16.4%	23.9%	9.0%
Q32-10. Inspection requirements are reasonable & justified	6.0%	28.4%	19.4%	19.4%	22.4%	4.5%
Q32-11. Inspectors rarely find errors in the field during construction that should have been caught during plan review process	6.0%	17.9%	23.9%	22.4%	22.4%	7.5%

WITHOUT DON'T KNOW**Q32. Please rate each of the following items that may influence your satisfaction with the DSD Site and Subdivision Inspection Division. (without "don't know")**

(N=67)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q32-1. Length of time an inspection process takes to complete	8.1%	29.0%	19.4%	17.7%	25.8%
Q32-2. How easy inspection process is to complete	9.5%	31.7%	19.0%	15.9%	23.8%
Q32-3. Technical competence of inspection staff	9.4%	39.1%	17.2%	15.6%	18.8%
Q32-4. Inspections are completed by the date promised	8.3%	25.0%	28.3%	15.0%	23.3%
Q32-5. Inspectors provide excellent customer service	13.8%	24.6%	23.1%	18.5%	20.0%
Q32-6. Inspectors are easily accessible when assistance is needed to resolve problems	9.1%	28.8%	22.7%	13.6%	25.8%
Q32-7. I understand Site & Subdivision Inspection process	20.0%	49.2%	16.9%	3.1%	10.8%
Q32-8. Codes & policies are applied by inspection staff in a fair & practical manner	12.9%	25.8%	12.9%	27.4%	21.0%
Q32-9. Inspections staff anticipates obstacles & provides options when they were available	9.8%	21.3%	24.6%	18.0%	26.2%
Q32-10. Inspection requirements are reasonable & justified	6.3%	29.7%	20.3%	20.3%	23.4%
Q32-11. Inspectors rarely find errors in the field during construction that should have been caught during plan review process	6.5%	19.4%	25.8%	24.2%	24.2%

Q33. Which THREE of the items listed in Question 32 do you think are MOST IMPORTANT for the DSD Site and Subdivision Inspection Division to emphasize?

Q33. Top choice	Number	Percent
Length of time an inspection process takes to complete	15	22.4 %
How easy inspection process is to complete	6	9.0 %
Technical competence of inspection staff	6	9.0 %
Inspections are completed by the date promised	7	10.4 %
Inspectors provide excellent customer service	3	4.5 %
Inspectors are easily accessible when assistance is needed to resolve problems	2	3.0 %
Codes & policies are applied by inspection staff in a fair & practical manner	10	14.9 %
Inspection requirements are reasonable & justified	1	1.5 %
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	9	13.4 %
None chosen	8	11.9 %
Total	67	100.0 %

Q33. Which THREE of the items listed in Question 32 do you think are MOST IMPORTANT for the DSD Site and Subdivision Inspection Division to emphasize?

Q33. 2nd choice	Number	Percent
Length of time an inspection process takes to complete	7	10.4 %
How easy inspection process is to complete	5	7.5 %
Technical competence of inspection staff	7	10.4 %
Inspections are completed by the date promised	10	14.9 %
Inspectors provide excellent customer service	6	9.0 %
Inspectors are easily accessible when assistance is needed to resolve problems	5	7.5 %
Codes & policies are applied by inspection staff in a fair & practical manner	3	4.5 %
Inspections staff anticipates obstacles & provides options when they were available	8	11.9 %
Inspection requirements are reasonable & justified	5	7.5 %
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	2	3.0 %
None chosen	9	13.4 %
Total	67	100.0 %

Q33. Which THREE of the items listed in Question 32 do you think are MOST IMPORTANT for the DSD Site and Subdivision Inspection Division to emphasize?

Q33. 3rd choice	Number	Percent
Length of time an inspection process takes to complete	5	7.5 %
How easy inspection process is to complete	4	6.0 %
Technical competence of inspection staff	2	3.0 %
Inspections are completed by the date promised	3	4.5 %
Inspectors provide excellent customer service	2	3.0 %
Inspectors are easily accessible when assistance is needed to resolve problems	9	13.4 %
I understand Site &Subdivision Inspection process	3	4.5 %
Codes & policies are applied by inspection staff in a fair & practical manner	8	11.9 %
Inspections staff anticipates obstacles & provides options when they were available	9	13.4 %
Inspection requirements are reasonable & justified	8	11.9 %
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	4	6.0 %
None chosen	10	14.9 %
Total	67	100.0 %

WITHOUT DON'T KNOW

Q33. Which THREE of the items listed in Question 32 do you think are MOST IMPORTANT for the DSD Site and Subdivision Inspection Division to emphasize? (top 3)

Q33. Top choice	Number	Percent
Length of time an inspection process takes to complete	27	40.3 %
How easy inspection process is to complete	15	22.4 %
Technical competence of inspection staff	15	22.4 %
Inspections are completed by the date promised	20	29.9 %
Inspectors provide excellent customer service	11	16.4 %
Inspectors are easily accessible when assistance is needed to resolve problems	16	23.9 %
I understand Site &Subdivision Inspection process	3	4.5 %
Codes & policies are applied by inspection staff in a fair & practical manner	21	31.3 %
Inspections staff anticipates obstacles & provides options when they were available	17	25.4 %
Inspection requirements are reasonable & justified	14	20.9 %
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	15	22.4 %
None chosen	8	11.9 %
Total	182	

Q34. Have you received Environmental inspections in the past year?

Q34. Have you received Environmental Inspections in past year	Number	Percent
Yes	105	19.8 %
No	424	80.2 %
Total	529	100.0 %

Q35. Please rate each of the following items that may influence your satisfaction with the DSD Environmental Inspection Division.

(N=105)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q35-1. Length of time an inspection process takes to complete	14.3%	27.6%	24.8%	9.5%	21.0%	2.9%
Q35-2. How easy inspection process is to complete	11.4%	28.6%	18.1%	17.1%	22.9%	1.9%
Q35-3. Technical competence of inspection staff	13.3%	33.3%	13.3%	12.4%	23.8%	3.8%
Q35-4. Inspections are completed by the date promised	12.4%	32.4%	18.1%	8.6%	24.8%	3.8%
Q35-5. Inspectors provide excellent customer service	14.3%	31.4%	20.0%	9.5%	23.8%	1.0%
Q35-6. Inspectors are easily accessible when assistance is needed to resolve problems	13.3%	27.6%	24.8%	11.4%	21.0%	1.9%
Q35-7. I understand Environmental Inspection process	18.1%	32.4%	16.2%	11.4%	21.0%	1.0%
Q35-8. Codes & policies are applied by inspection staff in a fair & practical manner	11.4%	22.9%	13.3%	16.2%	33.3%	2.9%
Q35-9. Inspections staff anticipates obstacles & provides options when they were available	9.5%	21.0%	19.0%	13.3%	33.3%	3.8%
Q35-10. Inspection requirements are reasonable & justified	8.6%	19.0%	16.2%	20.0%	32.4%	3.8%
Q35-11. Inspectors rarely find errors in the field during construction that should have been caught during plan review process	8.6%	14.3%	32.4%	13.3%	24.8%	6.7%

WITHOUT DON'T KNOW**Q35. Please rate each of the following items that may influence your satisfaction with the DSD Environmental Inspection Division. (without "don't know")**

(N=105)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q35-1. Length of time an inspection process takes to complete	14.7%	28.4%	25.5%	9.8%	21.6%
Q35-2. How easy inspection process is to complete	11.7%	29.1%	18.4%	17.5%	23.3%
Q35-3. Technical competence of inspection staff	13.9%	34.7%	13.9%	12.9%	24.8%
Q35-4. Inspections are completed by the date promised	12.9%	33.7%	18.8%	8.9%	25.7%
Q35-5. Inspectors provide excellent customer service	14.4%	31.7%	20.2%	9.6%	24.0%
Q35-6. Inspectors are easily accessible when assistance is needed to resolve problems	13.6%	28.2%	25.2%	11.7%	21.4%
Q35-7. I understand Environmental Inspection process	18.3%	32.7%	16.3%	11.5%	21.2%
Q35-8. Codes & policies are applied by inspection staff in a fair & practical manner	11.8%	23.5%	13.7%	16.7%	34.3%
Q35-9. Inspections staff anticipates obstacles & provides options when they were available	9.9%	21.8%	19.8%	13.9%	34.7%
Q35-10. Inspection requirements are reasonable & justified	8.9%	19.8%	16.8%	20.8%	33.7%
Q35-11. Inspectors rarely find errors in the field during construction that should have been caught during plan review process	9.2%	15.3%	34.7%	14.3%	26.5%

Q36. Which THREE of the items listed in Question 35 do you think are MOST IMPORTANT for the DSD Environmental Inspection Division to emphasize?

Q36. Top choice	Number	Percent
Length of time an inspection process takes to complete	19	18.1 %
How easy inspection process is to complete	10	9.5 %
Technical competence of inspection staff	14	13.3 %
Inspections are completed by the date promised	7	6.7 %
Inspectors provide excellent customer service	5	4.8 %
Inspectors are easily accessible when assistance is needed to resolve problems	3	2.9 %
I understand Environmental Inspection process	6	5.7 %
Codes & policies are applied by inspection staff in a fair & practical manner	8	7.6 %
Inspection requirements are reasonable & justified	16	15.2 %
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	6	5.7 %
None chosen	11	10.5 %
Total	105	100.0 %

Q36. Which THREE of the items listed in Question 35 do you think are MOST IMPORTANT for the DSD Environmental Inspection Division to emphasize?

Q36. 2nd choice	Number	Percent
Length of time an inspection process takes to complete	6	5.7 %
How easy inspection process is to complete	10	9.5 %
Technical competence of inspection staff	8	7.6 %
Inspections are completed by the date promised	9	8.6 %
Inspectors provide excellent customer service	7	6.7 %
Inspectors are easily accessible when assistance is needed to resolve problems	9	8.6 %
I understand Environmental Inspection process	6	5.7 %
Codes & policies are applied by inspection staff in a fair & practical manner	17	16.2 %
Inspections staff anticipates obstacles & provides options when they were available	14	13.3 %
Inspection requirements are reasonable & justified	3	2.9 %
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	1	1.0 %
None chosen	15	14.3 %
Total	105	100.0 %

Q36. Which THREE of the items listed in Question 35 do you think are MOST IMPORTANT for the DSD Environmental Inspection Division to emphasize?

Q36. 3rd choice	Number	Percent
Length of time an inspection process takes to complete	6	5.7 %
How easy inspection process is to complete	2	1.9 %
Technical competence of inspection staff	9	8.6 %
Inspections are completed by the date promised	3	2.9 %
Inspectors provide excellent customer service	4	3.8 %
Inspectors are easily accessible when assistance is needed to resolve problems	15	14.3 %
I understand Environmental Inspection process	3	2.9 %
Codes & policies are applied by inspection staff in a fair & practical manner	7	6.7 %
Inspections staff anticipates obstacles & provides options when they were available	9	8.6 %
Inspection requirements are reasonable & justified	24	22.9 %
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	6	5.7 %
None chosen	17	16.2 %
Total	105	100.0 %

SUM OF TOP THREE CHOICES

Q36. Which THREE of the items listed in Question 35 do you think are MOST IMPORTANT for the DSD Environmental Inspection Division to emphasize? (top 3)

Q36. Top choice	Number	Percent
Length of time an inspection process takes to complete	31	29.5 %
How easy inspection process is to complete	22	21.0 %
Technical competence of inspection staff	31	29.5 %
Inspections are completed by the date promised	19	18.1 %
Inspectors provide excellent customer service	16	15.2 %
Inspectors are easily accessible when assistance is needed to resolve problems	27	25.7 %
I understand Environmental Inspection process	15	14.3 %
Codes & policies are applied by inspection staff in a fair & practical manner	32	30.5 %
Inspections staff anticipates obstacles & provides options when they were available	23	21.9 %
Inspection requirements are reasonable & justified	43	41.0 %
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	13	12.4 %
None chosen	11	10.5 %
Total	283	

Q37. Overall, how satisfied are you with the services provided by the DSD Inspection Division?

Q37. How satisfied are you with overall services
provided by DSD Inspection Division

	Number	Percent
Very satisfied	49	9.3 %
Satisfied	148	28.0 %
Neutral	87	16.4 %
Dissatisfied	107	20.2 %
Very dissatisfied	101	19.1 %
Don't know	37	7.0 %
Total	529	100.0 %

WITHOUT DON'T KNOW**Q37. Overall, how satisfied are you with the services provided by the DSD Inspection Division? (without "don't know")**

Q37. How satisfied are you with overall services
provided by DSD Inspection Division

	Number	Percent
Very satisfied	49	10.0 %
Satisfied	148	30.1 %
Neutral	87	17.7 %
Dissatisfied	107	21.7 %
Very dissatisfied	101	20.5 %
Total	492	100.0 %

Q38. Have you used any of our online tools during the past year?

Q38. Have you used any of our online tools during
past year

	Number	Percent
Yes	514	62.8 %
No	305	37.2 %
Total	819	100.0 %

Q39. Please rate any of the following online tools that you have used during the past year.

(N=514)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q39-1. Austin Build & Connect (AB+C)	5.8%	9.9%	15.0%	32.3%	13.8%	23.2%
Q39-2. Code & Permit Tracker	4.5%	6.4%	16.1%	38.5%	14.6%	19.8%
Q39-3. Emerging Projects Map	2.3%	2.9%	13.2%	8.9%	2.9%	69.6%
Q39-4. Inspector Search (Inspector Territory Map)	3.1%	3.7%	12.8%	9.3%	4.5%	66.5%
Q39-5. Property Profile Tool	3.5%	3.9%	11.5%	19.1%	7.2%	54.9%
Q39-6. QLESS Virtual Check-In	1.9%	1.8%	12.1%	13.4%	7.8%	63.0%
Q39-7. Smart Start	1.6%	1.2%	10.3%	1.9%	1.0%	84.0%
Q39-8. Zoning Profile Tool	2.1%	3.1%	10.3%	16.1%	5.4%	62.8%
Q39-9. ePlan Review	4.3%	2.1%	10.3%	6.2%	2.1%	74.9%

WITHOUT DON'T KNOW

Q39. Please rate any of the following online tools that you have used during the past year. (without "don't know")

(N=514)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q39-1. Austin Build & Connect (AB+C)	7.6%	12.9%	19.5%	42.0%	18.0%
Q39-2. Code & Permit Tracker	5.6%	8.0%	20.1%	48.1%	18.2%
Q39-3. Emerging Projects Map	7.7%	9.6%	43.6%	29.5%	9.6%
Q39-4. Inspector Search (Inspector Territory Map)	9.3%	11.0%	38.4%	27.9%	13.4%
Q39-5. Property Profile Tool	7.8%	8.6%	25.4%	42.2%	15.9%
Q39-6. QLESS Virtual Check-In	5.3%	4.7%	32.6%	36.3%	21.1%
Q39-7. Smart Start	9.8%	7.3%	64.6%	12.2%	6.1%
Q39-8. Zoning Profile Tool	5.8%	8.4%	27.7%	43.5%	14.7%
Q39-9. ePlan Review	17.1%	8.5%	41.1%	24.8%	8.5%

Q40. Have you received services from the Service Center (previously known as the Permit Center) during the past year?

Q40. Have you received services from Service Center (previously known as Permit Center) during past year

	Number	Percent
Yes	467	57.0 %
No	352	43.0 %
Total	819	100.0 %

Q41. Please rate each of the following items that may influence your satisfaction with the DSD Service Center.

(N=467)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q41-1. Length of time process takes to complete	12.4%	30.4%	13.1%	17.8%	22.5%	3.9%
Q41-2. How easy process is to complete	15.6%	35.5%	14.6%	13.9%	16.1%	4.3%
Q41-3. Technical competence of staff	18.4%	38.5%	21.2%	7.1%	10.1%	4.7%
Q41-4. How easy it is to contact staff	11.8%	23.3%	17.3%	16.7%	25.1%	5.8%
Q41-5. How responsive staff is to your needs	16.3%	32.5%	16.7%	12.4%	17.3%	4.7%
Q41-6. How fairly you are treated by staff	24.6%	38.5%	18.4%	5.8%	8.6%	4.1%
Q41-7. Staff anticipates obstacles & provides options when they were available	12.8%	28.7%	24.6%	12.0%	14.6%	7.3%
Q41-8. How consistently standards are applied by staff	14.1%	30.2%	23.3%	7.9%	14.8%	9.6%

WITHOUT DON'T KNOW**Q41. Please rate each of the following items that may influence your satisfaction with the DSD Service Center. (without "don't know")**

(N=467)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q41-1. Length of time process takes to complete	12.9%	31.6%	13.6%	18.5%	23.4%
Q41-2. How easy process is to complete	16.3%	37.1%	15.2%	14.5%	16.8%
Q41-3. Technical competence of staff	19.3%	40.4%	22.2%	7.4%	10.6%
Q41-4. How easy it is to contact staff	12.5%	24.8%	18.4%	17.7%	26.6%
Q41-5. How responsive staff is to your needs	17.1%	34.2%	17.5%	13.0%	18.2%
Q41-6. How fairly you are treated by staff	25.7%	40.2%	19.2%	6.0%	8.9%
Q41-7. Staff anticipates obstacles & provides options when they were available	13.9%	30.9%	26.6%	12.9%	15.7%
Q41-8. How consistently standards are applied by staff	15.6%	33.4%	25.8%	8.8%	16.4%

Q42. Which THREE of the items listed in Question 41 do you think are MOST IMPORTANT for the DSD Service Center to emphasize?

Q42. Top choice	Number	Percent
Length of time process takes to complete	205	43.9 %
How easy process is to complete	37	7.9 %
Technical competence of staff	33	7.1 %
How easy it is to contact staff	46	9.9 %
How responsive staff is to your needs	17	3.6 %
How fairly you are treated by staff	7	1.5 %
Staff anticipates obstacles & provides options when they were available	15	3.2 %
How consistently standards are applied by staff	21	4.5 %
None chosen	86	18.4 %
Total	467	100.0 %

Q42. Which THREE of the items listed in Question 41 do you think are MOST IMPORTANT for the DSD Service Center to emphasize?

Q42. 2nd choice	Number	Percent
Length of time process takes to complete	46	9.9 %
How easy process is to complete	108	23.1 %
Technical competence of staff	47	10.1 %
How easy it is to contact staff	58	12.4 %
How responsive staff is to your needs	37	7.9 %
How fairly you are treated by staff	17	3.6 %
Staff anticipates obstacles & provides options when they were available	38	8.1 %
How consistently standards are applied by staff	19	4.1 %
None chosen	97	20.8 %
Total	467	100.0 %

Q42. Which THREE of the items listed in Question 41 do you think are MOST IMPORTANT for the DSD Service Center to emphasize?

Q42. 3rd choice	Number	Percent
Length of time process takes to complete	26	5.6 %
How easy process is to complete	40	8.6 %
Technical competence of staff	45	9.6 %
How easy it is to contact staff	37	7.9 %
How responsive staff is to your needs	80	17.1 %
How fairly you are treated by staff	27	5.8 %
Staff anticipates obstacles & provides options when they were available	55	11.8 %
How consistently standards are applied by staff	52	11.1 %
None chosen	105	22.5 %
Total	467	100.0 %

SUM OF TOP THREE CHOICES

Q42. Which THREE of the items listed in Question 41 do you think are MOST IMPORTANT for the DSD Service Center to emphasize? (top 3)

Q42. Top choice	Number	Percent
Length of time process takes to complete	277	59.3 %
How easy process is to complete	185	39.6 %
Technical competence of staff	125	26.8 %
How easy it is to contact staff	141	30.2 %
How responsive staff is to your needs	134	28.7 %
How fairly you are treated by staff	51	10.9 %
Staff anticipates obstacles & provides options when they were available	108	23.1 %
How consistently standards are applied by staff	92	19.7 %
None chosen	86	18.4 %
Total	1199	

Q43. Have you received walk-in consultation services from the Development Assistance Center during the past year?

Q43. Have you received walk-in consultation services from Development Assistance Center during past year	Number	Percent
Yes	276	33.7 %
No	543	66.3 %
Total	819	100.0 %

Q44. Please rate each of the following items that may influence your satisfaction with the walk-in consultation services provided by the DSD Development Assistance Center.

(N=276)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q44-1. Length of time consulting services take to complete	21.7%	45.3%	11.2%	10.1%	10.9%	0.7%
Q44-2. How easy process is to complete	21.0%	43.5%	15.6%	8.3%	10.1%	1.4%
Q44-3. Technical competence of staff	22.5%	40.9%	18.1%	6.5%	10.5%	1.4%
Q44-4. How easy it is to contact staff	15.6%	29.3%	17.0%	15.2%	19.6%	3.3%
Q44-5. How responsive staff is to your needs	19.2%	35.9%	16.7%	12.3%	14.1%	1.8%
Q44-6. How fairly you are treated by staff	25.0%	41.7%	14.1%	5.4%	11.2%	2.5%
Q44-7. Staff anticipates obstacles & provides options when they were available	16.3%	33.7%	18.8%	9.8%	17.4%	4.0%
Q44-8. How consistently standards are applied by staff	14.5%	30.1%	22.1%	10.9%	15.2%	7.2%

WITHOUT DON'T KNOW**Q44. Please rate each of the following items that may influence your satisfaction with the walk-in consultation services provided by the DSD Development Assistance Center. (without "don't know")**

(N=276)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q44-1. Length of time consulting services take to complete	21.9%	45.6%	11.3%	10.2%	10.9%
Q44-2. How easy process is to complete	21.3%	44.1%	15.8%	8.5%	10.3%
Q44-3. Technical competence of staff	22.8%	41.5%	18.4%	6.6%	10.7%
Q44-4. How easy it is to contact staff	16.1%	30.3%	17.6%	15.7%	20.2%
Q44-5. How responsive staff is to your needs	19.6%	36.5%	17.0%	12.5%	14.4%
Q44-6. How fairly you are treated by staff	25.7%	42.8%	14.5%	5.6%	11.5%
Q44-7. Staff anticipates obstacles & provides options when they were available	17.0%	35.1%	19.6%	10.2%	18.1%
Q44-8. How consistently standards are applied by staff	15.6%	32.4%	23.8%	11.7%	16.4%

Q45. Which THREE of the items listed in Question 44 do you think are MOST IMPORTANT for the DSD Development Assistance Center to emphasize?

Q45. Top choice	Number	Percent
Length of time consulting services take to complete	84	30.4 %
How easy process is to complete	18	6.5 %
Technical competence of staff	48	17.4 %
How easy it is to contact staff	25	9.1 %
How responsive staff is to your needs	11	4.0 %
How fairly you are treated by staff	6	2.2 %
Staff anticipates obstacles & provides options when they were available	10	3.6 %
How consistently standards are applied by staff	33	12.0 %
None chosen	41	14.9 %
Total	276	100.0 %

Q45. Which THREE of the items listed in Question 44 do you think are MOST IMPORTANT for the DSD Development Assistance Center to emphasize?

Q45. 2nd choice	Number	Percent
Length of time consulting services take to complete	26	9.4 %
How easy process is to complete	29	10.5 %
Technical competence of staff	41	14.9 %
How easy it is to contact staff	33	12.0 %
How responsive staff is to your needs	35	12.7 %
How fairly you are treated by staff	16	5.8 %
Staff anticipates obstacles & provides options when they were available	30	10.9 %
How consistently standards are applied by staff	17	6.2 %
None chosen	49	17.8 %
Total	276	100.0 %

Q45. Which THREE of the items listed in Question 44 do you think are MOST IMPORTANT for the DSD Development Assistance Center to emphasize?

Q45. 3rd choice	Number	Percent
Length of time consulting services take to complete	17	6.2 %
How easy process is to complete	21	7.6 %
Technical competence of staff	24	8.7 %
How easy it is to contact staff	26	9.4 %
How responsive staff is to your needs	36	13.0 %
How fairly you are treated by staff	17	6.2 %
Staff anticipates obstacles & provides options when they were available	46	16.7 %
How consistently standards are applied by staff	35	12.7 %
None chosen	54	19.6 %
Total	276	100.0 %

SUM OF TOP THREE CHOICES

Q45. Which THREE of the items listed in Question 44 do you think are MOST IMPORTANT for the DSD Development Assistance Center to emphasize? (top 3)

Q45. Top choice	Number	Percent
Length of time consulting services take to complete	127	46.0 %
How easy process is to complete	68	24.6 %
Technical competence of staff	113	40.9 %
How easy it is to contact staff	84	30.4 %
How responsive staff is to your needs	82	29.7 %
How fairly you are treated by staff	39	14.1 %
Staff anticipates obstacles & provides options when they were available	86	31.2 %
How consistently standards are applied by staff	85	30.8 %
None chosen	41	14.9 %
Total	725	

Q46. 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?

Q46. How satisfied are you with your understanding of how Development Services Department is structured & the role that external City departments have in review & permitting process

	Number	Percent
Very satisfied	67	8.2 %
Satisfied	176	21.5 %
Neutral	169	20.6 %
Dissatisfied	130	15.9 %
Very dissatisfied	96	11.7 %
Don't know	181	22.1 %
Total	819	100.0 %

WITHOUT DON'T KNOW

Q46. 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? (without "don't know")

Q46. How satisfied are you with your understanding of how Development Services Department is structured & the role that external City departments have in review & permitting process

	Number	Percent
Very satisfied	67	10.5 %
Satisfied	176	27.6 %
Neutral	169	26.5 %
Dissatisfied	130	20.4 %
Very dissatisfied	96	15.0 %
Total	638	100.0 %

Q47. Please rate how the Development Services Department's review and permitting process compares to each of the following jurisdictions.

(N=819)

	Much better	Better	About the same	Worse	Much worse	Don't know
Q47-1. Travis County	3.9%	7.6%	11.1%	8.8%	10.7%	57.9%
Q47-2. City of San Antonio	1.8%	2.7%	3.1%	6.6%	11.7%	74.1%
Q47-3. City of Round Rock	2.1%	3.7%	4.8%	7.8%	14.0%	67.6%

WITHOUT DON'T KNOW

Q47. Please rate how the Development Services Department's review and permitting process compares to each of the following jurisdictions. (without "don't know")

(N=819)

	Much better	Better	About the same	Worse	Much worse
Q47-1. Travis County	9.3%	18.0%	26.4%	20.9%	25.5%
Q47-2. City of San Antonio	7.1%	10.4%	11.8%	25.5%	45.3%
Q47-3. City of Round Rock	6.4%	11.3%	14.7%	24.2%	43.4%

Q48. Which of the following BEST describes you?

<u>Q48. What best describes you</u>	<u>Number</u>	<u>Percent</u>
Licensed Design Professional	107	13.1 %
Applicant Agent	49	6.0 %
Developer/Owner	82	10.0 %
Contractor/Builder	314	38.3 %
Resident	61	7.4 %
Realtor	1	0.1 %
Neighborhood Association Member	1	0.1 %
Government Agency Staff	10	1.2 %
Environmental Consultant	2	0.2 %
Other	38	4.6 %
<u>Not provided</u>	<u>154</u>	<u>18.8 %</u>
Total	819	100.0 %

WITHOUT NOT PROVIDED**Q48. Which of the following BEST describes you? (without "not provided")**

<u>Q48. What best describes you</u>	<u>Number</u>	<u>Percent</u>
Licensed Design Professional	107	16.1 %
Applicant Agent	49	7.4 %
Developer/Owner	82	12.3 %
Contractor/Builder	314	47.2 %
Resident	61	9.2 %
Realtor	1	0.2 %
Neighborhood Association Member	1	0.2 %
Government Agency Staff	10	1.5 %
Environmental Consultant	2	0.3 %
Other	38	5.7 %
Total	665	100.0 %

Q48-11. Other

Q48-11. Other	Number	Percent
Event producer	2	5.6 %
Unlicensed professional designer	2	5.6 %
Land development consultant	2	5.6 %
Zoning research	1	2.8 %
A builder, a developer, an owner and landlord	1	2.8 %
Non profit business	1	2.8 %
Professional designer/authorized agent	1	2.8 %
Responsible master plumber	1	2.8 %
A licensed professional engineer	1	2.8 %
Consultant, agent, developer	1	2.8 %
Licensed RMP plumber	1	2.8 %
RESIDENTIAL APPLIANCE INSTALLER	1	2.8 %
Utility designer	1	2.8 %
Project coordinator	1	2.8 %
Geotechnical engineering and construction materials testing and inspection	1	2.8 %
Designer	1	2.8 %
Business owner/management	1	2.8 %
Professional designer	1	2.8 %
Architect	1	2.8 %
Project manager	1	2.8 %
Investor/owner	1	2.8 %
Licensed structural engineer	1	2.8 %
Property consulting	1	2.8 %
Landscape designer	1	2.8 %
Non-profit researcher	1	2.8 %
Certified arborist	1	2.8 %
Licensed architect	1	2.8 %
Architect in training registered with TBAE	1	2.8 %
Utility company in the COA	1	2.8 %
Owner, agent, licensed professional, developer	1	2.8 %
Franchise telecom	1	2.8 %
Architecture project manager	1	2.8 %
Event venue	1	2.8 %
Total	36	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

Q49. Would you like to be kept informed of the outcome of this survey?

Q49. Would you like to be kept informed of this survey's outcome	Number	Percent
Yes	183	22.3 %
No	381	46.5 %
Not provided	255	31.1 %
Total	819	100.0 %

WITHOUT NOT PROVIDED**Q49. Would you like to be kept informed of the outcome of this survey? (without "not provided")**

Q49. Would you like to be kept informed of this survey's outcome	Number	Percent
Yes	183	32.4 %
No	381	67.6 %
Total	564	100.0 %

Section 5

Crosstabular Data

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

N=819	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

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

Yes	95.3%	95.1%	66.9%	80.3%	86.2%	80.5%
No	4.7%	4.9%	33.1%	19.7%	13.8%	19.5%

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

N=659	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

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

Yes	49.0%	64.1%	72.4%	73.5%	59.8%	63.7%
No	51.0%	35.9%	27.6%	26.5%	40.2%	36.3%

Q3. Please rate each of the following items that may influence your satisfaction with the DSD's Residential Building Plan Review process. (without "don't know")

N=420

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q3-1. Length of time review process takes to complete

Very satisfied	2.0%	2.0%	5.4%	19.4%	10.9%	7.5%
Satisfied	18.4%	16.3%	12.1%	19.4%	19.5%	16.3%
Neutral	16.3%	4.1%	14.1%	11.1%	11.7%	12.1%
Dissatisfied	16.3%	34.7%	28.2%	11.1%	21.9%	24.3%
Very dissatisfied	46.9%	42.9%	40.3%	38.9%	35.9%	39.8%

Q3-2. How easy review process is to complete

Very satisfied	0.0%	4.0%	7.3%	13.9%	7.8%	6.7%
Satisfied	18.0%	18.0%	22.0%	16.7%	23.4%	21.0%
Neutral	16.0%	8.0%	14.7%	13.9%	19.5%	15.4%
Dissatisfied	36.0%	40.0%	24.0%	19.4%	14.8%	24.3%
Very dissatisfied	30.0%	30.0%	32.0%	36.1%	34.4%	32.5%

Q3. Please rate each of the following items that may influence your satisfaction with the DSD's Residential Building Plan Review process. (without "don't know")

N=420

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q3-3. Technical competence of review staff

Very satisfied	6.1%	12.2%	14.1%	25.0%	14.8%	14.1%
Satisfied	34.7%	30.6%	35.6%	27.8%	28.9%	32.3%
Neutral	28.6%	28.6%	21.5%	13.9%	21.1%	22.3%
Dissatisfied	14.3%	16.3%	14.8%	13.9%	15.6%	15.0%
Very dissatisfied	16.3%	12.2%	14.1%	19.4%	19.5%	16.3%

Q3-4. Review services are completed by the date promised

Very satisfied	2.1%	4.1%	6.2%	22.9%	8.7%	7.7%
Satisfied	19.1%	16.3%	19.9%	25.7%	18.9%	19.5%
Neutral	25.5%	8.2%	19.9%	8.6%	18.9%	17.8%
Dissatisfied	21.3%	28.6%	26.7%	14.3%	19.7%	23.2%
Very dissatisfied	31.9%	42.9%	27.4%	28.6%	33.9%	31.9%

Q3. Please rate each of the following items that may influence your satisfaction with the DSD's Residential Building Plan Review process. (without "don't know")

N=420

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q3-5. Review staff provides excellent customer service

Very satisfied	12.0%	10.2%	15.9%	25.0%	17.2%	15.9%
Satisfied	28.0%	26.5%	30.5%	27.8%	28.9%	28.9%
Neutral	24.0%	16.3%	21.9%	11.1%	18.8%	19.5%
Dissatisfied	20.0%	16.3%	13.2%	19.4%	12.5%	14.7%
Very dissatisfied	16.0%	30.6%	18.5%	16.7%	22.7%	21.0%

Q3-6. Review staff is easily accessible when assistance is needed to resolve problems

Very satisfied	8.0%	8.2%	8.7%	25.7%	9.7%	10.3%
Satisfied	14.0%	20.4%	24.2%	20.0%	18.5%	20.3%
Neutral	24.0%	14.3%	15.4%	11.4%	20.2%	17.6%
Dissatisfied	26.0%	20.4%	24.8%	17.1%	18.5%	21.8%
Very dissatisfied	28.0%	36.7%	26.8%	25.7%	33.1%	29.9%

Q3. Please rate each of the following items that may influence your satisfaction with the DSD's Residential Building Plan Review process. (without "don't know")

N=420

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q3-7. I understand Residential Plan Review process

Very satisfied	6.3%	18.8%	18.1%	19.4%	18.1%	16.9%
Satisfied	56.3%	39.6%	43.0%	22.2%	41.7%	42.1%
Neutral	12.5%	18.8%	18.1%	11.1%	22.0%	18.1%
Dissatisfied	10.4%	8.3%	8.7%	22.2%	7.9%	9.8%
Very dissatisfied	14.6%	14.6%	12.1%	25.0%	10.2%	13.2%

Q3-8. Codes & policies are applied by review staff in a fair & practical manner

Very satisfied	4.0%	12.0%	6.6%	8.6%	7.4%	7.4%
Satisfied	28.0%	22.0%	30.5%	28.6%	34.4%	30.1%
Neutral	24.0%	18.0%	22.5%	11.4%	23.0%	21.3%
Dissatisfied	22.0%	26.0%	16.6%	14.3%	8.2%	15.7%
Very dissatisfied	22.0%	22.0%	23.8%	37.1%	27.0%	25.5%

Q3. Please rate each of the following items that may influence your satisfaction with the DSD's Residential Building Plan Review process. (without "don't know")

N=420

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q3-9. Review staff anticipates obstacles & provides options when they were available

Very satisfied	0.0%	4.2%	6.9%	14.7%	9.3%	7.1%
Satisfied	18.0%	27.1%	30.3%	23.5%	19.5%	24.5%
Neutral	32.0%	14.6%	17.9%	14.7%	29.7%	22.5%
Dissatisfied	32.0%	20.8%	19.3%	20.6%	11.9%	19.2%
Very dissatisfied	18.0%	33.3%	25.5%	26.5%	29.7%	26.8%

Q3-10. Plan review comments applied to my project are reasonable & justified

Very satisfied	2.0%	8.7%	6.3%	20.0%	8.1%	7.8%
Satisfied	22.0%	23.9%	29.9%	22.9%	31.7%	28.1%
Neutral	26.0%	26.1%	28.5%	17.1%	20.3%	24.3%
Dissatisfied	28.0%	21.7%	13.9%	20.0%	17.9%	18.3%
Very dissatisfied	22.0%	19.6%	21.5%	20.0%	22.0%	21.6%

Q4. Which THREE of the items listed in Question 3 do you think are MOST IMPORTANT for the DSD's Residential Building Plan Review Division to emphasize?

N=420

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time review process takes to complete	42.0%	56.0%	59.9%	36.1%	42.7%	50.0%
How easy review process is to complete	4.0%	6.0%	7.2%	22.2%	4.6%	7.1%
Technical competence of review staff	12.0%	6.0%	3.9%	5.6%	11.5%	7.6%
Review services are completed by the date promised	4.0%	0.0%	5.9%	5.6%	4.6%	4.5%
Review staff provides excellent customer service	4.0%	2.0%	2.0%	5.6%	4.6%	3.3%
Review staff is easily accessible when assistance is needed to resolve problems	6.0%	8.0%	7.9%	2.8%	5.3%	6.4%
I understand Residential Plan Review process	4.0%	4.0%	2.0%	8.3%	1.5%	2.9%
Codes & policies are applied by review staff in a fair & practical manner	12.0%	4.0%	3.9%	2.8%	8.4%	6.2%
Review staff anticipates obstacles & provides options when they were available	2.0%	10.0%	2.0%	2.8%	2.3%	3.1%
Plan review comments applied to my project are reasonable & justified	4.0%	0.0%	0.0%	0.0%	2.3%	1.2%
None chosen	6.0%	4.0%	5.3%	8.3%	12.2%	7.6%

Q4. Which THREE of the items listed in Question 3 do you think are MOST IMPORTANT for the DSD's Residential Building Plan Review Division to emphasize?

N=420

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time review process takes to complete	10.0%	12.0%	10.5%	11.1%	15.3%	12.1%
How easy review process is to complete	10.0%	14.0%	22.4%	30.6%	13.7%	18.1%
Technical competence of review staff	10.0%	8.0%	11.8%	8.3%	8.4%	9.8%
Review services are completed by the date promised	8.0%	18.0%	11.8%	2.8%	10.7%	11.0%
Review staff provides excellent customer service	2.0%	2.0%	4.6%	0.0%	3.1%	3.1%
Review staff is easily accessible when assistance is needed to resolve problems	18.0%	10.0%	11.2%	13.9%	13.7%	12.9%
I understand Residential Plan Review process	4.0%	2.0%	1.3%	8.3%	1.5%	2.4%
Codes & policies are applied by review staff in a fair & practical manner	10.0%	8.0%	6.6%	13.9%	7.6%	8.1%
Review staff anticipates obstacles & provides options when they were available	8.0%	12.0%	7.9%	2.8%	8.4%	8.1%
Plan review comments applied to my project are reasonable & justified	14.0%	10.0%	4.6%	0.0%	3.8%	5.7%
None chosen	6.0%	4.0%	7.2%	8.3%	13.7%	8.8%

Q4. Which THREE of the items listed in Question 3 do you think are MOST IMPORTANT for the DSD's Residential Building Plan Review Division to emphasize?

N=420

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time review process takes to complete	6.0%	14.0%	5.3%	13.9%	9.2%	8.3%
How easy review process is to complete	10.0%	6.0%	6.6%	0.0%	7.6%	6.7%
Technical competence of review staff	8.0%	8.0%	8.6%	11.1%	7.6%	8.3%
Review services are completed by the date promised	10.0%	16.0%	14.5%	8.3%	11.5%	12.6%
Review staff provides excellent customer service	4.0%	16.0%	4.6%	8.3%	4.6%	6.2%
Review staff is easily accessible when assistance is needed to resolve problems	6.0%	18.0%	15.8%	13.9%	13.7%	14.0%
I understand Residential Plan Review process	6.0%	0.0%	3.9%	8.3%	4.6%	4.3%
Codes & policies are applied by review staff in a fair & practical manner	10.0%	4.0%	9.9%	8.3%	5.3%	7.6%
Review staff anticipates obstacles & provides options when they were available	18.0%	6.0%	15.1%	11.1%	12.2%	13.3%
Plan review comments applied to my project are reasonable & justified	14.0%	6.0%	7.2%	8.3%	8.4%	8.3%
None chosen	8.0%	6.0%	8.6%	8.3%	15.3%	10.2%

Q4. Which THREE of the items listed in Question 3 do you think are MOST IMPORTANT for the DSD's Residential Building Plan Review Division to emphasize? (top 3)

N=420

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time review process takes to complete	58.0%	82.0%	75.7%	61.1%	67.2%	70.5%
How easy review process is to complete	24.0%	26.0%	36.2%	52.8%	26.0%	31.9%
Technical competence of review staff	30.0%	22.0%	24.3%	25.0%	27.5%	25.7%
Review services are completed by the date promised	22.0%	34.0%	32.2%	16.7%	26.7%	28.1%
Review staff provides excellent customer service	10.0%	20.0%	11.2%	13.9%	12.2%	12.6%
Review staff is easily accessible when assistance is needed to resolve problems	30.0%	36.0%	34.9%	30.6%	32.8%	33.3%
I understand Residential Plan Review process	14.0%	6.0%	7.2%	25.0%	7.6%	9.5%
Codes & policies are applied by review staff in a fair & practical manner	32.0%	16.0%	20.4%	25.0%	21.4%	21.9%
Review staff anticipates obstacles & provides options when they were available	28.0%	28.0%	25.0%	16.7%	22.9%	24.5%
Plan review comments applied to my project are reasonable & justified	32.0%	16.0%	11.8%	8.3%	14.5%	15.2%
None chosen	6.0%	4.0%	5.3%	8.3%	12.2%	7.6%

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

N=659

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

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

Yes	35.3%	29.5%	37.6%	4.1%	42.5%	35.4%
No	64.7%	70.5%	62.4%	95.9%	57.5%	64.6%

Q6. Please rate each of the following items that may influence your satisfaction with DSD's Commercial Building Plan Review process. (without "don't know")

N=233

N=233	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q6-1. Length of time review process takes to complete</u>						
Very satisfied	2.8%	4.3%	9.2%	0.0%	11.5%	8.5%
Satisfied	13.9%	4.3%	38.2%	50.0%	21.8%	24.6%
Neutral	22.2%	17.4%	10.5%	0.0%	19.5%	16.5%
Dissatisfied	27.8%	17.4%	21.1%	50.0%	17.2%	20.5%
Very dissatisfied	33.3%	56.5%	21.1%	0.0%	29.9%	29.9%
<u>Q6-2. How easy review process is to complete</u>						
Very satisfied	0.0%	4.3%	9.3%	0.0%	8.0%	6.7%
Satisfied	14.3%	4.3%	34.7%	50.0%	23.9%	24.2%
Neutral	34.3%	13.0%	9.3%	0.0%	21.6%	18.4%
Dissatisfied	20.0%	30.4%	24.0%	50.0%	14.8%	20.6%
Very dissatisfied	31.4%	47.8%	22.7%	0.0%	31.8%	30.0%

Q6. Please rate each of the following items that may influence your satisfaction with DSD's Commercial Building Plan Review process. (without "don't know")

N=233

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q6-3. Technical competence of review staff

Very satisfied	5.6%	4.3%	17.3%	50.0%	10.1%	11.6%
Satisfied	38.9%	21.7%	41.3%	0.0%	40.4%	38.2%
Neutral	27.8%	39.1%	10.7%	0.0%	21.3%	20.4%
Dissatisfied	25.0%	8.7%	24.0%	50.0%	13.5%	18.7%
Very dissatisfied	2.8%	26.1%	6.7%	0.0%	14.6%	11.1%

Q6-4. Review services are completed by the date promised

Very satisfied	2.9%	4.3%	12.0%	0.0%	9.2%	8.6%
Satisfied	25.7%	13.0%	34.7%	50.0%	24.1%	27.0%
Neutral	20.0%	17.4%	18.7%	0.0%	25.3%	21.2%
Dissatisfied	20.0%	21.7%	16.0%	50.0%	17.2%	18.0%
Very dissatisfied	31.4%	43.5%	18.7%	0.0%	24.1%	25.2%

Q6. Please rate each of the following items that may influence your satisfaction with DSD's Commercial Building Plan Review process. (without "don't know")

N=233

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q6-5. Review staff provides excellent customer service

Very satisfied	8.6%	8.7%	17.1%	50.0%	20.5%	16.5%
Satisfied	8.6%	13.0%	38.2%	0.0%	29.5%	27.2%
Neutral	37.1%	39.1%	18.4%	0.0%	13.6%	21.4%
Dissatisfied	25.7%	8.7%	15.8%	50.0%	18.2%	17.9%
Very dissatisfied	20.0%	30.4%	10.5%	0.0%	18.2%	17.0%

Q6-6. Review staff is easily accessible when assistance is needed to resolve problems

Very satisfied	8.3%	8.7%	12.0%	50.0%	10.3%	10.8%
Satisfied	13.9%	17.4%	28.0%	0.0%	24.1%	22.9%
Neutral	22.2%	21.7%	18.7%	0.0%	17.2%	18.8%
Dissatisfied	25.0%	13.0%	18.7%	50.0%	20.7%	20.2%
Very dissatisfied	30.6%	39.1%	22.7%	0.0%	27.6%	27.4%

Q6. Please rate each of the following items that may influence your satisfaction with DSD's Commercial Building Plan Review process. (without "don't know")

N=233

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q6-7. I understand Commercial Building Plan Review process

Very satisfied	5.6%	19.0%	16.0%	0.0%	17.4%	15.1%
Satisfied	41.7%	9.5%	48.0%	0.0%	38.4%	39.3%
Neutral	36.1%	47.6%	14.7%	100.0%	22.1%	24.7%
Dissatisfied	11.1%	9.5%	16.0%	0.0%	8.1%	11.4%
Very dissatisfied	5.6%	14.3%	5.3%	0.0%	14.0%	9.6%

Q6-8. Codes & policies are applied by review staff in a fair & practical manner

Very satisfied	11.4%	13.6%	9.6%	0.0%	9.3%	10.1%
Satisfied	31.4%	9.1%	41.1%	100.0%	33.7%	33.6%
Neutral	20.0%	13.6%	21.9%	0.0%	24.4%	21.7%
Dissatisfied	28.6%	27.3%	13.7%	0.0%	12.8%	17.1%
Very dissatisfied	8.6%	36.4%	13.7%	0.0%	19.8%	17.5%

Q6. Please rate each of the following items that may influence your satisfaction with DSD's Commercial Building Plan Review process. (without "don't know")

N=233

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q6-9. Review staff anticipates obstacles & provides options when they were available

Very satisfied	5.7%	9.1%	11.1%	0.0%	9.2%	9.2%
Satisfied	11.4%	13.6%	27.8%	100.0%	23.0%	22.1%
Neutral	28.6%	4.5%	20.8%	0.0%	26.4%	22.6%
Dissatisfied	28.6%	27.3%	18.1%	0.0%	13.8%	18.9%
Very dissatisfied	25.7%	45.5%	22.2%	0.0%	27.6%	27.2%

Q6-10. Plan review comments applied to my project are reasonable & justified

Very satisfied	11.4%	9.1%	6.9%	0.0%	10.5%	9.3%
Satisfied	22.9%	9.1%	40.3%	100.0%	30.2%	30.6%
Neutral	28.6%	22.7%	25.0%	0.0%	26.7%	25.9%
Dissatisfied	25.7%	27.3%	15.3%	0.0%	15.1%	18.1%
Very dissatisfied	11.4%	31.8%	12.5%	0.0%	17.4%	16.2%

Q7. Which THREE of the items listed in Question 6 do you think are MOST IMPORTANT for DSD's Commercial Building Plan Review Division to emphasize?

N=233

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time review process takes to complete	38.9%	69.6%	48.1%	50.0%	46.2%	48.1%
How easy review process is to complete	13.9%	8.7%	8.9%	50.0%	6.5%	9.0%
Technical competence of review staff	8.3%	0.0%	6.3%	0.0%	15.1%	9.4%
Review services are completed by the date promised	8.3%	0.0%	1.3%	0.0%	3.2%	3.0%
Review staff provides excellent customer service	5.6%	4.3%	0.0%	0.0%	4.3%	3.0%
Review staff is easily accessible when assistance is needed to resolve problems	11.1%	8.7%	6.3%	0.0%	2.2%	5.6%
I understand Commercial Building Plan Review process	2.8%	0.0%	1.3%	0.0%	2.2%	1.7%
Codes & policies are applied by review staff in a fair & practical manner	8.3%	4.3%	7.6%	0.0%	3.2%	5.6%
Review staff anticipates obstacles & provides options when they were available	0.0%	0.0%	5.1%	0.0%	3.2%	3.0%
Plan review comments applied to my project are reasonable & justified	0.0%	4.3%	0.0%	0.0%	0.0%	0.4%
None chosen	2.8%	0.0%	15.2%	0.0%	14.0%	11.2%

Q7. Which THREE of the items listed in Question 6 do you think are MOST IMPORTANT for DSD's Commercial Building Plan Review Division to emphasize?

N=233

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time review process takes to complete	16.7%	13.0%	7.6%	0.0%	12.9%	11.6%
How easy review process is to complete	11.1%	30.4%	15.2%	50.0%	17.2%	17.2%
Technical competence of review staff	5.6%	4.3%	6.3%	0.0%	7.5%	6.4%
Review services are completed by the date promised	11.1%	17.4%	15.2%	0.0%	11.8%	13.3%
Review staff provides excellent customer service	5.6%	0.0%	2.5%	50.0%	11.8%	6.9%
Review staff is easily accessible when assistance is needed to resolve problems	19.4%	4.3%	17.7%	0.0%	9.7%	13.3%
I understand Commercial Building Plan Review process	2.8%	4.3%	1.3%	0.0%	1.1%	1.7%
Codes & policies are applied by review staff in a fair & practical manner	8.3%	8.7%	7.6%	0.0%	5.4%	6.9%
Review staff anticipates obstacles & provides options when they were available	5.6%	8.7%	2.5%	0.0%	4.3%	4.3%
Plan review comments applied to my project are reasonable & justified	5.6%	8.7%	7.6%	0.0%	3.2%	5.6%
None chosen	8.3%	0.0%	16.5%	0.0%	15.1%	12.9%

Q7. Which THREE of the items listed in Question 6 do you think are MOST IMPORTANT for DSD's Commercial Building Plan Review Division to emphasize?

N=233

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time review process takes to complete	2.8%	4.3%	6.3%	0.0%	7.5%	6.0%
How easy review process is to complete	16.7%	4.3%	7.6%	0.0%	6.5%	8.2%
Technical competence of review staff	5.6%	17.4%	3.8%	50.0%	9.7%	8.2%
Review services are completed by the date promised	8.3%	13.0%	11.4%	50.0%	5.4%	9.0%
Review staff provides excellent customer service	5.6%	0.0%	7.6%	0.0%	7.5%	6.4%
Review staff is easily accessible when assistance is needed to resolve problems	13.9%	4.3%	11.4%	0.0%	8.6%	9.9%
I understand Commercial Building Plan Review process	2.8%	4.3%	6.3%	0.0%	2.2%	3.9%
Codes & policies are applied by review staff in a fair & practical manner	5.6%	17.4%	6.3%	0.0%	7.5%	7.7%
Review staff anticipates obstacles & provides options when they were available	19.4%	13.0%	10.1%	0.0%	11.8%	12.4%
Plan review comments applied to my project are reasonable & justified	11.1%	21.7%	11.4%	0.0%	11.8%	12.4%
None chosen	8.3%	0.0%	17.7%	0.0%	21.5%	15.9%

Q7. Which THREE of the items listed in Question 6 do you think are MOST IMPORTANT for DSD's Commercial Building Plan Review Division to emphasize? (top 3)

N=233

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time review process takes to complete	58.3%	87.0%	62.0%	50.0%	66.7%	65.7%
How easy review process is to complete	41.7%	43.5%	31.6%	100.0%	30.1%	34.3%
Technical competence of review staff	19.4%	21.7%	16.5%	50.0%	32.3%	24.0%
Review services are completed by the date promised	27.8%	30.4%	27.8%	50.0%	20.4%	25.3%
Review staff provides excellent customer service	16.7%	4.3%	10.1%	50.0%	23.7%	16.3%
Review staff is easily accessible when assistance is needed to resolve problems	44.4%	17.4%	35.4%	0.0%	20.4%	28.8%
I understand Commercial Building Plan Review process	8.3%	8.7%	8.9%	0.0%	5.4%	7.3%
Codes & policies are applied by review staff in a fair & practical manner	22.2%	30.4%	21.5%	0.0%	16.1%	20.2%
Review staff anticipates obstacles & provides options when they were available	25.0%	21.7%	17.7%	0.0%	19.4%	19.7%
Plan review comments applied to my project are reasonable & justified	16.7%	34.8%	19.0%	0.0%	15.1%	18.5%
None chosen	2.8%	0.0%	15.2%	0.0%	14.0%	11.2%

Q8. Have you received services from the Expedited Building Plan Review Division during the past year?

N=659

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q8. Have you received services from Expedited Building Plan Review Division during past year

Yes	26.5%	30.8%	27.6%	12.2%	29.7%	27.3%
No	73.5%	69.2%	72.4%	87.8%	70.3%	72.7%

Q9. Please rate each of the following items that may influence your satisfaction with DSD's Expedited Building Plan Review process. (without "don't know")

N=180

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q9-1. Length of time review process takes to complete

Very satisfied	25.9%	12.5%	24.6%	16.7%	15.4%	19.6%
Satisfied	25.9%	33.3%	38.6%	33.3%	33.8%	34.1%
Neutral	11.1%	0.0%	12.3%	0.0%	6.2%	7.8%
Dissatisfied	18.5%	12.5%	10.5%	16.7%	23.1%	16.8%
Very dissatisfied	18.5%	41.7%	14.0%	33.3%	21.5%	21.8%

Q9-2. How easy review process is to complete

Very satisfied	18.5%	8.7%	21.4%	16.7%	18.5%	18.1%
Satisfied	33.3%	39.1%	35.7%	33.3%	36.9%	36.2%
Neutral	14.8%	4.3%	19.6%	0.0%	9.2%	12.4%
Dissatisfied	25.9%	26.1%	7.1%	16.7%	16.9%	16.4%
Very dissatisfied	7.4%	21.7%	16.1%	33.3%	18.5%	16.9%

Q9. Please rate each of the following items that may influence your satisfaction with DSD's Expedited Building Plan Review process. (without "don't know")

N=180

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q9-3. Technical competence of review staff</u>						
Very satisfied	29.6%	16.7%	26.3%	16.7%	29.7%	26.4%
Satisfied	37.0%	37.5%	35.1%	33.3%	35.9%	36.0%
Neutral	22.2%	12.5%	14.0%	33.3%	14.1%	15.7%
Dissatisfied	7.4%	12.5%	10.5%	0.0%	6.3%	8.4%
Very dissatisfied	3.7%	20.8%	14.0%	16.7%	14.1%	13.5%

Q9-4. Review services are completed by the date promised

Very satisfied	22.2%	13.0%	19.3%	20.0%	18.5%	18.6%
Satisfied	33.3%	26.1%	42.1%	0.0%	30.8%	33.3%
Neutral	0.0%	4.3%	19.3%	20.0%	16.9%	13.6%
Dissatisfied	18.5%	17.4%	7.0%	20.0%	15.4%	13.6%
Very dissatisfied	25.9%	39.1%	12.3%	40.0%	18.5%	20.9%

Q9. Please rate each of the following items that may influence your satisfaction with DSD's Expedited Building Plan Review process. (without "don't know")

N=180

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q9-5. Review staff provides excellent customer service

Very satisfied	33.3%	16.7%	28.1%	16.7%	28.6%	27.1%
Satisfied	22.2%	20.8%	31.6%	16.7%	39.7%	31.1%
Neutral	25.9%	37.5%	17.5%	16.7%	11.1%	19.2%
Dissatisfied	14.8%	8.3%	7.0%	16.7%	9.5%	9.6%
Very dissatisfied	3.7%	16.7%	15.8%	33.3%	11.1%	13.0%

Q9-6. Review staff is easily accessible when assistance is needed to resolve problems

Very satisfied	7.4%	8.7%	10.7%	16.7%	17.5%	12.6%
Satisfied	33.3%	17.4%	44.6%	0.0%	28.6%	32.0%
Neutral	29.6%	30.4%	12.5%	16.7%	27.0%	22.9%
Dissatisfied	14.8%	21.7%	10.7%	16.7%	9.5%	12.6%
Very dissatisfied	14.8%	21.7%	21.4%	50.0%	17.5%	20.0%

Q9. Please rate each of the following items that may influence your satisfaction with DSD's Expedited Building Plan Review process. (without "don't know")

N=180

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q9-7. I understand Expedited Building Plan Review process

Very satisfied	14.8%	21.7%	21.1%	16.7%	26.2%	21.9%
Satisfied	44.4%	43.5%	42.1%	0.0%	36.9%	39.3%
Neutral	33.3%	21.7%	19.3%	16.7%	16.9%	20.8%
Dissatisfied	3.7%	4.3%	8.8%	33.3%	10.8%	9.0%
Very dissatisfied	3.7%	8.7%	8.8%	33.3%	9.2%	9.0%

Q9-8. Codes & policies are applied by review staff in a fair & practical manner

Very satisfied	18.5%	17.4%	16.1%	16.7%	17.7%	17.2%
Satisfied	37.0%	21.7%	28.6%	0.0%	38.7%	31.6%
Neutral	25.9%	17.4%	26.8%	50.0%	16.1%	22.4%
Dissatisfied	3.7%	13.0%	16.1%	16.7%	16.1%	13.8%
Very dissatisfied	14.8%	30.4%	12.5%	16.7%	11.3%	14.9%

Q9. Please rate each of the following items that may influence your satisfaction with DSD's Expedited Building Plan Review process. (without "don't know")

N=180

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q9-9. Review staff anticipates obstacles & provides options when they were available

Very satisfied	15.4%	13.0%	16.1%	16.7%	16.4%	15.7%
Satisfied	23.1%	21.7%	30.4%	0.0%	41.0%	30.8%
Neutral	30.8%	26.1%	25.0%	50.0%	13.1%	22.7%
Dissatisfied	11.5%	13.0%	8.9%	16.7%	13.1%	11.6%
Very dissatisfied	19.2%	26.1%	19.6%	16.7%	16.4%	19.2%

Q9-10. Plan review comments applied to my project are reasonable & justified

Very satisfied	18.5%	16.7%	12.5%	16.7%	17.5%	15.9%
Satisfied	29.6%	12.5%	35.7%	0.0%	36.5%	30.7%
Neutral	25.9%	25.0%	19.6%	16.7%	25.4%	23.3%
Dissatisfied	11.1%	12.5%	12.5%	50.0%	7.9%	11.9%
Very dissatisfied	14.8%	33.3%	19.6%	16.7%	12.7%	18.2%

Q10. Which THREE of the items listed in Question 9 do you think are MOST IMPORTANT for DSD's Expedited Building Plan Review Division to emphasize?

N=180

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time review process takes to complete	29.6%	70.8%	56.9%	33.3%	53.8%	52.8%
How easy review process is to complete	11.1%	4.2%	5.2%	33.3%	7.7%	7.8%
Technical competence of review staff	11.1%	4.2%	5.2%	0.0%	7.7%	6.7%
Review services are completed by the date promised	7.4%	8.3%	3.4%	0.0%	1.5%	3.9%
Review staff provides excellent customer service	7.4%	0.0%	0.0%	0.0%	1.5%	1.7%
Review staff is easily accessible when assistance is needed to resolve problems	3.7%	4.2%	0.0%	0.0%	1.5%	1.7%
I understand Expedited Building Plan Review process	3.7%	0.0%	1.7%	0.0%	3.1%	2.2%
Codes & policies are applied by review staff in a fair & practical manner	7.4%	0.0%	6.9%	16.7%	1.5%	4.4%
Review staff anticipates obstacles & provides options when they were available	3.7%	0.0%	3.4%	0.0%	4.6%	3.3%
Plan review comments applied to my project are reasonable & justified	3.7%	4.2%	0.0%	0.0%	0.0%	1.1%
None chosen	11.1%	4.2%	17.2%	16.7%	16.9%	14.4%

Q10. Which THREE of the items listed in Question 9 do you think are MOST IMPORTANT for DSD's Expedited Building Plan Review Division to emphasize?

N=180

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time review process takes to complete	3.7%	4.2%	1.7%	0.0%	9.2%	5.0%
How easy review process is to complete	3.7%	12.5%	22.4%	16.7%	15.4%	15.6%
Technical competence of review staff	0.0%	4.2%	15.5%	33.3%	7.7%	9.4%
Review services are completed by the date promised	18.5%	33.3%	15.5%	16.7%	18.5%	19.4%
Review staff provides excellent customer service	7.4%	4.2%	3.4%	0.0%	6.2%	5.0%
Review staff is easily accessible when assistance is needed to resolve problems	14.8%	4.2%	8.6%	16.7%	7.7%	8.9%
I understand Expedited Building Plan Review process	0.0%	0.0%	3.4%	0.0%	1.5%	1.7%
Codes & policies are applied by review staff in a fair & practical manner	7.4%	16.7%	5.2%	0.0%	6.2%	7.2%
Review staff anticipates obstacles & provides options when they were available	18.5%	8.3%	1.7%	0.0%	7.7%	7.2%
Plan review comments applied to my project are reasonable & justified	14.8%	4.2%	1.7%	0.0%	1.5%	3.9%
None chosen	11.1%	8.3%	20.7%	16.7%	18.5%	16.7%

Q10. Which THREE of the items listed in Question 9 do you think are MOST IMPORTANT for DSD's Expedited Building Plan Review Division to emphasize?

N=180

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time review process takes to complete	14.8%	8.3%	3.4%	0.0%	9.2%	7.8%
How easy review process is to complete	7.4%	4.2%	3.4%	0.0%	9.2%	6.1%
Technical competence of review staff	7.4%	4.2%	5.2%	0.0%	7.7%	6.1%
Review services are completed by the date promised	3.7%	8.3%	13.8%	16.7%	9.2%	10.0%
Review staff provides excellent customer service	3.7%	4.2%	6.9%	0.0%	4.6%	5.0%
Review staff is easily accessible when assistance is needed to resolve problems	18.5%	8.3%	10.3%	50.0%	10.8%	12.8%
I understand Expedited Building Plan Review process	0.0%	4.2%	0.0%	0.0%	3.1%	1.7%
Codes & policies are applied by review staff in a fair & practical manner	7.4%	25.0%	8.6%	0.0%	10.8%	11.1%
Review staff anticipates obstacles & provides options when they were available	14.8%	4.2%	15.5%	0.0%	7.7%	10.6%
Plan review comments applied to my project are reasonable & justified	11.1%	20.8%	12.1%	16.7%	9.2%	12.2%
None chosen	11.1%	8.3%	20.7%	16.7%	18.5%	16.7%

Q10. Which THREE of the items listed in Question 9 do you think are MOST IMPORTANT for DSD's Expedited Building Plan Review Division to emphasize? (top 3)

N=180

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time review process takes to complete	48.1%	83.3%	62.1%	33.3%	72.3%	65.6%
How easy review process is to complete	22.2%	20.8%	31.0%	50.0%	32.3%	29.4%
Technical competence of review staff	18.5%	12.5%	25.9%	33.3%	23.1%	22.2%
Review services are completed by the date promised	29.6%	50.0%	32.8%	33.3%	29.2%	33.3%
Review staff provides excellent customer service	18.5%	8.3%	10.3%	0.0%	12.3%	11.7%
Review staff is easily accessible when assistance is needed to resolve problems	37.0%	16.7%	19.0%	66.7%	20.0%	23.3%
I understand Expedited Building Plan Review process	3.7%	4.2%	5.2%	0.0%	7.7%	5.6%
Codes & policies are applied by review staff in a fair & practical manner	22.2%	41.7%	20.7%	16.7%	18.5%	22.8%
Review staff anticipates obstacles & provides options when they were available	37.0%	12.5%	20.7%	0.0%	20.0%	21.1%
Plan review comments applied to my project are reasonable & justified	29.6%	29.2%	13.8%	16.7%	10.8%	17.2%
None chosen	11.1%	4.2%	17.2%	16.7%	16.9%	14.4%

Q11. Have you received services from the Tree Ordinance Review Division during the past year?

N=659

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q11. Have you received services from Tree Ordinance Review Division during past year

Yes	52.9%	48.7%	40.0%	51.0%	37.9%	43.1%
No	47.1%	51.3%	60.0%	49.0%	62.1%	56.9%

Q12. Please rate each of the following items that may influence your satisfaction with the DSD staff and the Tree Ordinance Review process. (without "don't know")

N=284

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q12-1. Length of time review process takes to complete

Very satisfied	5.6%	5.4%	7.4%	32.0%	11.3%	10.1%
Satisfied	18.5%	18.9%	18.5%	16.0%	33.8%	22.7%
Neutral	20.4%	5.4%	25.9%	16.0%	8.8%	16.2%
Dissatisfied	22.2%	18.9%	13.6%	8.0%	13.8%	15.5%
Very dissatisfied	33.3%	51.4%	34.6%	28.0%	32.5%	35.4%

Q12-2. How easy review process is to complete

Very satisfied	3.7%	8.1%	6.1%	24.0%	11.1%	9.0%
Satisfied	24.1%	24.3%	23.2%	32.0%	27.2%	25.4%
Neutral	14.8%	5.4%	18.3%	8.0%	17.3%	14.7%
Dissatisfied	29.6%	27.0%	18.3%	8.0%	11.1%	18.6%
Very dissatisfied	27.8%	35.1%	34.1%	28.0%	33.3%	32.3%

Q12. Please rate each of the following items that may influence your satisfaction with the DSD staff and the Tree Ordinance Review process. (without "don't know")

N=284

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q12-3. Technical competence of review staff

Very satisfied	14.8%	16.7%	13.6%	33.3%	15.0%	16.4%
Satisfied	25.9%	11.1%	23.5%	29.2%	31.3%	25.1%
Neutral	20.4%	22.2%	23.5%	8.3%	15.0%	18.9%
Dissatisfied	24.1%	11.1%	9.9%	16.7%	6.3%	12.4%
Very dissatisfied	14.8%	38.9%	29.6%	12.5%	32.5%	27.3%

Q12-4. Review services are completed by the date promised

Very satisfied	3.9%	10.8%	7.6%	29.2%	11.4%	10.4%
Satisfied	21.6%	13.5%	24.1%	29.2%	30.4%	24.4%
Neutral	25.5%	5.4%	24.1%	8.3%	13.9%	17.4%
Dissatisfied	21.6%	16.2%	15.2%	20.8%	10.1%	15.6%
Very dissatisfied	27.5%	54.1%	29.1%	12.5%	34.2%	32.2%

Q12. Please rate each of the following items that may influence your satisfaction with the DSD staff and the Tree Ordinance Review process. (without "don't know")

N=284

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q12-5. Review staff provides excellent customer service

Very satisfied	9.3%	14.3%	7.5%	41.7%	14.8%	13.9%
Satisfied	14.8%	8.6%	21.3%	16.7%	25.9%	19.3%
Neutral	33.3%	11.4%	28.8%	8.3%	14.8%	21.5%
Dissatisfied	16.7%	17.1%	6.3%	12.5%	11.1%	11.7%
Very dissatisfied	25.9%	48.6%	36.3%	20.8%	33.3%	33.6%

Q12-6. Review staff is easily accessible when assistance is needed to resolve problems

Very satisfied	5.8%	8.1%	9.8%	30.4%	10.1%	10.6%
Satisfied	23.1%	16.2%	22.0%	21.7%	29.1%	23.4%
Neutral	26.9%	13.5%	25.6%	13.0%	15.2%	20.1%
Dissatisfied	17.3%	13.5%	12.2%	13.0%	7.6%	12.1%
Very dissatisfied	26.9%	48.6%	30.5%	21.7%	38.0%	33.7%

Q12. Please rate each of the following items that may influence your satisfaction with the DSD staff and the Tree Ordinance Review process. (without "don't know")

N=284

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q12-7. I understand Tree Ordinance Review process

Very satisfied	9.4%	16.2%	15.9%	16.7%	17.5%	15.2%
Satisfied	50.9%	24.3%	35.4%	25.0%	40.0%	37.3%
Neutral	17.0%	24.3%	22.0%	16.7%	20.0%	20.3%
Dissatisfied	15.1%	2.7%	7.3%	16.7%	7.5%	9.1%
Very dissatisfied	7.5%	32.4%	19.5%	25.0%	15.0%	18.1%

Q12-8. Codes & policies are applied by review staff in a fair & practical manner

Very satisfied	3.8%	13.5%	6.2%	13.6%	10.3%	8.5%
Satisfied	30.8%	18.9%	19.8%	36.4%	29.5%	25.9%
Neutral	17.3%	13.5%	23.5%	9.1%	11.5%	16.3%
Dissatisfied	21.2%	10.8%	9.9%	18.2%	12.8%	13.7%
Very dissatisfied	26.9%	43.2%	40.7%	22.7%	35.9%	35.6%

Q12. Please rate each of the following items that may influence your satisfaction with the DSD staff and the Tree Ordinance Review process. (without "don't know")

N=284

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q12-9. Review staff anticipates obstacles & provides options when they were available

Very satisfied	7.4%	11.1%	8.8%	21.7%	13.9%	11.4%
Satisfied	22.2%	13.9%	23.8%	13.0%	24.1%	21.3%
Neutral	27.8%	13.9%	30.0%	34.8%	10.1%	22.1%
Dissatisfied	18.5%	13.9%	6.3%	13.0%	16.5%	13.2%
Very dissatisfied	24.1%	47.2%	31.3%	17.4%	35.4%	32.0%

Q12-10. Plan review comments applied to my project are reasonable & justified

Very satisfied	1.9%	8.3%	7.4%	13.6%	13.9%	8.8%
Satisfied	29.6%	16.7%	17.3%	45.5%	25.3%	24.3%
Neutral	18.5%	11.1%	28.4%	9.1%	8.9%	16.9%
Dissatisfied	20.4%	19.4%	13.6%	9.1%	12.7%	15.1%
Very dissatisfied	29.6%	44.4%	33.3%	22.7%	39.2%	34.9%

Q13. Which THREE of the items listed in Question 12 do you think are MOST IMPORTANT for the DSD Tree Ordinance Review Division to emphasize?

N=284

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time review process takes to complete	13.0%	44.7%	36.9%	40.0%	37.3%	33.8%
How easy review process is to complete	9.3%	7.9%	3.6%	12.0%	0.0%	4.9%
Technical competence of review staff	16.7%	5.3%	9.5%	12.0%	14.5%	12.0%
Review services are completed by the date promised	1.9%	5.3%	2.4%	8.0%	1.2%	2.8%
Review staff provides excellent customer service	5.6%	7.9%	1.2%	0.0%	2.4%	3.2%
Review staff is easily accessible when assistance is needed to resolve problems	5.6%	2.6%	4.8%	0.0%	1.2%	3.2%
I understand Tree Ordinance Review process	0.0%	0.0%	3.6%	4.0%	2.4%	2.1%
Codes & policies are applied by review staff in a fair & practical manner	20.4%	10.5%	11.9%	8.0%	6.0%	11.3%
Review staff anticipates obstacles & provides options when they were available	5.6%	0.0%	3.6%	0.0%	4.8%	3.5%
Plan review comments applied to my project are reasonable & justified	14.8%	7.9%	11.9%	0.0%	13.3%	11.3%
None chosen	7.4%	7.9%	10.7%	16.0%	16.9%	12.0%

Q13. Which THREE of the items listed in Question 12 do you think are MOST IMPORTANT for the DSD Tree Ordinance Review Division to emphasize?

N=284

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time review process takes to complete	22.2%	7.9%	9.5%	16.0%	10.8%	12.7%
How easy review process is to complete	1.9%	18.4%	14.3%	20.0%	6.0%	10.6%
Technical competence of review staff	5.6%	7.9%	7.1%	8.0%	8.4%	7.4%
Review services are completed by the date promised	7.4%	2.6%	4.8%	8.0%	7.2%	6.0%
Review staff provides excellent customer service	5.6%	7.9%	6.0%	0.0%	6.0%	5.6%
Review staff is easily accessible when assistance is needed to resolve problems	11.1%	15.8%	10.7%	8.0%	12.0%	11.6%
I understand Tree Ordinance Review process	3.7%	0.0%	2.4%	8.0%	2.4%	2.8%
Codes & policies are applied by review staff in a fair & practical manner	9.3%	7.9%	13.1%	4.0%	12.0%	10.6%
Review staff anticipates obstacles & provides options when they were available	11.1%	7.9%	6.0%	4.0%	8.4%	7.7%
Plan review comments applied to my project are reasonable & justified	13.0%	13.2%	9.5%	8.0%	9.6%	10.6%
None chosen	9.3%	10.5%	16.7%	16.0%	16.9%	14.4%

Q13. Which THREE of the items listed in Question 12 do you think are MOST IMPORTANT for the DSD Tree Ordinance Review Division to emphasize?

N=284

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time review process takes to complete	5.6%	13.2%	7.1%	8.0%	12.0%	9.2%
How easy review process is to complete	9.3%	2.6%	7.1%	8.0%	10.8%	8.1%
Technical competence of review staff	1.9%	7.9%	4.8%	12.0%	8.4%	6.3%
Review services are completed by the date promised	13.0%	13.2%	10.7%	4.0%	3.6%	8.8%
Review staff provides excellent customer service	1.9%	15.8%	9.5%	0.0%	2.4%	6.0%
Review staff is easily accessible when assistance is needed to resolve problems	22.2%	10.5%	14.3%	16.0%	15.7%	15.8%
I understand Tree Ordinance Review process	3.7%	2.6%	2.4%	16.0%	6.0%	4.9%
Codes & policies are applied by review staff in a fair & practical manner	5.6%	2.6%	9.5%	8.0%	12.0%	8.5%
Review staff anticipates obstacles & provides options when they were available	13.0%	2.6%	8.3%	4.0%	6.0%	7.4%
Plan review comments applied to my project are reasonable & justified	13.0%	18.4%	9.5%	4.0%	1.2%	8.5%
None chosen	11.1%	10.5%	16.7%	20.0%	21.7%	16.5%

Q13. Which THREE of the items listed in Question 12 do you think are MOST IMPORTANT for the DSD Tree Ordinance Review Division to emphasize? (top 3)

N=284

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time review process takes to complete	40.7%	65.8%	53.6%	64.0%	60.2%	55.6%
How easy review process is to complete	20.4%	28.9%	25.0%	40.0%	16.9%	23.6%
Technical competence of review staff	24.1%	21.1%	21.4%	32.0%	31.3%	25.7%
Review services are completed by the date promised	22.2%	21.1%	17.9%	20.0%	12.0%	17.6%
Review staff provides excellent customer service	13.0%	31.6%	16.7%	0.0%	10.8%	14.8%
Review staff is easily accessible when assistance is needed to resolve problems	38.9%	28.9%	29.8%	24.0%	28.9%	30.6%
I understand Tree Ordinance Review process	7.4%	2.6%	8.3%	28.0%	10.8%	9.9%
Codes & policies are applied by review staff in a fair & practical manner	35.2%	21.1%	34.5%	20.0%	30.1%	30.3%
Review staff anticipates obstacles & provides options when they were available	29.6%	10.5%	17.9%	8.0%	19.3%	18.7%
Plan review comments applied to my project are reasonable & justified	40.7%	39.5%	31.0%	12.0%	24.1%	30.3%
None chosen	7.4%	7.9%	10.7%	16.0%	16.9%	12.0%

Q14. Have you received services related to a Site Plan Review during the past year?

N=659

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q14. Have you received services related to a Site Plan Review during past year

Yes	59.8%	51.3%	31.9%	20.4%	40.2%	40.4%
No	40.2%	48.7%	68.1%	79.6%	59.8%	59.6%

Q15. Please rate each of the following items that may influence your satisfaction with the DSD staff and the Site Plan Review process. (without "don't know")

N=266

N=266	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q15-1. Length of time review process takes to complete</u>						
Very satisfied	5.0%	5.4%	10.9%	22.2%	4.9%	7.2%
Satisfied	10.0%	10.8%	21.9%	22.2%	13.6%	14.7%
Neutral	13.3%	2.7%	14.1%	0.0%	11.1%	10.8%
Dissatisfied	21.7%	18.9%	20.3%	22.2%	21.0%	20.7%
Very dissatisfied	50.0%	62.2%	32.8%	33.3%	49.4%	46.6%
<u>Q15-2. How easy review process is to complete</u>						
Very satisfied	5.0%	5.4%	12.7%	22.2%	6.1%	8.0%
Satisfied	8.3%	10.8%	27.0%	11.1%	11.0%	14.3%
Neutral	8.3%	10.8%	12.7%	11.1%	14.6%	12.0%
Dissatisfied	35.0%	8.1%	15.9%	11.1%	20.7%	20.7%
Very dissatisfied	43.3%	64.9%	31.7%	44.4%	47.6%	45.0%

Q15. Please rate each of the following items that may influence your satisfaction with the DSD staff and the Site Plan Review process. (without "don't know")

N=266

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q15-3. Technical competence of review staff

Very satisfied	8.3%	8.3%	15.6%	33.3%	8.5%	11.2%
Satisfied	28.3%	25.0%	26.6%	11.1%	20.7%	24.3%
Neutral	18.3%	16.7%	18.8%	0.0%	19.5%	17.9%
Dissatisfied	31.7%	8.3%	12.5%	22.2%	23.2%	20.3%
Very dissatisfied	13.3%	41.7%	26.6%	33.3%	28.0%	26.3%

Q15-4. Review services are completed by the date promised

Very satisfied	5.0%	5.4%	12.5%	33.3%	7.4%	8.8%
Satisfied	10.0%	10.8%	23.4%	22.2%	12.3%	14.7%
Neutral	11.7%	5.4%	20.3%	0.0%	18.5%	14.7%
Dissatisfied	23.3%	16.2%	12.5%	11.1%	18.5%	17.5%
Very dissatisfied	50.0%	62.2%	31.3%	33.3%	43.2%	44.2%

Q15. Please rate each of the following items that may influence your satisfaction with the DSD staff and the Site Plan Review process. (without "don't know")

N=266

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q15-5. Review staff provides excellent customer service

Very satisfied	8.3%	2.8%	17.5%	33.3%	10.0%	11.3%
Satisfied	16.7%	16.7%	27.0%	11.1%	16.3%	19.0%
Neutral	30.0%	11.1%	22.2%	0.0%	10.0%	17.7%
Dissatisfied	20.0%	22.2%	14.3%	22.2%	30.0%	22.2%
Very dissatisfied	25.0%	47.2%	19.0%	33.3%	33.8%	29.8%

Q15-6. Review staff is easily accessible when assistance is needed to resolve problems

Very satisfied	8.3%	2.8%	15.6%	33.3%	7.4%	10.0%
Satisfied	11.7%	16.7%	25.0%	11.1%	13.6%	16.4%
Neutral	16.7%	16.7%	18.8%	0.0%	21.0%	18.0%
Dissatisfied	26.7%	16.7%	10.9%	22.2%	24.7%	20.4%
Very dissatisfied	36.7%	47.2%	29.7%	33.3%	33.3%	35.2%

Q15. Please rate each of the following items that may influence your satisfaction with the DSD staff and the Site Plan Review process. (without "don't know")

N=266

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q15-7. I understand Site Plan Review process

Very satisfied	17.2%	14.7%	16.1%	25.0%	16.3%	16.5%
Satisfied	46.6%	23.5%	50.0%	12.5%	28.8%	37.2%
Neutral	17.2%	32.4%	16.1%	12.5%	23.8%	21.1%
Dissatisfied	6.9%	2.9%	4.8%	0.0%	18.8%	9.5%
Very dissatisfied	12.1%	26.5%	12.9%	50.0%	12.5%	15.7%

Q15-8. Codes & policies are applied by review staff in a fair & practical manner

Very satisfied	6.7%	2.9%	11.3%	25.0%	2.5%	6.6%
Satisfied	20.0%	17.1%	35.5%	0.0%	17.7%	22.1%
Neutral	15.0%	8.6%	21.0%	25.0%	30.4%	20.9%
Dissatisfied	33.3%	17.1%	9.7%	12.5%	22.8%	20.9%
Very dissatisfied	25.0%	54.3%	22.6%	37.5%	26.6%	29.5%

Q15. Please rate each of the following items that may influence your satisfaction with the DSD staff and the Site Plan Review process. (without "don't know")

N=266

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q15-9. Review staff anticipates obstacles & provides options when they were available

Very satisfied	5.1%	2.9%	11.3%	37.5%	5.1%	7.4%
Satisfied	18.6%	11.4%	25.8%	0.0%	10.3%	16.1%
Neutral	27.1%	17.1%	17.7%	12.5%	17.9%	19.8%
Dissatisfied	18.6%	5.7%	17.7%	12.5%	32.1%	20.7%
Very dissatisfied	30.5%	62.9%	27.4%	37.5%	34.6%	36.0%

Q15-10. Plan review comments applied to my project are reasonable & justified

Very satisfied	6.9%	2.8%	14.1%	37.5%	5.1%	8.6%
Satisfied	15.5%	19.4%	28.1%	0.0%	15.2%	18.8%
Neutral	20.7%	8.3%	15.6%	12.5%	22.8%	18.0%
Dissatisfied	32.8%	13.9%	18.8%	12.5%	26.6%	23.7%
Very dissatisfied	24.1%	55.6%	23.4%	37.5%	30.4%	31.0%

Q16. Which THREE of the items listed in Question 15 do you think are MOST IMPORTANT for the DSD Site Plan Review Division to emphasize?

N=266

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time review process takes to complete	41.0%	62.5%	52.2%	10.0%	37.5%	44.7%
How easy review process is to complete	4.9%	0.0%	3.0%	20.0%	5.7%	4.5%
Technical competence of review staff	9.8%	5.0%	6.0%	10.0%	10.2%	8.3%
Review services are completed by the date promised	0.0%	10.0%	9.0%	0.0%	6.8%	6.0%
Review staff provides excellent customer service	6.6%	2.5%	4.5%	0.0%	3.4%	4.1%
Review staff is easily accessible when assistance is needed to resolve problems	9.8%	5.0%	1.5%	0.0%	1.1%	3.8%
I understand Site Plan Review process	1.6%	2.5%	1.5%	10.0%	6.8%	3.8%
Codes & policies are applied by review staff in a fair & practical manner	8.2%	5.0%	3.0%	30.0%	4.5%	6.0%
Review staff anticipates obstacles & provides options when they were available	4.9%	0.0%	1.5%	0.0%	2.3%	2.3%
Plan review comments applied to my project are reasonable & justified	8.2%	0.0%	1.5%	0.0%	5.7%	4.1%
None chosen	4.9%	7.5%	16.4%	20.0%	15.9%	12.4%

Q16. Which THREE of the items listed in Question 15 do you think are MOST IMPORTANT for the DSD Site Plan Review Division to emphasize?

N=266

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time review process takes to complete	9.8%	12.5%	6.0%	0.0%	13.6%	10.2%
How easy review process is to complete	9.8%	27.5%	20.9%	10.0%	14.8%	16.9%
Technical competence of review staff	19.7%	10.0%	10.4%	10.0%	12.5%	13.2%
Review services are completed by the date promised	8.2%	10.0%	13.4%	10.0%	4.5%	8.6%
Review staff provides excellent customer service	3.3%	2.5%	6.0%	20.0%	5.7%	5.3%
Review staff is easily accessible when assistance is needed to resolve problems	13.1%	2.5%	10.4%	0.0%	9.1%	9.0%
I understand Site Plan Review process	1.6%	0.0%	3.0%	0.0%	2.3%	1.9%
Codes & policies are applied by review staff in a fair & practical manner	13.1%	12.5%	4.5%	10.0%	6.8%	8.6%
Review staff anticipates obstacles & provides options when they were available	11.5%	5.0%	1.5%	10.0%	6.8%	6.4%
Plan review comments applied to my project are reasonable & justified	3.3%	10.0%	4.5%	10.0%	4.5%	5.3%
None chosen	6.6%	7.5%	19.4%	20.0%	19.3%	14.7%

Q16. Which THREE of the items listed in Question 15 do you think are MOST IMPORTANT for the DSD Site Plan Review Division to emphasize?

N=266

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time review process takes to complete	3.3%	2.5%	4.5%	10.0%	8.0%	5.3%
How easy review process is to complete	6.6%	10.0%	6.0%	10.0%	6.8%	7.1%
Technical competence of review staff	1.6%	17.5%	7.5%	0.0%	5.7%	6.8%
Review services are completed by the date promised	14.8%	7.5%	9.0%	0.0%	10.2%	10.2%
Review staff provides excellent customer service	1.6%	7.5%	4.5%	0.0%	8.0%	5.3%
Review staff is easily accessible when assistance is needed to resolve problems	18.0%	7.5%	7.5%	20.0%	11.4%	11.7%
I understand Site Plan Review process	1.6%	2.5%	7.5%	20.0%	1.1%	3.8%
Codes & policies are applied by review staff in a fair & practical manner	19.7%	10.0%	7.5%	0.0%	6.8%	10.2%
Review staff anticipates obstacles & provides options when they were available	13.1%	7.5%	17.9%	10.0%	8.0%	11.7%
Plan review comments applied to my project are reasonable & justified	13.1%	17.5%	9.0%	0.0%	13.6%	12.4%
None chosen	6.6%	10.0%	19.4%	30.0%	20.5%	15.8%

Q16. Which THREE of the items listed in Question 15 do you think are MOST IMPORTANT for the DSD Site Plan Review Division to emphasize? (top 3)

N=266

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time review process takes to complete	54.1%	77.5%	62.7%	20.0%	59.1%	60.2%
How easy review process is to complete	21.3%	37.5%	29.9%	40.0%	27.3%	28.6%
Technical competence of review staff	31.1%	32.5%	23.9%	20.0%	28.4%	28.2%
Review services are completed by the date promised	23.0%	27.5%	31.3%	10.0%	21.6%	24.8%
Review staff provides excellent customer service	11.5%	12.5%	14.9%	20.0%	17.0%	14.7%
Review staff is easily accessible when assistance is needed to resolve problems	41.0%	15.0%	19.4%	20.0%	21.6%	24.4%
I understand Site Plan Review process	4.9%	5.0%	11.9%	30.0%	10.2%	9.4%
Codes & policies are applied by review staff in a fair & practical manner	41.0%	27.5%	14.9%	40.0%	18.2%	24.8%
Review staff anticipates obstacles & provides options when they were available	29.5%	12.5%	20.9%	20.0%	17.0%	20.3%
Plan review comments applied to my project are reasonable & justified	24.6%	27.5%	14.9%	10.0%	23.9%	21.8%
None chosen	4.9%	7.5%	16.4%	20.0%	15.9%	12.4%

Q17. Have you received services related to a Subdivision Review during the past year?

N=659

Q48. Which of the following best describes you?

Total

Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
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Q17. Have you received services related to a Subdivision Review during the past year?

Yes	26.5%	15.4%	3.3%	2.0%	10.0%	10.5%
No	73.5%	84.6%	96.7%	98.0%	90.0%	89.5%

Q18. Please rate each of the following items that may influence your satisfaction with the DSD staff and the Subdivision Review process. (without "don't know")

N=69

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q18-1. Length of time review process takes to complete

Satisfied	11.1%	8.3%	0.0%	0.0%	10.0%	9.0%
Neutral	18.5%	0.0%	0.0%	0.0%	5.0%	9.0%
Dissatisfied	40.7%	8.3%	0.0%	100.0%	25.0%	26.9%
Very dissatisfied	29.6%	83.3%	100.0%	0.0%	60.0%	55.2%

Q18-2. How easy review process is to complete

Satisfied	14.8%	0.0%	0.0%	0.0%	5.3%	7.6%
Neutral	7.4%	0.0%	0.0%	0.0%	21.1%	9.1%
Dissatisfied	40.7%	25.0%	0.0%	100.0%	15.8%	27.3%
Very dissatisfied	37.0%	75.0%	100.0%	0.0%	57.9%	56.1%

Q18. Please rate each of the following items that may influence your satisfaction with the DSD staff and the Subdivision Review process. (without "don't know")

N=69

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q18-3. Technical competence of review staff

Very satisfied	3.7%	0.0%	0.0%	0.0%	0.0%	1.5%
Satisfied	22.2%	25.0%	0.0%	0.0%	5.0%	14.9%
Neutral	37.0%	16.7%	0.0%	0.0%	35.0%	28.4%
Dissatisfied	22.2%	16.7%	28.6%	100.0%	20.0%	22.4%
Very dissatisfied	14.8%	41.7%	71.4%	0.0%	40.0%	32.8%

Q18-4. Review services are completed by the date promised

Satisfied	0.0%	0.0%	0.0%	0.0%	10.5%	3.0%
Neutral	29.6%	8.3%	0.0%	0.0%	5.3%	15.2%
Dissatisfied	44.4%	16.7%	14.3%	100.0%	31.6%	33.3%
Very dissatisfied	25.9%	75.0%	85.7%	0.0%	52.6%	48.5%

Q18. Please rate each of the following items that may influence your satisfaction with the DSD staff and the Subdivision Review process. (without "don't know")

N=69

Q48. Which of the following best describes you?						Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other		

Q18-5. Review staff provides excellent customer service

Satisfied	19.2%	0.0%	0.0%	0.0%	15.8%	12.3%
Neutral	30.8%	25.0%	14.3%	0.0%	10.5%	21.5%
Dissatisfied	23.1%	25.0%	28.6%	100.0%	36.8%	29.2%
Very dissatisfied	26.9%	50.0%	57.1%	0.0%	36.8%	36.9%

Q18-6. Review staff is easily accessible when assistance is needed to resolve problems

Very satisfied	3.7%	0.0%	0.0%	0.0%	0.0%	1.5%
Satisfied	18.5%	0.0%	0.0%	0.0%	10.0%	10.4%
Neutral	18.5%	16.7%	0.0%	0.0%	15.0%	14.9%
Dissatisfied	18.5%	50.0%	0.0%	100.0%	35.0%	28.4%
Very dissatisfied	40.7%	33.3%	100.0%	0.0%	40.0%	44.8%

Q18. Please rate each of the following items that may influence your satisfaction with the DSD staff and the Subdivision Review process. (without "don't know")

N=69

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q18-7. I understand Subdivision Review process

Very satisfied	11.1%	16.7%	0.0%	0.0%	21.1%	13.6%
Satisfied	33.3%	16.7%	14.3%	0.0%	47.4%	31.8%
Neutral	33.3%	33.3%	14.3%	100.0%	5.3%	24.2%
Dissatisfied	7.4%	16.7%	0.0%	0.0%	10.5%	9.1%
Very dissatisfied	14.8%	16.7%	71.4%	0.0%	15.8%	21.2%

Q18-8. Codes & policies are applied by review staff in a fair & practical manner

Very satisfied	3.7%	0.0%	0.0%	0.0%	0.0%	1.5%
Satisfied	22.2%	0.0%	0.0%	0.0%	5.6%	10.8%
Neutral	18.5%	25.0%	0.0%	0.0%	27.8%	20.0%
Dissatisfied	25.9%	33.3%	14.3%	0.0%	33.3%	27.7%
Very dissatisfied	29.6%	41.7%	85.7%	100.0%	33.3%	40.0%

Q18. Please rate each of the following items that may influence your satisfaction with the DSD staff and the Subdivision Review process. (without "don't know")

N=69

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q18-9. Review staff anticipates obstacles & provides options when they were available

Satisfied	11.1%	0.0%	0.0%	0.0%	15.0%	9.0%
Neutral	33.3%	8.3%	0.0%	0.0%	15.0%	19.4%
Dissatisfied	22.2%	25.0%	28.6%	0.0%	30.0%	25.4%
Very dissatisfied	33.3%	66.7%	71.4%	100.0%	40.0%	46.3%

Q18-10. Plan review comments applied to my project are reasonable & justified

Satisfied	14.8%	0.0%	0.0%	0.0%	5.3%	7.6%
Neutral	25.9%	16.7%	0.0%	0.0%	31.6%	22.7%
Dissatisfied	25.9%	16.7%	28.6%	0.0%	21.1%	22.7%
Very dissatisfied	33.3%	66.7%	71.4%	100.0%	42.1%	47.0%

Q19. Which THREE of the items listed in Question 18 do you think are MOST IMPORTANT for the DSD Subdivision Review Division to emphasize?

N=69

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time review process takes to complete	37.0%	66.7%	85.7%	0.0%	40.9%	47.8%
How easy review process is to complete	11.1%	0.0%	0.0%	0.0%	4.5%	5.8%
Technical competence of review staff	11.1%	0.0%	0.0%	0.0%	4.5%	5.8%
Review services are completed by the date promised	0.0%	25.0%	0.0%	0.0%	9.1%	7.2%
Review staff is easily accessible when assistance is needed to resolve problems	11.1%	8.3%	0.0%	0.0%	9.1%	8.7%
Codes & policies are applied by review staff in a fair & practical manner	11.1%	0.0%	0.0%	0.0%	13.6%	8.7%
Review staff anticipates obstacles & provides options when they were available	7.4%	0.0%	0.0%	100.0%	4.5%	5.8%
Plan review comments applied to my project are reasonable & justified	11.1%	0.0%	0.0%	0.0%	9.1%	7.2%
None chosen	0.0%	0.0%	14.3%	0.0%	4.5%	2.9%

Q19. Which THREE of the items listed in Question 18 do you think are MOST IMPORTANT for the DSD Subdivision Review Division to emphasize?

N=69

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time review process takes to complete	7.4%	8.3%	0.0%	0.0%	13.6%	8.7%
How easy review process is to complete	11.1%	16.7%	14.3%	0.0%	4.5%	10.1%
Technical competence of review staff	18.5%	16.7%	14.3%	0.0%	9.1%	14.5%
Review services are completed by the date promised	11.1%	8.3%	14.3%	0.0%	4.5%	8.7%
Review staff provides excellent customer service	7.4%	0.0%	14.3%	0.0%	0.0%	4.3%
Review staff is easily accessible when assistance is needed to resolve problems	14.8%	8.3%	14.3%	0.0%	22.7%	15.9%
Codes & policies are applied by review staff in a fair & practical manner	22.2%	16.7%	0.0%	0.0%	0.0%	11.6%
Review staff anticipates obstacles & provides options when they were available	0.0%	16.7%	0.0%	0.0%	18.2%	8.7%
Plan review comments applied to my project are reasonable & justified	7.4%	8.3%	14.3%	100.0%	18.2%	13.0%
None chosen	0.0%	0.0%	14.3%	0.0%	9.1%	4.3%

Q19. Which THREE of the items listed in Question 18 do you think are MOST IMPORTANT for the DSD Subdivision Review Division to emphasize?

N=69

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time review process takes to complete	0.0%	8.3%	0.0%	0.0%	4.5%	2.9%
How easy review process is to complete	11.1%	0.0%	28.6%	0.0%	4.5%	8.7%
Technical competence of review staff	7.4%	8.3%	14.3%	0.0%	9.1%	8.7%
Review services are completed by the date promised	7.4%	0.0%	0.0%	0.0%	13.6%	7.2%
Review staff provides excellent customer service	0.0%	0.0%	14.3%	0.0%	0.0%	1.4%
Review staff is easily accessible when assistance is needed to resolve problems	22.2%	16.7%	14.3%	0.0%	18.2%	18.8%
I understand Subdivision Review process	3.7%	8.3%	0.0%	0.0%	0.0%	2.9%
Codes & policies are applied by review staff in a fair & practical manner	11.1%	25.0%	14.3%	100.0%	13.6%	15.9%
Review staff anticipates obstacles & provides options when they were available	11.1%	8.3%	0.0%	0.0%	13.6%	10.1%
Plan review comments applied to my project are reasonable & justified	25.9%	25.0%	0.0%	0.0%	13.6%	18.8%
None chosen	0.0%	0.0%	14.3%	0.0%	9.1%	4.3%

Q19. Which THREE of the items listed in Question 18 do you think are MOST IMPORTANT for the DSD Subdivision Review Division to emphasize? (top 3)

N=69

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time review process takes to complete	44.4%	83.3%	85.7%	0.0%	59.1%	59.4%
How easy review process is to complete	33.3%	16.7%	42.9%	0.0%	13.6%	24.6%
Technical competence of review staff	37.0%	25.0%	28.6%	0.0%	22.7%	29.0%
Review services are completed by the date promised	18.5%	33.3%	14.3%	0.0%	27.3%	23.2%
Review staff provides excellent customer service	7.4%	0.0%	28.6%	0.0%	0.0%	5.8%
Review staff is easily accessible when assistance is needed to resolve problems	48.1%	33.3%	28.6%	0.0%	50.0%	43.5%
I understand Subdivision Review process	3.7%	8.3%	0.0%	0.0%	0.0%	2.9%
Codes & policies are applied by review staff in a fair & practical manner	44.4%	41.7%	14.3%	100.0%	27.3%	36.2%
Review staff anticipates obstacles & provides options when they were available	18.5%	25.0%	0.0%	100.0%	36.4%	24.6%
Plan review comments applied to my project are reasonable & justified	44.4%	33.3%	14.3%	100.0%	40.9%	39.1%
None chosen	0.0%	0.0%	14.3%	0.0%	4.5%	2.9%

Q20. Overall, how satisfied are you with the DSD Plan Review Division? (without "don't know")

N=659

Q48. Which of the following best describes you?

Total

Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
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Q20. How satisfied are you with DSD Plan Review Division

Very satisfied	5.0%	9.6%	7.7%	24.4%	8.7%	8.9%
Satisfied	15.0%	15.1%	24.6%	22.0%	22.4%	20.9%
Neutral	26.0%	12.3%	22.6%	14.6%	19.7%	20.4%
Dissatisfied	31.0%	27.4%	21.5%	14.6%	25.7%	24.8%
Very dissatisfied	23.0%	35.6%	23.6%	24.4%	23.5%	25.0%

Q21. Have you interacted with the DSD Inspection Division during the past year?

N=819

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q21. Have you interacted with DSD Inspection Division during past year

Yes	44.9%	69.5%	86.3%	62.3%	44.9%	64.6%
No	55.1%	30.5%	13.7%	37.7%	55.1%	35.4%

Q22. Have you received Residential inspections in the past year?

N=529

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q22. Have you received Residential Inspections in past year

Yes	45.8%	59.6%	76.0%	78.9%	54.4%	67.1%
No	54.2%	40.4%	24.0%	21.1%	45.6%	32.9%

Q23. Please rate each of the following items that may influence your satisfaction with the DSD Residential Inspection Division. (without "don't know")

N=355

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q23-1. Length of time an inspection process takes to complete

Very satisfied	4.5%	2.9%	10.7%	16.7%	15.0%	10.8%
Satisfied	31.8%	32.4%	23.8%	23.3%	18.3%	24.4%
Neutral	13.6%	5.9%	9.7%	13.3%	13.3%	10.5%
Dissatisfied	22.7%	14.7%	23.8%	30.0%	18.3%	22.4%
Very dissatisfied	27.3%	44.1%	32.0%	16.7%	35.0%	32.0%

Q23-2. How easy inspection process is to complete

Very satisfied	0.0%	5.9%	11.7%	23.3%	17.2%	12.3%
Satisfied	31.8%	20.6%	33.7%	16.7%	24.1%	29.1%
Neutral	18.2%	17.6%	13.7%	20.0%	15.5%	15.1%
Dissatisfied	27.3%	29.4%	17.1%	20.0%	15.5%	19.1%
Very dissatisfied	22.7%	26.5%	23.9%	20.0%	27.6%	24.3%

Q23. Please rate each of the following items that may influence your satisfaction with the DSD Residential Inspection Division. (without "don't know")

N=355

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q23-3. Technical competence of inspection staff

Very satisfied	9.5%	9.4%	18.5%	30.0%	15.0%	17.5%
Satisfied	19.0%	37.5%	37.1%	26.7%	33.3%	34.4%
Neutral	28.6%	15.6%	22.9%	20.0%	20.0%	21.8%
Dissatisfied	23.8%	9.4%	8.3%	10.0%	13.3%	10.6%
Very dissatisfied	19.0%	28.1%	13.2%	13.3%	18.3%	15.8%

Q23-4. Inspections are completed by the date promised

Very satisfied	0.0%	2.9%	8.8%	23.3%	11.7%	9.4%
Satisfied	14.3%	26.5%	22.1%	16.7%	18.3%	20.9%
Neutral	19.0%	0.0%	12.3%	13.3%	18.3%	12.6%
Dissatisfied	33.3%	29.4%	16.7%	26.7%	16.7%	19.7%
Very dissatisfied	33.3%	41.2%	40.2%	20.0%	35.0%	37.4%

Q23. Please rate each of the following items that may influence your satisfaction with the DSD Residential Inspection Division. (without "don't know")

N=355

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q23-5. Inspectors provide excellent customer service

Very satisfied	9.1%	6.1%	15.6%	34.5%	11.9%	15.2%
Satisfied	18.2%	24.2%	28.8%	13.8%	25.4%	25.8%
Neutral	27.3%	21.2%	20.0%	10.3%	20.3%	20.1%
Dissatisfied	13.6%	21.2%	14.1%	17.2%	6.8%	13.8%
Very dissatisfied	31.8%	27.3%	21.5%	24.1%	35.6%	25.2%

Q23-6. Inspectors are easily accessible when assistance is needed to resolve problems

Very satisfied	9.5%	6.1%	12.8%	22.2%	13.8%	12.8%
Satisfied	9.5%	24.2%	23.2%	11.1%	19.0%	20.7%
Neutral	9.5%	12.1%	21.2%	18.5%	17.2%	18.7%
Dissatisfied	33.3%	27.3%	15.8%	22.2%	19.0%	19.0%
Very dissatisfied	38.1%	30.3%	27.1%	25.9%	31.0%	28.9%

Q23. Please rate each of the following items that may influence your satisfaction with the DSD Residential Inspection Division. (without "don't know")

N=355

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q23-7. I understand Residential Inspection process

Very satisfied	4.8%	9.4%	29.9%	27.6%	20.7%	24.6%
Satisfied	52.4%	50.0%	44.8%	13.8%	43.1%	43.0%
Neutral	19.0%	18.8%	12.9%	24.1%	10.3%	14.3%
Dissatisfied	14.3%	6.3%	5.0%	17.2%	15.5%	8.5%
Very dissatisfied	9.5%	15.6%	7.5%	17.2%	10.3%	9.6%

Q23-8. Codes & policies are applied by inspection staff in a fair & practical manner

Very satisfied	0.0%	6.3%	13.4%	21.4%	11.7%	12.2%
Satisfied	33.3%	31.3%	27.2%	17.9%	23.3%	26.5%
Neutral	9.5%	12.5%	22.8%	25.0%	23.3%	21.5%
Dissatisfied	33.3%	25.0%	17.3%	14.3%	11.7%	17.7%
Very dissatisfied	23.8%	25.0%	19.3%	21.4%	30.0%	22.1%

Q23. Please rate each of the following items that may influence your satisfaction with the DSD Residential Inspection Division. (without "don't know")

N=355

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q23-9. Inspections staff anticipates obstacles & provides options when they were available

Very satisfied	5.3%	9.1%	10.9%	24.0%	6.7%	10.6%
Satisfied	10.5%	18.2%	30.2%	8.0%	23.3%	25.1%
Neutral	31.6%	15.2%	23.3%	24.0%	21.7%	22.7%
Dissatisfied	31.6%	18.2%	13.4%	16.0%	20.0%	16.2%
Very dissatisfied	21.1%	39.4%	22.3%	28.0%	28.3%	25.4%

Q23-10. Inspection requirements are reasonable & justified

Very satisfied	9.1%	6.1%	11.3%	18.5%	8.3%	10.7%
Satisfied	31.8%	24.2%	29.9%	22.2%	18.3%	26.9%
Neutral	13.6%	27.3%	23.0%	14.8%	31.7%	23.7%
Dissatisfied	18.2%	15.2%	16.7%	25.9%	13.3%	16.8%
Very dissatisfied	27.3%	27.3%	19.1%	18.5%	28.3%	22.0%

Q23. Please rate each of the following items that may influence your satisfaction with the DSD Residential Inspection Division. (without "don't know")

N=355

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q23-11. Inspectors rarely find errors in the field during construction that should have been caught during the plan review process

Very satisfied	0.0%	6.9%	12.5%	8.3%	11.5%	10.7%
Satisfied	30.0%	13.8%	29.9%	12.5%	9.6%	23.6%
Neutral	30.0%	37.9%	34.2%	54.2%	36.5%	36.2%
Dissatisfied	10.0%	13.8%	8.2%	20.8%	17.3%	11.3%
Very dissatisfied	30.0%	27.6%	15.2%	4.2%	25.0%	18.1%

Q24. Which THREE of the items listed in Question 23 do you think are MOST IMPORTANT for the DSD Residential Inspection Division to emphasize?

N=355

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time an inspection process takes to complete	31.8%	52.9%	41.7%	16.7%	22.6%	36.6%
How easy inspection process is to complete	4.5%	5.9%	4.9%	6.7%	12.9%	6.5%
Technical competence of inspection staff	4.5%	2.9%	7.3%	10.0%	8.1%	7.0%
Inspections are completed by the date promised	9.1%	14.7%	12.1%	3.3%	14.5%	12.1%
Inspectors provide excellent customer service	0.0%	2.9%	4.4%	10.0%	8.1%	5.1%
Inspectors are easily accessible when assistance is needed to resolve problems	9.1%	5.9%	6.8%	16.7%	8.1%	7.9%
I understand Residential Inspection process	4.5%	0.0%	2.4%	10.0%	3.2%	3.1%

Q24. Which THREE of the items listed in Question 23 do you think are MOST IMPORTANT for the DSD Residential Inspection Division to emphasize?

N=355

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Codes & policies are applied by inspection staff in a fair & practical manner	4.5%	5.9%	3.9%	6.7%	0.0%	3.7%
Inspections staff anticipates obstacles & provides options when they were available	0.0%	2.9%	1.5%	0.0%	4.8%	2.0%
Inspection requirements are reasonable & justified	13.6%	0.0%	3.4%	6.7%	0.0%	3.4%
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	0.0%	5.9%	4.4%	0.0%	3.2%	3.7%
None chosen	18.2%	0.0%	7.3%	13.3%	14.5%	9.0%

Q24. Which THREE of the items listed in Question 23 do you think are MOST IMPORTANT for the DSD Residential Inspection Division to emphasize?

N=355

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Q24. 2nd choice						
Length of time an inspection process takes to complete	0.0%	8.8%	9.7%	13.3%	9.7%	9.6%
How easy inspection process is to complete	4.5%	11.8%	11.2%	13.3%	9.7%	10.7%
Technical competence of inspection staff	27.3%	14.7%	6.3%	6.7%	14.5%	9.9%
Inspections are completed by the date promised	13.6%	20.6%	17.5%	16.7%	9.7%	16.1%
Inspectors provide excellent customer service	9.1%	11.8%	8.7%	6.7%	11.3%	9.3%
Inspectors are easily accessible when assistance is needed to resolve problems	9.1%	17.6%	16.5%	0.0%	12.9%	14.1%
I understand Residential Inspection process	0.0%	0.0%	2.4%	3.3%	0.0%	1.7%

Q24. Which THREE of the items listed in Question 23 do you think are MOST IMPORTANT for the DSD Residential Inspection Division to emphasize?

N=355

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Codes & policies are applied by inspection staff in a fair & practical manner	4.5%	5.9%	7.3%	13.3%	9.7%	7.9%
Inspections staff anticipates obstacles & provides options when they were available	9.1%	2.9%	3.9%	3.3%	3.2%	3.9%
Inspection requirements are reasonable & justified	4.5%	2.9%	5.3%	3.3%	3.2%	4.5%
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	4.5%	2.9%	0.5%	0.0%	1.6%	1.1%
None chosen	13.6%	0.0%	10.7%	20.0%	14.5%	11.3%

Q24. Which THREE of the items listed in Question 23 do you think are MOST IMPORTANT for the DSD Residential Inspection Division to emphasize?

N=355

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Q24. 3rd choice						
Length of time an inspection process takes to complete	4.5%	8.8%	4.9%	10.0%	9.7%	6.5%
How easy inspection process is to complete	13.6%	5.9%	6.3%	6.7%	11.3%	7.6%
Technical competence of inspection staff	0.0%	14.7%	7.3%	10.0%	6.5%	7.6%
Inspections are completed by the date promised	4.5%	11.8%	10.2%	6.7%	6.5%	9.0%
Inspectors provide excellent customer service	9.1%	8.8%	3.9%	6.7%	3.2%	4.8%
Inspectors are easily accessible when assistance is needed to resolve problems	18.2%	8.8%	12.1%	10.0%	16.1%	13.0%
I understand Residential Inspection process	4.5%	2.9%	1.0%	0.0%	4.8%	2.0%

Q24. Which THREE of the items listed in Question 23 do you think are MOST IMPORTANT for the DSD Residential Inspection Division to emphasize?

N=355

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Codes & policies are applied by inspection staff in a fair & practical manner	9.1%	11.8%	16.5%	13.3%	3.2%	13.0%
Inspections staff anticipates obstacles & provides options when they were available	4.5%	14.7%	11.2%	3.3%	9.7%	10.1%
Inspection requirements are reasonable & justified	9.1%	8.8%	10.2%	10.0%	9.7%	9.9%
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	4.5%	0.0%	1.0%	3.3%	3.2%	1.7%
None chosen	18.2%	2.9%	15.5%	20.0%	16.1%	14.9%

Q24. Which THREE of the items listed in Question 23 do you think are MOST IMPORTANT for the DSD Residential Inspection Division to emphasize? (top 3)

N=355

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time an inspection process takes to complete	36.4%	70.6%	56.3%	40.0%	41.9%	52.7%
How easy inspection process is to complete	22.7%	23.5%	22.3%	26.7%	33.9%	24.8%
Technical competence of inspection staff	31.8%	32.4%	20.9%	26.7%	29.0%	24.5%
Inspections are completed by the date promised	27.3%	47.1%	39.8%	26.7%	30.6%	37.2%
Inspectors provide excellent customer service	18.2%	23.5%	17.0%	23.3%	22.6%	19.2%
Inspectors are easily accessible when assistance is needed to resolve problems	36.4%	32.4%	35.4%	26.7%	37.1%	34.9%
I understand Residential Inspection process	9.1%	2.9%	5.8%	13.3%	8.1%	6.8%

Q24. Which THREE of the items listed in Question 23 do you think are MOST IMPORTANT for the DSD Residential Inspection Division to emphasize? (top 3)

N=355

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Codes & policies are applied by inspection staff in a fair & practical manner	18.2%	23.5%	27.7%	33.3%	12.9%	24.5%
Inspections staff anticipates obstacles & provides options when they were available	13.6%	20.6%	16.5%	6.7%	17.7%	16.1%
Inspection requirements are reasonable & justified	27.3%	11.8%	18.9%	20.0%	12.9%	17.7%
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	9.1%	8.8%	5.8%	3.3%	8.1%	6.5%
None chosen	18.2%	0.0%	7.3%	13.3%	14.5%	9.0%

Q25. Have you received Commercial inspections in the past year?

N=529

Q48. Which of the following best describes you?

Total

Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
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Q25. Have you received Commercial Inspections in past year

Yes	22.9%	35.1%	44.6%	0.0%	35.1%	36.3%
No	77.1%	64.9%	55.4%	100.0%	64.9%	63.7%

Q26. Please rate each of the following items that may influence your satisfaction with the DSD Commercial Inspection Division. (without "don't know")

N=192

Q48. Which of the following best describes you?				Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Other	

Q26-1. Length of time an inspection process takes to complete

Very satisfied	10.0%	15.0%	17.6%	13.9%	16.2%
Satisfied	20.0%	20.0%	31.1%	30.6%	29.2%
Neutral	30.0%	10.0%	10.1%	13.9%	11.9%
Dissatisfied	20.0%	5.0%	16.0%	11.1%	14.1%
Very dissatisfied	20.0%	50.0%	25.2%	30.6%	28.6%

Q26-2. How easy inspection process is to complete

Very satisfied	10.0%	15.0%	23.7%	13.5%	20.0%
Satisfied	30.0%	30.0%	33.9%	35.1%	33.5%
Neutral	20.0%	5.0%	14.4%	13.5%	13.5%
Dissatisfied	10.0%	20.0%	10.2%	5.4%	10.3%
Very dissatisfied	30.0%	30.0%	17.8%	32.4%	22.7%

Q26. Please rate each of the following items that may influence your satisfaction with the DSD Commercial Inspection Division. (without "don't know")

N=192

Q48. Which of the following best describes you?				Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Other	

Q26-3. Technical competence of inspection staff

Very satisfied	9.1%	15.0%	29.1%	21.6%	24.9%
Satisfied	27.3%	20.0%	34.2%	40.5%	33.5%
Neutral	9.1%	35.0%	20.5%	18.9%	21.1%
Dissatisfied	27.3%	15.0%	8.5%	5.4%	9.7%
Very dissatisfied	27.3%	15.0%	7.7%	13.5%	10.8%

Q26-4. Inspections are completed by the date promised

Very satisfied	10.0%	15.0%	17.6%	17.1%	16.8%
Satisfied	10.0%	25.0%	25.2%	25.7%	24.5%
Neutral	30.0%	10.0%	10.9%	14.3%	12.5%
Dissatisfied	10.0%	10.0%	13.4%	22.9%	14.7%
Very dissatisfied	40.0%	40.0%	32.8%	20.0%	31.5%

Q26. Please rate each of the following items that may influence your satisfaction with the DSD Commercial Inspection Division. (without "don't know")

N=192

Q48. Which of the following best describes you?				Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Other	

Q26-5. Inspectors provide excellent customer service

Very satisfied	10.0%	20.0%	23.3%	14.3%	20.4%
Satisfied	10.0%	20.0%	32.8%	34.3%	30.4%
Neutral	30.0%	25.0%	19.0%	28.6%	22.1%
Dissatisfied	10.0%	5.0%	9.5%	2.9%	7.7%
Very dissatisfied	40.0%	30.0%	15.5%	20.0%	19.3%

Q26-6. Inspectors are easily accessible when assistance is needed to resolve problems

Very satisfied	9.1%	21.1%	17.2%	17.1%	17.1%
Satisfied	0.0%	15.8%	29.3%	34.3%	27.1%
Neutral	36.4%	21.1%	20.7%	17.1%	21.0%
Dissatisfied	18.2%	10.5%	19.0%	17.1%	17.7%
Very dissatisfied	36.4%	31.6%	13.8%	14.3%	17.1%

Q26. Please rate each of the following items that may influence your satisfaction with the DSD Commercial Inspection Division. (without "don't know")

N=192

Q48. Which of the following best describes you?				Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Other	

Q26-7. I understand Commercial Inspection process

Very satisfied	18.2%	10.5%	33.9%	27.3%	29.3%
Satisfied	45.5%	36.8%	46.6%	42.4%	44.8%
Neutral	9.1%	15.8%	12.7%	15.2%	13.3%
Dissatisfied	9.1%	10.5%	3.4%	3.0%	4.4%
Very dissatisfied	18.2%	26.3%	3.4%	12.1%	8.3%

Q26-8. Codes & policies are applied by inspection staff in a fair & practical manner

Very satisfied	9.1%	10.5%	20.2%	16.7%	17.8%
Satisfied	27.3%	21.1%	38.7%	33.3%	35.1%
Neutral	18.2%	10.5%	18.5%	19.4%	17.8%
Dissatisfied	18.2%	10.5%	12.6%	13.9%	13.0%
Very dissatisfied	27.3%	47.4%	10.1%	16.7%	16.2%

Q26. Please rate each of the following items that may influence your satisfaction with the DSD Commercial Inspection Division. (without "don't know")

N=192

Q48. Which of the following best describes you?				Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Other	

Q26-9. Inspections staff anticipates obstacles & provides options when they were available

Very satisfied	9.1%	15.8%	21.4%	14.7%	18.8%
Satisfied	18.2%	10.5%	30.8%	38.2%	29.3%
Neutral	18.2%	5.3%	20.5%	17.6%	18.2%
Dissatisfied	27.3%	31.6%	13.7%	8.8%	15.5%
Very dissatisfied	27.3%	36.8%	13.7%	20.6%	18.2%

Q26-10. Inspection requirements are reasonable & justified

Very satisfied	10.0%	15.8%	20.3%	14.7%	18.2%
Satisfied	30.0%	15.8%	37.3%	32.4%	33.7%
Neutral	10.0%	10.5%	15.3%	23.5%	16.0%
Dissatisfied	10.0%	15.8%	15.3%	11.8%	14.4%
Very dissatisfied	40.0%	42.1%	11.9%	17.6%	17.7%

Q26. Please rate each of the following items that may influence your satisfaction with the DSD Commercial Inspection Division. (without "don't know")

N=192

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Other		

Q26-11. Inspectors rarely find errors in the field during construction that should have been caught during the plan review process

Very satisfied	9.1%	11.1%	18.7%	9.7%	15.6%
Satisfied	18.2%	16.7%	25.2%	32.3%	25.1%
Neutral	18.2%	22.2%	28.0%	25.8%	26.3%
Dissatisfied	9.1%	0.0%	16.8%	9.7%	13.2%
Very dissatisfied	45.5%	50.0%	11.2%	22.6%	19.8%

Q27. Which THREE of the items listed in Question 26 do you think are MOST IMPORTANT for the DSD Commercial Inspection Division to emphasize?

N=192

Q48. Which of the following best describes you?				Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Other	

Q27. Top choice

Length of time an inspection process takes to complete	27.3%	40.0%	37.2%	20.0%	33.3%
How easy inspection process is to complete	0.0%	20.0%	2.5%	10.0%	5.7%
Technical competence of inspection staff	9.1%	5.0%	5.0%	12.5%	6.8%
Inspections are completed by the date promised	0.0%	10.0%	18.2%	7.5%	14.1%
Inspectors provide excellent customer service	0.0%	0.0%	0.0%	7.5%	1.6%
Inspectors are easily accessible when assistance is needed to resolve problems	18.2%	5.0%	7.4%	10.0%	8.3%
I understand Commercial Inspection process	0.0%	0.0%	2.5%	0.0%	1.6%

Q27. Which THREE of the items listed in Question 26 do you think are MOST IMPORTANT for the DSD Commercial Inspection Division to emphasize?

N=192

Q48. Which of the following best describes you?				Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Other	

Q27. Top choice (Cont.)

Codes & policies are applied by inspection staff in a fair & practical manner

18.2%	0.0%	5.8%	5.0%	5.7%
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Inspections staff anticipates obstacles & provides options when they were available

0.0%	0.0%	1.7%	2.5%	1.6%
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Inspection requirements are reasonable & justified

0.0%	0.0%	1.7%	0.0%	1.0%
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Inspectors rarely find errors in the field during construction that should have been caught during the plan review process

18.2%	10.0%	5.8%	0.0%	5.7%
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None chosen

9.1%	10.0%	12.4%	25.0%	14.6%
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Q27. Which THREE of the items listed in Question 26 do you think are MOST IMPORTANT for the DSD Commercial Inspection Division to emphasize?

N=192

	Q48. Which of the following best describes you?				Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Other	
Length of time an inspection process takes to complete	0.0%	15.0%	6.6%	10.0%	7.8%
How easy inspection process is to complete	9.1%	15.0%	12.4%	12.5%	12.5%
Technical competence of inspection staff	0.0%	10.0%	9.9%	7.5%	8.9%
Inspections are completed by the date promised	36.4%	15.0%	19.8%	5.0%	17.2%
Inspectors provide excellent customer service	0.0%	0.0%	5.8%	10.0%	5.7%
Inspectors are easily accessible when assistance is needed to resolve problems	18.2%	10.0%	5.8%	5.0%	6.8%
I understand Commercial Inspection process	0.0%	5.0%	1.7%	5.0%	2.6%

Q27. Which THREE of the items listed in Question 26 do you think are MOST IMPORTANT for the DSD Commercial Inspection Division to emphasize?

N=192

Q48. Which of the following best describes you?				Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Other	

Q27. 2nd choice (Cont.)

Codes & policies are applied by inspection staff in a fair & practical manner

9.1%	10.0%	4.1%	5.0%	5.2%
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Inspections staff anticipates obstacles & provides options when they were available

18.2%	5.0%	7.4%	5.0%	7.3%
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Inspection requirements are reasonable & justified

0.0%	5.0%	6.6%	7.5%	6.3%
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Inspectors rarely find errors in the field during construction that should have been caught during the plan review process

0.0%	0.0%	2.5%	2.5%	2.1%
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None chosen

9.1%	10.0%	17.4%	25.0%	17.7%
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Q27. Which THREE of the items listed in Question 26 do you think are MOST IMPORTANT for the DSD Commercial Inspection Division to emphasize?

N=192

	Q48. Which of the following best describes you?				Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Other	
Length of time an inspection process takes to complete	0.0%	5.0%	4.1%	10.0%	5.2%
How easy inspection process is to complete	18.2%	5.0%	6.6%	5.0%	6.8%
Technical competence of inspection staff	9.1%	5.0%	4.1%	5.0%	4.7%
Inspections are completed by the date promised	0.0%	10.0%	9.9%	10.0%	9.4%
Inspectors provide excellent customer service	18.2%	10.0%	5.0%	5.0%	6.3%
Inspectors are easily accessible when assistance is needed to resolve problems	18.2%	10.0%	15.7%	5.0%	13.0%
I understand Commercial Inspection process	9.1%	0.0%	5.0%	0.0%	3.6%

Q27. Which THREE of the items listed in Question 26 do you think are MOST IMPORTANT for the DSD Commercial Inspection Division to emphasize?

N=192

Q48. Which of the following best describes you?				Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Other	

Q27. 3rd choice (Cont.)

Codes & policies are applied by inspection staff in a fair & practical manner

18.2%	5.0%	11.6%	15.0%	12.0%
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Inspections staff anticipates obstacles & provides options when they were available

0.0%	20.0%	8.3%	5.0%	8.3%
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Inspection requirements are reasonable & justified

0.0%	15.0%	6.6%	7.5%	7.3%
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Inspectors rarely find errors in the field during construction that should have been caught during the plan review process

0.0%	5.0%	5.0%	2.5%	4.2%
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None chosen

9.1%	10.0%	18.2%	30.0%	19.3%
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Q27. Which THREE of the items listed in Question 26 do you think are MOST IMPORTANT for the DSD Commercial Inspection Division to emphasize? (top 3)

N=192

	Q48. Which of the following best describes you?				Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Other	
Length of time an inspection process takes to complete	27.3%	60.0%	47.9%	40.0%	46.4%
How easy inspection process is to complete	27.3%	40.0%	21.5%	27.5%	25.0%
Technical competence of inspection staff	18.2%	20.0%	19.0%	25.0%	20.3%
Inspections are completed by the date promised	36.4%	35.0%	47.9%	22.5%	40.6%
Inspectors provide excellent customer service	18.2%	10.0%	10.7%	22.5%	13.5%
Inspectors are easily accessible when assistance is needed to resolve problems	54.5%	25.0%	28.9%	20.0%	28.1%
I understand Commercial Inspection process	9.1%	5.0%	9.1%	5.0%	7.8%

Q27. Which THREE of the items listed in Question 26 do you think are MOST IMPORTANT for the DSD Commercial Inspection Division to emphasize? (top 3)

N=192

Q48. Which of the following best describes you?				Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Other	

Q27. Top choice (Cont.)

Codes & policies are applied by inspection staff in a fair & practical manner

45.5%	15.0%	21.5%	25.0%	22.9%
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Inspections staff anticipates obstacles & provides options when they were available

18.2%	25.0%	17.4%	12.5%	17.2%
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Inspection requirements are reasonable & justified

0.0%	20.0%	14.9%	15.0%	14.6%
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Inspectors rarely find errors in the field during construction that should have been caught during the plan review process

18.2%	15.0%	13.2%	5.0%	12.0%
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None chosen

9.1%	10.0%	12.4%	25.0%	14.6%
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Q28. Have you received Tree inspections in the past year?

N=529

Q48. Which of the following best describes you?

Total

Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
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Q28. Have you received Tree inspections in past year

Yes	33.3%	35.1%	25.8%	23.7%	19.3%	25.9%
No	66.7%	64.9%	74.2%	76.3%	80.7%	74.1%

Q29. Please rate each of the following items that may influence your satisfaction with the DSD Tree Inspection Division. (without "don't know")

N=137

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q29-1. Length of time an inspection process takes to complete

Very satisfied	20.0%	20.0%	14.3%	22.2%	14.3%	16.3%
Satisfied	20.0%	15.0%	32.9%	33.3%	19.0%	26.7%
Neutral	26.7%	5.0%	18.6%	11.1%	33.3%	19.3%
Dissatisfied	20.0%	15.0%	14.3%	11.1%	9.5%	14.1%
Very dissatisfied	13.3%	45.0%	20.0%	22.2%	23.8%	23.7%

Q29-2. How easy inspection process is to complete

Very satisfied	13.3%	20.0%	11.4%	33.3%	9.5%	14.1%
Satisfied	13.3%	15.0%	34.3%	11.1%	33.3%	27.4%
Neutral	33.3%	5.0%	20.0%	22.2%	23.8%	20.0%
Dissatisfied	20.0%	20.0%	12.9%	11.1%	4.8%	13.3%
Very dissatisfied	20.0%	40.0%	21.4%	22.2%	28.6%	25.2%

Q29. Please rate each of the following items that may influence your satisfaction with the DSD Tree Inspection Division. (without "don't know")

N=137

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q29-3. Technical competence of inspection staff

Very satisfied	26.7%	25.0%	20.0%	44.4%	14.3%	22.2%
Satisfied	13.3%	15.0%	37.1%	22.2%	38.1%	30.4%
Neutral	26.7%	10.0%	20.0%	0.0%	19.0%	17.8%
Dissatisfied	20.0%	10.0%	5.7%	11.1%	4.8%	8.1%
Very dissatisfied	13.3%	40.0%	17.1%	22.2%	23.8%	21.5%

Q29-4. Inspections are completed by the date promised

Very satisfied	6.7%	20.0%	15.9%	55.6%	9.5%	17.2%
Satisfied	33.3%	10.0%	36.2%	11.1%	23.8%	28.4%
Neutral	26.7%	5.0%	20.3%	0.0%	28.6%	18.7%
Dissatisfied	13.3%	20.0%	10.1%	11.1%	14.3%	12.7%
Very dissatisfied	20.0%	45.0%	17.4%	22.2%	23.8%	23.1%

Q29. Please rate each of the following items that may influence your satisfaction with the DSD Tree Inspection Division. (without "don't know")

N=137

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q29-5. Inspectors provide excellent customer service

Very satisfied	6.7%	20.0%	17.1%	44.4%	9.5%	17.0%
Satisfied	33.3%	15.0%	30.0%	22.2%	23.8%	26.7%
Neutral	20.0%	10.0%	25.7%	0.0%	19.0%	20.0%
Dissatisfied	20.0%	10.0%	7.1%	11.1%	19.0%	11.1%
Very dissatisfied	20.0%	45.0%	20.0%	22.2%	28.6%	25.2%

Q29-6. Inspectors are easily accessible when assistance is needed to resolve problems

Very satisfied	13.3%	20.0%	14.3%	50.0%	9.5%	16.4%
Satisfied	20.0%	15.0%	34.3%	12.5%	28.6%	27.6%
Neutral	26.7%	0.0%	22.9%	0.0%	14.3%	17.2%
Dissatisfied	26.7%	20.0%	10.0%	12.5%	14.3%	14.2%
Very dissatisfied	13.3%	45.0%	18.6%	25.0%	33.3%	24.6%

Q29. Please rate each of the following items that may influence your satisfaction with the DSD Tree Inspection Division. (without "don't know")

N=137

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q29-7. I understand Tree Inspection process

Very satisfied	26.7%	25.0%	17.4%	11.1%	19.0%	19.4%
Satisfied	26.7%	30.0%	42.0%	44.4%	47.6%	39.6%
Neutral	33.3%	15.0%	14.5%	0.0%	14.3%	15.7%
Dissatisfied	6.7%	10.0%	13.0%	22.2%	0.0%	10.4%
Very dissatisfied	6.7%	20.0%	13.0%	22.2%	19.0%	14.9%

Q29-8. Codes & policies are applied by inspection staff in a fair & practical manner

Very satisfied	6.7%	21.1%	8.8%	22.2%	15.0%	12.2%
Satisfied	40.0%	10.5%	27.9%	22.2%	20.0%	25.2%
Neutral	13.3%	10.5%	19.1%	11.1%	15.0%	16.0%
Dissatisfied	13.3%	10.5%	13.2%	22.2%	5.0%	12.2%
Very dissatisfied	26.7%	47.4%	30.9%	22.2%	45.0%	34.4%

Q29. Please rate each of the following items that may influence your satisfaction with the DSD Tree Inspection Division. (without "don't know")

N=137

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q29-9. Inspections staff anticipates obstacles & provides options when they were available

Very satisfied	7.1%	21.1%	10.1%	11.1%	10.0%	11.5%
Satisfied	14.3%	15.8%	34.8%	33.3%	35.0%	29.8%
Neutral	28.6%	5.3%	20.3%	22.2%	5.0%	16.8%
Dissatisfied	28.6%	15.8%	15.9%	11.1%	5.0%	15.3%
Very dissatisfied	21.4%	42.1%	18.8%	22.2%	45.0%	26.7%

Q29-10. Inspection requirements are reasonable & justified

Very satisfied	6.7%	21.1%	10.4%	0.0%	10.0%	10.8%
Satisfied	20.0%	5.3%	22.4%	22.2%	20.0%	19.2%
Neutral	33.3%	15.8%	11.9%	33.3%	20.0%	17.7%
Dissatisfied	13.3%	5.3%	16.4%	22.2%	10.0%	13.8%
Very dissatisfied	26.7%	52.6%	38.8%	22.2%	40.0%	38.5%

Q29. Please rate each of the following items that may influence your satisfaction with the DSD Tree Inspection Division. (without "don't know")

N=137

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q29-11. Inspectors rarely find errors in the field during construction that should have been caught during plan review process

Very satisfied	7.1%	16.7%	11.9%	12.5%	10.0%	11.8%
Satisfied	21.4%	11.1%	23.9%	0.0%	25.0%	20.5%
Neutral	42.9%	16.7%	26.9%	37.5%	25.0%	27.6%
Dissatisfied	21.4%	11.1%	14.9%	12.5%	10.0%	14.2%
Very dissatisfied	7.1%	44.4%	22.4%	37.5%	30.0%	26.0%

Q30. Which THREE of the items listed in Question 29 do you think are MOST IMPORTANT for the DSD Tree Inspection Division to emphasize?

N=137

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time an inspection process takes to complete	18.8%	35.0%	31.4%	22.2%	22.7%	28.5%
How easy inspection process is to complete	0.0%	5.0%	2.9%	0.0%	4.5%	2.9%
Technical competence of inspection staff	12.5%	5.0%	5.7%	11.1%	13.6%	8.0%
Inspections are completed by the date promised	0.0%	15.0%	5.7%	22.2%	0.0%	6.6%
Inspectors provide excellent customer service	0.0%	0.0%	1.4%	0.0%	9.1%	2.2%
Inspectors are easily accessible when assistance is needed to resolve problems	6.3%	0.0%	8.6%	0.0%	9.1%	6.6%
I understand Tree Inspection process	0.0%	0.0%	4.3%	11.1%	4.5%	3.6%

Q30. Which THREE of the items listed in Question 29 do you think are MOST IMPORTANT for the DSD Tree Inspection Division to emphasize?

N=137

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Codes & policies are applied by inspection staff in a fair & practical manner	12.5%	15.0%	5.7%	22.2%	9.1%	9.5%
Inspections staff anticipates obstacles & provides options when they were available	0.0%	0.0%	0.0%	0.0%	4.5%	0.7%
Inspection requirements are reasonable & justified	25.0%	15.0%	14.3%	0.0%	4.5%	13.1%
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	6.3%	0.0%	4.3%	0.0%	0.0%	2.9%
None chosen	18.8%	10.0%	15.7%	11.1%	18.2%	15.3%

Q30. Which THREE of the items listed in Question 29 do you think are MOST IMPORTANT for the DSD Tree Inspection Division to emphasize?

N=137

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time an inspection process takes to complete	6.3%	5.0%	4.3%	11.1%	9.1%	5.8%
How easy inspection process is to complete	0.0%	15.0%	8.6%	22.2%	4.5%	8.8%
Technical competence of inspection staff	6.3%	5.0%	4.3%	0.0%	9.1%	5.1%
Inspections are completed by the date promised	0.0%	15.0%	11.4%	0.0%	0.0%	8.0%
Inspectors provide excellent customer service	12.5%	5.0%	8.6%	0.0%	4.5%	7.3%
Inspectors are easily accessible when assistance is needed to resolve problems	0.0%	5.0%	8.6%	11.1%	18.2%	8.8%
I understand Tree Inspection process	0.0%	5.0%	0.0%	0.0%	0.0%	0.7%

Q30. Which THREE of the items listed in Question 29 do you think are MOST IMPORTANT for the DSD Tree Inspection Division to emphasize?

N=137

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Codes & policies are applied by inspection staff in a fair & practical manner	18.8%	15.0%	12.9%	0.0%	4.5%	11.7%
Inspections staff anticipates obstacles & provides options when they were available	12.5%	10.0%	8.6%	11.1%	13.6%	10.2%
Inspection requirements are reasonable & justified	18.8%	5.0%	12.9%	22.2%	13.6%	13.1%
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	6.3%	5.0%	0.0%	0.0%	0.0%	1.5%
None chosen	18.8%	10.0%	20.0%	22.2%	22.7%	19.0%

Q30. Which THREE of the items listed in Question 29 do you think are MOST IMPORTANT for the DSD Tree Inspection Division to emphasize?

N=137

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q30. 3rd choice</u>						
Length of time an inspection process takes to complete	6.3%	15.0%	5.7%	11.1%	0.0%	6.6%
How easy inspection process is to complete	6.3%	5.0%	2.9%	11.1%	0.0%	3.6%
Technical competence of inspection staff	6.3%	10.0%	8.6%	0.0%	9.1%	8.0%
Inspections are completed by the date promised	6.3%	10.0%	4.3%	11.1%	4.5%	5.8%
Inspectors provide excellent customer service	6.3%	5.0%	10.0%	11.1%	4.5%	8.0%
Inspectors are easily accessible when assistance is needed to resolve problems	18.8%	0.0%	10.0%	0.0%	13.6%	9.5%
I understand Tree Inspection process	0.0%	0.0%	2.9%	0.0%	4.5%	2.2%

Q30. Which THREE of the items listed in Question 29 do you think are MOST IMPORTANT for the DSD Tree Inspection Division to emphasize?

N=137

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Codes & policies are applied by inspection staff in a fair & practical manner	6.3%	15.0%	7.1%	11.1%	22.7%	10.9%
Inspections staff anticipates obstacles & provides options when they were available	18.8%	5.0%	11.4%	0.0%	0.0%	8.8%
Inspection requirements are reasonable & justified	6.3%	15.0%	11.4%	22.2%	18.2%	13.1%
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	0.0%	10.0%	4.3%	0.0%	0.0%	3.6%
None chosen	18.8%	10.0%	21.4%	22.2%	22.7%	19.7%

Q30. Which THREE of the items listed in Question 29 do you think are MOST IMPORTANT for the DSD Tree Inspection Division to emphasize? (top 3)

N=137

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time an inspection process takes to complete	31.3%	55.0%	41.4%	44.4%	31.8%	40.9%
How easy inspection process is to complete	6.3%	25.0%	14.3%	33.3%	9.1%	15.3%
Technical competence of inspection staff	25.0%	20.0%	18.6%	11.1%	31.8%	21.2%
Inspections are completed by the date promised	6.3%	40.0%	21.4%	33.3%	4.5%	20.4%
Inspectors provide excellent customer service	18.8%	10.0%	20.0%	11.1%	18.2%	17.5%
Inspectors are easily accessible when assistance is needed to resolve problems	25.0%	5.0%	27.1%	11.1%	40.9%	24.8%
I understand Tree Inspection process	0.0%	5.0%	7.1%	11.1%	9.1%	6.6%

Q30. Which THREE of the items listed in Question 29 do you think are MOST IMPORTANT for the DSD Tree Inspection Division to emphasize? (top 3)

N=137

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q30. Top choice (Cont.)

Codes & policies are applied by inspection staff in a fair & practical manner

37.5%	45.0%	25.7%	33.3%	36.4%	32.1%
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Inspections staff anticipates obstacles & provides options when they were available

31.3%	15.0%	20.0%	11.1%	18.2%	19.7%
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Inspection requirements are reasonable & justified

50.0%	35.0%	38.6%	44.4%	36.4%	39.4%
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Inspectors rarely find errors in the field during construction that should have been caught during the plan review process

12.5%	15.0%	8.6%	0.0%	0.0%	8.0%
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None chosen

18.8%	10.0%	15.7%	11.1%	18.2%	15.3%
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Q31. Have you received Site and Subdivision inspections in the past year?

N=529

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q31. Have you received Site & Subdivision Inspections in past year

Yes	39.6%	21.1%	6.6%	5.3%	14.0%	12.7%
No	60.4%	78.9%	93.4%	94.7%	86.0%	87.3%

Q32. Please rate each of the following items that may influence your satisfaction with the DSD Site and Subdivision Inspection Division. (without "don't know")

N=67

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q32-1. Length of time an inspection process takes to complete

Very satisfied	5.3%	0.0%	17.6%	0.0%	8.3%	8.1%
Satisfied	26.3%	16.7%	47.1%	0.0%	25.0%	29.0%
Neutral	36.8%	16.7%	5.9%	50.0%	8.3%	19.4%
Dissatisfied	15.8%	16.7%	17.6%	50.0%	16.7%	17.7%
Very dissatisfied	15.8%	50.0%	11.8%	0.0%	41.7%	25.8%

Q32-2. How easy inspection process is to complete

Very satisfied	5.3%	0.0%	22.2%	0.0%	8.3%	9.5%
Satisfied	21.1%	16.7%	55.6%	50.0%	25.0%	31.7%
Neutral	31.6%	25.0%	11.1%	0.0%	8.3%	19.0%
Dissatisfied	21.1%	16.7%	5.6%	50.0%	16.7%	15.9%
Very dissatisfied	21.1%	41.7%	5.6%	0.0%	41.7%	23.8%

Q32. Please rate each of the following items that may influence your satisfaction with the DSD Site and Subdivision Inspection Division. (without "don't know")

N=67

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q32-3. Technical competence of inspection staff

Very satisfied	10.5%	0.0%	17.6%	0.0%	7.1%	9.4%
Satisfied	36.8%	41.7%	52.9%	50.0%	21.4%	39.1%
Neutral	21.1%	16.7%	11.8%	0.0%	21.4%	17.2%
Dissatisfied	21.1%	25.0%	5.9%	50.0%	7.1%	15.6%
Very dissatisfied	10.5%	16.7%	11.8%	0.0%	42.9%	18.8%

Q32-4. Inspections are completed by the date promised

Very satisfied	6.3%	0.0%	22.2%	0.0%	0.0%	8.3%
Satisfied	18.8%	33.3%	33.3%	0.0%	16.7%	25.0%
Neutral	37.5%	16.7%	27.8%	50.0%	25.0%	28.3%
Dissatisfied	25.0%	8.3%	11.1%	50.0%	8.3%	15.0%
Very dissatisfied	12.5%	41.7%	5.6%	0.0%	50.0%	23.3%

Q32. Please rate each of the following items that may influence your satisfaction with the DSD Site and Subdivision Inspection Division. (without "don't know")

N=67

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q32-5. Inspectors provide excellent customer service

Very satisfied	10.5%	0.0%	33.3%	0.0%	7.1%	13.8%
Satisfied	21.1%	25.0%	33.3%	0.0%	21.4%	24.6%
Neutral	31.6%	33.3%	16.7%	0.0%	14.3%	23.1%
Dissatisfied	15.8%	16.7%	11.1%	100.0%	21.4%	18.5%
Very dissatisfied	21.1%	25.0%	5.6%	0.0%	35.7%	20.0%

Q32-6. Inspectors are easily accessible when assistance is needed to resolve problems

Very satisfied	5.3%	0.0%	22.2%	0.0%	6.7%	9.1%
Satisfied	21.1%	25.0%	50.0%	0.0%	20.0%	28.8%
Neutral	31.6%	8.3%	22.2%	50.0%	20.0%	22.7%
Dissatisfied	21.1%	25.0%	0.0%	50.0%	6.7%	13.6%
Very dissatisfied	21.1%	41.7%	5.6%	0.0%	46.7%	25.8%

Q32. Please rate each of the following items that may influence your satisfaction with the DSD Site and Subdivision Inspection Division. (without "don't know")

N=67

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q32-7. I understand Site & Subdivision Inspection process

Very satisfied	15.8%	16.7%	33.3%	0.0%	14.3%	20.0%
Satisfied	47.4%	50.0%	50.0%	0.0%	57.1%	49.2%
Neutral	26.3%	16.7%	11.1%	50.0%	7.1%	16.9%
Dissatisfied	5.3%	0.0%	0.0%	50.0%	0.0%	3.1%
Very dissatisfied	5.3%	16.7%	5.6%	0.0%	21.4%	10.8%

Q32-8. Codes & policies are applied by inspection staff in a fair & practical manner

Very satisfied	11.1%	8.3%	23.5%	0.0%	7.7%	12.9%
Satisfied	22.2%	16.7%	41.2%	0.0%	23.1%	25.8%
Neutral	22.2%	8.3%	0.0%	0.0%	23.1%	12.9%
Dissatisfied	27.8%	41.7%	29.4%	100.0%	0.0%	27.4%
Very dissatisfied	16.7%	25.0%	5.9%	0.0%	46.2%	21.0%

Q32. Please rate each of the following items that may influence your satisfaction with the DSD Site and Subdivision Inspection Division. (without "don't know")

N=67

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q32-9. Inspections staff anticipates obstacles & provides options when they were available

Very satisfied	5.9%	0.0%	23.5%	0.0%	7.7%	9.8%
Satisfied	23.5%	8.3%	41.2%	0.0%	7.7%	21.3%
Neutral	23.5%	33.3%	11.8%	50.0%	30.8%	24.6%
Dissatisfied	29.4%	16.7%	17.6%	50.0%	0.0%	18.0%
Very dissatisfied	17.6%	41.7%	5.9%	0.0%	53.8%	26.2%

Q32-10. Inspection requirements are reasonable & justified

Very satisfied	0.0%	0.0%	16.7%	0.0%	7.7%	6.3%
Satisfied	31.6%	25.0%	44.4%	0.0%	15.4%	29.7%
Neutral	31.6%	0.0%	16.7%	0.0%	30.8%	20.3%
Dissatisfied	21.1%	41.7%	11.1%	100.0%	0.0%	20.3%
Very dissatisfied	15.8%	33.3%	11.1%	0.0%	46.2%	23.4%

Q32. Please rate each of the following items that may influence your satisfaction with the DSD Site and Subdivision Inspection Division. (without "don't know")

N=67

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q32-11. Inspectors rarely find errors in the field during construction that should have been caught during plan review process

Very satisfied	0.0%	0.0%	23.5%	0.0%	0.0%	6.5%
Satisfied	15.8%	16.7%	35.3%	0.0%	8.3%	19.4%
Neutral	36.8%	8.3%	17.6%	50.0%	33.3%	25.8%
Dissatisfied	31.6%	33.3%	11.8%	50.0%	16.7%	24.2%
Very dissatisfied	15.8%	41.7%	11.8%	0.0%	41.7%	24.2%

Q33. Which THREE of the items listed in Question 32 do you think are MOST IMPORTANT for the DSD Site and Subdivision Inspection Division to emphasize?

N=67

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time an inspection process takes to complete	21.1%	16.7%	27.8%	50.0%	18.8%	22.4%
How easy inspection process is to complete	10.5%	25.0%	0.0%	0.0%	6.3%	9.0%
Technical competence of inspection staff	15.8%	8.3%	0.0%	0.0%	12.5%	9.0%
Inspections are completed by the date promised	0.0%	16.7%	22.2%	0.0%	6.3%	10.4%
Inspectors provide excellent customer service	10.5%	0.0%	5.6%	0.0%	0.0%	4.5%
Inspectors are easily accessible when assistance is needed to resolve problems	5.3%	8.3%	0.0%	0.0%	0.0%	3.0%
Codes & policies are applied by inspection staff in a fair & practical manner	10.5%	0.0%	27.8%	50.0%	12.5%	14.9%

Q33. Which THREE of the items listed in Question 32 do you think are MOST IMPORTANT for the DSD Site and Subdivision Inspection Division to emphasize?

N=67

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q33. Top choice (Cont.)

Inspection requirements are reasonable & justified	5.3%	0.0%	0.0%	0.0%	0.0%	1.5%
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	21.1%	25.0%	0.0%	0.0%	12.5%	13.4%
None chosen	0.0%	0.0%	16.7%	0.0%	31.3%	11.9%

Q33. Which THREE of the items listed in Question 32 do you think are MOST IMPORTANT for the DSD Site and Subdivision Inspection Division to emphasize?

N=67

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time an inspection process takes to complete	5.3%	25.0%	0.0%	0.0%	18.8%	10.4%
How easy inspection process is to complete	26.3%	0.0%	0.0%	0.0%	0.0%	7.5%
Technical competence of inspection staff	5.3%	16.7%	11.1%	0.0%	12.5%	10.4%
Inspections are completed by the date promised	15.8%	8.3%	27.8%	0.0%	6.3%	14.9%
Inspectors provide excellent customer service	5.3%	0.0%	16.7%	0.0%	12.5%	9.0%
Inspectors are easily accessible when assistance is needed to resolve problems	5.3%	0.0%	11.1%	50.0%	6.3%	7.5%
Codes & policies are applied by inspection staff in a fair & practical manner	5.3%	8.3%	5.6%	0.0%	0.0%	4.5%

Q33. Which THREE of the items listed in Question 32 do you think are MOST IMPORTANT for the DSD Site and Subdivision Inspection Division to emphasize?

N=67

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q33. 2nd choice (Cont.)

Inspections staff anticipates obstacles & provides options when they were available

15.8%	25.0%	11.1%	0.0%	0.0%	11.9%
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Inspection requirements are reasonable & justified

5.3%	16.7%	0.0%	50.0%	6.3%	7.5%
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Inspectors rarely find errors in the field during construction that should have been caught during the plan review process

10.5%	0.0%	0.0%	0.0%	0.0%	3.0%
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None chosen

0.0%	0.0%	16.7%	0.0%	37.5%	13.4%
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Q33. Which THREE of the items listed in Question 32 do you think are MOST IMPORTANT for the DSD Site and Subdivision Inspection Division to emphasize?

N=67

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time an inspection process takes to complete	5.3%	8.3%	5.6%	50.0%	6.3%	7.5%
How easy inspection process is to complete	0.0%	8.3%	16.7%	0.0%	0.0%	6.0%
Technical competence of inspection staff	0.0%	16.7%	0.0%	0.0%	0.0%	3.0%
Inspections are completed by the date promised	10.5%	0.0%	5.6%	0.0%	0.0%	4.5%
Inspectors provide excellent customer service	0.0%	0.0%	5.6%	0.0%	6.3%	3.0%
Inspectors are easily accessible when assistance is needed to resolve problems	26.3%	0.0%	22.2%	0.0%	0.0%	13.4%
I understand Site & Subdivision Inspection process	10.5%	0.0%	0.0%	0.0%	6.3%	4.5%

Q33. Which THREE of the items listed in Question 32 do you think are MOST IMPORTANT for the DSD Site and Subdivision Inspection Division to emphasize?

N=67

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q33. 3rd choice (Cont.)

Codes & policies are applied by inspection staff in a fair & practical manner

15.8%	33.3%	0.0%	0.0%	6.3%	11.9%
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Inspections staff anticipates obstacles & provides options when they were available

15.8%	0.0%	5.6%	50.0%	25.0%	13.4%
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Inspection requirements are reasonable & justified

10.5%	25.0%	11.1%	0.0%	6.3%	11.9%
-------	-------	-------	------	------	-------

Inspectors rarely find errors in the field during construction that should have been caught during the plan review process

0.0%	8.3%	11.1%	0.0%	6.3%	6.0%
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None chosen

5.3%	0.0%	16.7%	0.0%	37.5%	14.9%
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Q33. Which THREE of the items listed in Question 32 do you think are MOST IMPORTANT for the DSD Site and Subdivision Inspection Division to emphasize? (top 3)

N=67

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time an inspection process takes to complete	31.6%	50.0%	33.3%	100.0%	43.8%	40.3%
How easy inspection process is to complete	36.8%	33.3%	16.7%	0.0%	6.3%	22.4%
Technical competence of inspection staff	21.1%	41.7%	11.1%	0.0%	25.0%	22.4%
Inspections are completed by the date promised	26.3%	25.0%	55.6%	0.0%	12.5%	29.9%
Inspectors provide excellent customer service	15.8%	0.0%	27.8%	0.0%	18.8%	16.4%
Inspectors are easily accessible when assistance is needed to resolve problems	36.8%	8.3%	33.3%	50.0%	6.3%	23.9%
I understand Site & Subdivision Inspection process	10.5%	0.0%	0.0%	0.0%	6.3%	4.5%

Q33. Which THREE of the items listed in Question 32 do you think are MOST IMPORTANT for the DSD Site and Subdivision Inspection Division to emphasize? (top 3)

N=67

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q33. Top choice (Cont.)

Codes & policies are applied by
inspection staff in a fair & practical
manner

31.6% 41.7% 33.3% 50.0% 18.8% 31.3%

Inspections staff anticipates obstacles &
provides options when they were
available

31.6% 25.0% 16.7% 50.0% 25.0% 25.4%

Inspection requirements are reasonable &
justified

21.1% 41.7% 11.1% 50.0% 12.5% 20.9%

Inspectors rarely find errors in the field
during construction that should have
been caught during the plan review
process

31.6% 33.3% 11.1% 0.0% 18.8% 22.4%

None chosen

0.0% 0.0% 16.7% 0.0% 31.3% 11.9%

Q34. Have you received Environmental inspections in the past year?

N=529

Q48. Which of the following best describes you?

Total

Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
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Q34. Have you received Environmental Inspections in past year

Yes	41.7%	33.3%	17.3%	2.6%	15.8%	19.8%
No	58.3%	66.7%	82.7%	97.4%	84.2%	80.2%

Q35. Please rate each of the following items that may influence your satisfaction with the DSD Environmental Inspection Division. (without "don't know")

N=105

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q35-1. Length of time an inspection process takes to complete

Very satisfied	15.0%	5.3%	11.1%	0.0%	35.3%	14.7%
Satisfied	30.0%	31.6%	26.7%	0.0%	29.4%	28.4%
Neutral	25.0%	15.8%	33.3%	0.0%	17.6%	25.5%
Dissatisfied	15.0%	5.3%	8.9%	100.0%	5.9%	9.8%
Very dissatisfied	15.0%	42.1%	20.0%	0.0%	11.8%	21.6%

Q35-2. How easy inspection process is to complete

Very satisfied	10.0%	5.3%	8.7%	0.0%	29.4%	11.7%
Satisfied	40.0%	31.6%	21.7%	0.0%	35.3%	29.1%
Neutral	20.0%	15.8%	19.6%	0.0%	17.6%	18.4%
Dissatisfied	15.0%	5.3%	26.1%	100.0%	5.9%	17.5%
Very dissatisfied	15.0%	42.1%	23.9%	0.0%	11.8%	23.3%

Q35. Please rate each of the following items that may influence your satisfaction with the DSD Environmental Inspection Division. (without "don't know")

N=105

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q35-3. Technical competence of inspection staff

Very satisfied	20.0%	5.6%	8.7%	0.0%	31.3%	13.9%
Satisfied	50.0%	33.3%	30.4%	0.0%	31.3%	34.7%
Neutral	10.0%	5.6%	15.2%	100.0%	18.8%	13.9%
Dissatisfied	5.0%	16.7%	19.6%	0.0%	0.0%	12.9%
Very dissatisfied	15.0%	38.9%	26.1%	0.0%	18.8%	24.8%

Q35-4. Inspections are completed by the date promised

Very satisfied	15.8%	5.3%	10.9%	0.0%	25.0%	12.9%
Satisfied	26.3%	36.8%	34.8%	100.0%	31.3%	33.7%
Neutral	31.6%	0.0%	19.6%	0.0%	25.0%	18.8%
Dissatisfied	5.3%	10.5%	13.0%	0.0%	0.0%	8.9%
Very dissatisfied	21.1%	47.4%	21.7%	0.0%	18.8%	25.7%

Q35. Please rate each of the following items that may influence your satisfaction with the DSD Environmental Inspection Division. (without "don't know")

N=105

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q35-5. Inspectors provide excellent customer service

Very satisfied	10.0%	5.3%	13.0%	0.0%	33.3%	14.4%
Satisfied	55.0%	26.3%	28.3%	0.0%	22.2%	31.7%
Neutral	15.0%	15.8%	21.7%	100.0%	22.2%	20.2%
Dissatisfied	5.0%	10.5%	13.0%	0.0%	5.6%	9.6%
Very dissatisfied	15.0%	42.1%	23.9%	0.0%	16.7%	24.0%

Q35-6. Inspectors are easily accessible when assistance is needed to resolve problems

Very satisfied	10.0%	5.3%	10.9%	0.0%	35.3%	13.6%
Satisfied	35.0%	21.1%	30.4%	100.0%	17.6%	28.2%
Neutral	30.0%	15.8%	28.3%	0.0%	23.5%	25.2%
Dissatisfied	10.0%	10.5%	13.0%	0.0%	11.8%	11.7%
Very dissatisfied	15.0%	47.4%	17.4%	0.0%	11.8%	21.4%

Q35. Please rate each of the following items that may influence your satisfaction with the DSD Environmental Inspection Division. (without "don't know")

N=105

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q35-7. I understand Environmental Inspection process

Very satisfied	25.0%	5.3%	13.0%	0.0%	38.9%	18.3%
Satisfied	35.0%	36.8%	30.4%	0.0%	33.3%	32.7%
Neutral	15.0%	21.1%	19.6%	0.0%	5.6%	16.3%
Dissatisfied	10.0%	10.5%	10.9%	100.0%	11.1%	11.5%
Very dissatisfied	15.0%	26.3%	26.1%	0.0%	11.1%	21.2%

Q35-8. Codes & policies are applied by inspection staff in a fair & practical manner

Very satisfied	10.0%	5.3%	6.5%	0.0%	37.5%	11.8%
Satisfied	40.0%	15.8%	21.7%	0.0%	18.8%	23.5%
Neutral	20.0%	10.5%	17.4%	0.0%	0.0%	13.7%
Dissatisfied	10.0%	15.8%	19.6%	0.0%	18.8%	16.7%
Very dissatisfied	20.0%	52.6%	34.8%	100.0%	25.0%	34.3%

Q35. Please rate each of the following items that may influence your satisfaction with the DSD Environmental Inspection Division. (without "don't know")

N=105

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q35-9. Inspections staff anticipates obstacles & provides options when they were available

Very satisfied	10.0%	5.3%	2.3%	0.0%	35.3%	9.9%
Satisfied	30.0%	15.8%	25.0%	0.0%	11.8%	21.8%
Neutral	30.0%	5.3%	22.7%	0.0%	17.6%	19.8%
Dissatisfied	10.0%	10.5%	18.2%	100.0%	5.9%	13.9%
Very dissatisfied	20.0%	63.2%	31.8%	0.0%	29.4%	34.7%

Q35-10. Inspection requirements are reasonable & justified

Very satisfied	10.0%	5.3%	2.2%	0.0%	31.3%	8.9%
Satisfied	25.0%	15.8%	20.0%	0.0%	18.8%	19.8%
Neutral	30.0%	5.3%	20.0%	0.0%	6.3%	16.8%
Dissatisfied	15.0%	26.3%	17.8%	100.0%	25.0%	20.8%
Very dissatisfied	20.0%	47.4%	40.0%	0.0%	18.8%	33.7%

Q35. Please rate each of the following items that may influence your satisfaction with the DSD Environmental Inspection Division. (without "don't know")

N=105

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q35-11. Inspectors rarely find errors in the field during construction that should have been caught during plan review process

Very satisfied	10.0%	5.6%	4.4%	0.0%	28.6%	9.2%
Satisfied	20.0%	11.1%	17.8%	0.0%	7.1%	15.3%
Neutral	40.0%	16.7%	44.4%	0.0%	21.4%	34.7%
Dissatisfied	15.0%	22.2%	8.9%	100.0%	14.3%	14.3%
Very dissatisfied	15.0%	44.4%	24.4%	0.0%	28.6%	26.5%

Q36. Which THREE of the items listed in Question 35 do you think are MOST IMPORTANT for the DSD Environmental Inspection Division to emphasize?

N=105

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time an inspection process takes to complete	10.0%	26.3%	19.1%	0.0%	16.7%	18.1%
How easy inspection process is to complete	15.0%	10.5%	10.6%	0.0%	0.0%	9.5%
Technical competence of inspection staff	5.0%	5.3%	12.8%	100.0%	27.8%	13.3%
Inspections are completed by the date promised	5.0%	10.5%	8.5%	0.0%	0.0%	6.7%
Inspectors provide excellent customer service	5.0%	5.3%	4.3%	0.0%	5.6%	4.8%
Inspectors are easily accessible when assistance is needed to resolve problems	0.0%	5.3%	4.3%	0.0%	0.0%	2.9%
I understand Environmental Inspection process	5.0%	5.3%	4.3%	0.0%	11.1%	5.7%

Q36. Which THREE of the items listed in Question 35 do you think are MOST IMPORTANT for the DSD Environmental Inspection Division to emphasize?

N=105

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q36. Top choice (Cont.)

Codes & policies are applied by
inspection staff in a fair & practical
manner

15.0%	10.5%	4.3%	0.0%	5.6%	7.6%
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Inspection requirements are reasonable &
justified

25.0%	5.3%	19.1%	0.0%	5.6%	15.2%
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Inspectors rarely find errors in the field
during construction that should have
been caught during the plan review
process

15.0%	15.8%	0.0%	0.0%	0.0%	5.7%
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None chosen

0.0%	0.0%	12.8%	0.0%	27.8%	10.5%
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Q36. Which THREE of the items listed in Question 35 do you think are MOST IMPORTANT for the DSD Environmental Inspection Division to emphasize?

N=105

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time an inspection process takes to complete	10.0%	5.3%	2.1%	0.0%	11.1%	5.7%
How easy inspection process is to complete	0.0%	10.5%	17.0%	0.0%	0.0%	9.5%
Technical competence of inspection staff	5.0%	15.8%	4.3%	0.0%	11.1%	7.6%
Inspections are completed by the date promised	5.0%	21.1%	6.4%	0.0%	5.6%	8.6%
Inspectors provide excellent customer service	10.0%	0.0%	4.3%	0.0%	16.7%	6.7%
Inspectors are easily accessible when assistance is needed to resolve problems	10.0%	0.0%	8.5%	0.0%	16.7%	8.6%
I understand Environmental Inspection process	5.0%	0.0%	10.6%	0.0%	0.0%	5.7%

Q36. Which THREE of the items listed in Question 35 do you think are MOST IMPORTANT for the DSD Environmental Inspection Division to emphasize?

N=105

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Codes & policies are applied by inspection staff in a fair & practical manner	15.0%	21.1%	19.1%	0.0%	5.6%	16.2%
Inspections staff anticipates obstacles & provides options when they were available	35.0%	15.8%	6.4%	100.0%	0.0%	13.3%
Inspection requirements are reasonable & justified	0.0%	5.3%	4.3%	0.0%	0.0%	2.9%
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	0.0%	5.3%	0.0%	0.0%	0.0%	1.0%
None chosen	5.0%	0.0%	17.0%	0.0%	33.3%	14.3%

Q36. Which THREE of the items listed in Question 35 do you think are MOST IMPORTANT for the DSD Environmental Inspection Division to emphasize?

N=105

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q36. 3rd choice</u>						
Length of time an inspection process takes to complete	0.0%	10.5%	8.5%	0.0%	0.0%	5.7%
How easy inspection process is to complete	0.0%	0.0%	4.3%	0.0%	0.0%	1.9%
Technical competence of inspection staff	10.0%	21.1%	6.4%	0.0%	0.0%	8.6%
Inspections are completed by the date promised	5.0%	5.3%	2.1%	0.0%	0.0%	2.9%
Inspectors provide excellent customer service	15.0%	5.3%	0.0%	0.0%	0.0%	3.8%
Inspectors are easily accessible when assistance is needed to resolve problems	20.0%	5.3%	14.9%	0.0%	16.7%	14.3%
I understand Environmental Inspection process	0.0%	0.0%	6.4%	0.0%	0.0%	2.9%

Q36. Which THREE of the items listed in Question 35 do you think are MOST IMPORTANT for the DSD Environmental Inspection Division to emphasize?

N=105

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Codes & policies are applied by inspection staff in a fair & practical manner	0.0%	15.8%	8.5%	0.0%	0.0%	6.7%
Inspections staff anticipates obstacles & provides options when they were available	15.0%	0.0%	6.4%	0.0%	16.7%	8.6%
Inspection requirements are reasonable & justified	15.0%	36.8%	19.1%	100.0%	22.2%	22.9%
Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	15.0%	0.0%	4.3%	0.0%	5.6%	5.7%
None chosen	5.0%	0.0%	19.1%	0.0%	38.9%	16.2%

Q36. Which THREE of the items listed in Question 35 do you think are MOST IMPORTANT for the DSD Environmental Inspection Division to emphasize? (top 3)

N=105

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time an inspection process takes to complete	20.0%	42.1%	29.8%	0.0%	27.8%	29.5%
How easy inspection process is to complete	15.0%	21.1%	31.9%	0.0%	0.0%	21.0%
Technical competence of inspection staff	20.0%	42.1%	23.4%	100.0%	38.9%	29.5%
Inspections are completed by the date promised	15.0%	36.8%	17.0%	0.0%	5.6%	18.1%
Inspectors provide excellent customer service	30.0%	10.5%	8.5%	0.0%	22.2%	15.2%
Inspectors are easily accessible when assistance is needed to resolve problems	30.0%	10.5%	27.7%	0.0%	33.3%	25.7%
I understand Environmental Inspection process	10.0%	5.3%	21.3%	0.0%	11.1%	14.3%

Q36. Which THREE of the items listed in Question 35 do you think are MOST IMPORTANT for the DSD Environmental Inspection Division to emphasize? (top 3)

N=105

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q36. Top choice (Cont.)

Codes & policies are applied by inspection staff in a fair & practical manner

30.0%	47.4%	31.9%	0.0%	11.1%	30.5%
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Inspections staff anticipates obstacles & provides options when they were available

50.0%	15.8%	12.8%	100.0%	16.7%	21.9%
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Inspection requirements are reasonable & justified

40.0%	47.4%	42.6%	100.0%	27.8%	41.0%
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Inspectors rarely find errors in the field during construction that should have been caught during the plan review process

30.0%	21.1%	4.3%	0.0%	5.6%	12.4%
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None chosen

0.0%	0.0%	12.8%	0.0%	27.8%	10.5%
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Q37. Overall, how satisfied are you with the services provided by the DSD Inspection Division? (without "don't know")

N=529

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q37. How satisfied are you with overall services provided by DSD Inspection Division

Very satisfied	2.2%	5.8%	11.7%	20.0%	7.4%	10.0%
Satisfied	32.6%	21.2%	29.9%	34.3%	33.0%	30.1%
Neutral	28.3%	13.5%	17.0%	11.4%	19.1%	17.7%
Dissatisfied	21.7%	25.0%	23.1%	14.3%	18.1%	21.7%
Very dissatisfied	15.2%	34.6%	18.2%	20.0%	22.3%	20.5%

Q38. Have you used any of our online tools during the past year?

N=819

Q48. Which of the following best describes you?

Total

Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
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Q38. Have you used any of our online tools during past year

Yes	75.7%	58.5%	75.8%	67.2%	41.3%	62.8%
No	24.3%	41.5%	24.2%	32.8%	58.7%	37.2%

Q39. Please rate any of the following online tools that you have used during the past year. (without "don't know")

N=514

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q39-1. Austin Build & Connect (AB+C)

Very satisfied	1.7%	11.4%	7.0%	13.0%	9.0%	7.6%
Satisfied	24.1%	11.4%	11.0%	13.0%	10.3%	12.9%
Neutral	24.1%	11.4%	17.0%	13.0%	28.2%	19.5%
Dissatisfied	34.5%	51.4%	43.5%	52.2%	37.2%	42.0%
Very dissatisfied	15.5%	14.3%	21.5%	8.7%	15.4%	18.0%

Q39-2. Code & Permit Tracker

Very satisfied	4.3%	9.1%	4.3%	9.4%	6.1%	5.6%
Satisfied	7.2%	13.6%	7.6%	6.3%	7.3%	8.0%
Neutral	21.7%	13.6%	20.1%	12.5%	24.4%	20.1%
Dissatisfied	52.2%	56.8%	44.0%	53.1%	47.6%	48.1%
Very dissatisfied	14.5%	6.8%	23.9%	18.8%	14.6%	18.2%

Q39. Please rate any of the following online tools that you have used during the past year. (without "don't know")

N=514

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q39-3. Emerging Projects Map

Very satisfied	3.3%	13.3%	6.0%	22.2%	8.6%	7.7%
Satisfied	10.0%	0.0%	9.0%	0.0%	17.1%	9.6%
Neutral	23.3%	46.7%	47.8%	22.2%	57.1%	43.6%
Dissatisfied	53.3%	33.3%	25.4%	44.4%	11.4%	29.5%
Very dissatisfied	10.0%	6.7%	11.9%	11.1%	5.7%	9.6%

Q39-4. Inspector Search (Inspector Territory Map)

Very satisfied	12.5%	23.5%	4.3%	33.3%	9.1%	9.3%
Satisfied	12.5%	0.0%	14.1%	0.0%	9.1%	11.0%
Neutral	41.7%	23.5%	33.7%	50.0%	54.5%	38.4%
Dissatisfied	29.2%	41.2%	27.2%	16.7%	24.2%	27.9%
Very dissatisfied	4.2%	11.8%	20.7%	0.0%	3.0%	13.4%

Q39. Please rate any of the following online tools that you have used during the past year. (without "don't know")

N=514

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q39-5. Property Profile Tool

Very satisfied	2.9%	13.0%	6.4%	22.2%	11.1%	7.8%
Satisfied	11.8%	4.3%	6.4%	0.0%	11.1%	8.6%
Neutral	10.3%	17.4%	33.3%	44.4%	33.3%	25.4%
Dissatisfied	54.4%	52.2%	38.5%	33.3%	29.6%	42.2%
Very dissatisfied	20.6%	13.0%	15.4%	0.0%	14.8%	15.9%

Q39-6. QLESS Virtual Check-In

Very satisfied	2.8%	12.5%	3.3%	7.7%	8.6%	5.3%
Satisfied	2.8%	6.3%	5.6%	0.0%	5.7%	4.7%
Neutral	33.3%	25.0%	34.4%	15.4%	37.1%	32.6%
Dissatisfied	36.1%	37.5%	36.7%	53.8%	28.6%	36.3%
Very dissatisfied	25.0%	18.8%	20.0%	23.1%	20.0%	21.1%

Q39. Please rate any of the following online tools that you have used during the past year. (without "don't know")

N=514

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q39-7. Smart Start

Very satisfied	8.3%	25.0%	2.9%	20.0%	13.6%	9.8%
Satisfied	8.3%	12.5%	11.4%	0.0%	0.0%	7.3%
Neutral	66.7%	37.5%	62.9%	60.0%	77.3%	64.6%
Dissatisfied	16.7%	12.5%	14.3%	20.0%	4.5%	12.2%
Very dissatisfied	0.0%	12.5%	8.6%	0.0%	4.5%	6.1%

Q39-8. Zoning Profile Tool

Very satisfied	4.9%	10.0%	4.9%	20.0%	4.7%	5.8%
Satisfied	3.3%	10.0%	9.8%	60.0%	7.0%	8.4%
Neutral	11.5%	5.0%	44.3%	0.0%	41.9%	27.7%
Dissatisfied	62.3%	55.0%	29.5%	20.0%	32.6%	43.5%
Very dissatisfied	18.0%	20.0%	11.5%	0.0%	14.0%	14.7%

Q39. Please rate any of the following online tools that you have used during the past year. (without "don't know")

N=514

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q39-9. ePlan Review

Very satisfied	22.7%	18.2%	11.7%	25.0%	21.9%	17.1%
Satisfied	4.5%	0.0%	15.0%	0.0%	3.1%	8.5%
Neutral	36.4%	27.3%	43.3%	25.0%	46.9%	41.1%
Dissatisfied	36.4%	45.5%	18.3%	50.0%	18.8%	24.8%
Very dissatisfied	0.0%	9.1%	11.7%	0.0%	9.4%	8.5%

Q40. Have you received services from the Service Center (previously known as the Permit Center) during the past year?

N=819

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q40. Have you received services from Service Center (previously known as Permit Center) during past year

Yes	42.1%	61.0%	79.6%	55.7%	34.3%	57.0%
No	57.9%	39.0%	20.4%	44.3%	65.7%	43.0%

Q41. Please rate each of the following items that may influence your satisfaction with the DSD Service Center. (without "don't know")

N=467

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q41-1. Length of time process takes to complete

Very satisfied	15.9%	4.3%	15.1%	8.8%	11.4%	12.9%
Satisfied	40.9%	30.4%	29.4%	32.4%	34.2%	31.6%
Neutral	11.4%	15.2%	12.7%	14.7%	15.2%	13.6%
Dissatisfied	13.6%	19.6%	21.2%	20.6%	11.4%	18.5%
Very dissatisfied	18.2%	30.4%	21.6%	23.5%	27.8%	23.4%

Q41-2. How easy process is to complete

Very satisfied	15.9%	8.7%	19.3%	11.8%	13.9%	16.3%
Satisfied	43.2%	37.0%	35.4%	26.5%	44.3%	37.1%
Neutral	11.4%	13.0%	13.2%	29.4%	17.7%	15.2%
Dissatisfied	13.6%	19.6%	16.5%	8.8%	8.9%	14.5%
Very dissatisfied	15.9%	21.7%	15.6%	23.5%	15.2%	16.8%

Q41. Please rate each of the following items that may influence your satisfaction with the DSD Service Center. (without "don't know")

N=467

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q41-3. Technical competence of staff</u>						
Very satisfied	18.2%	13.0%	22.0%	17.6%	16.5%	19.3%
Satisfied	40.9%	37.0%	40.7%	35.3%	44.3%	40.4%
Neutral	29.5%	26.1%	19.1%	26.5%	22.8%	22.2%
Dissatisfied	0.0%	8.7%	9.5%	2.9%	6.3%	7.4%
Very dissatisfied	11.4%	15.2%	8.7%	17.6%	10.1%	10.6%
<u>Q41-4. How easy it is to contact staff</u>						
Very satisfied	7.3%	9.3%	14.0%	14.7%	11.4%	12.5%
Satisfied	39.0%	18.6%	21.9%	26.5%	29.1%	24.8%
Neutral	19.5%	25.6%	16.9%	17.6%	19.0%	18.4%
Dissatisfied	19.5%	16.3%	19.8%	8.8%	13.9%	17.7%
Very dissatisfied	14.6%	30.2%	27.3%	32.4%	26.6%	26.6%

Q41. Please rate each of the following items that may influence your satisfaction with the DSD Service Center. (without "don't know")

N=467

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q41-5. How responsive staff is to your needs

Very satisfied	15.9%	13.3%	18.6%	18.2%	15.0%	17.1%
Satisfied	43.2%	28.9%	32.2%	30.3%	40.0%	34.2%
Neutral	13.6%	20.0%	16.9%	18.2%	18.8%	17.5%
Dissatisfied	18.2%	15.6%	14.0%	6.1%	8.8%	13.0%
Very dissatisfied	9.1%	22.2%	18.2%	27.3%	17.5%	18.2%

Q41-6. How fairly you are treated by staff

Very satisfied	25.0%	11.1%	27.9%	23.5%	28.8%	25.7%
Satisfied	50.0%	37.8%	40.2%	35.3%	37.5%	40.2%
Neutral	13.6%	28.9%	19.3%	11.8%	20.0%	19.2%
Dissatisfied	2.3%	6.7%	6.6%	11.8%	3.8%	6.0%
Very dissatisfied	9.1%	15.6%	6.1%	17.6%	10.0%	8.9%

Q41. Please rate each of the following items that may influence your satisfaction with the DSD Service Center. (without "don't know")

N=467

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q41-7. Staff anticipates obstacles & provides options when they were available

Very satisfied	14.0%	6.8%	15.8%	12.9%	12.5%	13.9%
Satisfied	32.6%	22.7%	32.9%	22.6%	32.5%	30.9%
Neutral	18.6%	27.3%	26.9%	22.6%	31.3%	26.6%
Dissatisfied	18.6%	20.5%	11.1%	16.1%	8.8%	12.9%
Very dissatisfied	16.3%	22.7%	13.2%	25.8%	15.0%	15.7%

Q41-8. How consistently standards are applied by staff

Very satisfied	14.0%	7.3%	17.7%	13.3%	15.8%	15.6%
Satisfied	37.2%	22.0%	35.3%	26.7%	34.2%	33.4%
Neutral	18.6%	36.6%	25.4%	26.7%	25.0%	25.8%
Dissatisfied	16.3%	9.8%	7.8%	10.0%	6.6%	8.8%
Very dissatisfied	14.0%	24.4%	13.8%	23.3%	18.4%	16.4%

Q42. Which THREE of the items listed in Question 41 do you think are MOST IMPORTANT for the DSD Service Center to emphasize?

N=467

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time process takes to complete	33.3%	42.0%	47.2%	35.3%	43.7%	43.9%
How easy process is to complete	6.7%	8.0%	5.6%	29.4%	6.9%	7.9%
Technical competence of staff	11.1%	6.0%	6.0%	11.8%	6.9%	7.1%
How easy it is to contact staff	8.9%	12.0%	11.6%	0.0%	8.0%	9.9%
How responsive staff is to your needs	4.4%	4.0%	3.2%	2.9%	4.6%	3.6%
How fairly you are treated by staff	2.2%	4.0%	0.8%	0.0%	2.3%	1.5%
Staff anticipates obstacles & provides options when they were available	2.2%	6.0%	2.4%	2.9%	4.6%	3.2%
How consistently standards are applied by staff	6.7%	4.0%	4.4%	2.9%	4.6%	4.5%
None chosen	24.4%	14.0%	18.8%	14.7%	18.4%	18.4%

Q42. Which THREE of the items listed in Question 41 do you think are MOST IMPORTANT for the DSD Service Center to emphasize?

N=467

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q42. 2nd choice</u>						
Length of time process takes to complete	2.2%	14.0%	10.8%	17.6%	5.7%	9.9%
How easy process is to complete	20.0%	24.0%	24.8%	17.6%	20.7%	23.1%
Technical competence of staff	6.7%	12.0%	10.8%	5.9%	10.3%	10.1%
How easy it is to contact staff	15.6%	6.0%	11.6%	20.6%	13.8%	12.4%
How responsive staff is to your needs	8.9%	6.0%	6.0%	11.8%	12.6%	7.9%
How fairly you are treated by staff	6.7%	8.0%	2.8%	0.0%	3.4%	3.6%
Staff anticipates obstacles & provides options when they were available	8.9%	12.0%	6.4%	11.8%	9.2%	8.1%
How consistently standards are applied by staff	2.2%	2.0%	5.2%	0.0%	4.6%	4.1%
None chosen	28.9%	16.0%	21.6%	14.7%	19.5%	20.8%

Q42. Which THREE of the items listed in Question 41 do you think are MOST IMPORTANT for the DSD Service Center to emphasize?

N=467

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time process takes to complete	6.7%	4.0%	5.6%	2.9%	6.9%	5.6%
How easy process is to complete	0.0%	16.0%	9.2%	5.9%	8.0%	8.6%
Technical competence of staff	11.1%	14.0%	8.8%	5.9%	10.3%	9.6%
How easy it is to contact staff	2.2%	10.0%	8.4%	2.9%	9.2%	7.9%
How responsive staff is to your needs	11.1%	16.0%	18.4%	26.5%	13.8%	17.1%
How fairly you are treated by staff	6.7%	2.0%	6.4%	8.8%	4.6%	5.8%
Staff anticipates obstacles & provides options when they were available	13.3%	14.0%	11.2%	8.8%	12.6%	11.8%
How consistently standards are applied by staff	17.8%	8.0%	9.6%	20.6%	10.3%	11.1%
None chosen	31.1%	16.0%	22.4%	17.6%	24.1%	22.5%

Q42. Which THREE of the items listed in Question 41 do you think are MOST IMPORTANT for the DSD Service Center to emphasize? (top 3)

N=467

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time process takes to complete	42.2%	60.0%	63.6%	55.9%	56.3%	59.3%
How easy process is to complete	26.7%	48.0%	39.6%	52.9%	35.6%	39.6%
Technical competence of staff	28.9%	32.0%	25.6%	23.5%	27.6%	26.8%
How easy it is to contact staff	26.7%	28.0%	31.6%	23.5%	31.0%	30.2%
How responsive staff is to your needs	24.4%	26.0%	27.6%	41.2%	31.0%	28.7%
How fairly you are treated by staff	15.6%	14.0%	10.0%	8.8%	10.3%	10.9%
Staff anticipates obstacles & provides options when they were available	24.4%	32.0%	20.0%	23.5%	26.4%	23.1%
How consistently standards are applied by staff	26.7%	14.0%	19.2%	23.5%	19.5%	19.7%
None chosen	24.4%	14.0%	18.8%	14.7%	18.4%	18.4%

Q43. Have you received walk-in consultation services from the Development Assistance Center during the past year?

N=819

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q43. Have you received walk-in consultation services from Development Assistance Center during past year

Yes	57.9%	41.5%	31.2%	29.5%	25.2%	33.7%
No	42.1%	58.5%	68.8%	70.5%	74.8%	66.3%

Q44. Please rate each of the following items that may influence your satisfaction with the walk-in consultation services provided by the DSD Development Assistance Center. (without "don't know")

N=276

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q44-1. Length of time consulting services take to complete

Very satisfied	16.1%	32.4%	21.6%	27.8%	20.6%	21.9%
Satisfied	53.2%	26.5%	40.2%	50.0%	55.6%	45.6%
Neutral	11.3%	14.7%	13.4%	5.6%	7.9%	11.3%
Dissatisfied	11.3%	14.7%	11.3%	0.0%	7.9%	10.2%
Very dissatisfied	8.1%	11.8%	13.4%	16.7%	7.9%	10.9%

Q44-2. How easy process is to complete

Very satisfied	16.4%	27.3%	21.6%	27.8%	20.6%	21.3%
Satisfied	52.5%	33.3%	38.1%	44.4%	50.8%	44.1%
Neutral	16.4%	15.2%	20.6%	11.1%	9.5%	15.8%
Dissatisfied	9.8%	9.1%	9.3%	0.0%	7.9%	8.5%
Very dissatisfied	4.9%	15.2%	10.3%	16.7%	11.1%	10.3%

Q44. Please rate each of the following items that may influence your satisfaction with the walk-in consultation services provided by the DSD Development Assistance Center. (without "don't know")

N=276

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q44-3. Technical competence of staff

Very satisfied	14.8%	23.5%	26.0%	33.3%	22.2%	22.8%
Satisfied	50.8%	23.5%	39.6%	33.3%	47.6%	41.5%
Neutral	16.4%	26.5%	16.7%	22.2%	17.5%	18.4%
Dissatisfied	4.9%	8.8%	8.3%	0.0%	6.3%	6.6%
Very dissatisfied	13.1%	17.6%	9.4%	11.1%	6.3%	10.7%

Q44-4. How easy it is to contact staff

Very satisfied	15.5%	14.7%	16.8%	22.2%	14.5%	16.1%
Satisfied	32.8%	23.5%	26.3%	33.3%	37.1%	30.3%
Neutral	24.1%	14.7%	21.1%	11.1%	9.7%	17.6%
Dissatisfied	12.1%	26.5%	14.7%	16.7%	14.5%	15.7%
Very dissatisfied	15.5%	20.6%	21.1%	16.7%	24.2%	20.2%

Q44. Please rate each of the following items that may influence your satisfaction with the walk-in consultation services provided by the DSD Development Assistance Center. (without "don't know")

N=276

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q44-5. How responsive staff is to your needs

Very satisfied	18.3%	14.7%	21.9%	22.2%	19.0%	19.6%
Satisfied	36.7%	32.4%	32.3%	38.9%	44.4%	36.5%
Neutral	21.7%	23.5%	18.8%	5.6%	9.5%	17.0%
Dissatisfied	8.3%	14.7%	11.5%	16.7%	15.9%	12.5%
Very dissatisfied	15.0%	14.7%	15.6%	16.7%	11.1%	14.4%

Q44-6. How fairly you are treated by staff

Very satisfied	24.6%	21.9%	26.0%	33.3%	25.8%	25.7%
Satisfied	41.0%	34.4%	46.9%	44.4%	41.9%	42.8%
Neutral	19.7%	21.9%	11.5%	0.0%	14.5%	14.5%
Dissatisfied	4.9%	3.1%	6.3%	5.6%	6.5%	5.6%
Very dissatisfied	9.8%	18.8%	9.4%	16.7%	11.3%	11.5%

Q44. Please rate each of the following items that may influence your satisfaction with the walk-in consultation services provided by the DSD Development Assistance Center. (without "don't know")

N=276

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q44-7. Staff anticipates obstacles & provides options when they were available

Very satisfied	13.1%	15.2%	18.3%	33.3%	15.0%	17.0%
Satisfied	29.5%	18.2%	39.8%	27.8%	45.0%	35.1%
Neutral	21.3%	24.2%	19.4%	5.6%	20.0%	19.6%
Dissatisfied	18.0%	15.2%	5.4%	11.1%	6.7%	10.2%
Very dissatisfied	18.0%	27.3%	17.2%	22.2%	13.3%	18.1%

Q44-8. How consistently standards are applied by staff

Very satisfied	13.8%	13.3%	17.6%	22.2%	13.6%	15.6%
Satisfied	19.0%	20.0%	40.7%	27.8%	40.7%	32.4%
Neutral	32.8%	30.0%	18.7%	16.7%	22.0%	23.8%
Dissatisfied	19.0%	20.0%	6.6%	11.1%	8.5%	11.7%
Very dissatisfied	15.5%	16.7%	16.5%	22.2%	15.3%	16.4%

Q45. Which THREE of the items listed in Question 44 do you think are MOST IMPORTANT for the DSD Development Assistance Center to emphasize?

N=276

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time consulting services take to complete	16.1%	23.5%	45.9%	16.7%	28.1%	30.4%
How easy process is to complete	4.8%	5.9%	9.2%	5.6%	4.7%	6.5%
Technical competence of staff	30.6%	11.8%	9.2%	16.7%	20.3%	17.4%
How easy it is to contact staff	12.9%	11.8%	5.1%	5.6%	10.9%	9.1%
How responsive staff is to your needs	6.5%	2.9%	3.1%	5.6%	3.1%	4.0%
How fairly you are treated by staff	1.6%	5.9%	0.0%	5.6%	3.1%	2.2%
Staff anticipates obstacles & provides options when they were available	6.5%	5.9%	1.0%	5.6%	3.1%	3.6%
How consistently standards are applied by staff	6.5%	23.5%	10.2%	11.1%	14.1%	12.0%
None chosen	14.5%	8.8%	16.3%	27.8%	12.5%	14.9%

Q45. Which THREE of the items listed in Question 44 do you think are MOST IMPORTANT for the DSD Development Assistance Center to emphasize?

N=276

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time consulting services take to complete	3.2%	11.8%	12.2%	5.6%	10.9%	9.4%
How easy process is to complete	8.1%	5.9%	14.3%	16.7%	7.8%	10.5%
Technical competence of staff	11.3%	20.6%	20.4%	16.7%	6.3%	14.9%
How easy it is to contact staff	8.1%	11.8%	13.3%	16.7%	12.5%	12.0%
How responsive staff is to your needs	16.1%	8.8%	9.2%	11.1%	17.2%	12.7%
How fairly you are treated by staff	9.7%	5.9%	3.1%	5.6%	6.3%	5.8%
Staff anticipates obstacles & provides options when they were available	11.3%	20.6%	6.1%	0.0%	15.6%	10.9%
How consistently standards are applied by staff	14.5%	2.9%	3.1%	0.0%	6.3%	6.2%
None chosen	17.7%	11.8%	18.4%	27.8%	17.2%	17.8%

Q45. Which THREE of the items listed in Question 44 do you think are MOST IMPORTANT for the DSD Development Assistance Center to emphasize?

N=276

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time consulting services take to complete	8.1%	5.9%	3.1%	5.6%	9.4%	6.2%
How easy process is to complete	8.1%	5.9%	9.2%	5.6%	6.3%	7.6%
Technical competence of staff	8.1%	8.8%	8.2%	0.0%	12.5%	8.7%
How easy it is to contact staff	8.1%	8.8%	12.2%	11.1%	6.3%	9.4%
How responsive staff is to your needs	9.7%	5.9%	16.3%	16.7%	14.1%	13.0%
How fairly you are treated by staff	0.0%	2.9%	8.2%	16.7%	7.8%	6.2%
Staff anticipates obstacles & provides options when they were available	22.6%	32.4%	13.3%	11.1%	9.4%	16.7%
How consistently standards are applied by staff	16.1%	17.6%	8.2%	5.6%	15.6%	12.7%
None chosen	19.4%	11.8%	21.4%	27.8%	18.8%	19.6%

Q45. Which THREE of the items listed in Question 44 do you think are MOST IMPORTANT for the DSD Development Assistance Center to emphasize? (top 3)

N=276

	Q48. Which of the following best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time consulting services take to complete	27.4%	41.2%	61.2%	27.8%	48.4%	46.0%
How easy process is to complete	21.0%	17.6%	32.7%	27.8%	18.8%	24.6%
Technical competence of staff	50.0%	41.2%	37.8%	33.3%	39.1%	40.9%
How easy it is to contact staff	29.0%	32.4%	30.6%	33.3%	29.7%	30.4%
How responsive staff is to your needs	32.3%	17.6%	28.6%	33.3%	34.4%	29.7%
How fairly you are treated by staff	11.3%	14.7%	11.2%	27.8%	17.2%	14.1%
Staff anticipates obstacles & provides options when they were available	40.3%	58.8%	20.4%	16.7%	28.1%	31.2%
How consistently standards are applied by staff	37.1%	44.1%	21.4%	16.7%	35.9%	30.8%
None chosen	14.5%	8.8%	16.3%	27.8%	12.5%	14.9%

Q46. 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? (without "don't know")

N=819

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q46. How satisfied are you with your understanding of how Development Services Department is structured & the role that external City departments have in review & permitting process

Very satisfied	7.8%	10.1%	11.2%	8.6%	12.5%	10.5%
Satisfied	22.5%	22.8%	29.9%	27.6%	29.8%	27.6%
Neutral	30.4%	16.5%	28.6%	27.6%	24.0%	26.5%
Dissatisfied	22.5%	27.8%	18.0%	17.2%	21.2%	20.4%
Very dissatisfied	16.7%	22.8%	12.2%	19.0%	12.5%	15.0%

Q47. Please rate how the Development Services Department's review and permitting process compares to each of the following jurisdictions. (without "don't know")

N=819

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q47-1. Travis County

Much better	7.8%	2.3%	9.5%	30.8%	10.7%	9.3%
Better	20.3%	4.7%	21.4%	7.7%	17.9%	18.0%
About the same	26.6%	25.6%	24.4%	23.1%	33.9%	26.4%
Worse	25.0%	25.6%	22.0%	0.0%	14.3%	20.9%
Much worse	20.3%	41.9%	22.6%	38.5%	23.2%	25.5%

Q47-2. City of San Antonio

Much better	2.4%	0.0%	10.3%	0.0%	7.9%	7.1%
Better	4.9%	0.0%	16.8%	0.0%	5.3%	10.4%
About the same	7.3%	4.3%	15.9%	0.0%	10.5%	11.8%
Worse	43.9%	21.7%	18.7%	0.0%	28.9%	25.5%
Much worse	41.5%	73.9%	38.3%	100.0%	47.4%	45.3%

Q47. Please rate how the Development Services Department's review and permitting process compares to each of the following jurisdictions. (without "don't know")

N=819

Q48. Which of the following best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q47-3. City of Round Rock

Much better	3.8%	0.0%	8.2%	0.0%	7.9%	6.4%
Better	5.7%	0.0%	15.1%	0.0%	13.2%	11.3%
About the same	7.5%	0.0%	19.2%	0.0%	18.4%	14.7%
Worse	41.5%	25.0%	19.2%	0.0%	21.1%	24.2%
Much worse	41.5%	75.0%	38.4%	100.0%	39.5%	43.4%

Section 6

Survey Instrument



FY2018 Poll

October 2018

Dear Development Services Customer,

We are kindly asking our customers that have used our services within the past year to answer a few questions for our 3rd annual customer satisfaction poll. Over the last two years this tool has helped us identify ways to improve the services we provide to you. Every question is important, so thank you in advance for the interest and time you take on the poll.

We have selected ETC Institute as our independent partner for administering this poll, and they will present the results to us. We will publish the results on our website at austintexas.gov/department/customer-satisfaction-poll-results. Please note, you may complete the poll anonymously; however, the information you are providing may become subject to a disclosure request under the Texas Public Information Act.

Please complete your poll sometime during the next week—we value your feedback and collaboration as we work to improve our program and services!

Please click here to begin: austindevelopmentsurvey.org

Sincerely,

Rodney Gonzales
Director, Development Services Department

Si usted quiere participar en esta encuesta en español, por favor llame al 1-844-811-0411.



2018 City of Austin Development Services Department Annual Customer Satisfaction Poll

Please take a few minutes to complete this poll. Your input is important and will help us continue to improve the quality of programs and services we provide. When completing this poll, please note that the information you are providing us may become subject to a disclosure request under the Texas Public Information Act.

Plan Review Process

1. Have you interacted with the DSD's Plan Review Division during the past year? This includes:

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

____(1) Yes [Answer Q2.] ____ (2) No [Skip to Q21.]

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

____(1) Yes [Answer Q3.] ____ (2) No [Skip to Q5.]

3. Please rate each of the following items that may influence your satisfaction with the DSD Residential Building Plan Review process.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Length of time the review process takes to complete	5	4	3	2	1	9
02.	How easy the review process is to complete	5	4	3	2	1	9
03.	The technical competence of review staff	5	4	3	2	1	9
04.	Review services are completed by the date promised	5	4	3	2	1	9
05.	The review staff provides excellent customer service	5	4	3	2	1	9
06.	Review staff is easily accessible when assistance is needed to resolve problems	5	4	3	2	1	9
07.	I understand the Residential Plan Review process	5	4	3	2	1	9
08.	Codes and policies are applied by review staff in a fair and practical manner	5	4	3	2	1	9
09.	Review staff anticipates obstacles and provides options when they were available	5	4	3	2	1	9
10.	The plan review comments applied to my project are reasonable and justified	5	4	3	2	1	9

4. Which THREE of the items listed in Question 3 do you think are MOST IMPORTANT for the DSD Residential Building Plan Review Division to emphasize? [Write in your answers below using the numbers from the list in Question 3.]

1st: ____ 2nd: ____ 3rd: ____

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

____(1) Yes [Answer Q6.] ____ (2) No [Skip to Q8.]

6. Please rate each of the following items that may influence your satisfaction with the DSD Commercial Building Plan Review process.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Length of time the review process takes to complete	5	4	3	2	1	9
02.	How easy the review process is to complete	5	4	3	2	1	9
03.	The technical competence of review staff	5	4	3	2	1	9
04.	Review services are completed by the date promised	5	4	3	2	1	9
05.	The review staff provides excellent customer service	5	4	3	2	1	9
06.	Review staff is easily accessible when assistance is needed to resolve problems	5	4	3	2	1	9
07.	I understand the Commercial Building Plan Review process	5	4	3	2	1	9
08.	Codes and policies are applied by review staff in a fair and practical manner	5	4	3	2	1	9
09.	Review staff anticipates obstacles and provides options when they were available	5	4	3	2	1	9
10.	The plan review comments applied to my project are reasonable and justified	5	4	3	2	1	9

7. Which THREE of the items listed in Question 6 do you think are MOST IMPORTANT for the DSD Commercial Building Plan Review Division to emphasize? [Write in your answers below using the numbers from the list in Question 6.]

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

8. Have you received services from the Expedited Building Plan Review Division during the past year?

____(1) Yes [Answer Q9.] ____ (2) No [Skip to Q11.]

9. Please rate each of the following items that may influence your satisfaction with DSD's Expedited Building Plan Review process.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Length of time the review process takes to complete	5	4	3	2	1	9
02.	How easy the review process is to complete	5	4	3	2	1	9
03.	The technical competence of review staff	5	4	3	2	1	9
04.	Review services are completed by the date promised	5	4	3	2	1	9
05.	The review staff provides excellent customer service	5	4	3	2	1	9
06.	Review staff is easily accessible when assistance is needed to resolve problems	5	4	3	2	1	9
07.	I understand the Expedited Building Plan Review process	5	4	3	2	1	9
08.	Codes and policies are applied by review staff in a fair and practical manner	5	4	3	2	1	9
09.	Review staff anticipates obstacles and provides options when they were available	5	4	3	2	1	9
10.	The plan review comments applied to my project are reasonable and justified	5	4	3	2	1	9

10. Which THREE of the items listed in Question 9 do you think are MOST IMPORTANT for DSD's Expedited Building Plan Review Division to emphasize? [Write in your answers below using the numbers from the list in Question 9.]

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

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

____(1) Yes [Answer Q12.] ____ (2) No [Skip to Q14.]

12. Please rate each of the following items that may influence your satisfaction with the DSD staff and the Tree Ordinance Review process.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Length of time the review process takes to complete	5	4	3	2	1	9
02.	How easy the review process is to complete	5	4	3	2	1	9
03.	The technical competence of review staff	5	4	3	2	1	9
04.	Review services are completed by the date promised	5	4	3	2	1	9
05.	The review staff provides excellent customer service	5	4	3	2	1	9
06.	Review staff is easily accessible when assistance is needed to resolve problems	5	4	3	2	1	9
07.	I understand the Tree Ordinance Review process	5	4	3	2	1	9
08.	Codes and policies are applied by review staff in a fair and practical manner	5	4	3	2	1	9
09.	Review staff anticipates obstacles and provides options when they were available	5	4	3	2	1	9
10.	The plan review comments applied to my project are reasonable and justified	5	4	3	2	1	9

13. Which THREE of the items listed in Question 12 do you think are MOST IMPORTANT for the DSD Tree Ordinance Review Division to emphasize? [Write in your answers below using the numbers from the list in Question 12.]

1st: ____ 2nd: ____ 3rd: ____

14. Have you received services related to a Site Plan Review during the past year?

____(1) Yes [Answer Q15.] ____ (2) No [Skip to Q17.]

15. Please rate each of the following items that may influence your satisfaction with the DSD staff and the Site Plan Review process.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Length of time the review process takes to complete	5	4	3	2	1	9
02.	How easy the review process is to complete	5	4	3	2	1	9
03.	The technical competence of review staff	5	4	3	2	1	9
04.	Review services are completed by the date promised	5	4	3	2	1	9
05.	The review staff provides excellent customer service	5	4	3	2	1	9
06.	Review staff is easily accessible when assistance is needed to resolve problems	5	4	3	2	1	9
07.	I understand the Site Plan Review process	5	4	3	2	1	9
08.	Codes and policies are applied by review staff in a fair and practical manner	5	4	3	2	1	9
09.	Review staff anticipates obstacles and provides options when they were available	5	4	3	2	1	9
10.	The plan review comments applied to my project are reasonable and justified	5	4	3	2	1	9

16. Which THREE of the items listed in Question 15 on the previous page do you think are MOST IMPORTANT for the DSD Site Plan Review Division to emphasize? [Write in your answers below using the numbers from the list in Question 15.]

1st: ____ 2nd: ____ 3rd: ____

17. Have you received services related to a Subdivision Review during the past year?

____(1) Yes [Answer Q18.] ____ (2) No [Skip to Q20.]

18. Please rate each of the following items that may influence your satisfaction with the DSD staff and the Subdivision Review process.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Length of time the review process takes to complete	5	4	3	2	1	9
02.	How easy the review process is to complete	5	4	3	2	1	9
03.	The technical competence of review staff	5	4	3	2	1	9
04.	Review services are completed by the date promised	5	4	3	2	1	9
05.	The review staff provides excellent customer service	5	4	3	2	1	9
06.	Review staff is easily accessible when assistance is needed to resolve problems	5	4	3	2	1	9
07.	I understand the Subdivision Review process	5	4	3	2	1	9
08.	Codes and policies are applied by review staff in a fair and practical manner	5	4	3	2	1	9
09.	Review staff anticipates obstacles and provides options when they were available	5	4	3	2	1	9
10.	The plan review comments applied to my project are reasonable and justified	5	4	3	2	1	9

19. Which THREE of the items listed in Question 18 do you think are MOST IMPORTANT for the DSD Subdivision Review Division to emphasize? [Write in your answers below using the numbers from the list in Question 18.]

1st: ____ 2nd: ____ 3rd: ____

20. Overall, how satisfied are you with the DSD Plan Review Division?

____(1) Very satisfied ____ (3) Neutral ____ (5) Very dissatisfied
 ____ (2) Satisfied ____ (4) Dissatisfied ____ (9) Don't know

Inspections**21. Have you interacted with the DSD Inspection Division during the past year? This includes:**
 - Residential Inspections - Site and Subdivision Inspections - Tree Inspections
 - Commercial Inspections - Environmental Inspections

____(1) Yes [Answer Q22.] ____ (2) No [Skip to Q38.]

22. Have you received Residential inspections in the past year?

____(1) Yes [Answer Q24.] ____ (2) No [Skip to Q25.]

23. Please rate each of the following items that may influence your satisfaction with the DSD Residential Inspection Division.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Length of time an inspection process takes to complete	5	4	3	2	1	9
02.	How easy the inspection process is to complete	5	4	3	2	1	9
03.	The technical competence of inspection staff	5	4	3	2	1	9
04.	Inspections are completed by the date promised	5	4	3	2	1	9
05.	Inspectors provide excellent customer service	5	4	3	2	1	9
06.	Inspectors are easily accessible when assistance is needed to resolve problems	5	4	3	2	1	9
07.	I understand the Residential Inspection process	5	4	3	2	1	9
08.	Codes and policies are applied by inspection staff in a fair and practical manner	5	4	3	2	1	9
09.	Inspections staff anticipates obstacles and provides options when they were available	5	4	3	2	1	9
10.	Inspection requirements are reasonable and justified	5	4	3	2	1	9
11.	Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	5	4	3	2	1	9

24. Which THREE of the items listed in Question 23 do you think are MOST IMPORTANT for the DSD Residential Inspection Division to emphasize? [Write in your answers below using the numbers from the list in Question 23.]

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

25. Have you received Commercial inspections in the past year?

____(1) Yes [Answer Q26.] ____ (2) No [Skip to Q28.]

26. Please rate each of the following items that may influence your satisfaction with the DSD Commercial Inspection Division.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Length of time an inspection process takes to complete	5	4	3	2	1	9
02.	How easy the inspection process is to complete	5	4	3	2	1	9
03.	The technical competence of inspection staff	5	4	3	2	1	9
04.	Inspections are completed by the date promised	5	4	3	2	1	9
05.	Inspectors provide excellent customer service	5	4	3	2	1	9
06.	Inspectors are easily accessible when assistance is needed to resolve problems	5	4	3	2	1	9
07.	I understand the Commercial Inspection process	5	4	3	2	1	9
08.	Codes and policies are applied by inspection staff in a fair and practical manner	5	4	3	2	1	9
09.	Inspections staff anticipates obstacles and provides options when they were available	5	4	3	2	1	9
10.	Inspection requirements are reasonable and justified	5	4	3	2	1	9
11.	Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	5	4	3	2	1	9

27. Which THREE of the items listed in Question 26 do you think are MOST IMPORTANT for the DSD Commercial Inspection Division to emphasize? [Write in your answers below using the numbers from the list in Question 26.]

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

28. Have you received Tree inspections in the past year?

____(1) Yes [Answer Q29.] ____ (2) No [Skip to Q31.]

29. Please rate each of the following items that may influence your satisfaction with the DSD Tree Inspection Division.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Length of time an inspection process takes to complete	5	4	3	2	1	9
02.	How easy the inspection process is to complete	5	4	3	2	1	9
03.	The technical competence of inspection staff	5	4	3	2	1	9
04.	Inspections are completed by the date promised	5	4	3	2	1	9
05.	Inspectors provide excellent customer service	5	4	3	2	1	9
06.	Inspectors are easily accessible when assistance is needed to resolve problems	5	4	3	2	1	9
07.	I understand the Tree Inspection process	5	4	3	2	1	9
08.	Codes and policies are applied by inspection staff in a fair and practical manner	5	4	3	2	1	9
09.	Inspections staff anticipates obstacles and provides options when they were available	5	4	3	2	1	9
10.	Inspection requirements are reasonable and justified	5	4	3	2	1	9
11.	Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	5	4	3	2	1	9

30. Which THREE of the items listed in Question 29 do you think are MOST IMPORTANT for the DSD Tree Inspection Division to emphasize? [Write in your answers below using the numbers from the list in Question 29.]

1st: ____ 2nd: ____ 3rd: ____

31. Have you received Site and Subdivision inspections in the past year?

____(1) Yes [Answer Q32.] ____ (2) No [Skip to Q34.]

32. Please rate each of the following items that may influence your satisfaction with the DSD Site and Subdivision Inspection Division.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Length of time an inspection process takes to complete	5	4	3	2	1	9
02.	How easy the inspection process is to complete	5	4	3	2	1	9
03.	The technical competence of inspection staff	5	4	3	2	1	9
04.	Inspections are completed by the date promised	5	4	3	2	1	9
05.	Inspectors provide excellent customer service	5	4	3	2	1	9
06.	Inspectors are easily accessible when assistance is needed to resolve problems	5	4	3	2	1	9
07.	I understand the Site and Subdivision Inspection process	5	4	3	2	1	9
08.	Codes and policies are applied by inspection staff in a fair and practical manner	5	4	3	2	1	9
09.	Inspections staff anticipates obstacles and provides options when they were available	5	4	3	2	1	9
10.	Inspection requirements are reasonable and justified	5	4	3	2	1	9
11.	Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	5	4	3	2	1	9

- 33. Which THREE of the items listed in Question 32 on the previous page do you think are MOST IMPORTANT for the DSD Site and Subdivision Inspection Division to emphasize? [Write in your answers below using the numbers from the list in Question 32.]**

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

- 34. Have you received Environmental inspections in the past year?**

____(1) Yes [Answer Q35.] ____ (2) No [Skip to Q37.]

- 35. Please rate each of the following items that may influence your satisfaction with the DSD Environmental Inspection Division.**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Length of time an inspection process takes to complete	5	4	3	2	1	9
02.	How easy the inspection process is to complete	5	4	3	2	1	9
03.	The technical competence of inspection staff	5	4	3	2	1	9
04.	Inspections are completed by the date promised	5	4	3	2	1	9
05.	Inspectors provide excellent customer service	5	4	3	2	1	9
06.	Inspectors are easily accessible when assistance is needed to resolve problems	5	4	3	2	1	9
07.	I understand the Environmental Inspection process	5	4	3	2	1	9
08.	Codes and policies are applied by inspection staff in a fair and practical manner	5	4	3	2	1	9
09.	Inspections staff anticipates obstacles and provides options when they were available	5	4	3	2	1	9
10.	Inspection requirements are reasonable and justified	5	4	3	2	1	9
11.	Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	5	4	3	2	1	9

- 36. Which THREE of the items listed in Question 35 do you think are MOST IMPORTANT for the DSD Environmental Inspection Division to emphasize? [Write in your answers below using the numbers from the list in Question 35.]**

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

- 37. Overall, how satisfied are you with the services provided by the DSD Inspection Division?**

____(1) Very satisfied ____ (3) Neutral ____ (5) Very dissatisfied
 ____ (2) Satisfied ____ (4) Dissatisfied ____ (9) Don't know

Additional Services

- 38. Have you used any of our online tools during the past year?**

____(1) Yes [Answer Q39.] ____ (2) No [Skip to Q40.]

39. Please rate any of the following online tools that you have used during the past year.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Have Not used
1.	Austin Build and Connect (AB+C)	5	4	3	2	1	9
2.	Code and Permit Tracker	5	4	3	2	1	9
3.	Emerging Projects Map	5	4	3	2	1	9
4.	Inspector Search (Inspector Territory Map)	5	4	3	2	1	9
5.	Property Profile Tool	5	4	3	2	1	9
6.	QLESS Virtual Check-In	5	4	3	2	1	9
7.	Smart Start	5	4	3	2	1	9
8.	Zoning Profile Tool	5	4	3	2	1	9
9.	ePlan Review	5	4	3	2	1	9

40. Have you received services from the Service Center (previously known as the Permit Center) during the past year?

____(1) Yes [Answer Q41.] ____ (2) No [Skip to Q43.]

41. Please rate each of the following items that may influence your satisfaction with the DSD Service Center.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Length of time the process takes to complete	5	4	3	2	1	9
2.	How easy the process is to complete	5	4	3	2	1	9
3.	The technical competence of staff	5	4	3	2	1	9
4.	How easy it is to contact staff	5	4	3	2	1	9
5.	How responsive staff is to your needs	5	4	3	2	1	9
6.	How fairly you are treated by staff	5	4	3	2	1	9
7.	Staff anticipates obstacles and provides options when they were available	5	4	3	2	1	9
8.	How consistently standards are applied by staff	5	4	3	2	1	9

42. Which THREE of the items listed in Question 41 do you think are MOST IMPORTANT for the DSD Service Center to emphasize? [Write in your answers below using the numbers from the list in Question 41.]

1st: ____ 2nd: ____ 3rd: ____

43. Have you received walk-in consultation services from the Development Assistance Center during the past year?

____(1) Yes [Answer Q44.] ____ (2) No [Skip to Q46.]

44. Please rate each of the following items that may influence your satisfaction with the walk-in consultation services provided by the DSD Development Assistance Center.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Length of time the consulting services take to complete	5	4	3	2	1	9
2.	How easy the process is to complete	5	4	3	2	1	9
3.	The technical competence of staff	5	4	3	2	1	9
4.	How easy it is to contact staff	5	4	3	2	1	9
5.	How responsive staff is to your needs	5	4	3	2	1	9
6.	How fairly you are treated by staff	5	4	3	2	1	9
7.	Staff anticipates obstacles and provides options when they were available	5	4	3	2	1	9
8.	How consistently standards are applied by staff	5	4	3	2	1	9

45. Which THREE of the items listed in Question 44 do you think are MOST IMPORTANT for the DSD Development Assistance Center to emphasize? [Write in your answers below using the numbers from the list in Question 44.]

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

Overall Ratings

46. 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?

____(1) Very satisfied ____ (3) Neutral ____ (5) Very dissatisfied
 ____ (2) Satisfied ____ (4) Dissatisfied ____ (9) Don't know

47. Please rate how the Development Services Department's review and permitting process compares to each of the following jurisdictions.

	Much Better	Better	About the Same	Worse	Much Worse	Don't Know
1. Travis County	5	4	3	2	1	9
2. City of San Antonio	5	4	3	2	1	9
3. City of Round Rock	5	4	3	2	1	9

48. Which of the following BEST describes you?

____ (01) Licensed Design Professional ____ (07) Neighborhood Association Member
 ____ (02) Applicant Agent ____ (08) Special Interest Group Representative
 ____ (03) Developer/Owner ____ (09) Government Agency Staff
 ____ (04) Contractor/Builder ____ (10) Environmental Consultant
 ____ (05) Resident ____ (11) Other: _____
 ____ (06) Realtor

49. Would you like to be kept informed of the outcome of this survey? [Please note: the information you are providing us may become subject to a disclosure request under the Texas Public Information Act.]

____ (1) Yes [Answer Q49a.] ____ (2) No

49a. Please provide the following information.

Your Name: _____ Organization: _____

Street Address: _____

City: _____ State: _____ Zip: _____

E-Mail: _____ Phone: (_____) _____