

City of Austin Development Services Department Annual Poll

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Findings
Report

Submitted to the City of Austin, Texas by:

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January 26, 2017





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City of Austin Development Services Department Annual Poll 2016

Overview and Methodology

ETC Institute administered a development services survey for the City of Austin, Development Services Department during the fall of 2016. The survey was designed to gather input to gauge how Austin can continue to provide excellent customer service to the community.

Methodology. The City of Austin provided ETC Institute with a list of e-mails of customers who had worked with the City of Austin Development Services Department over the past two years. ETC Institute sent an e-mail to all of the customers on the list. 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. A few days after the initial e-mail, ETC Institute sent a reminder e-mail to those customers who had not yet completed the survey. The goal was to complete at least 400 surveys. This goal was far exceeded, with a total of 1,133 surveys being completed. The results for the sample of 1,133 surveys have a 95% level of confidence with a precision of at least +/- 2.9%.

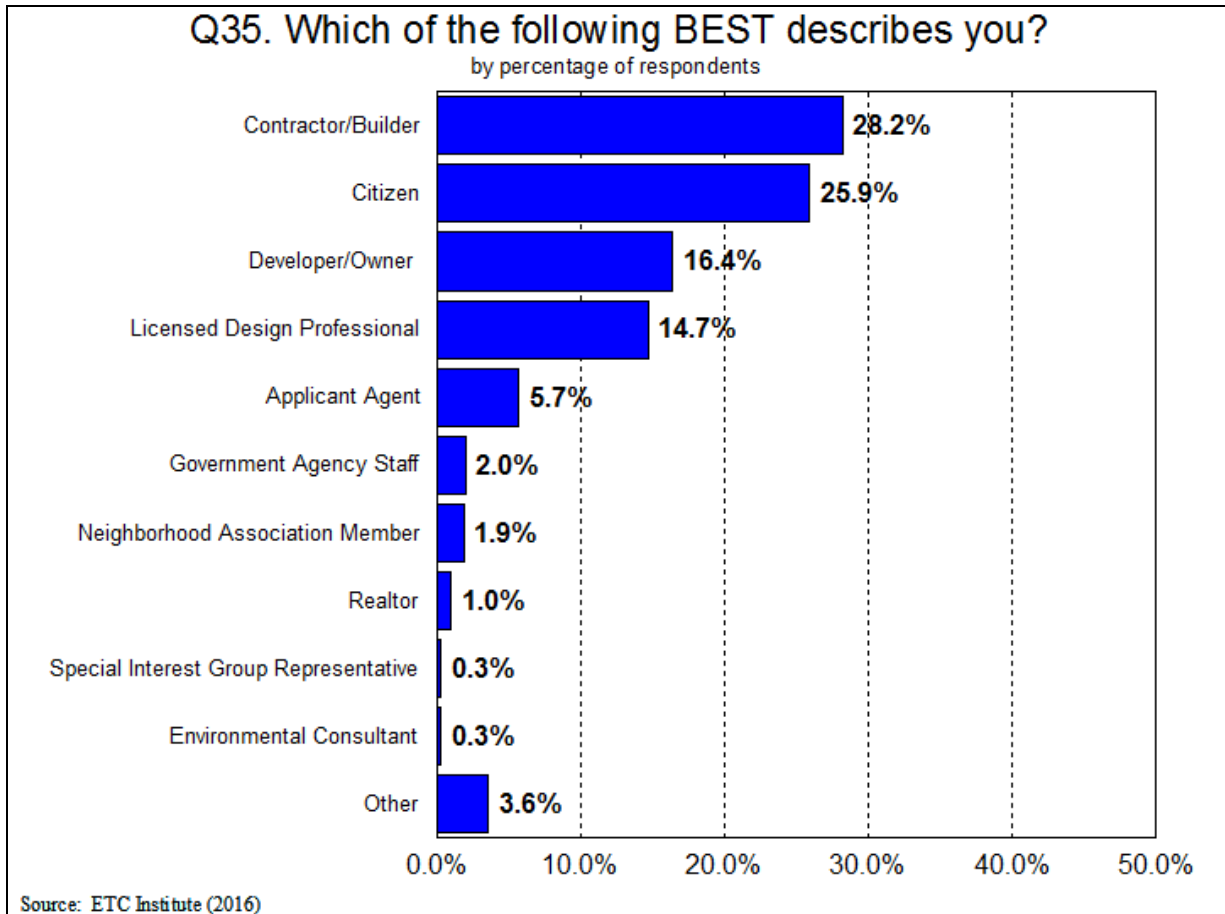
Interpretation of “Don’t Know” Responses. The percentage of “don’t know” responses has been excluded from many of the graphs in this report to assess satisfaction with respondents who had used services. Since the number of “don’t know” responses often reflects the utilization and awareness of services, the percentage of “don’t know” responses has been included in the tabular data in Section 3 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
- charts showing the overall results of the survey (Section 1)
- benchmarking comparisons that show how the City of Austin Development Services Department compares to other large cities (Section 2)
- tabular data showing the overall results for all questions on the survey (Section 3)
- cross-tabular data showing how particular segments of the respondent population responded to questions on the survey (Section 4)
- a copy of the survey instrument (section 5)

Survey Respondents

The chart below shows the makeup of who completed the City of Austin Development Services Department Annual Poll.



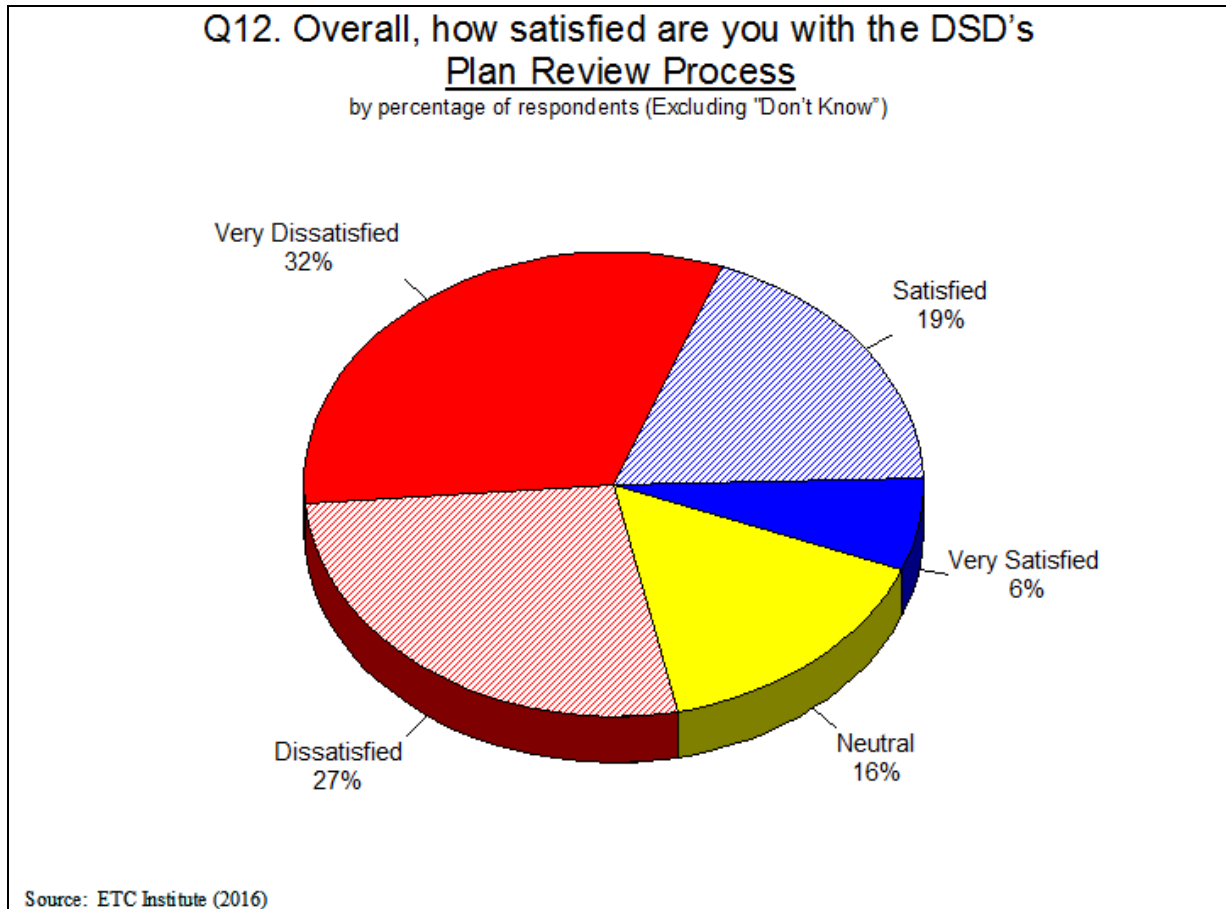
Plan Review Process

Overall Perceptions: Sixty-three percent (63%) of respondents indicated they have interacted with the Development Services Department’s plan review process during the past year. Overall, 41% of respondents, *who had an opinion*, gave either “very satisfied” (6%), “satisfied” (19%), or “neutral” (16%) responses when asked to rate the Development Services Department’s plan review process; 59% gave “dissatisfied” or “very dissatisfied” ratings. The groups that were the most satisfied were applicant agents (58%) and citizens (48%); the groups that were the least satisfied were licensed design professionals (31%) and developers/owners (30%).

Highest Areas of Satisfaction for the Plan Review Process

For all five areas, “understanding of the review process” received the highest satisfaction rating, and “technical competence of review staff” received the 2nd highest satisfaction rating;

“customer services provided by review staff” received the 3rd highest satisfaction rating in four of the five areas.



Lowest Areas of Satisfaction for the Plan Review Process

For all five areas, “the process was not delayed over minor issues” and “the time the review process takes to complete” received either the 1st or 2nd lowest satisfaction ratings. For three of the five areas, “the ease of completing the review process” received the 3rd lowest satisfaction ratings. The 3rd lowest rating for the Tree Ordinance Review process was “review services are completed by the date promised”, and the 3rd lowest rating for the Subdivision Review process was “staff anticipates obstacles and provides options when available”.

For each aspect of the Development Services Department’s plan review process, respondents were asked to indicate their overall satisfaction with 11 different factors. Listed below and on the following pages is a breakdown of each of the five divisions.

Residential Plan Review: Sixty-seven percent (67%) of respondents who interacted with the Development Services Department’s plan review process have received services from the Residential Plan Review division during the past year. The highest levels of satisfaction with the Residential Plan Review process, based upon the combined percentage of “very satisfied”, “satisfied”, and “neutral” responses among respondents, *who had an opinion*, were: “the

understanding of the Residential Plan Review processes” (78%), “the technical competence of review staff” (70%), and “customer service provided by review staff” (62%). The areas with the lowest levels of satisfaction were: “the time the review process takes to complete” (38%), “the process is not delayed over minor issues” (39%), and “how easy the review process is to complete” (42%).

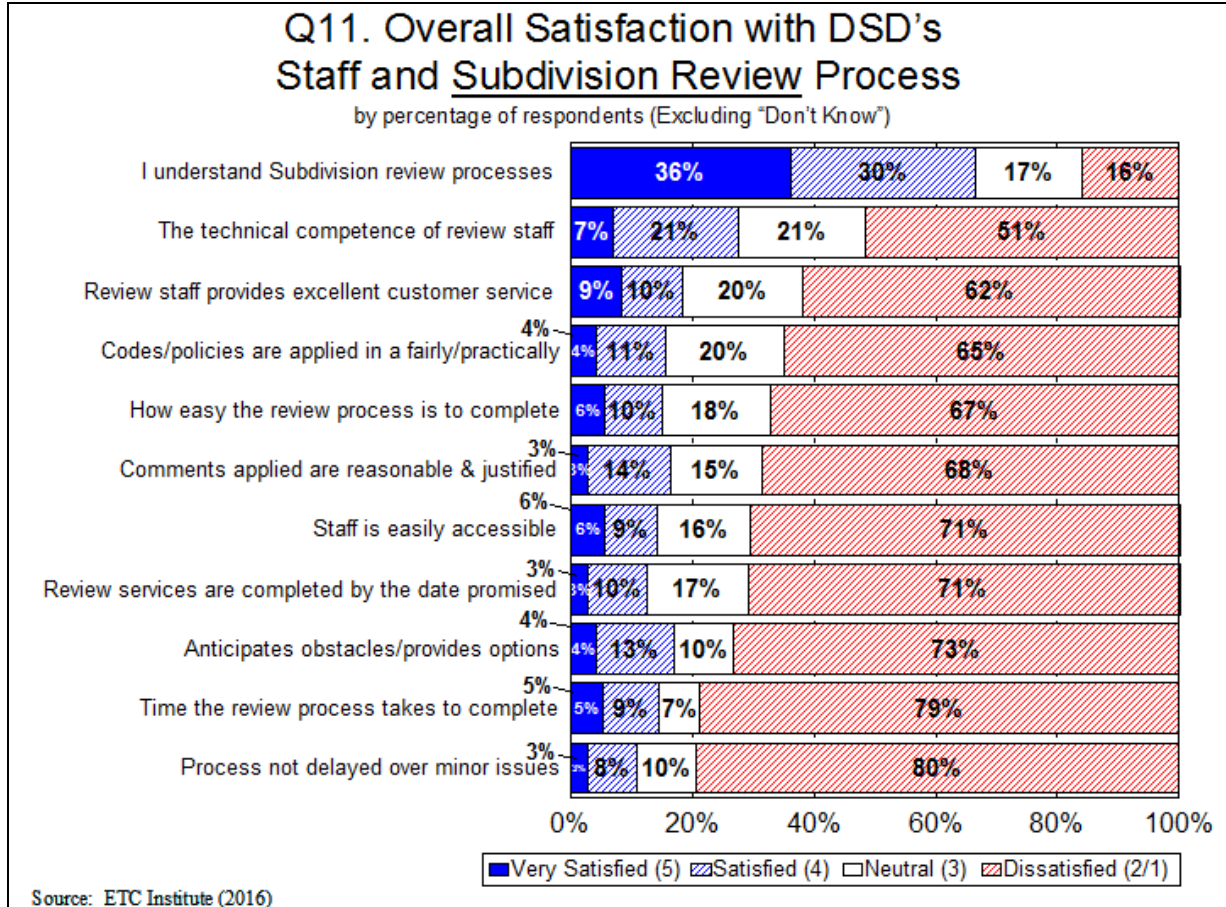
Commercial Plan Review: Thirty-seven percent (37%) of respondents who interacted with the Development Services Department’s plan review process received services from the Commercial Plan Review division during the past year. The highest levels of satisfaction with the Commercial Plan Review process, based upon the combined percentage of “very satisfied”, “satisfied”, and “neutral” responses among respondents, *who had an opinion*, were: “the understanding of the Commercial Plan Review processes” (79%), “the technical competence of review staff” (67%), and “the customer serviced provided by review staff” (58%). The areas with the lowest levels of satisfaction were: “the time the review process takes to complete” (33%), “the process is not delayed over minor issues” (36%), and “how easy the review process is to complete” (36%).

Tree Ordinance Review: Forty-four percent (44%) of respondents who interacted with the Development Services Department’s plan review process received services from the Tree Ordinance Review division during the past year. The highest levels of satisfaction with the Tree Ordinance Review process, based upon the combined percentage of “very satisfied”, “satisfied”, and “neutral” responses among respondents, *who had an opinion*, were: “the understanding of the Tree Permit Review processes” (87%), “the technical competence of review staff” (82%), and “codes and polices are applied by review staff in a fair and practical manner” (70%). The areas with the lowest levels of satisfaction were: “the time the review process takes to complete” (50%), “the process not being delayed over minor issues” (51%), and “review services are completed by the date promised” (55%).

Site Plan Review: Forty-three percent (43%) of respondents who interacted with the Development Services Department’s plan review process received services from the Site Plan Review division during the past year. The highest levels of satisfaction with the Site Plan Review process, based upon the combined percentage of “very satisfied”, “satisfied”, and “neutral” responses among respondents, *who had an opinion*, were: “understanding of the Site Plan Review processes” (74%), “the technical competence of review staff” (59%), and “the customer service provided by review staff” (49%). The areas with the lowest levels of satisfaction were: “the process was not delayed over minor issues” (30%), “the time the review process takes to complete” (30%), and “how easy the review process is to complete” (33%).

Subdivision Review: Eleven percent (11%) of respondents who interacted with the Development Services Department’s plan review process received services from the Subdivision Review division during the past year. The highest levels of satisfaction with the Subdivision Review process, based upon the combined percentage of “very satisfied”, “satisfied”, and “neutral” responses among respondents, *who had an opinion*, were: “understanding of the Subdivision Review processes” (84%), “the technical competence of

review staff” (49%) and “the customer serviced provided by review staff” (38%). The areas with the lowest levels of satisfaction were: “process was not delayed over minor issues” (21%), “the time the process takes to complete” (21%), and “staff anticipates obstacles and provides help” (27%).

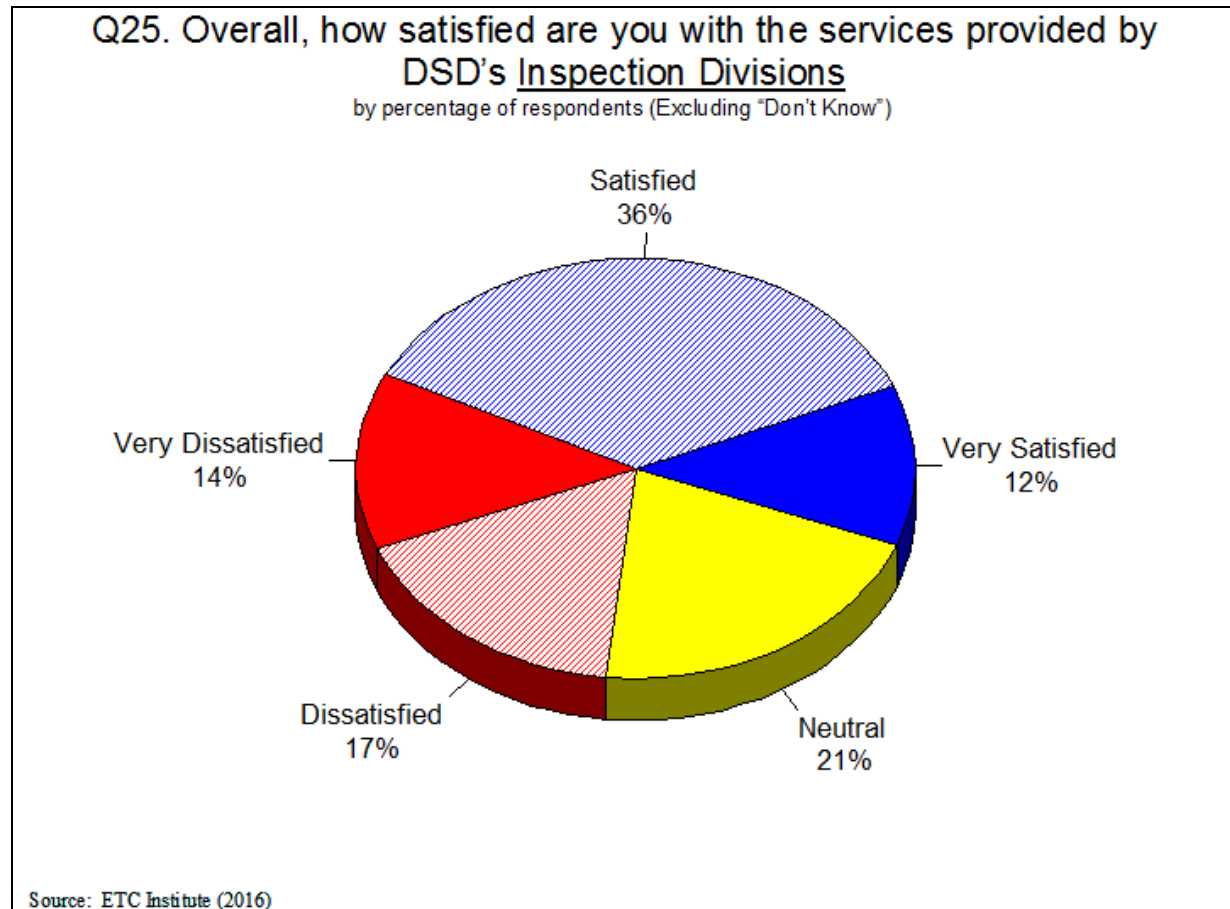


Inspections

Overall Perceptions: Fifty-one percent (51%) of respondents indicated they have interacted with the Development Services Department’s Inspection Divisions during the past year. Overall, 69% of respondents, *who had an opinion*, gave either a “very satisfied” (12%), “satisfied” (36%), or gave “neutral” (21%) responses when asked to rate the Development Services Department’s Inspection Divisions; 31% gave “dissatisfied” or “very dissatisfied” ratings. The groups that were the most satisfied were applicant agents (89%), licensed professionals (82%), and contractors or builders (72%); the group that was the least satisfied was developers/owners (48%).

Highest Areas of Satisfaction for the Inspection Process

For 3 of the 5 areas, “understanding the inspection process” received the highest satisfaction rating, “the technical competence of inspection staff” received the highest satisfaction rating in the other 2 areas. For 3 areas “the technical competence of inspection staff” received either the 2nd or 3rd highest satisfaction ratings, “the time the inspection process takes to complete” received the 2nd or 3rd highest ratings in 2 areas, and “understanding the inspection process” received the 2nd or 3rd highest ratings in 2 areas.



Lowest Areas of Satisfaction for the Inspection Process

“Inspections are not delayed over minor issues” was the item that received the lowest levels of satisfaction in all 5 areas that were rated. “Inspectors are easily accessible” was the item which received the 2nd lowest satisfaction ratings in 3 of the 5 areas assessed. “Staff anticipates obstacles and provides options if available” received the 3rd lowest satisfaction ratings 3 of the 5 areas assessed. “Inspection requirements are reasonable and justified” received the 2nd or 3rd lowest levels of satisfaction in 2 of the 5 areas.

For each aspect of the Development Services Department’s inspection process, respondents were asked to indicate their overall satisfaction with 11 different factors. Listed below and on the following page is a breakdown of each of the five divisions

Residential Inspections: Seventy-four percent (74%) of respondents who interacted with the Development Services Department’s Inspection Divisions received residential inspections during the past year. The highest levels of satisfaction with the Residential Inspections Division, based upon the combined percentage of “very satisfied”, “satisfied”, and “neutral” responses among respondents, *who had an opinion*, were: “understanding of the Residential Inspection processes” (86%), “time the inspection process takes to complete” (81%), and “the technical competence of staff” (80%). The areas with the lowest levels of satisfaction were: “inspections are not delayed over minor issues” (57%), “inspectors are easily accessible” (63%), and “staff anticipates obstacles and provides options when available” (65%).

Commercial Inspections: Seventy-seven percent (77%) of respondents who interacted with the Development Services Department’s Inspection Divisions received commercial inspections during the past year. The highest levels of satisfaction with the Commercial Inspections Division, based upon the combined percentage of “very satisfied”, “satisfied”, and “neutral” responses among respondents, *who had an opinion*, were: “understanding of the Commercial Inspection processes” (90%), “the technical competence of staff” (86%), and “time the inspection process takes to complete” (84%). The areas with the lowest levels of satisfaction were: “inspections are not delayed over minor issues” (67%), “inspectors are easily accessible” (71%), and “staff anticipates obstacles and provides options when available” (72%).

Tree Inspections: Twenty-two percent (22%) of respondents who interacted with the Development Services Department’s Inspection Divisions received tree inspections during the past year. The highest levels of satisfaction with the Tree Inspections Division, based upon the combined percentage of “very satisfied”, “satisfied”, and “neutral” responses among respondents, *who had an opinion*, were: “the technical competence of staff” (86%), “understanding of the Trees inspection processes” (82%), and “inspectors rarely find errors in the field” (75%). The areas with the lowest levels of satisfaction were: “inspections are not delayed over minor issues” (63%), “inspectors are easily accessible” (66%), and “inspection requirements are reasonable and justified” (67%).

Site and Subdivision Inspections: Nine percent (9%) of respondents who interacted with the Development Services Department’s Inspection Divisions received site and subdivision

inspections during the past year. The highest levels of satisfaction with the Site and Subdivision Inspections Division, based upon the combined percentage of “very satisfied”, “satisfied”, and “neutral” responses among respondents, *who had an opinion*, were: “understanding the Site and Subdivision Inspection processes” (86%), “the technical competence of review staff” (76%), and “inspectors provide excellent customer service” (71%). The areas with the lowest levels of satisfaction were: “inspections are not delayed over minor issues” (39%), “inspectors rarely find errors in the field” (49%), and “staff anticipates obstacles and provides options when available” (52%).

Environmental Inspections: Twelve percent (12%) of respondents who interacted with the Development Services Department’s Inspection Divisions received environmental inspections during the past year. The highest levels of satisfaction with the Environmental Inspections Division, based upon the combined percentage of “very satisfied”, “satisfied”, and “neutral” responses among respondents, *who had an opinion*, were: “the technical competence of inspection staff” (82%), “inspections are completed by the date promised” (78%), and “the understanding of the Environmental Inspection process” (77%). The areas with the lowest levels of satisfaction were: “inspections are not delayed over minor issues” (56%), “inspection requirements are reasonable and justified” (61%), and “the ease of completing the inspection process” (65%).

Additional Services

Online Services: Seventeen percent (17%) of respondents have received online services during the past two years. Eighty-four percent (84%) of respondents, *who had an opinion*, indicated they were either “very satisfied” (19%), “satisfied” (48%) or gave a “neutral” (17%) response when asked to rate “the length of time the process takes to complete”; 16% were either “dissatisfied” or “very dissatisfied”. Seventy-nine percent (79%) of respondents were either “very satisfied” (19%), “satisfied” (40%), or gave a “neutral” (20%) response when asked to rate “how easy the process is to complete”. with how easy the process is to complete; 21% were either “dissatisfied” or “very dissatisfied”.

Service Center: Forty-nine percent (49%) of respondents have received services from the Service Center during the past two years. The highest levels of satisfaction with the Service Center, based upon the combined percentage of “very satisfied”, “satisfied”, and “neutral” responses among respondents, *who had an opinion*, were: “how fairly they were treated by staff” (86%), “technical competence of staff” (81%), and “how consistently standards are applied by staff” (74%). The areas with the lowest levels of satisfaction were: “how easy it is to contact staff” (60%), “the length of time the process takes to complete” (64%), and “my projects are not delayed over minor issues” (64%).

Development Assistance Center: Thirty-six percent (36%) of respondents have received services from the Development Assistance Center during the past two years. The highest levels of satisfaction with the Service Center, based upon the combined percentage of “very satisfied”, “satisfied” and “neutral” responses among respondents, *who had an opinion*, were:

“how fairly they were treated by staff” (84%), “the technical competence of staff” (80%), and the “staff anticipates obstacles and provides options if available” (73%). The areas with the lowest levels of satisfaction were: “how easy it is to contact staff” (64%), “projects are not delayed over minor issues” (65%), and “how consistently standards are applied by staff” (71%).

Overall Perceptions

Fifty-two percent (52%) of the respondents surveyed, *who had an opinion*, indicated they were either “very satisfied” (6%) or “satisfied” (23%) when asked to rate their satisfaction with their understanding of how the City’s Development Services Department is structured and the role that external City departments have in the review and permitting process. Thirty-three percent (33%) of respondents indicated they were neither satisfied or dissatisfied (neutral), and 38% were either “dissatisfied” (21%) or “very dissatisfied” (17%). The groups that were the most satisfied were applicant agents (49%) and contractors/builders (34%); the groups that were the least satisfied were licensed design professionals (24%), citizens (25%), and developers/owners (25%).

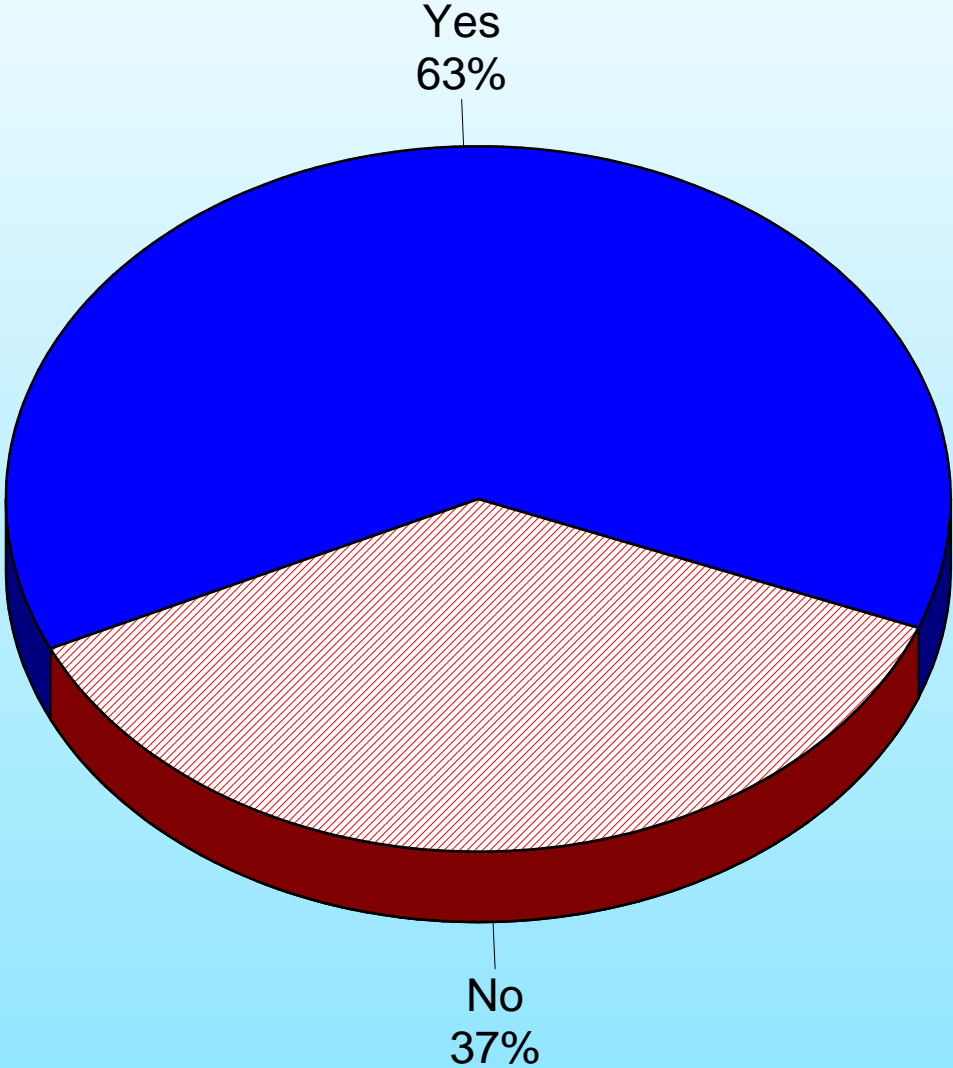
Respondents were asked to indicate how the City’s Development Services Department’s review and permitting process compares to Travis County, the City of Round Rock, and the City of San Antonio. The majority of respondents were not familiar with the review and permitting process of Travis County, the City of Round Rock, and the City of San Antonio. But of those that were familiar, most did not feel that the City of Austin’s review and permitting process was better than any of the three jurisdictions mentioned above. Forty-three percent (43%) of respondents indicated the City of Austin’s review and permitting process is either about the same or better than Travis County’s, 31% rated the City of Austin as about the same or better than the Round Rock, and 29% rated the City of Austin as about the same or better than San Antonio.

Section 1

Charts and Graphs

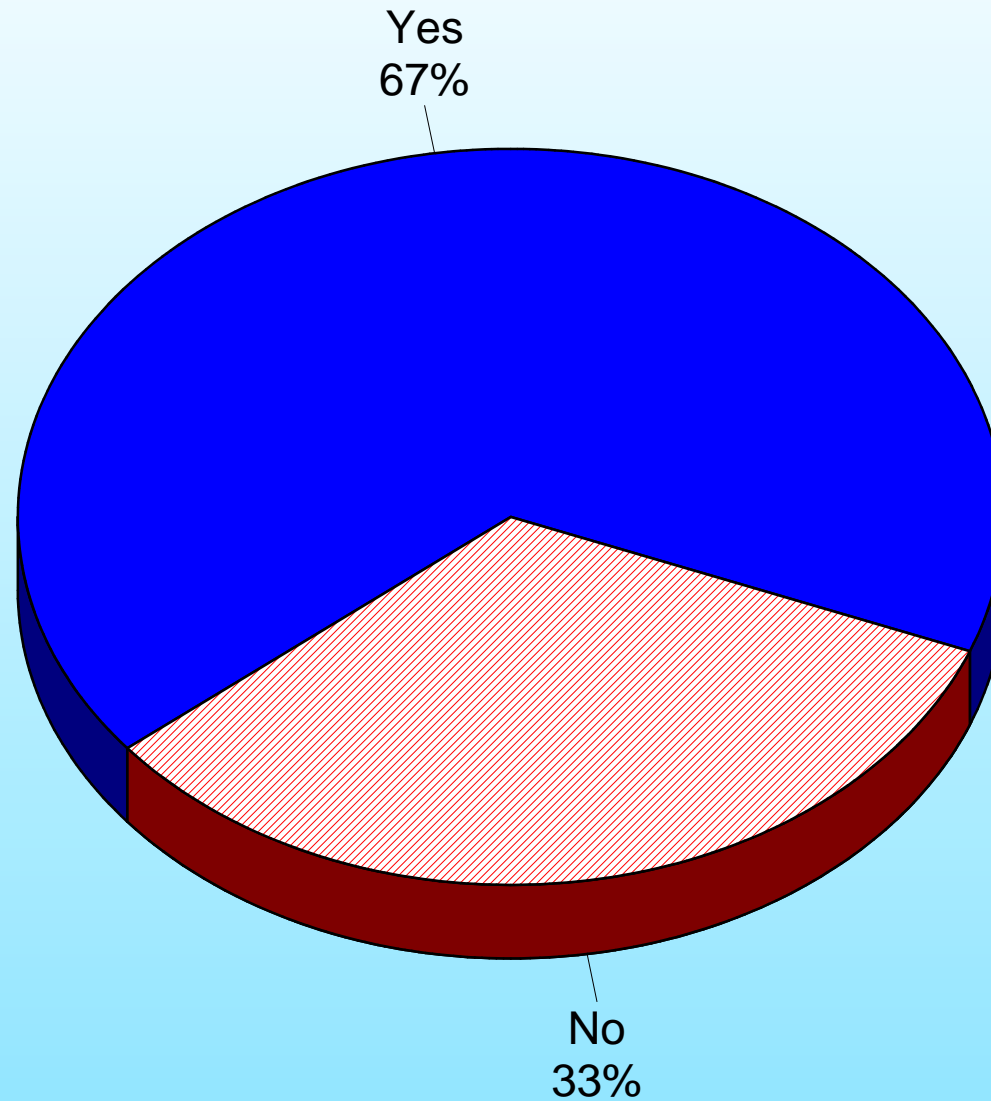
Q1. Have you interacted with the DSD's Plan Review Process during the past year?

by percentage of respondents



Source: ETC Institute (2016)

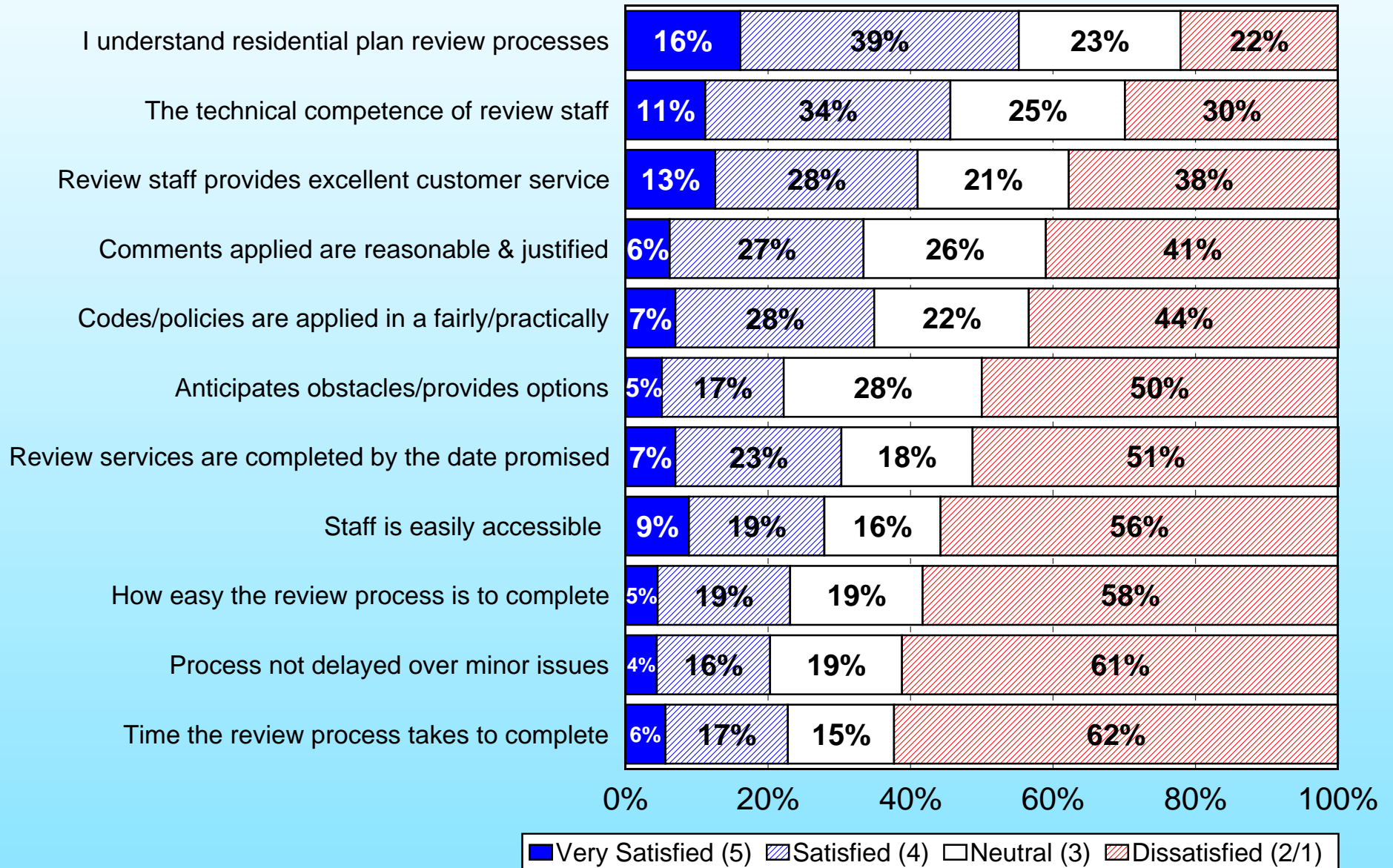
Q2. Have you received services from the Residential Plan Review division during the past year? by percentage of respondents



Source: ETC Institute (2016)

Q3. Overall Satisfaction with DSD's Residential Plan Review Process

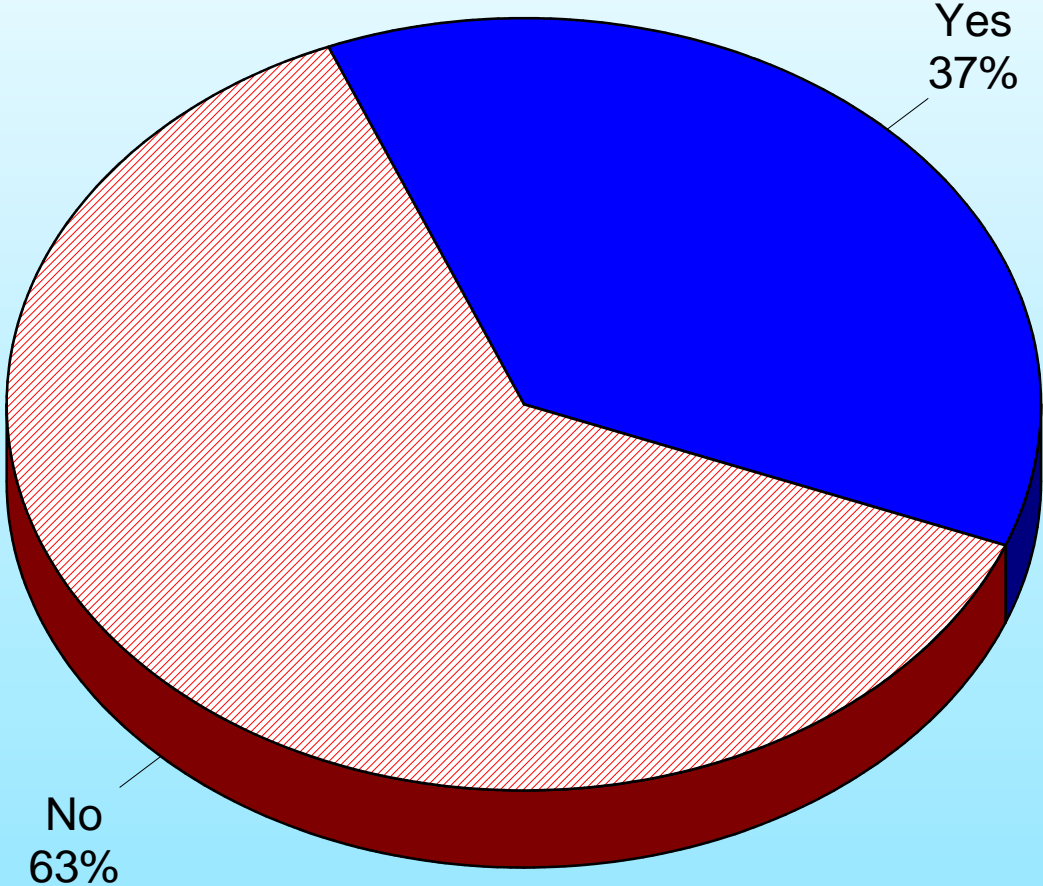
by percentage of respondents (Excluding "Don't Know")



Source: ETC Institute (2016)

Q4. Have you received services from the Commercial Plan Review division during the past year?

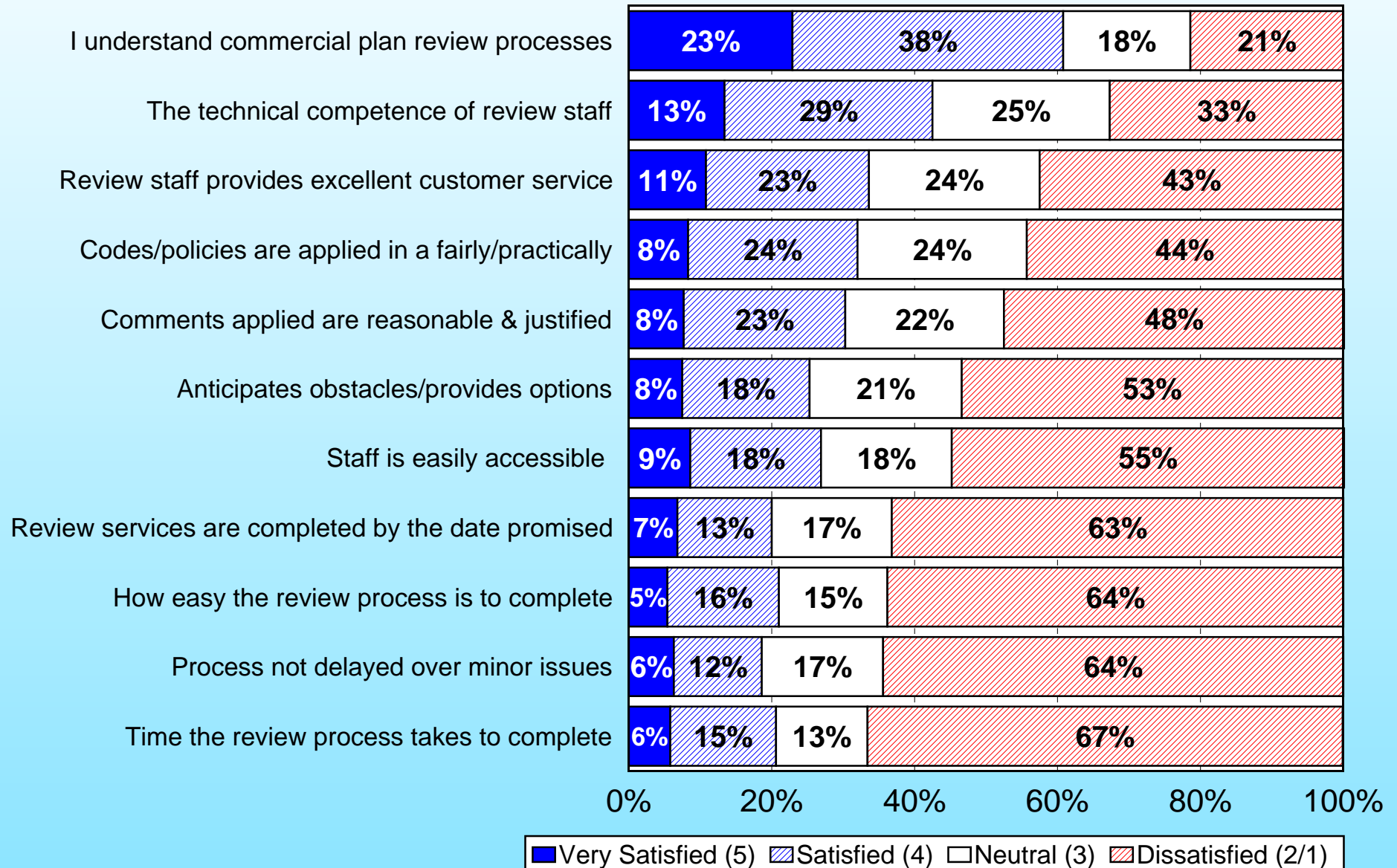
by percentage of respondents



Source: ETC Institute (2016)

Q5. Overall Satisfaction with DSD's Commercial Plan Review Process

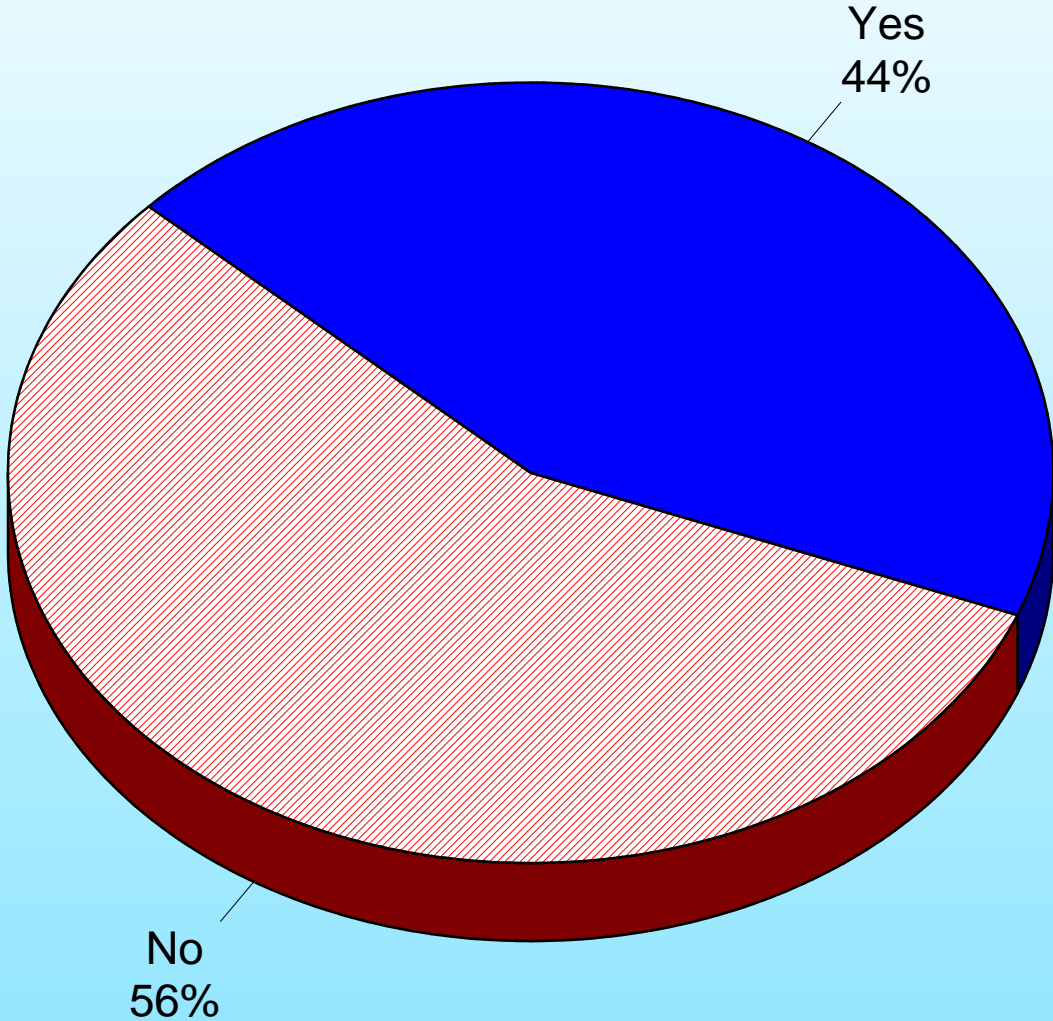
by percentage of respondents (Excluding "Don't Know")



Source: ETC Institute (2016)

Q6. Have you received services from the Tree Ordinance Review division during the past year?

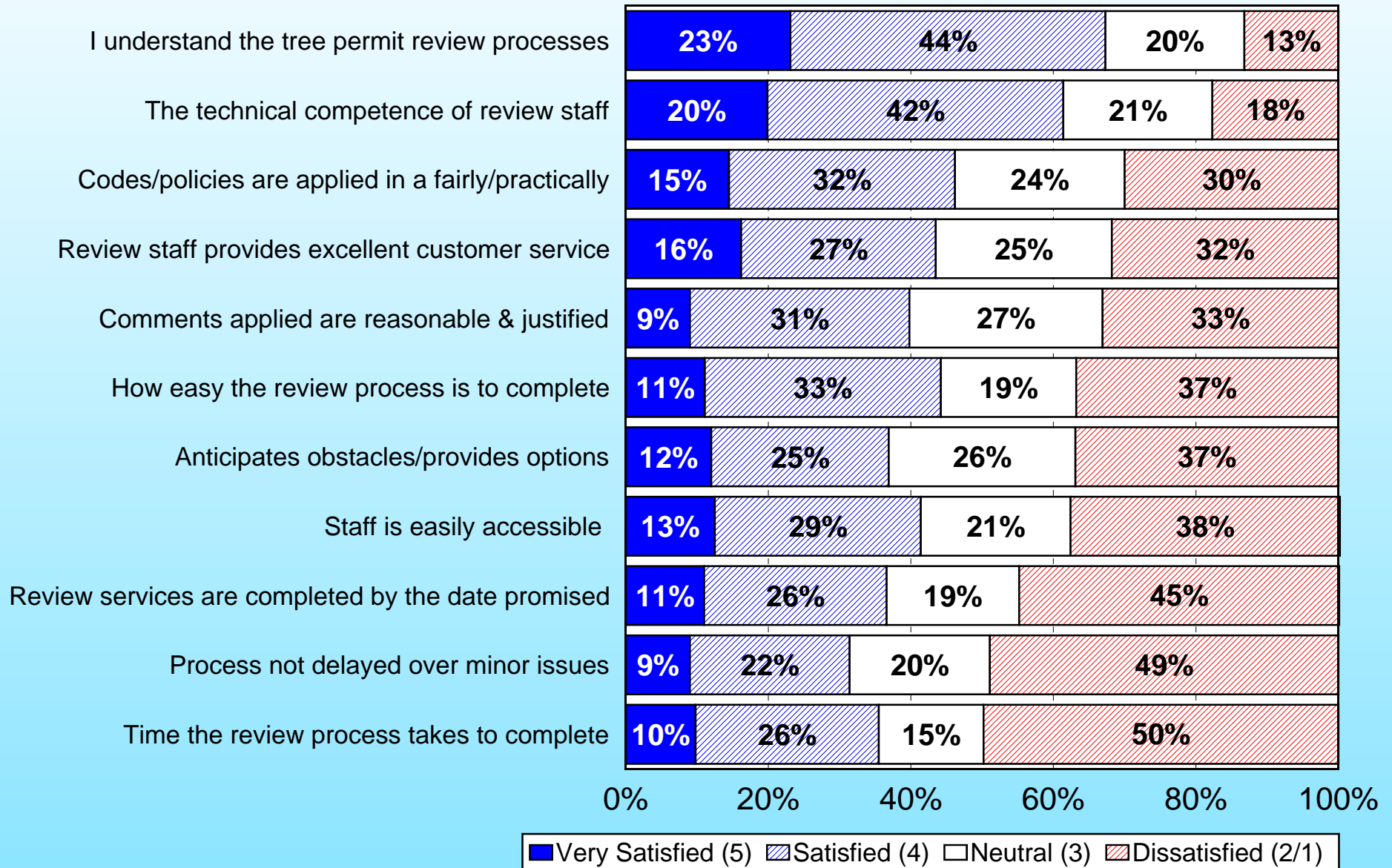
by percentage of respondents



Source: ETC Institute (2016)

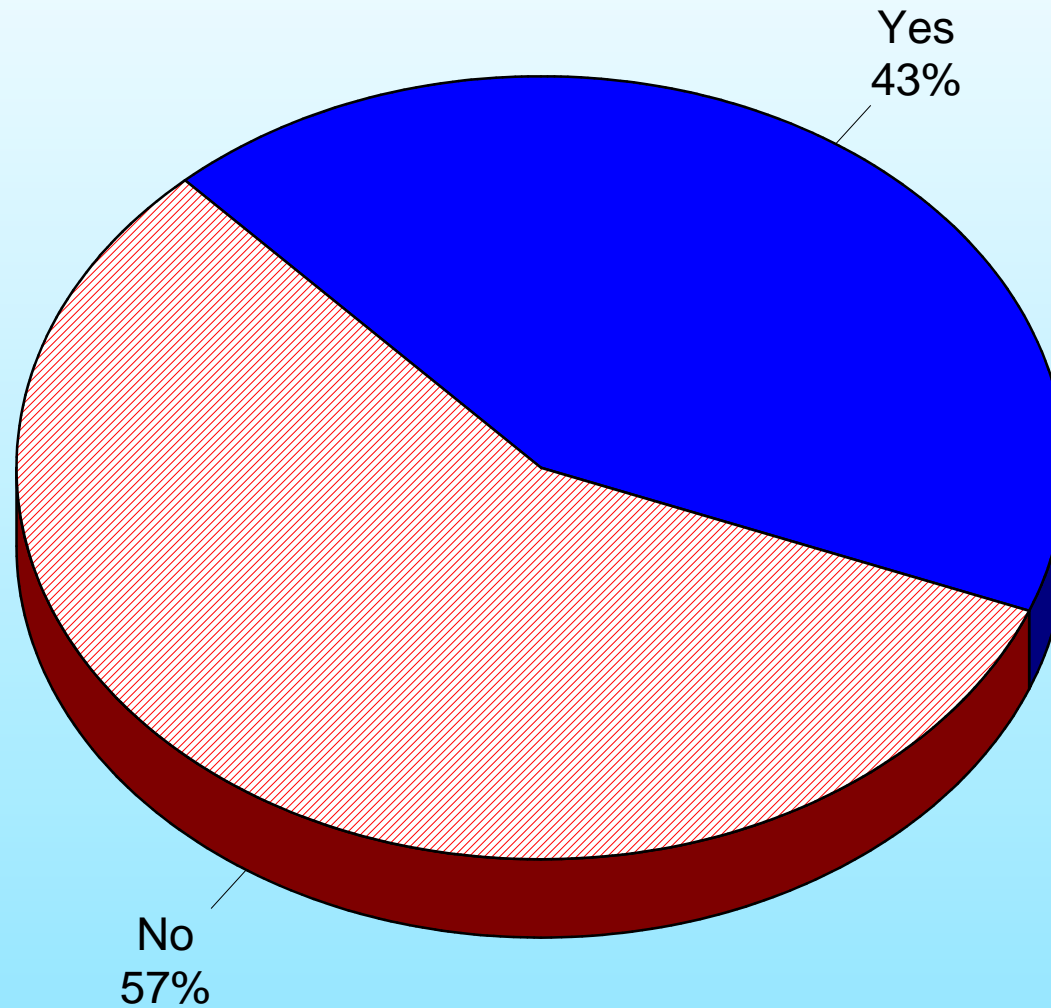
Q7. Overall Satisfaction with DSD's staff and the Tree Ordinance Review Process

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



Source: ETC Institute (2016)

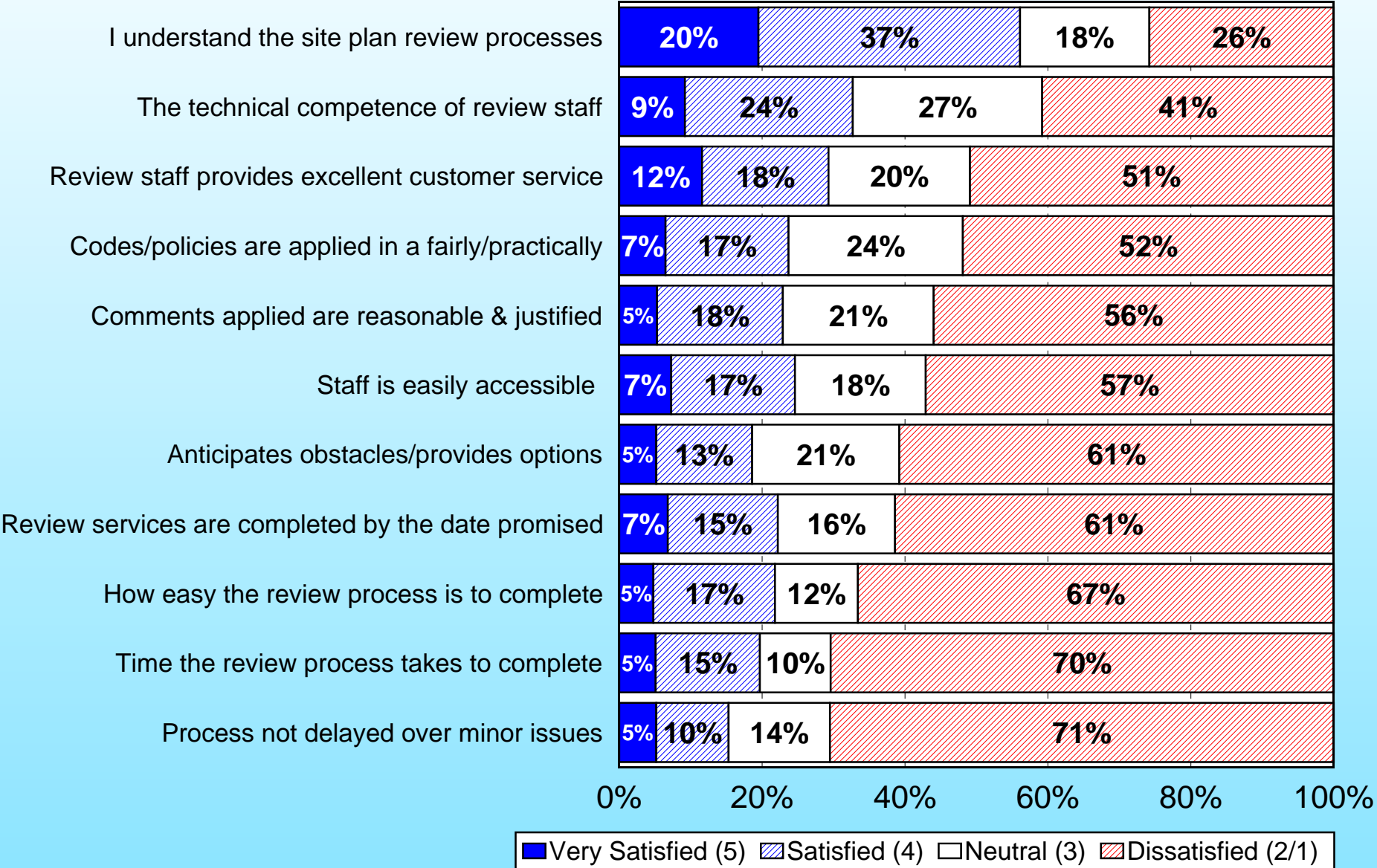
Q8. Have you received services from the Site Plan Review division during the past year? by percentage of respondents



Source: ETC Institute (2016)

Q9. Overall Satisfaction with DSD’s staff and Site Plan Review Process

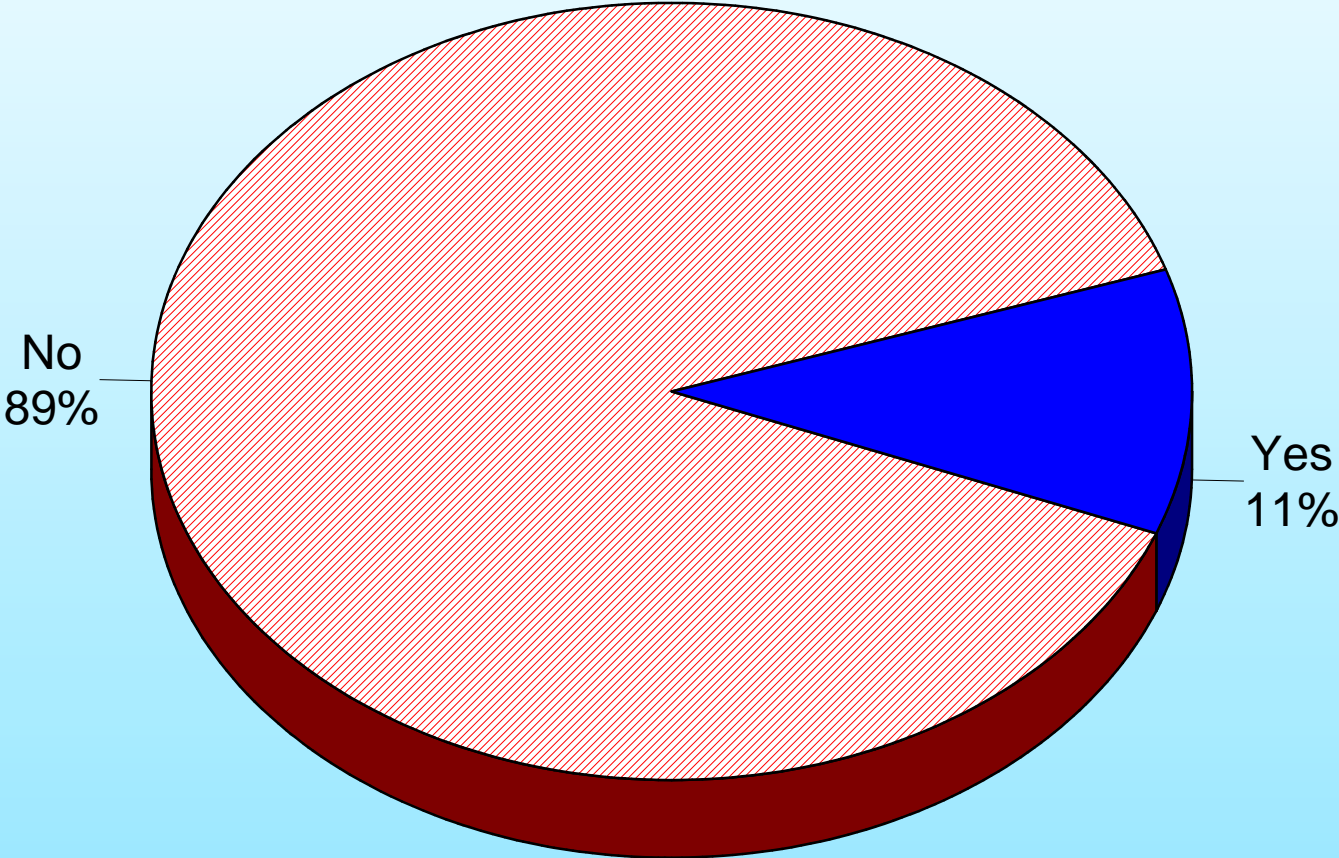
by percentage of respondents (Excluding “Don’t Know”)



Source: ETC Institute (2016)

Q10. Have you received services from the Subdivision Review division during the past year?

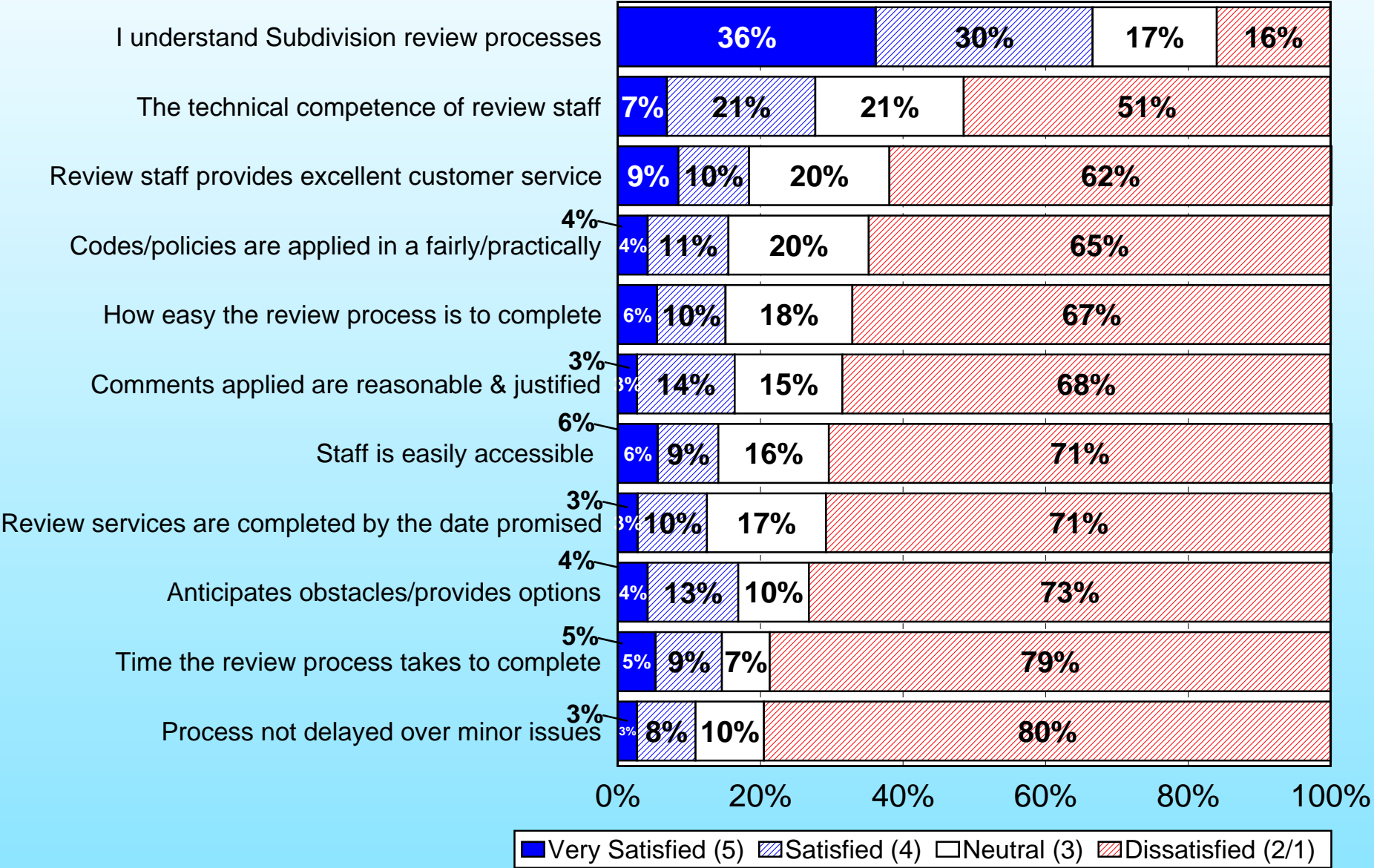
by percentage of respondents



Source: ETC Institute (2016)

Q11. Overall Satisfaction with DSD's Staff and Subdivision Review Process

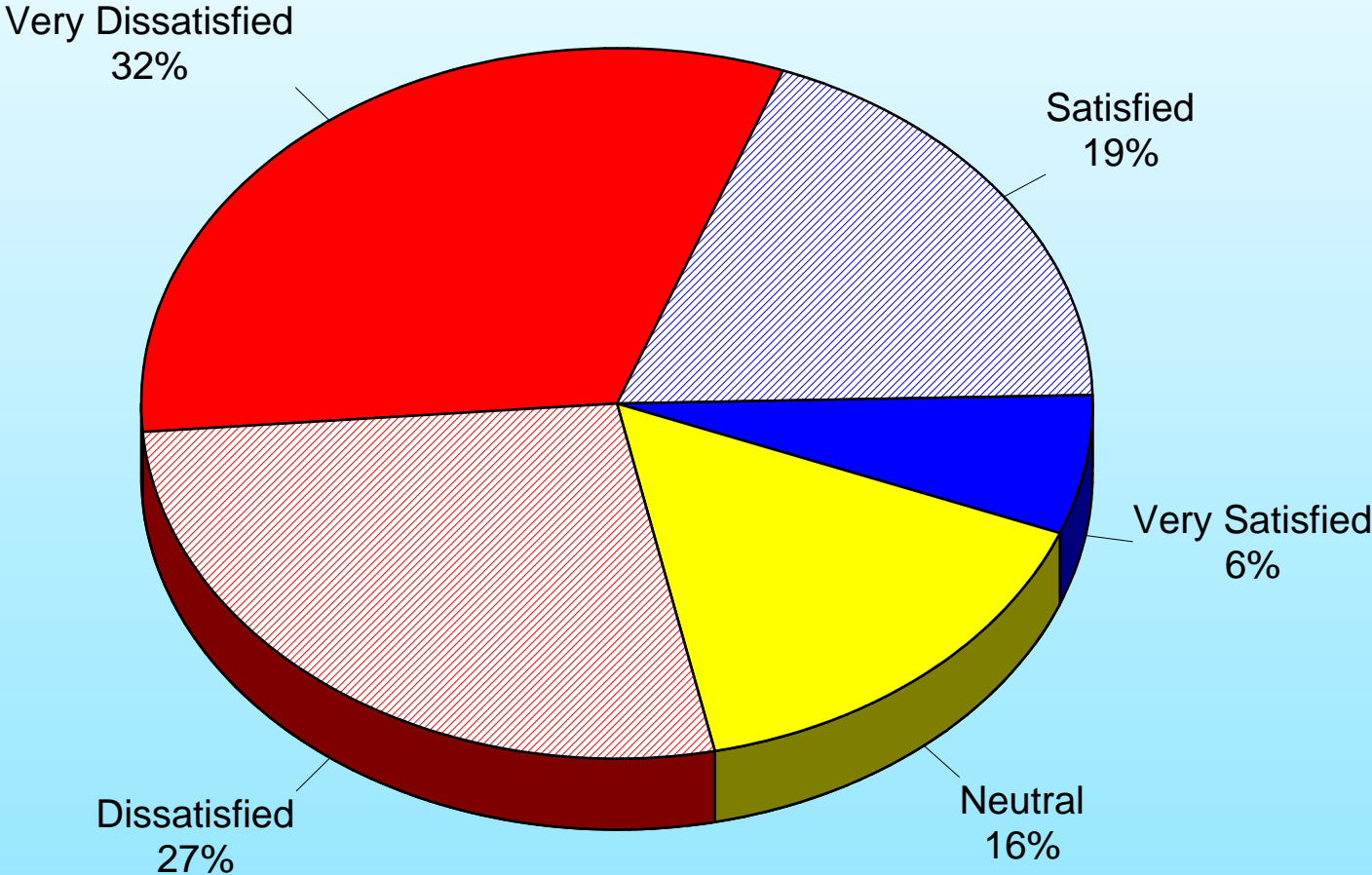
by percentage of respondents (Excluding "Don't Know")



Source: ETC Institute (2016)

Q12. Overall, how satisfied are you with the DSD's Plan Review Process

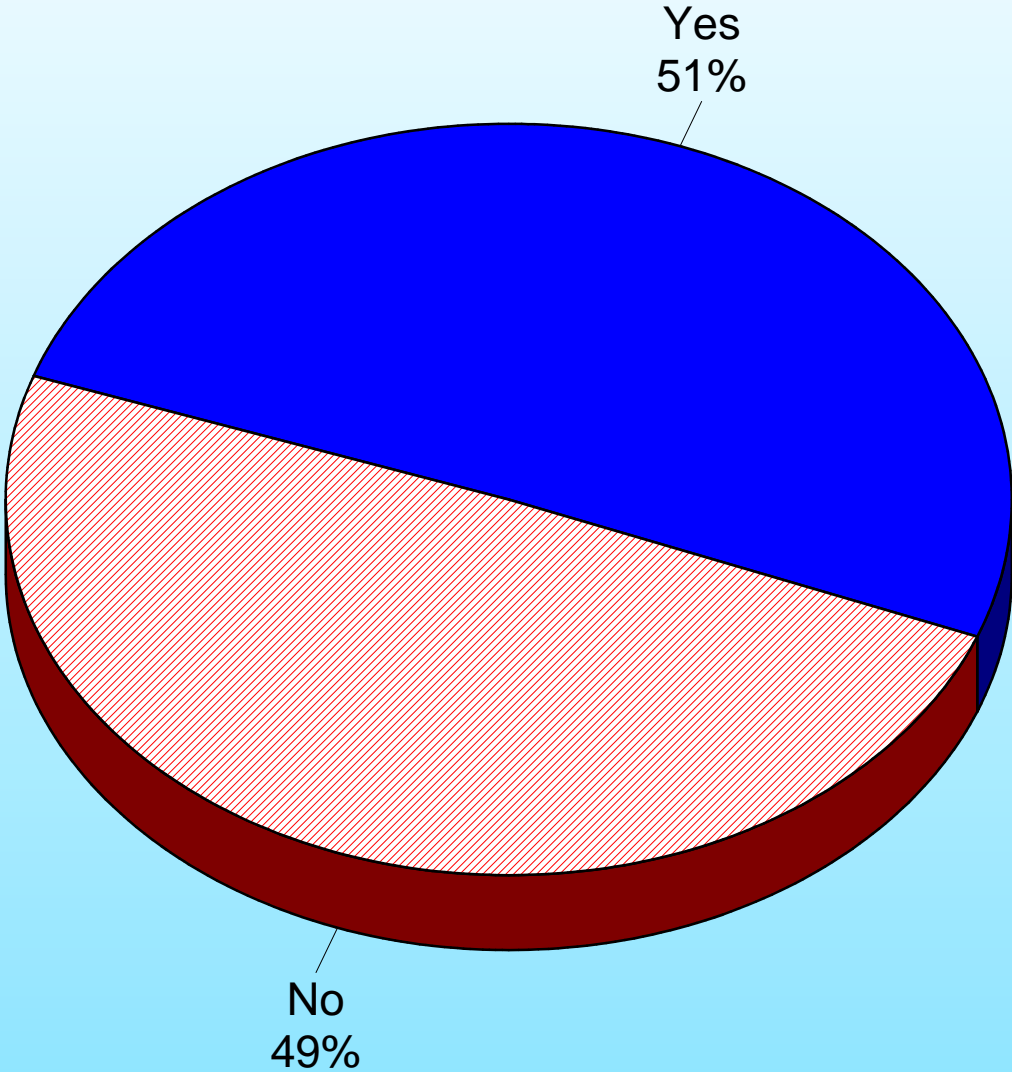
by percentage of respondents (Excluding "Don't Know")



Source: ETC Institute (2016)

Q14. Have you interacted with DSD's Inspection Divisions during the past year?

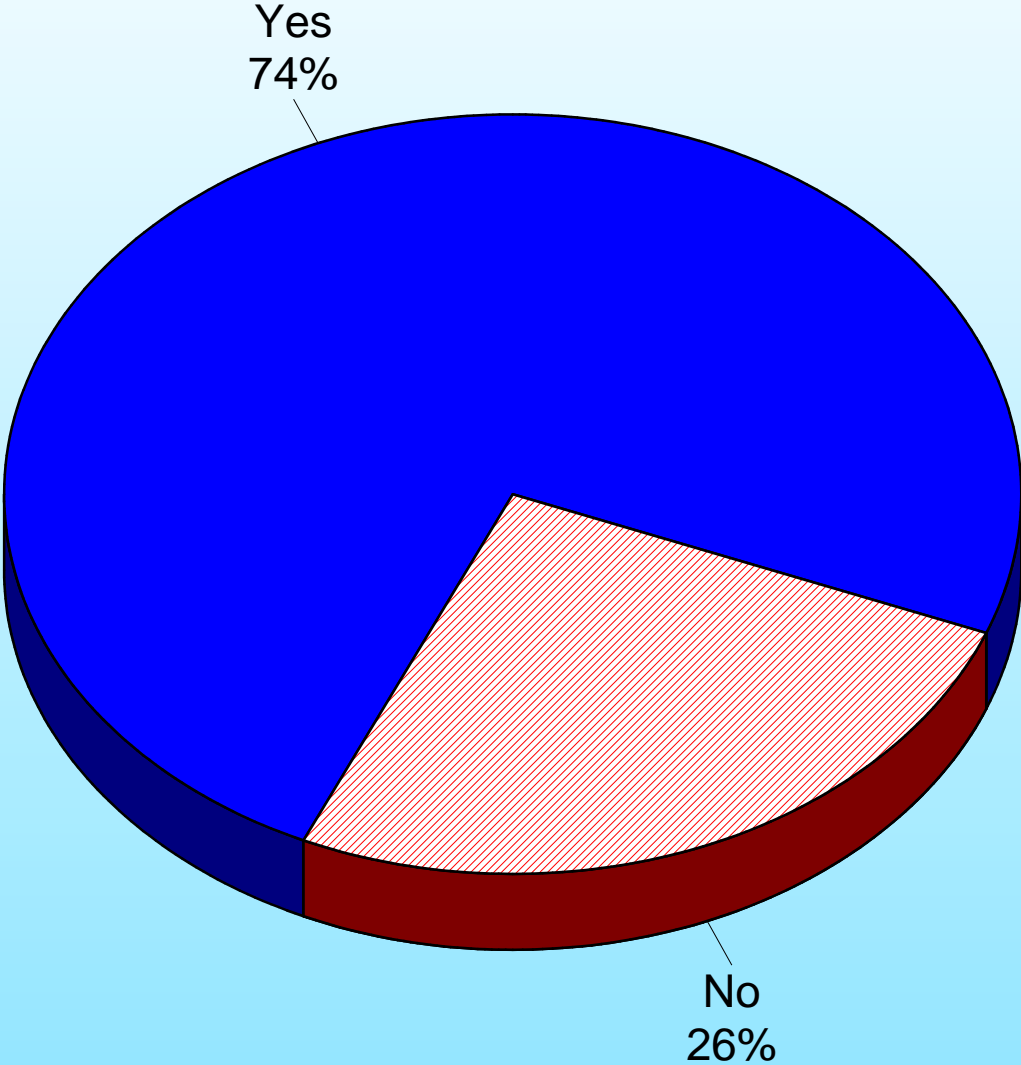
by percentage of respondents



Source: ETC Institute (2016)

Q15. Have you received Residential inspections in the past year?

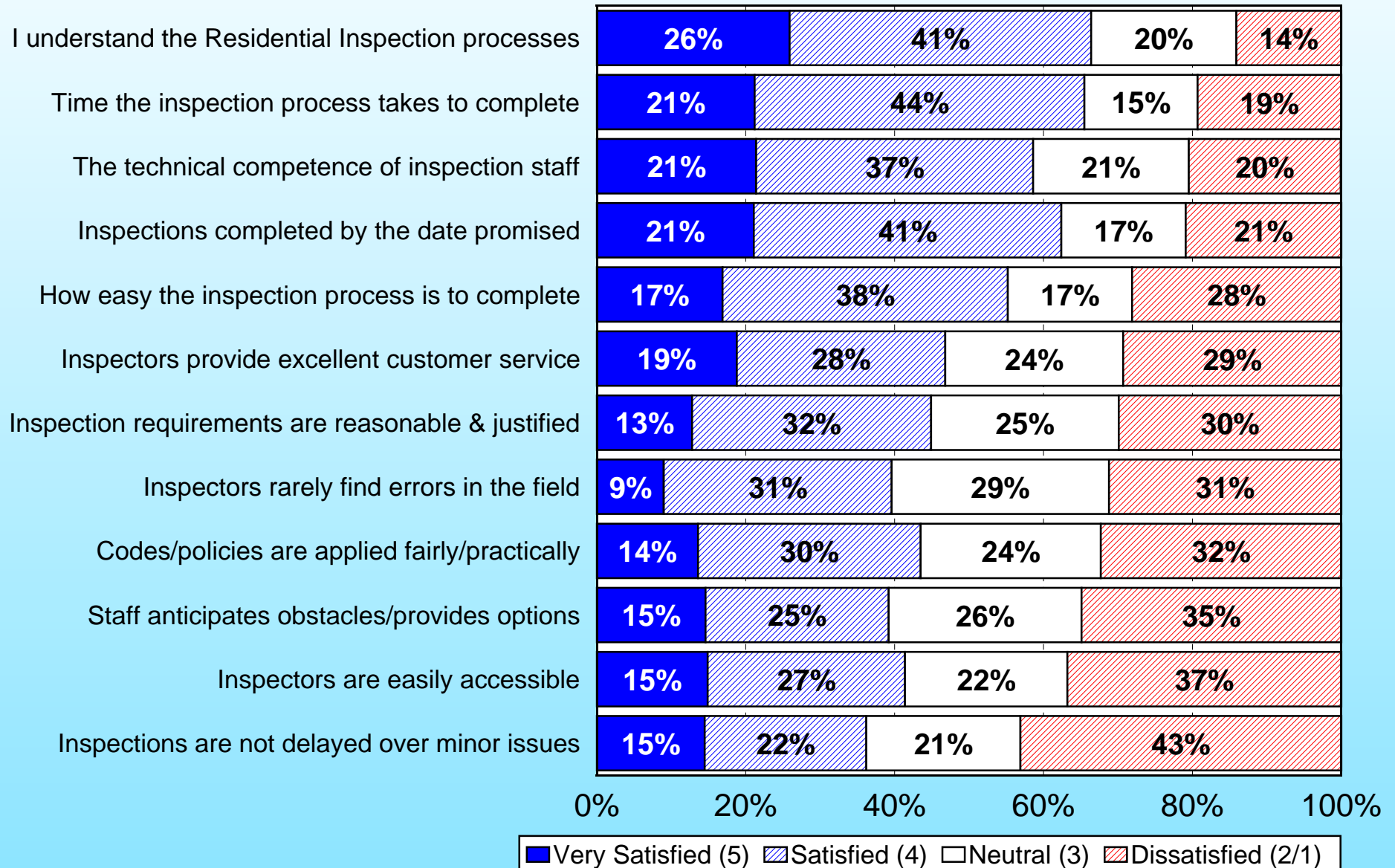
by percentage of respondents



Source: ETC Institute (2016)

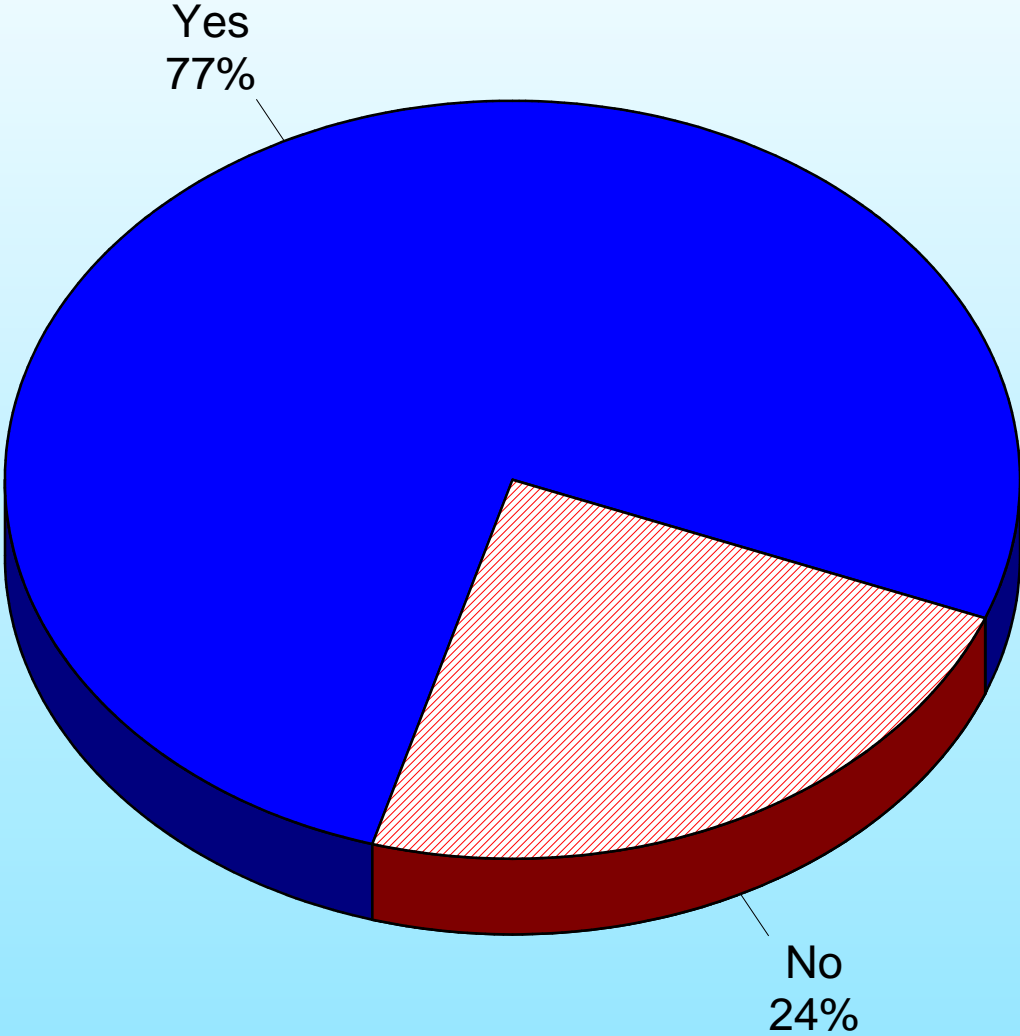
Q16. Overall Satisfaction with DSD's Residential Inspection Division

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



Source: ETC Institute (2016)

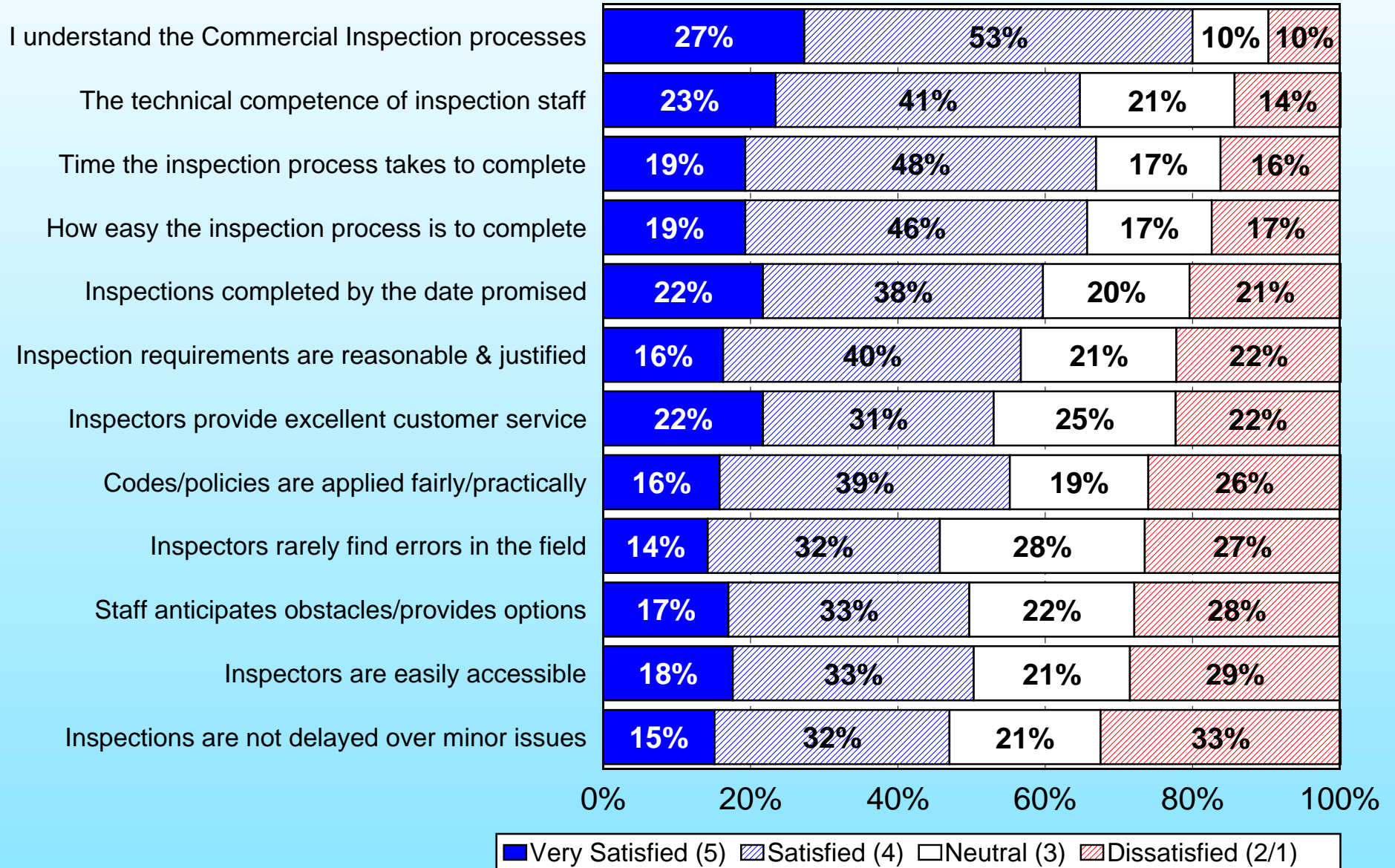
Q17. Have you received Commercial inspections in the past year? by percentage of respondents



Source: ETC Institute (2016)

Q18. Overall Satisfaction with DSD's Commercial Inspection Division Process

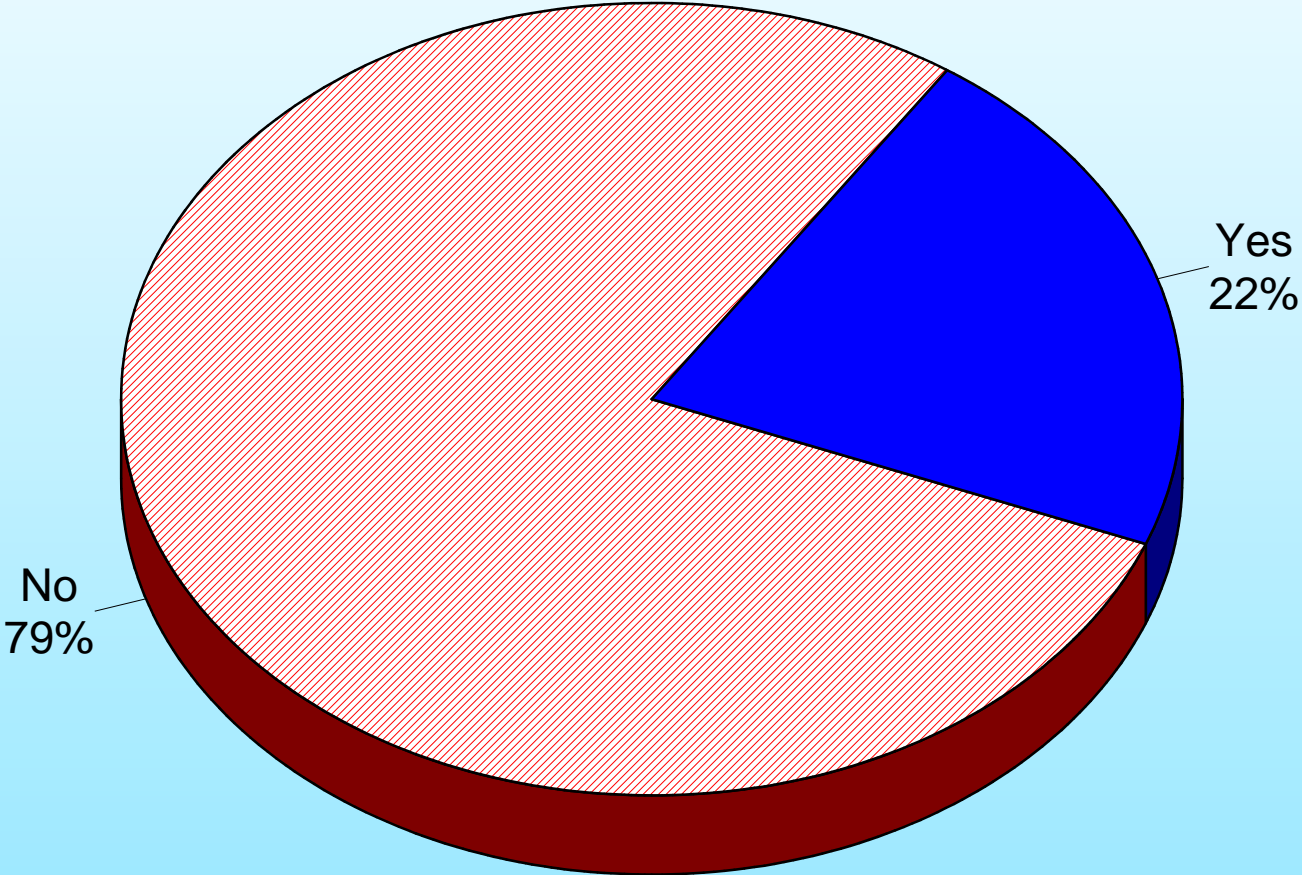
by percentage of respondents (Excluding "Don't Know")



Source: ETC Institute (2016)

Q19. Have you received Tree inspections in the past year?

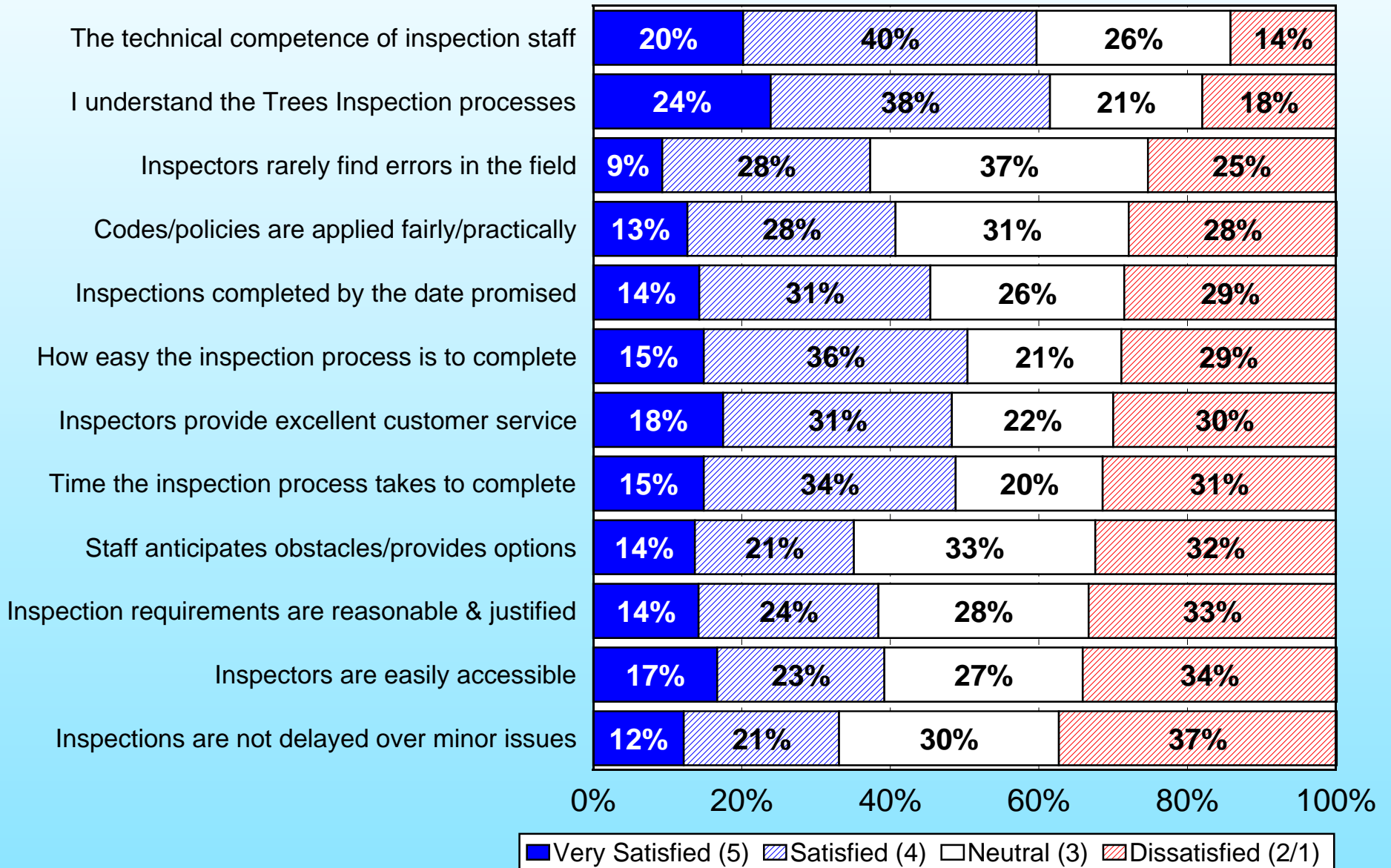
by percentage of respondents



Source: ETC Institute (2016)

Q20. Overall Satisfaction with DSD's Trees Inspection Division

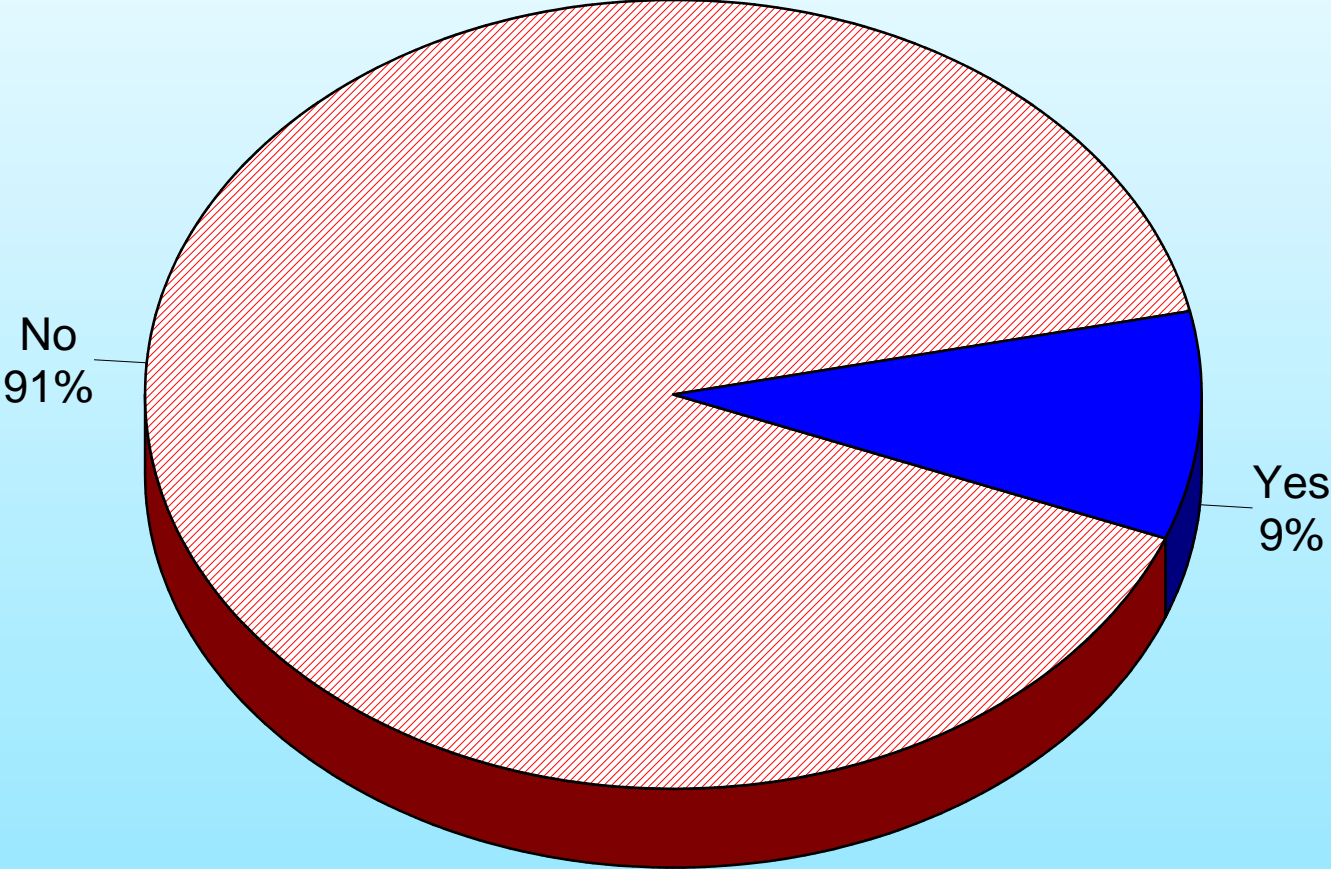
by percentage of respondents (Excluding "Don't Know")



Source: ETC Institute (2016)

Q21. Have you received Site and Subdivision inspections in the past year”?

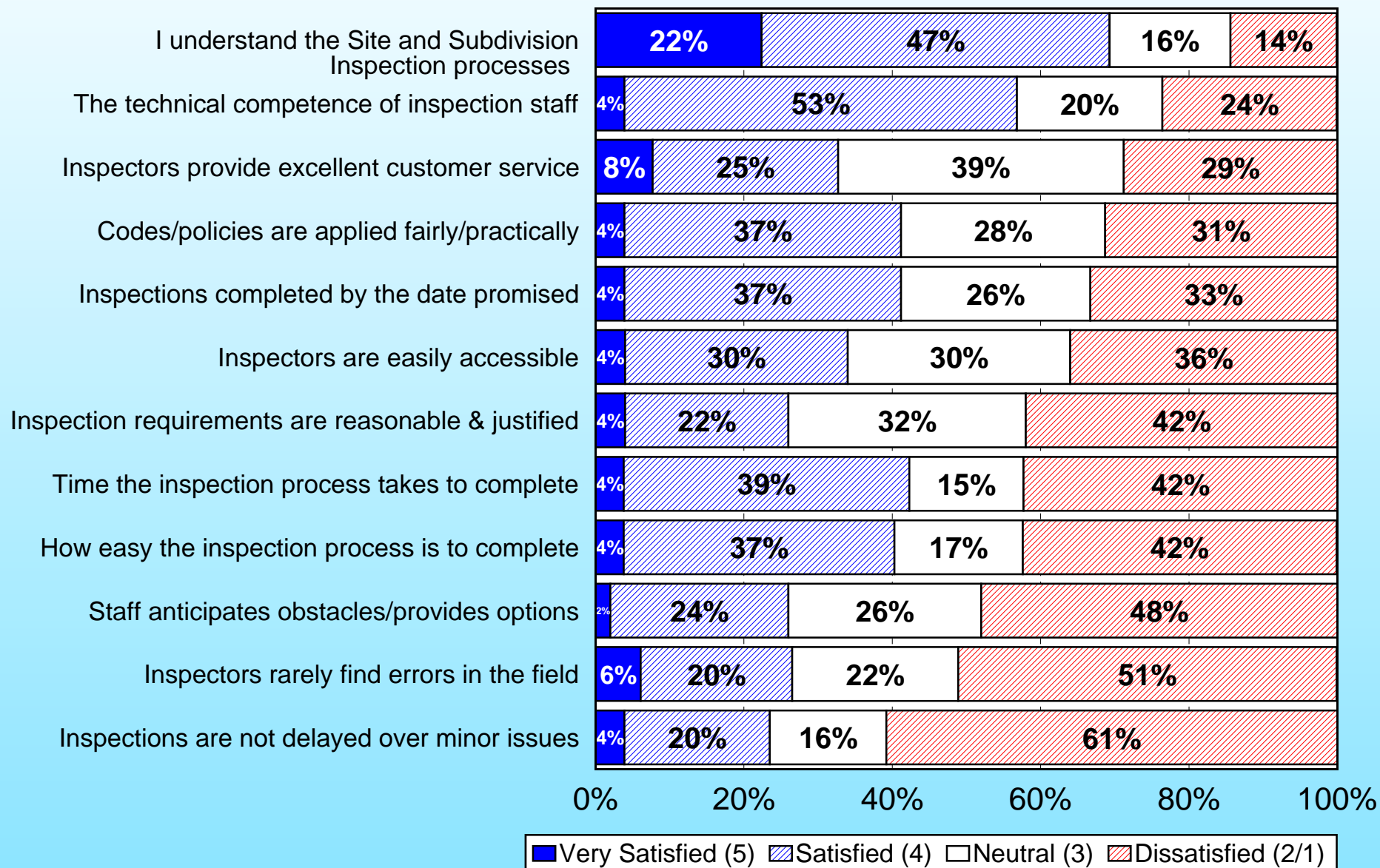
by percentage of respondents



Source: ETC Institute (2016)

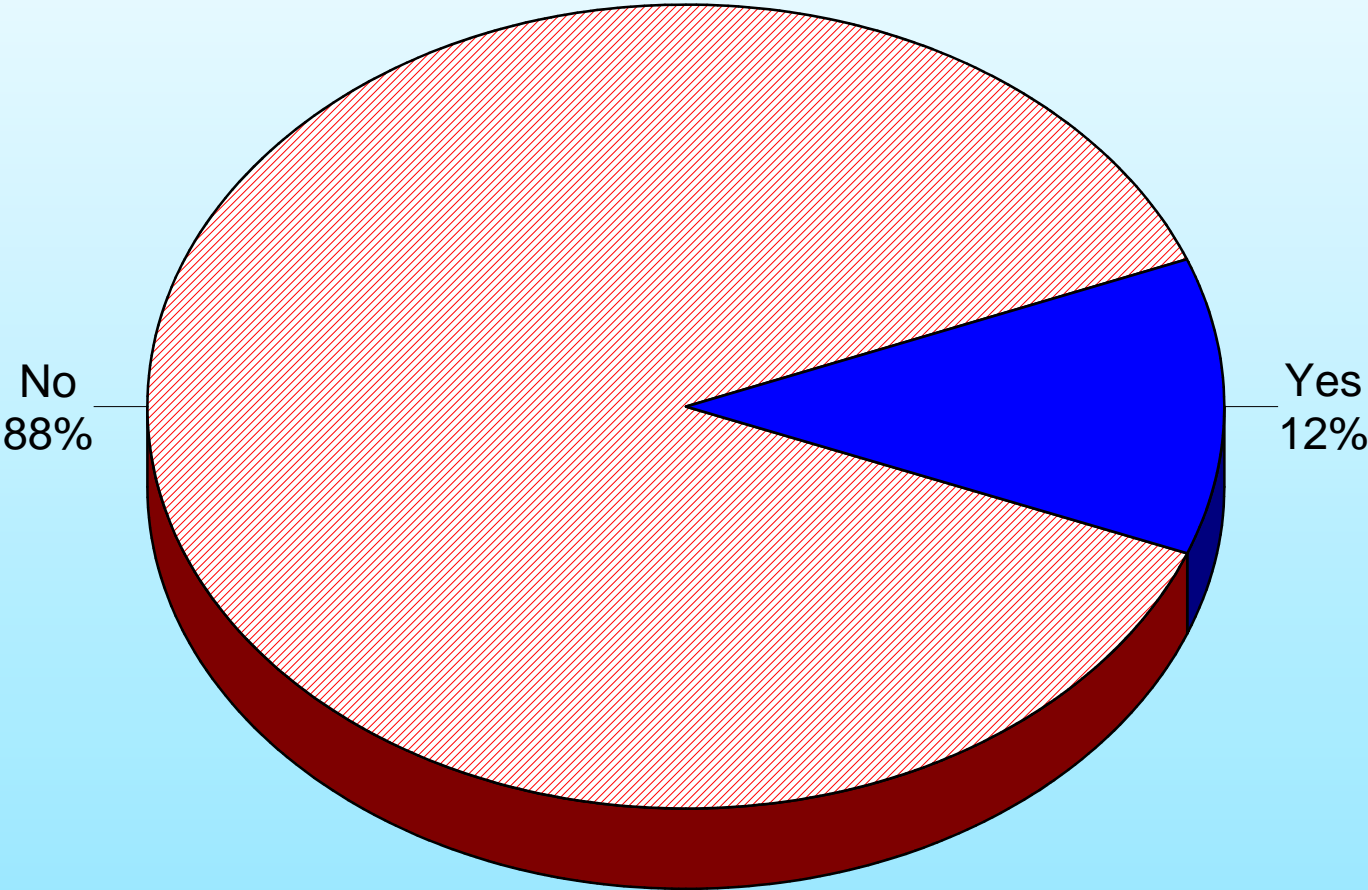
Q22. Overall Satisfaction with DSD's Site and Subdivision Inspection Division

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



Source: ETC Institute (2016)

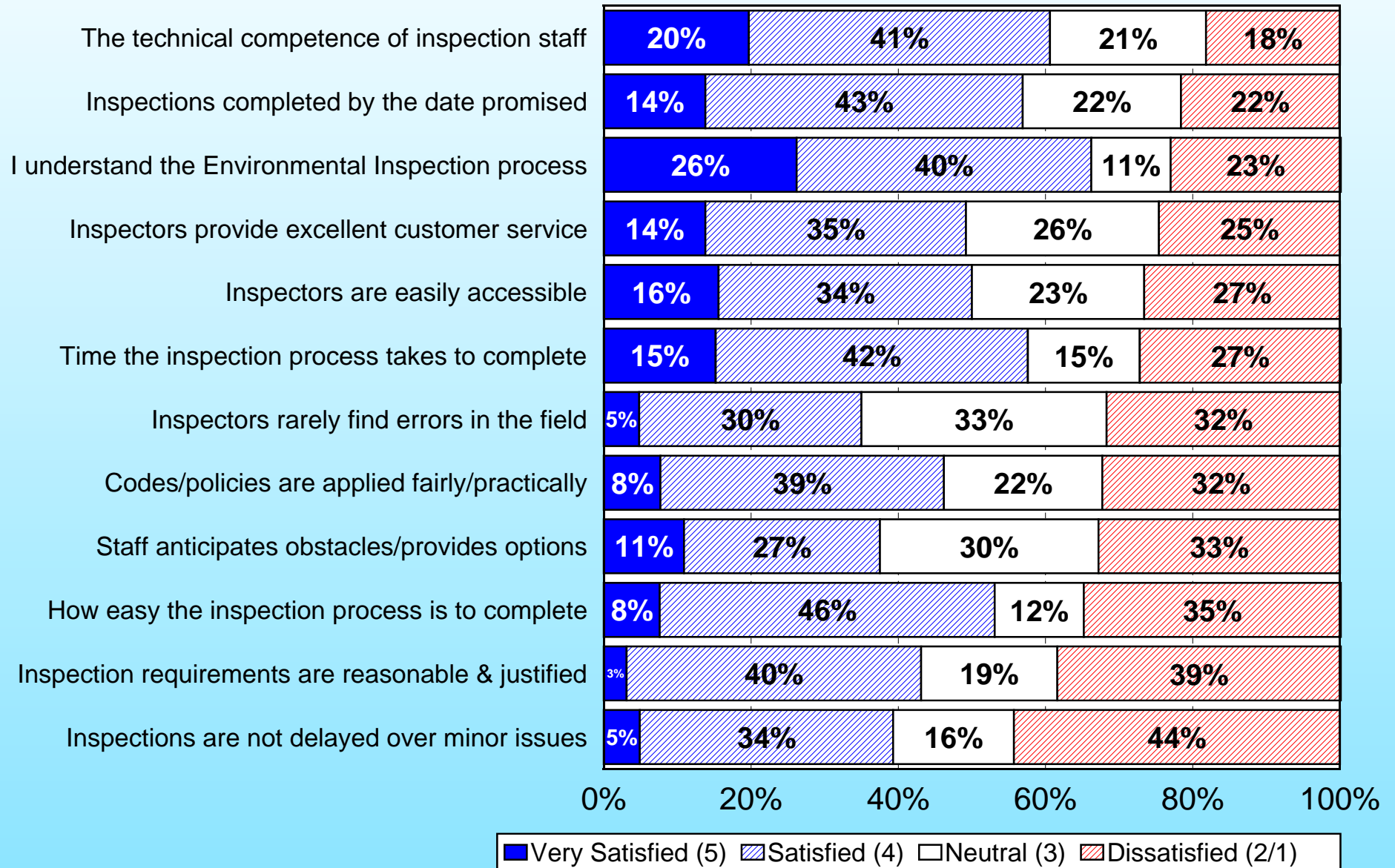
Q23. Have you received Environmental inspections in the past year? by percentage of respondents



Source: ETC Institute (2016)

Q24. Overall Satisfaction with DSD's Environmental Inspection Division

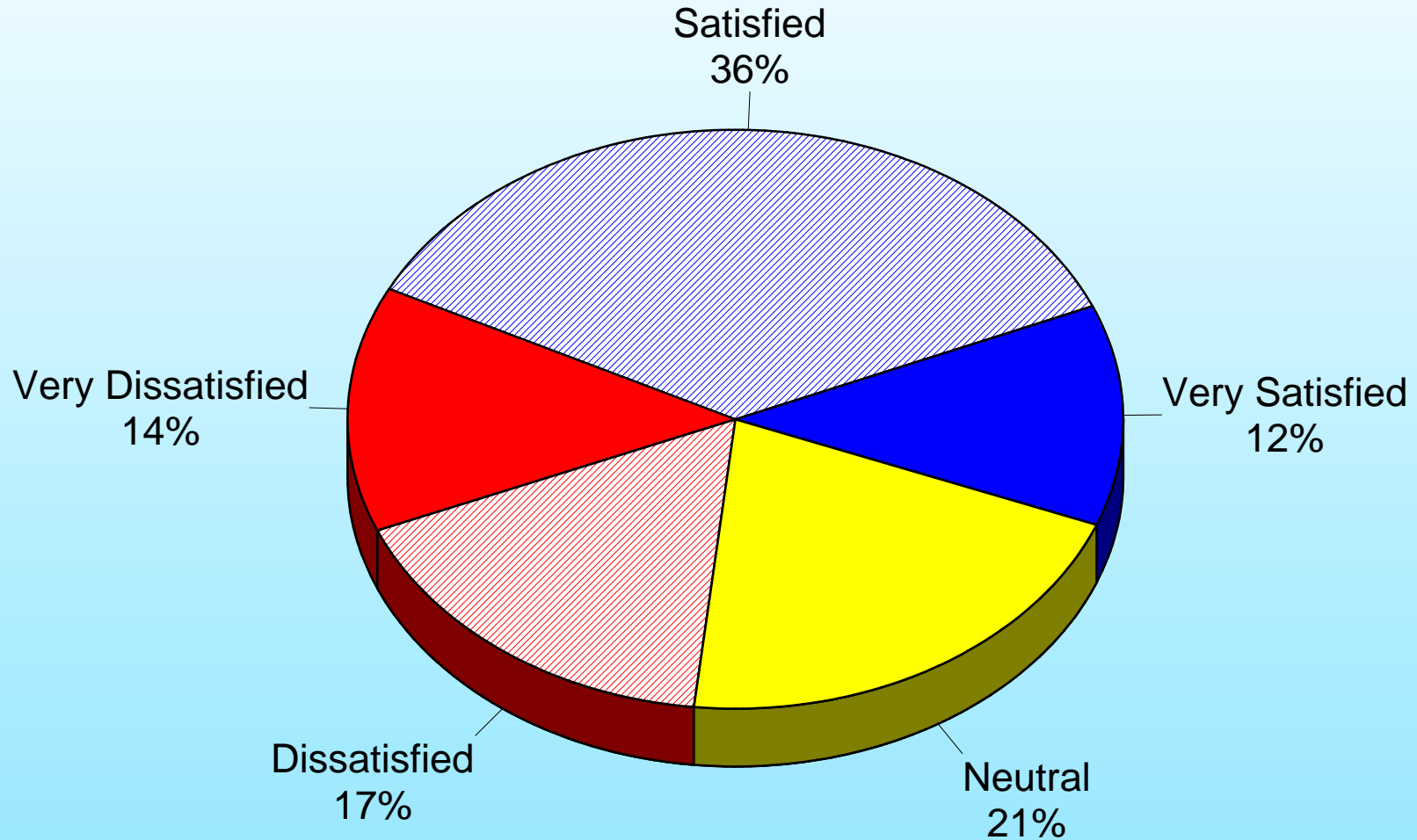
by percentage of respondents (Excluding "Don't Know")



Source: ETC Institute (2016)

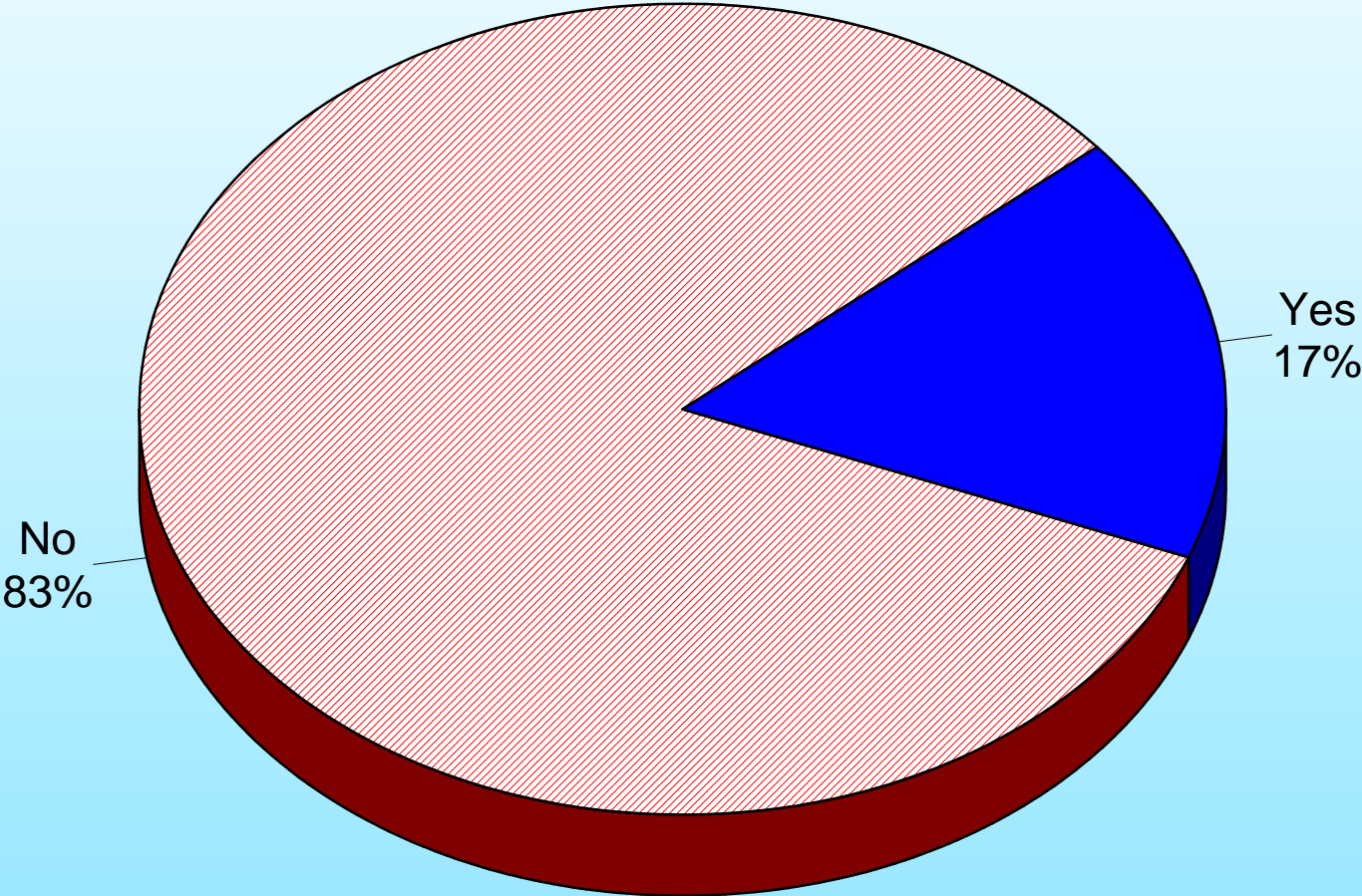
Q25. Overall, how satisfied are you with the services provided by DSD's Inspection Divisions

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



Source: ETC Institute (2016)

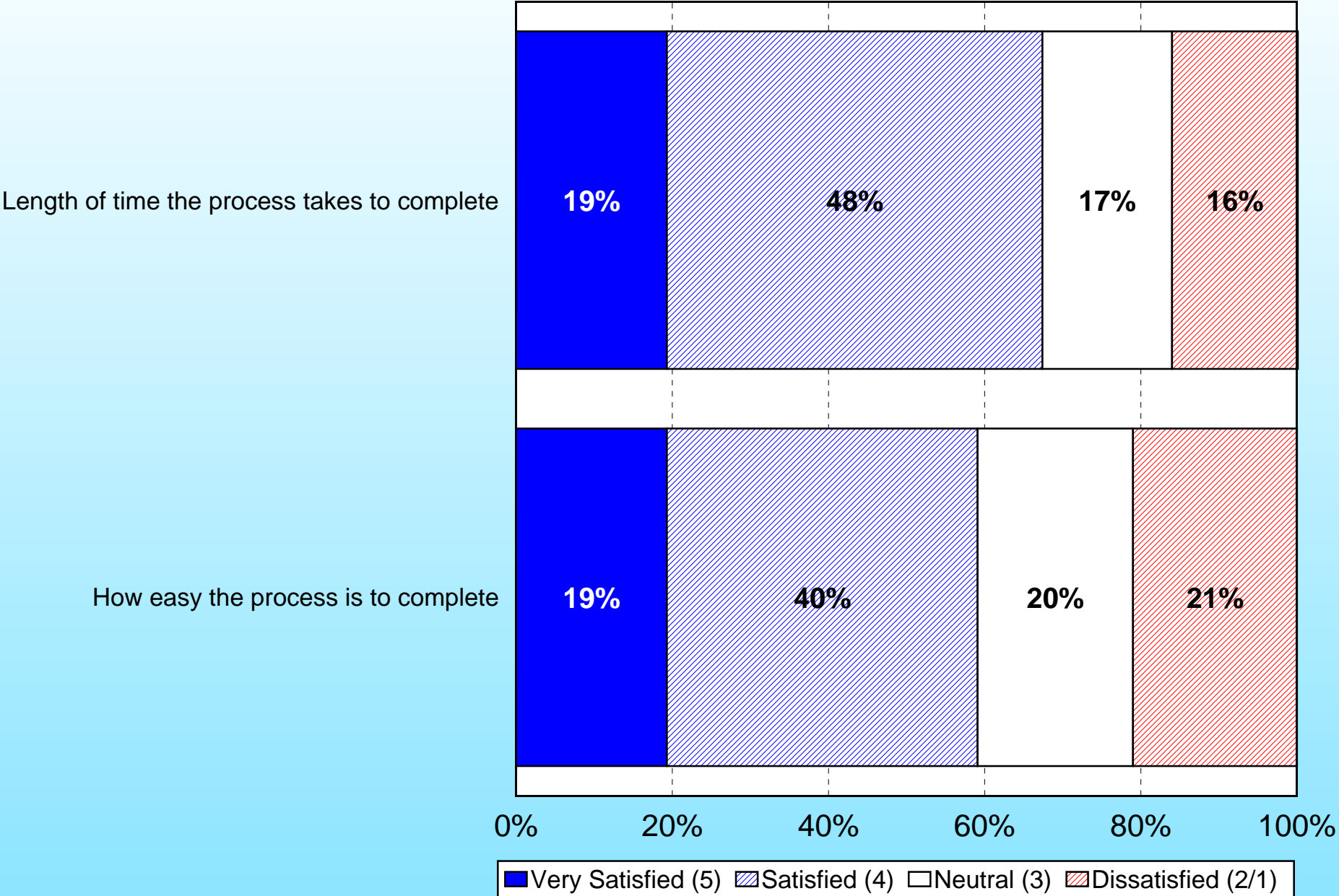
Q27. Have you received any Online Services during the past two years? by percentage of respondents



Source: ETC Institute (2016)

Q28. Overall Satisfaction with Online Services

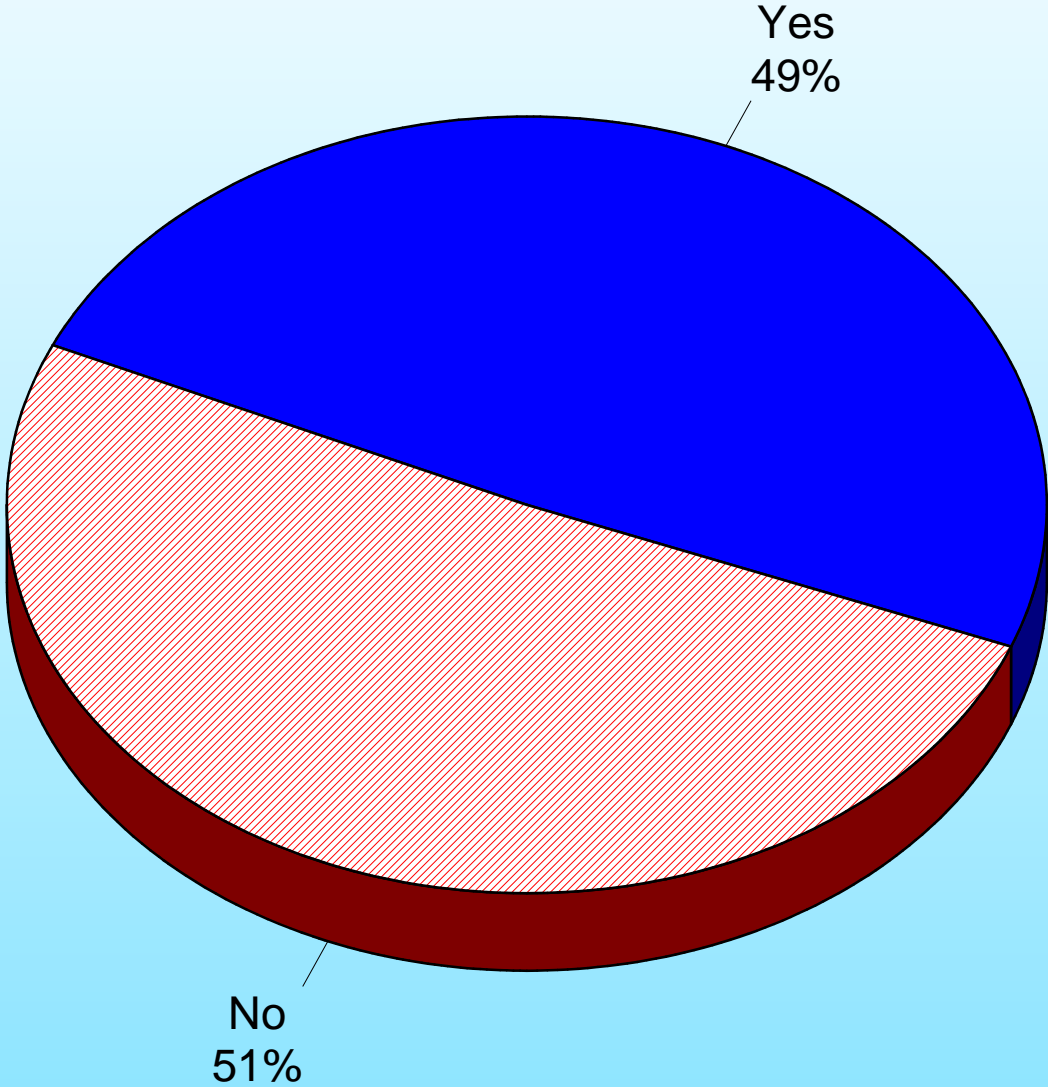
by percentage of respondents (Excluding "Don't Know")



Source: ETC Institute (2016)

Q29. Have you received services from the Service Center during the past two years?

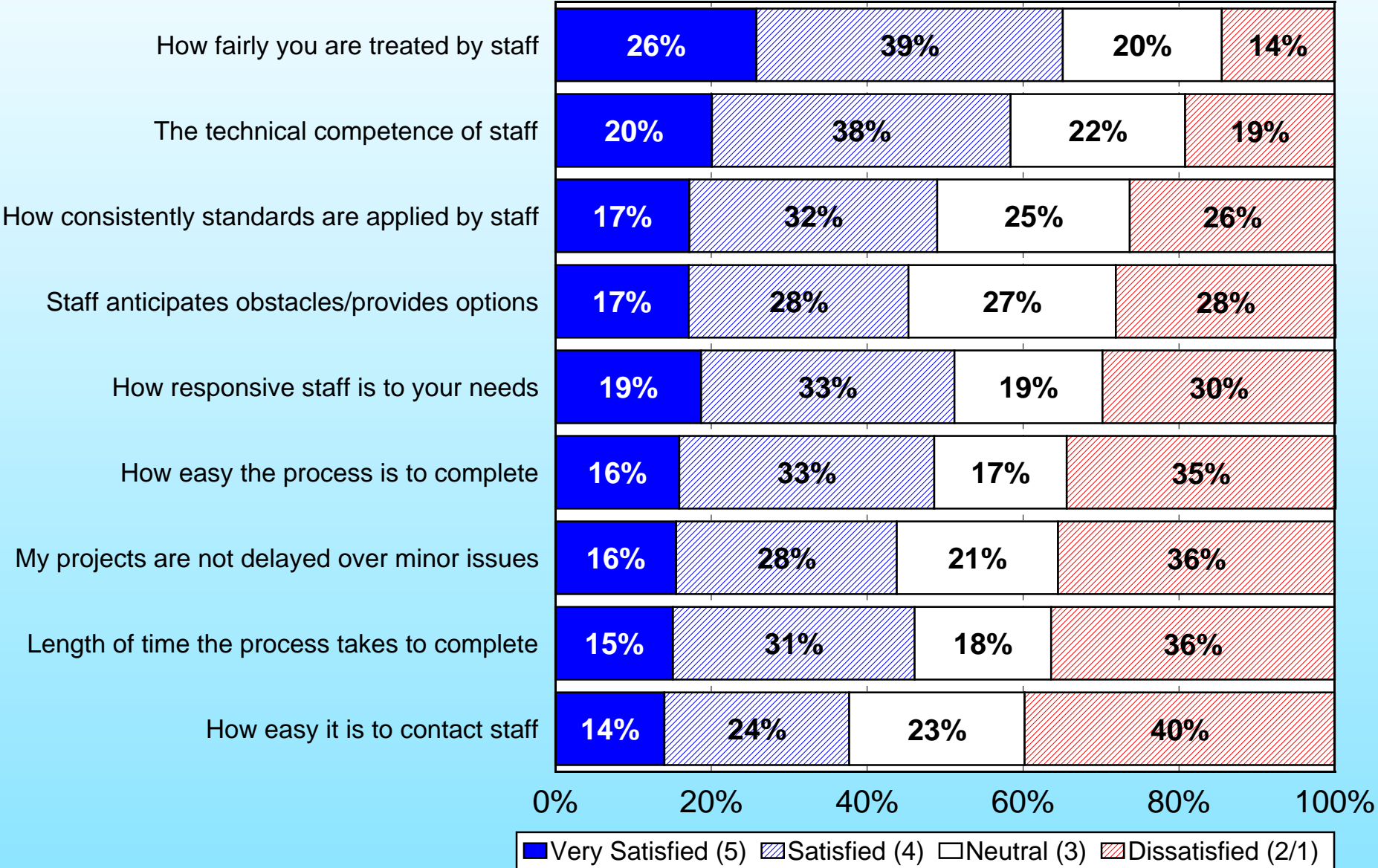
by percentage of respondents



Source: ETC Institute (2016)

Q30. Overall Satisfaction with DSD's Service Center

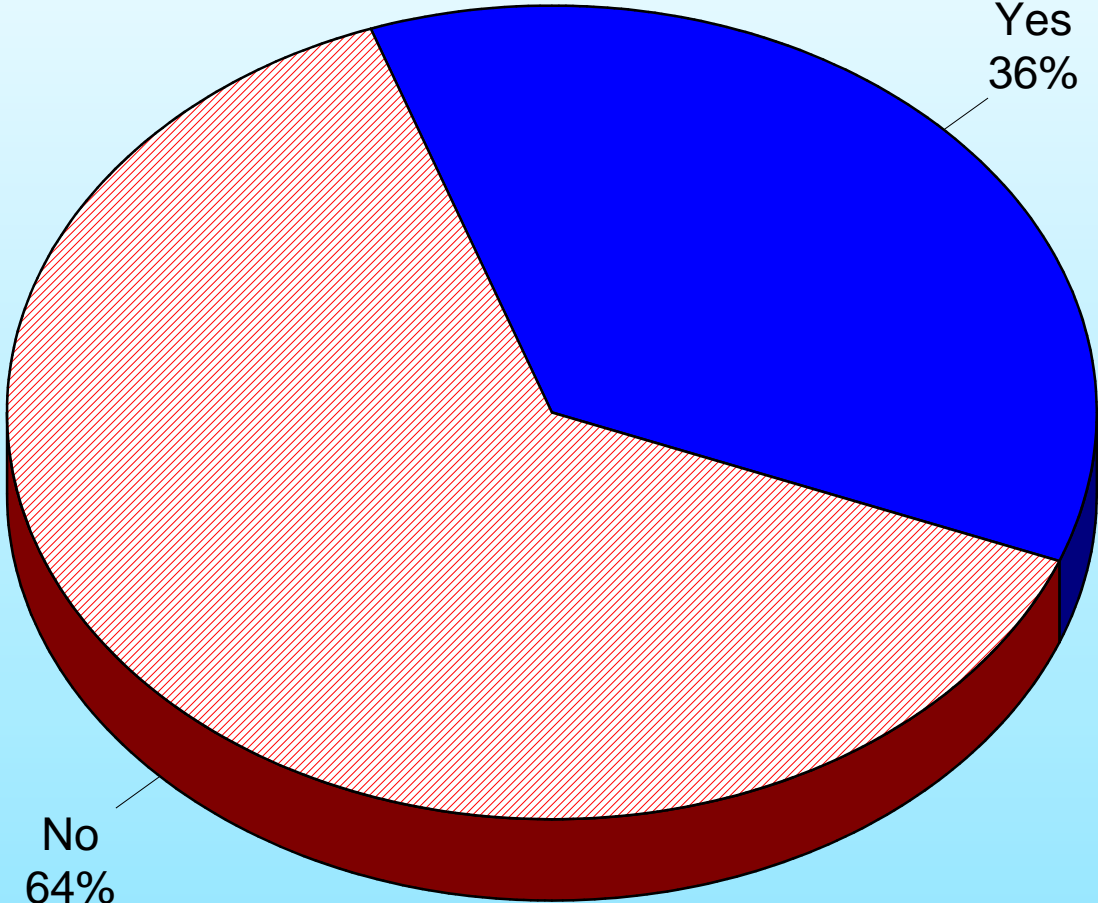
by percentage of respondents (Excluding "Don't Know")



Source: ETC Institute (2016)

Q31. Have you received services from the Development Assistance Center

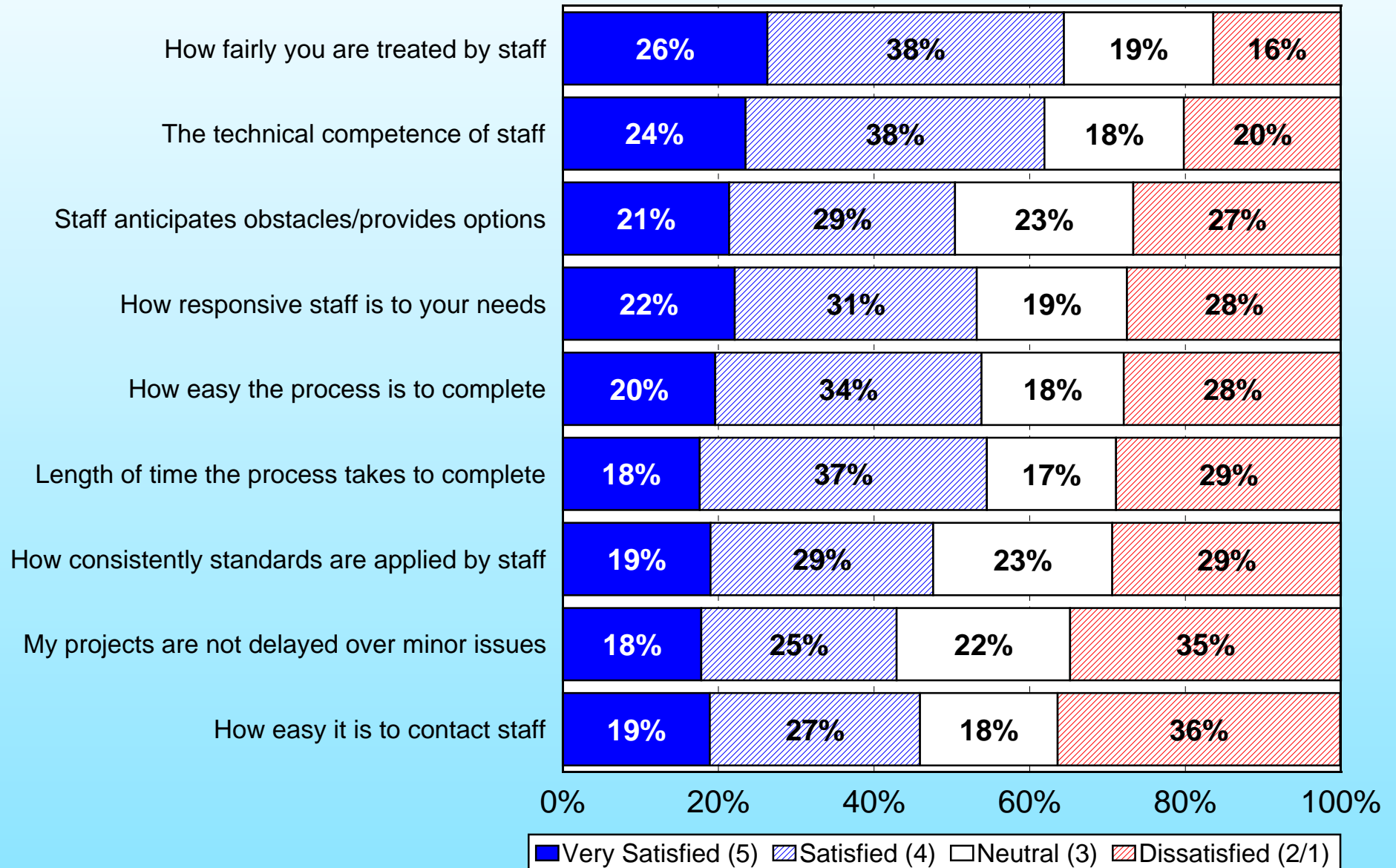
by percentage of respondents



Source: ETC Institute (2016)

Q32. Overall Satisfaction with DSD's Development Assistance Center

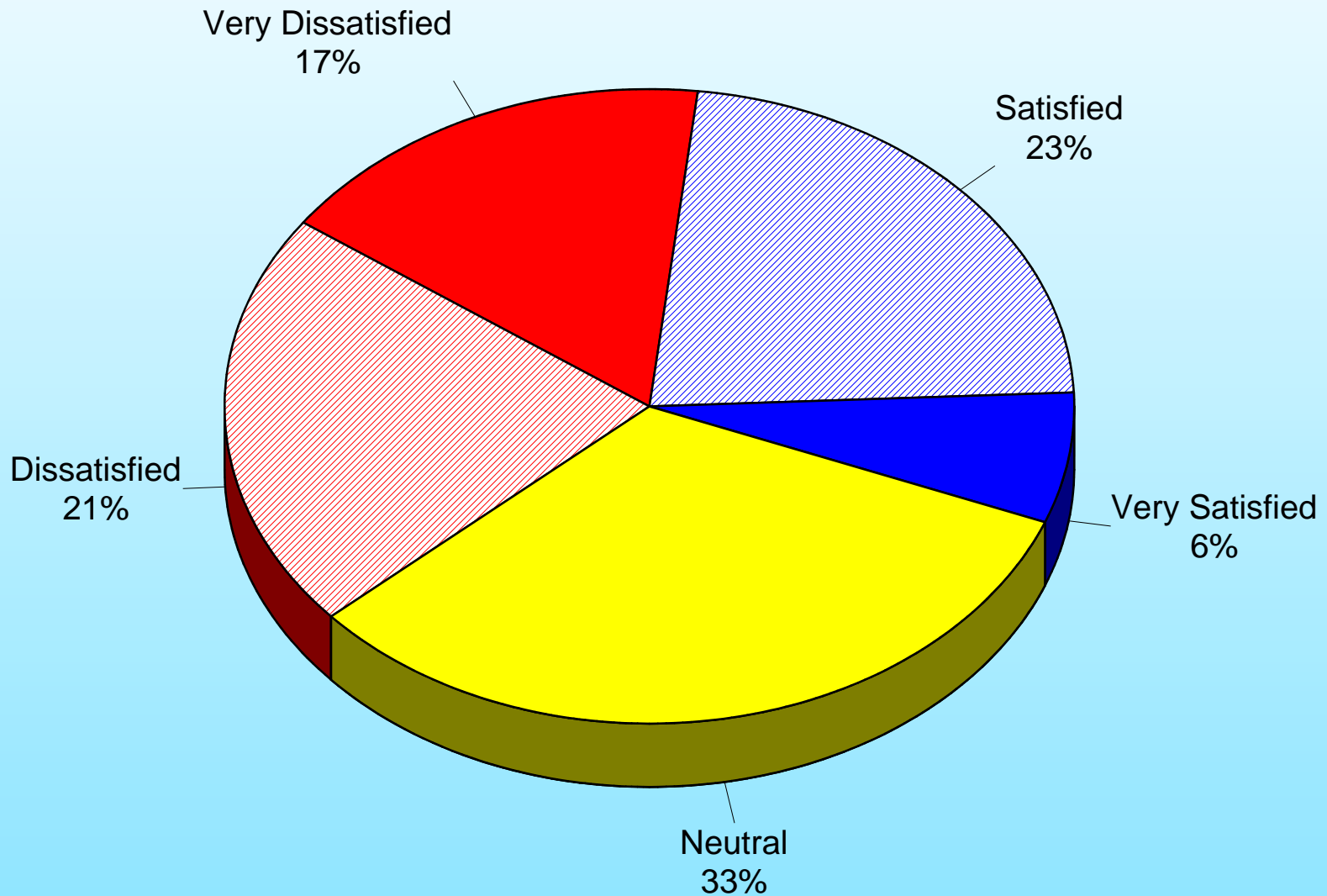
by percentage of respondents (Excluding "Don't Know")



Source: ETC Institute (2016)

Q33. How satisfied are you with your understanding of how DSD is structured and the role that external City departments have in the review and permitting process?

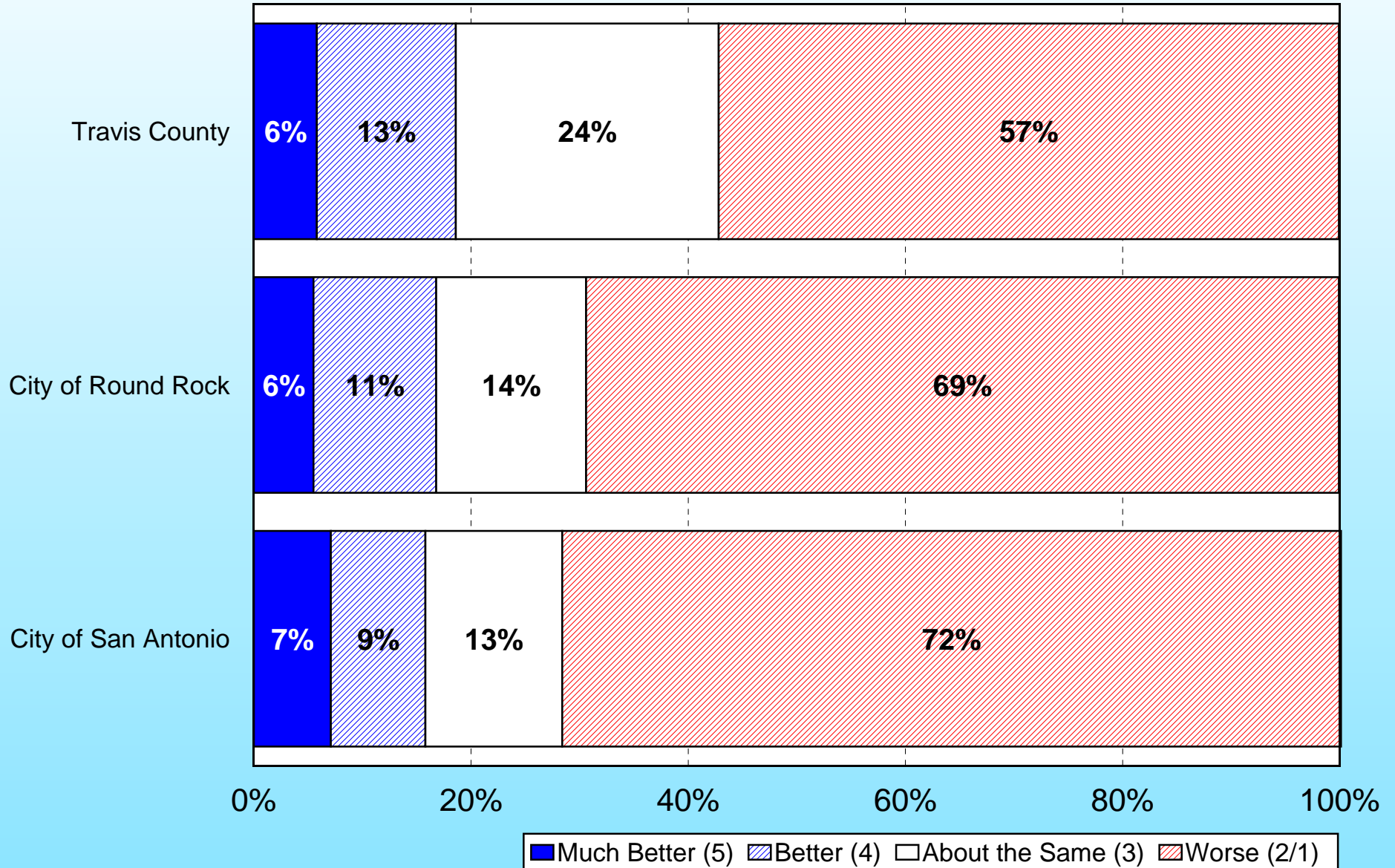
by percentage of respondents



Source: ETC Institute (2016)

Q34. How does the Development Services Department's review and permitting process compare to the following jurisdictions?

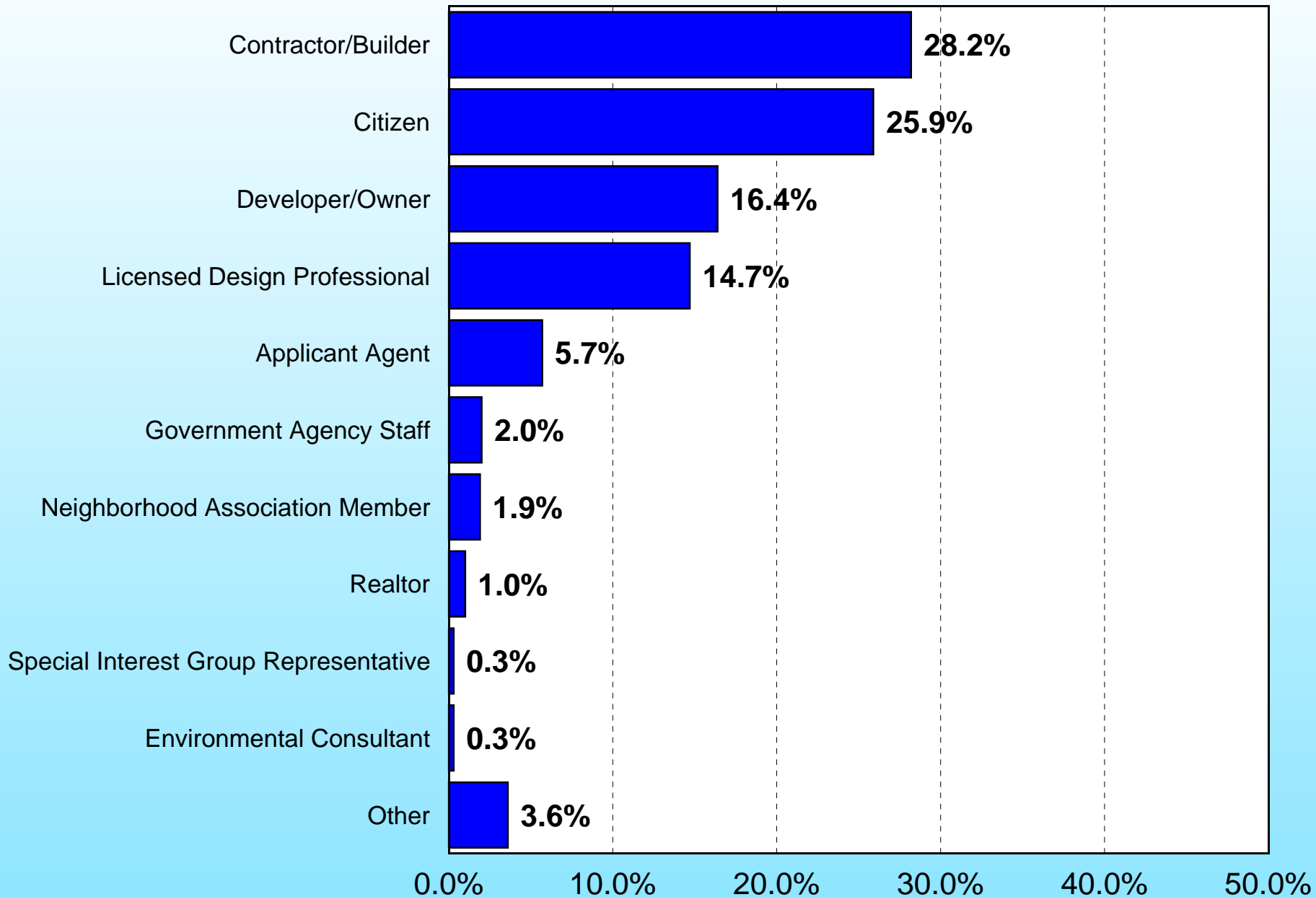
by percentage of respondents (Excluding "Don't Know")



Source: ETC Institute (2016)

Q35. Which of the following BEST describes you?

by percentage of respondents



Source: ETC Institute (2016)

Section 2

Benchmarking Analysis



Benchmarking Analysis

City of Austin, Texas

Overview

ETC Institute administered a development services survey for the City of Austin during the October and November of 2016. The survey was designed to gauge how the City can continue to provide excellent customer service to the community. Customers were asked to rate various aspects of their interactions with City staff. The areas that were rated included:

- Length of time the process takes to complete
- How easy the process is to complete
- Technical competency of staff
- Services are completed by the date promised
- Review staff is easily accessible
- I understand the department's structure and roles in the department
- Codes and policies are applied by review staff in a fair and practical manner
- Plan review comments applied to my project are reasonable and justified
- How easy it is to contact staff
- How responsive staff is to customer needs
- How fairly customers are treated by staff
- Staff anticipates obstacles and provides options when they are available
- The processing of my projects are not delayed over minor issues
- How consistently standards are applied by staff

The charts and graphs on the following pages show the level of satisfaction for these areas within 12 different divisions of the Development Services Department: 1) Residential Plan Review, 2) Commercial Plan Review, 3) Tree Ordinance Review, 4) Site Plan Review, 5) Subdivision Review, 6) Residential Inspections, 7) Commercial Inspections, 8) Trees Inspections, 9) Site and Subdivision Inspections, 10) Environmental Inspections, 11) Service Center, 12) Development Assistance Center. The charts and graphs also show the average satisfaction for all of City of Austin Development Services combined, as well as benchmarking comparisons to the other comparable cities. The benchmarks are based on large communities where ETC Institute has recently administered surveys, including Las Vegas, Nevada, St. Louis, Missouri and Dallas, Texas.

City of Austin Benchmarking 2016

Q3. Residential Plan Review	Austin	Dallas	Las Vegas	St. Louis
Length of time the review process takes to complete	38%	53%	79%	62%
How easy the review process is to complete	42%	55%	80%	71%
The technical competence of review staff	70%	73%	91%	90%
The review staff provides excellent customer service	62%	61%	84%	80%
Review staff is easily accessible when assistance is needed to resolve problems	44%	59%	88%	83%
I understand residential plan review processes	78%	62%	80%	75%
Codes & policies are applied by review staff in a fair & practical manner	57%	69%	85%	80%

Q5. Commercial Plan Review	Austin	Dallas	Las Vegas	St. Louis
Length of time the review process takes to complete	33%	53%	79%	62%
How easy the review process is to complete	36%	55%	80%	71%
The technical competence of review staff	67%	73%	91%	90%
The review staff provides excellent customer service	58%	61%	84%	80%
Review staff is easily accessible when assistance is needed to resolve problems	45%	59%	88%	83%
I understand commercial plan review processes	79%	62%	80%	75%
Codes & policies are applied by review staff in a fair & practical manner	56%	69%	85%	80%

Q7. Tree Ordinance Review	Austin	Dallas	Las Vegas	St. Louis
Length of time the review process takes to complete	50%	53%	79%	62%
How easy the review process is to complete	63%	55%	80%	71%
The technical competence of review staff	82%	73%	91%	90%
The review staff provides excellent customer service	68%	61%	84%	80%
Review staff is easily accessible when assistance is needed to resolve problems	62%	59%	88%	83%
I understand the tree permit review processes	87%	62%	80%	75%
Codes & policies are applied by review staff in a fair & practical manner	70%	69%	85%	80%

Q9. Site Plan Review	Austin	Dallas	Las Vegas	St. Louis
Length of time the review process takes to complete	30%	53%	79%	62%
How easy the review process is to complete	33%	55%	80%	71%
The technical competence of review staff	59%	73%	91%	90%
The review staff provides excellent customer service	49%	61%	84%	80%
Review staff is easily accessible when assistance is needed to resolve problems	43%	59%	88%	83%
I understand the site plan review processes	74%	62%	80%	75%
Codes & policies are applied by review staff in a fair & practical manner	48%	69%	85%	80%

Q11. Subdivision Review	Austin	Dallas	Las Vegas	St. Louis
Length of time the review process takes to complete	21%	53%	79%	62%
How easy the review process is to complete	33%	55%	80%	71%
The technical competence of review staff	49%	73%	91%	90%
The review staff provides excellent customer service	38%	61%	84%	80%
Review staff is easily accessible when assistance is needed to resolve problems	30%	59%	88%	83%
I understand the subdivision review processes	84%	62%	80%	75%
Codes & policies are applied by review staff in a fair & practical manner	35%	69%	85%	80%

Q12. Overall, how satisfied are you with the DSD's Plan Review Process?	Austin	Dallas	Las Vegas
	41%	73%	89%

Q16. Residential Inspection Division	Austin	Dallas	Las Vegas	St. Louis
Length of time the inspection process takes to complete	81%	53%	79%	62%
How easy the inspection process is to complete	72%	55%	80%	71%
The technical competence of inspection staff	80%	73%	91%	90%
Inspectors provide excellent customer service	71%	61%	84%	80%
Inspectors are easily accessible when assistance is needed to resolve problems	63%	59%	88%	83%
I understand the Residential Inspection process	86%	62%	80%	75%
Codes & policies are applied by inspection staff in a fair & practical manner	68%	69%	85%	80%

Q18. Commercial Inspection Division	Austin	Dallas	Las Vegas	St. Louis
Length of time the inspection process takes to complete	84%	53%	79%	62%
How easy the inspection process is to complete	83%	55%	80%	71%
The technical competence of inspection staff	86%	73%	91%	90%
Inspectors provide excellent customer service	78%	61%	84%	80%
Inspectors are easily accessible when assistance is needed to resolve problems	72%	59%	88%	83%
I understand the Commercial Inspection process	90%	62%	80%	75%
Codes & policies are applied by inspection staff in a fair & practical manner	74%	69%	85%	80%

Q20. Trees Inspection Division	Austin	Dallas	Las Vegas	St. Louis
Length of time the inspection process takes to complete	69%	53%	79%	62%
How easy the inspection process is to complete	71%	55%	80%	71%
The technical competence of inspection staff	86%	73%	91%	90%
Inspectors provide excellent customer service	70%	61%	84%	80%
Inspectors are easily accessible when assistance is needed to resolve problems	66%	59%	88%	83%
I understand the Trees Inspection process	82%	62%	80%	75%
Codes & policies are applied by inspection staff in a fair & practical manner	72%	69%	85%	80%

Q22. Site and Subdivision Inspection Division	Austin	Dallas	Las Vegas	St. Louis
Length of time the inspection process takes to complete	58%	53%	79%	62%
How easy the inspection process is to complete	58%	55%	80%	71%
The technical competence of inspection staff	76%	73%	91%	90%
Inspectors provide excellent customer service	71%	61%	84%	80%
Inspectors are easily accessible when assistance is needed to resolve problems	64%	59%	88%	83%
I understand the Site and Subdivision Inspection Division process	86%	62%	80%	75%
Codes & policies are applied by inspection staff in a fair & practical manner	69%	69%	85%	80%

Q24. Environmental Inspection Division	Austin	Dallas	Las Vegas	St. Louis
Length of time the inspection process takes to complete	73%	53%	79%	62%
How easy the inspection process is to complete	65%	55%	80%	71%
The technical competence of inspection staff	82%	73%	91%	90%
Inspectors provide excellent customer service	75%	61%	84%	80%
Inspectors are easily accessible when assistance is needed to resolve problems	73%	59%	88%	83%
I understand the Environmental Inspection Division process	77%	62%	80%	75%
Codes & policies are applied by inspection staff in a fair & practical manner	68%	69%	85%	80%

Q25. Overall, how satisfied are you with the services provided by DSD's Inspection Divisions?	Austin	Dallas	Las Vegas
	69%	73%	89%

Q28. Online Services	Austin	Dallas	Las Vegas	St. Louis
Length of time the process takes to complete	84%	53%	79%	62%
How easy the process is to complete	79%	55%	80%	71%

Q30. Service Center	Austin	Dallas	Las Vegas	St. Louis
Length of time the inspection process takes to complete	64%	53%	79%	62%
How easy the inspection process is to complete	66%	55%	80%	71%
The technical competence of inspection staff	81%	73%	91%	90%
How easy it is to contact staff	60%	59%	88%	83%
How responsive staff is to your needs	70%	61%	84%	80%
How fairly you are treated by staff	86%	76%	89%	90%
How consistently standards are applied by staff	74%	69%	85%	80%

Q32. Development Assistance Center	Austin	Dallas	Las Vegas	St. Louis
Length of time the inspection process takes to complete	71%	53%	79%	62%
How easy the inspection process is to complete	72%	55%	80%	71%
The technical competence of inspection staff	80%	73%	91%	90%
How easy it is to contact staff	64%	59%	88%	83%
How responsive staff is to your needs	73%	61%	84%	80%
How fairly you are treated by staff	84%	76%	89%	90%
How consistently standards are applied by staff	71%	69%	85%	80%

Section 3

Tabular Data

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

Q1. Have you interacted with DSD's Plan Review Process during past year	Number	Percent
Yes	710	62.7 %
No	423	37.3 %
Total	1133	100.0 %

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

Q2. Have you received services from Residential Plan Review division during past year	Number	Percent
Yes	473	66.6 %
No	237	33.4 %
Total	710	100.0 %

Q3. Listed below are several items that may influence your satisfaction with DSD's Residential Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=473)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3a. Length of time the review process takes to complete	5.5%	16.9%	14.6%	24.7%	36.4%	1.9%
Q3b. How easy the review process is to complete	4.4%	18.2%	18.2%	25.6%	31.5%	2.1%
Q3c. The technical competence of review staff	10.8%	33.2%	23.7%	15.0%	14.0%	3.4%
Q3d. Review services are completed by the date promised	6.6%	22.0%	17.3%	22.4%	26.0%	5.7%
Q3e. The review staff provides excellent customer service	12.3%	27.7%	20.7%	18.2%	18.8%	2.3%
Q3f. Review staff is easily accessible when assistance is needed to resolve problems	8.7%	18.4%	15.9%	24.3%	29.8%	3.0%
Q3g. I understand residential plan review processes	15.4%	37.4%	21.8%	9.5%	11.6%	4.2%
Q3h. Codes & policies are applied by review staff in a fair & practical manner	6.8%	26.8%	20.9%	19.2%	22.6%	3.6%
Q3i. Review staff anticipates obstacles & provides options when they are available	4.9%	16.3%	26.4%	19.9%	27.5%	5.1%
Q3j. The review process of my projects is not delayed over minor issues	4.2%	15.2%	17.8%	20.3%	38.5%	4.0%
Q3k. The plan review comments applied to my project are reasonable & justified	5.9%	26.0%	24.5%	18.0%	21.4%	4.2%

WITHOUT DON'T KNOW

Q3. Listed below are several items that may influence your satisfaction with DSD's Residential Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=473)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3a. Length of time the review process takes to complete	5.6%	17.2%	14.9%	25.2%	37.1%
Q3b. How easy the review process is to complete	4.5%	18.6%	18.6%	26.1%	32.2%
Q3c. The technical competence of review staff	11.2%	34.4%	24.5%	15.5%	14.4%
Q3d. Review services are completed by the date promised	7.0%	23.3%	18.4%	23.8%	27.6%
Q3e. The review staff provides excellent customer service	12.6%	28.4%	21.2%	18.6%	19.3%
Q3f. Review staff is easily accessible when assistance is needed to resolve problems	8.9%	19.0%	16.3%	25.1%	30.7%
Q3g. I understand residential plan review processes	16.1%	39.1%	22.7%	9.9%	12.1%
Q3h. Codes & policies are applied by review staff in a fair & practical manner	7.0%	27.9%	21.7%	20.0%	23.5%
Q3i. Review staff anticipates obstacles & provides options when they are available	5.1%	17.1%	27.8%	20.9%	29.0%
Q3j. The review process of my projects is not delayed over minor issues	4.4%	15.9%	18.5%	21.1%	40.1%
Q3k. The plan review comments applied to my project are reasonable & justified	6.2%	27.2%	25.6%	18.8%	22.3%

Q4. Have you received services from the Commercial Plan Review division during the past year?

Q4. Have you received services from the Commercial Plan Review division during past year	Number	Percent
Yes	262	36.9 %
No	448	63.1 %
Total	710	100.0 %

Q5. Listed below are several items that may influence your satisfaction with DSD's Commercial Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=262)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q5a. Length of time the review process takes to complete	5.7%	14.5%	12.6%	19.8%	45.4%	1.9%
Q5b. How easy the review process is to complete	5.3%	15.3%	14.9%	24.8%	37.8%	1.9%
Q5c. The technical competence of review staff	13.0%	28.2%	24.0%	14.1%	17.6%	3.1%
Q5d. Review services are completed by the date promised	6.5%	12.6%	16.0%	20.6%	39.7%	4.6%
Q5e. The review staff provides excellent customer service	10.7%	22.5%	23.7%	19.1%	22.9%	1.1%
Q5f. Review staff is easily accessible when assistance is needed to resolve problems	8.4%	17.9%	17.9%	22.5%	31.3%	1.9%
Q5g. I understand commercial plan review processes	22.1%	36.6%	17.2%	11.5%	9.2%	3.4%
Q5h. Codes & policies are applied by review staff in a fair & practical manner	8.0%	22.9%	22.9%	22.5%	20.2%	3.4%
Q5i. Review staff anticipates obstacles & provides options when they are available	7.3%	17.2%	20.6%	21.8%	29.8%	3.4%
Q5j. The review process of my projects is not delayed over minor issues	6.1%	11.8%	16.4%	21.4%	40.8%	3.4%
Q5k. The plan review comments applied to my project are reasonable & justified	7.3%	21.4%	21.0%	19.8%	25.2%	5.3%

WITHOUT DON'T KNOW

Q5. Listed below are several items that may influence your satisfaction with DSD's Commercial Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=262)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q5a. Length of time the review process takes to complete	5.8%	14.8%	12.8%	20.2%	46.3%
Q5b. How easy the review process is to complete	5.4%	15.6%	15.2%	25.3%	38.5%
Q5c. The technical competence of review staff	13.4%	29.1%	24.8%	14.6%	18.1%
Q5d. Review services are completed by the date promised	6.8%	13.2%	16.8%	21.6%	41.6%
Q5e. The review staff provides excellent customer service	10.8%	22.8%	23.9%	19.3%	23.2%
Q5f. Review staff is easily accessible when assistance is needed to resolve problems	8.6%	18.3%	18.3%	23.0%	31.9%
Q5g. I understand commercial plan review processes	22.9%	37.9%	17.8%	11.9%	9.5%
Q5h. Codes & policies are applied by review staff in a fair & practical manner	8.3%	23.7%	23.7%	23.3%	20.9%
Q5i. Review staff anticipates obstacles & provides options when they are available	7.5%	17.8%	21.3%	22.5%	30.8%
Q5j. The review process of my projects is not delayed over minor issues	6.3%	12.3%	17.0%	22.1%	42.3%
Q5k. The plan review comments applied to my project are reasonable & justified	7.7%	22.6%	22.2%	21.0%	26.6%

Q6. Have you received services from the Tree Ordinance Review division during the past year?

Q6. Have you received services from the Tree Ordinance Review division during past year		
	Number	Percent
Yes	312	43.9 %
No	398	56.1 %
Total	710	100.0 %

Q7. Listed below are several items that may influence your satisfaction with DSD's staff and the Tree Ordinance Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=312)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q7a. Length of time the review process takes to complete	9.6%	25.3%	14.4%	22.8%	26.3%	1.6%
Q7b. How easy the review process is to complete	10.9%	32.4%	18.6%	17.9%	17.9%	2.2%
Q7c. The technical competence of review staff	19.6%	40.7%	20.5%	7.1%	10.3%	1.9%
Q7d. Review services are completed by the date promised	10.6%	24.7%	17.9%	19.9%	23.4%	3.5%
Q7e. The review staff provides excellent customer service	16.0%	26.9%	24.4%	15.7%	15.7%	1.3%
Q7f. Review staff is easily accessible when assistance is needed to resolve problems	12.2%	28.2%	20.5%	14.4%	22.4%	2.2%
Q7g. I understand the tree permit review processes	22.4%	42.9%	18.9%	6.7%	6.1%	2.9%
Q7h. Codes & policies are applied by review staff in a fair & practical manner	14.1%	30.8%	23.1%	12.8%	16.3%	2.9%
Q7i. Review staff anticipates obstacles & provides options when they are available	11.5%	24.0%	25.3%	15.7%	19.9%	3.5%
Q7j. The review process of my projects is not delayed over minor issues	8.7%	21.5%	18.9%	17.3%	29.5%	4.2%
Q7k. The plan review comments applied to my project are reasonable & justified	8.7%	29.5%	26.0%	13.5%	18.3%	4.2%

WITHOUT "DON'T KNOW"

Q7. Listed below are several items that may influence your satisfaction with DSD's staff and the Tree Ordinance Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=312)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q7a. Length of time the review process takes to complete	9.8%	25.7%	14.7%	23.1%	26.7%
Q7b. How easy the review process is to complete	11.1%	33.1%	19.0%	18.4%	18.4%
Q7c. The technical competence of review staff	19.9%	41.5%	20.9%	7.2%	10.5%
Q7d. Review services are completed by the date promised	11.0%	25.6%	18.6%	20.6%	24.3%
Q7e. The review staff provides excellent customer service	16.2%	27.3%	24.7%	15.9%	15.9%
Q7f. Review staff is easily accessible when assistance is needed to resolve problems	12.5%	28.9%	21.0%	14.8%	23.0%
Q7g. I understand the tree permit review processes	23.1%	44.2%	19.5%	6.9%	6.3%
Q7h. Codes & policies are applied by review staff in a fair & practical manner	14.5%	31.7%	23.8%	13.2%	16.8%
Q7i. Review staff anticipates obstacles & provides options when they are available	12.0%	24.9%	26.2%	16.3%	20.6%
Q7j. The review process of my projects is not delayed over minor issues	9.0%	22.4%	19.7%	18.1%	30.8%
Q7k. The plan review comments applied to my project are reasonable & justified	9.0%	30.8%	27.1%	14.0%	19.1%

Q8. Have you received services from the Site Plan Review division during the past year?

Q8. Have you received services from the Site Plan Review division during past year	Number	Percent
Yes	303	42.7 %
No	407	57.3 %
Total	710	100.0 %

Q9. Listed below are several items that may influence your satisfaction with the DSD's staff and Site Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=303)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q9a. Length of time the review process takes to complete	5.0%	14.2%	9.6%	24.1%	44.2%	3.0%
Q9b. How easy the review process is to complete	4.6%	16.5%	11.2%	21.8%	42.9%	3.0%
Q9c. The technical competence of review staff	8.9%	22.8%	25.7%	15.5%	24.1%	3.0%
Q9d. Review services are completed by the date promised	6.6%	14.9%	15.8%	18.2%	40.9%	3.6%
Q9e. The review staff provides excellent customer service	11.2%	17.2%	19.1%	17.8%	31.4%	3.3%
Q9f. Review staff is easily accessible when assistance is needed to resolve problems	6.9%	16.5%	17.5%	20.5%	34.0%	4.6%
Q9g. I understand Site Plan review processes	18.5%	34.7%	17.2%	9.2%	15.2%	5.3%
Q9h. Codes & policies are applied by review staff in a fair & practical manner	6.3%	16.5%	23.4%	21.1%	28.7%	4.0%
Q9i. Review staff anticipates obstacles & provides options when they are available	5.0%	12.9%	19.8%	21.8%	36.6%	4.0%
Q9j. The review process of my projects is not delayed over minor issues	5.0%	9.6%	13.5%	20.1%	46.9%	5.0%
Q9k. The plan review comments applied to my project are reasonable & justified	5.0%	16.5%	19.8%	21.5%	31.0%	6.3%

WITHOUT "DON'T KNOW"

Q9. Listed below are several items that may influence your satisfaction with the DSD's staff and Site Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=303)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q9a. Length of time the review process takes to complete	5.1%	14.6%	9.9%	24.8%	45.6%
Q9b. How easy the review process is to complete	4.8%	17.0%	11.6%	22.4%	44.2%
Q9c. The technical competence of review staff	9.2%	23.5%	26.5%	16.0%	24.8%
Q9d. Review services are completed by the date promised	6.8%	15.4%	16.4%	18.8%	42.5%
Q9e. The review staff provides excellent customer service	11.6%	17.7%	19.8%	18.4%	32.4%
Q9f. Review staff is easily accessible when assistance is needed to resolve problems	7.3%	17.3%	18.3%	21.5%	35.6%
Q9g. I understand Site Plan review processes	19.5%	36.6%	18.1%	9.8%	16.0%
Q9h. Codes & policies are applied by review staff in a fair & practical manner	6.5%	17.2%	24.4%	22.0%	29.9%
Q9i. Review staff anticipates obstacles & provides options when they are available	5.2%	13.4%	20.6%	22.7%	38.1%
Q9j. The review process of my projects is not delayed over minor issues	5.2%	10.1%	14.2%	21.2%	49.3%
Q9k. The plan review comments applied to my project are reasonable & justified	5.3%	17.6%	21.1%	22.9%	33.1%

Q10. Have you received services from the Subdivision Review division during the past year?

Q10. Have you received services from the Subdivision Review division during past year	Number	Percent
Yes	77	10.8 %
No	633	89.2 %
Total	710	100.0 %

Q11. Listed below are several items that may influence your satisfaction with DSD's staff and Subdivision Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=77)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q11a. Length of time the review process takes to complete	5.2%	9.1%	6.5%	22.1%	54.5%	2.6%
Q11b. How easy the review process is to complete	5.2%	9.1%	16.9%	18.2%	45.5%	5.2%
Q11c. The technical competence of review staff	6.5%	19.5%	19.5%	11.7%	36.4%	6.5%
Q11d. Review services are completed by the date promised	2.6%	9.1%	15.6%	14.3%	51.9%	6.5%
Q11e. The review staff provides excellent customer service	7.8%	9.1%	18.2%	23.4%	33.8%	7.8%
Q11f. Review staff is easily accessible when assistance is needed to resolve problems	5.2%	7.8%	14.3%	24.7%	40.3%	7.8%
Q11g. I understand Subdivision review processes	32.5%	27.3%	15.6%	5.2%	9.1%	10.4%
Q11h. Codes & policies are applied by review staff in a fair & practical manner	3.9%	10.4%	18.2%	22.1%	37.7%	7.8%
Q11i. Review staff anticipates obstacles & provides options when they are available	3.9%	11.7%	9.1%	19.5%	48.1%	7.8%
Q11j. The review process of my projects is not delayed over minor issues	2.6%	7.8%	9.1%	18.2%	57.1%	5.2%
Q11k. The plan review comments applied to my project are reasonable & justified	2.6%	13.0%	14.3%	19.5%	45.5%	5.2%

WITHOUT "DON'T KNOW"

Q11. Listed below are several items that may influence your satisfaction with DSD's staff and Subdivision Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=77)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q11a. Length of time the review process takes to complete	5.3%	9.3%	6.7%	22.7%	56.0%
Q11b. How easy the review process is to complete	5.5%	9.6%	17.8%	19.2%	47.9%
Q11c. The technical competence of review staff	6.9%	20.8%	20.8%	12.5%	38.9%
Q11d. Review services are completed by the date promised	2.8%	9.7%	16.7%	15.3%	55.6%
Q11e. The review staff provides excellent customer service	8.5%	9.9%	19.7%	25.4%	36.6%
Q11f. Review staff is easily accessible when assistance is needed to resolve problems	5.6%	8.5%	15.5%	26.8%	43.7%
Q11g. I understand Subdivision review processes	36.2%	30.4%	17.4%	5.8%	10.1%
Q11h. Codes & policies are applied by review staff in a fair & practical manner	4.2%	11.3%	19.7%	23.9%	40.8%
Q11i. Review staff anticipates obstacles & provides options when they are available	4.2%	12.7%	9.9%	21.1%	52.1%
Q11j. The review process of my projects is not delayed over minor issues	2.7%	8.2%	9.6%	19.2%	60.3%
Q11k. The plan review comments applied to my project are reasonable & justified	2.7%	13.7%	15.1%	20.5%	47.9%

Q12. Overall, how satisfied are you with the DSD's Plan Review Process?

Q12. How satisfied are you with DSD's Plan

<u>Review Process</u>	<u>Number</u>	<u>Percent</u>
Very Satisfied	42	5.9 %
Satisfied	130	18.3 %
Neutral	109	15.4 %
Dissatisfied	184	25.9 %
Very Dissatisfied	217	30.6 %
Don't Know	28	3.9 %
Total	710	100.0 %

WITHOUT "DON'T KNOW"

Q12. Overall, how satisfied are you with the DSD's Plan Review Process? (without "don't know")

Q12. How satisfied are you with DSD's Plan

<u>Review Process</u>	<u>Number</u>	<u>Percent</u>
Very Satisfied	42	6.2 %
Satisfied	130	19.1 %
Neutral	109	16.0 %
Dissatisfied	184	27.0 %
Very Dissatisfied	217	31.8 %
Total	682	100.0 %

Q14. Have you interacted with DSD's Inspection Divisions during the past year?

Q14. Have you interacted with DSD's Inspection

<u>Divisions during past year</u>	<u>Number</u>	<u>Percent</u>
Yes	573	50.6 %
No	560	49.4 %
Total	1133	100.0 %

Q15. Have you received Residential inspections in the past year?

Q15. Have you received Residential inspections in
past year

<u>past year</u>	<u>Number</u>	<u>Percent</u>
Yes	425	74.2 %
No	148	25.8 %
Total	573	100.0 %

Q16. Listed below are several items that may influence your satisfaction with DSD's Residential Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=425)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q16a. Length of time the inspection process takes to complete	20.7%	43.3%	14.8%	8.7%	10.1%	2.4%
Q16b. How easy the inspection process is to complete	16.5%	37.2%	16.2%	16.2%	11.1%	2.8%
Q16c. The technical competence of inspection staff	20.7%	36.0%	20.2%	10.4%	9.4%	3.3%
Q16d. Inspection services are completed by the date promised	20.5%	40.0%	16.2%	12.2%	8.0%	3.1%
Q16e. Inspectors provide excellent customer service	18.4%	27.3%	23.3%	13.4%	15.1%	2.6%
Q16f. Inspectors are easily accessible when assistance is needed to resolve problems	14.1%	25.2%	20.7%	19.1%	16.0%	4.9%
Q16g. I understand the Residential Inspection processes	24.7%	38.6%	18.6%	6.1%	7.3%	4.7%
Q16h. Codes & policies are applied by inspection staff in a fair & practical manner	12.9%	28.5%	23.1%	15.1%	15.8%	4.7%
Q16i. Inspection staff anticipates obstacles & provides options when they are available	13.6%	23.1%	24.2%	15.3%	17.4%	6.4%
Q16j. Inspections are not delayed over minor issues	13.6%	20.5%	19.5%	19.1%	21.6%	5.6%
Q16k. Inspection requirements are reasonable & justified	12.2%	30.6%	24.0%	14.1%	14.4%	4.7%
Q16l. Inspectors rarely find errors in the field, during Construction, that should have been caught during the plan review process	7.5%	25.6%	24.5%	10.8%	15.3%	16.2%

WITHOUT "DON'T KNOW"

Q16. Listed below are several items that may influence your satisfaction with DSD's Residential Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=425)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q16a. Length of time the inspection process takes to complete	21.2%	44.3%	15.2%	8.9%	10.4%
Q16b. How easy the inspection process is to complete	16.9%	38.3%	16.7%	16.7%	11.4%
Q16c. The technical competence of inspection staff	21.4%	37.2%	20.9%	10.7%	9.7%
Q16d. Inspection services are completed by the date promised	21.1%	41.3%	16.7%	12.6%	8.3%
Q16e. Inspectors provide excellent customer service	18.8%	28.0%	23.9%	13.8%	15.5%
Q16f. Inspectors are easily accessible when assistance is needed to resolve problems	14.9%	26.5%	21.8%	20.0%	16.8%
Q16g. I understand the Residential Inspection processes	25.9%	40.5%	19.5%	6.4%	7.7%
Q16h. Codes & policies are applied by inspection staff in a fair & practical manner	13.6%	29.9%	24.2%	15.8%	16.5%
Q16i. Inspection staff anticipates obstacles & provides options when they are available	14.6%	24.6%	25.9%	16.3%	18.6%
Q16j. Inspections are not delayed over minor issues	14.5%	21.7%	20.7%	20.2%	22.9%
Q16k. Inspection requirements are reasonable & justified	12.8%	32.1%	25.2%	14.8%	15.1%
Q16l. Inspectors rarely find errors in the field, during Construction, that should have been caught during the plan review process	9.0%	30.6%	29.2%	12.9%	18.3%

Q17. Have you received Commercial inspections in the past year?

Q17. Have you received Commercial inspections in past year	Number	Percent
Yes	171	29.8 %
No	402	70.2 %
Total	573	100.0 %

Q18. Listed below are several items that may influence your satisfaction with DSD's Commercial Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=171)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q18a. Length of time the inspection process takes to complete	18.7%	46.2%	16.4%	9.4%	6.4%	2.9%
Q18b. How easy the inspection process is to complete	18.7%	45.0%	16.4%	9.4%	7.6%	2.9%
Q18c. The technical competence of inspection staff	22.8%	40.4%	20.5%	9.4%	4.7%	2.3%
Q18d. Inspection services are completed by the date promised	21.1%	36.8%	19.3%	12.9%	7.0%	2.9%
Q18e. Inspectors provide excellent customer service	21.1%	30.4%	24.0%	14.0%	7.6%	2.9%
Q18f. Inspectors are easily accessible when assistance is needed to resolve problems	17.0%	31.6%	20.5%	19.9%	7.6%	3.5%
Q18g. I understand the Commercial Inspection processes	26.3%	50.9%	9.9%	5.3%	4.1%	3.5%
Q18h. Codes & policies are applied by inspection staff in a fair & practical manner	15.2%	38.0%	18.1%	14.6%	10.5%	3.5%
Q18i. Inspection staff anticipates obstacles & provides options when they are available	16.4%	31.6%	21.6%	12.9%	14.0%	3.5%
Q18j. Inspections are not delayed over minor issues	14.6%	31.0%	19.9%	18.1%	13.5%	2.9%
Q18k. Inspection requirements are reasonable & justified	15.8%	39.2%	20.5%	12.9%	8.8%	2.9%
Q18l. Inspectors rarely find errors in the field, during Construction, that should have been caught during the plan review process	13.5%	29.8%	26.3%	11.7%	13.5%	5.3%

Q18. Listed below are several items that may influence your satisfaction with DSD's Commercial Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=171)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q18a. Length of time the inspection process takes to complete	19.3%	47.6%	16.9%	9.6%	6.6%
Q18b. How easy the inspection process is to complete	19.3%	46.4%	16.9%	9.6%	7.8%
Q18c. The technical competence of inspection staff	23.4%	41.3%	21.0%	9.6%	4.8%
Q18d. Inspection services are completed by the date promised	21.7%	38.0%	19.9%	13.3%	7.2%
Q18e. Inspectors provide excellent customer service	21.7%	31.3%	24.7%	14.5%	7.8%
Q18f. Inspectors are easily accessible when assistance is needed to resolve problems	17.6%	32.7%	21.2%	20.6%	7.9%
Q18g. I understand the Commercial Inspection processes	27.3%	52.7%	10.3%	5.5%	4.2%
Q18h. Codes & policies are applied by inspection staff in a fair & practical manner	15.8%	39.4%	18.8%	15.2%	10.9%
Q18i. Inspection staff anticipates obstacles & provides options when they are available	17.0%	32.7%	22.4%	13.3%	14.5%
Q18j. Inspections are not delayed over minor issues	15.1%	31.9%	20.5%	18.7%	13.9%
Q18k. Inspection requirements are reasonable & justified	16.3%	40.4%	21.1%	13.3%	9.0%
Q18l. Inspectors rarely find errors in the field, during Construction, that should have been caught during the plan review process	14.2%	31.5%	27.8%	12.3%	14.2%

Q19. Have you received Tree inspections in the past year?

Q19. Have you received Tree inspections in past year	Number	Percent
Yes	123	21.5 %
No	450	78.5 %
Total	573	100.0 %

Q20. Listed below are several items that may influence your satisfaction with DSD's Trees Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=123)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q20a. Length of time the inspection process takes to complete	14.6%	33.3%	19.5%	13.0%	17.9%	1.6%
Q20b. How easy the inspection process is to complete	14.6%	35.0%	20.3%	15.4%	13.0%	1.6%
Q20c. The technical competence of inspection staff	19.5%	38.2%	25.2%	4.9%	8.9%	3.3%
Q20d. Inspection services are completed by the date promised	13.8%	30.1%	25.2%	13.0%	14.6%	3.3%
Q20e. Inspectors provide excellent customer service	17.1%	30.1%	21.1%	15.4%	13.8%	2.4%
Q20f. Inspectors are easily accessible when assistance is needed to resolve problems	16.3%	22.0%	26.0%	14.6%	18.7%	2.4%
Q20g. I understand the Trees Inspection processes	22.8%	35.8%	19.5%	9.8%	7.3%	4.9%
Q20h. Codes & policies are applied by inspection staff in a fair & practical manner	12.2%	26.8%	30.1%	13.0%	13.8%	4.1%
Q20i. Inspection staff anticipates obstacles & provides options when they are available	13.0%	20.3%	30.9%	13.8%	17.1%	4.9%
Q20j. Inspections are not delayed over minor issues	11.4%	19.5%	27.6%	16.3%	18.7%	6.5%
Q20k. Inspection requirements are reasonable & justified	13.8%	23.6%	27.6%	12.2%	20.3%	2.4%
Q20l. Inspectors rarely find errors in the field, during Construction, that should have been caught during the plan review process	8.1%	24.4%	32.5%	5.7%	16.3%	13.0%

WITHOUT "DON'T KNOW"

Q20. Listed below are several items that may influence your satisfaction with DSD's Trees Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=123)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q20a. Length of time the inspection process takes to complete	14.9%	33.9%	19.8%	13.2%	18.2%
Q20b. How easy the inspection process is to complete	14.9%	35.5%	20.7%	15.7%	13.2%
Q20c. The technical competence of inspection staff	20.2%	39.5%	26.1%	5.0%	9.2%
Q20d. Inspection services are completed by the date promised	14.3%	31.1%	26.1%	13.4%	15.1%
Q20e. Inspectors provide excellent customer service	17.5%	30.8%	21.7%	15.8%	14.2%
Q20f. Inspectors are easily accessible when assistance is needed to resolve problems	16.7%	22.5%	26.7%	15.0%	19.2%
Q20g. I understand the Trees Inspection processes	23.9%	37.6%	20.5%	10.3%	7.7%
Q20h. Codes & policies are applied by inspection staff in a fair & practical manner	12.7%	28.0%	31.4%	13.6%	14.4%
Q20i. Inspection staff anticipates obstacles & provides options when they are available	13.7%	21.4%	32.5%	14.5%	17.9%
Q20j. Inspections are not delayed over minor issues	12.2%	20.9%	29.6%	17.4%	20.0%
Q20k. Inspection requirements are reasonable & justified	14.2%	24.2%	28.3%	12.5%	20.8%
Q20l. Inspectors rarely find errors in the field, during Construction, that should have been caught during the plan review process	9.3%	28.0%	37.4%	6.5%	18.7%

Q21. Have you received Site and Subdivision inspections in the past year?

Q21. Have you received Site & Subdivision inspections in past year	Number	Percent
Yes	52	9.1 %
No	521	90.9 %
Total	573	100.0 %

Q22. Listed below are several items that may influence your satisfaction with DSD's Site and Subdivision Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=52)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q22a. Length of time the inspection process takes to complete	3.8%	38.5%	15.4%	13.5%	28.8%	0.0%
Q22b. How easy the inspection process is to complete	3.8%	36.5%	17.3%	17.3%	25.0%	0.0%
Q22c. The technical competence of inspection staff	3.8%	51.9%	19.2%	9.6%	13.5%	1.9%
Q22d. Inspection services are completed by the date promised	3.8%	36.5%	25.0%	13.5%	19.2%	1.9%
Q22e. Inspectors provide excellent customer service	7.7%	25.0%	38.5%	3.8%	25.0%	0.0%
Q22f. Inspectors are easily accessible when assistance is needed to resolve problems	3.8%	28.8%	28.8%	11.5%	23.1%	3.8%
Q22g. I understand the Site and Subdivision Inspection processes	21.2%	44.2%	15.4%	3.8%	9.6%	5.8%
Q22h. Codes & policies are applied by inspection staff in a fair & practical manner	3.8%	36.5%	26.9%	13.5%	17.3%	1.9%
Q22i. Inspection staff anticipates obstacles & provides options when they are available	1.9%	23.1%	25.0%	19.2%	26.9%	3.8%
Q22j. Inspections are not delayed over minor issues	3.8%	19.2%	15.4%	30.8%	28.8%	1.9%
Q22k. Inspection requirements are reasonable & justified	3.8%	21.2%	30.8%	19.2%	21.2%	3.8%
Q22l. Inspectors rarely find errors in the field, during Construction, that should have been caught during the plan review process	5.8%	19.2%	21.2%	19.2%	28.8%	5.8%

WITHOUT "DON'T KNOW"

Q22. Listed below are several items that may influence your satisfaction with DSD's Site and Subdivision Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=52)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q22a. Length of time the inspection process takes to complete	3.8%	38.5%	15.4%	13.5%	28.8%
Q22b. How easy the inspection process is to complete	3.8%	36.5%	17.3%	17.3%	25.0%
Q22c. The technical competence of inspection staff	3.9%	52.9%	19.6%	9.8%	13.7%
Q22d. Inspection services are completed by the date promised	3.9%	37.3%	25.5%	13.7%	19.6%
Q22e. Inspectors provide excellent customer service	7.7%	25.0%	38.5%	3.8%	25.0%
Q22f. Inspectors are easily accessible when assistance is needed to resolve problems	4.0%	30.0%	30.0%	12.0%	24.0%
Q22g. I understand the Site and Subdivision Inspection processes	22.4%	46.9%	16.3%	4.1%	10.2%
Q22h. Codes & policies are applied by inspection staff in a fair & practical manner	3.9%	37.3%	27.5%	13.7%	17.6%
Q22i. Inspection staff anticipates obstacles & provides options when they are available	2.0%	24.0%	26.0%	20.0%	28.0%
Q22j. Inspections are not delayed over minor issues	3.9%	19.6%	15.7%	31.4%	29.4%
Q22k. Inspection requirements are reasonable & justified	4.0%	22.0%	32.0%	20.0%	22.0%
Q22l. Inspectors rarely find errors in the field, during Construction, that should have been caught during the plan review process	6.1%	20.4%	22.4%	20.4%	30.6%

Q23. Have you received Environmental inspections in the past year?

Q23. Have you received

<u>Environmental inspections in past year</u>	<u>Number</u>	<u>Percent</u>
Yes	67	11.7 %
No	506	88.3 %
Total	573	100.0 %

Q24. Listed below are several items that may influence your satisfaction with DSD's Environmental Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=67)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q24a. Length of time the inspection process takes to complete	14.9%	41.8%	14.9%	9.0%	17.9%	1.5%
Q24b. How easy the inspection process is to complete	7.5%	44.8%	11.9%	14.9%	19.4%	1.5%
Q24c. The technical competence of inspection staff	19.4%	40.3%	20.9%	9.0%	9.0%	1.5%
Q24d. Inspection services are completed by the date promised	13.4%	41.8%	20.9%	7.5%	13.4%	3.0%
Q24e. Inspectors provide excellent customer service	13.4%	34.3%	25.4%	7.5%	16.4%	3.0%
Q24f. Inspectors are easily accessible when assistance is needed to resolve problems	14.9%	32.8%	22.4%	16.4%	9.0%	4.5%
Q24g. I understand the Environmental Inspection processes	25.4%	38.8%	10.4%	11.9%	10.4%	3.0%
Q24h. Codes & policies are applied by inspection staff in a fair & practical manner	7.5%	37.3%	20.9%	16.4%	14.9%	3.0%
Q24i. Inspection staff anticipates obstacles & provides options when they are available	10.4%	25.4%	28.4%	16.4%	14.9%	4.5%
Q24j. Inspections are not delayed over minor issues	4.5%	31.3%	14.9%	22.4%	17.9%	9.0%
Q24k. Inspection requirements are reasonable & justified	3.0%	38.8%	17.9%	19.4%	17.9%	3.0%
Q24l. Inspectors rarely find errors in the field, during Construction, that should have been caught during the plan review process	4.5%	28.4%	31.3%	11.9%	17.9%	6.0%

WITHOUT "DON'T KNOW"

Q24. Listed below are several items that may influence your satisfaction with DSD's Environmental Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=67)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q24a. Length of time the inspection process takes to complete	15.2%	42.4%	15.2%	9.1%	18.2%
Q24b. How easy the inspection process is to complete	7.6%	45.5%	12.1%	15.2%	19.7%
Q24c. The technical competence of inspection staff	19.7%	40.9%	21.2%	9.1%	9.1%
Q24d. Inspection services are completed by the date promised	13.8%	43.1%	21.5%	7.7%	13.8%
Q24e. Inspectors provide excellent customer service	13.8%	35.4%	26.2%	7.7%	16.9%
Q24f. Inspectors are easily accessible when assistance is needed to resolve problems	15.6%	34.4%	23.4%	17.2%	9.4%
Q24g. I understand the Environmental Inspection processes	26.2%	40.0%	10.8%	12.3%	10.8%
Q24h. Codes & policies are applied by inspection staff in a fair & practical manner	7.7%	38.5%	21.5%	16.9%	15.4%
Q24i. Inspection staff anticipates obstacles & provides options when they are available	10.9%	26.6%	29.7%	17.2%	15.6%
Q24j. Inspections are not delayed over minor issues	4.9%	34.4%	16.4%	24.6%	19.7%
Q24k. Inspection requirements are reasonable & justified	3.1%	40.0%	18.5%	20.0%	18.5%
Q24l. Inspectors rarely find errors in the field, during Construction, that should have been caught during the plan review process	4.8%	30.2%	33.3%	12.7%	19.0%

Q25. Overall, how satisfied are you with the services provided by DSD's Inspection Divisions?

Q25. How satisfied are you with DSD's

<u>Inspection Divisions</u>	<u>Number</u>	<u>Percent</u>
Very Satisfied	66	11.5 %
Satisfied	199	34.7 %
Neutral	114	19.9 %
Dissatisfied	94	16.4 %
Very Dissatisfied	74	12.9 %
Don't Know	26	4.5 %
Total	573	100.0 %

WITHOUT "DON'T KNOW"

Q25. Overall, how satisfied are you with the services provided by DSD's Inspection Divisions? (without "don't know")

Q25. How satisfied are you with DSD's

<u>Inspection Divisions</u>	<u>Number</u>	<u>Percent</u>
Very Satisfied	66	12.1 %
Satisfied	199	36.4 %
Neutral	114	20.8 %
Dissatisfied	94	17.2 %
Very Dissatisfied	74	13.5 %
Total	547	100.0 %

Q27. Have you received any Online Services during the past two years?

Q27. Have you received any Online Services during past year	Number	Percent
Yes	193	17.0 %
No	940	83.0 %
Total	1133	100.0 %

Q28. If you have used any of our Online Services, please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=193)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q28a. Length of time the process takes to complete	18.7%	46.6%	16.1%	9.8%	5.7%	3.1%
Q28b. How easy the process is to complete	18.1%	37.3%	18.7%	11.9%	7.8%	6.2%

WITHOUT "DON'T KNOW"

Q28. If you have used any of our Online Services, please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=193)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q28a. Length of time the process takes to complete	19.3%	48.1%	16.6%	10.2%	5.9%
Q28b. How easy the process is to complete	19.3%	39.8%	19.9%	12.7%	8.3%

Q28a. (Optional) Which Online Services have you used?

<u>Q28a. Which Online Services have you used</u>	<u>Number</u>	<u>Percent</u>
Permits	21	14.0 %
permits, inspections	11	7.3 %
schedule inspection	10	6.7 %
inspection	5	3.3 %
permit search	3	2.0 %
ROWMAN	2	1.3 %
Inspection request	2	1.3 %
Express Permits	2	1.3 %
Scheduling	2	1.3 %
ordering inspections	1	0.7 %
Pay & Assign through Escrow	1	0.7 %
online inspection request	1	0.7 %
QLESS	1	0.7 %
Communication on inspections	1	0.7 %
Permit Application and Payment	1	0.7 %
Online status of inspections	1	0.7 %
complete an inspection form online	1	0.7 %
Online search, payment	1	0.7 %
Permit tracking	1	0.7 %
Review of development review permit history website	1	0.7 %
applying for permits, scheduling inspections & paying online	1	0.7 %
ELECTRICAL	1	0.7 %
Event Permitting	1	0.7 %
assigning and paying permits, scheduling inspections	1	0.7 %
scheduling inspections, paying fees	1	0.7 %
Commercial site plan review	1	0.7 %
inspection request	1	0.7 %
apply for permit and assign permit	1	0.7 %
City's web site	1	0.7 %
Permit Dept	1	0.7 %
Online permit on abc.gov	1	0.7 %
ABC permit	1	0.7 %
Handling permits once they have been issued	1	0.7 %
Austin permit center.gov	1	0.7 %
online permit status update	1	0.7 %
Assign & Pay, Scheduling Inspections	1	0.7 %
Called in to ask a question regarding ETJ	1	0.7 %
application, comments/revisions work	1	0.7 %
inspection request and status	1	0.7 %
Austin Energy	1	0.7 %
Utilities	1	0.7 %
Inspection request, buy permits	1	0.7 %
schedule inspections online	1	0.7 %
questions of final inspection corrections/requirements	1	0.7 %
Getting permits	1	0.7 %

Q28a. (Optional) Which Online Services have you used?

<u>Q28a. Which Online Services have you used</u>	<u>Number</u>	<u>Percent</u>
Both the IVR and the web site	1	0.7 %
pay online	1	0.7 %
tracking inspection projects	1	0.7 %
Scheduling appointments	1	0.7 %
Paying any fees with a credit card and through escrow	1	0.7 %
rowman permitting services	1	0.7 %
Transportation	1	0.7 %
permit application	1	0.7 %
Calling in after rains to report watershed	1	0.7 %
Permit creation and request for final	1	0.7 %
Permit search, application download	1	0.7 %
Online express plan-review	1	0.7 %
pay bill	1	0.7 %
Requesting, canceling, changing inspection appointments	1	0.7 %
Inspections & paying for permits	1	0.7 %
Demolition permit, historic landmark commission	1	0.7 %
look up building permits	1	0.7 %
Assign and pay for permits	1	0.7 %
Inspections, purchasing permits	1	0.7 %
ROMAN, AMANDA	1	0.7 %
Paying for permits and scheduling inspections	1	0.7 %
Express residential permit	1	0.7 %
Cannot find the codes easily online	1	0.7 %
Permit status checking	1	0.7 %
accessing building permits	1	0.7 %
Sign permits and inspections	1	0.7 %
electrical permitting	1	0.7 %
inline reinspection fee and pulling permits	1	0.7 %
Residential Interior Remodel Permit Application	1	0.7 %
plumbing permit online	1	0.7 %
City of Austin Water	1	0.7 %
TORA	1	0.7 %
Issue Building Permits/ Schedule Inspections	1	0.7 %
Platt	1	0.7 %
ab+c, website, etc.	1	0.7 %
Interactive Development Review permitting and inspections	1	0.7 %
setting up inspections	1	0.7 %
tree permit	1	0.7 %
New services	1	0.7 %
Inspection Review	1	0.7 %
Scheduling/canceling inspections	1	0.7 %
Inspection portal	1	0.7 %
Managing permits and scheduling/reviewing inspections and status	1	0.7 %
Info and access RE departmental personnel	1	0.7 %

Q28a. (Optional) Which Online Services have you used?

<u>Q28a. Which Online Services have you used</u>	<u>Number</u>	<u>Percent</u>
Change requests	1	0.7 %
Status of my project, documents needed to complete project	1	0.7 %
looked up a permit by address on the special checking permit status	1	0.7 %
Residential remodel inspection request permit and registration	1	0.7 %
Payment and schedule inspection	1	0.7 %
Scheduling inspections, checking escrow balance & status of permits	1	0.7 %
Approval for an excavation permit in City of Austin road right of way	1	0.7 %
Checking permit status	1	0.7 %
Online Interactive Development Review/Permitting/ Inspection website	1	0.7 %
<u>Events Permit Application</u>	1	0.7 %
Total	150	100.0 %

Q29. Have you received services from the Service Center (previously known as the Permit Center) during the past two years?

Q27. Have you received services from the Service Center during past year	Number	Percent
Yes	558	49.2 %
No	575	50.8 %
Total	1133	100.0 %

Q30. Listed below are several items that may influence your satisfaction with DSD's Service Center. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=558)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q30a. Length of time the process takes to complete	14.7%	30.1%	17.0%	16.7%	18.6%	2.9%
Q30b. How easy the process is to complete	15.4%	31.7%	16.5%	17.0%	16.5%	2.9%
Q30c. The technical competence of staff	19.2%	36.6%	21.3%	10.2%	8.1%	4.7%
Q30d. How easy it is to contact staff	13.3%	22.4%	21.3%	16.8%	20.8%	5.4%
Q30e. How responsive staff is to your needs	17.9%	31.2%	18.3%	14.7%	14.0%	3.9%
Q30f. How fairly you are treated by staff	24.7%	37.6%	19.5%	5.4%	8.4%	4.3%
Q30g. Staff anticipates obstacles & provides options when they are available	15.8%	26.0%	24.6%	12.5%	13.4%	7.7%
Q30h. The processing of my projects are not delayed over minor issues	14.3%	26.2%	19.2%	15.2%	17.6%	7.5%
Q30i. How consistently standards are applied by staff	15.6%	28.9%	22.4%	10.8%	13.1%	9.3%

WITHOUT "DON'T KNOW"

Q30. Listed below are several items that may influence your satisfaction with DSD's Service Center. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=558)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q30a. Length of time the process takes to complete	15.1%	31.0%	17.5%	17.2%	19.2%
Q30b. How easy the process is to complete	15.9%	32.7%	17.0%	17.5%	17.0%
Q30c. The technical competence of staff	20.1%	38.3%	22.4%	10.7%	8.5%
Q30d. How easy it is to contact staff	14.0%	23.7%	22.5%	17.8%	22.0%
Q30e. How responsive staff is to your needs	18.7%	32.5%	19.0%	15.3%	14.6%
Q30f. How fairly you are treated by staff	25.8%	39.3%	20.4%	5.6%	8.8%
Q30g. Staff anticipates obstacles & provides options when they are available	17.1%	28.2%	26.6%	13.6%	14.6%
Q30h. The processing of my projects are not delayed over minor issues	15.5%	28.3%	20.7%	16.5%	19.0%
Q30i. How consistently standards are applied by staff	17.2%	31.8%	24.7%	11.9%	14.4%

Q31. Have you received services from the Development Assistance Center during the past two years?

Q31. Have you received walk-in consultation services from Development Assistance Center during past year

	Number	Percent
Yes	409	36.1 %
No	724	63.9 %
Total	1133	100.0 %

Q32. Listed below are several items that may influence your satisfaction with the walk-in consultation services provided by DSD's Development Assistance Center. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=409)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q32a. Length of time the process takes to complete	17.1%	35.9%	16.1%	13.4%	14.7%	2.7%
Q32b. How easy the process is to complete	19.1%	33.3%	17.8%	13.9%	13.2%	2.7%
Q32c. The technical competence of staff	22.7%	37.2%	17.4%	9.3%	10.3%	3.2%
Q32d. How easy it is to contact staff	18.3%	26.2%	17.1%	15.9%	19.3%	3.2%
Q32e. How responsive staff is to your needs	21.5%	30.3%	18.8%	13.2%	13.7%	2.4%
Q32f. How fairly you are treated by staff	25.4%	36.9%	18.6%	6.8%	9.0%	3.2%
Q32g. Staff anticipates obstacles & provides options when they are available	20.5%	27.9%	22.0%	9.0%	16.6%	3.9%
Q32h. The processing of my projects are not delayed over minor issues	16.6%	23.5%	20.8%	14.7%	17.8%	6.6%
Q32i. How consistently standards are applied by staff	17.6%	26.4%	21.3%	11.2%	15.9%	7.6%

WITHOUT "DON'T KNOW"

Q32. Listed below are several items that may influence your satisfaction with the walk-in consultation services provided by DSD's Development Assistance Center. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=409)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q32a. Length of time the process takes to complete	17.6%	36.9%	16.6%	13.8%	15.1%
Q32b. How easy the process is to complete	19.6%	34.2%	18.3%	14.3%	13.6%
Q32c. The technical competence of staff	23.5%	38.4%	17.9%	9.6%	10.6%
Q32d. How easy it is to contact staff	18.9%	27.0%	17.7%	16.4%	19.9%
Q32e. How responsive staff is to your needs	22.1%	31.1%	19.3%	13.5%	14.0%
Q32f. How fairly you are treated by staff	26.3%	38.1%	19.2%	7.1%	9.3%
Q32g. Staff anticipates obstacles & provides options when they are available	21.4%	29.0%	22.9%	9.4%	17.3%
Q32h. The processing of my projects are not delayed over minor issues	17.8%	25.1%	22.3%	15.7%	19.1%
Q32i. How consistently standards are applied by staff	19.0%	28.6%	23.0%	12.2%	17.2%

Q33. How satisfied are you with your understanding of how DSD is structured and the role that external City departments have in the review and permitting process?

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Number	Percent
Very Satisfied	62	5.5 %
Satisfied	214	18.9 %
Neutral	310	27.4 %
Dissatisfied	202	17.8 %
Very Dissatisfied	161	14.2 %
Don't Know	184	16.2 %
Total	1133	100.0 %

WITHOUT "DON'T KNOW"

Q33. How satisfied are you with your understanding of how DSD is structured and the role that external City departments have in the review and permitting process? (without "don't know")

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Number	Percent
Very Satisfied	62	6.5 %
Satisfied	214	22.6 %
Neutral	310	32.7 %
Dissatisfied	202	21.3 %
Very Dissatisfied	161	17.0 %
Total	949	100.0 %

Q34. Using a scale of 1 to 5, where 5 means "Much Better" and 1 means "Much Worse," how does the Development Services Department's review and permitting process compare to the following jurisdictions?

(N=1133)

	Much better	Better	About the same	Worse	Much worse	Don't know
Q34a. Travis County	2.1%	4.7%	8.8%	10.5%	10.3%	63.5%
Q34b. City of San Antonio	1.6%	1.9%	2.8%	6.2%	9.9%	77.6%
Q34c. City of Round Rock	1.6%	3.3%	4.0%	7.7%	12.3%	71.2%

WITHOUT "DON'T KNOW"

Q34. Using a scale of 1 to 5, where 5 means "Much Better" and 1 means "Much Worse," how does the Development Services Department's review and permitting process compare to the following jurisdictions? (without "don't know")

(N=1133)

	Much better	Better	About the same	Worse	Much worse
Q34a. Travis County	5.8%	12.8%	24.2%	28.8%	28.3%
Q34b. City of San Antonio	7.1%	8.7%	12.6%	27.6%	44.1%
Q34c. City of Round Rock	5.5%	11.3%	13.8%	26.7%	42.6%

Q35. Which of the following BEST describes you?

<u>Q35. What best describes you</u>	<u>Number</u>	<u>Percent</u>
Licensed Design Professional	166	14.7 %
Applicant Agent	65	5.7 %
Developer/Owner	186	16.4 %
Contractor/Builder	320	28.2 %
Citizen	294	25.9 %
Realtor	11	1.0 %
Neighborhood Association Member	21	1.9 %
Special Interest Group Representative	3	0.3 %
Government Agency Staff	23	2.0 %
Environmental Consultant	3	0.3 %
Other	41	3.6 %
Total	1133	100.0 %

Q35. Other

<u>Q35. Other</u>	<u>Number</u>	<u>Percent</u>
Small business owner	3	7.5 %
Arborist	3	7.5 %
neighborhood plan contact team	1	2.5 %
C&E manager with AT&T	1	2.5 %
project coordinator	1	2.5 %
New Construction Coordinator	1	2.5 %
skilled Craftsman/former contractor	1	2.5 %
active member of neighborhood association	1	2.5 %
Project Manager	1	2.5 %
Retail business	1	2.5 %
Residential designer	1	2.5 %
Management company of commercial buildings	1	2.5 %
Plumbing Contractor	1	2.5 %
Special Event Promoter	1	2.5 %
Special Events Contractor	1	2.5 %
Instrument maker	1	2.5 %
Tree Service	1	2.5 %
I am a designer/consultant	1	2.5 %
DESIGNER	1	2.5 %
property manager	1	2.5 %
Certified Professional Building Designer	1	2.5 %
Design Professional	1	2.5 %
LANDSCAPE DESIGNER	1	2.5 %
Electrical contractor	1	2.5 %
Truck driver	1	2.5 %
Business owner	1	2.5 %
Civil Engineering	1	2.5 %
Residential remodeler	1	2.5 %
I am an admin and one of my duties is permits	1	2.5 %
Service Provider	1	2.5 %
Construction worker	1	2.5 %
License plumber	1	2.5 %
Work for the YMCA of Austin	1	2.5 %
Engineer for utility company	1	2.5 %
Employee of a Licensed Design Professional	1	2.5 %
<u>Nonprofit Agency</u>	<u>1</u>	<u>2.5 %</u>
Total	40	100.0 %

Section 4

Cross-Tabular Data

Cross-Tabular Data

Question 33

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

N=1133

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q1. Have you interacted with DSD's Plan Review Process during past year

Yes	71.0%	69.6%	60.3%	73.3%	78.9%	62.7%
No	29.0%	30.4%	39.7%	26.7%	21.1%	37.3%

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

N=710

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q2. Have you received services from Residential Plan Review division during past year

Yes	68.2%	63.1%	68.4%	66.2%	66.1%	66.6%
No	31.8%	36.9%	31.6%	33.8%	33.9%	33.4%

Q3. Listed below are several items that may influence your satisfaction with DSD's Residential Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=473

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q3a. Length of time the review process takes to complete

Very Satisfied	33.3%	8.6%	4.8%	1.1%	0.0%	5.6%
Satisfied	20.0%	38.7%	17.6%	7.4%	1.2%	17.2%
Neutral	16.7%	17.2%	20.8%	12.6%	4.8%	14.9%
Dissatisfied	6.7%	21.5%	30.4%	32.6%	23.8%	25.2%
Very Dissatisfied	23.3%	14.0%	26.4%	46.3%	70.2%	37.1%

Q3b. How easy the review process is to complete

Very Satisfied	32.1%	7.4%	2.4%	1.1%	0.0%	4.5%
Satisfied	28.6%	39.4%	22.4%	4.2%	1.2%	18.6%
Neutral	17.9%	20.2%	31.2%	9.5%	4.8%	18.6%
Dissatisfied	3.6%	21.3%	29.6%	41.1%	20.5%	26.1%
Very Dissatisfied	17.9%	11.7%	14.4%	44.2%	73.5%	32.2%

Q3. Listed below are several items that may influence your satisfaction with DSD's Residential Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=473

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q3c. The technical competence of review staff

Very Satisfied	48.3%	19.4%	11.2%	2.1%	0.0%	11.2%
Satisfied	31.0%	57.0%	38.4%	24.5%	15.0%	34.4%
Neutral	6.9%	12.9%	27.2%	33.0%	27.5%	24.5%
Dissatisfied	6.9%	5.4%	18.4%	20.2%	20.0%	15.5%
Very Dissatisfied	6.9%	5.4%	4.8%	20.2%	37.5%	14.4%

Q3d. Review services are completed by the date promised

Very Satisfied	37.9%	11.2%	5.7%	2.2%	0.0%	7.0%
Satisfied	20.7%	42.7%	30.3%	14.4%	2.5%	23.3%
Neutral	3.4%	18.0%	24.6%	20.0%	12.3%	18.4%
Dissatisfied	17.2%	16.9%	23.0%	32.2%	28.4%	23.8%
Very Dissatisfied	20.7%	11.2%	16.4%	31.1%	56.8%	27.6%

Q3. Listed below are several items that may influence your satisfaction with DSD's Residential Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=473

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q3e. The review staff provides excellent customer service

Very Satisfied	50.0%	24.5%	10.3%	5.3%	1.2%	12.6%
Satisfied	28.6%	46.8%	33.3%	16.8%	8.5%	28.4%
Neutral	7.1%	13.8%	29.4%	27.4%	12.2%	21.2%
Dissatisfied	3.6%	7.4%	17.5%	30.5%	25.6%	18.6%
Very Dissatisfied	10.7%	7.4%	9.5%	20.0%	52.4%	19.3%

Q3f. Review staff is easily accessible when assistance is needed to resolve problems

Very Satisfied	43.3%	17.4%	7.3%	2.1%	0.0%	8.9%
Satisfied	26.7%	35.9%	20.3%	10.5%	3.6%	19.0%
Neutral	6.7%	15.2%	26.8%	11.6%	8.4%	16.3%
Dissatisfied	13.3%	21.7%	28.5%	34.7%	16.9%	25.1%
Very Dissatisfied	10.0%	9.8%	17.1%	41.1%	71.1%	30.7%

Q3. Listed below are several items that may influence your satisfaction with DSD's Residential Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=473

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q3g. I understand residential plan review processes

Very Satisfied	66.7%	22.8%	10.5%	8.6%	8.9%	16.1%
Satisfied	20.0%	57.6%	46.8%	30.1%	19.0%	39.1%
Neutral	13.3%	18.5%	31.5%	25.8%	15.2%	22.7%
Dissatisfied	0.0%	1.1%	7.3%	18.3%	19.0%	9.9%
Very Dissatisfied	0.0%	0.0%	4.0%	17.2%	38.0%	12.1%

Q3h. Codes & policies are applied by review staff in a fair & practical manner

Very Satisfied	40.0%	18.3%	0.8%	1.1%	0.0%	7.0%
Satisfied	23.3%	50.5%	41.5%	10.6%	3.8%	27.9%
Neutral	13.3%	17.2%	30.9%	23.4%	13.8%	21.7%
Dissatisfied	10.0%	8.6%	17.1%	35.1%	23.8%	20.0%
Very Dissatisfied	13.3%	5.4%	9.8%	29.8%	58.8%	23.5%

Q3. Listed below are several items that may influence your satisfaction with DSD's Residential Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=473

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q3i. Review staff anticipates obstacles & provides options when they are available

Very Satisfied	32.1%	9.0%	4.9%	0.0%	0.0%	5.1%
Satisfied	21.4%	39.3%	17.1%	9.7%	3.7%	17.1%
Neutral	17.9%	29.2%	36.6%	24.7%	17.1%	27.8%
Dissatisfied	10.7%	13.5%	24.4%	29.0%	14.6%	20.9%
Very Dissatisfied	17.9%	9.0%	17.1%	36.6%	64.6%	29.0%

Q3j. The review process of my projects is not delayed over minor issues

Very Satisfied	27.6%	7.6%	2.4%	1.1%	0.0%	4.4%
Satisfied	20.7%	32.6%	16.0%	7.5%	3.8%	15.9%
Neutral	13.8%	28.3%	25.6%	11.8%	7.6%	18.5%
Dissatisfied	10.3%	18.5%	29.6%	25.8%	6.3%	21.1%
Very Dissatisfied	27.6%	13.0%	26.4%	53.8%	82.3%	40.1%

Q3. Listed below are several items that may influence your satisfaction with DSD's Residential Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=473

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

					Total
Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	

Q3k. The plan review comments applied to my project are reasonable & justified

Very Satisfied	37.9%	11.1%	0.8%	4.3%	1.2%	6.2%
Satisfied	27.6%	48.9%	38.4%	7.5%	6.2%	27.2%
Neutral	17.2%	23.3%	34.4%	31.2%	11.1%	25.6%
Dissatisfied	10.3%	11.1%	16.8%	30.1%	19.8%	18.8%
Very Dissatisfied	6.9%	5.6%	9.6%	26.9%	61.7%	22.3%

Q4. Have you received services from the Commercial Plan Review division during the past year?

N=710

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q4. Have you received services from the Commercial Plan Review division during past year

Yes	38.6%	35.6%	33.2%	35.8%	44.9%	36.9%
No	61.4%	64.4%	66.8%	64.2%	55.1%	63.1%

Q5. Listed below are several items that may influence your satisfaction with DSD's Commercial Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=262

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q5a. Length of time the review process takes to complete

Very Satisfied	33.3%	7.7%	4.9%	3.8%	0.0%	5.8%
Satisfied	20.0%	34.6%	9.8%	7.5%	7.1%	14.8%
Neutral	13.3%	19.2%	19.7%	9.4%	3.6%	12.8%
Dissatisfied	6.7%	13.5%	26.2%	28.3%	12.5%	20.2%
Very Dissatisfied	26.7%	25.0%	39.3%	50.9%	76.8%	46.3%

Q5b. How easy the review process is to complete

Very Satisfied	31.3%	7.7%	3.3%	3.8%	0.0%	5.4%
Satisfied	31.3%	38.5%	16.4%	3.8%	1.8%	15.6%
Neutral	12.5%	25.0%	16.4%	13.5%	8.9%	15.2%
Dissatisfied	0.0%	13.5%	29.5%	40.4%	19.6%	25.3%
Very Dissatisfied	25.0%	15.4%	34.4%	38.5%	69.6%	38.5%

Q5. Listed below are several items that may influence your satisfaction with DSD's Commercial Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=262

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q5c. The technical competence of review staff

Very Satisfied	41.2%	28.8%	10.0%	7.8%	1.8%	13.4%
Satisfied	23.5%	46.2%	33.3%	29.4%	9.1%	29.1%
Neutral	17.6%	13.5%	33.3%	33.3%	20.0%	24.8%
Dissatisfied	0.0%	7.7%	11.7%	17.6%	21.8%	14.6%
Very Dissatisfied	17.6%	3.8%	11.7%	11.8%	47.3%	18.1%

Q5d. Review services are completed by the date promised

Very Satisfied	33.3%	10.0%	5.0%	5.8%	0.0%	6.8%
Satisfied	13.3%	30.0%	16.7%	5.8%	1.9%	13.2%
Neutral	13.3%	28.0%	18.3%	9.6%	11.3%	16.8%
Dissatisfied	20.0%	18.0%	31.7%	25.0%	7.5%	21.6%
Very Dissatisfied	20.0%	14.0%	28.3%	53.8%	79.2%	41.6%

Q5. Listed below are several items that may influence your satisfaction with DSD's Commercial Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=262

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q5e. The review staff provides excellent customer service

Very Satisfied	35.3%	25.5%	4.8%	7.7%	1.8%	10.8%
Satisfied	23.5%	41.2%	30.6%	15.4%	3.5%	22.8%
Neutral	5.9%	17.6%	33.9%	26.9%	17.5%	23.9%
Dissatisfied	17.6%	7.8%	22.6%	26.9%	19.3%	19.3%
Very Dissatisfied	17.6%	7.8%	8.1%	23.1%	57.9%	23.2%

Q5f. Review staff is easily accessible when assistance is needed to resolve problems

Very Satisfied	41.2%	15.7%	4.8%	5.9%	1.8%	8.6%
Satisfied	17.6%	33.3%	24.2%	15.7%	7.1%	18.3%
Neutral	17.6%	21.6%	29.0%	7.8%	1.8%	18.3%
Dissatisfied	5.9%	9.8%	19.4%	33.3%	28.6%	23.0%
Very Dissatisfied	17.6%	19.6%	22.6%	37.3%	60.7%	31.9%

Q5. Listed below are several items that may influence your satisfaction with DSD's Commercial Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=262

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q5g. I understand commercial plan review processes

Very Satisfied	64.7%	30.6%	15.0%	25.0%	10.7%	22.9%
Satisfied	29.4%	55.1%	50.0%	32.7%	17.9%	37.9%
Neutral	5.9%	10.2%	23.3%	15.4%	19.6%	17.8%
Dissatisfied	0.0%	4.1%	8.3%	21.2%	19.6%	11.9%
Very Dissatisfied	0.0%	0.0%	3.3%	5.8%	32.1%	9.5%

Q5h. Codes & policies are applied by review staff in a fair & practical manner

Very Satisfied	37.5%	15.4%	6.8%	5.8%	0.0%	8.3%
Satisfied	31.3%	51.9%	30.5%	9.6%	1.8%	23.7%
Neutral	12.5%	13.5%	33.9%	28.8%	21.8%	23.7%
Dissatisfied	12.5%	13.5%	15.3%	30.8%	32.7%	23.3%
Very Dissatisfied	6.3%	5.8%	13.6%	25.0%	43.6%	20.9%

Q5. Listed below are several items that may influence your satisfaction with DSD's Commercial Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=262

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q5i. Review staff anticipates obstacles & provides options when they are available

Very Satisfied	29.4%	10.2%	10.0%	3.9%	0.0%	7.5%
Satisfied	23.5%	38.8%	20.0%	9.8%	1.8%	17.8%
Neutral	23.5%	26.5%	30.0%	17.6%	12.3%	21.3%
Dissatisfied	5.9%	8.2%	16.7%	45.1%	22.8%	22.5%
Very Dissatisfied	17.6%	16.3%	23.3%	23.5%	63.2%	30.8%

Q5j. The review process of my projects is not delayed over minor issues

Very Satisfied	40.0%	11.8%	1.6%	3.9%	0.0%	6.3%
Satisfied	13.3%	31.4%	11.3%	5.9%	3.6%	12.3%
Neutral	26.7%	21.6%	22.6%	7.8%	9.1%	17.0%
Dissatisfied	6.7%	11.8%	30.6%	35.3%	14.5%	22.1%
Very Dissatisfied	13.3%	23.5%	33.9%	47.1%	72.7%	42.3%

Q5. Listed below are several items that may influence your satisfaction with DSD's Commercial Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=262

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q5k. The plan review comments applied to my project are reasonable & justified

Very Satisfied	42.9%	12.0%	3.3%	6.0%	1.8%	7.7%
Satisfied	21.4%	50.0%	24.6%	16.0%	3.6%	22.6%
Neutral	21.4%	20.0%	34.4%	20.0%	16.1%	22.2%
Dissatisfied	0.0%	8.0%	23.0%	28.0%	19.6%	21.0%
Very Dissatisfied	14.3%	10.0%	14.8%	30.0%	58.9%	26.6%

Q6. Have you received services from the Tree Ordinance Review division during the past year?

N=710

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q6. Have you received services from the Tree Ordinance Review division during past year

Yes	40.9%	32.9%	42.8%	51.4%	48.0%	43.9%
No	59.1%	67.1%	57.2%	48.6%	52.0%	56.1%

Q7. Listed below are several items that may influence your satisfaction with DSD's staff and the Tree Ordinance Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=312

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q7a. Length of time the review process takes to complete

Very Satisfied	17.6%	24.5%	7.5%	6.8%	1.6%	9.8%
Satisfied	29.4%	24.5%	22.5%	27.4%	27.9%	25.7%
Neutral	0.0%	18.4%	13.8%	12.3%	18.0%	14.7%
Dissatisfied	23.5%	16.3%	28.8%	27.4%	18.0%	23.1%
Very Dissatisfied	29.4%	16.3%	27.5%	26.0%	34.4%	26.7%

Q7b. How easy the review process is to complete

Very Satisfied	29.4%	20.4%	8.8%	6.9%	5.0%	11.1%
Satisfied	29.4%	32.7%	35.0%	34.7%	33.3%	33.1%
Neutral	17.6%	20.4%	25.0%	12.5%	16.7%	19.0%
Dissatisfied	11.8%	14.3%	17.5%	29.2%	15.0%	18.4%
Very Dissatisfied	11.8%	12.2%	13.8%	16.7%	30.0%	18.4%

Q7. Listed below are several items that may influence your satisfaction with DSD's staff and the Tree Ordinance Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=312

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q7c. The technical competence of review staff

Very Satisfied	38.9%	34.7%	12.7%	12.2%	20.0%	19.9%
Satisfied	44.4%	36.7%	49.4%	47.3%	33.3%	41.5%
Neutral	0.0%	16.3%	26.6%	24.3%	20.0%	20.9%
Dissatisfied	5.6%	2.0%	3.8%	9.5%	10.0%	7.2%
Very Dissatisfied	11.1%	10.2%	7.6%	6.8%	16.7%	10.5%

Q7d. Review services are completed by the date promised

Very Satisfied	18.8%	20.8%	9.0%	9.6%	3.4%	11.0%
Satisfied	37.5%	25.0%	21.8%	24.7%	28.8%	25.6%
Neutral	12.5%	20.8%	19.2%	19.2%	18.6%	18.6%
Dissatisfied	0.0%	20.8%	26.9%	23.3%	13.6%	20.6%
Very Dissatisfied	31.3%	12.5%	23.1%	23.3%	35.6%	24.3%

Q7. Listed below are several items that may influence your satisfaction with DSD's staff and the Tree Ordinance Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=312

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q7e. The review staff provides excellent customer service

Very Satisfied	33.3%	30.6%	12.7%	10.8%	9.8%	16.2%
Satisfied	27.8%	28.6%	26.6%	28.4%	24.6%	27.3%
Neutral	11.1%	24.5%	27.8%	24.3%	26.2%	24.7%
Dissatisfied	11.1%	6.1%	21.5%	17.6%	14.8%	15.9%
Very Dissatisfied	16.7%	10.2%	11.4%	18.9%	24.6%	15.9%

Q7f. Review staff is easily accessible when assistance is needed to resolve problems

Very Satisfied	38.9%	22.9%	10.3%	8.1%	6.6%	12.5%
Satisfied	33.3%	35.4%	21.8%	27.0%	29.5%	28.9%
Neutral	16.7%	16.7%	26.9%	24.3%	19.7%	21.0%
Dissatisfied	0.0%	4.2%	23.1%	20.3%	6.6%	14.8%
Very Dissatisfied	11.1%	20.8%	17.9%	20.3%	37.7%	23.0%

Q7. Listed below are several items that may influence your satisfaction with DSD's staff and the Tree Ordinance Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=312

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q7g. I understand the tree permit review processes

Very Satisfied	61.1%	27.7%	18.8%	19.4%	16.4%	23.1%
Satisfied	33.3%	51.1%	46.3%	41.7%	39.3%	44.2%
Neutral	5.6%	21.3%	26.3%	23.6%	14.8%	19.5%
Dissatisfied	0.0%	0.0%	6.3%	11.1%	9.8%	6.9%
Very Dissatisfied	0.0%	0.0%	2.5%	4.2%	19.7%	6.3%

Q7h. Codes & policies are applied by review staff in a fair & practical manner

Very Satisfied	37.5%	21.3%	15.0%	6.8%	11.9%	14.5%
Satisfied	25.0%	40.4%	31.3%	32.4%	25.4%	31.7%
Neutral	18.8%	25.5%	32.5%	20.3%	18.6%	23.8%
Dissatisfied	6.3%	4.3%	12.5%	24.3%	8.5%	13.2%
Very Dissatisfied	12.5%	8.5%	8.8%	16.2%	35.6%	16.8%

Q7. Listed below are several items that may influence your satisfaction with DSD's staff and the Tree Ordinance Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=312

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q7i. Review staff anticipates obstacles & provides options when they are available

Very Satisfied	35.3%	19.6%	10.3%	10.8%	5.0%	12.0%
Satisfied	23.5%	23.9%	29.5%	21.6%	23.3%	24.9%
Neutral	17.6%	34.8%	33.3%	20.3%	20.0%	26.2%
Dissatisfied	11.8%	13.0%	11.5%	27.0%	16.7%	16.3%
Very Dissatisfied	11.8%	8.7%	15.4%	20.3%	35.0%	20.6%

Q7j. The review process of my projects is not delayed over minor issues

Very Satisfied	37.5%	13.6%	7.6%	8.2%	1.6%	9.0%
Satisfied	25.0%	22.7%	22.8%	21.9%	18.0%	22.4%
Neutral	0.0%	22.7%	26.6%	13.7%	21.3%	19.7%
Dissatisfied	0.0%	25.0%	16.5%	28.8%	9.8%	18.1%
Very Dissatisfied	37.5%	15.9%	26.6%	27.4%	49.2%	30.8%

Q7. Listed below are several items that may influence your satisfaction with DSD's staff and the Tree Ordinance Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=312

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q7k. The plan review comments applied to my project are reasonable & justified

Very Satisfied	37.5%	11.4%	11.4%	4.2%	1.6%	9.0%
Satisfied	31.3%	40.9%	27.8%	33.3%	24.6%	30.8%
Neutral	0.0%	34.1%	29.1%	27.8%	24.6%	27.1%
Dissatisfied	12.5%	2.3%	17.7%	22.2%	13.1%	14.0%
Very Dissatisfied	18.8%	11.4%	13.9%	12.5%	36.1%	19.1%

Q8. Have you received services from the Site Plan Review division during the past year?

N=710

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q8. Have you received services from the Site Plan Review division during past year

Yes	43.2%	33.6%	41.2%	45.9%	55.1%	42.7%
No	56.8%	66.4%	58.8%	54.1%	44.9%	57.3%

Q9. Listed below are several items that may influence your satisfaction with the DSD's staff and Site Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=303

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q9a. Length of time the review process takes to complete

Very Satisfied	22.2%	8.0%	4.1%	4.4%	0.0%	5.1%
Satisfied	22.2%	26.0%	23.3%	4.4%	5.8%	14.6%
Neutral	5.6%	14.0%	19.2%	7.4%	1.4%	9.9%
Dissatisfied	16.7%	32.0%	17.8%	39.7%	15.9%	24.8%
Very Dissatisfied	33.3%	20.0%	35.6%	44.1%	76.8%	45.6%

Q9b. How easy the review process is to complete

Very Satisfied	27.8%	4.0%	4.1%	4.4%	0.0%	4.8%
Satisfied	27.8%	36.0%	24.7%	7.4%	2.9%	17.0%
Neutral	5.6%	18.0%	20.5%	8.8%	2.9%	11.6%
Dissatisfied	5.6%	18.0%	23.3%	36.8%	10.1%	22.4%
Very Dissatisfied	33.3%	24.0%	27.4%	42.6%	84.1%	44.2%

Q9. Listed below are several items that may influence your satisfaction with the DSD's staff and Site Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=303

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q9c. The technical competence of review staff

Very Satisfied	42.1%	14.3%	6.7%	7.5%	1.5%	9.2%
Satisfied	15.8%	42.9%	36.0%	16.4%	5.9%	23.5%
Neutral	10.5%	20.4%	34.7%	29.9%	20.6%	26.5%
Dissatisfied	10.5%	6.1%	9.3%	28.4%	20.6%	16.0%
Very Dissatisfied	21.1%	16.3%	13.3%	17.9%	51.5%	24.8%

Q9d. Review services are completed by the date promised

Very Satisfied	33.3%	8.2%	8.1%	5.9%	0.0%	6.8%
Satisfied	16.7%	22.4%	28.4%	5.9%	4.5%	15.4%
Neutral	0.0%	24.5%	21.6%	11.8%	13.4%	16.4%
Dissatisfied	16.7%	24.5%	14.9%	33.8%	7.5%	18.8%
Very Dissatisfied	33.3%	20.4%	27.0%	42.6%	74.6%	42.5%

Q9. Listed below are several items that may influence your satisfaction with the DSD's staff and Site Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=303

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q9e. The review staff provides excellent customer service

Very Satisfied	42.1%	14.0%	16.0%	6.0%	3.0%	11.6%
Satisfied	15.8%	34.0%	29.3%	7.5%	4.5%	17.7%
Neutral	5.3%	24.0%	25.3%	23.9%	11.9%	19.8%
Dissatisfied	15.8%	4.0%	13.3%	35.8%	16.4%	18.4%
Very Dissatisfied	21.1%	24.0%	16.0%	26.9%	64.2%	32.4%

Q9f. Review staff is easily accessible when assistance is needed to resolve problems

Very Satisfied	36.8%	6.1%	9.5%	6.1%	0.0%	7.3%
Satisfied	21.1%	32.7%	25.7%	4.5%	7.6%	17.3%
Neutral	5.3%	20.4%	28.4%	22.7%	6.1%	18.3%
Dissatisfied	10.5%	18.4%	20.3%	37.9%	12.1%	21.5%
Very Dissatisfied	26.3%	22.4%	16.2%	28.8%	74.2%	35.6%

Q9. Listed below are several items that may influence your satisfaction with the DSD's staff and Site Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=303

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q9g. I understand Site Plan review processes

Very Satisfied	78.9%	14.3%	10.8%	16.7%	16.4%	19.5%
Satisfied	10.5%	65.3%	44.6%	27.3%	20.9%	36.6%
Neutral	5.3%	16.3%	31.1%	21.2%	6.0%	18.1%
Dissatisfied	0.0%	2.0%	5.4%	22.7%	11.9%	9.8%
Very Dissatisfied	5.3%	2.0%	8.1%	12.1%	44.8%	16.0%

Q9h. Codes & policies are applied by review staff in a fair & practical manner

Very Satisfied	36.8%	2.0%	8.2%	6.0%	0.0%	6.5%
Satisfied	26.3%	40.0%	17.8%	7.5%	4.5%	17.2%
Neutral	5.3%	24.0%	43.8%	22.4%	13.4%	24.4%
Dissatisfied	10.5%	24.0%	17.8%	37.3%	13.4%	22.0%
Very Dissatisfied	21.1%	10.0%	12.3%	26.9%	68.7%	29.9%

Q9. Listed below are several items that may influence your satisfaction with the DSD's staff and Site Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=303

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q9i. Review staff anticipates obstacles & provides options when they are available

Very Satisfied	31.6%	4.1%	6.8%	3.0%	0.0%	5.2%
Satisfied	15.8%	28.6%	21.6%	3.0%	1.5%	13.4%
Neutral	5.3%	26.5%	36.5%	13.6%	13.2%	20.6%
Dissatisfied	15.8%	14.3%	20.3%	48.5%	8.8%	22.7%
Very Dissatisfied	31.6%	26.5%	14.9%	31.8%	76.5%	38.1%

Q9j. The review process of my projects is not delayed over minor issues

Very Satisfied	29.4%	6.1%	4.1%	6.0%	0.0%	5.2%
Satisfied	11.8%	22.4%	12.3%	1.5%	4.4%	10.1%
Neutral	17.6%	18.4%	28.8%	7.5%	2.9%	14.2%
Dissatisfied	5.9%	18.4%	24.7%	41.8%	4.4%	21.2%
Very Dissatisfied	35.3%	34.7%	30.1%	43.3%	88.2%	49.3%

Q9. Listed below are several items that may influence your satisfaction with the DSD's staff and Site Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=303

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q9k. The plan review comments applied to my project are reasonable & justified

Very Satisfied	38.9%	4.2%	4.2%	4.6%	0.0%	5.3%
Satisfied	11.1%	35.4%	26.4%	7.7%	4.5%	17.6%
Neutral	11.1%	29.2%	33.3%	18.5%	9.1%	21.1%
Dissatisfied	22.2%	16.7%	19.4%	40.0%	16.7%	22.9%
Very Dissatisfied	16.7%	14.6%	16.7%	29.2%	69.7%	33.1%

Q10. Have you received services from the Subdivision Review division during the past year?

N=710

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q10. Have you received services from the Subdivision Review division during past year

Yes	18.2%	10.7%	4.8%	12.8%	15.7%	10.8%
No	81.8%	89.3%	95.2%	87.2%	84.3%	89.2%

Q11. Listed below are several items that may influence your satisfaction with DSD's staff and Subdivision Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=77

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q11a. Length of time the review process takes to complete

Very Satisfied	12.5%	12.5%	0.0%	0.0%	0.0%	5.3%
Satisfied	12.5%	25.0%	11.1%	0.0%	0.0%	9.3%
Neutral	0.0%	6.3%	0.0%	10.5%	5.3%	6.7%
Dissatisfied	0.0%	18.8%	0.0%	47.4%	21.1%	22.7%
Very Dissatisfied	75.0%	37.5%	88.9%	42.1%	73.7%	56.0%

Q11b. How easy the review process is to complete

Very Satisfied	25.0%	6.3%	0.0%	0.0%	0.0%	5.5%
Satisfied	0.0%	25.0%	0.0%	5.3%	11.1%	9.6%
Neutral	0.0%	31.3%	12.5%	26.3%	5.6%	17.8%
Dissatisfied	0.0%	0.0%	25.0%	31.6%	22.2%	19.2%
Very Dissatisfied	75.0%	37.5%	62.5%	36.8%	61.1%	47.9%

Q11. Listed below are several items that may influence your satisfaction with DSD's staff and Subdivision Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=77

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q11c. The technical competence of review staff

Very Satisfied	25.0%	6.3%	0.0%	5.6%	0.0%	6.9%
Satisfied	0.0%	37.5%	25.0%	16.7%	5.6%	20.8%
Neutral	0.0%	12.5%	12.5%	33.3%	33.3%	20.8%
Dissatisfied	12.5%	6.3%	25.0%	22.2%	5.6%	12.5%
Very Dissatisfied	62.5%	37.5%	37.5%	22.2%	55.6%	38.9%

Q11d. Review services are completed by the date promised

Very Satisfied	0.0%	6.7%	0.0%	0.0%	0.0%	2.8%
Satisfied	25.0%	20.0%	0.0%	5.9%	0.0%	9.7%
Neutral	0.0%	26.7%	12.5%	17.6%	15.0%	16.7%
Dissatisfied	0.0%	6.7%	0.0%	35.3%	15.0%	15.3%
Very Dissatisfied	75.0%	40.0%	87.5%	41.2%	70.0%	55.6%

Q11. Listed below are several items that may influence your satisfaction with DSD's staff and Subdivision Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=77

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q11e. The review staff provides excellent customer service

Very Satisfied	25.0%	18.8%	0.0%	0.0%	0.0%	8.5%
Satisfied	0.0%	18.8%	42.9%	0.0%	0.0%	9.9%
Neutral	0.0%	12.5%	14.3%	41.2%	10.5%	19.7%
Dissatisfied	12.5%	12.5%	0.0%	52.9%	31.6%	25.4%
Very Dissatisfied	62.5%	37.5%	42.9%	5.9%	57.9%	36.6%

Q11f. Review staff is easily accessible when assistance is needed to resolve problems

Very Satisfied	12.5%	18.8%	0.0%	0.0%	0.0%	5.6%
Satisfied	12.5%	18.8%	14.3%	0.0%	0.0%	8.5%
Neutral	0.0%	6.3%	42.9%	23.5%	10.5%	15.5%
Dissatisfied	0.0%	18.8%	14.3%	58.8%	15.8%	26.8%
Very Dissatisfied	75.0%	37.5%	28.6%	17.6%	73.7%	43.7%

Q11. Listed below are several items that may influence your satisfaction with DSD's staff and Subdivision Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=77

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q11g. I understand Subdivision review processes

Very Satisfied	62.5%	40.0%	12.5%	33.3%	40.0%	36.2%
Satisfied	0.0%	46.7%	37.5%	40.0%	15.0%	30.4%
Neutral	12.5%	13.3%	25.0%	26.7%	15.0%	17.4%
Dissatisfied	0.0%	0.0%	25.0%	0.0%	5.0%	5.8%
Very Dissatisfied	25.0%	0.0%	0.0%	0.0%	25.0%	10.1%

Q11h. Codes & policies are applied by review staff in a fair & practical manner

Very Satisfied	12.5%	12.5%	0.0%	0.0%	0.0%	4.2%
Satisfied	12.5%	25.0%	0.0%	11.8%	0.0%	11.3%
Neutral	12.5%	12.5%	57.1%	23.5%	15.8%	19.7%
Dissatisfied	12.5%	12.5%	14.3%	47.1%	15.8%	23.9%
Very Dissatisfied	50.0%	37.5%	28.6%	17.6%	68.4%	40.8%

Q11. Listed below are several items that may influence your satisfaction with DSD's staff and Subdivision Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=77

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q11i. Review staff anticipates obstacles & provides options when they are available

Very Satisfied	25.0%	6.3%	0.0%	0.0%	0.0%	4.2%
Satisfied	0.0%	37.5%	12.5%	0.0%	5.3%	12.7%
Neutral	0.0%	6.3%	25.0%	12.5%	5.3%	9.9%
Dissatisfied	0.0%	12.5%	25.0%	56.3%	5.3%	21.1%
Very Dissatisfied	75.0%	37.5%	37.5%	31.3%	84.2%	52.1%

Q11j. The review process of my projects is not delayed over minor issues

Very Satisfied	12.5%	6.3%	0.0%	0.0%	0.0%	2.7%
Satisfied	12.5%	18.8%	14.3%	0.0%	0.0%	8.2%
Neutral	0.0%	12.5%	28.6%	5.6%	5.0%	9.6%
Dissatisfied	0.0%	6.3%	14.3%	38.9%	15.0%	19.2%
Very Dissatisfied	75.0%	56.3%	42.9%	55.6%	80.0%	60.3%

Q11. Listed below are several items that may influence your satisfaction with DSD's staff and Subdivision Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=77

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

					Total
Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	

Q11k. The plan review comments applied to my project are reasonable & justified

Very Satisfied	12.5%	6.3%	0.0%	0.0%	0.0%	2.7%
Satisfied	12.5%	31.3%	12.5%	11.8%	0.0%	13.7%
Neutral	0.0%	18.8%	25.0%	23.5%	5.0%	15.1%
Dissatisfied	12.5%	0.0%	12.5%	35.3%	30.0%	20.5%
Very Dissatisfied	62.5%	43.8%	50.0%	29.4%	65.0%	47.9%

Q12. Overall, how satisfied are you with the DSD's Plan Review Process? (without "don't know")

N=710

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q12. How satisfied are you with DSD's Plan Review Process

Very Satisfied	41.9%	9.0%	1.1%	1.4%	1.6%	6.2%
Satisfied	23.3%	46.5%	23.8%	4.2%	0.0%	19.1%
Neutral	7.0%	14.6%	29.3%	9.8%	4.9%	16.0%
Dissatisfied	7.0%	19.4%	27.1%	47.6%	19.5%	27.0%
Very Dissatisfied	20.9%	10.4%	18.8%	37.1%	74.0%	31.8%

Q14. Have you interacted with DSD's Inspection Divisions during the past year?

N=1133

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process					Total
Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	

Q14. Have you interacted with DSD's Inspection Divisions during past year

Yes	61.3%	58.4%	53.2%	55.9%	54.0%	50.6%
No	38.7%	41.6%	46.8%	44.1%	46.0%	49.4%

Q15. Have you received Residential inspections in the past year?

N=573

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process					Total
Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	

Q15. Have you received Residential inspections in past year

Yes	73.7%	67.2%	82.4%	75.2%	70.1%	74.2%
No	26.3%	32.8%	17.6%	24.8%	29.9%	25.8%

Q16. Listed below are several items that may influence your satisfaction with DSD's Residential Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=425

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q16a. Length of time the inspection process takes to complete

Very Satisfied	57.1%	25.6%	18.9%	19.3%	8.2%	21.2%
Satisfied	32.1%	58.5%	51.5%	37.3%	21.3%	44.3%
Neutral	7.1%	9.8%	17.4%	18.1%	16.4%	15.2%
Dissatisfied	3.6%	2.4%	9.1%	9.6%	21.3%	8.9%
Very Dissatisfied	0.0%	3.7%	3.0%	15.7%	32.8%	10.4%

Q16b. How easy the inspection process is to complete

Very Satisfied	64.3%	25.6%	13.2%	9.5%	4.9%	16.9%
Satisfied	25.0%	51.2%	38.0%	35.7%	21.3%	38.3%
Neutral	3.6%	12.2%	22.5%	21.4%	9.8%	16.7%
Dissatisfied	7.1%	7.3%	20.9%	23.8%	21.3%	16.7%
Very Dissatisfied	0.0%	3.7%	5.4%	9.5%	42.6%	11.4%

Q16. Listed below are several items that may influence your satisfaction with DSD's Residential Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=425

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q16c. The technical competence of inspection staff

Very Satisfied	64.3%	28.0%	15.4%	18.1%	8.5%	21.4%
Satisfied	25.0%	52.4%	43.8%	32.5%	15.3%	37.2%
Neutral	7.1%	12.2%	23.8%	24.1%	28.8%	20.9%
Dissatisfied	0.0%	2.4%	13.8%	13.3%	15.3%	10.7%
Very Dissatisfied	3.6%	4.9%	3.1%	12.0%	32.2%	9.7%

Q16d. Inspection services are completed by the date promised

Very Satisfied	66.7%	26.3%	18.9%	16.7%	10.0%	21.1%
Satisfied	22.2%	60.0%	46.2%	34.5%	15.0%	41.3%
Neutral	3.7%	7.5%	18.9%	21.4%	26.7%	16.7%
Dissatisfied	7.4%	1.3%	11.4%	17.9%	25.0%	12.6%
Very Dissatisfied	0.0%	5.0%	4.5%	9.5%	23.3%	8.3%

Q16. Listed below are several items that may influence your satisfaction with DSD's Residential Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=425

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q16e. Inspectors provide excellent customer service

Very Satisfied	57.1%	26.6%	14.2%	12.9%	10.2%	18.8%
Satisfied	32.1%	41.8%	29.1%	20.0%	15.3%	28.0%
Neutral	3.6%	19.0%	28.4%	30.6%	23.7%	23.9%
Dissatisfied	3.6%	2.5%	19.4%	15.3%	16.9%	13.8%
Very Dissatisfied	3.6%	10.1%	9.0%	21.2%	33.9%	15.5%

Q16f. Inspectors are easily accessible when assistance is needed to resolve problems

Very Satisfied	53.6%	15.4%	14.7%	6.0%	8.3%	14.9%
Satisfied	28.6%	42.3%	24.0%	24.1%	10.0%	26.5%
Neutral	3.6%	23.1%	28.7%	21.7%	15.0%	21.8%
Dissatisfied	7.1%	9.0%	18.6%	30.1%	31.7%	20.0%
Very Dissatisfied	7.1%	10.3%	14.0%	18.1%	35.0%	16.8%

Q16. Listed below are several items that may influence your satisfaction with DSD's Residential Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=425

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q16g. I understand the Residential Inspection processes

Very Satisfied	71.4%	40.3%	18.9%	14.3%	17.2%	25.9%
Satisfied	21.4%	46.8%	48.5%	36.9%	22.4%	40.5%
Neutral	7.1%	11.7%	25.0%	28.6%	13.8%	19.5%
Dissatisfied	0.0%	0.0%	6.1%	13.1%	12.1%	6.4%
Very Dissatisfied	0.0%	1.3%	1.5%	7.1%	34.5%	7.7%

Q16h. Codes & policies are applied by inspection staff in a fair & practical manner

Very Satisfied	57.1%	18.8%	8.3%	6.0%	7.3%	13.6%
Satisfied	14.3%	48.8%	31.8%	25.3%	5.5%	29.9%
Neutral	14.3%	20.0%	31.1%	31.3%	14.5%	24.2%
Dissatisfied	10.7%	6.3%	21.2%	19.3%	14.5%	15.8%
Very Dissatisfied	3.6%	6.3%	7.6%	18.1%	58.2%	16.5%

Q16. Listed below are several items that may influence your satisfaction with DSD's Residential Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=425

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q16i. Inspection staff anticipates obstacles & provides options when they are available

Very Satisfied	59.3%	16.5%	10.9%	11.1%	5.3%	14.6%
Satisfied	22.2%	44.3%	21.7%	17.3%	10.5%	24.6%
Neutral	7.4%	25.3%	38.0%	25.9%	12.3%	25.9%
Dissatisfied	11.1%	6.3%	16.3%	23.5%	22.8%	16.3%
Very Dissatisfied	0.0%	7.6%	13.2%	22.2%	49.1%	18.6%

Q16j. Inspections are not delayed over minor issues

Very Satisfied	55.6%	20.8%	10.1%	11.0%	5.2%	14.5%
Satisfied	11.1%	41.6%	21.7%	12.2%	6.9%	21.7%
Neutral	11.1%	15.6%	27.9%	22.0%	15.5%	20.7%
Dissatisfied	14.8%	13.0%	21.7%	32.9%	15.5%	20.2%
Very Dissatisfied	7.4%	9.1%	18.6%	22.0%	56.9%	22.9%

Q16. Listed below are several items that may influence your satisfaction with DSD's Residential Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=425

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q16k. Inspection requirements are reasonable & justified

Very Satisfied	50.0%	12.8%	10.0%	8.5%	6.8%	12.8%
Satisfied	25.0%	56.4%	30.8%	26.8%	6.8%	32.1%
Neutral	10.7%	21.8%	32.3%	25.6%	25.4%	25.2%
Dissatisfied	10.7%	1.3%	17.7%	25.6%	15.3%	14.8%
Very Dissatisfied	3.6%	7.7%	9.2%	13.4%	45.8%	15.1%

Q16l. Inspectors rarely find errors in the field, during Construction, that should have been caught during the plan review process

Very Satisfied	44.0%	12.0%	7.0%	2.8%	1.9%	9.0%
Satisfied	28.0%	52.0%	25.4%	32.4%	3.8%	30.6%
Neutral	4.0%	22.7%	45.6%	25.4%	25.0%	29.2%
Dissatisfied	12.0%	4.0%	11.4%	22.5%	17.3%	12.9%
Very Dissatisfied	12.0%	9.3%	10.5%	16.9%	51.9%	18.3%

Q17. Have you received Commercial inspections in the past year?

N=573

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q17. Have you received Commercial inspections in past year

Yes	42.1%	35.2%	27.9%	24.8%	27.6%	29.8%
No	57.9%	64.8%	72.1%	75.2%	72.4%	70.2%

Q18. Listed below are several items that may influence your satisfaction with DSD's Commercial Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=171

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q18a. Length of time the inspection process takes to complete

Very Satisfied	60.0%	21.4%	15.6%	14.3%	8.7%	19.3%
Satisfied	26.7%	66.7%	44.4%	53.6%	17.4%	47.6%
Neutral	13.3%	4.8%	26.7%	17.9%	21.7%	16.9%
Dissatisfied	0.0%	7.1%	8.9%	14.3%	17.4%	9.6%
Very Dissatisfied	0.0%	0.0%	4.4%	0.0%	34.8%	6.6%

Q18b. How easy the inspection process is to complete

Very Satisfied	60.0%	17.1%	20.0%	10.7%	8.3%	19.3%
Satisfied	33.3%	70.7%	48.9%	42.9%	8.3%	46.4%
Neutral	6.7%	7.3%	15.6%	28.6%	33.3%	16.9%
Dissatisfied	0.0%	4.9%	11.1%	14.3%	16.7%	9.6%
Very Dissatisfied	0.0%	0.0%	4.4%	3.6%	33.3%	7.8%

Q18. Listed below are several items that may influence your satisfaction with DSD's Commercial Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=171

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q18c. The technical competence of inspection staff

Very Satisfied	60.0%	31.7%	19.6%	14.3%	8.3%	23.4%
Satisfied	26.7%	53.7%	37.0%	46.4%	25.0%	41.3%
Neutral	13.3%	4.9%	26.1%	28.6%	37.5%	21.0%
Dissatisfied	0.0%	7.3%	13.0%	10.7%	12.5%	9.6%
Very Dissatisfied	0.0%	2.4%	4.3%	0.0%	16.7%	4.8%

Q18d. Inspection services are completed by the date promised

Very Satisfied	53.3%	24.4%	24.4%	14.3%	8.3%	21.7%
Satisfied	33.3%	51.2%	37.8%	39.3%	12.5%	38.0%
Neutral	13.3%	12.2%	26.7%	28.6%	12.5%	19.9%
Dissatisfied	0.0%	12.2%	4.4%	17.9%	33.3%	13.3%
Very Dissatisfied	0.0%	0.0%	6.7%	0.0%	33.3%	7.2%

Q18. Listed below are several items that may influence your satisfaction with DSD's Commercial Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=171

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q18e. Inspectors provide excellent customer service

Very Satisfied	57.1%	31.7%	15.2%	14.3%	8.3%	21.7%
Satisfied	28.6%	41.5%	30.4%	28.6%	12.5%	31.3%
Neutral	7.1%	17.1%	32.6%	32.1%	29.2%	24.7%
Dissatisfied	7.1%	9.8%	15.2%	25.0%	12.5%	14.5%
Very Dissatisfied	0.0%	0.0%	6.5%	0.0%	37.5%	7.8%

Q18f. Inspectors are easily accessible when assistance is needed to resolve problems

Very Satisfied	50.0%	25.0%	13.0%	7.1%	4.2%	17.6%
Satisfied	42.9%	42.5%	32.6%	35.7%	12.5%	32.7%
Neutral	0.0%	12.5%	28.3%	21.4%	33.3%	21.2%
Dissatisfied	7.1%	17.5%	17.4%	32.1%	25.0%	20.6%
Very Dissatisfied	0.0%	2.5%	8.7%	3.6%	25.0%	7.9%

Q18. Listed below are several items that may influence your satisfaction with DSD's Commercial Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=171

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q18g. I understand the Commercial Inspection processes

Very Satisfied	57.1%	23.8%	21.7%	32.1%	16.7%	27.3%
Satisfied	42.9%	69.0%	52.2%	42.9%	41.7%	52.7%
Neutral	0.0%	7.1%	17.4%	7.1%	12.5%	10.3%
Dissatisfied	0.0%	0.0%	2.2%	17.9%	12.5%	5.5%
Very Dissatisfied	0.0%	0.0%	6.5%	0.0%	16.7%	4.2%

Q18h. Codes & policies are applied by inspection staff in a fair & practical manner

Very Satisfied	53.3%	17.1%	10.9%	14.8%	4.2%	15.8%
Satisfied	33.3%	61.0%	41.3%	22.2%	12.5%	39.4%
Neutral	6.7%	12.2%	21.7%	33.3%	20.8%	18.8%
Dissatisfied	0.0%	7.3%	19.6%	22.2%	20.8%	15.2%
Very Dissatisfied	6.7%	2.4%	6.5%	7.4%	41.7%	10.9%

Q18. Listed below are several items that may influence your satisfaction with DSD's Commercial Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=171

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q18i. Inspection staff anticipates obstacles & provides options when they are available

Very Satisfied	42.9%	25.0%	10.9%	14.3%	4.2%	17.0%
Satisfied	35.7%	52.5%	28.3%	28.6%	8.3%	32.7%
Neutral	14.3%	12.5%	30.4%	28.6%	16.7%	22.4%
Dissatisfied	7.1%	5.0%	17.4%	17.9%	20.8%	13.3%
Very Dissatisfied	0.0%	5.0%	13.0%	10.7%	50.0%	14.5%

Q18j. Inspections are not delayed over minor issues

Very Satisfied	57.1%	16.7%	10.9%	11.1%	4.2%	15.1%
Satisfied	35.7%	52.4%	23.9%	33.3%	4.2%	31.9%
Neutral	0.0%	26.2%	30.4%	14.8%	12.5%	20.5%
Dissatisfied	7.1%	4.8%	15.2%	33.3%	33.3%	18.7%
Very Dissatisfied	0.0%	0.0%	19.6%	7.4%	45.8%	13.9%

Q18. Listed below are several items that may influence your satisfaction with DSD's Commercial Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=171

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q18k. Inspection requirements are reasonable & justified

Very Satisfied	53.3%	19.0%	11.1%	10.7%	8.7%	16.3%
Satisfied	33.3%	66.7%	37.8%	32.1%	8.7%	40.4%
Neutral	13.3%	9.5%	28.9%	21.4%	26.1%	21.1%
Dissatisfied	0.0%	4.8%	13.3%	35.7%	13.0%	13.3%
Very Dissatisfied	0.0%	0.0%	8.9%	0.0%	43.5%	9.0%

Q18l. Inspectors rarely find errors in the field, during Construction, that should have been caught during the plan review process

Very Satisfied	50.0%	17.5%	10.9%	11.1%	4.2%	14.2%
Satisfied	25.0%	47.5%	26.1%	33.3%	8.3%	31.5%
Neutral	16.7%	27.5%	34.8%	29.6%	20.8%	27.8%
Dissatisfied	0.0%	7.5%	15.2%	14.8%	16.7%	12.3%
Very Dissatisfied	8.3%	0.0%	13.0%	11.1%	50.0%	14.2%

Q19. Have you received Tree inspections in the past year?

N=573

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q19. Have you received Tree inspections in past year

Yes	21.1%	13.6%	24.8%	27.4%	21.8%	21.5%
No	78.9%	86.4%	75.2%	72.6%	78.2%	78.5%

Q20. Listed below are several items that may influence your satisfaction with DSD's Trees Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=123

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q20a. Length of time the inspection process takes to complete

Very Satisfied	42.9%	12.5%	17.1%	9.7%	5.3%	14.9%
Satisfied	28.6%	50.0%	34.1%	29.0%	36.8%	33.9%
Neutral	0.0%	25.0%	24.4%	22.6%	15.8%	19.8%
Dissatisfied	14.3%	6.3%	14.6%	19.4%	10.5%	13.2%
Very Dissatisfied	14.3%	6.3%	9.8%	19.4%	31.6%	18.2%

Q20b. How easy the inspection process is to complete

Very Satisfied	37.5%	12.5%	20.0%	9.7%	5.3%	14.9%
Satisfied	25.0%	62.5%	27.5%	32.3%	42.1%	35.5%
Neutral	12.5%	6.3%	30.0%	22.6%	21.1%	20.7%
Dissatisfied	12.5%	18.8%	15.0%	29.0%	0.0%	15.7%
Very Dissatisfied	12.5%	0.0%	7.5%	6.5%	31.6%	13.2%

Q20. Listed below are several items that may influence your satisfaction with DSD's Trees Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=123

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q20c. The technical competence of inspection staff

Very Satisfied	62.5%	18.8%	20.0%	10.0%	16.7%	20.2%
Satisfied	25.0%	62.5%	40.0%	43.3%	22.2%	39.5%
Neutral	0.0%	12.5%	30.0%	33.3%	33.3%	26.1%
Dissatisfied	0.0%	6.3%	5.0%	10.0%	0.0%	5.0%
Very Dissatisfied	12.5%	0.0%	5.0%	3.3%	27.8%	9.2%

Q20d. Inspection services are completed by the date promised

Very Satisfied	57.1%	12.5%	15.4%	6.5%	10.5%	14.3%
Satisfied	14.3%	56.3%	30.8%	25.8%	31.6%	31.1%
Neutral	14.3%	25.0%	25.6%	35.5%	21.1%	26.1%
Dissatisfied	0.0%	6.3%	23.1%	19.4%	0.0%	13.4%
Very Dissatisfied	14.3%	0.0%	5.1%	12.9%	36.8%	15.1%

Q20. Listed below are several items that may influence your satisfaction with DSD's Trees Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=123

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q20e. Inspectors provide excellent customer service

Very Satisfied	37.5%	18.8%	17.5%	12.9%	16.7%	17.5%
Satisfied	25.0%	43.8%	32.5%	25.8%	33.3%	30.8%
Neutral	12.5%	18.8%	30.0%	19.4%	16.7%	21.7%
Dissatisfied	12.5%	18.8%	10.0%	32.3%	5.6%	15.8%
Very Dissatisfied	12.5%	0.0%	10.0%	9.7%	27.8%	14.2%

Q20f. Inspectors are easily accessible when assistance is needed to resolve problems

Very Satisfied	50.0%	18.8%	17.9%	12.9%	5.3%	16.7%
Satisfied	37.5%	50.0%	7.7%	22.6%	26.3%	22.5%
Neutral	0.0%	18.8%	43.6%	19.4%	21.1%	26.7%
Dissatisfied	0.0%	12.5%	17.9%	22.6%	10.5%	15.0%
Very Dissatisfied	12.5%	0.0%	12.8%	22.6%	36.8%	19.2%

Q20. Listed below are several items that may influence your satisfaction with DSD's Trees Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=123

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q20g. I understand the Trees Inspection processes

Very Satisfied	75.0%	13.3%	17.9%	20.0%	15.8%	23.9%
Satisfied	12.5%	60.0%	43.6%	40.0%	21.1%	37.6%
Neutral	0.0%	20.0%	30.8%	20.0%	15.8%	20.5%
Dissatisfied	12.5%	6.7%	2.6%	16.7%	21.1%	10.3%
Very Dissatisfied	0.0%	0.0%	5.1%	3.3%	26.3%	7.7%

Q20h. Codes & policies are applied by inspection staff in a fair & practical manner

Very Satisfied	50.0%	13.3%	10.0%	6.7%	5.6%	12.7%
Satisfied	12.5%	46.7%	35.0%	16.7%	27.8%	28.0%
Neutral	12.5%	33.3%	45.0%	30.0%	22.2%	31.4%
Dissatisfied	12.5%	0.0%	0.0%	33.3%	16.7%	13.6%
Very Dissatisfied	12.5%	6.7%	10.0%	13.3%	27.8%	14.4%

Q20. Listed below are several items that may influence your satisfaction with DSD's Trees Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=123

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q20i. Inspection staff anticipates obstacles & provides options when they are available

Very Satisfied	50.0%	0.0%	17.9%	10.3%	5.3%	13.7%
Satisfied	0.0%	53.3%	17.9%	17.2%	26.3%	21.4%
Neutral	25.0%	40.0%	41.0%	27.6%	21.1%	32.5%
Dissatisfied	12.5%	6.7%	15.4%	17.2%	21.1%	14.5%
Very Dissatisfied	12.5%	0.0%	7.7%	27.6%	26.3%	17.9%

Q20j. Inspections are not delayed over minor issues

Very Satisfied	42.9%	6.7%	15.4%	6.9%	5.6%	12.2%
Satisfied	0.0%	40.0%	20.5%	20.7%	22.2%	20.9%
Neutral	28.6%	40.0%	33.3%	27.6%	16.7%	29.6%
Dissatisfied	14.3%	13.3%	20.5%	24.1%	11.1%	17.4%
Very Dissatisfied	14.3%	0.0%	10.3%	20.7%	44.4%	20.0%

Q20. Listed below are several items that may influence your satisfaction with DSD's Trees Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=123

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q20k. Inspection requirements are reasonable & justified

Very Satisfied	37.5%	6.7%	15.0%	12.9%	5.3%	14.2%
Satisfied	37.5%	46.7%	20.0%	16.1%	26.3%	24.2%
Neutral	12.5%	33.3%	40.0%	25.8%	15.8%	28.3%
Dissatisfied	0.0%	6.7%	10.0%	25.8%	10.5%	12.5%
Very Dissatisfied	12.5%	6.7%	15.0%	19.4%	42.1%	20.8%

Q20l. Inspectors rarely find errors in the field, during Construction, that should have been caught during the plan review process

Very Satisfied	42.9%	6.7%	8.8%	7.1%	0.0%	9.3%
Satisfied	0.0%	53.3%	26.5%	28.6%	27.8%	28.0%
Neutral	28.6%	33.3%	47.1%	42.9%	11.1%	37.4%
Dissatisfied	0.0%	6.7%	5.9%	10.7%	5.6%	6.5%
Very Dissatisfied	28.6%	0.0%	11.8%	10.7%	55.6%	18.7%

Q21. Have you received Site and Subdivision inspections in the past year?

N=573

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q21. Have you received Site & Subdivision inspections in past year

Yes	5.3%	8.8%	4.8%	10.6%	19.5%	9.1%
No	94.7%	91.2%	95.2%	89.4%	80.5%	90.9%

Q22. Listed below are several items that may influence your satisfaction with DSD's Site and Subdivision Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=52

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q22a. Length of time the inspection process takes to complete

Very Satisfied	0.0%	0.0%	0.0%	8.3%	5.9%	3.8%
Satisfied	0.0%	72.7%	75.0%	33.3%	11.8%	38.5%
Neutral	0.0%	18.2%	0.0%	8.3%	23.5%	15.4%
Dissatisfied	0.0%	0.0%	0.0%	33.3%	11.8%	13.5%
Very Dissatisfied	100.0%	9.1%	25.0%	16.7%	47.1%	28.8%

Q22b. How easy the inspection process is to complete

Very Satisfied	0.0%	0.0%	0.0%	8.3%	5.9%	3.8%
Satisfied	0.0%	72.7%	62.5%	16.7%	23.5%	36.5%
Neutral	0.0%	9.1%	12.5%	16.7%	23.5%	17.3%
Dissatisfied	0.0%	9.1%	12.5%	41.7%	5.9%	17.3%
Very Dissatisfied	100.0%	9.1%	12.5%	16.7%	41.2%	25.0%

Q22. Listed below are several items that may influence your satisfaction with DSD's Site and Subdivision Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=52

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q22c. The technical competence of inspection staff

Very Satisfied	0.0%	0.0%	0.0%	8.3%	5.9%	3.9%
Satisfied	0.0%	90.9%	85.7%	33.3%	29.4%	52.9%
Neutral	0.0%	0.0%	0.0%	41.7%	29.4%	19.6%
Dissatisfied	50.0%	9.1%	14.3%	8.3%	5.9%	9.8%
Very Dissatisfied	50.0%	0.0%	0.0%	8.3%	29.4%	13.7%

Q22d. Inspection services are completed by the date promised

Very Satisfied	0.0%	0.0%	0.0%	9.1%	5.9%	3.9%
Satisfied	0.0%	63.6%	50.0%	18.2%	35.3%	37.3%
Neutral	0.0%	27.3%	25.0%	27.3%	29.4%	25.5%
Dissatisfied	0.0%	0.0%	0.0%	36.4%	5.9%	13.7%
Very Dissatisfied	100.0%	9.1%	25.0%	9.1%	23.5%	19.6%

Q22. Listed below are several items that may influence your satisfaction with DSD's Site and Subdivision Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=52

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q22e. Inspectors provide excellent customer service

Very Satisfied	0.0%	9.1%	12.5%	8.3%	5.9%	7.7%
Satisfied	0.0%	45.5%	62.5%	8.3%	11.8%	25.0%
Neutral	0.0%	27.3%	12.5%	66.7%	35.3%	38.5%
Dissatisfied	0.0%	9.1%	0.0%	8.3%	0.0%	3.8%
Very Dissatisfied	100.0%	9.1%	12.5%	8.3%	47.1%	25.0%

Q22f. Inspectors are easily accessible when assistance is needed to resolve problems

Very Satisfied	0.0%	0.0%	12.5%	8.3%	0.0%	4.0%
Satisfied	0.0%	36.4%	75.0%	16.7%	20.0%	30.0%
Neutral	0.0%	45.5%	0.0%	41.7%	20.0%	30.0%
Dissatisfied	0.0%	9.1%	0.0%	16.7%	20.0%	12.0%
Very Dissatisfied	100.0%	9.1%	12.5%	16.7%	40.0%	24.0%

Q22. Listed below are several items that may influence your satisfaction with DSD's Site and Subdivision Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=52

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q22g. I understand the Site and Subdivision Inspection processes

Very Satisfied	100.0%	18.2%	14.3%	16.7%	25.0%	22.4%
Satisfied	0.0%	72.7%	57.1%	50.0%	25.0%	46.9%
Neutral	0.0%	9.1%	28.6%	25.0%	12.5%	16.3%
Dissatisfied	0.0%	0.0%	0.0%	8.3%	6.3%	4.1%
Very Dissatisfied	0.0%	0.0%	0.0%	0.0%	31.3%	10.2%

Q22h. Codes & policies are applied by inspection staff in a fair & practical manner

Very Satisfied	0.0%	0.0%	0.0%	8.3%	5.9%	3.9%
Satisfied	0.0%	54.5%	71.4%	25.0%	23.5%	37.3%
Neutral	0.0%	45.5%	0.0%	25.0%	29.4%	27.5%
Dissatisfied	50.0%	0.0%	28.6%	33.3%	0.0%	13.7%
Very Dissatisfied	50.0%	0.0%	0.0%	8.3%	41.2%	17.6%

Q22. Listed below are several items that may influence your satisfaction with DSD's Site and Subdivision Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=52

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q22i. Inspection staff anticipates obstacles & provides options when they are available

Very Satisfied	0.0%	0.0%	0.0%	8.3%	0.0%	2.0%
Satisfied	0.0%	27.3%	71.4%	8.3%	18.8%	24.0%
Neutral	0.0%	45.5%	0.0%	33.3%	18.8%	26.0%
Dissatisfied	0.0%	18.2%	14.3%	33.3%	12.5%	20.0%
Very Dissatisfied	100.0%	9.1%	14.3%	16.7%	50.0%	28.0%

Q22j. Inspections are not delayed over minor issues

Very Satisfied	0.0%	0.0%	0.0%	8.3%	5.9%	3.9%
Satisfied	0.0%	27.3%	28.6%	25.0%	11.8%	19.6%
Neutral	0.0%	27.3%	28.6%	0.0%	17.6%	15.7%
Dissatisfied	50.0%	27.3%	28.6%	41.7%	17.6%	31.4%
Very Dissatisfied	50.0%	18.2%	14.3%	25.0%	47.1%	29.4%

Q22. Listed below are several items that may influence your satisfaction with DSD's Site and Subdivision Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=52

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q22k. Inspection requirements are reasonable & justified

Very Satisfied	0.0%	0.0%	0.0%	8.3%	6.3%	4.0%
Satisfied	0.0%	45.5%	42.9%	8.3%	12.5%	22.0%
Neutral	50.0%	36.4%	28.6%	16.7%	31.3%	32.0%
Dissatisfied	0.0%	9.1%	14.3%	66.7%	0.0%	20.0%
Very Dissatisfied	50.0%	9.1%	14.3%	0.0%	50.0%	22.0%

Q22l. Inspectors rarely find errors in the field, during Construction, that should have been caught during the plan review process

Very Satisfied	0.0%	0.0%	0.0%	9.1%	12.5%	6.1%
Satisfied	0.0%	45.5%	28.6%	18.2%	6.3%	20.4%
Neutral	50.0%	18.2%	28.6%	18.2%	12.5%	22.4%
Dissatisfied	0.0%	18.2%	28.6%	45.5%	6.3%	20.4%
Very Dissatisfied	50.0%	18.2%	14.3%	9.1%	62.5%	30.6%

Q23. Have you received Environmental inspections in the past year?

N=573

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q23. Have you received Environmental inspections in past year

Yes	7.9%	6.4%	11.5%	15.0%	20.7%	11.7%
No	92.1%	93.6%	88.5%	85.0%	79.3%	88.3%

Q24. Listed below are several items that may influence your satisfaction with DSD's Environmental Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=67

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q24a. Length of time the inspection process takes to complete

Very Satisfied	33.3%	25.0%	21.1%	11.8%	5.6%	15.2%
Satisfied	33.3%	37.5%	47.4%	47.1%	38.9%	42.4%
Neutral	0.0%	25.0%	21.1%	17.6%	5.6%	15.2%
Dissatisfied	33.3%	0.0%	0.0%	5.9%	16.7%	9.1%
Very Dissatisfied	0.0%	12.5%	10.5%	17.6%	33.3%	18.2%

Q24b. How easy the inspection process is to complete

Very Satisfied	33.3%	12.5%	15.8%	0.0%	0.0%	7.6%
Satisfied	33.3%	50.0%	52.6%	52.9%	33.3%	45.5%
Neutral	0.0%	25.0%	10.5%	11.8%	11.1%	12.1%
Dissatisfied	33.3%	0.0%	10.5%	17.6%	16.7%	15.2%
Very Dissatisfied	0.0%	12.5%	10.5%	17.6%	38.9%	19.7%

Q24. Listed below are several items that may influence your satisfaction with DSD's Environmental Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=67

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q24c. The technical competence of inspection staff

Very Satisfied	100.0%	25.0%	26.3%	17.6%	0.0%	19.7%
Satisfied	0.0%	62.5%	36.8%	41.2%	38.9%	40.9%
Neutral	0.0%	0.0%	31.6%	11.8%	33.3%	21.2%
Dissatisfied	0.0%	0.0%	5.3%	11.8%	16.7%	9.1%
Very Dissatisfied	0.0%	12.5%	0.0%	17.6%	11.1%	9.1%

Q24d. Inspection services are completed by the date promised

Very Satisfied	33.3%	14.3%	26.3%	0.0%	11.1%	13.8%
Satisfied	33.3%	71.4%	36.8%	58.8%	27.8%	43.1%
Neutral	33.3%	0.0%	31.6%	17.6%	22.2%	21.5%
Dissatisfied	0.0%	0.0%	0.0%	11.8%	11.1%	7.7%
Very Dissatisfied	0.0%	14.3%	5.3%	11.8%	27.8%	13.8%

Q24. Listed below are several items that may influence your satisfaction with DSD's Environmental Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=67

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q24e. Inspectors provide excellent customer service

Very Satisfied	33.3%	12.5%	15.8%	12.5%	11.1%	13.8%
Satisfied	66.7%	75.0%	36.8%	31.3%	16.7%	35.4%
Neutral	0.0%	0.0%	36.8%	31.3%	22.2%	26.2%
Dissatisfied	0.0%	0.0%	5.3%	12.5%	11.1%	7.7%
Very Dissatisfied	0.0%	12.5%	5.3%	12.5%	38.9%	16.9%

Q24f. Inspectors are easily accessible when assistance is needed to resolve problems

Very Satisfied	33.3%	12.5%	15.8%	25.0%	5.9%	15.6%
Satisfied	66.7%	62.5%	36.8%	25.0%	23.5%	34.4%
Neutral	0.0%	12.5%	36.8%	25.0%	11.8%	23.4%
Dissatisfied	0.0%	0.0%	10.5%	18.8%	35.3%	17.2%
Very Dissatisfied	0.0%	12.5%	0.0%	6.3%	23.5%	9.4%

Q24. Listed below are several items that may influence your satisfaction with DSD's Environmental Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=67

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q24g. I understand the Environmental Inspection processes

Very Satisfied	100.0%	12.5%	26.3%	29.4%	16.7%	26.2%
Satisfied	0.0%	75.0%	36.8%	35.3%	38.9%	40.0%
Neutral	0.0%	0.0%	31.6%	5.9%	0.0%	10.8%
Dissatisfied	0.0%	0.0%	0.0%	23.5%	22.2%	12.3%
Very Dissatisfied	0.0%	12.5%	5.3%	5.9%	22.2%	10.8%

Q24h. Codes & policies are applied by inspection staff in a fair & practical manner

Very Satisfied	33.3%	0.0%	11.1%	5.9%	5.6%	7.7%
Satisfied	33.3%	75.0%	38.9%	35.3%	27.8%	38.5%
Neutral	33.3%	12.5%	38.9%	23.5%	5.6%	21.5%
Dissatisfied	0.0%	0.0%	5.6%	29.4%	22.2%	16.9%
Very Dissatisfied	0.0%	12.5%	5.6%	5.9%	38.9%	15.4%

Q24. Listed below are several items that may influence your satisfaction with DSD's Environmental Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=67

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q24i. Inspection staff anticipates obstacles & provides options when they are available

Very Satisfied	33.3%	0.0%	22.2%	6.3%	5.6%	10.9%
Satisfied	0.0%	25.0%	22.2%	43.8%	22.2%	26.6%
Neutral	33.3%	50.0%	50.0%	18.8%	5.6%	29.7%
Dissatisfied	33.3%	12.5%	0.0%	18.8%	33.3%	17.2%
Very Dissatisfied	0.0%	12.5%	5.6%	12.5%	33.3%	15.6%

Q24j. Inspections are not delayed over minor issues

Very Satisfied	33.3%	0.0%	5.6%	0.0%	5.9%	4.9%
Satisfied	0.0%	66.7%	27.8%	50.0%	23.5%	34.4%
Neutral	0.0%	33.3%	27.8%	18.8%	0.0%	16.4%
Dissatisfied	33.3%	0.0%	33.3%	18.8%	23.5%	24.6%
Very Dissatisfied	33.3%	0.0%	5.6%	12.5%	47.1%	19.7%

Q24. Listed below are several items that may influence your satisfaction with DSD's Environmental Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=67

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q24k. Inspection requirements are reasonable & justified

Very Satisfied	33.3%	0.0%	5.6%	0.0%	0.0%	3.1%
Satisfied	0.0%	62.5%	44.4%	47.1%	27.8%	40.0%
Neutral	33.3%	12.5%	22.2%	23.5%	5.6%	18.5%
Dissatisfied	33.3%	12.5%	22.2%	17.6%	22.2%	20.0%
Very Dissatisfied	0.0%	12.5%	5.6%	11.8%	44.4%	18.5%

Q24l. Inspectors rarely find errors in the field, during Construction, that should have been caught during the plan review process

Very Satisfied	33.3%	0.0%	5.6%	0.0%	5.6%	4.8%
Satisfied	0.0%	50.0%	16.7%	53.3%	22.2%	30.2%
Neutral	66.7%	25.0%	61.1%	20.0%	11.1%	33.3%
Dissatisfied	0.0%	12.5%	0.0%	13.3%	27.8%	12.7%
Very Dissatisfied	0.0%	12.5%	16.7%	13.3%	33.3%	19.0%

Q25. Overall, how satisfied are you with the services provided by DSD's Inspection Divisions? (without "don't know")

N=573

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q25. How satisfied are you with DSD's Inspection Divisions

Very Satisfied	60.5%	18.0%	8.0%	2.8%	4.7%	12.1%
Satisfied	23.7%	59.8%	35.2%	29.6%	16.5%	36.4%
Neutral	7.9%	9.8%	32.7%	25.9%	10.6%	20.8%
Dissatisfied	2.6%	7.4%	17.9%	27.8%	25.9%	17.2%
Very Dissatisfied	5.3%	4.9%	6.2%	13.9%	42.4%	13.5%

Q27. Have you received any Online Services during the past two years?

N=1133

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q27. Have you received any Online Services during past year

Yes	33.9%	22.4%	19.4%	12.9%	15.5%	17.0%
No	66.1%	77.6%	80.6%	87.1%	84.5%	83.0%

Q28. If you have used any of our Online Services, please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=193

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q28a. Length of time the process takes to complete

Very Satisfied	66.7%	21.7%	11.9%	16.7%	0.0%	19.3%
Satisfied	28.6%	67.4%	62.7%	29.2%	8.3%	48.1%
Neutral	0.0%	8.7%	16.9%	25.0%	29.2%	16.6%
Dissatisfied	4.8%	2.2%	6.8%	16.7%	33.3%	10.2%
Very Dissatisfied	0.0%	0.0%	1.7%	12.5%	29.2%	5.9%

Q28b. How easy the process is to complete

Very Satisfied	61.9%	25.0%	13.8%	8.3%	0.0%	19.3%
Satisfied	19.0%	56.8%	50.0%	25.0%	4.8%	39.8%
Neutral	9.5%	9.1%	31.0%	4.2%	33.3%	19.9%
Dissatisfied	9.5%	6.8%	5.2%	45.8%	14.3%	12.7%
Very Dissatisfied	0.0%	2.3%	0.0%	16.7%	47.6%	8.3%

Q29. Have you received services from the Service Center (previously known as the Permit Center) during the past two years?

N=1133

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q29. Have you received services from the Service Center during past year

Yes	74.2%	63.6%	49.7%	51.5%	49.1%	49.2%
No	25.8%	36.4%	50.3%	48.5%	50.9%	50.8%

Q30. Listed below are several items that may influence your satisfaction with DSD's Service Center. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=558

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q30a. Length of time the process takes to complete

Very Satisfied	60.9%	20.3%	8.7%	7.8%	2.7%	15.1%
Satisfied	21.7%	47.4%	38.3%	11.8%	12.0%	31.0%
Neutral	2.2%	17.3%	23.5%	19.6%	12.0%	17.5%
Dissatisfied	4.3%	9.0%	18.8%	34.3%	17.3%	17.2%
Very Dissatisfied	10.9%	6.0%	10.7%	26.5%	56.0%	19.2%

Q30b. How easy the process is to complete

Very Satisfied	67.4%	19.5%	11.3%	5.9%	2.7%	15.9%
Satisfied	15.2%	50.4%	38.0%	21.6%	9.3%	32.7%
Neutral	6.5%	15.8%	24.7%	16.7%	12.0%	17.0%
Dissatisfied	2.2%	10.5%	21.3%	29.4%	18.7%	17.5%
Very Dissatisfied	8.7%	3.8%	4.7%	26.5%	57.3%	17.0%

Q30. Listed below are several items that may influence your satisfaction with DSD's Service Center. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=558

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q30c. The technical competence of staff

Very Satisfied	73.9%	23.8%	17.0%	6.0%	2.7%	20.1%
Satisfied	13.0%	54.6%	47.6%	30.0%	16.4%	38.3%
Neutral	2.2%	16.9%	25.9%	33.0%	26.0%	22.4%
Dissatisfied	6.5%	3.1%	8.8%	22.0%	16.4%	10.7%
Very Dissatisfied	4.3%	1.5%	0.7%	9.0%	38.4%	8.5%

Q30d. How easy it is to contact staff

Very Satisfied	67.4%	15.6%	6.9%	6.0%	2.7%	14.0%
Satisfied	10.9%	44.5%	23.6%	12.0%	4.0%	23.7%
Neutral	6.5%	22.7%	33.3%	22.0%	16.0%	22.5%
Dissatisfied	4.3%	8.6%	23.6%	26.0%	18.7%	17.8%
Very Dissatisfied	10.9%	8.6%	12.5%	34.0%	58.7%	22.0%

Q30. Listed below are several items that may influence your satisfaction with DSD's Service Center. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=558

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q30e. How responsive staff is to your needs

Very Satisfied	71.7%	20.5%	15.8%	6.9%	2.7%	18.7%
Satisfied	13.0%	56.8%	33.6%	24.5%	6.8%	32.5%
Neutral	2.2%	12.9%	31.5%	16.7%	21.6%	19.0%
Dissatisfied	6.5%	6.1%	13.0%	33.3%	18.9%	15.3%
Very Dissatisfied	6.5%	3.8%	6.2%	18.6%	50.0%	14.6%

Q30f. How fairly you are treated by staff

Very Satisfied	80.0%	29.2%	23.6%	13.9%	5.4%	25.8%
Satisfied	11.1%	58.5%	46.6%	33.7%	14.9%	39.3%
Neutral	2.2%	9.2%	22.3%	35.6%	27.0%	20.4%
Dissatisfied	0.0%	2.3%	5.4%	7.9%	13.5%	5.6%
Very Dissatisfied	6.7%	0.8%	2.0%	8.9%	39.2%	8.8%

Q30. Listed below are several items that may influence your satisfaction with DSD's Service Center. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=558

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q30g. Staff anticipates obstacles & provides options when they are available

Very Satisfied	63.6%	17.3%	12.8%	7.2%	5.6%	17.1%
Satisfied	15.9%	49.6%	31.9%	15.5%	4.2%	28.2%
Neutral	6.8%	28.3%	36.9%	29.9%	14.1%	26.6%
Dissatisfied	6.8%	3.1%	14.2%	26.8%	19.7%	13.6%
Very Dissatisfied	6.8%	1.6%	4.3%	20.6%	56.3%	14.6%

Q30h. The processing of my projects are not delayed over minor issues

Very Satisfied	67.4%	15.6%	11.0%	2.1%	2.9%	15.5%
Satisfied	15.2%	55.5%	26.9%	17.9%	1.5%	28.3%
Neutral	4.3%	16.4%	33.1%	22.1%	14.7%	20.7%
Dissatisfied	4.3%	7.8%	19.3%	30.5%	16.2%	16.5%
Very Dissatisfied	8.7%	4.7%	9.7%	27.4%	64.7%	19.0%

Q30. Listed below are several items that may influence your satisfaction with DSD's Service Center. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=558

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q30i. How consistently standards are applied by staff

Very Satisfied	71.1%	18.8%	12.9%	3.2%	3.0%	17.2%
Satisfied	17.8%	53.1%	36.0%	22.3%	1.5%	31.8%
Neutral	0.0%	20.3%	35.3%	31.9%	20.9%	24.7%
Dissatisfied	6.7%	5.5%	10.8%	21.3%	17.9%	11.9%
Very Dissatisfied	4.4%	2.3%	5.0%	21.3%	56.7%	14.4%

Q31. Have you received services from the Development Assistance Center during the past two years?

N=1133

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q31. Have you received walk-in consultation services from Development Assistance Center during past year

Yes	56.5%	49.1%	32.6%	35.6%	42.9%	36.1%
No	43.5%	50.9%	67.4%	64.4%	57.1%	63.9%

Q32. Listed below are several items that may influence your satisfaction with the walk-in consultation services provided by DSD's Development Assistance Center. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=409

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q32a. Length of time the process takes to complete

Very Satisfied	65.7%	26.2%	16.2%	4.3%	0.0%	17.6%
Satisfied	17.1%	56.3%	35.4%	31.4%	23.9%	36.9%
Neutral	0.0%	10.7%	24.2%	25.7%	13.4%	16.6%
Dissatisfied	8.6%	3.9%	17.2%	21.4%	17.9%	13.8%
Very Dissatisfied	8.6%	2.9%	7.1%	17.1%	44.8%	15.1%

Q32b. How easy the process is to complete

Very Satisfied	65.7%	28.2%	18.2%	5.7%	3.0%	19.6%
Satisfied	22.9%	52.4%	30.3%	32.9%	19.4%	34.2%
Neutral	0.0%	9.7%	31.3%	27.1%	13.4%	18.3%
Dissatisfied	2.9%	6.8%	13.1%	24.3%	19.4%	14.3%
Very Dissatisfied	8.6%	2.9%	7.1%	10.0%	44.8%	13.6%

Q32. Listed below are several items that may influence your satisfaction with the walk-in consultation services provided by DSD's Development Assistance Center. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=409

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q32c. The technical competence of staff

Very Satisfied	68.6%	38.8%	21.4%	7.1%	0.0%	23.5%
Satisfied	20.0%	50.5%	42.9%	34.3%	24.2%	38.4%
Neutral	8.6%	4.9%	25.5%	32.9%	18.2%	17.9%
Dissatisfied	0.0%	2.9%	6.1%	18.6%	19.7%	9.6%
Very Dissatisfied	2.9%	2.9%	4.1%	7.1%	37.9%	10.6%

Q32d. How easy it is to contact staff

Very Satisfied	62.9%	28.7%	17.2%	4.3%	1.5%	18.9%
Satisfied	17.1%	46.5%	20.2%	20.0%	18.2%	27.0%
Neutral	5.7%	14.9%	27.3%	20.0%	10.6%	17.7%
Dissatisfied	2.9%	5.0%	21.2%	30.0%	19.7%	16.4%
Very Dissatisfied	11.4%	5.0%	14.1%	25.7%	50.0%	19.9%

Q32. Listed below are several items that may influence your satisfaction with the walk-in consultation services provided by DSD's Development Assistance Center. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=409

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q32e. How responsive staff is to your needs

Very Satisfied	68.6%	38.5%	17.2%	5.7%	0.0%	22.1%
Satisfied	11.4%	45.2%	34.3%	28.6%	18.2%	31.1%
Neutral	11.4%	11.5%	25.3%	24.3%	13.6%	19.3%
Dissatisfied	0.0%	1.9%	14.1%	27.1%	27.3%	13.5%
Very Dissatisfied	8.6%	2.9%	9.1%	14.3%	40.9%	14.0%

Q32f. How fairly you are treated by staff

Very Satisfied	77.1%	40.4%	21.4%	8.7%	4.6%	26.3%
Satisfied	11.4%	49.0%	48.0%	37.7%	24.6%	38.1%
Neutral	5.7%	6.7%	21.4%	33.3%	21.5%	19.2%
Dissatisfied	0.0%	1.9%	5.1%	17.4%	13.8%	7.1%
Very Dissatisfied	5.7%	1.9%	4.1%	2.9%	35.4%	9.3%

Q32. Listed below are several items that may influence your satisfaction with the walk-in consultation services provided by DSD's Development Assistance Center. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=409

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q32g. Staff anticipates obstacles & provides options when they are available

Very Satisfied	67.6%	35.6%	17.5%	7.4%	0.0%	21.4%
Satisfied	17.6%	45.2%	29.9%	30.9%	6.1%	29.0%
Neutral	5.9%	10.6%	37.1%	25.0%	22.7%	22.9%
Dissatisfied	5.9%	4.8%	8.2%	14.7%	16.7%	9.4%
Very Dissatisfied	2.9%	3.8%	7.2%	22.1%	54.5%	17.3%

Q32h. The processing of my projects are not delayed over minor issues

Very Satisfied	69.7%	28.0%	12.8%	5.7%	0.0%	17.8%
Satisfied	9.1%	46.0%	27.7%	15.7%	6.3%	25.1%
Neutral	9.1%	14.0%	34.0%	25.7%	15.9%	22.3%
Dissatisfied	3.0%	9.0%	17.0%	30.0%	17.5%	15.7%
Very Dissatisfied	9.1%	3.0%	8.5%	22.9%	60.3%	19.1%

Q32. Listed below are several items that may influence your satisfaction with the walk-in consultation services provided by DSD's Development Assistance Center. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=409

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q32i. How consistently standards are applied by staff

Very Satisfied	71.4%	31.0%	14.1%	4.3%	0.0%	19.0%
Satisfied	11.4%	47.0%	33.7%	21.4%	8.1%	28.6%
Neutral	2.9%	11.0%	33.7%	32.9%	22.6%	23.0%
Dissatisfied	2.9%	7.0%	12.0%	21.4%	17.7%	12.2%
Very Dissatisfied	11.4%	4.0%	6.5%	20.0%	51.6%	17.2%

Q34. Using a scale of 1 to 5, where 5 means "Much Better" and 1 means "Much Worse," how does the Development Services Department's review and permitting process compare to the following jurisdictions? (without "don't know")

N=1133

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q34a. Travis County

Much better	33.3%	6.7%	2.6%	2.6%	0.0%	5.8%
Better	19.4%	23.6%	14.9%	7.7%	2.5%	12.8%
About the same	19.4%	29.2%	32.5%	21.8%	12.7%	24.2%
Worse	8.3%	27.0%	33.3%	34.6%	30.4%	28.8%
Much worse	19.4%	13.5%	16.7%	33.3%	54.4%	28.3%

Q34b. City of San Antonio

Much better	10.0%	9.8%	5.0%	10.6%	4.8%	7.1%
Better	20.0%	13.7%	11.7%	4.3%	3.2%	8.7%
About the same	25.0%	23.5%	13.3%	4.3%	4.8%	12.6%
Worse	10.0%	27.5%	31.7%	42.6%	14.5%	27.6%
Much worse	35.0%	25.5%	38.3%	38.3%	72.6%	44.1%

Q34. Using a scale of 1 to 5, where 5 means "Much Better" and 1 means "Much Worse," how does the Development Services Department's review and permitting process compare to the following jurisdictions? (without "don't know")

N=1133

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q34c. City of Round Rock

Much better	21.1%	8.3%	1.2%	3.2%	6.8%	5.5%
Better	10.5%	20.8%	14.3%	6.5%	4.1%	11.3%
About the same	15.8%	25.0%	16.7%	6.5%	6.8%	13.8%
Worse	15.8%	20.8%	29.8%	40.3%	18.9%	26.7%
Much worse	36.8%	25.0%	38.1%	43.5%	63.5%	42.6%

Q35. Which of the following BEST describes you?

N=1133

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
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Q35. What best describes you

Licensed Design Professional	11.3%	13.6%	14.5%	19.8%	19.9%	14.7%
Applicant Agent	14.5%	8.9%	5.5%	3.5%	3.1%	5.7%
Developer/Owner	17.7%	15.0%	14.5%	20.8%	25.5%	16.4%
Contractor/Builder	32.3%	36.0%	35.5%	23.8%	21.1%	28.2%
Citizen	14.5%	19.6%	22.6%	23.3%	23.6%	25.9%
Realtor	0.0%	0.9%	1.0%	0.5%	0.0%	1.0%
Neighborhood Association Member	3.2%	0.5%	1.3%	2.0%	1.9%	1.9%
Special Interest Group Representative	0.0%	0.0%	0.0%	0.0%	0.6%	0.3%
Government Agency Staff	1.6%	2.3%	1.9%	2.5%	0.6%	2.0%
Environmental Consultant	0.0%	0.5%	0.0%	0.0%	0.6%	0.3%
Other	4.8%	2.8%	3.2%	4.0%	3.1%	3.6%

Cross-Tabular Data

Question 35

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

N=1133

	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q1. Have you interacted with DSD's Plan Review Process during past year</u>							
Yes	90.4%	83.1%	79.6%	64.4%	35.0%	48.0%	62.7%
No	9.6%	16.9%	20.4%	35.6%	65.0%	52.0%	37.3%

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

N=710

	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q2. Have you received services from Residential Plan Review division during past year</u>							
Yes	55.3%	68.5%	59.5%	74.8%	85.4%	46.9%	66.6%
No	44.7%	31.5%	40.5%	25.2%	14.6%	53.1%	33.4%

Q3. Listed below are several items that may influence your satisfaction with DSD's Residential Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=473	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q3a. Length of time the review process takes to complete</u>							
Very Satisfied	0.0%	2.7%	5.7%	7.8%	8.1%	5.0%	5.6%
Satisfied	22.5%	18.9%	19.5%	9.7%	23.3%	15.0%	17.2%
Neutral	12.5%	29.7%	12.6%	11.7%	15.1%	30.0%	14.9%
Dissatisfied	31.3%	24.3%	20.7%	28.6%	19.8%	20.0%	25.2%
Very Dissatisfied	33.8%	24.3%	41.4%	42.2%	33.7%	30.0%	37.1%
<u>Q3b. How easy the review process is to complete</u>							
Very Satisfied	1.3%	5.4%	4.5%	5.9%	4.6%	5.6%	4.5%
Satisfied	22.5%	27.0%	14.8%	16.3%	19.5%	16.7%	18.6%
Neutral	15.0%	27.0%	18.2%	17.6%	19.5%	22.2%	18.6%
Dissatisfied	30.0%	18.9%	22.7%	27.5%	25.3%	33.3%	26.1%
Very Dissatisfied	31.3%	21.6%	39.8%	32.7%	31.0%	22.2%	32.2%

Q3. Listed below are several items that may influence your satisfaction with DSD's Residential Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=473	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q3c. The technical competence of review staff</u>							
Very Satisfied	3.8%	25.0%	13.1%	11.8%	11.0%	4.5%	11.2%
Satisfied	37.5%	30.6%	33.3%	33.3%	32.9%	45.5%	34.4%
Neutral	18.8%	27.8%	23.8%	30.1%	20.7%	18.2%	24.5%
Dissatisfied	21.3%	13.9%	16.7%	12.4%	13.4%	22.7%	15.5%
Very Dissatisfied	18.8%	2.8%	13.1%	12.4%	22.0%	9.1%	14.4%
<u>Q3d. Review services are completed by the date promised</u>							
Very Satisfied	3.9%	5.6%	6.0%	7.5%	10.8%	5.3%	7.0%
Satisfied	16.9%	30.6%	28.6%	15.6%	32.5%	31.6%	23.3%
Neutral	19.5%	22.2%	15.5%	18.4%	18.1%	21.1%	18.4%
Dissatisfied	31.2%	16.7%	22.6%	27.2%	16.9%	15.8%	23.8%
Very Dissatisfied	28.6%	25.0%	27.4%	31.3%	21.7%	26.3%	27.6%

Q3. Listed below are several items that may influence your satisfaction with DSD's Residential Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=473	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q3e. The review staff provides excellent customer service</u>							
Very Satisfied	7.6%	32.4%	10.5%	11.0%	12.8%	15.0%	12.6%
Satisfied	27.8%	21.6%	29.1%	28.6%	31.4%	25.0%	28.4%
Neutral	20.3%	24.3%	25.6%	22.7%	12.8%	25.0%	21.2%
Dissatisfied	24.1%	13.5%	17.4%	19.5%	15.1%	20.0%	18.6%
Very Dissatisfied	20.3%	8.1%	17.4%	18.2%	27.9%	15.0%	19.3%
<u>Q3f. Review staff is easily accessible when assistance is needed to resolve problems</u>							
Very Satisfied	3.8%	13.5%	10.6%	9.1%	9.8%	9.1%	8.9%
Satisfied	19.0%	24.3%	18.8%	12.3%	28.0%	22.7%	19.0%
Neutral	17.7%	24.3%	17.6%	16.9%	7.3%	22.7%	16.3%
Dissatisfied	27.8%	16.2%	24.7%	31.2%	18.3%	13.6%	25.1%
Very Dissatisfied	31.6%	21.6%	28.2%	30.5%	36.6%	31.8%	30.7%

Q3. Listed below are several items that may influence your satisfaction with DSD's Residential Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=473	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q3g. I understand residential plan review processes</u>							
Very Satisfied	18.8%	33.3%	12.9%	18.1%	6.2%	13.6%	16.1%
Satisfied	48.8%	44.4%	36.5%	43.6%	24.7%	27.3%	39.1%
Neutral	16.3%	8.3%	27.1%	21.5%	30.9%	31.8%	22.7%
Dissatisfied	12.5%	5.6%	7.1%	6.7%	16.0%	18.2%	9.9%
Very Dissatisfied	3.8%	8.3%	16.5%	10.1%	22.2%	9.1%	12.1%
<u>Q3h. Codes & policies are applied by review staff in a fair & practical manner</u>							
Very Satisfied	2.6%	19.4%	5.8%	7.3%	7.1%	4.8%	7.0%
Satisfied	34.6%	27.8%	27.9%	23.2%	28.6%	33.3%	27.9%
Neutral	17.9%	22.2%	16.3%	29.8%	19.0%	9.5%	21.7%
Dissatisfied	20.5%	13.9%	20.9%	23.2%	13.1%	28.6%	20.0%
Very Dissatisfied	24.4%	16.7%	29.1%	16.6%	32.1%	23.8%	23.5%

Q3. Listed below are several items that may influence your satisfaction with DSD's Residential Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=473

Q35. What best describes you							Total
Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other		

Q3i. Review staff anticipates obstacles & provides options when they are available

Very Satisfied	3.9%	8.3%	1.2%	6.7%	6.0%	4.8%	5.1%
Satisfied	18.4%	22.2%	14.5%	17.4%	19.0%	4.8%	17.1%
Neutral	26.3%	25.0%	30.1%	26.8%	25.0%	47.6%	27.8%
Dissatisfied	19.7%	22.2%	24.1%	21.5%	19.0%	14.3%	20.9%
Very Dissatisfied	31.6%	22.2%	30.1%	27.5%	31.0%	28.6%	29.0%

Q3j. The review process of my projects is not delayed over minor issues

Very Satisfied	1.3%	8.3%	4.7%	4.6%	4.8%	5.0%	4.4%
Satisfied	20.8%	11.1%	16.5%	9.9%	23.8%	15.0%	15.9%
Neutral	13.0%	30.6%	14.1%	19.7%	19.0%	25.0%	18.5%
Dissatisfied	24.7%	19.4%	20.0%	25.0%	11.9%	25.0%	21.1%
Very Dissatisfied	40.3%	30.6%	44.7%	40.8%	40.5%	30.0%	40.1%

Q3. Listed below are several items that may influence your satisfaction with DSD's Residential Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=473

	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	

Q3k. The plan review comments applied to my project are reasonable & justified

Very Satisfied	3.9%	8.6%	6.0%	6.0%	7.0%	10.0%	6.2%
Satisfied	32.5%	25.7%	22.6%	24.5%	31.4%	30.0%	27.2%
Neutral	22.1%	40.0%	25.0%	27.2%	18.6%	35.0%	25.6%
Dissatisfied	22.1%	14.3%	25.0%	21.2%	9.3%	10.0%	18.8%
Very Dissatisfied	19.5%	11.4%	21.4%	21.2%	33.7%	15.0%	22.3%

Q4. Have you received services from the Commercial Plan Review division during the past year?

N=710	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q4. Have you received services from the Commercial Plan Review division during past year</u>							
Yes	51.3%	38.9%	40.5%	36.4%	7.8%	42.9%	36.9%
No	48.7%	61.1%	59.5%	63.6%	92.2%	57.1%	63.1%

Q5. Listed below are several items that may influence your satisfaction with DSD's Commercial Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=262	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q5a. Length of time the review process takes to complete</u>							
Very Satisfied	1.3%	10.0%	5.0%	10.8%	12.5%	0.0%	5.8%
Satisfied	14.3%	15.0%	3.3%	23.0%	12.5%	22.2%	14.8%
Neutral	10.4%	25.0%	5.0%	18.9%	37.5%	0.0%	12.8%
Dissatisfied	24.7%	25.0%	10.0%	17.6%	12.5%	44.4%	20.2%
Very Dissatisfied	49.4%	25.0%	76.7%	29.7%	25.0%	33.3%	46.3%
<u>Q5b. How easy the review process is to complete</u>							
Very Satisfied	1.3%	14.3%	3.3%	10.8%	0.0%	0.0%	5.4%
Satisfied	14.3%	14.3%	5.0%	24.3%	42.9%	11.1%	15.6%
Neutral	14.3%	19.0%	13.3%	16.2%	14.3%	16.7%	15.2%
Dissatisfied	29.9%	28.6%	20.0%	20.3%	0.0%	50.0%	25.3%
Very Dissatisfied	40.3%	23.8%	58.3%	28.4%	42.9%	22.2%	38.5%

Q5. Listed below are several items that may influence your satisfaction with DSD's Commercial Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=262	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q5c. The technical competence of review staff</u>							
Very Satisfied	6.5%	25.0%	6.8%	25.0%	0.0%	10.5%	13.4%
Satisfied	39.0%	40.0%	8.5%	29.2%	42.9%	36.8%	29.1%
Neutral	18.2%	5.0%	40.7%	23.6%	14.3%	31.6%	24.8%
Dissatisfied	16.9%	20.0%	18.6%	8.3%	0.0%	15.8%	14.6%
Very Dissatisfied	19.5%	10.0%	25.4%	13.9%	42.9%	5.3%	18.1%
<u>Q5d. Review services are completed by the date promised</u>							
Very Satisfied	4.0%	10.0%	5.0%	11.3%	14.3%	0.0%	6.8%
Satisfied	8.0%	20.0%	5.0%	25.4%	14.3%	5.9%	13.2%
Neutral	16.0%	20.0%	6.7%	21.1%	14.3%	35.3%	16.8%
Dissatisfied	21.3%	15.0%	16.7%	22.5%	28.6%	41.2%	21.6%
Very Dissatisfied	50.7%	35.0%	66.7%	19.7%	28.6%	17.6%	41.6%

Q5. Listed below are several items that may influence your satisfaction with DSD's Commercial Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=262	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q5e. The review staff provides excellent customer service</u>							
Very Satisfied	3.9%	19.0%	5.0%	18.9%	28.6%	10.0%	10.8%
Satisfied	28.6%	19.0%	5.0%	32.4%	14.3%	25.0%	22.8%
Neutral	22.1%	28.6%	23.3%	27.0%	14.3%	20.0%	23.9%
Dissatisfied	18.2%	9.5%	30.0%	12.2%	0.0%	35.0%	19.3%
Very Dissatisfied	27.3%	23.8%	36.7%	9.5%	42.9%	10.0%	23.2%
<u>Q5f. Review staff is easily accessible when assistance is needed to resolve problems</u>							
Very Satisfied	2.6%	19.0%	5.0%	13.5%	0.0%	15.0%	8.6%
Satisfied	25.0%	0.0%	8.3%	20.3%	16.7%	35.0%	18.3%
Neutral	11.8%	23.8%	18.3%	25.7%	16.7%	10.0%	18.3%
Dissatisfied	22.4%	23.8%	30.0%	18.9%	33.3%	15.0%	23.0%
Very Dissatisfied	38.2%	33.3%	38.3%	21.6%	33.3%	25.0%	31.9%

Q5. Listed below are several items that may influence your satisfaction with DSD's Commercial Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=262	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q5g. I understand commercial plan review processes</u>							
Very Satisfied	25.3%	38.1%	22.8%	19.2%	0.0%	20.0%	22.9%
Satisfied	38.7%	28.6%	31.6%	46.6%	14.3%	40.0%	37.9%
Neutral	16.0%	19.0%	21.1%	17.8%	14.3%	15.0%	17.8%
Dissatisfied	17.3%	14.3%	5.3%	5.5%	28.6%	25.0%	11.9%
Very Dissatisfied	2.7%	0.0%	19.3%	11.0%	42.9%	0.0%	9.5%
<u>Q5h. Codes & policies are applied by review staff in a fair & practical manner</u>							
Very Satisfied	5.2%	15.0%	5.1%	14.1%	0.0%	5.3%	8.3%
Satisfied	26.0%	30.0%	11.9%	28.2%	28.6%	26.3%	23.7%
Neutral	26.0%	25.0%	18.6%	25.4%	0.0%	31.6%	23.7%
Dissatisfied	24.7%	15.0%	30.5%	18.3%	0.0%	31.6%	23.3%
Very Dissatisfied	18.2%	15.0%	33.9%	14.1%	71.4%	5.3%	20.9%

Q5. Listed below are several items that may influence your satisfaction with DSD's Commercial Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=262	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q5i. Review staff anticipates obstacles & provides options when they are available</u>							
Very Satisfied	2.7%	9.5%	3.4%	16.7%	0.0%	5.0%	7.5%
Satisfied	13.3%	28.6%	6.9%	25.0%	28.6%	25.0%	17.8%
Neutral	21.3%	14.3%	19.0%	25.0%	28.6%	20.0%	21.3%
Dissatisfied	29.3%	14.3%	27.6%	13.9%	0.0%	30.0%	22.5%
Very Dissatisfied	33.3%	33.3%	43.1%	19.4%	42.9%	20.0%	30.8%
<u>Q5j. The review process of my projects is not delayed over minor issues</u>							
Very Satisfied	0.0%	10.0%	3.4%	13.7%	28.6%	0.0%	6.3%
Satisfied	16.0%	5.0%	6.9%	17.8%	0.0%	5.0%	12.3%
Neutral	10.7%	35.0%	5.2%	21.9%	28.6%	35.0%	17.0%
Dissatisfied	28.0%	15.0%	17.2%	21.9%	0.0%	30.0%	22.1%
Very Dissatisfied	45.3%	35.0%	67.2%	24.7%	42.9%	30.0%	42.3%

Q5. Listed below are several items that may influence your satisfaction with DSD's Commercial Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=262

	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	

Q5k. The plan review comments applied to my project are reasonable & justified

Very Satisfied	4.0%	10.0%	6.9%	13.2%	14.3%	0.0%	7.7%
Satisfied	24.0%	25.0%	10.3%	29.4%	28.6%	25.0%	22.6%
Neutral	21.3%	35.0%	12.1%	25.0%	14.3%	35.0%	22.2%
Dissatisfied	21.3%	20.0%	22.4%	19.1%	0.0%	30.0%	21.0%
Very Dissatisfied	29.3%	10.0%	48.3%	13.2%	42.9%	10.0%	26.6%

Q6. Have you received services from the Tree Ordinance Review division during the past year?

N=710	<u>Q35. What best describes you</u>						<u>Total</u>
	<u>Licensed Design Professional</u>	<u>Applicant Agent</u>	<u>Developer/ Owner</u>	<u>Contractor/ Builder</u>	<u>Citizen</u>	<u>Other</u>	
<u>Q6. Have you received services from the Tree Ordinance Review division during past year</u>							
Yes	57.3%	50.0%	38.5%	43.7%	35.0%	32.7%	43.9%
No	42.7%	50.0%	61.5%	56.3%	65.0%	67.3%	56.1%

Q7. Listed below are several items that may influence your satisfaction with DSD's staff and the Tree Ordinance Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=312	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q7a. Length of time the review process takes to complete</u>							
Very Satisfied	9.5%	11.1%	8.8%	5.6%	17.6%	20.0%	9.8%
Satisfied	31.0%	22.2%	19.3%	20.0%	44.1%	20.0%	25.7%
Neutral	15.5%	22.2%	14.0%	15.6%	0.0%	26.7%	14.7%
Dissatisfied	20.2%	18.5%	26.3%	25.6%	23.5%	20.0%	23.1%
Very Dissatisfied	23.8%	25.9%	31.6%	33.3%	14.7%	13.3%	26.7%
<u>Q7b. How easy the review process is to complete</u>							
Very Satisfied	8.3%	11.1%	12.3%	7.8%	21.2%	21.4%	11.1%
Satisfied	44.0%	29.6%	24.6%	26.7%	45.5%	21.4%	33.1%
Neutral	16.7%	29.6%	21.1%	22.2%	3.0%	21.4%	19.0%
Dissatisfied	15.5%	11.1%	19.3%	23.3%	15.2%	21.4%	18.4%
Very Dissatisfied	15.5%	18.5%	22.8%	20.0%	15.2%	14.3%	18.4%

Q7. Listed below are several items that may influence your satisfaction with DSD's staff and the Tree Ordinance Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=312	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q7c. The technical competence of review staff</u>							
Very Satisfied	18.3%	19.2%	26.3%	11.1%	28.6%	37.5%	19.9%
Satisfied	47.6%	38.5%	33.3%	45.6%	34.3%	37.5%	41.5%
Neutral	17.1%	26.9%	24.6%	23.3%	17.1%	12.5%	20.9%
Dissatisfied	8.5%	3.8%	7.0%	7.8%	5.7%	6.3%	7.2%
Very Dissatisfied	8.5%	11.5%	8.8%	12.2%	14.3%	6.3%	10.5%
<u>Q7d. Review services are completed by the date promised</u>							
Very Satisfied	11.1%	11.1%	10.5%	5.7%	23.5%	14.3%	11.0%
Satisfied	27.2%	25.9%	26.3%	20.5%	29.4%	35.7%	25.6%
Neutral	16.0%	14.8%	21.1%	22.7%	14.7%	14.3%	18.6%
Dissatisfied	21.0%	22.2%	14.0%	25.0%	14.7%	28.6%	20.6%
Very Dissatisfied	24.7%	25.9%	28.1%	26.1%	17.6%	7.1%	24.3%

Q7. Listed below are several items that may influence your satisfaction with DSD's staff and the Tree Ordinance Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=312	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q7e. The review staff provides excellent customer service</u>							
Very Satisfied	14.3%	14.8%	15.8%	12.4%	28.6%	25.0%	16.2%
Satisfied	29.8%	33.3%	24.6%	24.7%	28.6%	25.0%	27.3%
Neutral	20.2%	29.6%	26.3%	30.3%	14.3%	25.0%	24.7%
Dissatisfied	22.6%	11.1%	15.8%	14.6%	14.3%	0.0%	15.9%
Very Dissatisfied	13.1%	11.1%	17.5%	18.0%	14.3%	25.0%	15.9%
<u>Q7f. Review staff is easily accessible when assistance is needed to resolve problems</u>							
Very Satisfied	12.0%	14.8%	12.5%	9.0%	14.7%	25.0%	12.5%
Satisfied	31.3%	29.6%	28.6%	21.3%	38.2%	37.5%	28.9%
Neutral	18.1%	18.5%	21.4%	27.0%	20.6%	6.3%	21.0%
Dissatisfied	15.7%	11.1%	16.1%	18.0%	8.8%	6.3%	14.8%
Very Dissatisfied	22.9%	25.9%	21.4%	24.7%	17.6%	25.0%	23.0%

Q7. Listed below are several items that may influence your satisfaction with DSD's staff and the Tree Ordinance Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=312	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q7g. I understand the tree permit review processes</u>							
Very Satisfied	19.5%	44.4%	28.1%	17.2%	17.1%	33.3%	23.1%
Satisfied	48.8%	29.6%	38.6%	51.7%	37.1%	40.0%	44.2%
Neutral	18.3%	18.5%	21.1%	16.1%	31.4%	13.3%	19.5%
Dissatisfied	9.8%	3.7%	1.8%	9.2%	5.7%	6.7%	6.9%
Very Dissatisfied	3.7%	3.7%	10.5%	5.7%	8.6%	6.7%	6.3%
<u>Q7h. Codes & policies are applied by review staff in a fair & practical manner</u>							
Very Satisfied	14.5%	15.4%	20.0%	9.0%	11.8%	31.3%	14.5%
Satisfied	31.3%	38.5%	27.3%	28.1%	47.1%	25.0%	31.7%
Neutral	21.7%	26.9%	21.8%	29.2%	23.5%	6.3%	23.8%
Dissatisfied	13.3%	3.8%	14.5%	18.0%	5.9%	12.5%	13.2%
Very Dissatisfied	19.3%	15.4%	16.4%	15.7%	11.8%	25.0%	16.8%

Q7. Listed below are several items that may influence your satisfaction with DSD's staff and the Tree Ordinance Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=312	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q7i. Review staff anticipates obstacles & provides options when they are available</u>							
Very Satisfied	11.0%	15.4%	13.0%	6.8%	20.0%	18.8%	12.0%
Satisfied	26.8%	26.9%	16.7%	25.0%	25.7%	37.5%	24.9%
Neutral	26.8%	15.4%	27.8%	33.0%	22.9%	6.3%	26.2%
Dissatisfied	19.5%	15.4%	22.2%	10.2%	14.3%	18.8%	16.3%
Very Dissatisfied	15.9%	26.9%	20.4%	25.0%	17.1%	18.8%	20.6%
<u>Q7j. The review process of my projects is not delayed over minor issues</u>							
Very Satisfied	4.9%	11.5%	12.7%	5.7%	17.6%	13.3%	9.0%
Satisfied	23.2%	30.8%	16.4%	16.1%	35.3%	33.3%	22.4%
Neutral	25.6%	11.5%	21.8%	18.4%	11.8%	20.0%	19.7%
Dissatisfied	12.2%	11.5%	16.4%	26.4%	17.6%	20.0%	18.1%
Very Dissatisfied	34.1%	34.6%	32.7%	33.3%	17.6%	13.3%	30.8%

Q7. Listed below are several items that may influence your satisfaction with DSD's staff and the Tree Ordinance Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=312

Q35. What best describes you							Total
Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other		

Q7k. The plan review comments applied to my project are reasonable & justified

Very Satisfied	8.5%	11.5%	13.0%	4.5%	11.8%	13.3%	9.0%
Satisfied	31.7%	42.3%	24.1%	26.1%	41.2%	33.3%	30.8%
Neutral	20.7%	11.5%	29.6%	36.4%	23.5%	33.3%	27.1%
Dissatisfied	18.3%	15.4%	11.1%	13.6%	5.9%	20.0%	14.0%
Very Dissatisfied	20.7%	19.2%	22.2%	19.3%	17.6%	0.0%	19.1%

Q8. Have you received services from the Site Plan Review division during the past year?

N=710	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q8. Have you received services from the Site Plan Review division during past year</u>							
Yes	54.7%	38.9%	54.7%	35.4%	28.2%	34.7%	42.7%
No	45.3%	61.1%	45.3%	64.6%	71.8%	65.3%	57.3%

Q9. Listed below are several items that may influence your satisfaction with the DSD's staff and Site Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=303	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q9a. Length of time the review process takes to complete</u>							
Very Satisfied	3.8%	20.0%	5.1%	2.7%	3.7%	6.7%	5.1%
Satisfied	7.5%	15.0%	13.9%	17.8%	25.9%	20.0%	14.6%
Neutral	7.5%	0.0%	7.6%	15.1%	14.8%	13.3%	9.9%
Dissatisfied	20.0%	35.0%	22.8%	27.4%	22.2%	40.0%	24.8%
Very Dissatisfied	61.3%	30.0%	50.6%	37.0%	33.3%	20.0%	45.6%
<u>Q9b. How easy the review process is to complete</u>							
Very Satisfied	3.8%	15.0%	5.1%	2.8%	3.6%	6.7%	4.8%
Satisfied	7.5%	20.0%	17.7%	23.6%	25.0%	13.3%	17.0%
Neutral	7.5%	0.0%	11.4%	11.1%	21.4%	33.3%	11.6%
Dissatisfied	23.8%	25.0%	19.0%	26.4%	14.3%	26.7%	22.4%
Very Dissatisfied	57.5%	40.0%	46.8%	36.1%	35.7%	20.0%	44.2%

Q9. Listed below are several items that may influence your satisfaction with the DSD's staff and Site Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=303	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q9c. The technical competence of review staff</u>							
Very Satisfied	5.1%	20.0%	9.0%	8.3%	14.3%	11.8%	9.2%
Satisfied	20.3%	30.0%	26.9%	23.6%	17.9%	23.5%	23.5%
Neutral	21.5%	15.0%	21.8%	38.9%	32.1%	23.5%	26.5%
Dissatisfied	21.5%	25.0%	14.1%	8.3%	10.7%	29.4%	16.0%
Very Dissatisfied	31.6%	10.0%	28.2%	20.8%	25.0%	11.8%	24.8%
<u>Q9d. Review services are completed by the date promised</u>							
Very Satisfied	5.1%	15.0%	7.6%	4.2%	11.1%	6.7%	6.8%
Satisfied	8.9%	20.0%	12.7%	16.7%	33.3%	20.0%	15.4%
Neutral	15.2%	5.0%	12.7%	22.2%	18.5%	26.7%	16.4%
Dissatisfied	15.2%	25.0%	20.3%	20.8%	7.4%	33.3%	18.8%
Very Dissatisfied	55.7%	35.0%	46.8%	36.1%	29.6%	13.3%	42.5%

Q9. Listed below are several items that may influence your satisfaction with the DSD's staff and Site Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=303	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q9e. The review staff provides excellent customer service</u>							
Very Satisfied	6.3%	20.0%	11.4%	14.1%	11.1%	17.6%	11.6%
Satisfied	10.1%	20.0%	21.5%	19.7%	25.9%	11.8%	17.7%
Neutral	19.0%	5.0%	16.5%	25.4%	22.2%	29.4%	19.8%
Dissatisfied	21.5%	20.0%	21.5%	12.7%	14.8%	17.6%	18.4%
Very Dissatisfied	43.0%	35.0%	29.1%	28.2%	25.9%	23.5%	32.4%
<u>Q9f. Review staff is easily accessible when assistance is needed to resolve problems</u>							
Very Satisfied	3.8%	15.0%	9.2%	7.0%	7.4%	5.9%	7.3%
Satisfied	11.5%	25.0%	14.5%	12.7%	29.6%	47.1%	17.3%
Neutral	16.7%	5.0%	19.7%	25.4%	14.8%	11.8%	18.3%
Dissatisfied	20.5%	25.0%	21.1%	22.5%	22.2%	17.6%	21.5%
Very Dissatisfied	47.4%	30.0%	35.5%	32.4%	25.9%	17.6%	35.6%

Q9. Listed below are several items that may influence your satisfaction with the DSD's staff and Site Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=303	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q9g. I understand Site Plan review processes</u>							
Very Satisfied	17.7%	45.0%	22.1%	16.2%	3.8%	23.5%	19.5%
Satisfied	43.0%	35.0%	31.2%	35.3%	34.6%	41.2%	36.6%
Neutral	17.7%	5.0%	15.6%	22.1%	26.9%	17.6%	18.1%
Dissatisfied	7.6%	15.0%	9.1%	11.8%	11.5%	5.9%	9.8%
Very Dissatisfied	13.9%	0.0%	22.1%	14.7%	23.1%	11.8%	16.0%
<u>Q9h. Codes & policies are applied by review staff in a fair & practical manner</u>							
Very Satisfied	5.1%	20.0%	6.4%	7.0%	3.7%	0.0%	6.5%
Satisfied	10.3%	15.0%	21.8%	19.7%	22.2%	11.8%	17.2%
Neutral	16.7%	30.0%	19.2%	38.0%	14.8%	35.3%	24.4%
Dissatisfied	30.8%	20.0%	20.5%	11.3%	22.2%	35.3%	22.0%
Very Dissatisfied	37.2%	15.0%	32.1%	23.9%	37.0%	17.6%	29.9%

Q9. Listed below are several items that may influence your satisfaction with the DSD's staff and Site Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=303	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q9i. Review staff anticipates obstacles & provides options when they are available</u>							
Very Satisfied	3.8%	15.0%	3.8%	5.6%	3.7%	5.9%	5.2%
Satisfied	9.0%	20.0%	12.8%	15.5%	14.8%	17.6%	13.4%
Neutral	15.4%	10.0%	23.1%	29.6%	22.2%	5.9%	20.6%
Dissatisfied	29.5%	20.0%	20.5%	14.1%	25.9%	35.3%	22.7%
Very Dissatisfied	42.3%	35.0%	39.7%	35.2%	33.3%	35.3%	38.1%
<u>Q9j. The review process of my projects is not delayed over minor issues</u>							
Very Satisfied	2.5%	15.0%	6.6%	2.9%	7.4%	6.7%	5.2%
Satisfied	5.0%	20.0%	11.8%	10.0%	14.8%	6.7%	10.1%
Neutral	5.0%	5.0%	9.2%	27.1%	18.5%	33.3%	14.2%
Dissatisfied	25.0%	25.0%	19.7%	17.1%	22.2%	20.0%	21.2%
Very Dissatisfied	62.5%	35.0%	52.6%	42.9%	37.0%	33.3%	49.3%

Q9. Listed below are several items that may influence your satisfaction with the DSD's staff and Site Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=303

Q35. What best describes you							Total
Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other		

Q9k. The plan review comments applied to my project are reasonable & justified

Very Satisfied	3.8%	15.8%	5.2%	4.3%	3.8%	7.1%	5.3%
Satisfied	11.5%	21.1%	23.4%	17.1%	23.1%	7.1%	17.6%
Neutral	19.2%	31.6%	13.0%	28.6%	19.2%	28.6%	21.1%
Dissatisfied	28.2%	15.8%	23.4%	17.1%	11.5%	50.0%	22.9%
Very Dissatisfied	37.2%	15.8%	35.1%	32.9%	42.3%	7.1%	33.1%

Q10. Have you received services from the Subdivision Review division during the past year?

N=710	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q10. Have you received services from the Subdivision Review division during past year</u>							
Yes	20.0%	18.5%	12.8%	4.4%	5.8%	6.1%	10.8%
No	80.0%	81.5%	87.2%	95.6%	94.2%	93.9%	89.2%

Q11. Listed below are several items that may influence your satisfaction with DSD's staff and Subdivision Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=77	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q11a. Length of time the review process takes to complete</u>							
Very Satisfied	0.0%	10.0%	0.0%	0.0%	40.0%	33.3%	5.3%
Satisfied	6.9%	30.0%	5.3%	11.1%	0.0%	0.0%	9.3%
Neutral	10.3%	0.0%	5.3%	11.1%	0.0%	0.0%	6.7%
Dissatisfied	20.7%	30.0%	26.3%	22.2%	0.0%	33.3%	22.7%
Very Dissatisfied	62.1%	30.0%	63.2%	55.6%	60.0%	33.3%	56.0%
<u>Q11b. How easy the review process is to complete</u>							
Very Satisfied	0.0%	10.0%	0.0%	0.0%	40.0%	33.3%	5.5%
Satisfied	7.4%	20.0%	10.5%	11.1%	0.0%	0.0%	9.6%
Neutral	18.5%	30.0%	10.5%	22.2%	0.0%	33.3%	17.8%
Dissatisfied	29.6%	0.0%	26.3%	11.1%	0.0%	0.0%	19.2%
Very Dissatisfied	44.4%	40.0%	52.6%	55.6%	60.0%	33.3%	47.9%

Q11. Listed below are several items that may influence your satisfaction with DSD's staff and Subdivision Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=77	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q11c. The technical competence of review staff</u>							
Very Satisfied	0.0%	20.0%	0.0%	0.0%	50.0%	33.3%	6.9%
Satisfied	18.5%	40.0%	21.1%	22.2%	0.0%	0.0%	20.8%
Neutral	25.9%	10.0%	36.8%	0.0%	0.0%	0.0%	20.8%
Dissatisfied	22.2%	0.0%	5.3%	11.1%	0.0%	33.3%	12.5%
Very Dissatisfied	33.3%	30.0%	36.8%	66.7%	50.0%	33.3%	38.9%
<u>Q11d. Review services are completed by the date promised</u>							
Very Satisfied	0.0%	0.0%	0.0%	0.0%	40.0%	0.0%	2.8%
Satisfied	3.7%	44.4%	5.3%	0.0%	0.0%	33.3%	9.7%
Neutral	18.5%	11.1%	15.8%	22.2%	20.0%	0.0%	16.7%
Dissatisfied	22.2%	11.1%	21.1%	0.0%	0.0%	0.0%	15.3%
Very Dissatisfied	55.6%	33.3%	57.9%	77.8%	40.0%	66.7%	55.6%

Q11. Listed below are several items that may influence your satisfaction with DSD's staff and Subdivision Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=77	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q11e. The review staff provides excellent customer service</u>							
Very Satisfied	0.0%	33.3%	0.0%	0.0%	40.0%	33.3%	8.5%
Satisfied	7.7%	11.1%	5.3%	33.3%	0.0%	0.0%	9.9%
Neutral	23.1%	11.1%	31.6%	11.1%	0.0%	0.0%	19.7%
Dissatisfied	34.6%	22.2%	26.3%	11.1%	0.0%	33.3%	25.4%
Very Dissatisfied	34.6%	22.2%	36.8%	44.4%	60.0%	33.3%	36.6%
<u>Q11f. Review staff is easily accessible when assistance is needed to resolve problems</u>							
Very Satisfied	0.0%	22.2%	0.0%	0.0%	20.0%	33.3%	5.6%
Satisfied	3.8%	22.2%	5.3%	11.1%	20.0%	0.0%	8.5%
Neutral	15.4%	0.0%	31.6%	11.1%	0.0%	0.0%	15.5%
Dissatisfied	34.6%	11.1%	26.3%	22.2%	0.0%	66.7%	26.8%
Very Dissatisfied	46.2%	44.4%	36.8%	55.6%	60.0%	0.0%	43.7%

Q11. Listed below are several items that may influence your satisfaction with DSD's staff and Subdivision Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=77	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q11g. I understand Subdivision review processes</u>							
Very Satisfied	26.9%	66.7%	29.4%	33.3%	20.0%	100.0%	36.2%
Satisfied	34.6%	33.3%	23.5%	33.3%	40.0%	0.0%	30.4%
Neutral	23.1%	0.0%	23.5%	11.1%	20.0%	0.0%	17.4%
Dissatisfied	7.7%	0.0%	5.9%	11.1%	0.0%	0.0%	5.8%
Very Dissatisfied	7.7%	0.0%	17.6%	11.1%	20.0%	0.0%	10.1%
<u>Q11h. Codes & policies are applied by review staff in a fair & practical manner</u>							
Very Satisfied	0.0%	11.1%	0.0%	0.0%	20.0%	33.3%	4.2%
Satisfied	11.5%	33.3%	0.0%	11.1%	20.0%	0.0%	11.3%
Neutral	19.2%	11.1%	36.8%	11.1%	0.0%	0.0%	19.7%
Dissatisfied	30.8%	11.1%	21.1%	33.3%	0.0%	33.3%	23.9%
Very Dissatisfied	38.5%	33.3%	42.1%	44.4%	60.0%	33.3%	40.8%

Q11. Listed below are several items that may influence your satisfaction with DSD's staff and Subdivision Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=77	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q11i. Review staff anticipates obstacles & provides options when they are available</u>							
Very Satisfied	0.0%	11.1%	0.0%	0.0%	20.0%	33.3%	4.2%
Satisfied	7.4%	44.4%	5.3%	12.5%	20.0%	0.0%	12.7%
Neutral	11.1%	0.0%	10.5%	25.0%	0.0%	0.0%	9.9%
Dissatisfied	25.9%	11.1%	31.6%	0.0%	0.0%	33.3%	21.1%
Very Dissatisfied	55.6%	33.3%	52.6%	62.5%	60.0%	33.3%	52.1%
<u>Q11j. The review process of my projects is not delayed over minor issues</u>							
Very Satisfied	0.0%	0.0%	0.0%	0.0%	16.7%	33.3%	2.7%
Satisfied	7.4%	33.3%	0.0%	0.0%	16.7%	0.0%	8.2%
Neutral	7.4%	0.0%	15.8%	22.2%	0.0%	0.0%	9.6%
Dissatisfied	22.2%	11.1%	26.3%	11.1%	0.0%	33.3%	19.2%
Very Dissatisfied	63.0%	55.6%	57.9%	66.7%	66.7%	33.3%	60.3%

Q11. Listed below are several items that may influence your satisfaction with DSD's staff and Subdivision Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=77

Q35. What best describes you							Total
Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other		

Q11k. The plan review comments applied to my project are reasonable & justified

Very Satisfied	0.0%	0.0%	0.0%	0.0%	20.0%	33.3%	2.7%
Satisfied	7.1%	44.4%	10.5%	11.1%	20.0%	0.0%	13.7%
Neutral	14.3%	11.1%	21.1%	22.2%	0.0%	0.0%	15.1%
Dissatisfied	32.1%	0.0%	15.8%	22.2%	0.0%	33.3%	20.5%
Very Dissatisfied	46.4%	44.4%	52.6%	44.4%	60.0%	33.3%	47.9%

Q12. Overall, how satisfied are you with the DSD's Plan Review Process? (without "don't know")

N=710

	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q12. How satisfied are you with DSD's Plan Review Process</u>							
Very Satisfied	3.5%	7.7%	5.5%	5.6%	11.2%	6.5%	6.2%
Satisfied	13.9%	30.8%	15.9%	20.8%	22.4%	17.4%	19.1%
Neutral	13.2%	19.2%	8.3%	20.8%	14.3%	28.3%	16.0%
Dissatisfied	33.3%	21.2%	24.8%	27.9%	20.4%	30.4%	27.0%
Very Dissatisfied	36.1%	21.2%	45.5%	24.9%	31.6%	17.4%	31.8%

Q14. Have you interacted with DSD's Inspection Divisions during the past year?

N=1133

	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q14. Have you interacted with DSD's Inspection Divisions during past year</u>							
Yes	38.6%	44.6%	58.1%	77.5%	30.3%	34.3%	50.6%
No	61.4%	55.4%	41.9%	22.5%	69.7%	65.7%	49.4%

Q15. Have you received Residential inspections in the past year?

N=573

	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q15. Have you received Residential inspections in past year</u>							
Yes	48.4%	55.2%	74.1%	76.6%	93.3%	71.4%	74.2%
No	51.6%	44.8%	25.9%	23.4%	6.7%	28.6%	25.8%

Q16. Listed below are several items that may influence your satisfaction with DSD's Residential Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=425	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q16a. Length of time the inspection process takes to complete</u>							
Very Satisfied	19.4%	13.3%	22.1%	18.6%	28.0%	22.7%	21.2%
Satisfied	41.9%	60.0%	33.8%	52.1%	36.6%	36.4%	44.3%
Neutral	12.9%	13.3%	16.9%	13.8%	15.9%	22.7%	15.2%
Dissatisfied	19.4%	13.3%	10.4%	5.9%	9.8%	9.1%	8.9%
Very Dissatisfied	6.5%	0.0%	16.9%	9.6%	9.8%	9.1%	10.4%
<u>Q16b. How easy the inspection process is to complete</u>							
Very Satisfied	19.4%	13.3%	15.6%	15.0%	21.3%	21.7%	16.9%
Satisfied	48.4%	53.3%	29.9%	41.2%	32.5%	39.1%	38.3%
Neutral	25.8%	20.0%	19.5%	15.5%	13.8%	13.0%	16.7%
Dissatisfied	0.0%	13.3%	16.9%	18.2%	18.8%	21.7%	16.7%
Very Dissatisfied	6.5%	0.0%	18.2%	10.2%	13.8%	4.3%	11.4%

Q16. Listed below are several items that may influence your satisfaction with DSD's Residential Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=425	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q16c. The technical competence of inspection staff</u>							
Very Satisfied	16.1%	21.4%	23.4%	19.3%	28.6%	16.0%	21.4%
Satisfied	45.2%	50.0%	36.4%	41.2%	29.9%	16.0%	37.2%
Neutral	16.1%	21.4%	18.2%	20.3%	20.8%	40.0%	20.9%
Dissatisfied	16.1%	7.1%	6.5%	10.7%	11.7%	16.0%	10.7%
Very Dissatisfied	6.5%	0.0%	15.6%	8.6%	9.1%	12.0%	9.7%
<u>Q16d. Inspection services are completed by the date promised</u>							
Very Satisfied	23.3%	18.8%	20.5%	19.3%	28.2%	13.0%	21.1%
Satisfied	30.0%	43.8%	37.2%	45.5%	39.7%	39.1%	41.3%
Neutral	20.0%	31.3%	12.8%	15.5%	14.1%	34.8%	16.7%
Dissatisfied	23.3%	6.3%	12.8%	12.8%	10.3%	8.7%	12.6%
Very Dissatisfied	3.3%	0.0%	16.7%	7.0%	7.7%	4.3%	8.3%

Q16. Listed below are several items that may influence your satisfaction with DSD's Residential Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=425	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	

Q16e. Inspectors provide excellent customer service

Very Satisfied	24.1%	12.5%	19.5%	16.6%	23.5%	16.7%	18.8%
Satisfied	27.6%	18.8%	22.1%	30.5%	29.6%	29.2%	28.0%
Neutral	24.1%	31.3%	28.6%	22.5%	19.8%	29.2%	23.9%
Dissatisfied	17.2%	31.3%	13.0%	13.9%	11.1%	8.3%	13.8%
Very Dissatisfied	6.9%	6.3%	16.9%	16.6%	16.0%	16.7%	15.5%

Q16f. Inspectors are easily accessible when assistance is needed to resolve problems

Very Satisfied	17.2%	6.3%	20.5%	12.4%	16.0%	16.0%	14.9%
Satisfied	24.1%	31.3%	19.2%	30.1%	22.7%	32.0%	26.5%
Neutral	20.7%	43.8%	23.3%	19.9%	21.3%	20.0%	21.8%
Dissatisfied	24.1%	18.8%	20.5%	18.3%	24.0%	16.0%	20.0%
Very Dissatisfied	13.8%	0.0%	16.4%	19.4%	16.0%	16.0%	16.8%

Q16. Listed below are several items that may influence your satisfaction with DSD's Residential Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=425

	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	

Q16g. I understand the Residential Inspection processes

Very Satisfied	16.7%	37.5%	25.3%	28.1%	17.6%	40.0%	25.9%
Satisfied	46.7%	56.3%	38.7%	47.0%	24.3%	28.0%	40.5%
Neutral	26.7%	6.3%	16.0%	15.7%	32.4%	20.0%	19.5%
Dissatisfied	10.0%	0.0%	9.3%	4.3%	10.8%	0.0%	6.4%
Very Dissatisfied	0.0%	0.0%	10.7%	4.9%	14.9%	12.0%	7.7%

Q16h. Codes & policies are applied by inspection staff in a fair & practical manner

Very Satisfied	10.0%	6.7%	14.3%	11.4%	19.7%	18.2%	13.6%
Satisfied	33.3%	66.7%	23.4%	31.4%	27.6%	18.2%	29.9%
Neutral	20.0%	6.7%	28.6%	26.5%	18.4%	27.3%	24.2%
Dissatisfied	20.0%	20.0%	14.3%	16.2%	13.2%	18.2%	15.8%
Very Dissatisfied	16.7%	0.0%	19.5%	14.6%	21.1%	18.2%	16.5%

Q16. Listed below are several items that may influence your satisfaction with DSD's Residential Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=425

	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	

Q16i. Inspection staff anticipates obstacles & provides options when they are available

Very Satisfied	23.3%	0.0%	13.5%	12.9%	18.3%	17.4%	14.6%
Satisfied	16.7%	35.7%	23.0%	28.5%	22.5%	8.7%	24.6%
Neutral	23.3%	28.6%	29.7%	25.8%	19.7%	34.8%	25.9%
Dissatisfied	16.7%	28.6%	13.5%	16.1%	14.1%	26.1%	16.3%
Very Dissatisfied	20.0%	7.1%	20.3%	16.7%	25.4%	13.0%	18.6%

Q16j. Inspections are not delayed over minor issues

Very Satisfied	20.0%	7.1%	13.0%	12.9%	20.3%	10.0%	14.5%
Satisfied	23.3%	28.6%	16.9%	24.2%	16.2%	30.0%	21.7%
Neutral	13.3%	28.6%	18.2%	23.1%	18.9%	20.0%	20.7%
Dissatisfied	23.3%	14.3%	22.1%	21.0%	14.9%	25.0%	20.2%
Very Dissatisfied	20.0%	21.4%	29.9%	18.8%	29.7%	15.0%	22.9%

Q16. Listed below are several items that may influence your satisfaction with DSD's Residential Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=425	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q16k. Inspection requirements are reasonable & justified</u>							
Very Satisfied	20.7%	6.7%	13.0%	9.7%	18.7%	13.0%	12.8%
Satisfied	41.4%	53.3%	23.4%	33.3%	30.7%	30.4%	32.1%
Neutral	20.7%	26.7%	26.0%	28.0%	17.3%	30.4%	25.2%
Dissatisfied	3.4%	6.7%	18.2%	15.1%	16.0%	17.4%	14.8%
Very Dissatisfied	13.8%	6.7%	19.5%	14.0%	17.3%	8.7%	15.1%
<u>Q16l. Inspectors rarely find errors in the field, during Construction, that should have been caught during the plan review process</u>							
Very Satisfied	3.6%	0.0%	11.9%	7.1%	16.4%	5.3%	9.0%
Satisfied	25.0%	30.8%	20.9%	36.9%	26.2%	31.6%	30.6%
Neutral	42.9%	46.2%	29.9%	27.4%	24.6%	26.3%	29.2%
Dissatisfied	7.1%	7.7%	16.4%	14.3%	9.8%	10.5%	12.9%
Very Dissatisfied	21.4%	15.4%	20.9%	14.3%	23.0%	26.3%	18.3%

Q17. Have you received Commercial inspections in the past year?

N=573

	<u>Q35. What best describes you</u>						<u>Total</u>
	<u>Licensed Design Professional</u>	<u>Applicant Agent</u>	<u>Developer/ Owner</u>	<u>Contractor/ Builder</u>	<u>Citizen</u>	<u>Other</u>	
<u>Q17. Have you received Commercial inspections in past year</u>							
Yes	32.8%	44.8%	26.9%	37.9%	2.2%	34.3%	29.8%
No	67.2%	55.2%	73.1%	62.1%	97.8%	65.7%	70.2%

Q18. Listed below are several items that may influence your satisfaction with DSD's Commercial Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=171	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q18a. Length of time the inspection process takes to complete</u>							
Very Satisfied	9.5%	15.4%	3.7%	24.7%	100.0%	20.0%	19.3%
Satisfied	61.9%	46.2%	37.0%	49.5%	0.0%	40.0%	47.6%
Neutral	14.3%	23.1%	25.9%	12.9%	0.0%	30.0%	16.9%
Dissatisfied	14.3%	15.4%	7.4%	8.6%	0.0%	10.0%	9.6%
Very Dissatisfied	0.0%	0.0%	25.9%	4.3%	0.0%	0.0%	6.6%
<u>Q18b. How easy the inspection process is to complete</u>							
Very Satisfied	9.5%	8.3%	3.7%	24.7%	100.0%	27.3%	19.3%
Satisfied	61.9%	58.3%	29.6%	48.4%	0.0%	36.4%	46.4%
Neutral	28.6%	25.0%	22.2%	11.8%	0.0%	18.2%	16.9%
Dissatisfied	0.0%	0.0%	18.5%	9.7%	0.0%	18.2%	9.6%
Very Dissatisfied	0.0%	8.3%	25.9%	5.4%	0.0%	0.0%	7.8%

Q18. Listed below are several items that may influence your satisfaction with DSD's Commercial Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=171	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q18c. The technical competence of inspection staff</u>							
Very Satisfied	9.5%	16.7%	7.4%	30.1%	100.0%	25.0%	23.4%
Satisfied	66.7%	58.3%	22.2%	40.9%	0.0%	33.3%	41.3%
Neutral	19.0%	16.7%	33.3%	19.4%	0.0%	16.7%	21.0%
Dissatisfied	4.8%	8.3%	25.9%	5.4%	0.0%	16.7%	9.6%
Very Dissatisfied	0.0%	0.0%	11.1%	4.3%	0.0%	8.3%	4.8%
<u>Q18d. Inspection services are completed by the date promised</u>							
Very Satisfied	19.0%	8.3%	7.4%	25.8%	100.0%	27.3%	21.7%
Satisfied	38.1%	50.0%	18.5%	47.3%	0.0%	0.0%	38.0%
Neutral	33.3%	16.7%	25.9%	11.8%	0.0%	54.5%	19.9%
Dissatisfied	9.5%	25.0%	29.6%	7.5%	0.0%	18.2%	13.3%
Very Dissatisfied	0.0%	0.0%	18.5%	7.5%	0.0%	0.0%	7.2%

Q18. Listed below are several items that may influence your satisfaction with DSD's Commercial Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=171

	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	

Q18e. Inspectors provide excellent customer service

Very Satisfied	14.3%	15.4%	7.4%	27.2%	100.0%	25.0%	21.7%
Satisfied	42.9%	38.5%	7.4%	35.9%	0.0%	25.0%	31.3%
Neutral	28.6%	23.1%	33.3%	19.6%	0.0%	41.7%	24.7%
Dissatisfied	9.5%	23.1%	29.6%	10.9%	0.0%	8.3%	14.5%
Very Dissatisfied	4.8%	0.0%	22.2%	6.5%	0.0%	0.0%	7.8%

Q18f. Inspectors are easily accessible when assistance is needed to resolve problems

Very Satisfied	9.5%	16.7%	0.0%	22.8%	100.0%	25.0%	17.6%
Satisfied	38.1%	16.7%	33.3%	33.7%	0.0%	33.3%	32.7%
Neutral	23.8%	33.3%	22.2%	17.4%	0.0%	33.3%	21.2%
Dissatisfied	28.6%	33.3%	29.6%	17.4%	0.0%	0.0%	20.6%
Very Dissatisfied	0.0%	0.0%	14.8%	8.7%	0.0%	8.3%	7.9%

Q18. Listed below are several items that may influence your satisfaction with DSD's Commercial Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=171	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q18g. I understand the Commercial Inspection processes</u>							
Very Satisfied	25.0%	38.5%	25.9%	25.0%	100.0%	33.3%	27.3%
Satisfied	55.0%	61.5%	44.4%	56.5%	0.0%	33.3%	52.7%
Neutral	10.0%	0.0%	11.1%	10.9%	0.0%	16.7%	10.3%
Dissatisfied	10.0%	0.0%	11.1%	2.2%	0.0%	16.7%	5.5%
Very Dissatisfied	0.0%	0.0%	7.4%	5.4%	0.0%	0.0%	4.2%
<u>Q18h. Codes & policies are applied by inspection staff in a fair & practical manner</u>							
Very Satisfied	14.3%	8.3%	0.0%	19.6%	100.0%	16.7%	15.8%
Satisfied	38.1%	66.7%	15.4%	45.7%	0.0%	25.0%	39.4%
Neutral	23.8%	8.3%	23.1%	18.5%	0.0%	16.7%	18.8%
Dissatisfied	19.0%	16.7%	26.9%	10.9%	0.0%	16.7%	15.2%
Very Dissatisfied	4.8%	0.0%	34.6%	5.4%	0.0%	25.0%	10.9%

Q18. Listed below are several items that may influence your satisfaction with DSD's Commercial Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=171	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q18i. Inspection staff anticipates obstacles & provides options when they are available</u>							
Very Satisfied	19.0%	15.4%	0.0%	20.9%	100.0%	16.7%	17.0%
Satisfied	38.1%	15.4%	14.8%	41.8%	0.0%	16.7%	32.7%
Neutral	19.0%	46.2%	33.3%	15.4%	0.0%	33.3%	22.4%
Dissatisfied	14.3%	15.4%	18.5%	9.9%	0.0%	25.0%	13.3%
Very Dissatisfied	9.5%	7.7%	33.3%	12.1%	0.0%	8.3%	14.5%
<u>Q18j. Inspections are not delayed over minor issues</u>							
Very Satisfied	9.5%	15.4%	0.0%	19.4%	50.0%	18.2%	15.1%
Satisfied	38.1%	23.1%	11.5%	38.7%	50.0%	18.2%	31.9%
Neutral	14.3%	23.1%	23.1%	18.3%	0.0%	45.5%	20.5%
Dissatisfied	33.3%	38.5%	30.8%	9.7%	0.0%	18.2%	18.7%
Very Dissatisfied	4.8%	0.0%	34.6%	14.0%	0.0%	0.0%	13.9%

Q18. Listed below are several items that may influence your satisfaction with DSD's Commercial Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=171	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	

Q18k. Inspection requirements are reasonable & justified

Very Satisfied	9.5%	15.4%	0.0%	20.7%	100.0%	18.2%	16.3%
Satisfied	57.1%	30.8%	18.5%	46.7%	0.0%	27.3%	40.4%
Neutral	14.3%	46.2%	22.2%	17.4%	0.0%	36.4%	21.1%
Dissatisfied	14.3%	7.7%	33.3%	7.6%	0.0%	18.2%	13.3%
Very Dissatisfied	4.8%	0.0%	25.9%	7.6%	0.0%	0.0%	9.0%

Q18l. Inspectors rarely find errors in the field, during Construction, that should have been caught during the plan review process

Very Satisfied	4.8%	7.7%	3.8%	19.1%	100.0%	16.7%	14.2%
Satisfied	42.9%	38.5%	15.4%	34.8%	0.0%	16.7%	31.5%
Neutral	33.3%	38.5%	26.9%	24.7%	0.0%	33.3%	27.8%
Dissatisfied	9.5%	7.7%	23.1%	12.4%	0.0%	0.0%	12.3%
Very Dissatisfied	9.5%	7.7%	30.8%	9.0%	0.0%	33.3%	14.2%

Q19. Have you received Tree inspections in the past year?

N=573

	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q19. Have you received Tree inspections in past year</u>							
Yes	26.6%	13.8%	21.3%	22.2%	15.7%	28.6%	21.5%
No	73.4%	86.2%	78.7%	77.8%	84.3%	71.4%	78.5%

Q20. Listed below are several items that may influence your satisfaction with DSD's Trees Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=123	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q20a. Length of time the inspection process takes to complete</u>							
Very Satisfied	17.6%	0.0%	22.7%	9.1%	21.4%	22.2%	14.9%
Satisfied	52.9%	50.0%	27.3%	25.5%	57.1%	22.2%	33.9%
Neutral	5.9%	0.0%	13.6%	30.9%	7.1%	22.2%	19.8%
Dissatisfied	17.6%	25.0%	13.6%	12.7%	7.1%	11.1%	13.2%
Very Dissatisfied	5.9%	25.0%	22.7%	21.8%	7.1%	22.2%	18.2%
<u>Q20b. How easy the inspection process is to complete</u>							
Very Satisfied	17.6%	0.0%	13.6%	10.9%	30.8%	20.0%	14.9%
Satisfied	52.9%	50.0%	31.8%	30.9%	46.2%	20.0%	35.5%
Neutral	11.8%	0.0%	22.7%	27.3%	7.7%	20.0%	20.7%
Dissatisfied	11.8%	25.0%	13.6%	16.4%	7.7%	30.0%	15.7%
Very Dissatisfied	5.9%	25.0%	18.2%	14.5%	7.7%	10.0%	13.2%

Q20. Listed below are several items that may influence your satisfaction with DSD's Trees Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=123	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q20c. The technical competence of inspection staff</u>							
Very Satisfied	29.4%	0.0%	22.7%	11.1%	38.5%	33.3%	20.2%
Satisfied	41.2%	100.0%	36.4%	38.9%	38.5%	22.2%	39.5%
Neutral	17.6%	0.0%	27.3%	37.0%	7.7%	11.1%	26.1%
Dissatisfied	5.9%	0.0%	4.5%	5.6%	0.0%	11.1%	5.0%
Very Dissatisfied	5.9%	0.0%	9.1%	7.4%	15.4%	22.2%	9.2%
<u>Q20d. Inspection services are completed by the date promised</u>							
Very Satisfied	23.5%	0.0%	18.2%	9.3%	23.1%	11.1%	14.3%
Satisfied	47.1%	50.0%	27.3%	25.9%	38.5%	22.2%	31.1%
Neutral	23.5%	25.0%	13.6%	31.5%	23.1%	33.3%	26.1%
Dissatisfied	0.0%	0.0%	27.3%	13.0%	7.7%	22.2%	13.4%
Very Dissatisfied	5.9%	25.0%	13.6%	20.4%	7.7%	11.1%	15.1%

Q20. Listed below are several items that may influence your satisfaction with DSD's Trees Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=123

	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	

Q20e. Inspectors provide excellent customer service

Very Satisfied	23.5%	0.0%	19.0%	9.1%	38.5%	30.0%	17.5%
Satisfied	47.1%	75.0%	28.6%	25.5%	38.5%	10.0%	30.8%
Neutral	11.8%	0.0%	19.0%	30.9%	7.7%	20.0%	21.7%
Dissatisfied	11.8%	0.0%	23.8%	18.2%	0.0%	20.0%	15.8%
Very Dissatisfied	5.9%	25.0%	9.5%	16.4%	15.4%	20.0%	14.2%

Q20f. Inspectors are easily accessible when assistance is needed to resolve problems

Very Satisfied	17.6%	0.0%	22.7%	9.1%	33.3%	30.0%	16.7%
Satisfied	35.3%	75.0%	18.2%	18.2%	16.7%	20.0%	22.5%
Neutral	23.5%	0.0%	31.8%	29.1%	33.3%	10.0%	26.7%
Dissatisfied	17.6%	0.0%	13.6%	20.0%	0.0%	10.0%	15.0%
Very Dissatisfied	5.9%	25.0%	13.6%	23.6%	16.7%	30.0%	19.2%

Q20. Listed below are several items that may influence your satisfaction with DSD's Trees Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=123	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q20g. I understand the Trees Inspection processes</u>							
Very Satisfied	18.8%	25.0%	31.8%	18.9%	25.0%	40.0%	23.9%
Satisfied	50.0%	50.0%	40.9%	39.6%	25.0%	10.0%	37.6%
Neutral	12.5%	0.0%	9.1%	26.4%	33.3%	20.0%	20.5%
Dissatisfied	12.5%	0.0%	9.1%	11.3%	0.0%	20.0%	10.3%
Very Dissatisfied	6.3%	25.0%	9.1%	3.8%	16.7%	10.0%	7.7%
<u>Q20h. Codes & policies are applied by inspection staff in a fair & practical manner</u>							
Very Satisfied	12.5%	0.0%	23.8%	7.3%	23.1%	11.1%	12.7%
Satisfied	37.5%	50.0%	28.6%	23.6%	30.8%	22.2%	28.0%
Neutral	31.3%	0.0%	28.6%	38.2%	23.1%	22.2%	31.4%
Dissatisfied	12.5%	50.0%	9.5%	16.4%	7.7%	0.0%	13.6%
Very Dissatisfied	6.3%	0.0%	9.5%	14.5%	15.4%	44.4%	14.4%

Q20. Listed below are several items that may influence your satisfaction with DSD's Trees Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=123	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q20i. Inspection staff anticipates obstacles & provides options when they are available</u>							
Very Satisfied	6.3%	0.0%	14.3%	12.7%	25.0%	22.2%	13.7%
Satisfied	43.8%	25.0%	19.0%	16.4%	25.0%	11.1%	21.4%
Neutral	37.5%	25.0%	42.9%	30.9%	25.0%	22.2%	32.5%
Dissatisfied	0.0%	25.0%	14.3%	21.8%	8.3%	0.0%	14.5%
Very Dissatisfied	12.5%	25.0%	9.5%	18.2%	16.7%	44.4%	17.9%
<u>Q20j. Inspections are not delayed over minor issues</u>							
Very Satisfied	14.3%	0.0%	9.5%	9.1%	30.8%	12.5%	12.2%
Satisfied	21.4%	25.0%	19.0%	20.0%	30.8%	12.5%	20.9%
Neutral	42.9%	25.0%	23.8%	32.7%	15.4%	25.0%	29.6%
Dissatisfied	14.3%	25.0%	28.6%	16.4%	0.0%	25.0%	17.4%
Very Dissatisfied	7.1%	25.0%	19.0%	21.8%	23.1%	25.0%	20.0%

Q20. Listed below are several items that may influence your satisfaction with DSD's Trees Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=123

	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	

Q20k. Inspection requirements are reasonable & justified

Very Satisfied	12.5%	0.0%	18.2%	9.1%	30.8%	20.0%	14.2%
Satisfied	31.3%	75.0%	27.3%	16.4%	23.1%	30.0%	24.2%
Neutral	31.3%	25.0%	22.7%	36.4%	15.4%	10.0%	28.3%
Dissatisfied	6.3%	0.0%	13.6%	14.5%	7.7%	20.0%	12.5%
Very Dissatisfied	18.8%	0.0%	18.2%	23.6%	23.1%	20.0%	20.8%

Q20l. Inspectors rarely find errors in the field, during Construction, that should have been caught during the plan review process

Very Satisfied	12.5%	0.0%	5.6%	7.8%	30.0%	0.0%	9.3%
Satisfied	50.0%	25.0%	27.8%	27.5%	10.0%	12.5%	28.0%
Neutral	18.8%	75.0%	44.4%	37.3%	40.0%	37.5%	37.4%
Dissatisfied	12.5%	0.0%	0.0%	9.8%	0.0%	0.0%	6.5%
Very Dissatisfied	6.3%	0.0%	22.2%	17.6%	20.0%	50.0%	18.7%

Q21. Have you received Site and Subdivision inspections in the past year?

N=573

Q35. What best describes you							Total
Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other		

Q21. Have you received Site & Subdivision inspections in past year

Yes	28.1%	10.3%	13.9%	4.8%	4.5%	0.0%	9.1%
No	71.9%	89.7%	86.1%	95.2%	95.5%	100.0%	90.9%

Q22. Listed below are several items that may influence your satisfaction with DSD's Site and Subdivision Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=52

	Q35. What best describes you					Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	

Q22a. Length of time the inspection process takes to complete

Very Satisfied	0.0%	0.0%	6.7%	0.0%	25.0%	3.8%
Satisfied	44.4%	0.0%	33.3%	41.7%	50.0%	38.5%
Neutral	11.1%	33.3%	6.7%	25.0%	25.0%	15.4%
Dissatisfied	16.7%	0.0%	26.7%	0.0%	0.0%	13.5%
Very Dissatisfied	27.8%	66.7%	26.7%	33.3%	0.0%	28.8%

Q22b. How easy the inspection process is to complete

Very Satisfied	0.0%	0.0%	6.7%	0.0%	25.0%	3.8%
Satisfied	50.0%	0.0%	26.7%	33.3%	50.0%	36.5%
Neutral	5.6%	66.7%	13.3%	25.0%	25.0%	17.3%
Dissatisfied	22.2%	0.0%	26.7%	8.3%	0.0%	17.3%
Very Dissatisfied	22.2%	33.3%	26.7%	33.3%	0.0%	25.0%

Q22. Listed below are several items that may influence your satisfaction with DSD's Site and Subdivision Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=52

	Q35. What best describes you					Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	

Q22c. The technical competence of inspection staff

Very Satisfied	0.0%	0.0%	6.7%	0.0%	25.0%	3.9%
Satisfied	66.7%	66.7%	33.3%	54.5%	50.0%	52.9%
Neutral	16.7%	0.0%	26.7%	18.2%	25.0%	19.6%
Dissatisfied	5.6%	33.3%	13.3%	9.1%	0.0%	9.8%
Very Dissatisfied	11.1%	0.0%	20.0%	18.2%	0.0%	13.7%

Q22d. Inspection services are completed by the date promised

Very Satisfied	0.0%	0.0%	6.7%	0.0%	25.0%	3.9%
Satisfied	41.2%	33.3%	33.3%	33.3%	50.0%	37.3%
Neutral	17.6%	0.0%	33.3%	33.3%	25.0%	25.5%
Dissatisfied	23.5%	33.3%	13.3%	0.0%	0.0%	13.7%
Very Dissatisfied	17.6%	33.3%	13.3%	33.3%	0.0%	19.6%

Q22. Listed below are several items that may influence your satisfaction with DSD's Site and Subdivision Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=52

	Q35. What best describes you					Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	

Q22e. Inspectors provide excellent customer service

Very Satisfied	0.0%	0.0%	6.7%	16.7%	25.0%	7.7%
Satisfied	27.8%	0.0%	20.0%	25.0%	50.0%	25.0%
Neutral	50.0%	66.7%	46.7%	8.3%	25.0%	38.5%
Dissatisfied	0.0%	0.0%	6.7%	8.3%	0.0%	3.8%
Very Dissatisfied	22.2%	33.3%	20.0%	41.7%	0.0%	25.0%

Q22f. Inspectors are easily accessible when assistance is needed to resolve problems

Very Satisfied	0.0%	0.0%	7.1%	8.3%	0.0%	4.0%
Satisfied	33.3%	0.0%	28.6%	25.0%	66.7%	30.0%
Neutral	38.9%	33.3%	28.6%	16.7%	33.3%	30.0%
Dissatisfied	16.7%	33.3%	7.1%	8.3%	0.0%	12.0%
Very Dissatisfied	11.1%	33.3%	28.6%	41.7%	0.0%	24.0%

Q22. Listed below are several items that may influence your satisfaction with DSD's Site and Subdivision Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=52

	Q35. What best describes you					Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	

Q22g. I understand the Site and Subdivision Inspection processes

Very Satisfied	23.5%	33.3%	20.0%	27.3%	0.0%	22.4%
Satisfied	52.9%	66.7%	33.3%	45.5%	66.7%	46.9%
Neutral	11.8%	0.0%	20.0%	18.2%	33.3%	16.3%
Dissatisfied	0.0%	0.0%	13.3%	0.0%	0.0%	4.1%
Very Dissatisfied	11.8%	0.0%	13.3%	9.1%	0.0%	10.2%

Q22h. Codes & policies are applied by inspection staff in a fair & practical manner

Very Satisfied	0.0%	0.0%	6.7%	0.0%	25.0%	3.9%
Satisfied	50.0%	33.3%	26.7%	27.3%	50.0%	37.3%
Neutral	27.8%	33.3%	20.0%	36.4%	25.0%	27.5%
Dissatisfied	5.6%	33.3%	20.0%	18.2%	0.0%	13.7%
Very Dissatisfied	16.7%	0.0%	26.7%	18.2%	0.0%	17.6%

Q22. Listed below are several items that may influence your satisfaction with DSD's Site and Subdivision Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=52

	Q35. What best describes you					Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	

Q22i. Inspection staff anticipates obstacles & provides options when they are available

Very Satisfied	0.0%	0.0%	6.7%	0.0%	0.0%	2.0%
Satisfied	33.3%	0.0%	13.3%	18.2%	66.7%	24.0%
Neutral	22.2%	33.3%	33.3%	27.3%	0.0%	26.0%
Dissatisfied	22.2%	0.0%	20.0%	18.2%	33.3%	20.0%
Very Dissatisfied	22.2%	66.7%	26.7%	36.4%	0.0%	28.0%

Q22j. Inspections are not delayed over minor issues

Very Satisfied	0.0%	0.0%	6.7%	0.0%	25.0%	3.9%
Satisfied	33.3%	0.0%	6.7%	9.1%	50.0%	19.6%
Neutral	5.6%	0.0%	40.0%	9.1%	0.0%	15.7%
Dissatisfied	33.3%	100.0%	20.0%	27.3%	25.0%	31.4%
Very Dissatisfied	27.8%	0.0%	26.7%	54.5%	0.0%	29.4%

Q22. Listed below are several items that may influence your satisfaction with DSD's Site and Subdivision Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=52

	Q35. What best describes you					Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	

Q22k. Inspection requirements are reasonable & justified

Very Satisfied	0.0%	0.0%	7.1%	0.0%	25.0%	4.0%
Satisfied	27.8%	0.0%	14.3%	18.2%	50.0%	22.0%
Neutral	27.8%	100.0%	35.7%	27.3%	0.0%	32.0%
Dissatisfied	16.7%	0.0%	28.6%	27.3%	0.0%	20.0%
Very Dissatisfied	27.8%	0.0%	14.3%	27.3%	25.0%	22.0%

Q22l. Inspectors rarely find errors in the field, during Construction, that should have been caught during the plan review process

Very Satisfied	11.8%	0.0%	6.7%	0.0%	0.0%	6.1%
Satisfied	23.5%	0.0%	13.3%	18.2%	66.7%	20.4%
Neutral	23.5%	66.7%	13.3%	27.3%	0.0%	22.4%
Dissatisfied	23.5%	0.0%	40.0%	0.0%	0.0%	20.4%
Very Dissatisfied	17.6%	33.3%	26.7%	54.5%	33.3%	30.6%

Q23. Have you received Environmental inspections in the past year?

N=573

	<u>Q35. What best describes you</u>						<u>Total</u>
	<u>Licensed Design Professional</u>	<u>Applicant Agent</u>	<u>Developer/ Owner</u>	<u>Contractor/ Builder</u>	<u>Citizen</u>	<u>Other</u>	
<u>Q23. Have you received Environmental inspections in past year</u>							
Yes	25.0%	13.8%	17.6%	8.9%	3.4%	8.6%	11.7%
No	75.0%	86.2%	82.4%	91.1%	96.6%	91.4%	88.3%

Q24. Listed below are several items that may influence your satisfaction with DSD's Environmental Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=67	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q24a. Length of time the inspection process takes to complete</u>							
Very Satisfied	12.5%	25.0%	15.8%	19.0%	0.0%	0.0%	15.2%
Satisfied	50.0%	50.0%	31.6%	42.9%	66.7%	33.3%	42.4%
Neutral	18.8%	0.0%	21.1%	9.5%	0.0%	33.3%	15.2%
Dissatisfied	6.3%	25.0%	10.5%	4.8%	33.3%	0.0%	9.1%
Very Dissatisfied	12.5%	0.0%	21.1%	23.8%	0.0%	33.3%	18.2%
<u>Q24b. How easy the inspection process is to complete</u>							
Very Satisfied	12.5%	0.0%	5.3%	9.5%	0.0%	0.0%	7.6%
Satisfied	50.0%	75.0%	31.6%	52.4%	33.3%	33.3%	45.5%
Neutral	12.5%	0.0%	15.8%	9.5%	0.0%	33.3%	12.1%
Dissatisfied	12.5%	25.0%	26.3%	0.0%	66.7%	0.0%	15.2%
Very Dissatisfied	12.5%	0.0%	21.1%	28.6%	0.0%	33.3%	19.7%

Q24. Listed below are several items that may influence your satisfaction with DSD's Environmental Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=67	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q24c. The technical competence of inspection staff</u>							
Very Satisfied	18.8%	50.0%	21.1%	19.0%	0.0%	0.0%	19.7%
Satisfied	50.0%	50.0%	26.3%	42.9%	33.3%	66.7%	40.9%
Neutral	25.0%	0.0%	10.5%	28.6%	33.3%	33.3%	21.2%
Dissatisfied	0.0%	0.0%	26.3%	0.0%	33.3%	0.0%	9.1%
Very Dissatisfied	6.3%	0.0%	15.8%	9.5%	0.0%	0.0%	9.1%
<u>Q24d. Inspection services are completed by the date promised</u>							
Very Satisfied	18.8%	0.0%	15.8%	14.3%	0.0%	0.0%	13.8%
Satisfied	56.3%	100.0%	26.3%	38.1%	33.3%	50.0%	43.1%
Neutral	12.5%	0.0%	26.3%	28.6%	33.3%	0.0%	21.5%
Dissatisfied	6.3%	0.0%	15.8%	0.0%	33.3%	0.0%	7.7%
Very Dissatisfied	6.3%	0.0%	15.8%	19.0%	0.0%	50.0%	13.8%

Q24. Listed below are several items that may influence your satisfaction with DSD's Environmental Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=67

	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	

Q24e. Inspectors provide excellent customer service

Very Satisfied	18.8%	0.0%	10.5%	20.0%	0.0%	0.0%	13.8%
Satisfied	31.3%	100.0%	26.3%	30.0%	33.3%	66.7%	35.4%
Neutral	31.3%	0.0%	31.6%	25.0%	33.3%	0.0%	26.2%
Dissatisfied	6.3%	0.0%	15.8%	0.0%	33.3%	0.0%	7.7%
Very Dissatisfied	12.5%	0.0%	15.8%	25.0%	0.0%	33.3%	16.9%

Q24f. Inspectors are easily accessible when assistance is needed to resolve problems

Very Satisfied	6.3%	25.0%	11.1%	30.0%	0.0%	0.0%	15.6%
Satisfied	43.8%	50.0%	33.3%	20.0%	33.3%	66.7%	34.4%
Neutral	31.3%	0.0%	22.2%	25.0%	33.3%	0.0%	23.4%
Dissatisfied	12.5%	25.0%	27.8%	10.0%	33.3%	0.0%	17.2%
Very Dissatisfied	6.3%	0.0%	5.6%	15.0%	0.0%	33.3%	9.4%

Q24. Listed below are several items that may influence your satisfaction with DSD's Environmental Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=67	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q24g. I understand the Environmental Inspection processes</u>							
Very Satisfied	20.0%	50.0%	47.4%	14.3%	0.0%	0.0%	26.2%
Satisfied	53.3%	50.0%	21.1%	42.9%	33.3%	66.7%	40.0%
Neutral	6.7%	0.0%	10.5%	14.3%	33.3%	0.0%	10.8%
Dissatisfied	13.3%	0.0%	15.8%	9.5%	33.3%	0.0%	12.3%
Very Dissatisfied	6.7%	0.0%	5.3%	19.0%	0.0%	33.3%	10.8%
<u>Q24h. Codes & policies are applied by inspection staff in a fair & practical manner</u>							
Very Satisfied	6.3%	0.0%	10.5%	9.5%	0.0%	0.0%	7.7%
Satisfied	50.0%	50.0%	31.6%	33.3%	0.0%	66.7%	38.5%
Neutral	18.8%	25.0%	15.8%	28.6%	50.0%	0.0%	21.5%
Dissatisfied	12.5%	25.0%	31.6%	4.8%	50.0%	0.0%	16.9%
Very Dissatisfied	12.5%	0.0%	10.5%	23.8%	0.0%	33.3%	15.4%

Q24. Listed below are several items that may influence your satisfaction with DSD's Environmental Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=67	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q24i. Inspection staff anticipates obstacles & provides options when they are available</u>							
Very Satisfied	6.3%	0.0%	10.5%	20.0%	0.0%	0.0%	10.9%
Satisfied	43.8%	50.0%	15.8%	20.0%	0.0%	33.3%	26.6%
Neutral	25.0%	25.0%	31.6%	30.0%	50.0%	33.3%	29.7%
Dissatisfied	12.5%	25.0%	26.3%	10.0%	50.0%	0.0%	17.2%
Very Dissatisfied	12.5%	0.0%	15.8%	20.0%	0.0%	33.3%	15.6%
<u>Q24j. Inspections are not delayed over minor issues</u>							
Very Satisfied	6.3%	0.0%	5.6%	5.3%	0.0%	0.0%	4.9%
Satisfied	43.8%	75.0%	22.2%	31.6%	0.0%	50.0%	34.4%
Neutral	12.5%	0.0%	22.2%	21.1%	0.0%	0.0%	16.4%
Dissatisfied	18.8%	25.0%	33.3%	15.8%	100.0%	0.0%	24.6%
Very Dissatisfied	18.8%	0.0%	16.7%	26.3%	0.0%	50.0%	19.7%

Q24. Listed below are several items that may influence your satisfaction with DSD's Environmental Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=67

	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	

Q24k. Inspection requirements are reasonable & justified

Very Satisfied	6.3%	0.0%	0.0%	5.0%	0.0%	0.0%	3.1%
Satisfied	50.0%	75.0%	31.6%	35.0%	0.0%	66.7%	40.0%
Neutral	25.0%	25.0%	15.8%	10.0%	66.7%	0.0%	18.5%
Dissatisfied	6.3%	0.0%	36.8%	20.0%	33.3%	0.0%	20.0%
Very Dissatisfied	12.5%	0.0%	15.8%	30.0%	0.0%	33.3%	18.5%

Q24l. Inspectors rarely find errors in the field, during Construction, that should have been caught during the plan review process

Very Satisfied	13.3%	0.0%	0.0%	5.0%	0.0%	0.0%	4.8%
Satisfied	33.3%	75.0%	31.6%	20.0%	0.0%	33.3%	30.2%
Neutral	26.7%	25.0%	36.8%	35.0%	50.0%	33.3%	33.3%
Dissatisfied	6.7%	0.0%	21.1%	10.0%	50.0%	0.0%	12.7%
Very Dissatisfied	20.0%	0.0%	10.5%	30.0%	0.0%	33.3%	19.0%

Q25. Overall, how satisfied are you with the services provided by DSD's Inspection Divisions? (without "don't know")

N=573

	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q25. How satisfied are you with DSD's Inspection Divisions</u>							
Very Satisfied	6.5%	7.1%	11.9%	10.0%	22.4%	15.6%	12.1%
Satisfied	46.8%	53.6%	21.8%	41.0%	29.4%	31.3%	36.4%
Neutral	29.0%	28.6%	13.9%	21.3%	17.6%	25.0%	20.8%
Dissatisfied	9.7%	10.7%	34.7%	14.6%	11.8%	15.6%	17.2%
Very Dissatisfied	8.1%	0.0%	17.8%	13.0%	18.8%	12.5%	13.5%

Q27. Have you received any Online Services during the past two years?

N=1133

	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q27. Have you received any Online Services during past year</u>							
Yes	7.8%	27.7%	13.4%	32.2%	8.2%	9.8%	17.0%
No	92.2%	72.3%	86.6%	67.8%	91.8%	90.2%	83.0%

Q28. If you have used any of our Online Services, please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=193	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q28a. Length of time the process takes to complete</u>							
Very Satisfied	15.4%	16.7%	8.3%	24.2%	13.0%	20.0%	19.3%
Satisfied	23.1%	72.2%	41.7%	48.5%	43.5%	60.0%	48.1%
Neutral	15.4%	5.6%	16.7%	18.2%	21.7%	10.0%	16.6%
Dissatisfied	38.5%	5.6%	16.7%	5.1%	13.0%	10.0%	10.2%
Very Dissatisfied	7.7%	0.0%	16.7%	4.0%	8.7%	0.0%	5.9%
<u>Q28b. How easy the process is to complete</u>							
Very Satisfied	18.2%	16.7%	4.5%	23.7%	17.4%	20.0%	19.3%
Satisfied	27.3%	55.6%	40.9%	39.2%	30.4%	50.0%	39.8%
Neutral	36.4%	22.2%	18.2%	18.6%	21.7%	10.0%	19.9%
Dissatisfied	18.2%	5.6%	18.2%	12.4%	13.0%	10.0%	12.7%
Very Dissatisfied	0.0%	0.0%	18.2%	6.2%	17.4%	10.0%	8.3%

Q29. Have you received services from the Service Center (previously known as the Permit Center) during the past two years?

N=1133

Q35. What best describes you							Total
Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other		

Q29. Have you received services from the Service Center during past year

Yes	42.8%	75.4%	44.1%	71.3%	32.3%	32.4%	49.2%
No	57.2%	24.6%	55.9%	28.8%	67.7%	67.6%	50.8%

Q30. Listed below are several items that may influence your satisfaction with DSD's Service Center. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=558	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q30a. Length of time the process takes to complete</u>							
Very Satisfied	14.5%	22.4%	9.9%	14.3%	15.1%	24.2%	15.1%
Satisfied	27.5%	30.6%	25.9%	38.4%	23.3%	21.2%	31.0%
Neutral	20.3%	10.2%	21.0%	15.6%	19.8%	21.2%	17.5%
Dissatisfied	14.5%	22.4%	22.2%	15.6%	14.0%	21.2%	17.2%
Very Dissatisfied	23.2%	14.3%	21.0%	16.1%	27.9%	12.1%	19.2%
<u>Q30b. How easy the process is to complete</u>							
Very Satisfied	17.1%	22.9%	9.9%	16.1%	12.8%	24.2%	15.9%
Satisfied	28.6%	37.5%	22.2%	40.6%	26.7%	21.2%	32.7%
Neutral	28.6%	14.6%	23.5%	11.6%	18.6%	12.1%	17.0%
Dissatisfied	12.9%	14.6%	22.2%	18.8%	14.0%	21.2%	17.5%
Very Dissatisfied	12.9%	10.4%	22.2%	12.9%	27.9%	21.2%	17.0%

Q30. Listed below are several items that may influence your satisfaction with DSD's Service Center. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=558

	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q30c. The technical competence of staff</u>							
Very Satisfied	17.1%	28.6%	11.5%	22.4%	18.8%	22.6%	20.1%
Satisfied	40.0%	34.7%	37.2%	41.6%	31.8%	38.7%	38.3%
Neutral	22.9%	22.4%	28.2%	21.0%	21.2%	19.4%	22.4%
Dissatisfied	12.9%	10.2%	10.3%	10.0%	10.6%	12.9%	10.7%
Very Dissatisfied	7.1%	4.1%	12.8%	5.0%	17.6%	6.5%	8.5%
<u>Q30d. How easy it is to contact staff</u>							
Very Satisfied	13.4%	16.7%	11.4%	13.4%	16.5%	15.6%	14.0%
Satisfied	20.9%	29.2%	16.5%	25.3%	21.2%	34.4%	23.7%
Neutral	29.9%	16.7%	25.3%	21.2%	23.5%	15.6%	22.5%
Dissatisfied	14.9%	16.7%	19.0%	18.4%	20.0%	12.5%	17.8%
Very Dissatisfied	20.9%	20.8%	27.8%	21.7%	18.8%	21.9%	22.0%

Q30. Listed below are several items that may influence your satisfaction with DSD's Service Center. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=558

	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q30e. How responsive staff is to your needs</u>							
Very Satisfied	17.6%	28.6%	11.1%	19.5%	20.2%	15.2%	18.7%
Satisfied	38.2%	24.5%	34.6%	32.6%	25.0%	45.5%	32.5%
Neutral	20.6%	24.5%	12.3%	19.9%	21.4%	12.1%	19.0%
Dissatisfied	11.8%	14.3%	23.5%	12.7%	20.2%	9.1%	15.3%
Very Dissatisfied	11.8%	8.2%	18.5%	15.4%	13.1%	18.2%	14.6%
<u>Q30f. How fairly you are treated by staff</u>							
Very Satisfied	31.9%	34.7%	13.8%	26.9%	22.4%	31.3%	25.8%
Satisfied	40.6%	32.7%	37.5%	42.9%	34.1%	40.6%	39.3%
Neutral	15.9%	26.5%	25.0%	17.8%	27.1%	9.4%	20.4%
Dissatisfied	5.8%	2.0%	12.5%	4.6%	4.7%	3.1%	5.6%
Very Dissatisfied	5.8%	4.1%	11.3%	7.8%	11.8%	15.6%	8.8%

Q30. Listed below are several items that may influence your satisfaction with DSD's Service Center. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=558	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q30g. Staff anticipates obstacles & provides options when they are available</u>							
Very Satisfied	18.5%	25.5%	6.3%	17.7%	18.4%	21.9%	17.1%
Satisfied	23.1%	31.9%	30.0%	31.2%	19.7%	28.1%	28.2%
Neutral	33.8%	23.4%	23.8%	26.5%	28.9%	18.8%	26.6%
Dissatisfied	9.2%	8.5%	23.8%	12.1%	14.5%	12.5%	13.6%
Very Dissatisfied	15.4%	10.6%	16.3%	12.6%	18.4%	18.8%	14.6%
<u>Q30h. The processing of my projects are not delayed over minor issues</u>							
Very Satisfied	13.6%	22.4%	10.7%	15.3%	16.3%	20.0%	15.5%
Satisfied	30.3%	26.5%	28.0%	31.0%	25.0%	16.7%	28.3%
Neutral	27.3%	22.4%	17.3%	19.9%	15.0%	33.3%	20.7%
Dissatisfied	13.6%	18.4%	16.0%	16.7%	18.8%	13.3%	16.5%
Very Dissatisfied	15.2%	10.2%	28.0%	17.1%	25.0%	16.7%	19.0%

Q30. Listed below are several items that may influence your satisfaction with DSD's Service Center. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=558

	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q30i. How consistently standards are applied by staff</u>							
Very Satisfied	17.6%	28.6%	7.9%	16.7%	18.9%	20.7%	17.2%
Satisfied	29.4%	26.5%	28.9%	37.1%	29.7%	20.7%	31.8%
Neutral	29.4%	30.6%	23.7%	22.4%	21.6%	31.0%	24.7%
Dissatisfied	10.3%	10.2%	18.4%	11.4%	6.8%	17.2%	11.9%
Very Dissatisfied	13.2%	4.1%	21.1%	12.4%	23.0%	10.3%	14.4%

Q31. Have you received services from the Development Assistance Center during the past two years?

N=1133

Q35. What best describes you							Total
Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other		

Q31. Have you received walk-in consultation services from Development Assistance Center during past year

Yes	54.8%	61.5%	38.7%	39.1%	20.1%	21.6%	36.1%
No	45.2%	38.5%	61.3%	60.9%	79.9%	78.4%	63.9%

Q32. Listed below are several items that may influence your satisfaction with the walk-in consultation services provided by DSD's Development Assistance Center. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=409	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q32a. Length of time the process takes to complete</u>							
Very Satisfied	11.1%	30.8%	17.4%	19.7%	16.1%	13.6%	17.6%
Satisfied	40.0%	33.3%	40.6%	34.4%	33.9%	40.9%	36.9%
Neutral	20.0%	12.8%	20.3%	15.6%	10.7%	18.2%	16.6%
Dissatisfied	17.8%	15.4%	4.3%	14.8%	14.3%	18.2%	13.8%
Very Dissatisfied	11.1%	7.7%	17.4%	15.6%	25.0%	9.1%	15.1%
<u>Q32b. How easy the process is to complete</u>							
Very Satisfied	16.7%	35.9%	18.8%	18.9%	17.9%	13.6%	19.6%
Satisfied	37.8%	30.8%	37.7%	33.6%	26.8%	36.4%	34.2%
Neutral	16.7%	20.5%	17.4%	19.7%	16.1%	22.7%	18.3%
Dissatisfied	22.2%	7.7%	8.7%	14.8%	10.7%	18.2%	14.3%
Very Dissatisfied	6.7%	5.1%	17.4%	13.1%	28.6%	9.1%	13.6%

Q32. Listed below are several items that may influence your satisfaction with the walk-in consultation services provided by DSD's Development Assistance Center. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=409

	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	

Q32c. The technical competence of staff

Very Satisfied	18.9%	35.9%	20.3%	24.6%	23.2%	25.0%	23.5%
Satisfied	33.3%	38.5%	42.0%	38.5%	33.9%	60.0%	38.4%
Neutral	21.1%	23.1%	21.7%	15.6%	14.3%	5.0%	17.9%
Dissatisfied	17.8%	2.6%	8.7%	10.7%	1.8%	5.0%	9.6%
Very Dissatisfied	8.9%	0.0%	7.2%	10.7%	26.8%	5.0%	10.6%

Q32d. How easy it is to contact staff

Very Satisfied	13.3%	28.9%	20.3%	19.0%	21.4%	13.6%	18.9%
Satisfied	24.4%	26.3%	26.1%	27.3%	25.0%	45.5%	27.0%
Neutral	21.1%	18.4%	17.4%	17.4%	16.1%	9.1%	17.7%
Dissatisfied	22.2%	15.8%	11.6%	16.5%	14.3%	13.6%	16.4%
Very Dissatisfied	18.9%	10.5%	24.6%	19.8%	23.2%	18.2%	19.9%

Q32. Listed below are several items that may influence your satisfaction with the walk-in consultation services provided by DSD's Development Assistance Center. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=409

Q35. What best describes you						Total
Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	

Q32e. How responsive staff is to your needs

Very Satisfied	17.6%	38.5%	19.1%	22.0%	25.0%	13.6%	22.1%
Satisfied	26.4%	25.6%	30.9%	35.0%	28.6%	45.5%	31.1%
Neutral	25.3%	23.1%	23.5%	15.4%	12.5%	13.6%	19.3%
Dissatisfied	15.4%	7.7%	16.2%	14.6%	10.7%	9.1%	13.5%
Very Dissatisfied	15.4%	5.1%	10.3%	13.0%	23.2%	18.2%	14.0%

Q32f. How fairly you are treated by staff

Very Satisfied	22.0%	43.6%	23.5%	27.3%	26.3%	15.0%	26.3%
Satisfied	39.6%	33.3%	38.2%	39.7%	31.6%	50.0%	38.1%
Neutral	19.8%	20.5%	23.5%	17.4%	14.0%	25.0%	19.2%
Dissatisfied	11.0%	2.6%	5.9%	7.4%	5.3%	5.0%	7.1%
Very Dissatisfied	7.7%	0.0%	8.8%	8.3%	22.8%	5.0%	9.3%

Q32. Listed below are several items that may influence your satisfaction with the walk-in consultation services provided by DSD's Development Assistance Center. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=409

Q35. What best describes you							Total
Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other		

Q32g. Staff anticipates obstacles & provides options when they are available

Very Satisfied	14.4%	41.0%	22.4%	20.0%	20.0%	22.7%	21.4%
Satisfied	32.2%	25.6%	19.4%	38.3%	14.5%	36.4%	29.0%
Neutral	24.4%	17.9%	29.9%	17.5%	29.1%	18.2%	22.9%
Dissatisfied	11.1%	10.3%	11.9%	7.5%	7.3%	9.1%	9.4%
Very Dissatisfied	17.8%	5.1%	16.4%	16.7%	29.1%	13.6%	17.3%

Q32h. The processing of my projects are not delayed over minor issues

Very Satisfied	13.8%	35.1%	16.9%	16.9%	18.2%	10.0%	17.8%
Satisfied	25.3%	21.6%	21.5%	33.1%	10.9%	35.0%	25.1%
Neutral	25.3%	24.3%	27.7%	16.1%	21.8%	25.0%	22.3%
Dissatisfied	19.5%	16.2%	13.8%	12.7%	16.4%	20.0%	15.7%
Very Dissatisfied	16.1%	2.7%	20.0%	21.2%	32.7%	10.0%	19.1%

Q32. Listed below are several items that may influence your satisfaction with the walk-in consultation services provided by DSD's Development Assistance Center. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=409

	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	
<u>Q32i. How consistently standards are applied by staff</u>							
Very Satisfied	14.0%	34.2%	19.4%	19.8%	19.2%	5.3%	19.0%
Satisfied	29.1%	31.6%	22.4%	33.6%	15.4%	47.4%	28.6%
Neutral	20.9%	21.1%	28.4%	19.8%	25.0%	31.6%	23.0%
Dissatisfied	16.3%	10.5%	14.9%	9.5%	13.5%	0.0%	12.2%
Very Dissatisfied	19.8%	2.6%	14.9%	17.2%	26.9%	15.8%	17.2%

Q33. How satisfied are you with your understanding of how DSD is structured and the role that external City departments have in the review and permitting process? (without "don't know")

N=1133

Q35. What best describes you							Total
Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other		

Q33. How satisfied are you with your understanding of how DSD is structured & the role that external City departments have in the review & permitting process

Very Satisfied	4.6%	15.8%	6.4%	6.9%	4.4%	8.2%	6.5%
Satisfied	19.0%	33.3%	18.7%	26.6%	20.4%	20.5%	22.6%
Neutral	29.4%	29.8%	26.3%	38.1%	34.0%	31.5%	32.7%
Dissatisfied	26.1%	12.3%	24.6%	16.6%	22.8%	24.7%	21.3%
Very Dissatisfied	20.9%	8.8%	24.0%	11.8%	18.4%	15.1%	17.0%

Q34. Using a scale of 1 to 5, where 5 means "Much Better" and 1 means "Much Worse," how does the Development Services Department's review and permitting process compare to the following jurisdictions? (without "don't know")

N=1133

	Q35. What best describes you						Total
	Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other	

Q34a. Travis County

Much better	3.4%	10.5%	4.1%	4.6%	8.8%	14.3%	5.8%
Better	10.3%	15.8%	9.6%	15.7%	11.8%	10.7%	12.8%
About the same	23.0%	34.2%	15.1%	28.1%	20.6%	21.4%	24.2%
Worse	36.8%	23.7%	35.6%	22.9%	20.6%	35.7%	28.8%
Much worse	26.4%	15.8%	35.6%	28.8%	38.2%	17.9%	28.3%

Q34b. City of San Antonio

Much better	3.5%	5.0%	6.5%	10.0%	0.0%	14.3%	7.1%
Better	7.0%	0.0%	6.5%	12.0%	5.9%	14.3%	8.7%
About the same	12.3%	10.0%	2.2%	18.0%	0.0%	28.6%	12.6%
Worse	19.3%	45.0%	28.3%	29.0%	35.3%	14.3%	27.6%
Much worse	57.9%	40.0%	56.5%	31.0%	58.8%	28.6%	44.1%

Q34. Using a scale of 1 to 5, where 5 means "Much Better" and 1 means "Much Worse," how does the Development Services Department's review and permitting process compare to the following jurisdictions? (without "don't know")

N=1133

Q35. What best describes you							Total
Licensed Design Professional	Applicant Agent	Developer/ Owner	Contractor/ Builder	Citizen	Other		

Q34c. City of Round Rock

Much better	2.7%	3.4%	7.8%	6.6%	5.9%	5.6%	5.5%
Better	4.1%	10.3%	3.9%	17.5%	11.8%	16.7%	11.3%
About the same	8.1%	20.7%	3.9%	20.4%	0.0%	16.7%	13.8%
Worse	36.5%	31.0%	17.6%	23.4%	23.5%	33.3%	26.7%
Much worse	48.6%	34.5%	66.7%	32.1%	58.8%	27.8%	42.6%

Section 5

Survey Instrument



August 2016

Dear Development Services Customer:

The City of Austin Development Services Department appreciates your input on the enclosed survey that will help us identify ways to improve the services we provide to you.

This is the first year of what will be an annual poll which will gauge how we can continue to provide excellent customer service to the community. Every question is important, so thank you in advance for the interest and time you take on the survey.

We have selected ETC Institute as our independent partner for administering the survey. They will present the results to the Development Services Department. Please note, you may complete the survey anonymously; however, the information you are providing may become subject to a disclosure request under the Texas Public Information Act.

Please complete your survey sometime during the next week.

We value your feedback and collaboration as we work to improve our program and services.

Sincerely,

Rodney Gonzales
Director, Development Services Department



City of Austin Development Services Department Annual Poll

Please take a few minutes to complete this survey. Your input is important and will help the Development Services Department (DSD) continue efforts to improve the quality of programs and services. When completing this survey, 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

Q1. Have you interacted with the DSD’s Plan Review Process during the past year?

- (1) Yes (Answer Q2)
- (2) No (Skip to Q13)

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

- (1) Yes (Answer Q3)
- (2) No (Skip to Q4)

Q3. Listed below are several items that may influence your satisfaction with DSD’s Residential Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied.”

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) Length of time the review process takes to complete	5.....	4.....	3.....	2.....	1.....	9
(B) How easy the review process is to complete	5.....	4.....	3.....	2.....	1.....	9
(C) The technical competence of review staff	5.....	4.....	3.....	2.....	1.....	9
(D) Review services are completed by the date promised	5.....	4.....	3.....	2.....	1.....	9
(E) The review staff provides excellent customer service	5.....	4.....	3.....	2.....	1.....	9
(F) Review staff is easily accessible when assistance is needed to resolve problems	5.....	4.....	3.....	2.....	1.....	9
(G) I understand the department’s structure and roles in the department	5.....	4.....	3.....	2.....	1.....	9
(H) I understand residential plan review processes	5.....	4.....	3.....	2.....	1.....	9
(I) Codes and policies are applied by review staff in a fair and practical manner	5.....	4.....	3.....	2.....	1.....	9
(J) Review staff anticipates obstacles and provides options when they are available	5.....	4.....	3.....	2.....	1.....	9
(K) The review process of my projects is not delayed over minor issues	5.....	4.....	3.....	2.....	1.....	9
(L) The plan review comments applied to my project are reasonable and justified	5.....	4.....	3.....	2.....	1.....	9



Q4. Have you received services from the Commercial Plan Review division during the past year?

- (1) Yes (answer Q5)
- (2) No (skip to Q6)

Q5. Listed below are several items that may influence your satisfaction with DSD's Commercial Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) Length of time the review process takes to complete	5	4	3	2	1	9
(B) How easy the review process is to complete	5	4	3	2	1	9
(C) The technical competence of review staff	5	4	3	2	1	9
(D) Review services are completed by the date promised	5	4	3	2	1	9
(E) The review staff provides excellent customer service	5	4	3	2	1	9
(F) Review staff is easily accessible when assistance is needed to resolve problems	5	4	3	2	1	9
(G) I understand the department's structure and roles in the department	5	4	3	2	1	9
(H) I understand commercial plan review processes	5	4	3	2	1	9
(I) Codes and policies are applied by review staff in a fair and practical manner	5	4	3	2	1	9
(J) Review staff anticipates obstacles and provides options when they are available	5	4	3	2	1	9
(K) The review process of my projects is not delayed over minor issues	5	4	3	2	1	9
(L) The plan review comments applied to my project are reasonable and justified	5	4	3	2	1	9

Q6. Have you received services from the Tree Ordinance Review division during the past year?

- (1) Yes (answer Q7)
- (2) No (skip to Q8)

Q7. Listed below are several items that may influence your satisfaction with DSD's staff and the Tree Ordinance Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) Length of time the review process takes to complete	5	4	3	2	1	9
(B) How easy the review process is to complete	5	4	3	2	1	9
(C) The technical competence of review staff	5	4	3	2	1	9
(D) Review services are completed by the date promised	5	4	3	2	1	9
(E) The review staff provides excellent customer service	5	4	3	2	1	9
(F) Review staff is easily accessible when assistance is needed to resolve problems	5	4	3	2	1	9
(G) I understand the department's structure and roles in the department	5	4	3	2	1	9
(H) I understand the tree permit review process	5	4	3	2	1	9
(I) Codes and policies are applied by review staff in a fair and practical manner	5	4	3	2	1	9
(J) Review staff anticipates obstacles and provides options when they are available	5	4	3	2	1	9
(K) The review process of my projects is not delayed over minor issues	5	4	3	2	1	9
(L) The plan review comments applied to my project are reasonable and justified	5	4	3	2	1	9



Q8. Have you received services from the **Site Plan Review division during the past year?**

- (1) Yes (Answer Q9)
- (2) No (Skip to Q10)

Q9. Listed below are several items that may influence your satisfaction with the DSD's staff and **Site Plan Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) Length of time the review process takes to complete	5	4	3	2	1	9
(B) How easy the review process is to complete	5	4	3	2	1	9
(C) The technical competence of review staff	5	4	3	2	1	9
(D) Review services are completed by the date promised	5	4	3	2	1	9
(E) The review staff provides excellent customer service	5	4	3	2	1	9
(F) Review staff is easily accessible when assistance is needed to resolve problems	5	4	3	2	1	9
(G) I understand the department's structure and roles in the department	5	4	3	2	1	9
(H) I understand site plan review processes	5	4	3	2	1	9
(I) Codes and policies are applied by review staff in a fair and practical manner	5	4	3	2	1	9
(J) Review staff anticipates obstacles and provides options when they are available	5	4	3	2	1	9
(K) The review process of my projects is not delayed over minor issues	5	4	3	2	1	9
(L) The plan review comments applied to my project are reasonable and justified	5	4	3	2	1	9

Q10. Have you received services from the **Subdivision Review division during the past year?**

- (1) Yes (Answer Q11)
- (2) No (Skip to Q12)

Q11. Listed below are several items that may influence your satisfaction with DSD's staff and **Subdivision Review process. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) Length of time the review process takes to complete	5	4	3	2	1	9
(B) How easy the review process is to complete	5	4	3	2	1	9
(C) The technical competence of review staff	5	4	3	2	1	9
(D) Review services are completed by the date promised	5	4	3	2	1	9
(E) The review staff provides excellent customer service	5	4	3	2	1	9
(F) Review staff is easily accessible when assistance is needed to resolve problems	5	4	3	2	1	9
(G) I understand the department's structure and roles in the department	5	4	3	2	1	9
(H) I understand subdivision review processes	5	4	3	2	1	9
(I) Codes and policies are applied by review staff in a fair and practical manner	5	4	3	2	1	9
(J) Review staff anticipates obstacles and provides options when they are available	5	4	3	2	1	9
(K) The review process of my projects is not delayed over minor issues	5	4	3	2	1	9
(L) The plan review comments applied to my project are reasonable and justified	5	4	3	2	1	9



Q12. Overall, how satisfied are you with the DSD's Plan Review Process?

- (1) Very satisfied
- (2) Satisfied
- (3) Neutral
- (4) Dissatisfied
- (5) Very dissatisfied
- (9) Don't know

Q13. What aspects of the Plan Review process cause you the most difficulty and/or what changes would you suggest to improve the development process?

INSPECTIONS

Q14. Have you interacted with DSD's Inspection Divisions during the past year?

- (1) Yes (Go to Q14)
- (2) No (Skip to Q25)

Q15. Have you received Residential inspections in the past year?

- (1) Yes (Answer Q15)
- (2) No (Skip to Q16)

Q16. Listed below are several items that may influence your satisfaction with DSD's Residential Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) Length of time an inspection process takes to complete.....	5.....	4.....	3.....	2.....	1.....	9
(B) How easy the inspection process is to complete	5.....	4.....	3.....	2.....	1.....	9
(C) The technical competence of inspection staff	5.....	4.....	3.....	2.....	1.....	9
(D) Inspections are completed by the date promised	5.....	4.....	3.....	2.....	1.....	9
(E) Inspectors provide excellent customer service	5.....	4.....	3.....	2.....	1.....	9
(F) Inspectors are easily accessible when assistance is needed to resolve problems	5.....	4.....	3.....	2.....	1.....	9
(G) I understand the department's structure and roles in the department	5.....	4.....	3.....	2.....	1.....	9
(H) I understand the residential inspection processes	5.....	4.....	3.....	2.....	1.....	9
(I) Codes and policies are applied by inspection staff in a fair and practical manner	5.....	4.....	3.....	2.....	1.....	9
(J) Inspections staff anticipates obstacles and provides options when they are available	5.....	4.....	3.....	2.....	1.....	9
(K) Inspections are not delayed over minor issues	5.....	4.....	3.....	2.....	1.....	9
(L) Inspection requirements are reasonable and justified	5.....	4.....	3.....	2.....	1.....	9
(M) 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



Q17. Have you received **Commercial inspections in the past year?**

___(1) Yes (answer Q17) ___(2) No (Skip to Q18)

Q18. Listed below are several items that may influence your satisfaction with DSD's **Commercial Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) Length of time an inspection process takes to complete.....	5.....	4.....	3.....	2.....	1.....	9
(B) How easy the inspection process is to complete	5.....	4.....	3.....	2.....	1.....	9
(C) The technical competence of inspection staff	5.....	4.....	3.....	2.....	1.....	9
(D) Inspections are completed by the date promised	5.....	4.....	3.....	2.....	1.....	9
(E) Inspectors provide excellent customer service	5.....	4.....	3.....	2.....	1.....	9
(F) Inspectors are easily accessible when assistance is needed to resolve problems	5.....	4.....	3.....	2.....	1.....	9
(G) I understand the department's structure and roles in the department	5.....	4.....	3.....	2.....	1.....	9
(H) I understand the Commercial Inspection processes	5.....	4.....	3.....	2.....	1.....	9
(I) Codes and policies are applied by inspection staff in a fair and practical manner	5.....	4.....	3.....	2.....	1.....	9
(J) Inspections staff anticipates obstacles and provides options when they are available	5.....	4.....	3.....	2.....	1.....	9
(K) Inspections are not delayed over minor issues	5.....	4.....	3.....	2.....	1.....	9
(L) Inspection requirements are reasonable and justified	5.....	4.....	3.....	2.....	1.....	9
(M) 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

Q19. Have you received **Tree inspections in the past year?**

___(1) Yes (Answer Q19) ___(2) No (Skip to Q20)

Q20. Listed below are several items that may influence your satisfaction with DSD's **Trees Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) Length of time an inspection process takes to complete.....	5.....	4.....	3.....	2.....	1.....	9
(B) How easy the inspection process is to complete	5.....	4.....	3.....	2.....	1.....	9
(C) The technical competence of inspection staff	5.....	4.....	3.....	2.....	1.....	9
(D) Inspections are completed by the date promised	5.....	4.....	3.....	2.....	1.....	9
(E) Inspectors provide excellent customer service	5.....	4.....	3.....	2.....	1.....	9
(F) Inspectors are easily accessible when assistance is needed to resolve problems	5.....	4.....	3.....	2.....	1.....	9
(G) I understand the department's structure and roles in the department	5.....	4.....	3.....	2.....	1.....	9
(H) I understand the Tree Inspection processes	5.....	4.....	3.....	2.....	1.....	9
(I) Codes and policies are applied by inspection staff in a fair and practical manner	5.....	4.....	3.....	2.....	1.....	9
(J) Inspections staff anticipates obstacles and provides options when they are available	5.....	4.....	3.....	2.....	1.....	9
(K) Inspections are not delayed over minor issues	5.....	4.....	3.....	2.....	1.....	9
(L) Inspection requirements are reasonable and justified	5.....	4.....	3.....	2.....	1.....	9
(M) 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





Q21. Have you received Site and Subdivision inspections in the past year?

___(1) Yes (Answer Q21) ___(2) No (Skip to Q22)

Q22. Listed below are several items that may influence your satisfaction with DSD's Site and Subdivision Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) Length of time an inspection process takes to complete.....	5.....	4.....	3.....	2.....	1.....	9
(B) How easy the inspection process is to complete.....	5.....	4.....	3.....	2.....	1.....	9
(C) The technical competence of inspection staff.....	5.....	4.....	3.....	2.....	1.....	9
(D) Inspections are completed by the date promised.....	5.....	4.....	3.....	2.....	1.....	9
(E) Inspectors provide excellent customer service.....	5.....	4.....	3.....	2.....	1.....	9
(F) Inspectors are easily accessible when assistance is needed to resolve problems.....	5.....	4.....	3.....	2.....	1.....	9
(G) I understand the department's structure and roles in the department.....	5.....	4.....	3.....	2.....	1.....	9
(H) I understand the Site and Subdivision Inspection processes.....	5.....	4.....	3.....	2.....	1.....	9
(I) Codes and policies are applied by inspection staff in a fair and practical manner.....	5.....	4.....	3.....	2.....	1.....	9
(J) Inspections staff anticipates obstacles and provides options when they are available.....	5.....	4.....	3.....	2.....	1.....	9
(K) Inspections are not delayed over minor issues.....	5.....	4.....	3.....	2.....	1.....	9
(L) Inspection requirements are reasonable and justified.....	5.....	4.....	3.....	2.....	1.....	9
(M) 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

Q23. Have you received Environmental inspections in the past year?

___(1) Yes (Answer Q23) ___(2) No (Skip to Q24)

Q24. Listed below are several items that may influence your satisfaction with DSD's Environmental Inspection Division. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) Length of time an inspection process takes to complete.....	5.....	4.....	3.....	2.....	1.....	9
(B) How easy the inspection process is to complete.....	5.....	4.....	3.....	2.....	1.....	9
(C) The technical competence of inspection staff.....	5.....	4.....	3.....	2.....	1.....	9
(D) Inspections are completed by the date promised.....	5.....	4.....	3.....	2.....	1.....	9
(E) Inspectors provide excellent customer service.....	5.....	4.....	3.....	2.....	1.....	9
(F) Inspectors are easily accessible when assistance is needed to resolve problems.....	5.....	4.....	3.....	2.....	1.....	9
(G) I understand the department's structure and roles in the department.....	5.....	4.....	3.....	2.....	1.....	9
(H) I understand the Environmental Inspection processes.....	5.....	4.....	3.....	2.....	1.....	9
(I) Codes and policies are applied by inspection staff in a fair and practical manner.....	5.....	4.....	3.....	2.....	1.....	9
(J) Inspections staff anticipates obstacles and provides options when they are available.....	5.....	4.....	3.....	2.....	1.....	9
(K) Inspections are not delayed over minor issues.....	5.....	4.....	3.....	2.....	1.....	9
(L) Inspection requirements are reasonable and justified.....	5.....	4.....	3.....	2.....	1.....	9
(M) 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



Q25. Overall, how satisfied are you with the services provided by DSD's Inspection Divisions?

- (1) Very satisfied
- (2) Satisfied
- (3) Neutral
- (4) Dissatisfied
- (5) Very dissatisfied
- (9) Don't know

Q26. What aspects of the Plan Review process cause you the most difficulty and/or what changes would you suggest to improve the development process?

ADDITIONAL SERVICES

Q27. Have you received any Online Services during the past two years?

- (1) Yes (Answer Q26)
- (2) No (Skip to Q27)

Q28. If you have used any of our Online Services, please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) Length of time the process takes to complete.....	5.....	4.....	3.....	2.....	1.....	9
(B) How easy the process is to complete	5.....	4.....	3.....	2.....	1.....	9

Q28a. [Optional] Which Online Services have you used?

Q29. Have you received services from the Service Center (previously known as the Permit Center) during the past two years?

- (1) Yes (Answer Q28)
- (2) No (Skip to Q29)

Q30. Listed below are several items that may influence your satisfaction with DSD's Service Center. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) Length of time the process takes to complete.....	5.....	4.....	3.....	2.....	1.....	9
(B) How easy the process is to complete	5.....	4.....	3.....	2.....	1.....	9
(C) The technical competence of staff.....	5.....	4.....	3.....	2.....	1.....	9
(D) How easy it is to contact staff.....	5.....	4.....	3.....	2.....	1.....	9
(E) How responsive staff is to your needs.....	5.....	4.....	3.....	2.....	1.....	9
(F) How fairly you are treated by staff.....	5.....	4.....	3.....	2.....	1.....	9
(G) Staff anticipates obstacles and provides options when they are available	5.....	4.....	3.....	2.....	1.....	9
(H) The processing of my projects are not delayed over minor issues	5.....	4.....	3.....	2.....	1.....	9
(I) How consistently standards are applied by staff	5.....	4.....	3.....	2.....	1.....	9



Q31. Have you received services from the Development Assistance Center during the past two years?

- (1) Yes (Answer Q30)
- (2) No (Skip to Q31)

Q32. Listed below are several items that may influence your satisfaction with the walk-in consultation services provided by DSD's Development Assistance Center. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) Length of time the consulting services take to complete.....	5	4	3	2	1	9
(B) How easy the process is to complete	5	4	3	2	1	9
(C) The technical competence of staff.....	5	4	3	2	1	9
(D) How easy it is to contact staff.....	5	4	3	2	1	9
(E) How responsive staff is to your needs.....	5	4	3	2	1	9
(F) How fairly you are treated by staff.....	5	4	3	2	1	9
(G) Staff anticipates obstacles and provides options when they are available	5	4	3	2	1	9
(H) The processing of my projects are not delayed over minor issues	5	4	3	2	1	9
(I) How consistently standards are applied by staff	5	4	3	2	1	9

OVERALL RATINGS

Q33. How satisfied are you with your understanding of how DSD is structured and the role that external City departments have in the review and permitting process?

- (1) Very satisfied
- (2) Satisfied
- (3) Neutral
- (4) Dissatisfied
- (5) Very dissatisfied
- (9) Don't know

Q34. Using a scale of 1 to 5, where 5 means "Much Better" and 1 means "Much Worse," how does the Development Services Department's review and permitting process compare to the following jurisdictions?

	Much Better	Better	About the Same	Worse	Much Worse	Don't Know
(A) Travis County	5	4	3	2	1	9
(B) City of San Antonio	5	4	3	2	1	9
(C) City of Round Rock.....	5	4	3	2	1	9

Q35. Which of the following BEST describes you?

- (01) Licensed Design Professional
- (02) Applicant Agent
- (03) Developer/Owner
- (04) Contractor/Builder
- (05) Citizen
- (06) Realtor
- (07) Neighborhood Association Member
- (08) Special Interest Group Representative
- (09) Government Agency Staff
- (10) Environmental Consultant
- (11) Other _____





Q36. [Optional] What aspects of the development process cause you the most difficulty and/or what changes would you suggest to improve the development process?

Would you like to be kept informed of the outcome of this survey? Please indicate below. Please note the information you are providing us may become subject to a disclosure request under the Texas Public Information Act.

(1) Yes--Please provide your contact information below (2) No

If you answered YES, please provide your name, address and phone number below.

Your Name: _____ Organization: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Phone: (____) _____ e-mail: _____

Thank you for your time and input.

Please return your completed survey in the return envelope provided, by fax to 913-829-1591, by email to mhuff@etcinstitute.com or online at www.austindevsurvey.org.