

City of Austin

Development Services Department Annual Customer Satisfaction Poll

Findings Report

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2020

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

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City of Austin

Development Services Department

Annual Customer Satisfaction Poll 2020

Overview. ETC Institute administered a Customer Satisfaction Poll for the City of Austin Development Services Department (DSD) during the spring of 2020. The poll was designed to gather input to gauge how DSD can continue to provide excellent customer service to the community and identify ways to improve the services that are provided. This is the 4th poll that ETC Institute has administered for DSD, the first poll was administered in the fall of 2016.

Methodology. DSD provided ETC Institute with a list of emails of customers who have received services from DSD. In early April, ETC Institute sent emails to 3,500 DSD customers. The emails contained a link to an online version of the survey. Over the next week, ETC Institute sent two follow-up emails to encourage participation in the survey. This is the same methodology used to administer the survey in previous years.

The goal was to complete at least 400 surveys. This goal was exceeded, with a total of 524 surveys being completed. The results for the sample of 524 surveys have a 95% level of confidence with a precision of at least +/- 4.3%.

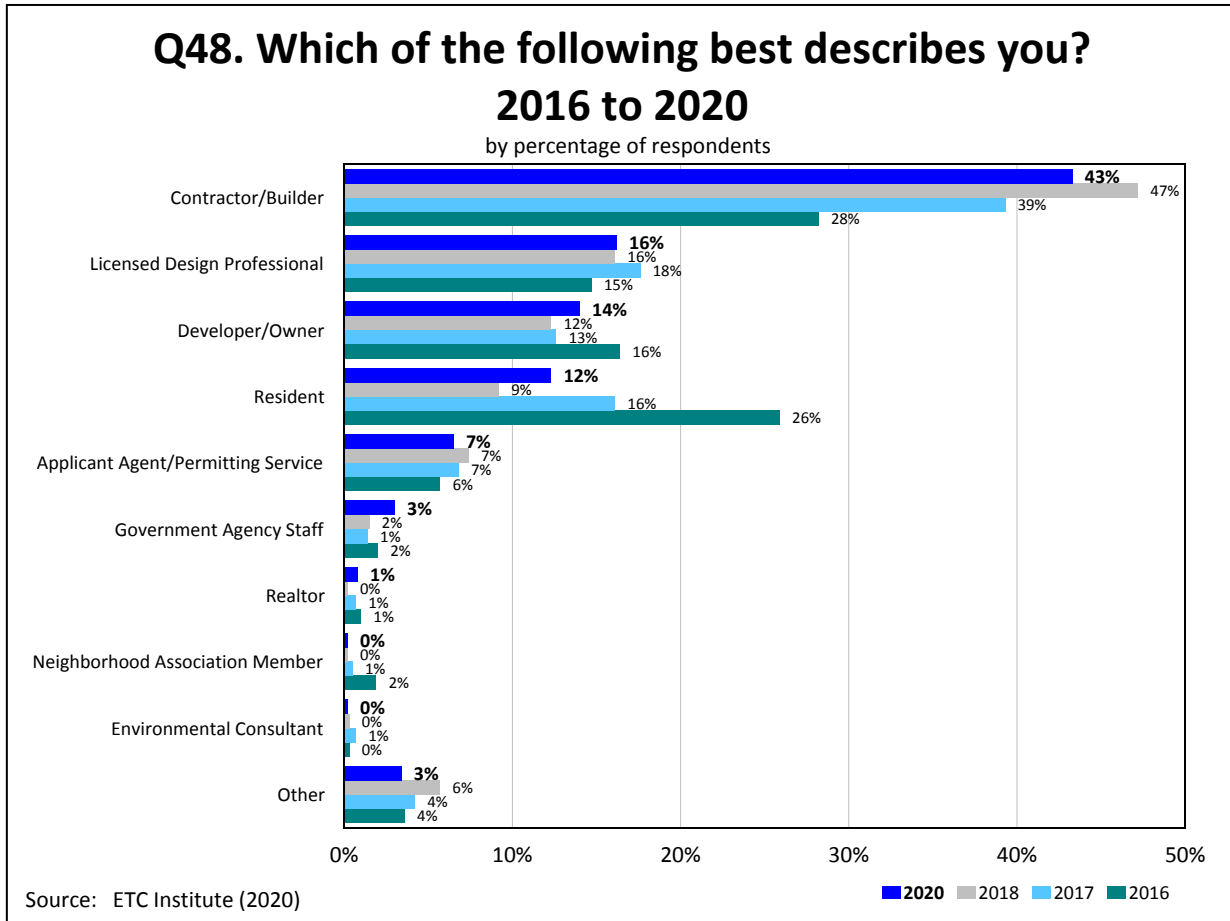
Interpretation of “Don’t Know” Responses. The percentage of “don’t know” responses has been excluded from many of the graphs in this report to assess satisfaction with respondents who had used services. Since the number of “don’t know” responses often reflects the utilization and awareness of services,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

This report contains the following:

- a summary of the methodology for administering the survey and major findings
- importance-satisfaction analysis; this analysis was done to determine priority actions for DSD to address based upon the results of the survey (Section 1)
- trend charts showing how the 2020 results compare to the 2018, 2017, and 2016 results (Section 2)
- charts showing the overall results of the 2020 survey (Section 3)
- tabular data showing the overall results for all questions on the 2020 survey (Section 4)
- crosstabular data by Question 48 (Section 5)



Survey Respondents. Overall, there were no major differences in the types of customers who filled out the survey between 2020 and 2018. In 2018 there were slightly more contractor/builder respondents and fewer resident respondents who completed the poll. The chart below shows the distribution of survey respondents for the 2020 survey compared to the 2018, 2017, and 2016 surveys.



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

Plan Reviews	Number	Inspections	Number
Plan Review Process	383	Inspection Division	360
Residential Building Plan Review	225	Residential Inspection Division	211
Tree Ordinance Review	172	Commercial Inspection Division	153
Commercial Building Plan Review	144	Tree Inspection Division	104
Site Plan Review	138	Environmental Inspection Division	81
Expedited Building Plan Review	116	Site and Subdivision Inspection Division	36
Subdivision Review	31		



Major Findings: *Data Trends - 2018 to 2020*

The majority of the questions asked on the 2020 Annual Poll were also asked in all three of the previous polls to create valid comparisons in how DSD is performing year over year. Of the 140 questions that were rated in both 2018 and 2020, in 2020 the satisfaction ratings were higher in 128 areas and lower in only 12 areas. A complete list of the data trends is listed in Section 2 of this report.

How The City of Austin DSD Compares to other Jurisdictions: Respondents were asked to rate how the DSD’s review and permitting process compares to Travis County, the City of San Antonio, and the City of Round Rock. In 2020 there was a significant increase in the number of positive responses in two areas compared to the 2020 results. The table below shows how the number of “much better” and “better” responses changed from 2018 to 2020.

How Austin DSD Compares to Other Jurisdictions			
Other Jurisdictions	2020	2018	Difference
Travis County	27.4%	27.3%	0.1%
City of Round Rock	26.5%	17.7%	8.8%
City of San Antonio	22.2%	17.5%	4.7%

Based on the percentage of “Much Better” and “Better” responses (excluding Don’t Know)

Satisfaction with Understanding of the Development Services Department: Forty-three percent (42.6%) of the respondents surveyed, *who had an opinion*, indicated they were either “very satisfied” (12.3%) or “satisfied” (30.3%) when asked to rate their satisfaction with their understanding of how DSD is structured and the role that external City departments have in the review and permitting process. Thirty percent (29.7%) of respondents were either “dissatisfied” (14.3%) or “very dissatisfied” (15.4%). There was a 4% increase in the sum of positive satisfaction (“very satisfied” and “satisfied”) responses compared with 2018.

Most Significant Increases in Satisfaction with Specific Service Items Since 2018

There were a total of 131 specific service items that were rated on the 2020 survey and were comparable to the 2018 survey. Of the 131 specific service items that were rated, 119 saw a positive increase in satisfaction. Of the 119 items that had an increase in satisfaction from 2018 to 2020, there was an increase of 4% or more in 79 of the items. The table below shows the 10 service areas with the highest increase in satisfaction since 2018:

Service Category	Specific Service Item	2020	2018	Difference
Residential Inspections	Length of time the inspection process takes to complete	63.2%	35.2%	28.0%
Residential Inspections	Inspections are completed by the date promised	53.6%	30.3%	23.3%
Commercial Inspections	Length of time the inspection process takes to complete	68.7%	45.4%	23.3%
Environmental Inspections	Length of time the inspection process takes to complete	65.4%	43.1%	22.3%



Service Category	Specific Service Item	2020	2018	Difference
Environmental Inspections	Inspectors rarely find errors in the field during construction that should have been caught during the plan review process	46.8%	24.5%	22.3%
Commercial Inspections	Inspections are completed by the date promised	63.1%	41.3%	21.8%
Environmental Inspections	How easy an inspection process takes to complete	61.3%	40.8%	20.5%
Environmental Inspections	Codes and policies are applied by inspection staff in a fair and practical manner	51.9%	35.3%	16.6%
Commercial Inspections	How easy an inspection process is to complete	69.3%	53.5%	15.8%
Environmental Inspections	Inspection staff anticipates obstacles and provides options when they are available	47.5%	31.7%	15.8%

Most Significant Increases in Satisfaction with Specific Service Items Since 2017

There were a total of 121 specific service items that were rated on the 2020 survey and were comparable to the 2017 survey. Of the 121 specific service items that were rated, 79 saw a positive increase in satisfaction. Of the 79 items that had an increase in satisfaction from 2017 to 2020, there was an increase of 4% or more in 51 of the items. The table below shows the 10 service areas with the highest increase in satisfaction since 2017:

Service Category	Specific Service Item	2020	2017	Difference
Site and Subdivision Inspections	Inspectors provide excellent customer service	52.8%	31.9%	20.9%
Site and Subdivision Inspections	Length of time an inspection process takes to complete	52.8%	34.1%	18.7%
Environmental Inspections	Inspectors provide excellent customer service	55.0%	40.5%	14.5%
Environmental Inspections	Length of time an inspection process takes to complete	65.4%	51.4%	14.0%
Environmental Inspections	Inspectors are easily accessible when assistance is needed to resolve problems	57.5%	43.5%	14.0%
Tree Ordinance Review	Review services are completed by the date promised	46.7%	33.5%	13.2%
Site and Subdivision Inspections	How easy an inspection process is to complete	47.2%	34.1%	13.1%
Site and Subdivision Inspections	Inspection staff anticipates obstacles and provides options when they are available	41.6%	28.5%	13.1%
Site and Subdivision Inspections	Codes and policies are applied by inspection staff in a fair and practical manner	47.2%	34.9%	12.3%
Environmental Inspections	Inspectors rarely find errors in the field during construction that should have been caught during plan review process	46.8%	34.9%	11.9%



Most Significant Decreases in Satisfaction Since 2018

Of the 131 items that were compared to the 2018 survey only 12 had a decrease in satisfaction from 2018 to 2020, there was a decrease of more than 4% in only two items. The table below shows the two areas where the level of satisfaction has decreased by more than 4% since 2018:

Service Category	Specific Service Item	2020	2018	Difference
Site and Subdivision Inspections	I understand the Site and Subdivision Inspection process	61.1%	69.2%	-8.1%
Residential Building Plan Review	I understand the Residential Building Plan Review process	52.1%	59.0%	-6.9%

Most Significant Decreases in Satisfaction Since 2017

Of the 121 items that were compared to the 2017 survey 42 had a decrease in satisfaction from 2017 to 2020, there was a decrease of more than 4% in only 15 items. The table below shows the 15 areas where the level of satisfaction has decreased by more than 4% since 2017:

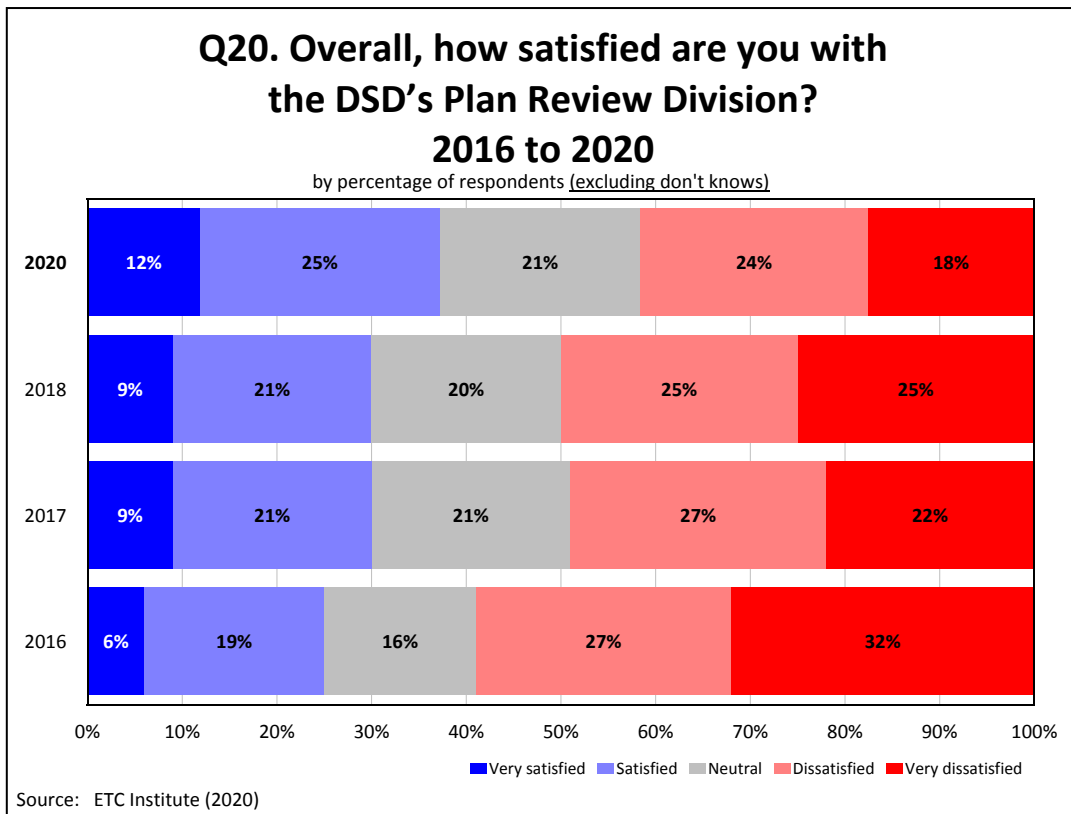
Service Category	Specific Service Item	2020	2017	Difference
Subdivision Review	Review staff provides excellent customer service	16.1%	24.3%	-8.2%
Residential Inspections	Inspection staff anticipates obstacles and provides options when they are available	38.8%	47.0%	-8.2%
Service Center	Length of time the process takes to complete	47.5%	55.6%	-8.1%
Residential Inspections	Technical competence of inspection staff	55.3%	61.8%	-6.5%
Service Center	How responsive staff is to your needs	49.0%	55.4%	-6.4%
Subdivision Review	Review staff anticipates obstacles and provides options when they are available	10.0%	16.2%	-6.2%
Tree Inspections	I understand the Tree Inspection process	60.0%	65.9%	-5.9%
Service Center	How easy the process is to complete	52.7%	58.1%	-5.4%
Service Center	How consistently standards are applied by staff	48.4%	53.7%	-5.3%
Residential Inspections	Inspections are completed by the date promised	53.6%	58.5%	-4.9%
Service Center	How easy it is to contact staff	37.8%	42.6%	-4.8%
Residential Inspections	Inspectors are easily accessible when assistance is needed to resolve problems	43.0%	57.7%	-4.7%
Commercial Inspections	Inspection staff anticipates obstacles and provides options when they are available	54.9%	59.2%	-4.3%
Subdivision Review	How easy the review process is to complete	6.5%	10.8%	-4.3%
Residential Inspections	Inspectors provide excellent customer service	45.5%	49.8%	-4.3%



Major Findings: *By Service Category*

PLAN REVIEW DIVISION

Overall Satisfaction with the Plan Review Division: Overall there has been a significant increase in satisfaction with DSD’s Plan Review Division since 2018. In 2020, 37% of respondents were either “very satisfied” (12%) or “satisfied” (25%) with DSD’s plan review division; this is an increase of 7% from 2018. Forty-two percent (42%) are either “dissatisfied” (24%) or “very dissatisfied” (18%) with DSD’s plan review division, which is a decrease of 8% from 2018. The trends show that respondents are moving from a more satisfied stance from a dissatisfied stance instead of giving a neutral response. The Plan Review Division has done an excellent job addressing overall satisfaction over the past three polls.



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

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



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

Residential Building Plan Review

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

Highest Levels of Satisfaction:

- I understand the residential plan review process (52%)
- Review staff provides excellent customer service (47%)
- Technical competence of review staff (47%)

Lowest Levels of Satisfaction:

- Review staff anticipates obstacles and provides options when they are available (30%)
- How easy the review process is to complete (31%)
- Length of time the review process takes to complete (31%)

Most Important Residential Building Plan Review Items According to Respondents:

- Length of time the review process takes to complete (57%)
- Review staff is easily accessible when assistance is needed to resolve problems (37%)
- Codes and policies are applied by review staff in a fair and practical manner (32%)

Commercial Building Plan Review

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

Highest Levels of Satisfaction:

- I understand the commercial building plan review process (62%)
- Technical competence of review staff (50%)
- Review staff provides excellent customer service (44%)

Lowest Levels of Satisfaction:

- Review staff anticipates obstacles and provides options when they were available (32%)
- How easy the review process is to complete (32%)
- Length of time the review process takes to complete (36%)

Most Important Commercial Building Plan Review Items According to Respondents:

- Length of time the review process takes to complete (59%)
- Review staff is easily accessible when assistance is needed to resolve problems (37%)
- How easy the review process is to complete (36%)



Expedited Building Plan Review

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

Highest Levels of Satisfaction:

- Technical competence of review staff (68%)
- I understand the expedited building plan review process (66%)
- Review staff provides excellent customer service (60%)

Lowest Levels of Satisfaction:

- Review staff is easily accessible when assistance is needed to resolve problems (47%)
- Review staff anticipates obstacles and provides options when they were available (50%)
- Review services are completed by the date promised (52%)

Most Important Expedited Building Plan Review Items According to Respondents:

- Length of time the review process takes to complete (54%)
- Review staff is easily accessible when assistance is needed to resolve problems (33%)
- Plan review comments applied to my project are reasonable and justified (26%)

Tree Ordinance Review

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

Highest Levels of Satisfaction:

- I understand the tree ordinance review process (57%)
- Technical competence of review staff (54%)
- Review services are completed by the date promised (47%)

Lowest Levels of Satisfaction:

- Review staff anticipates obstacles and provides options when they were available (34%)
- Plan review comments applied to my project are reasonable and justified (35%)
- Codes and policies are applied by review staff in a fair and practical manner (38%)

Most Important Tree Ordinance Review Items According to Respondents:

- Length of time the review process takes to complete (40%)
- Plan review comments applied to my project are reasonable and justified (40%)
- Codes and policies are applied by review staff in a fair and practical manner (36%)



Site Plan Review

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

Highest Levels of Satisfaction:

- I understand the site plan review process (53%)
- Technical competence of review staff (40%)
- Review staff provides excellent customer service (38%)

Lowest Levels of Satisfaction:

- How easy the review process is to complete (25%)
- Length of time the review process takes to complete (28%)
- Review staff is easily accessible when assistance is needed to resolve problems (29%)

Most Important Site Plan Review Items According to Respondents:

- Length of time the review process takes to complete (50%)
- Review staff is easily accessible when assistance is needed to resolve problems (31%)
- Plan review comments applied to my project are reasonable and justified (27%)

Subdivision Review

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

Highest Levels of Satisfaction:

- I understand the subdivision review process (59%)
- Technical competence of review staff (23%)
- Codes and policies are applied by review staff in a fair and practical manner (21%)

Lowest Levels of Satisfaction:

- How easy the review process is to complete (7%)
- Review staff anticipates obstacles and provides options when they are available (10%)
- Length of time the review process takes to complete (13%)

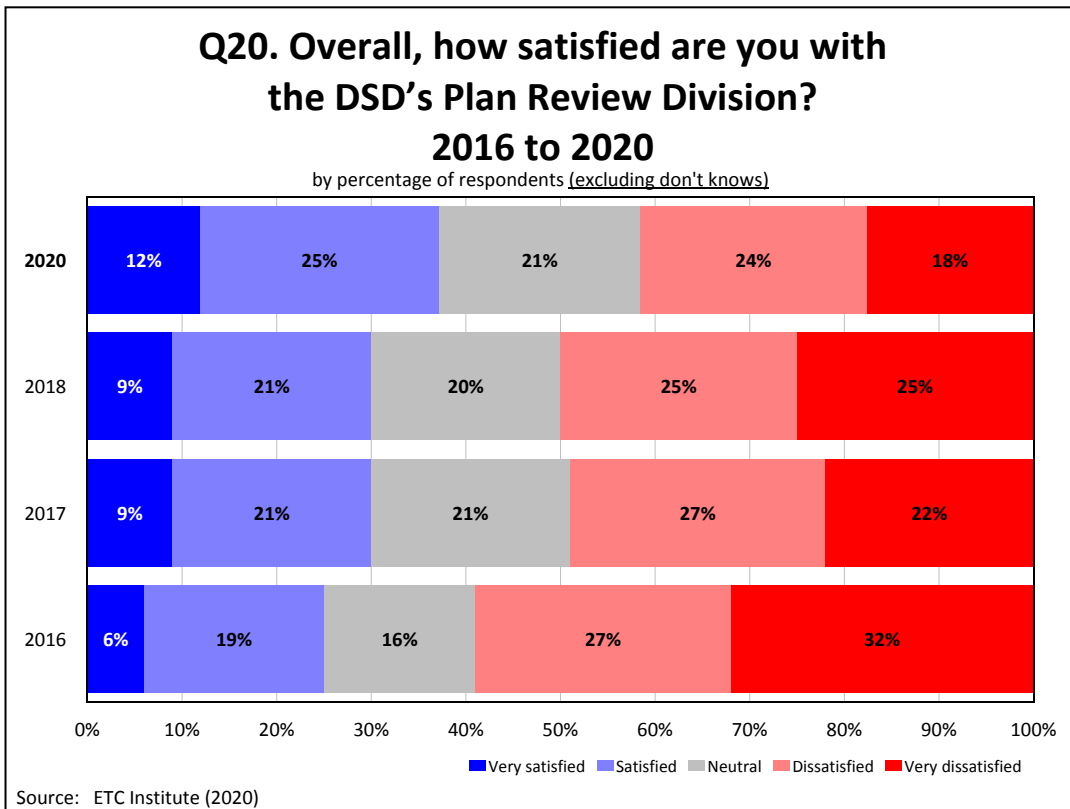
Most Important Subdivision Review Items According to Respondents:

- Length of time review process takes to complete (48%)
- Plan review comments applied to my project are reasonable and justified (45%)
- Technical competence of review staff (39%)



INSPECTION DIVISION

Overall Satisfaction with the Inspection Division: Overall, there was an increase in satisfaction with DSD’s Inspection Division since 2018. In 2018, 52% of respondents were either “very satisfied” (15%) or “satisfied” (37%) with DSD’s Inspection Division; this is an increase of 12% from 2018. Only 28% percent of respondents indicated they are either “dissatisfied” (19%) or “very dissatisfied” (9%) with DSD’s Inspection Division; this is a decrease of 15% from 2018.



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

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

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



Residential Inspections

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

Highest Levels of Satisfaction:

- I understand the residential inspection process (68%)
- Length of time an inspection process takes to complete (63%)
- How easy an inspection process is to complete (57%)

Lowest Levels of Satisfaction:

- Inspection staff anticipates obstacles and provides options when they are available (39%)
- Inspectors are easily accessible when assistance is needed to resolve problems (43%)
- Inspectors provide excellent customer service (46%)

Most Important Residential Inspection Items According to Respondents:

- Inspectors are easily accessible when assistance is needed to resolve problems (33%)
- Length of time an inspection process takes to complete (29%)
- Codes and policies are applied by inspection staff in a fair and practical manner (28%)

Commercial Inspections

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

Highest Levels of Satisfaction:

- I understand the commercial inspection process (84%)
- Technical competence of inspection staff (74%)
- How easy the inspection process is to complete (69%)

Lowest Levels of Satisfaction:

- Inspectors rarely find errors in the field during construction that should have been caught during the review process (46%)
- Inspection staff anticipates obstacles and provides options when they are available (55%)
- Inspectors are easily accessible when assistance is needed to resolve problems (59%)

Most Important Commercial Inspection Items According to Respondents:

- Length of time an inspection process takes to complete (35%)
- Inspections are completed by the date promised (32%)
- Inspectors are easily accessible when assistance is needed to resolve problems (28%)



Tree Inspections

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

Highest Levels of Satisfaction:

- Technical competence of inspection staff (65%)
- I understand the tree inspection process (60%)
- Inspectors provide excellent customer service (56%)

Lowest Levels of Satisfaction:

- Inspection requirements are reasonable and justified (40%)
- Inspectors rarely find errors in the field during construction that should have been caught during the review process (44%)
- Inspection staff anticipates obstacles and provides options when they are available (46%)

Most Important Items According to Respondents:

- Length of time an inspection process takes to complete (33%)
- Codes and policies are applied by inspection staff in a fair and practical manner (30%)
- Inspection requirements are reasonable and justified (30%)

Site and Subdivision Inspections

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

Highest Levels of Satisfaction:

- I understand the site and subdivision inspection process (61%)
- Length of time an inspection process takes to complete (53%)
- Technical competence of inspection staff (53%)

Lowest Levels of Satisfaction:

- Inspectors rarely find errors in the field during construction that should have been caught during review process (29%)
- Inspection staff anticipates obstacles and provides options when they were available (42%)
- Inspectors are easily accessible when assistance is needed to resolve problems (42%)

Most Important Items According to Respondents:

- Length of time an inspection process takes to complete (42%)
- Inspectors are easily accessible when assistance is needed to resolve problems (33%)
- Inspections are completed by the date promised (28%)



Environmental Inspections

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

Highest Levels of Satisfaction:

- Length of time an inspection process takes to complete (65%)
- I understand the environmental inspection process (62%)
- Inspections are completed by the date promised (62%)

Lowest Levels of Satisfaction:

- Inspection requirements are reasonable and justified (44%)
- Inspectors rarely find errors in the field during construction that should have been caught during the review process (47%)
- Inspection staff anticipates obstacles and provides options when they are available (48%)

Most Important Items According to Respondents:

- Length of time an inspection process takes to complete (30%)
- Inspection requirements are reasonable and justified (28%)
- Codes and policies are applied by inspection staff in a fair and practical manner (27%)

SERVICE CENTER

Forty-seven percent (47%) of respondents have received services from the Service Center during the past year. Listed below are the aspects of the Service Center that respondents were the most and least satisfied with:

Highest Levels of Satisfaction:

- How fairly you are treated by staff (66%)
- Technical competence of staff (64%)
- How easy the process is to complete (53%)

Lowest Levels of Satisfaction:

- How easy it is to contact staff (38%)
- Staff anticipates obstacles and provides options when they were available (46%)
- Length of time the process takes to complete (48%)

Most Important Items According to Respondents:

- Length of time the process takes to complete (49%)
- Technical competence of staff (32%)
- How easy the process is to complete (31%)



DEVELOPMENT ASSISTANCE CENTER

Thirty-two percent (32%) of respondents have received walk-in consultation services from the Development Assistance Center during the past year. Listed below are the aspects of the Development Assistance Center that respondents were the most and least satisfied with:

Highest Levels of Satisfaction:

- How fairly you are treated by staff (70%)
- Technical competence of staff (69%)
- Length of time consulting services take to complete (68%)

Lowest Levels of Satisfaction:

- How consistently standards are applied by staff (49%)
- How easy it is to contact staff (53%)
- Staff anticipates obstacles and provides options when they are available (55%)

Most Important Items According to Respondents:

- Technical competence of staff (39%)
- Staff anticipates obstacles and provides options when they are available (38%)
- Length of time the consulting services take to complete (38%)

ONLINE SERVICES

Sixty-one percent (61%) of respondents have used online tools offered by the Development Services Department during the past year. Listed below are the aspects of online services that respondents were the most and least satisfied with:

Highest Levels of Satisfaction:

- Property Profile Tool (72%)
- QLESS Virtual Check-in (65%)
- Austin Build and Connect (AB+C) (64%)

Lowest Levels of Satisfaction:

- ePlan Review (37%)
- Freshwords Live Chat (41%)
- Emerging Projects Map (46%)

Section 1

Importance-Satisfaction Analysis



Importance-Satisfaction Analysis

City of Austin Development Services Department

Overview

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

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

Overview

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

Example of the Calculation: Respondents were asked to identify the residential building plan review services provided by the City they thought should receive the most emphasis over the next two years. Fifty-nine percent (59%) of respondents selected the *length of time review process takes to complete* as one of the most important services for the City to emphasize.

With regard to satisfaction, 31% of respondents surveyed rated the City's overall performance in the *length of time the process takes to complete* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for *the length of time the process takes to complete* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 59% was multiplied by 69% (1-0.31). This calculation yielded an I-S rating of 0.4055 which ranked first out of 10 residential building plan review categories.

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



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

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

Interpreting the Ratings

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

- *Very High Priority* ($IS \geq 0.20$)
- *High Priority* ($0.10 \leq IS < 0.20$)
- *Medium Priority* ($IS < 0.10$)

2020 Importance-Satisfaction Rating

City of Austin Development Services Department

Residential Building Plan Review

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Length of time review process takes to complete	59%	1	31%	8	0.4055	1
Review staff is easily accessible when assistance is needed to resolve problems	37%	2	36%	7	0.2354	2
High Priority (IS .10-.20)						
Codes & policies are applied by review staff in a fair & practical manner	32%	3	37%	5	0.1997	3
Review staff anticipates obstacles & provides options when they are available	28%	5	30%	10	0.1924	4
How easy review process is to complete	25%	7	31%	9	0.1753	5
Plan review comments applied to my project are reasonable & justified	26%	6	36%	6	0.1677	6
Technical competence of review staff	28%	4	47%	3	0.1474	7
Review services are completed by the date promised	17%	8	39%	4	0.1033	8
Medium Priority (IS <.10)						
Review staff provides excellent customer service	14%	9	47%	2	0.0755	9
I understand Residential Building Plan Review process	9%	10	52%	1	0.0445	10

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

Most Important %:

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

Satisfaction %:

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

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2020 Importance-Satisfaction Rating

City of Austin Development Services Department

Commercial Building Plan Review

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Length of time review process takes to complete	59%	1	36%	8	0.3806	1
How easy review process is to complete	36%	3	32%	9	0.2448	2
Review staff is easily accessible when assistance is needed to resolve problems	37%	2	38%	7	0.2293	3
High Priority (IS .10-.20)						
Review staff anticipates obstacles & provides options when they are available	24%	5	32%	10	0.1610	4
Technical competence of review staff	28%	4	50%	2	0.1396	5
Review services are completed by the date promised	20%	7	39%	6	0.1240	6
Codes & policies are applied by review staff in a fair & practical manner	22%	6	44%	4	0.1239	7
Plan review comments applied to my project are reasonable & justified	20%	8	44%	5	0.1132	8
Medium Priority (IS <.10)						
Review staff provides excellent customer service	15%	9	44%	3	0.0852	9
I understand Commercial Building Plan Review process	8%	10	62%	1	0.0293	10

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

Most Important %:

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

Satisfaction %:

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

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2020 Importance-Satisfaction Rating

City of Austin Development Services Department

Expedited Building Plan Review

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Length of time review process takes to complete	54%	1	53%	6	0.2515	1
High Priority (IS .10-.20)						
Review staff is easily accessible when assistance is needed to resolve problems	33%	2	47%	10	0.1729	2
Review staff anticipates obstacles & provides options when they are available	25%	4	50%	9	0.1250	3
Plan review comments applied to my project are reasonable & justified	26%	3	53%	7	0.1220	4
Review services are completed by the date promised	22%	7	52%	8	0.1036	5
How easy review process is to complete	24%	5	57%	4	0.1031	6
Medium Priority (IS <.10)						
Codes & policies are applied by review staff in a fair & practical manner	20%	9	57%	5	0.0857	7
Review staff provides excellent customer service	20%	8	60%	3	0.0800	8
Technical competence of review staff	22%	6	68%	1	0.0708	9
I understand the Expedited Building Plan Review process	9%	10	66%	2	0.0288	10

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

Most Important %:

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

Satisfaction %:

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

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2020 Importance-Satisfaction Rating

City of Austin Development Services Department

Tree Ordinance Review

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Plan review comments applied to my project are reasonable & justified	40%	2	35%	9	0.2552	1
Codes & policies are applied by review staff in a fair & practical manner	36%	3	38%	8	0.2239	2
Length of time review process takes to complete	40%	1	45%	5	0.2190	3
High Priority (IS .10-.20)						
Review staff is easily accessible when assistance is needed to resolve problems	28%	4	39%	7	0.1702	4
Review staff anticipates obstacles & provides options when they are available	25%	5	34%	10	0.1640	5
How easy review process is to complete	23%	7	43%	6	0.1303	6
Technical competence of review staff	24%	6	54%	2	0.1102	7
Medium Priority (IS <.10)						
Review staff provides excellent customer service	18%	8	46%	4	0.0981	8
Review services are completed by the date promised	17%	9	47%	3	0.0927	9
I understand the Tree Ordinance Review process	9%	10	57%	1	0.0404	10

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

Most Important %:

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

Satisfaction %:

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

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2020 Importance-Satisfaction Rating

City of Austin Development Services Department

Site Plan Review

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Length of time review process takes to complete	50%	1	28%	9	0.3610	1
Review staff is easily accessible when assistance is needed to resolve problems	31%	2	29%	8	0.2218	2
High Priority (IS .10-.20)						
How easy review process is to complete	25%	4	25%	10	0.1892	3
Plan review comments applied to my project are reasonable & justified	27%	3	32%	5	0.1860	4
Codes & policies are applied by review staff in a fair & practical manner	25%	5	37%	4	0.1604	5
Review staff anticipates obstacles & provides options when they are available	23%	7	30%	7	0.1580	6
Technical competence of review staff	23%	6	40%	2	0.1383	7
Review services are completed by the date promised	20%	8	32%	6	0.1341	8
Medium Priority (IS <.10)						
Review staff provides excellent customer service	14%	9	38%	3	0.0854	9
I understand the Site Plan Review process	7%	10	53%	1	0.0346	10

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

Most Important %:

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

Satisfaction %:

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

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2020 Importance-Satisfaction Rating City of Austin Development Services Department Subdivision Review

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Length of time review process takes to complete	48%	1	13%	8	0.4216	1
Plan review comments applied to my project are reasonable & justified	45%	2	17%	5	0.3765	2
Review staff is easily accessible when assistance is needed to resolve problems	39%	4	17%	4	0.3224	3
Technical competence of review staff	39%	3	23%	2	0.2968	4
How easy review process is to complete	26%	6	7%	10	0.2422	5
Review staff anticipates obstacles & provides options when they are available	26%	7	10%	9	0.2331	6
Codes & policies are applied by review staff in a fair & practical manner	29%	5	21%	3	0.2287	7
High Priority (IS .10-.20)						
Review services are completed by the date promised	13%	8	13%	7	0.1127	8
Medium Priority (IS <.10)						
Review staff provides excellent customer service	10%	9	16%	6	0.0814	9
I understand Subdivision Review process	7%	10	59%	1	0.0269	10

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

Most Important %:

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

Satisfaction %:

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

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2020 Importance-Satisfaction Rating

City of Austin Development Services Department

Residential Inspection Division

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Inspectors are easily accessible when assistance is needed to resolve problems	33%	1	43%	10	0.1892	1
Codes & policies are applied by inspection staff in a fair & practical manner	28%	3	48%	7	0.1427	2
Inspection requirements are reasonable & justified	27%	4	49%	6	0.1377	3
Inspections are completed by the date promised	26%	6	54%	5	0.1192	4
Inspectors provide excellent customer service	22%	7	46%	9	0.1188	5
Technical competence of inspection staff	26%	5	55%	4	0.1167	6
Inspection staff anticipates obstacles & provides options when they are available	18%	9	39%	11	0.1126	7
Length of time an inspection process takes to complete	29%	2	63%	2	0.1064	8
Medium Priority (IS <.10)						
How easy an inspection process is to complete	21%	8	57%	3	0.0907	9
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	10%	10	46%	8	0.0515	10
I understand Residential Inspection process	8%	11	68%	1	0.0239	11

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

Most Important %:

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

Satisfaction %:

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

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2020 Importance-Satisfaction Rating

City of Austin Development Services Department

Commercial Inspection Division

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Inspections are completed by the date promised	32%	2	63%	7	0.1181	1
Inspectors are easily accessible when assistance is needed to resolve problems	28%	3	59%	9	0.1133	2
Length of time an inspection process takes to complete	35%	1	69%	4	0.1083	3
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	20%	7	46%	11	0.1062	4
Medium Priority (IS <.10)						
Inspection staff anticipates obstacles & provides options when they are available	18%	9	55%	10	0.0798	5
Codes & policies are applied by inspection staff in a fair & practical manner	22%	5	64%	6	0.0790	6
Inspection requirements are reasonable & justified	19%	8	65%	5	0.0665	7
Technical competence of inspection staff	24%	4	74%	2	0.0639	8
How easy an inspection process is to complete	20%	6	69%	3	0.0605	9
Inspectors provide excellent customer service	14%	10	61%	8	0.0567	10
I understand Commercial Inspection process	7%	11	84%	1	0.0105	11

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

Most Important %:

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

Satisfaction %:

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

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2020 Importance-Satisfaction Rating

City of Austin Development Services Department

Tree Inspection Division

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Inspection requirements are reasonable & justified	30%	3	40%	11	0.1800	1
Codes & policies are applied by inspection staff in a fair & practical manner	30%	2	46%	8	0.1609	2
Length of time an inspection process takes to complete	33%	1	54%	6	0.1491	3
Inspectors are easily accessible when assistance is needed to resolve problems	24%	5	54%	7	0.1102	4
Inspection staff anticipates obstacles & provides options when they are available	20%	6	46%	9	0.1087	5
Medium Priority (IS <.10)						
Technical competence of inspection staff	24%	4	65%	1	0.0840	6
How easy an inspection process is to complete	18%	7	55%	5	0.0819	7
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	13%	9	44%	10	0.0750	8
Inspectors provide excellent customer service	16%	8	56%	3	0.0716	9
Inspections are completed by the date promised	12%	10	56%	4	0.0546	10
I understand Tree Inspection process	11%	11	60%	2	0.0424	11

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

Most Important %:

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

Satisfaction %:

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

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2020 Importance-Satisfaction Rating

City of Austin Development Services Department

Subdivision Inspection

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Length of time an inspection process takes to complete	42%	1	53%	2	0.1968	1
Inspectors are easily accessible when assistance is needed to resolve problems	33%	2	42%	9	0.1941	2
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	25%	6	29%	11	0.1758	3
Inspection requirements are reasonable & justified	28%	5	44%	8	0.1546	4
Codes & policies are applied by inspection staff in a fair & practical manner	28%	4	47%	7	0.1468	5
Inspections are completed by the date promised	28%	3	47%	6	0.1468	6
Inspection staff anticipates obstacles & provides options when they are available	20%	8	42%	10	0.1139	7
Technical competence of inspection staff	22%	7	53%	3	0.1048	8
How easy an inspection process is to complete	19%	9	47%	5	0.1024	9
Medium Priority (IS <.10)						
I understand Site & Subdivision Inspection process	17%	10	61%	1	0.0650	10
Inspectors provide excellent customer service	11%	11	53%	4	0.0529	11

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

Most Important %:

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

Satisfaction %:

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

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2020 Importance-Satisfaction Rating

City of Austin Development Services Department

Environmental Inspection Division

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Length of time an inspection process takes to complete	30%	1	47%	10	0.1575	1
Technical competence of inspection staff	27%	4	60%	5	0.1081	2
Inspection requirements are reasonable & justified	28%	2	62%	2	0.1075	3
Inspectors are easily accessible when assistance is needed to resolve problems	27%	5	62%	3	0.1035	4
How easy an inspection process is to complete	21%	6	52%	8	0.1005	5
Medium Priority (IS <.10)						
Codes & policies are applied by inspection staff in a fair & practical manner	27%	3	65%	1	0.0941	6
Inspection staff anticipates obstacles & provides options when they are available	14%	8	44%	11	0.0764	7
Inspectors provide excellent customer service	17%	7	58%	6	0.0735	8
Inspections are completed by the date promised	11%	9	48%	9	0.0583	9
I understand Environmental Inspection process	11%	10	61%	4	0.0430	10
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	7%	11	55%	7	0.0333	11

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

Most Important %:

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

Satisfaction %:

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

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2020 Importance-Satisfaction Rating City of Austin Development Services Department Service Center

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Length of time the process takes to complete	49%	1	48%	6	0.2562	1
High Priority (IS .10-.20)						
How easy it is to contact staff	27%	5	38%	8	0.1679	2
How easy the process is to complete	31%	3	53%	3	0.1471	3
How responsive staff is to your needs	28%	4	49%	4	0.1423	4
Staff anticipates obstacles & provides options when they are available	26%	6	46%	7	0.1410	5
Technical competence of staff	32%	2	64%	2	0.1183	6
How consistently standards are applied by staff	23%	7	48%	5	0.1182	7
Medium Priority (IS <.10)						
How fairly you are treated by staff	14%	8	66%	1	0.0471	8

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

Most Important %:

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

Satisfaction %:

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

2020 Importance-Satisfaction Rating City of Austin Development Services Department Development Assistance Center

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Staff anticipates obstacles & provides options when they are available	38%	2	55%	6	0.1721	1
How consistently standards are applied by staff	33%	4	49%	8	0.1688	2
How responsive staff is to your needs	30%	6	58%	5	0.1236	3
Technical competence of staff	39%	1	69%	2	0.1214	4
Length of time consulting services take to complete	38%	3	68%	3	0.1204	5
How easy it is to contact staff	23%	7	53%	7	0.1067	6
How easy the process is to complete	31%	5	68%	4	0.1008	7
Medium Priority (IS <.10)						
How fairly you are treated by staff	12%	8	70%	1	0.0356	8

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

Most Important %:

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

Satisfaction %:

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

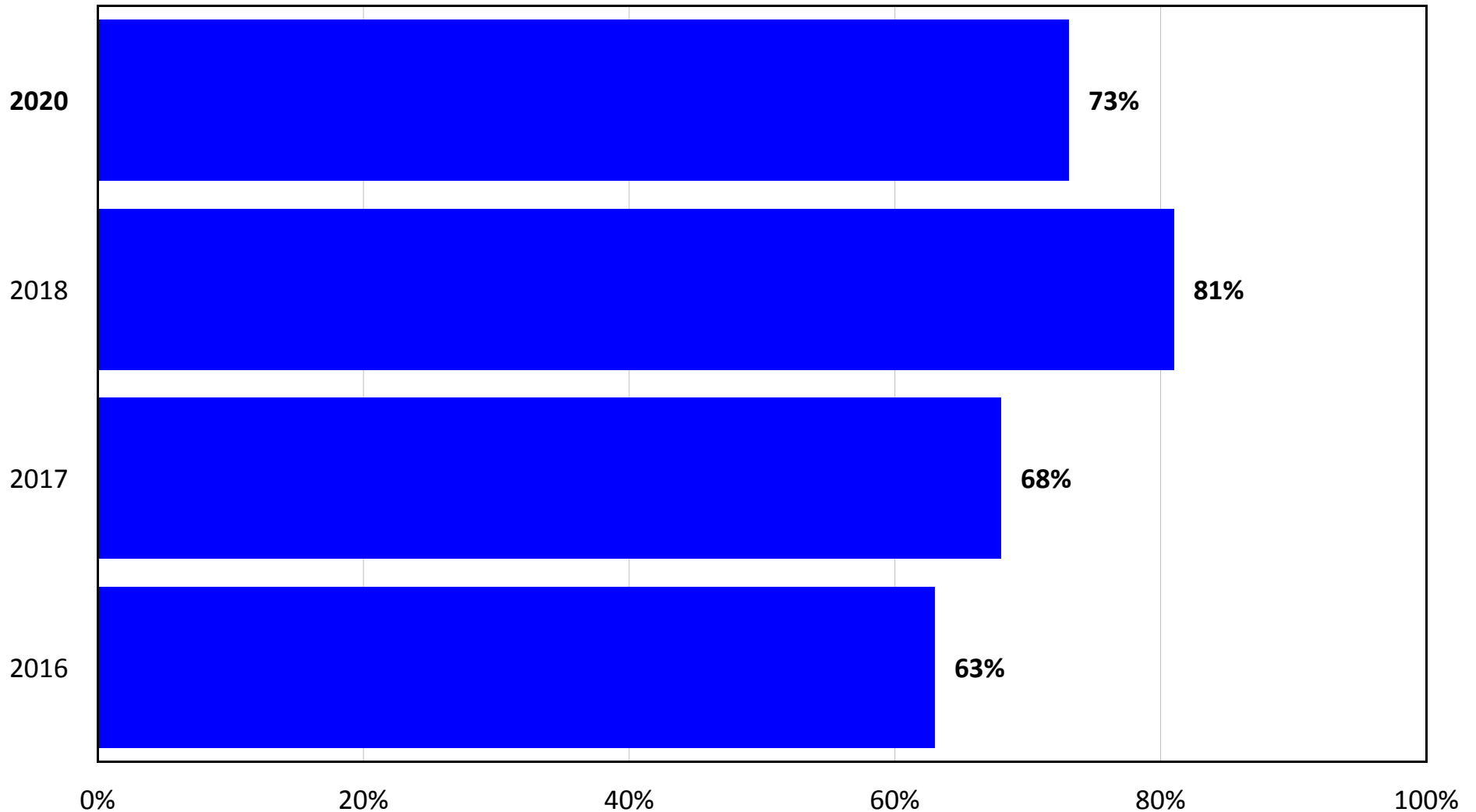
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Section 2

Trend Charts

Q1. Have you interacted with the DSD's Building Plan Review Division during the past year? 2016 to 2020

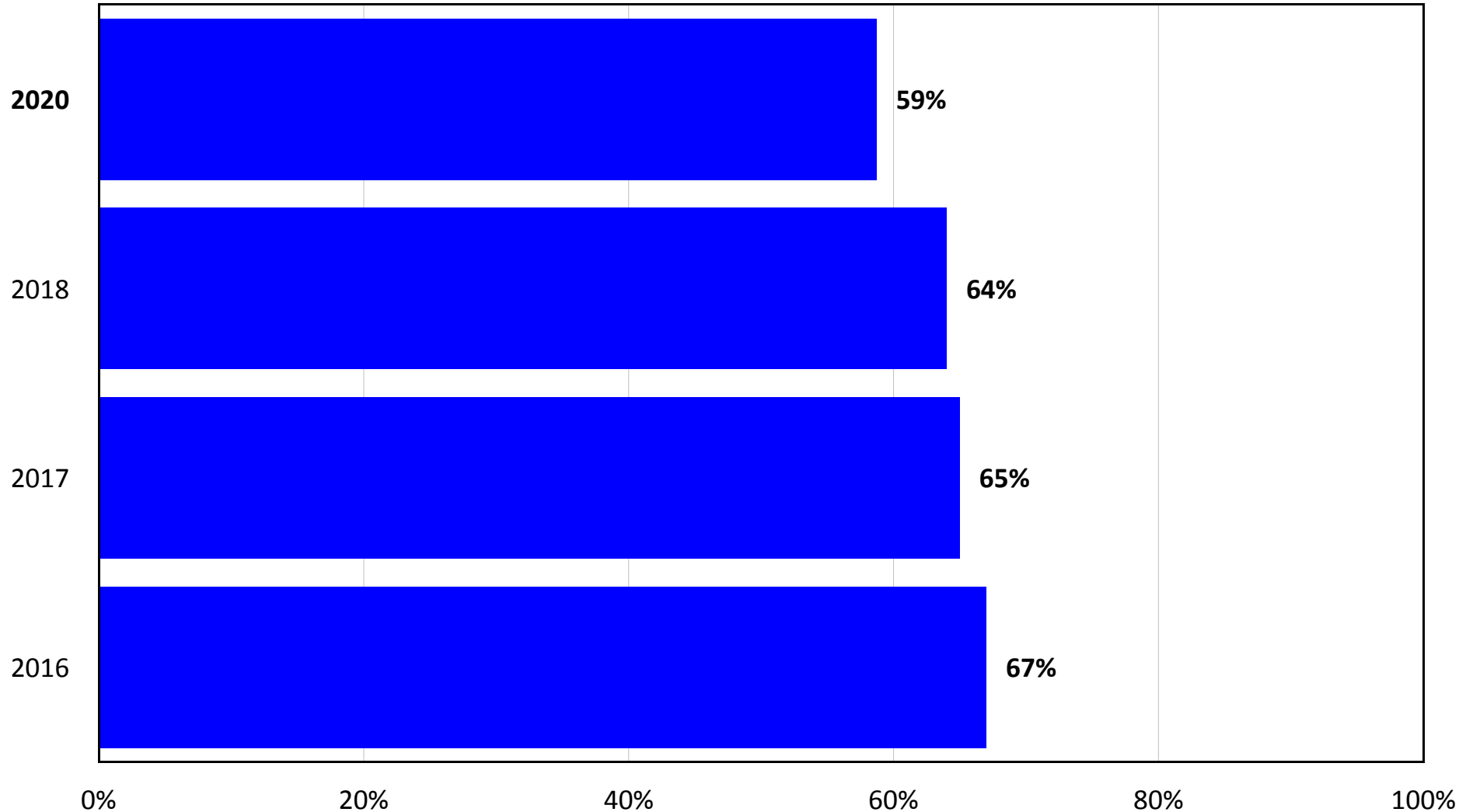
by percentage of respondents who marked "yes"



Source: ETC Institute (2020)

Q2. Have you received services from the Residential Building Plan Review Division during the past year? 2016 to 2020

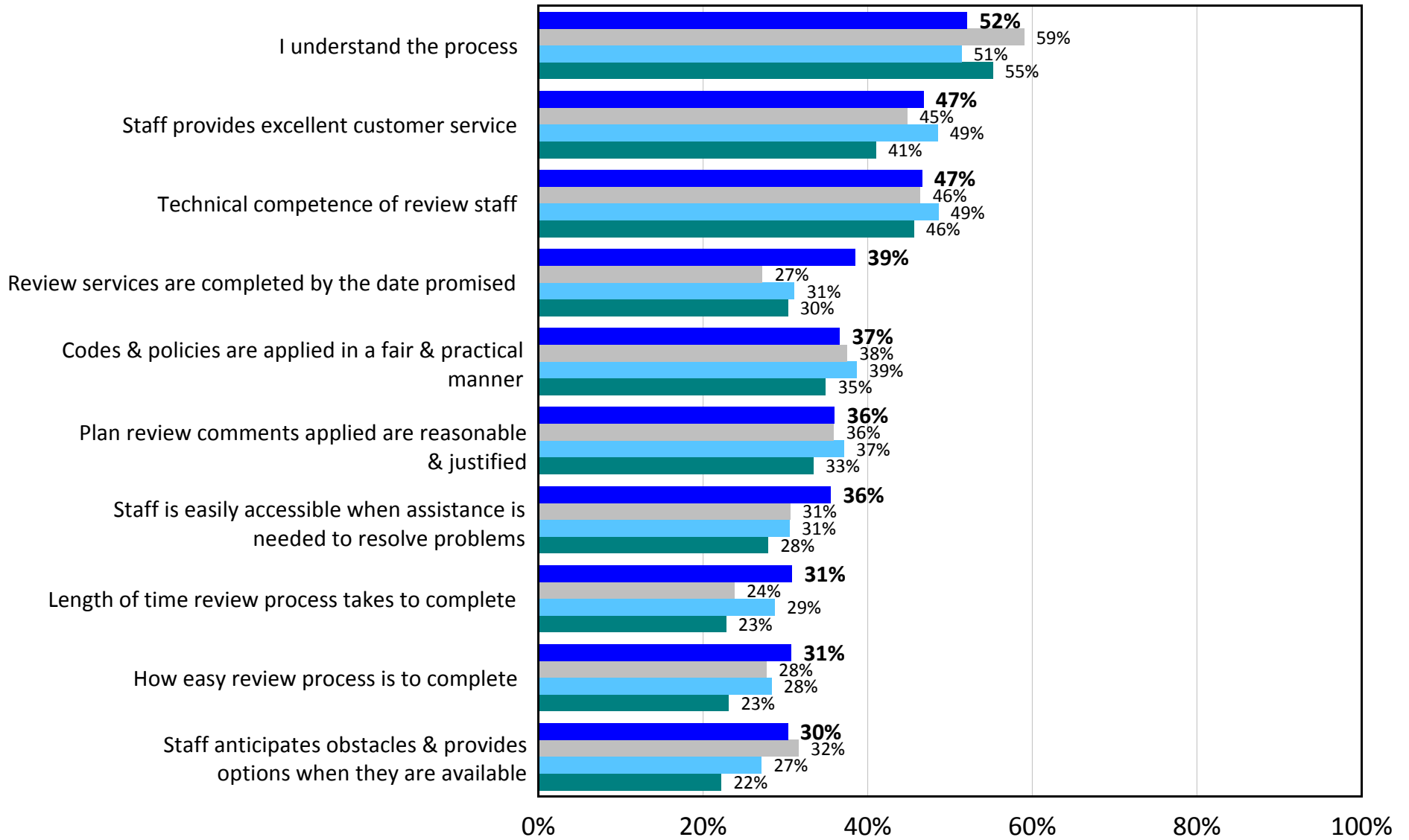
by percentage of respondents who marked "yes"



Source: ETC Institute (2020)

Q3. Satisfaction with DSD’s Residential Building Plan Review Process 2016 to 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



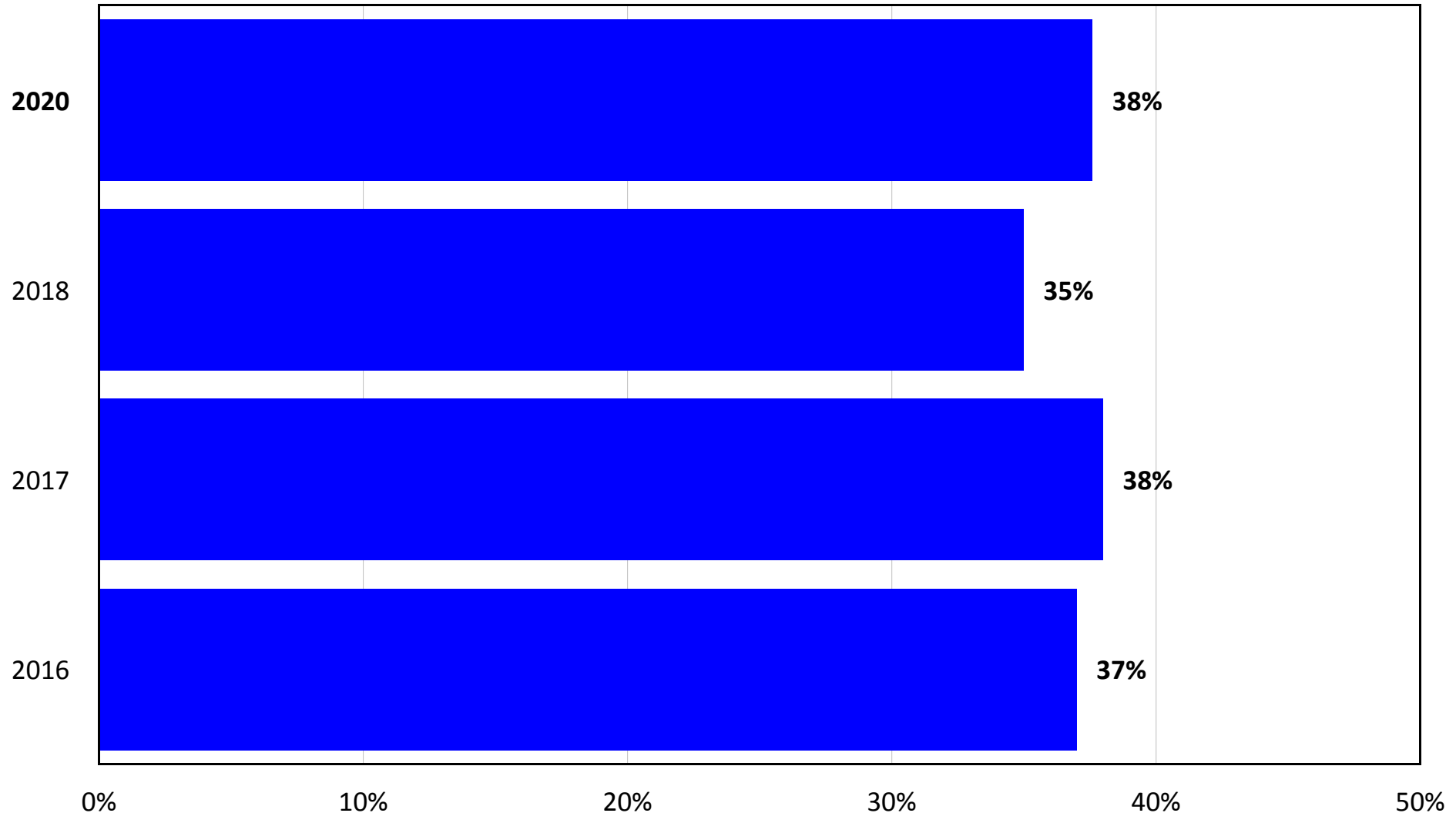
Source: ETC Institute (2020)

2020 2018 2017 2016

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

2016 to 2020

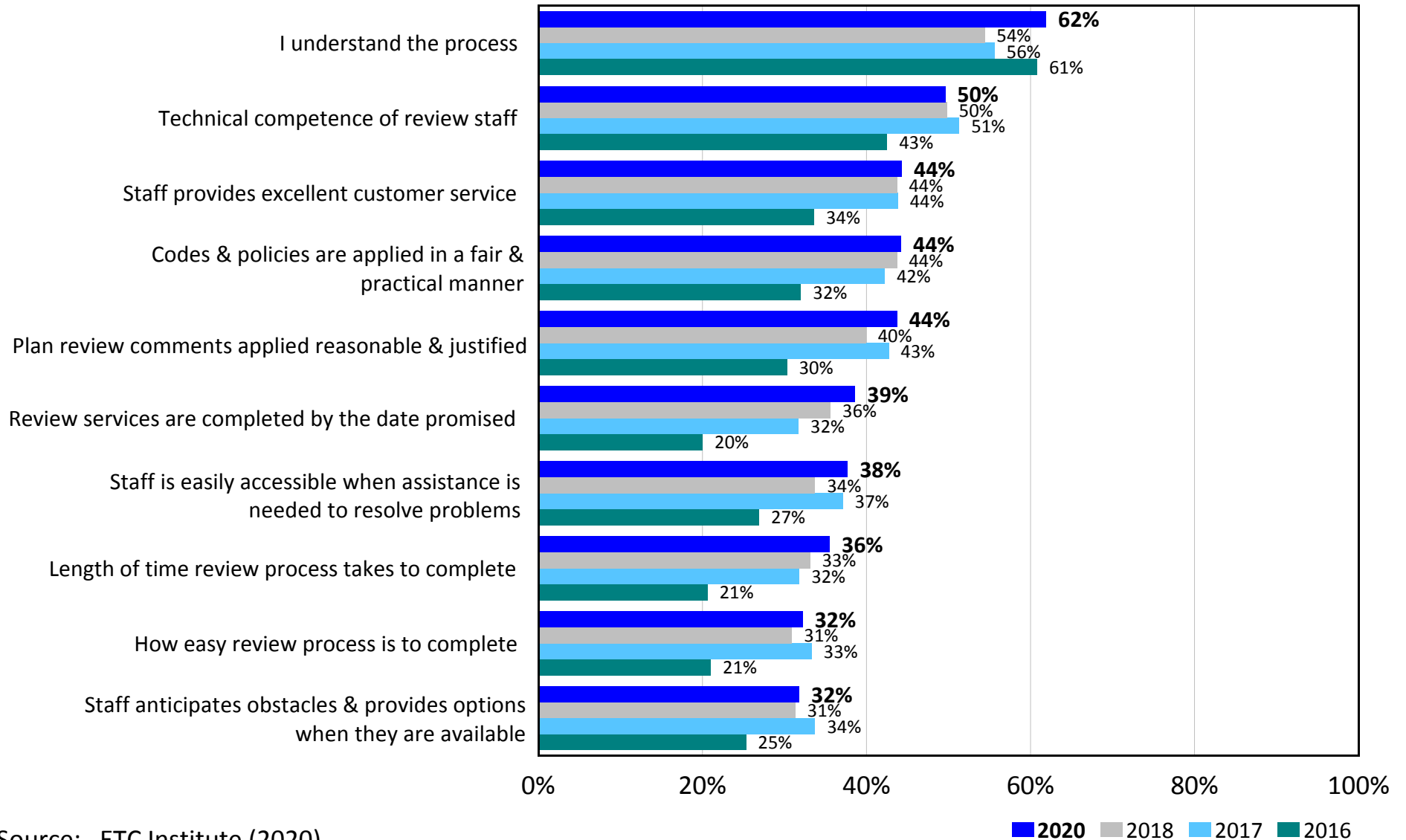
by percentage of respondents who marked "yes"



Source: ETC Institute (2020)

Q6. Satisfaction with the DSD's Commercial Building Plan Review Process 2016 to 2020

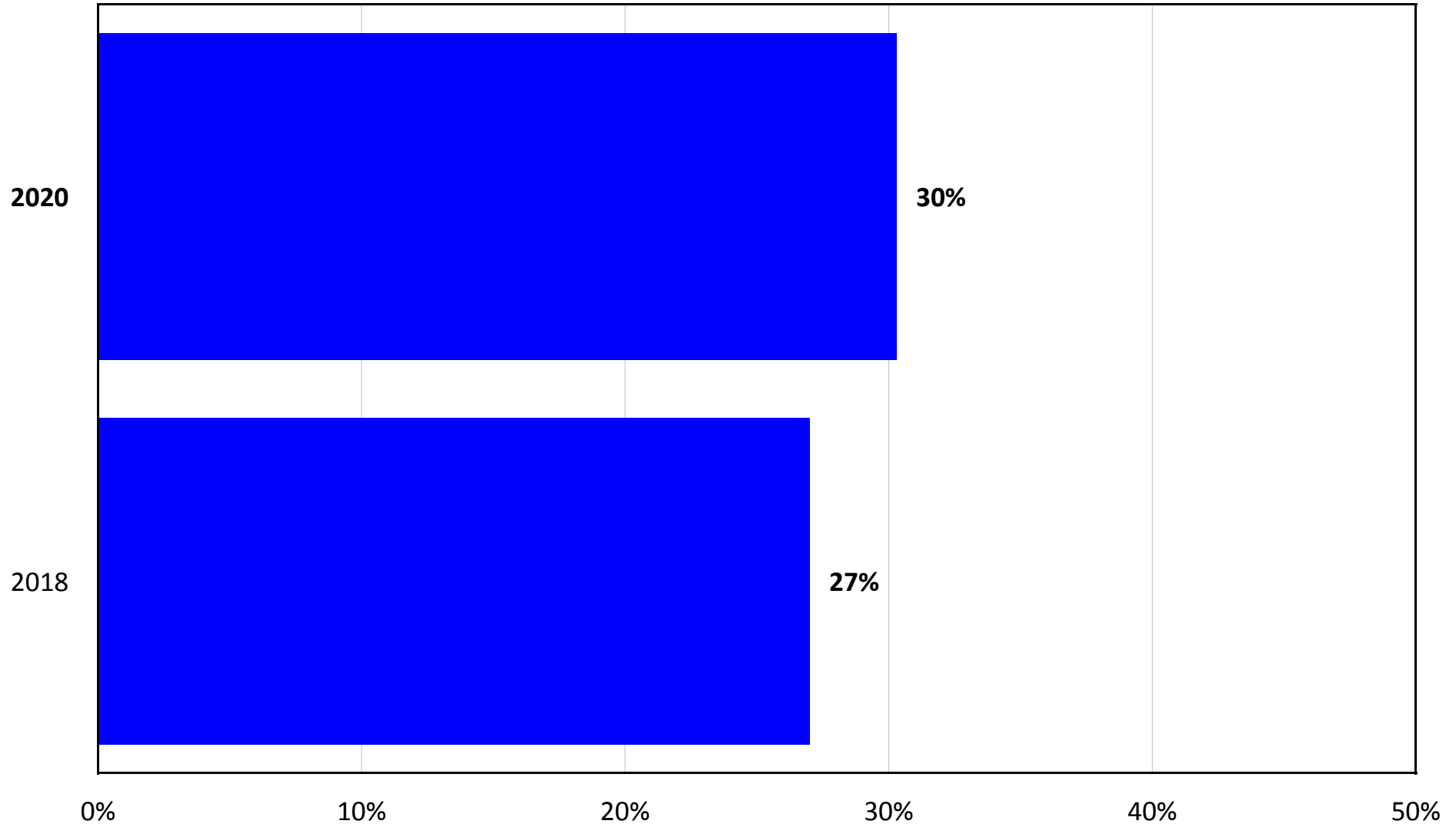
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

Q8. Have you received services from the Expedited Building Plan Review Division during the past year? 2018 and 2020

by percentage of respondents who marked "yes"

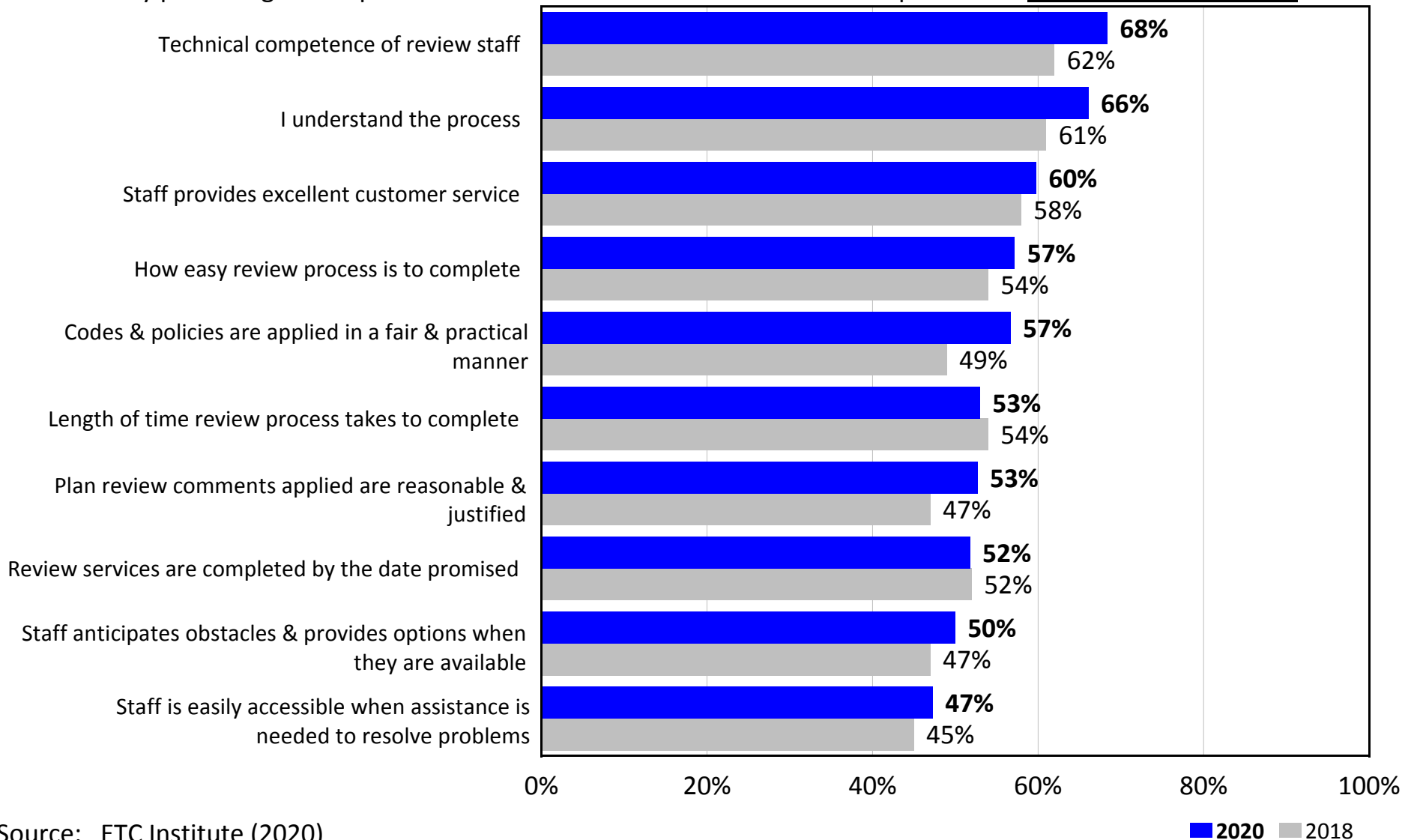


Source: ETC Institute (2020)

Q9. Satisfaction with DSD's Expedited Building Plan Review Process

2018 and 2020

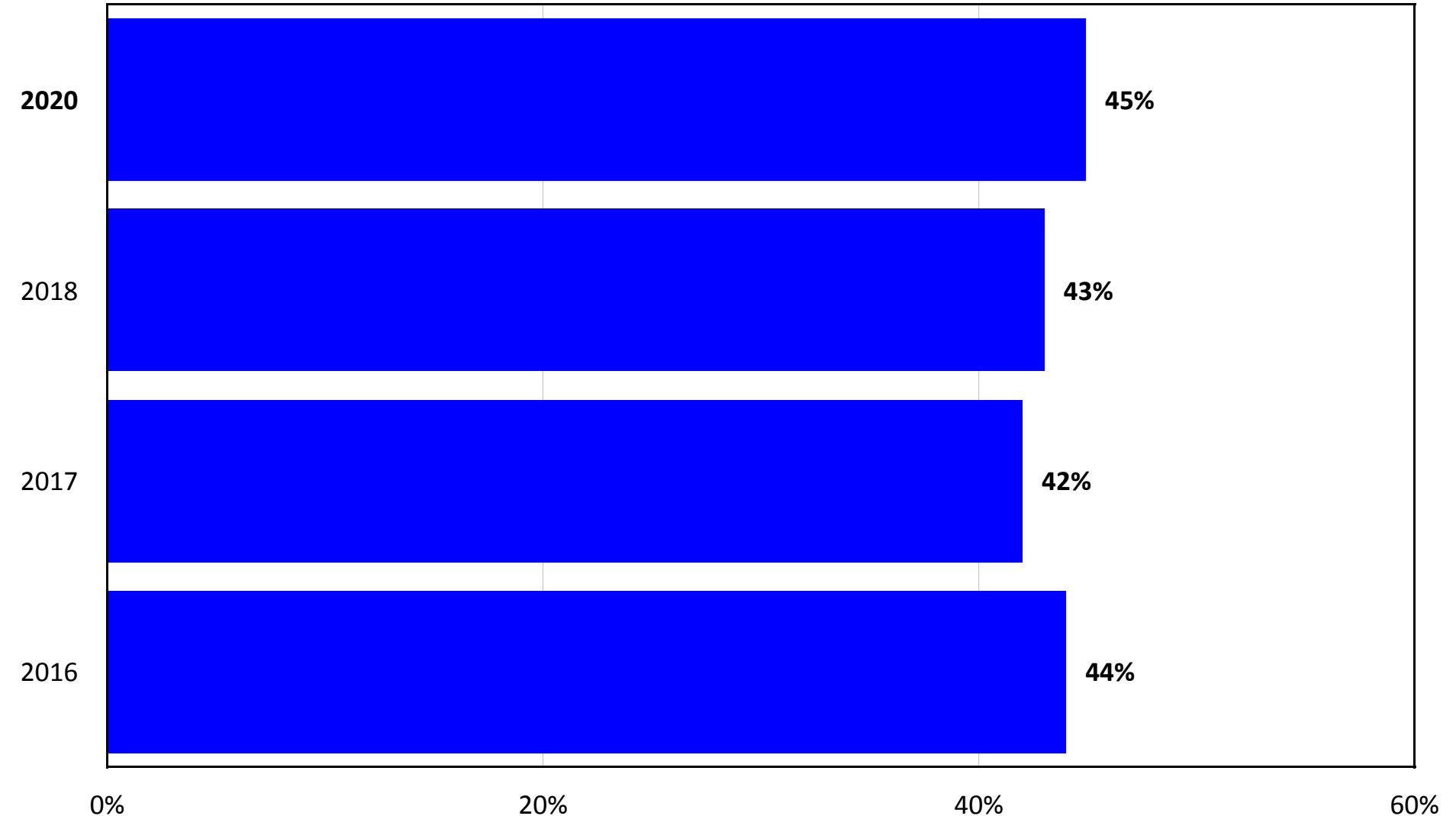
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

Q11. Have you received services from the Tree Ordinance Review Division during the past year? 2016 to 2020

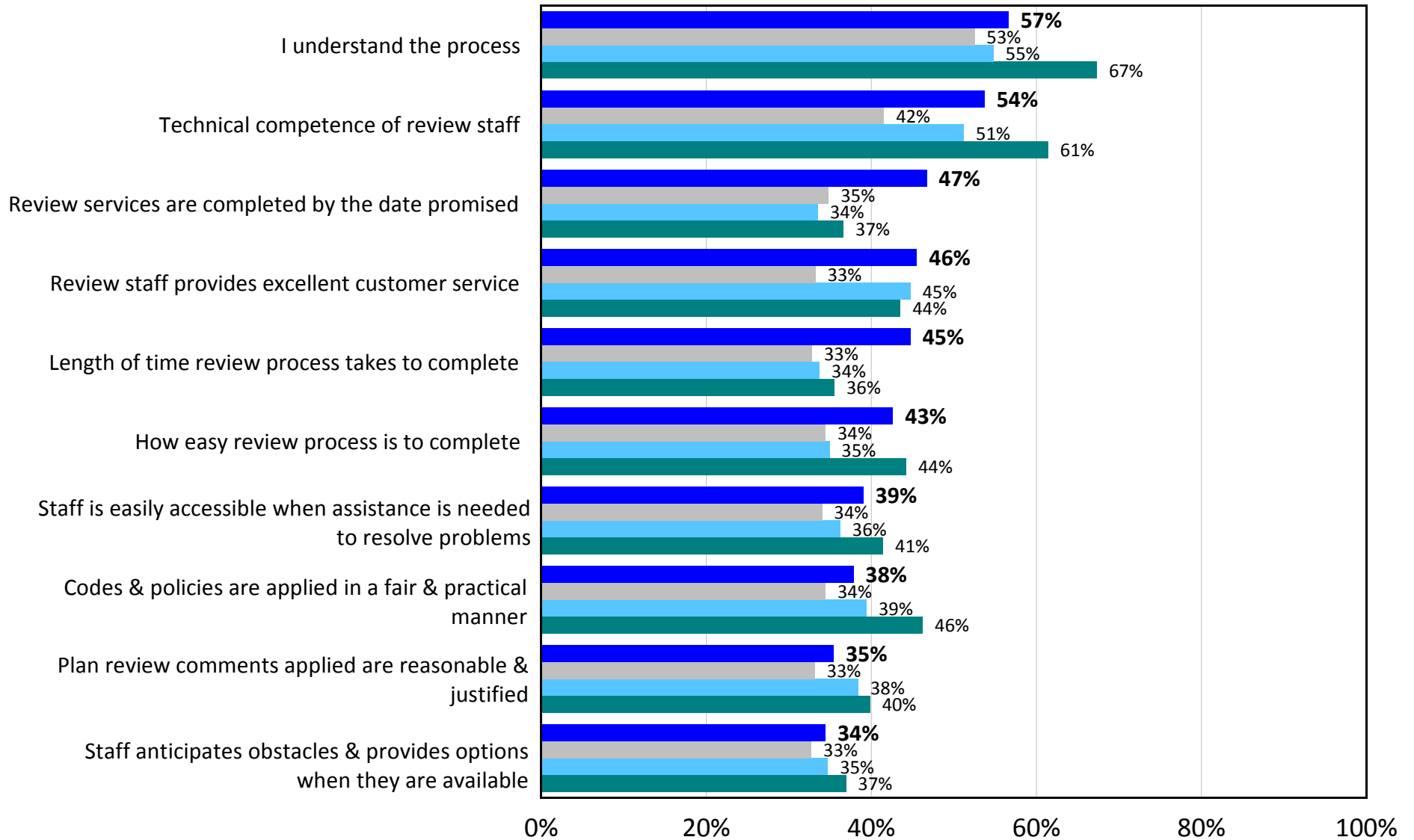
by percentage of respondents who marked "yes"



Source: ETC Institute (2020)

Q12. Satisfaction with the DSD’s Tree Ordinance Review Process 2016 to 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

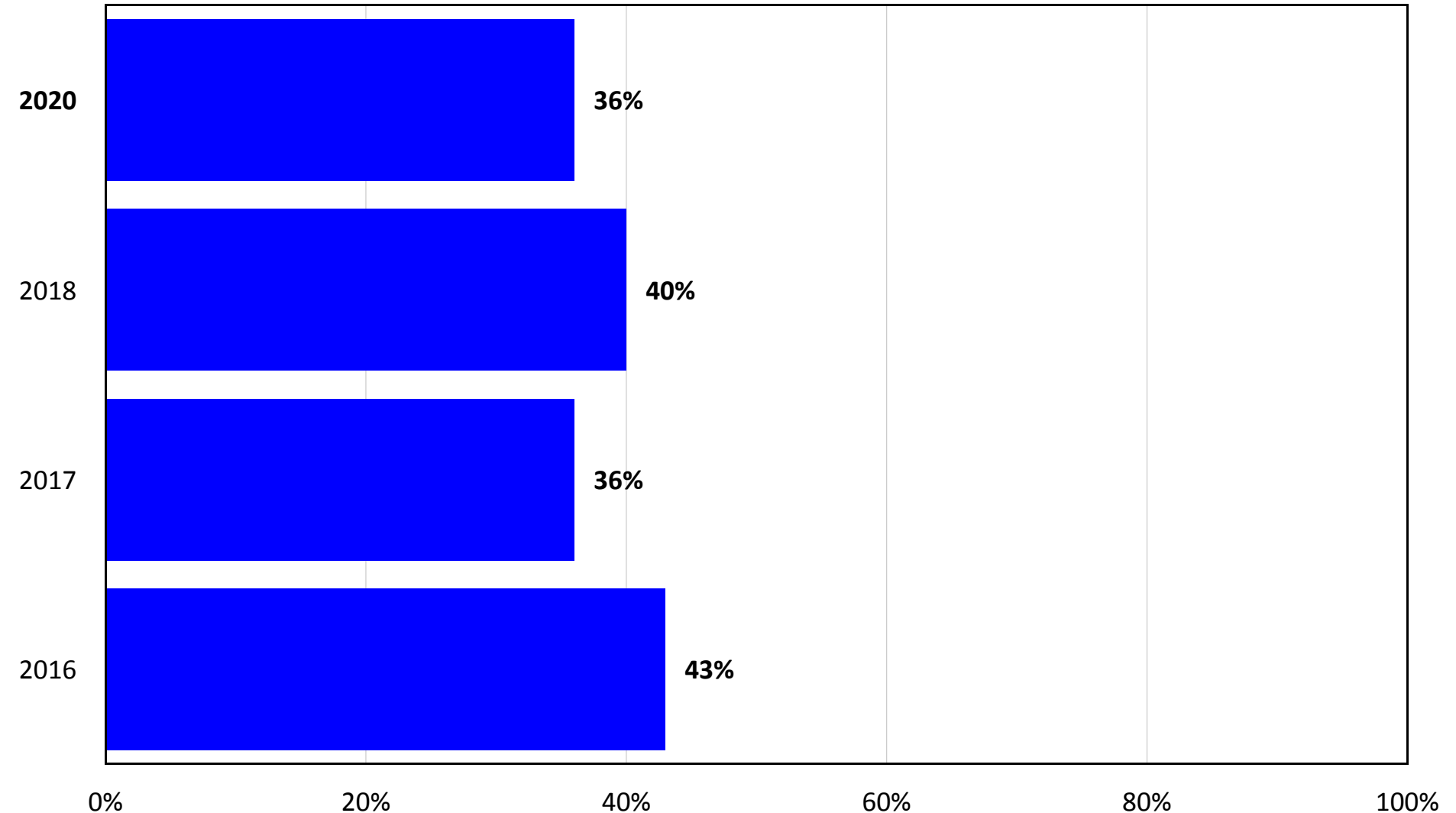


Source: ETC Institute (2020)

2020 2018 2017 2016

Q14. Have you received services related to a Site Plan Review during the past year? 2016 to 2020

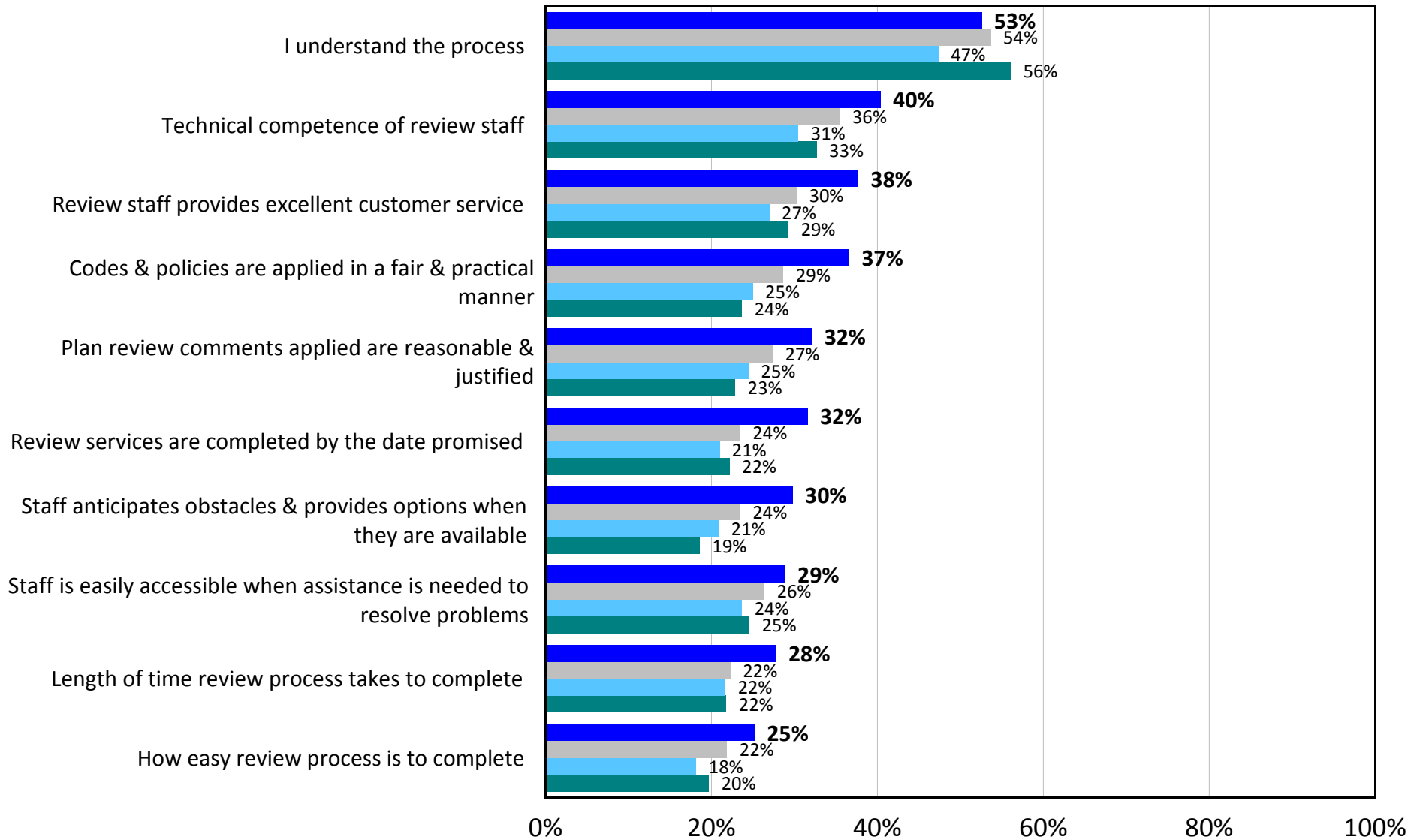
by percentage of respondents who marked "yes"



Source: ETC Institute (2020)

Q15. Satisfaction with the Site Plan Review Process 2016 to 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

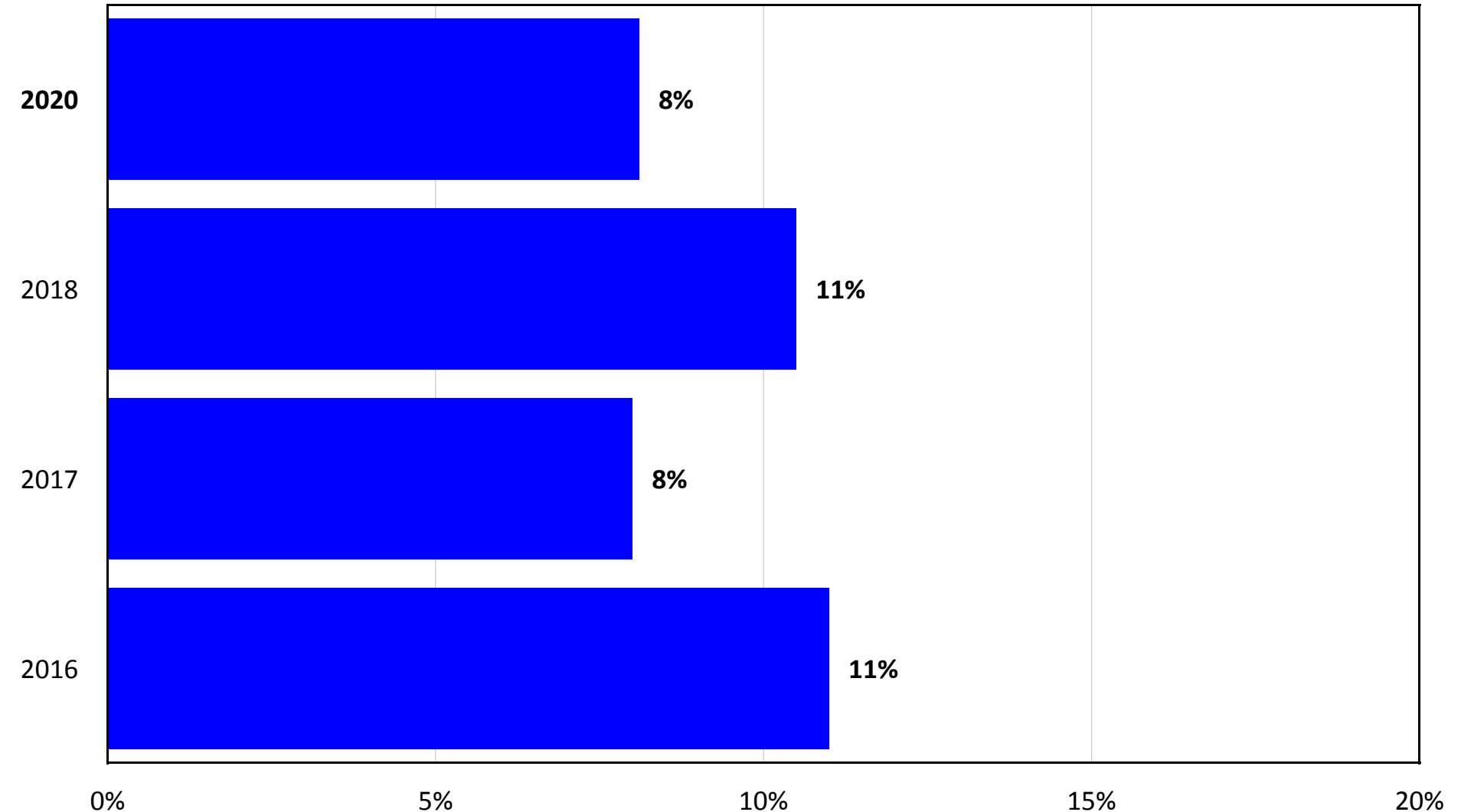


Source: ETC Institute (2020)

2020 2018 2017 2016

Q17. Have you received services related to a Subdivision Review during the past year? 2016 to 2020

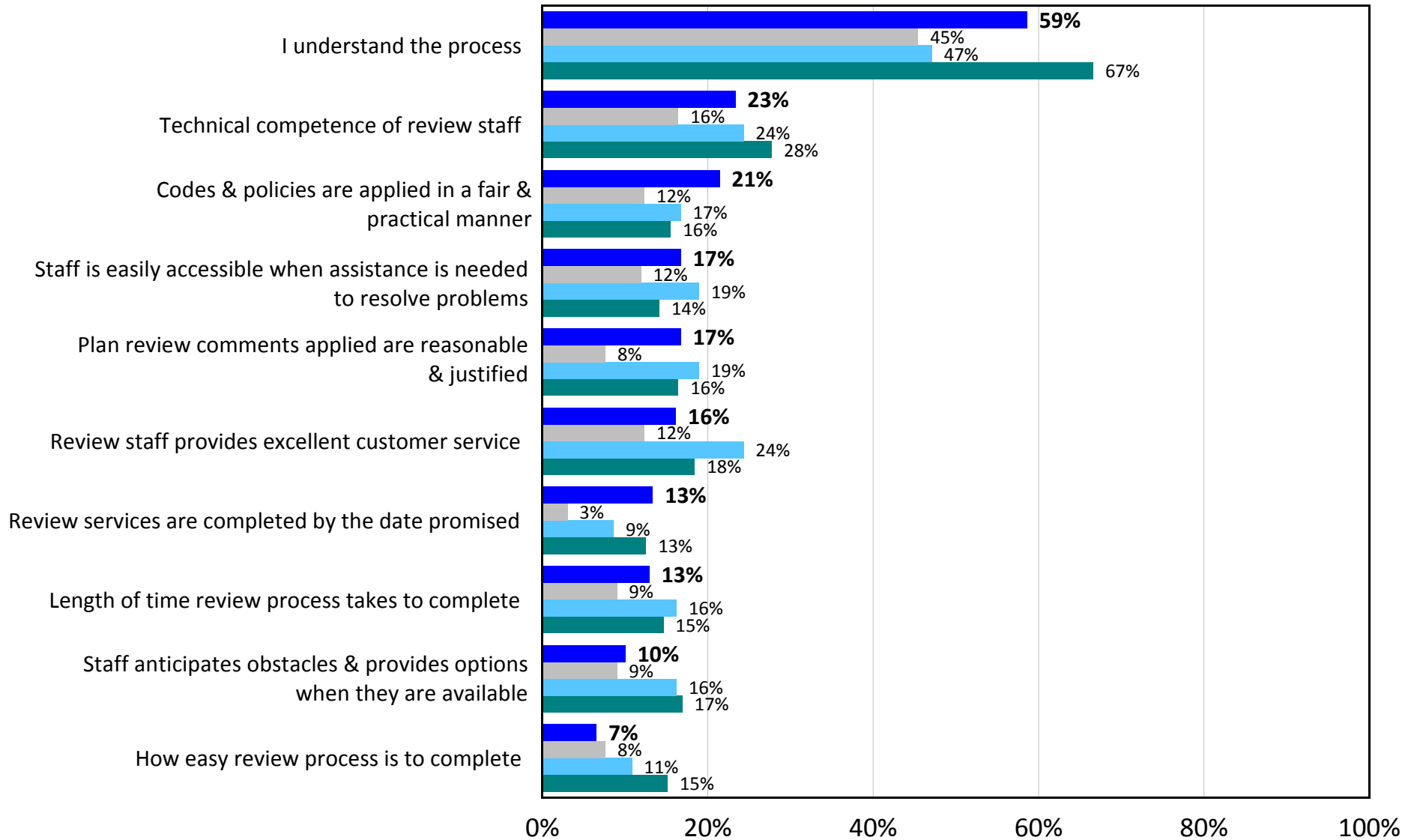
by percentage of respondents who marked "yes"



Source: ETC Institute (2020)

Q18. Satisfaction with the Subdivision Review Process 2016 to 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

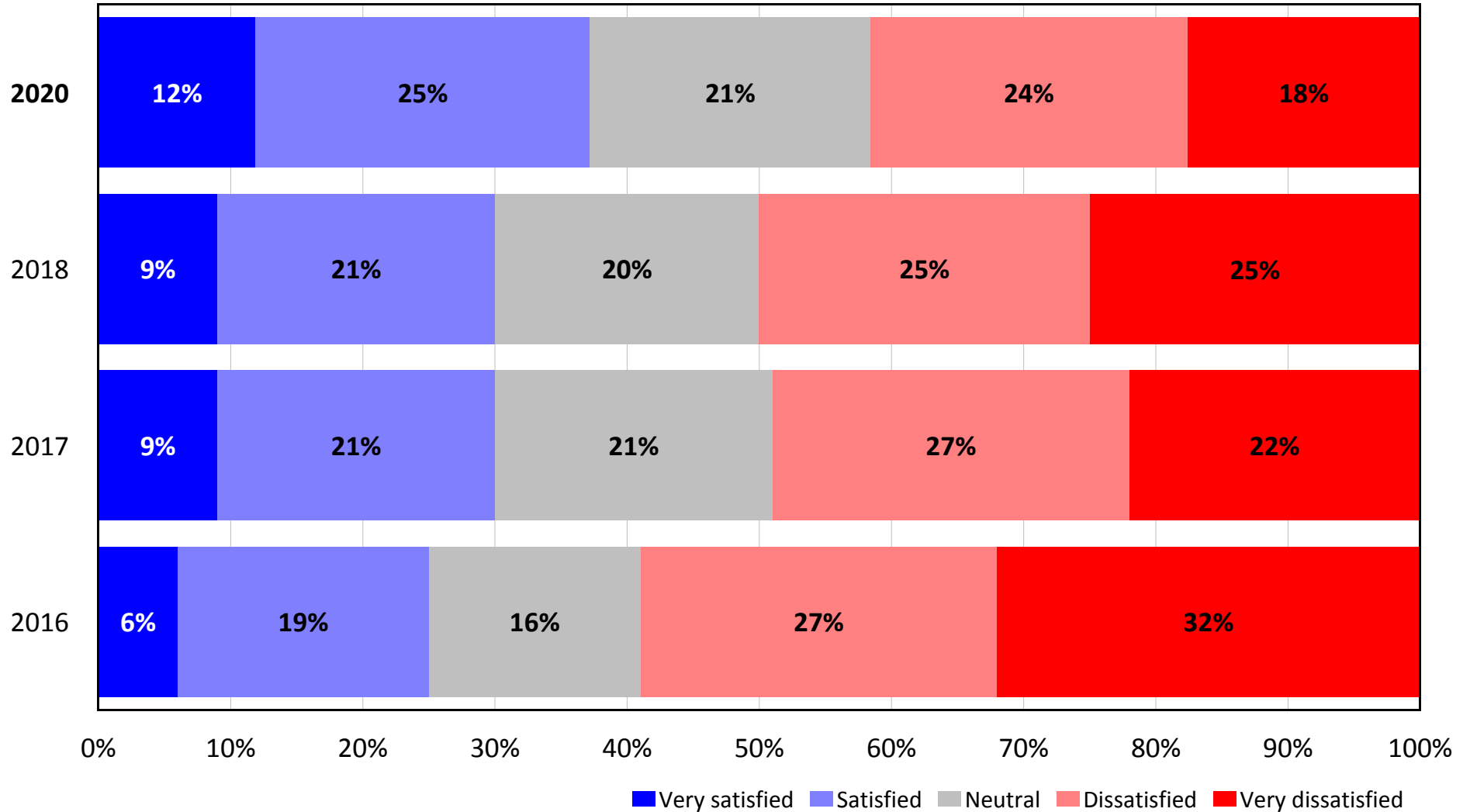


Source: ETC Institute (2020)

■ 2020 ■ 2018 ■ 2017 ■ 2016

Q20. Overall, how satisfied are you with the DSD's Plan Review Division? 2016 to 2020

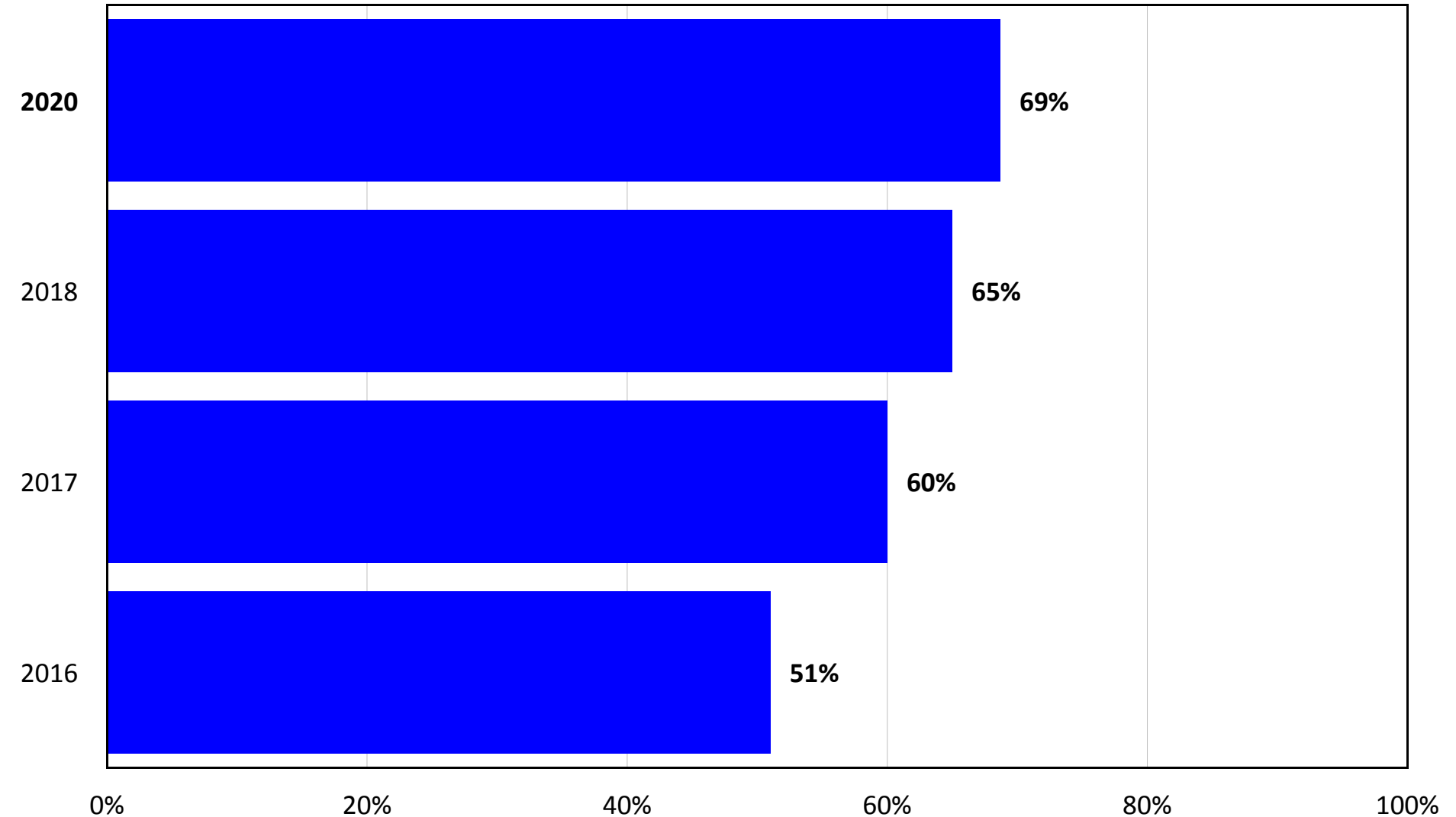
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q21. Have you interacted with DSD's Inspection Divisions during the past year? 2016 to 2020

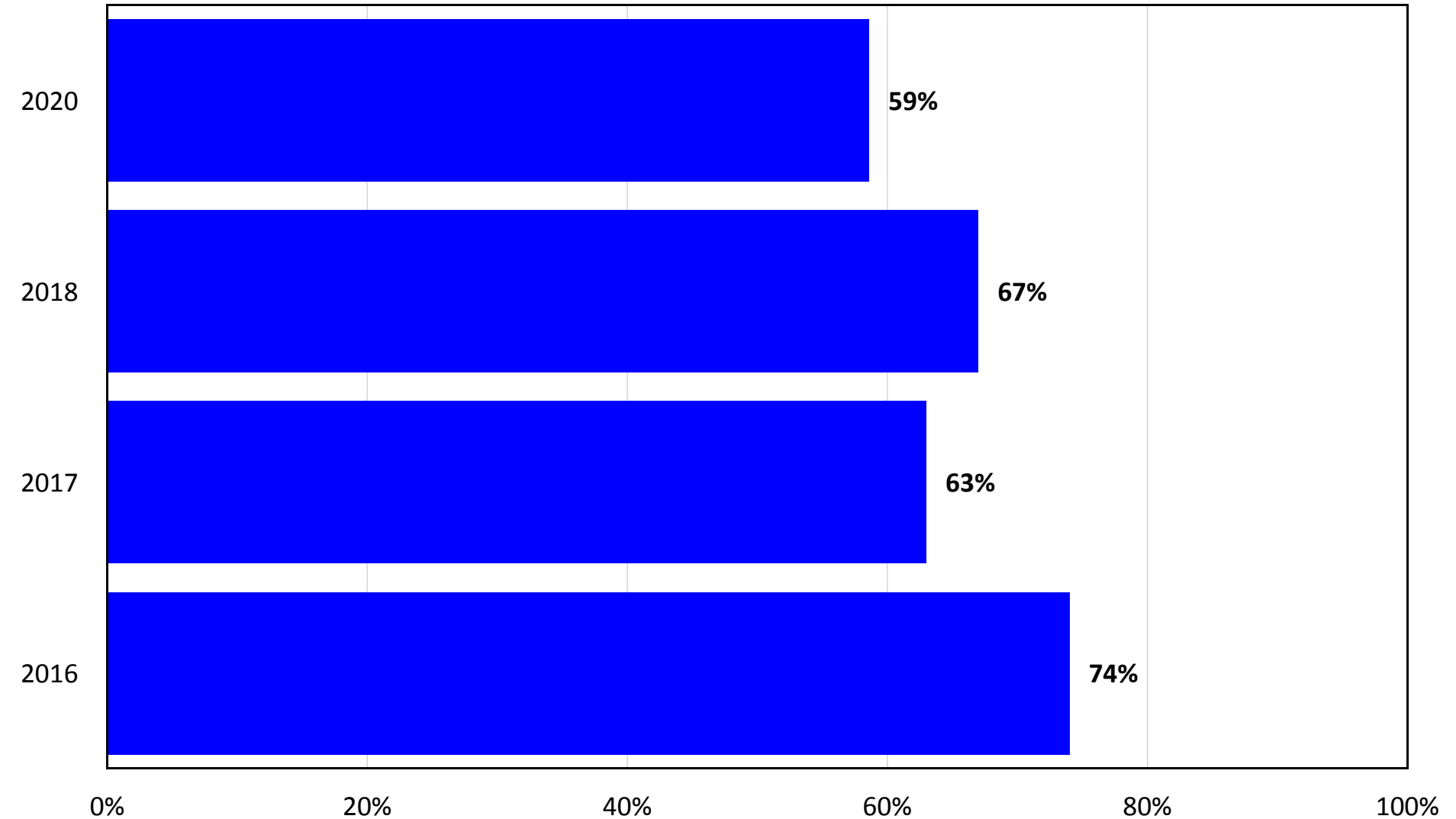
by percentage of respondents who marked "yes"



Source: ETC Institute (2020)

Q22. Have you received a residential inspection in the past year? 2016 to 2020

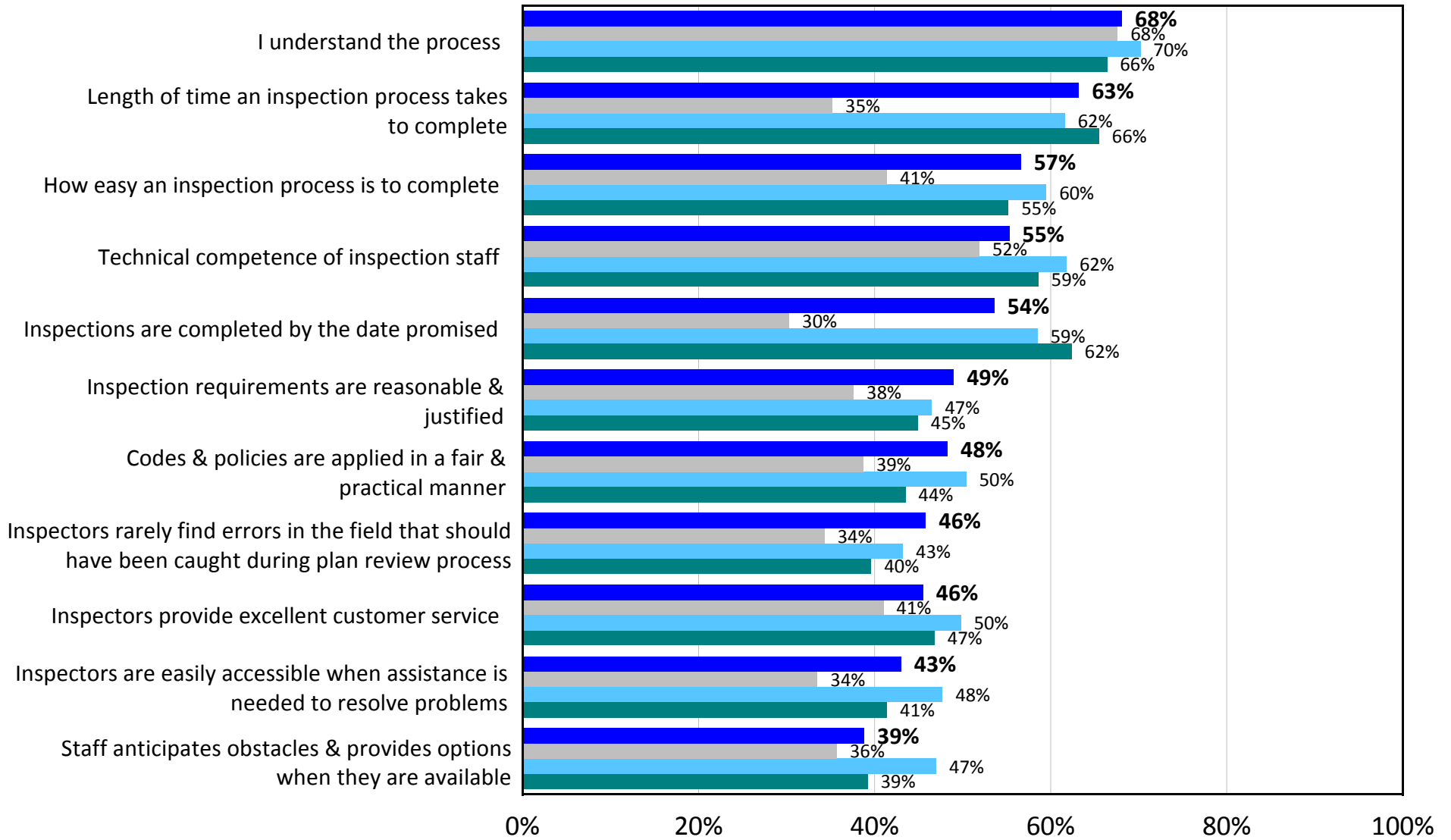
by percentage of respondents who marked "yes"



Source: ETC Institute (2020)

Q23. Satisfaction with the Residential Inspection Division 2016 to 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

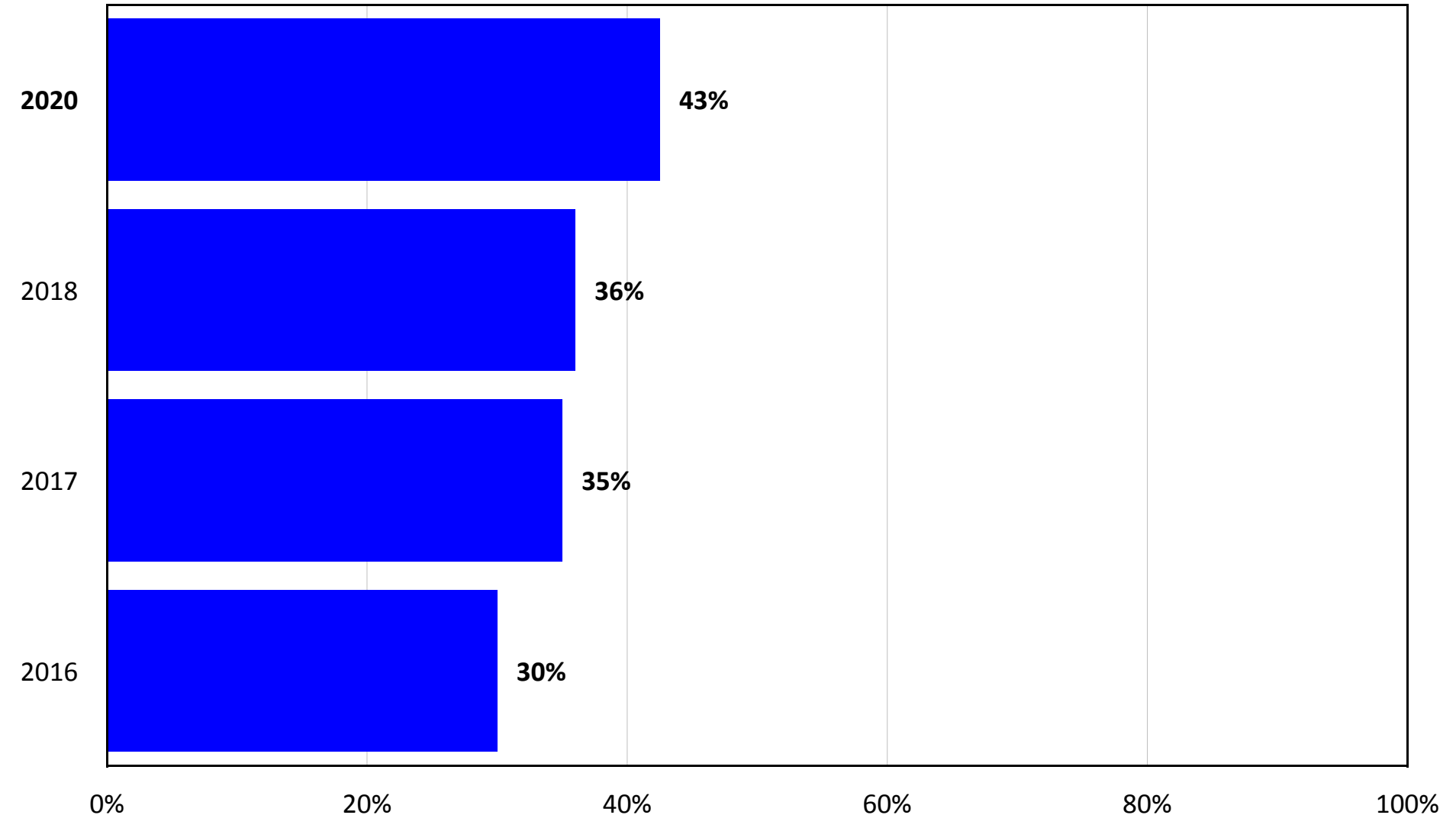


Source: ETC Institute (2020)

■ 2020 ■ 2018 ■ 2017 ■ 2016

Q25. Have you received a commercial inspection in the past year? 2016 to 2020

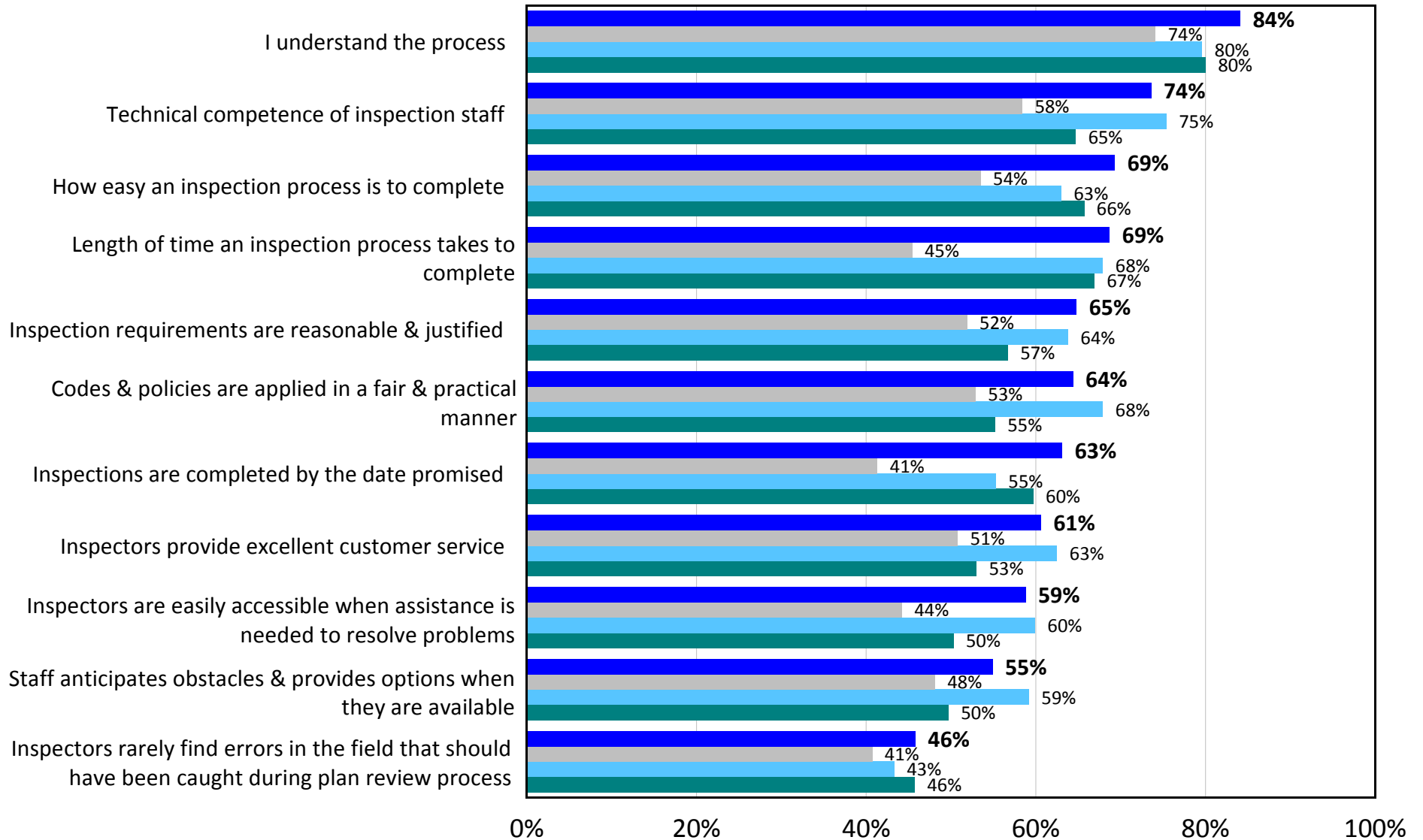
by percentage of respondents who marked "yes"



Source: ETC Institute (2020)

Q26. Satisfaction with the Commercial Inspection Division 2016 to 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

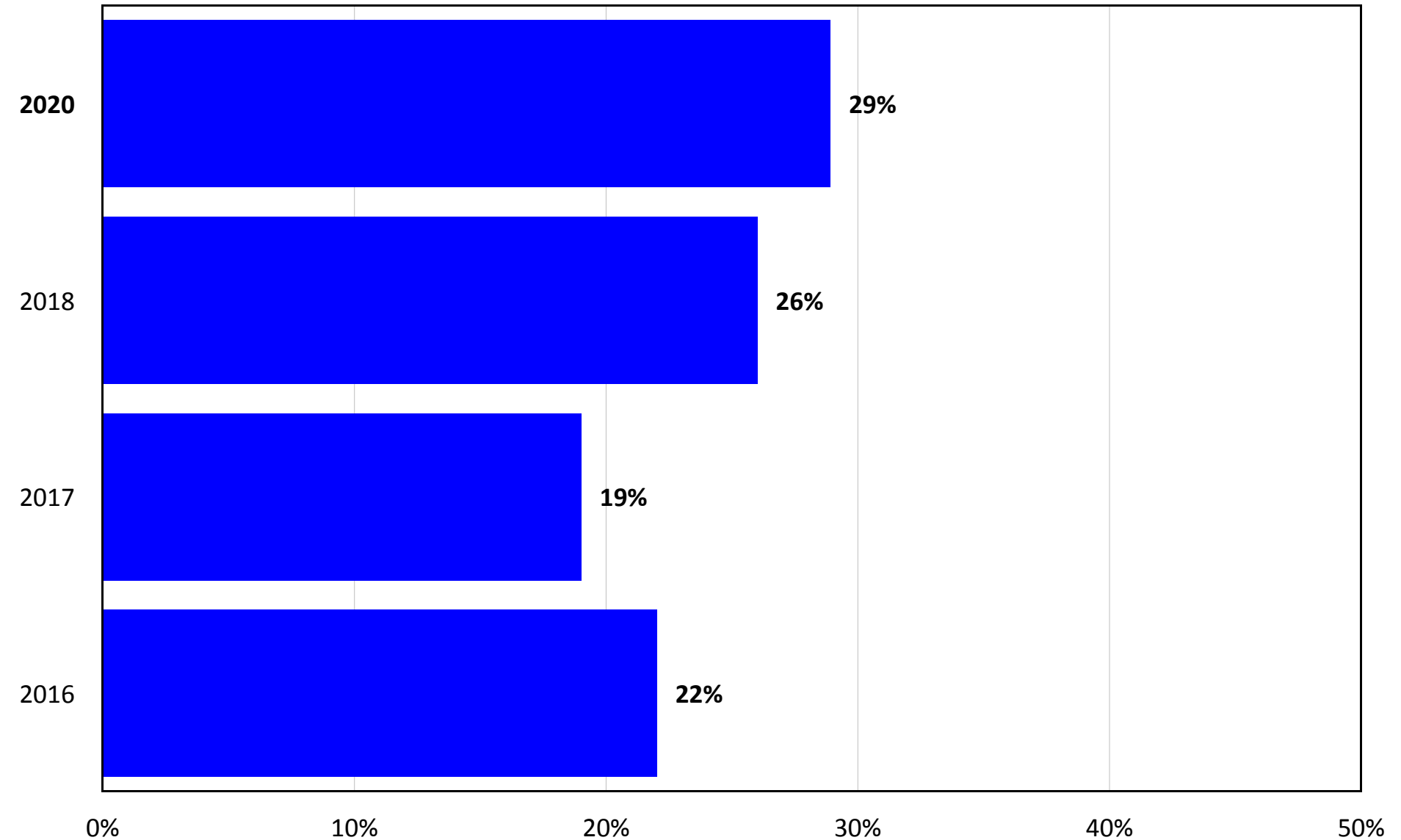


Source: ETC Institute (2020)

2020 2018 2017 2016

Q28. Have you received a tree inspection in the past year? 2016 to 2020

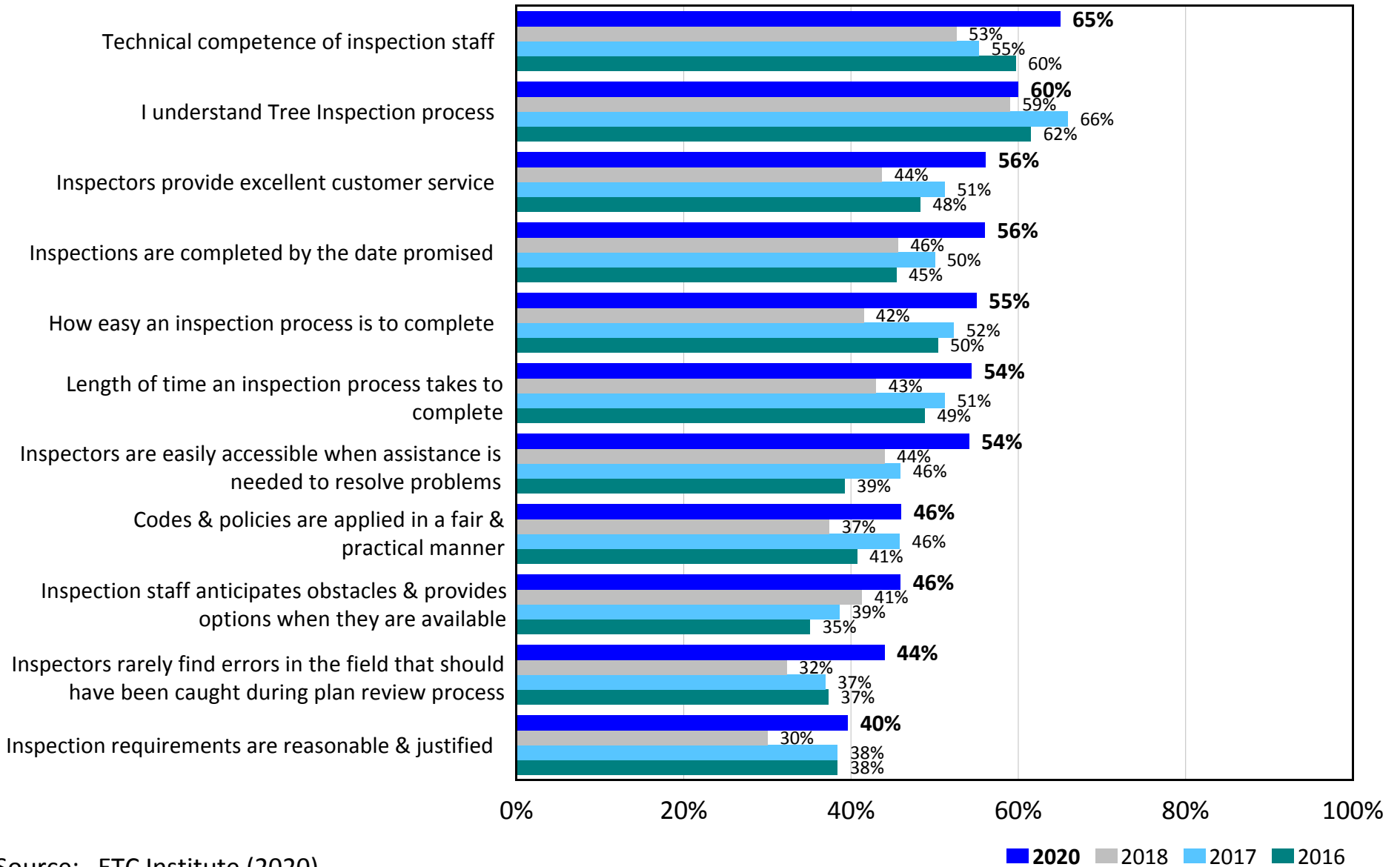
by percentage of respondents who marked "yes"



Source: ETC Institute (2020)

Q29. Satisfaction with the Tree Inspection Division 2016 to 2020

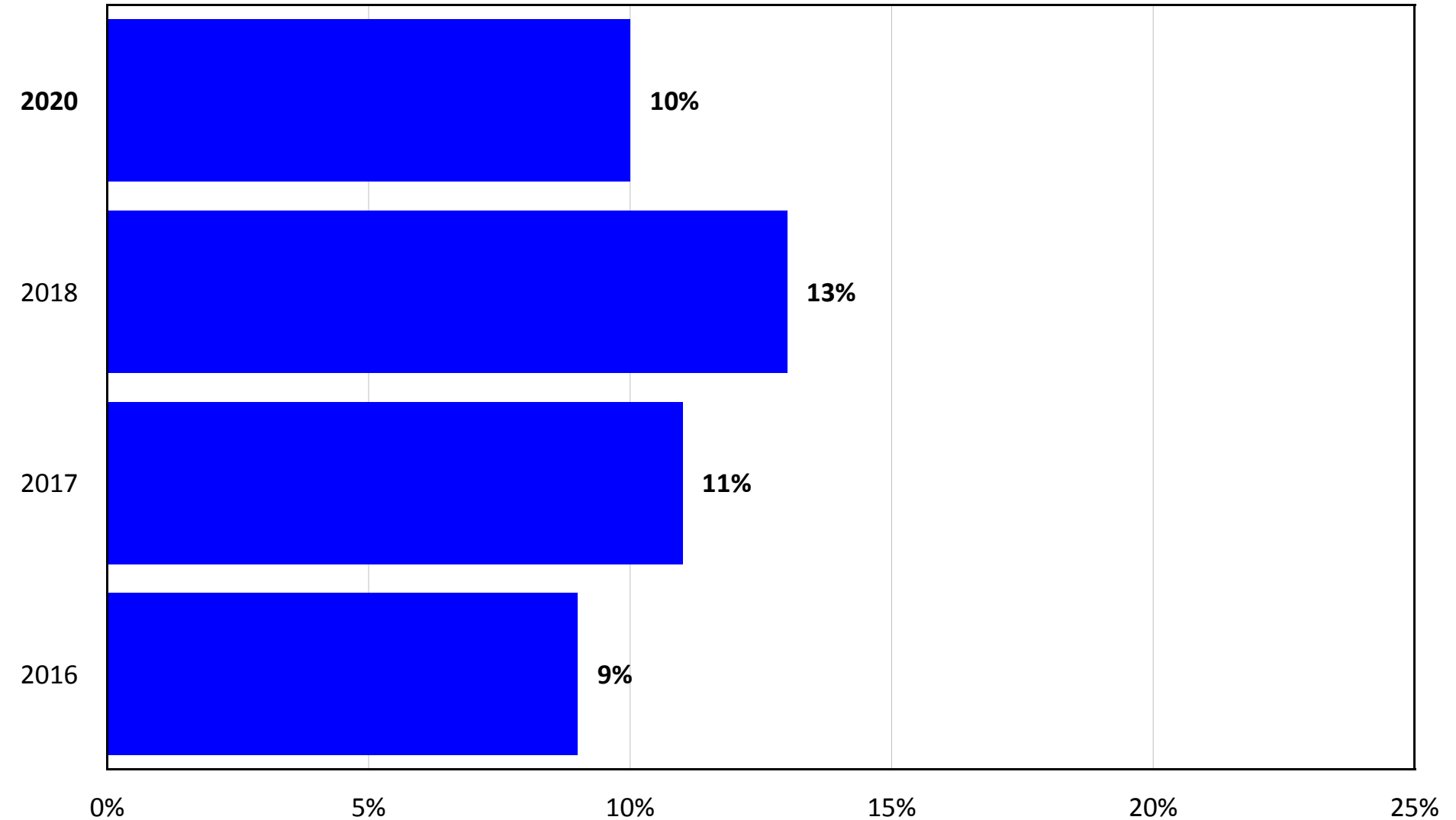
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

Q31. Have you received site and subdivision inspections in the past year? 2016 to 2020

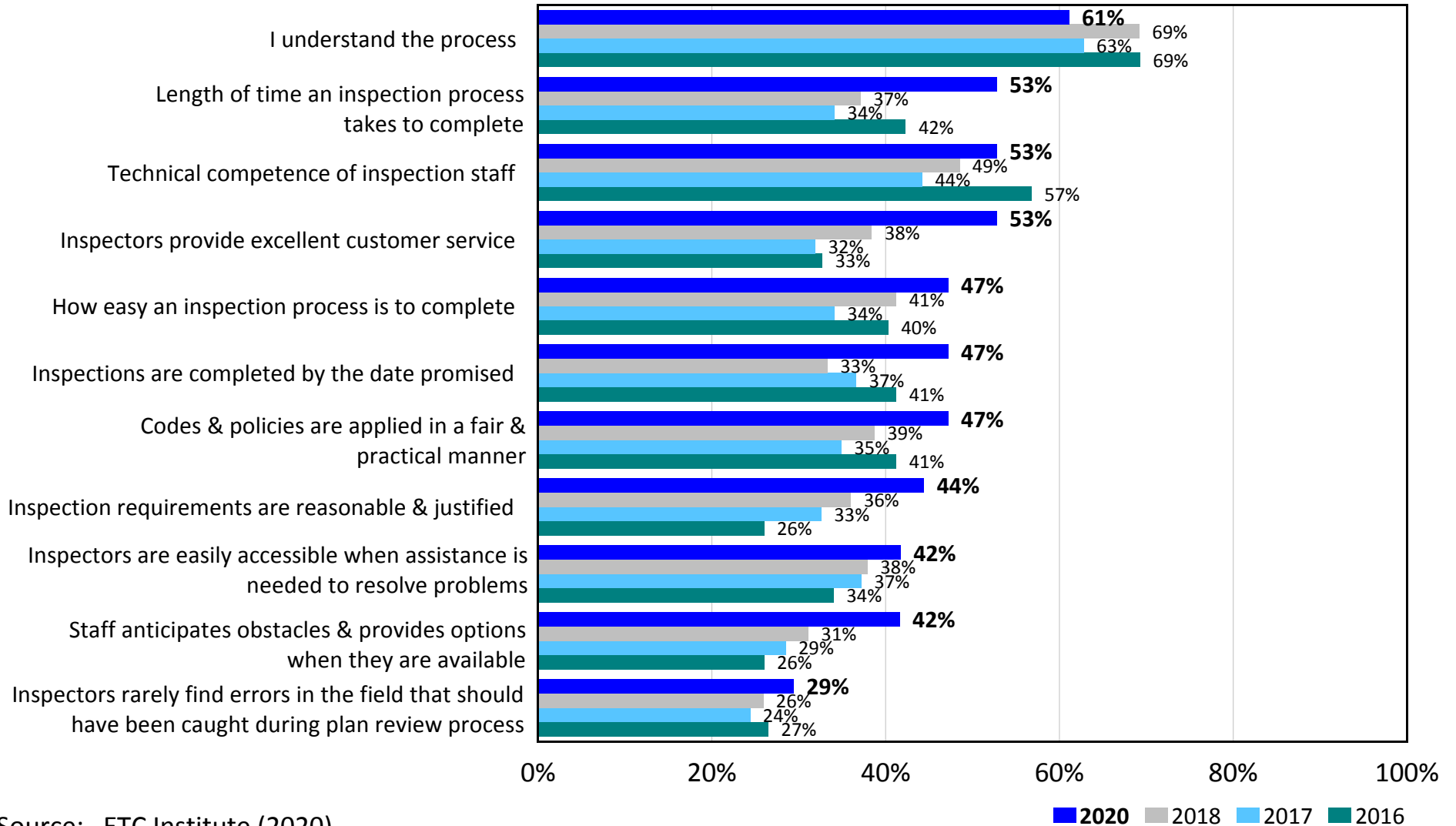
by percentage of respondents who marked "yes"



Source: ETC Institute (2020)

Q32. Satisfaction with the DSD's Site and Subdivision Inspection Division 2016 to 2020

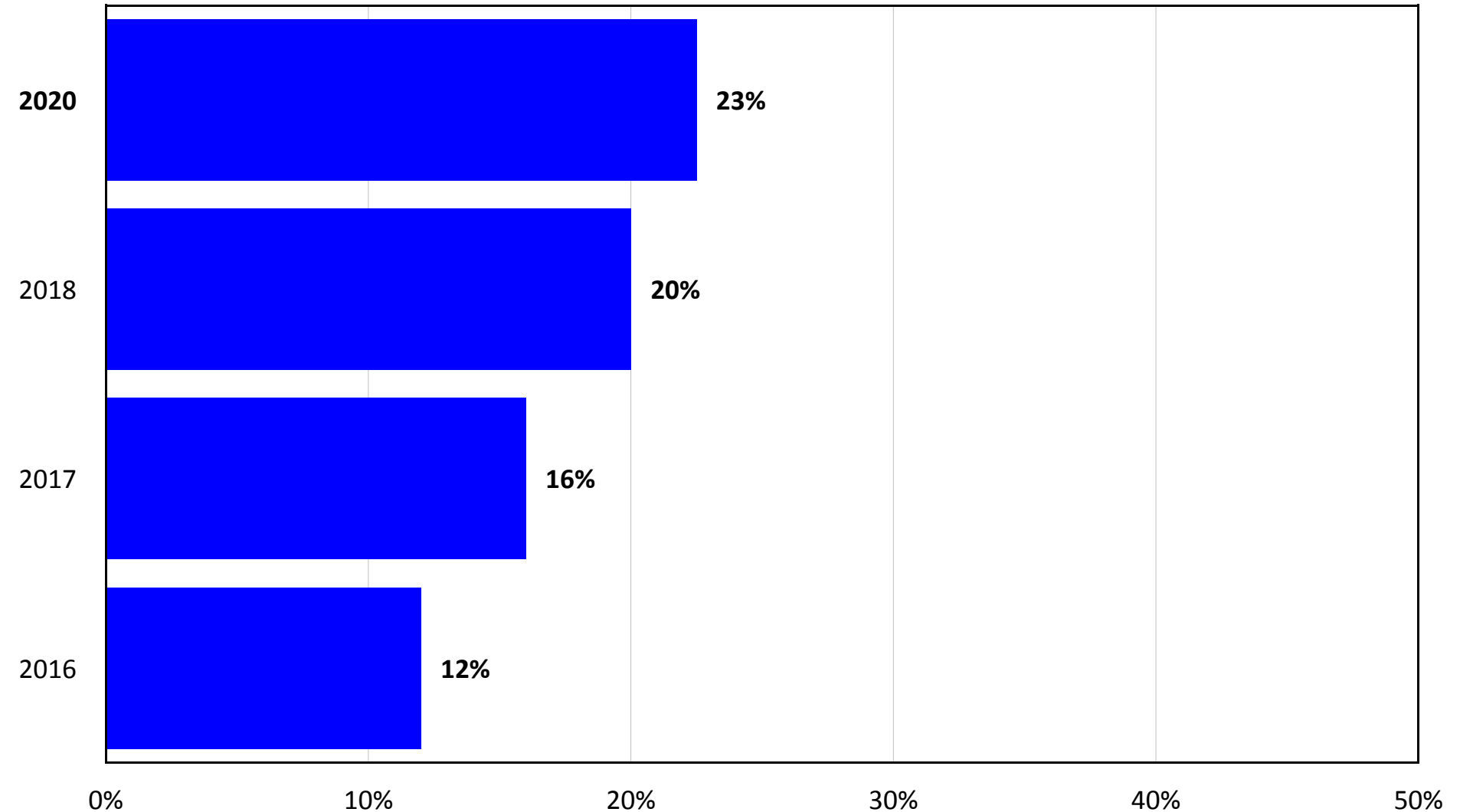
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

Q34. Have you received an environmental inspection in the past year? 2016 to 2020

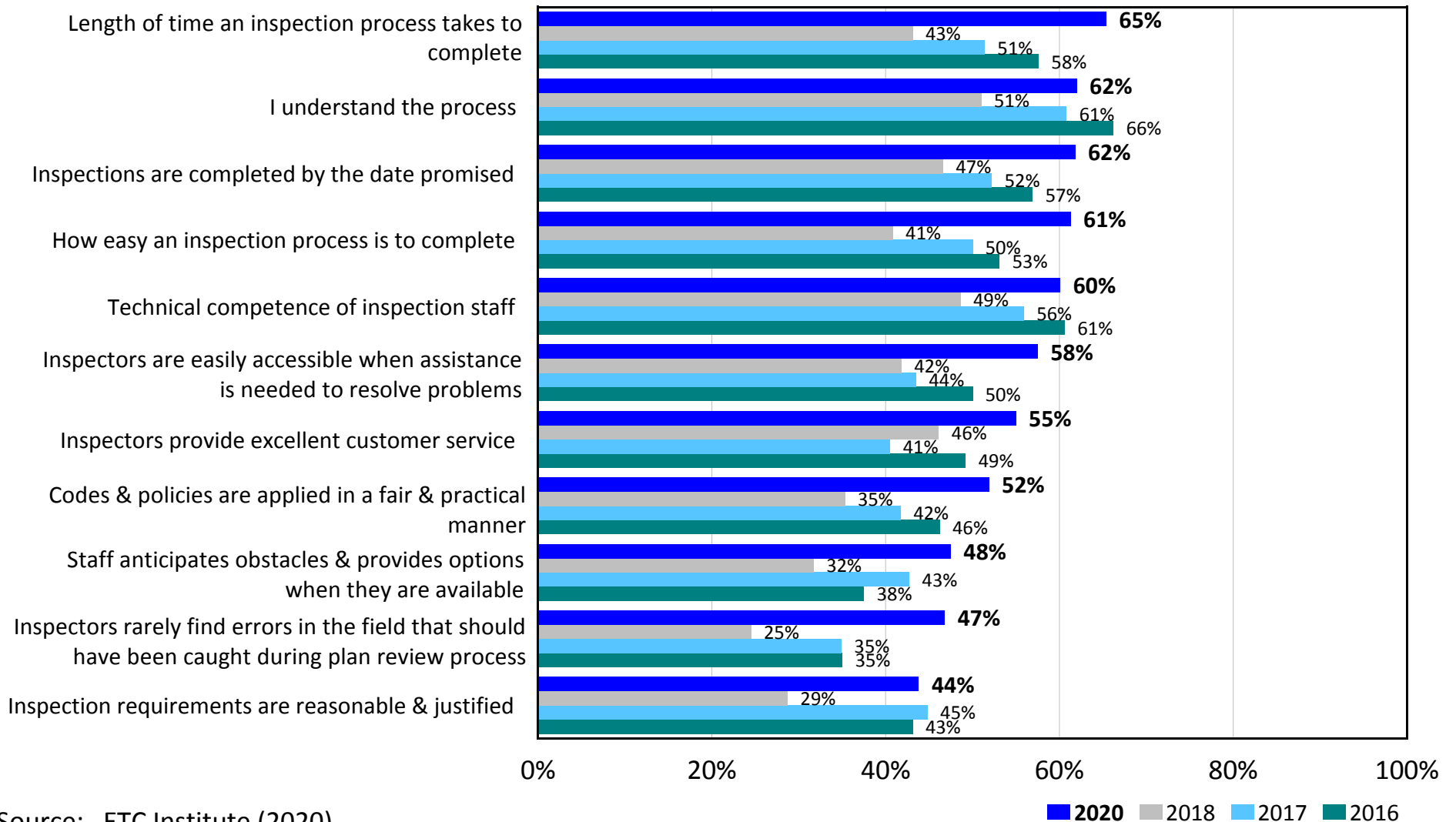
by percentage of respondents who marked "yes"



Source: ETC Institute (2020)

Q35. Satisfaction with the DSD's Environmental Inspection Division 2016 to 2020

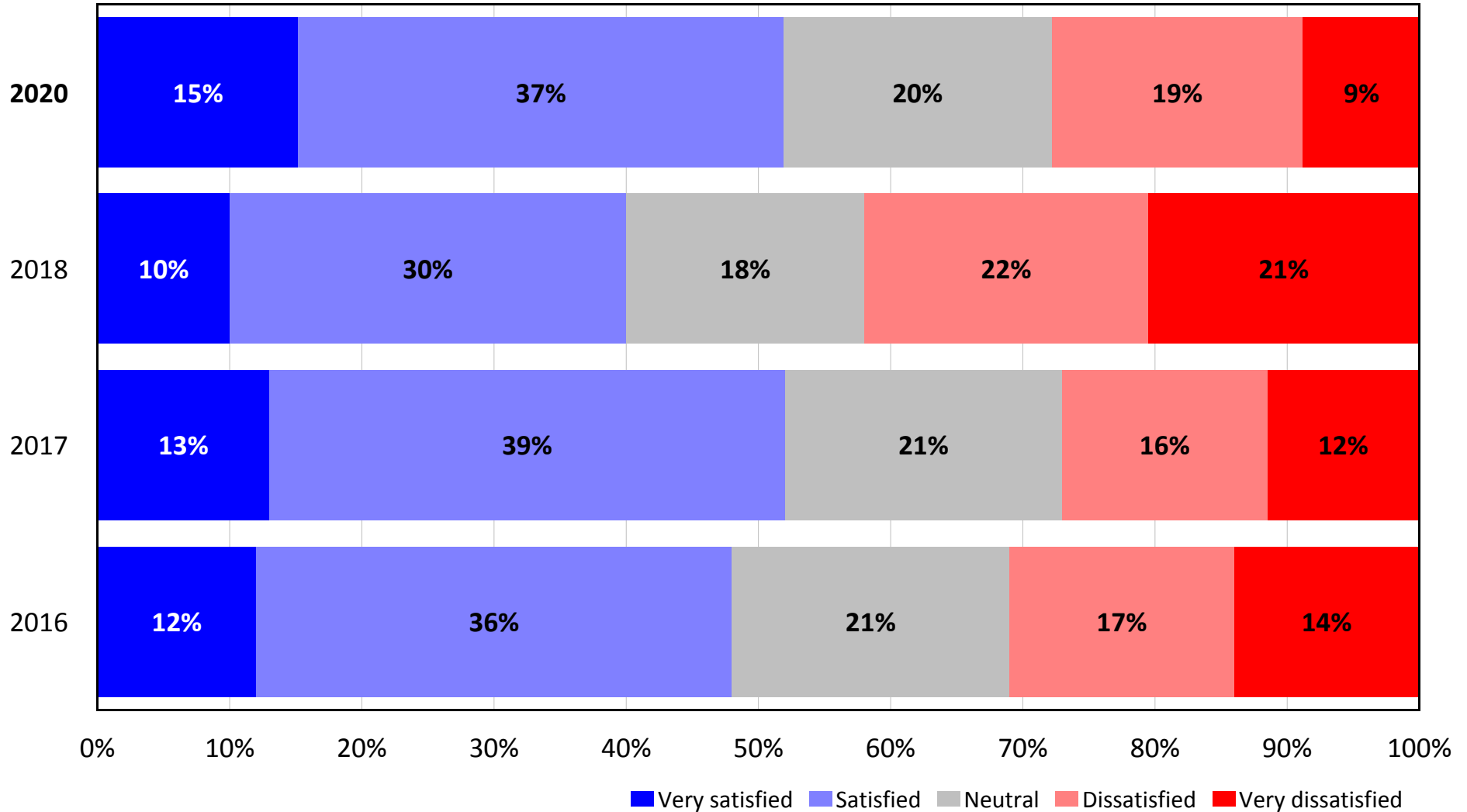
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

Q37. Overall, how satisfied are you with the services provided by DSD's Inspection Division? 2016 to 2020

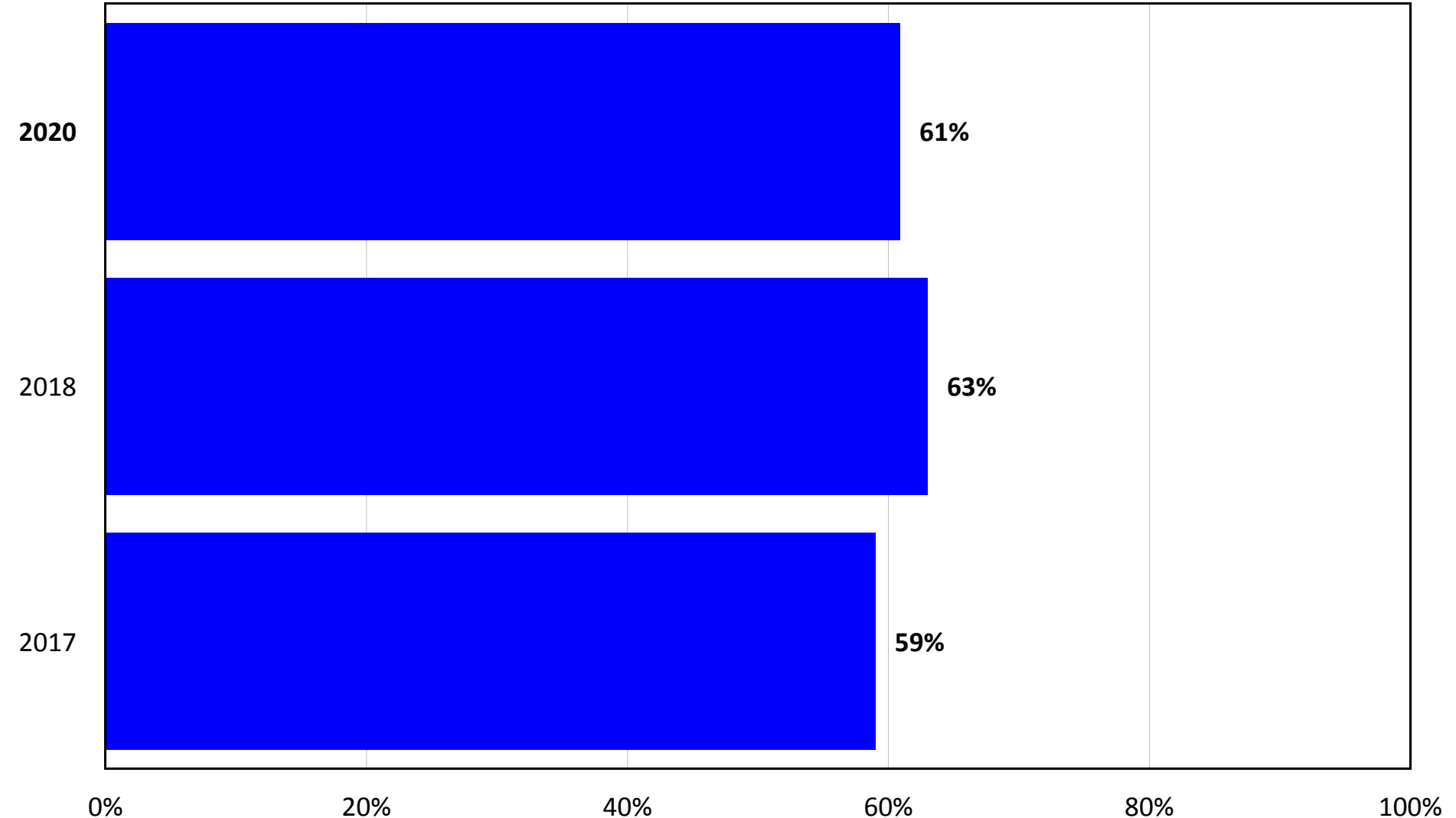
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q38. Have you used any of the online tools during the past year? 2017 to 2020

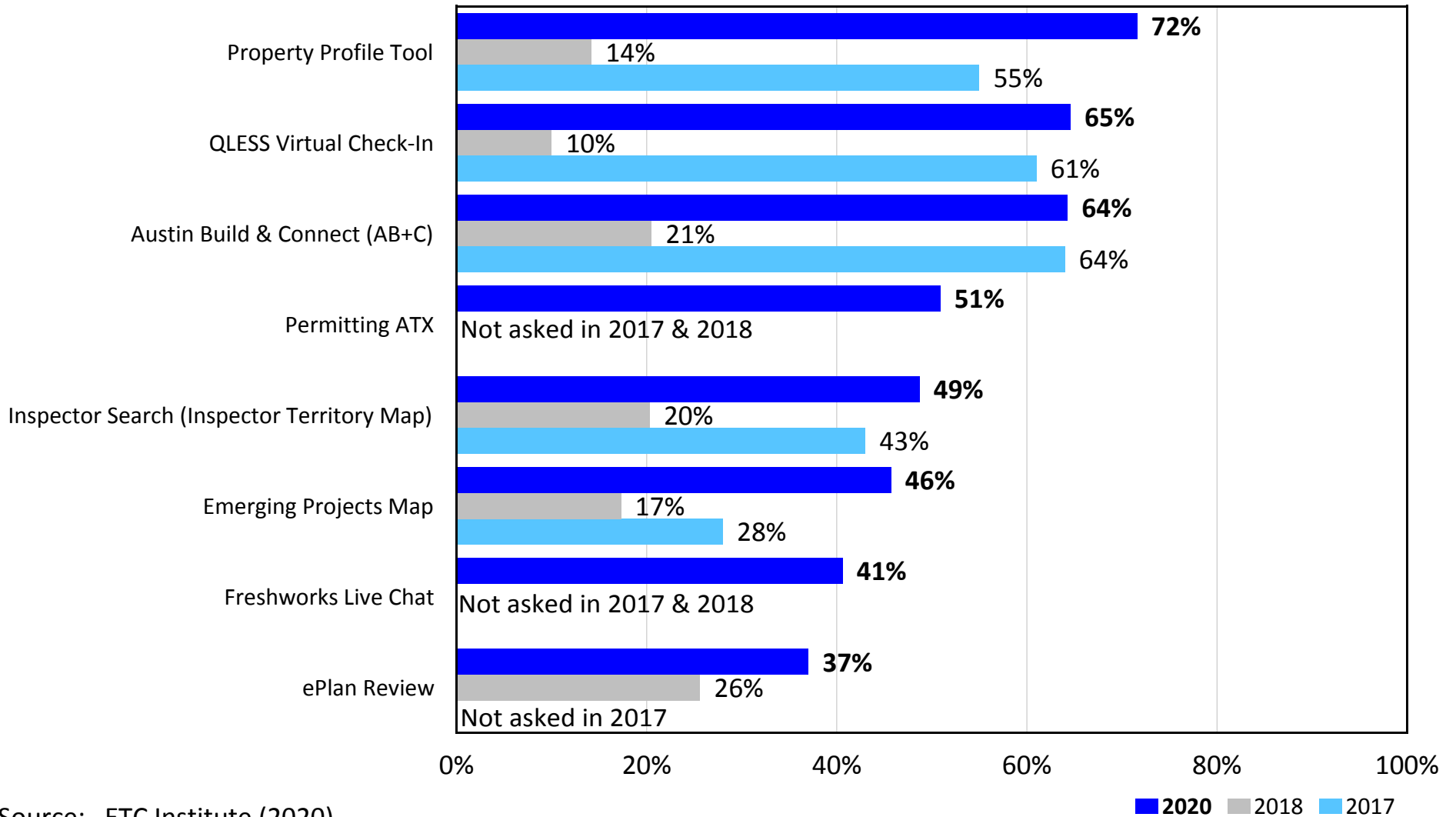
by percentage of respondents who marked "yes"



Source: ETC Institute (2020)

Q39. Satisfaction with Various Online Tools Used During the Past Year 2017 to 2020

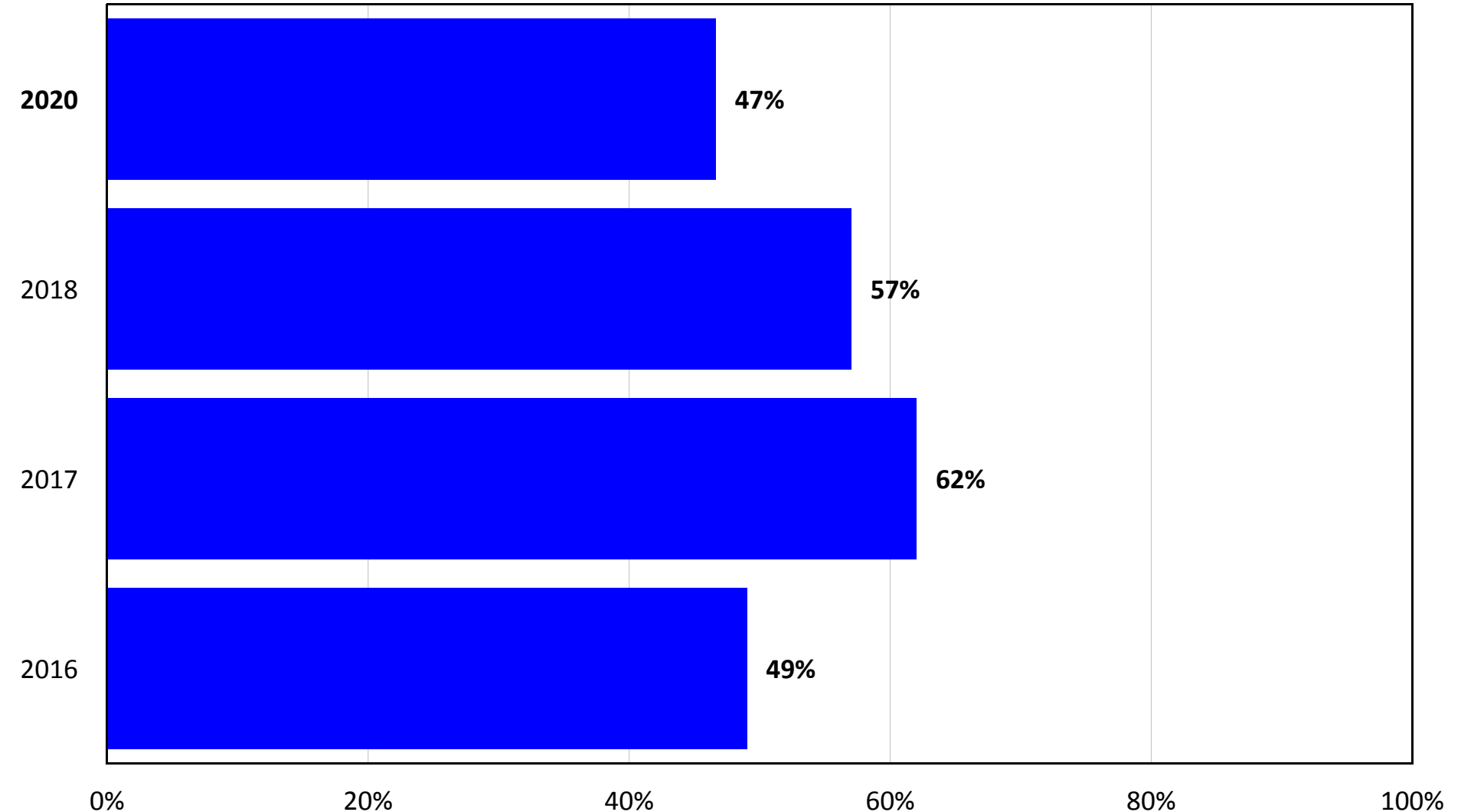
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

Q40. Have you received services from the Service Center during the past year? 2016 to 2020

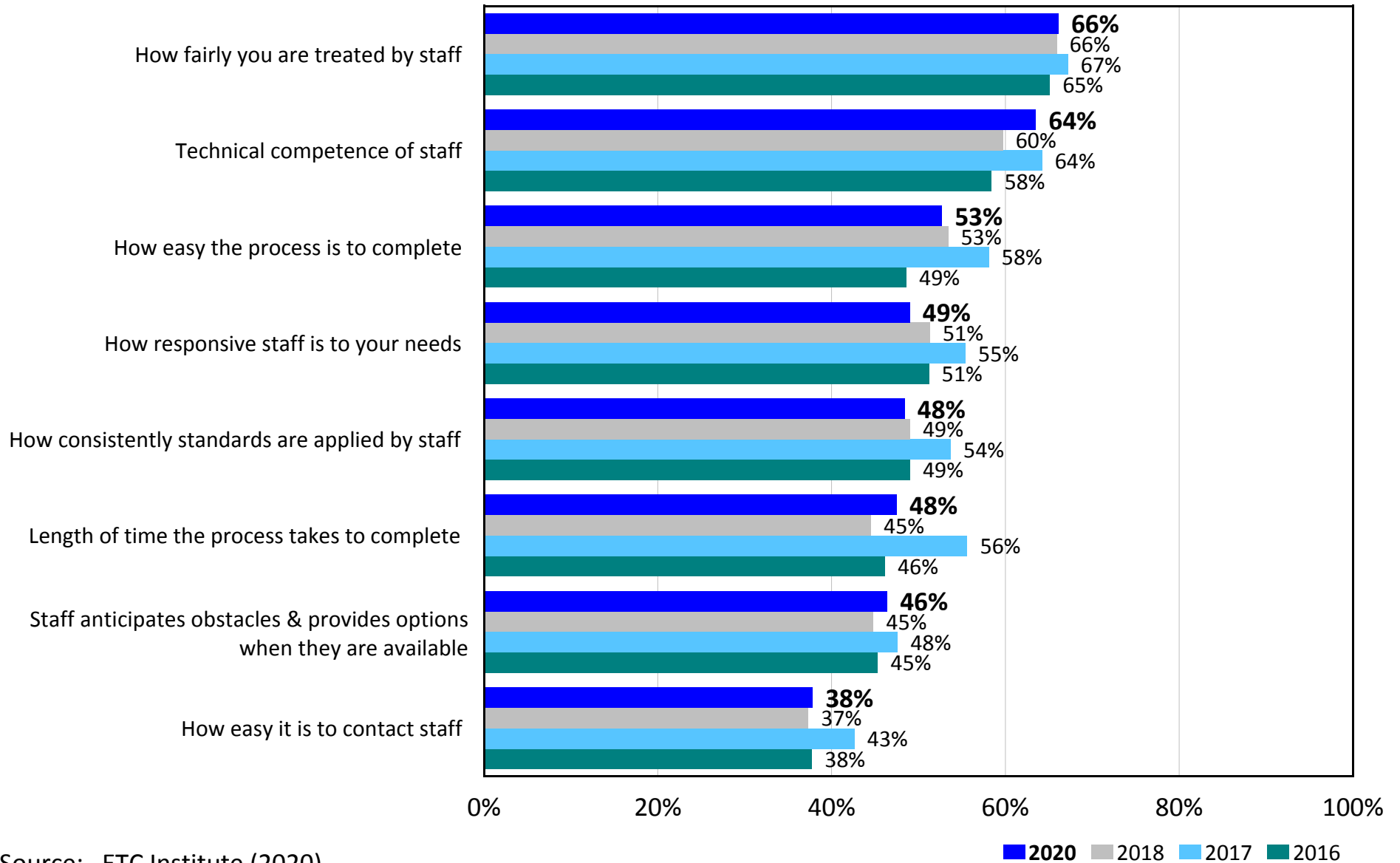
by percentage of respondents who marked "yes"



Source: ETC Institute (2020)

Q41. Satisfaction with the DSD's Service Center 2016 to 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

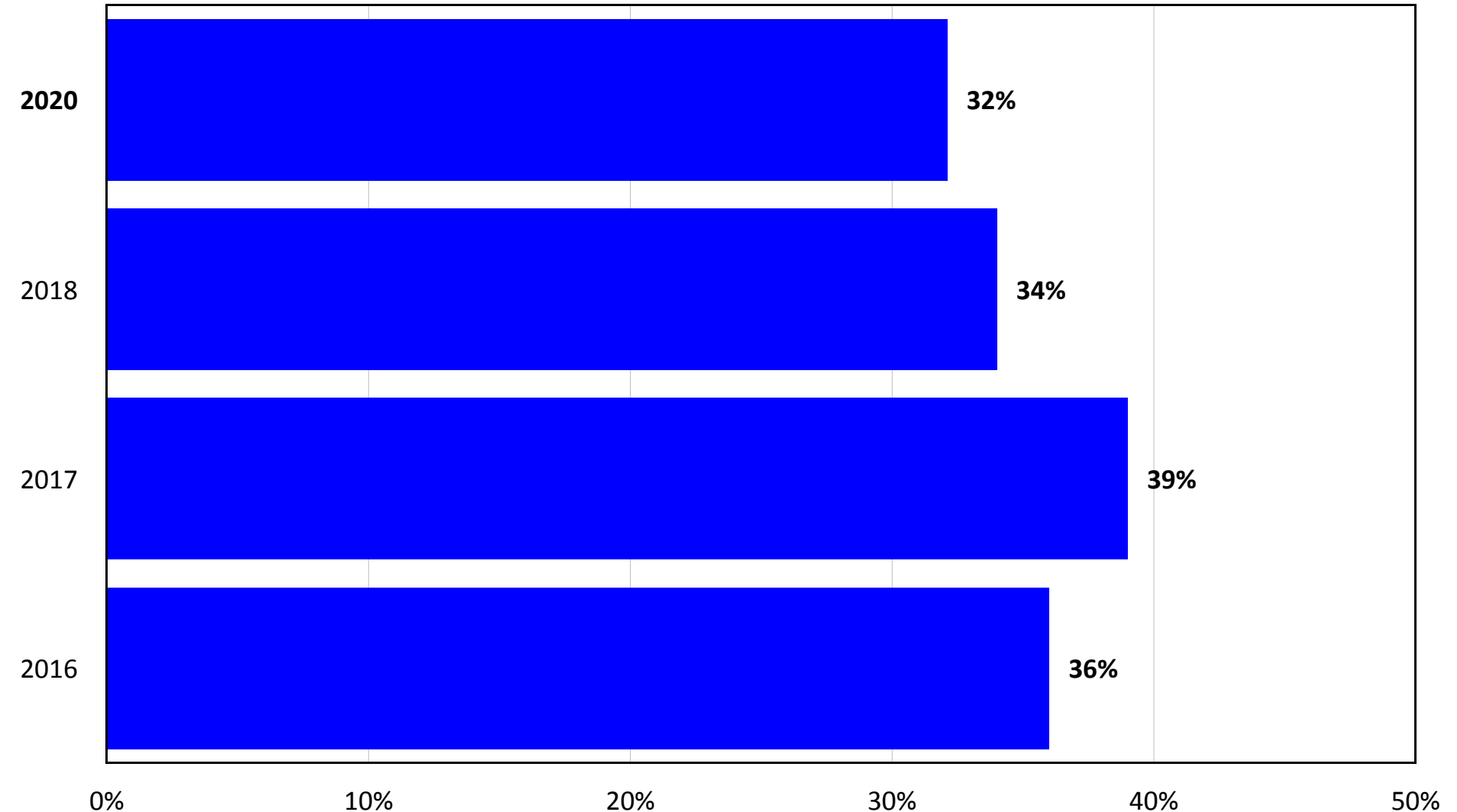


Source: ETC Institute (2020)

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

2016 to 2020

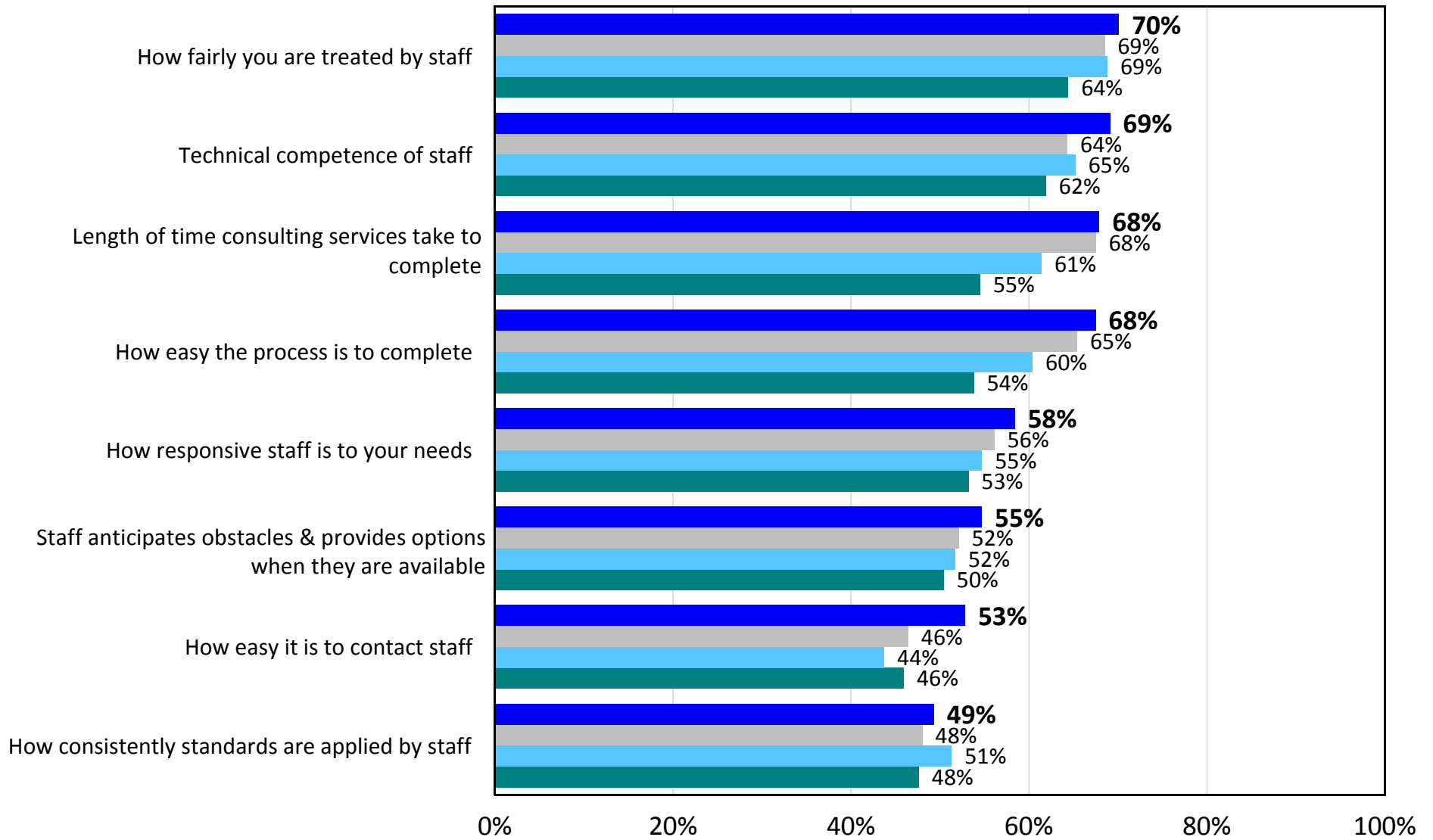
by percentage of respondents who marked "yes"



Source: ETC Institute (2020)

Q44. Satisfaction with Walk-in Consultation Services 2016 to 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



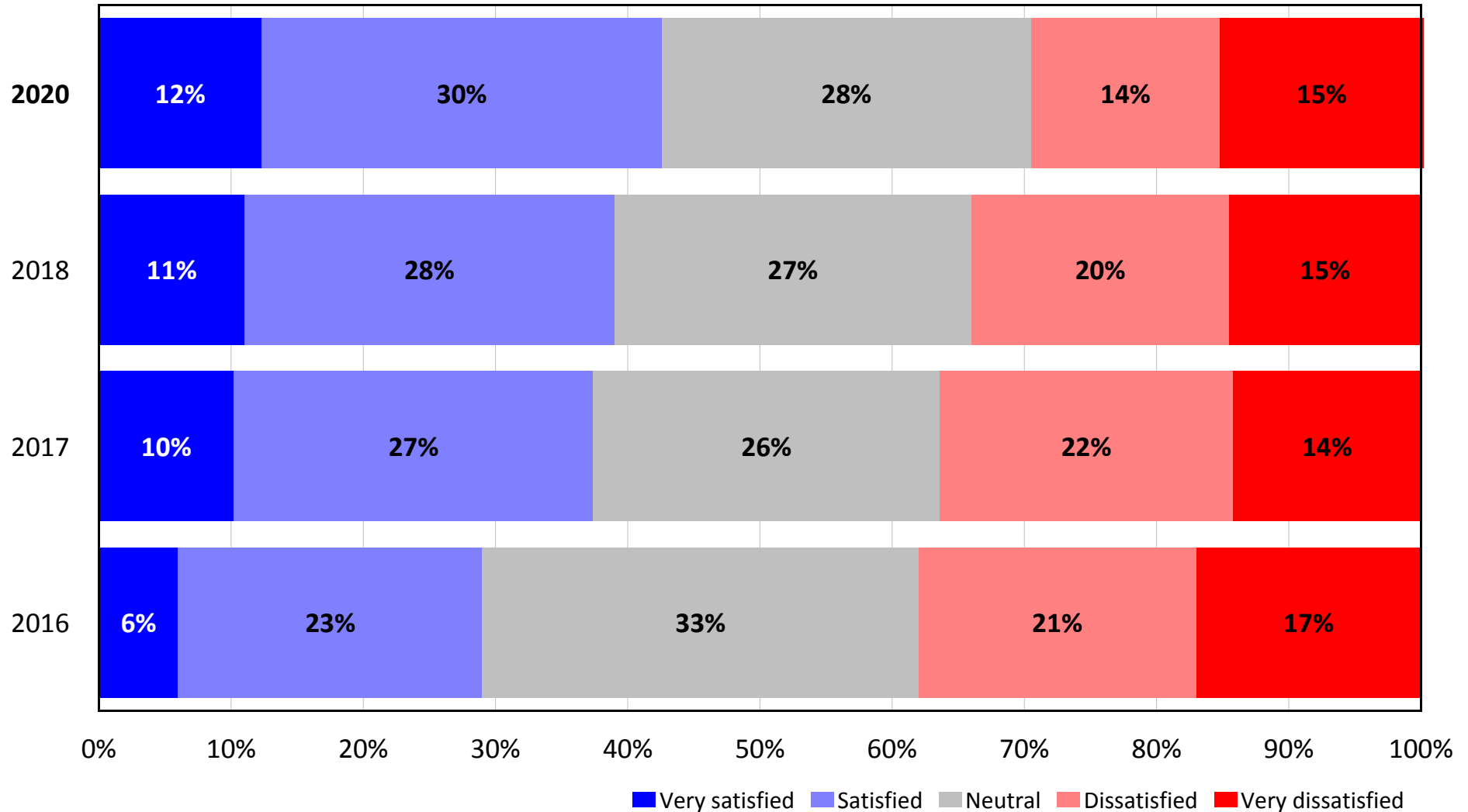
Source: ETC Institute (2020)

2020 2018 2017 2016

Q46. How satisfied are you with your understanding of how the DSD is structured and the role that external City departments have in the review and permitting process?

2016 to 2020

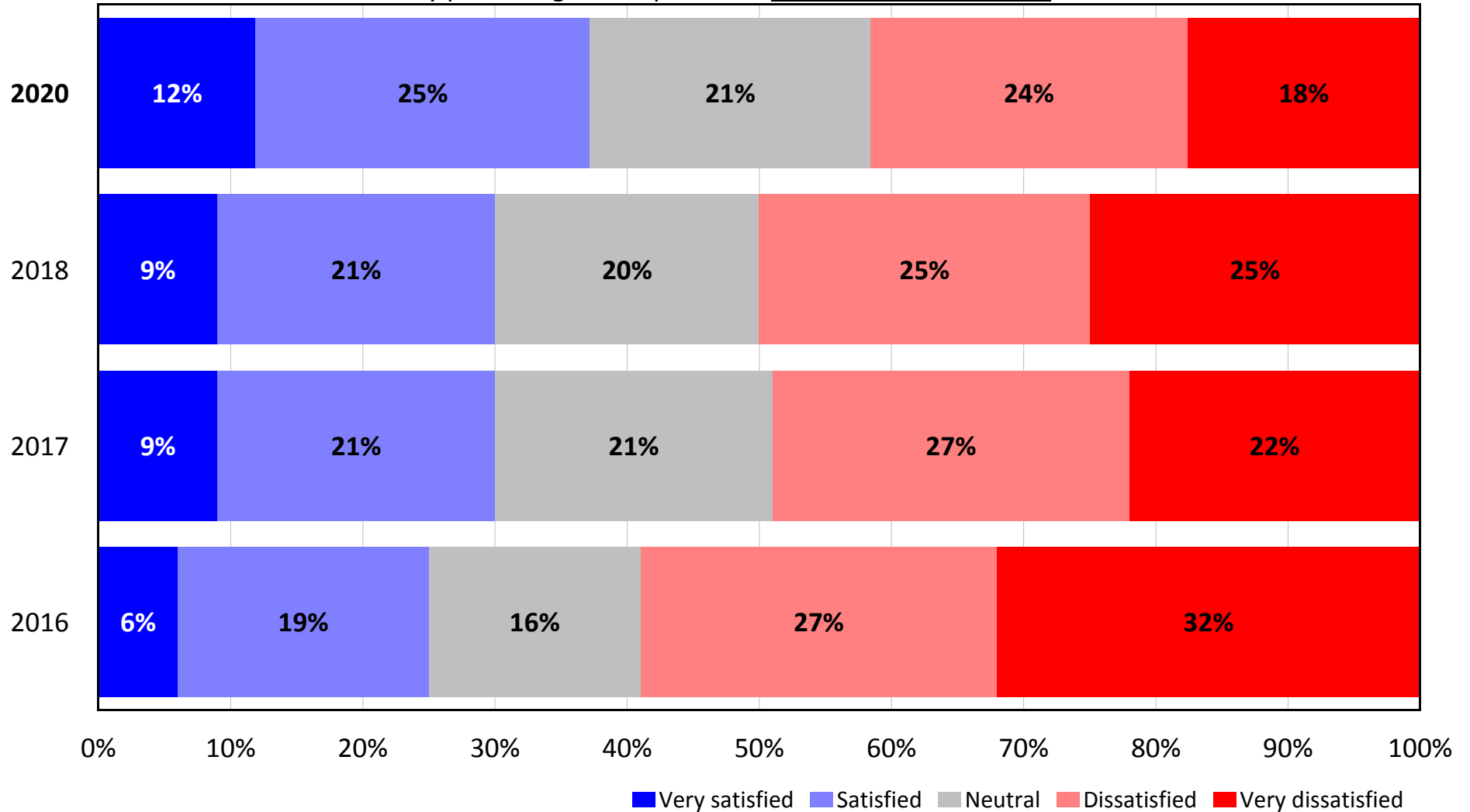
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q20. Overall, how satisfied are you with the DSD's Plan Review Division? 2016 to 2020

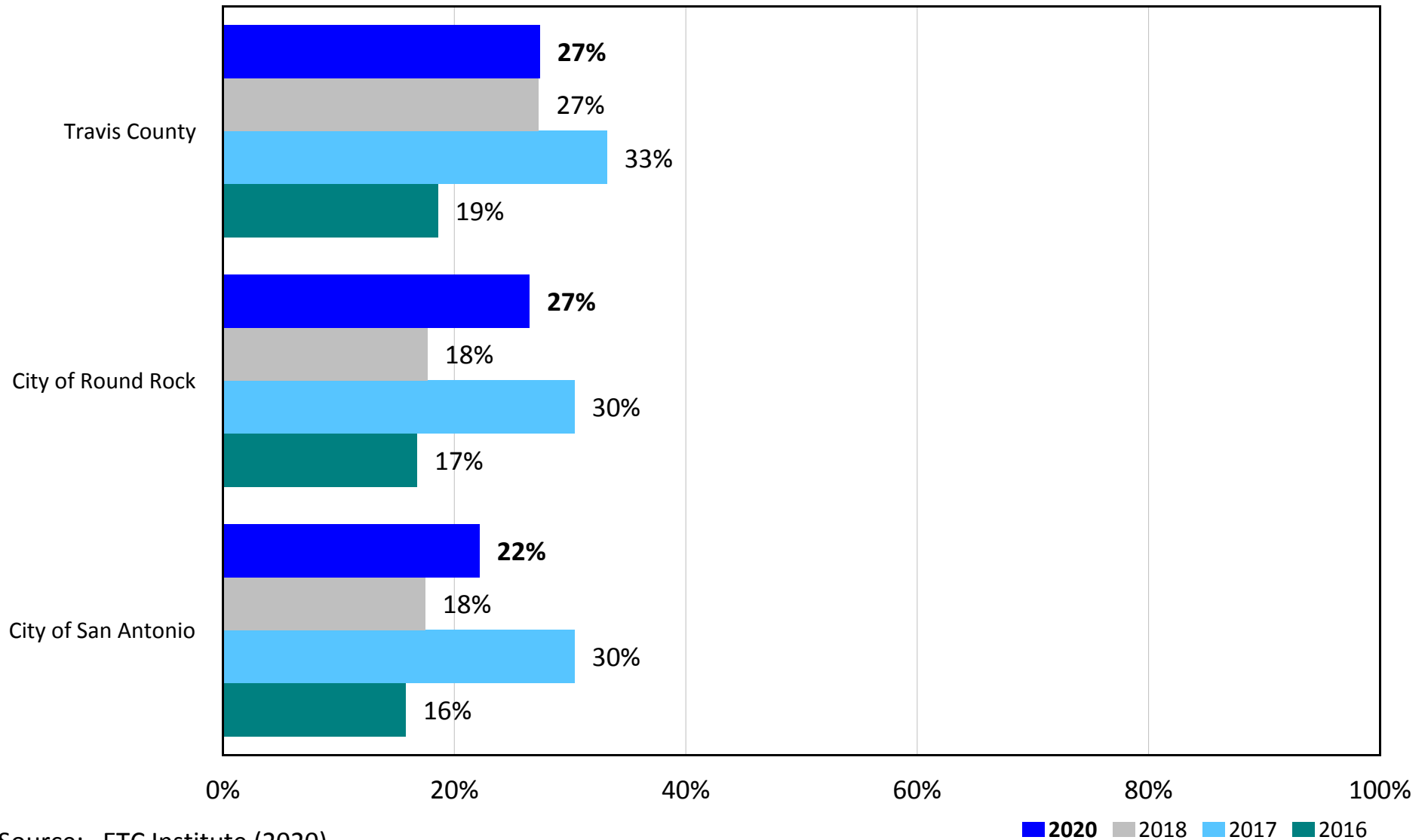
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q47. Rating How the DSD’s Review and Permitting Process Compares to Other Jurisdictions 2016 to 2020

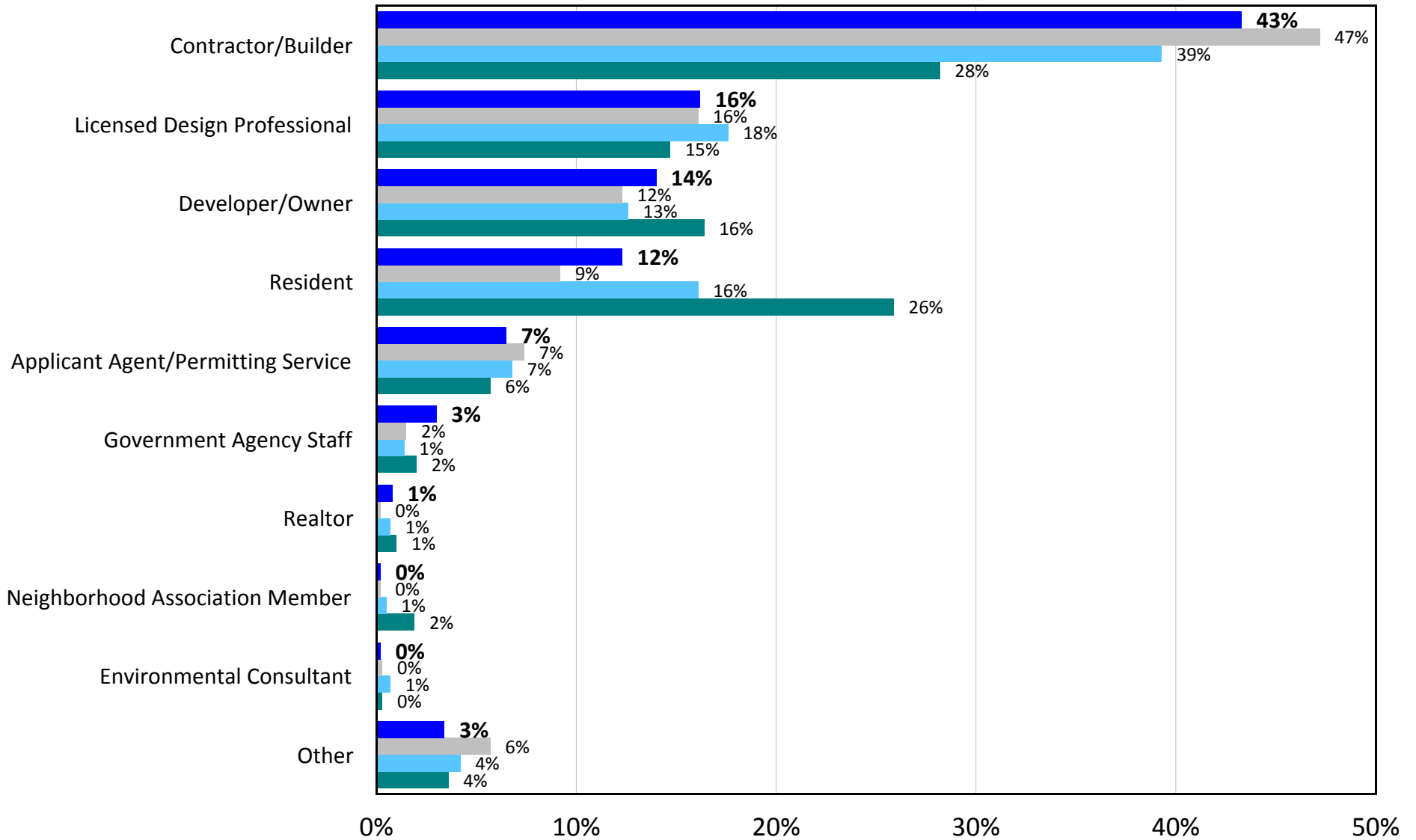
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

Q48. Which of the following best describes you? 2016 to 2020

by percentage of respondents



Source: ETC Institute (2020)

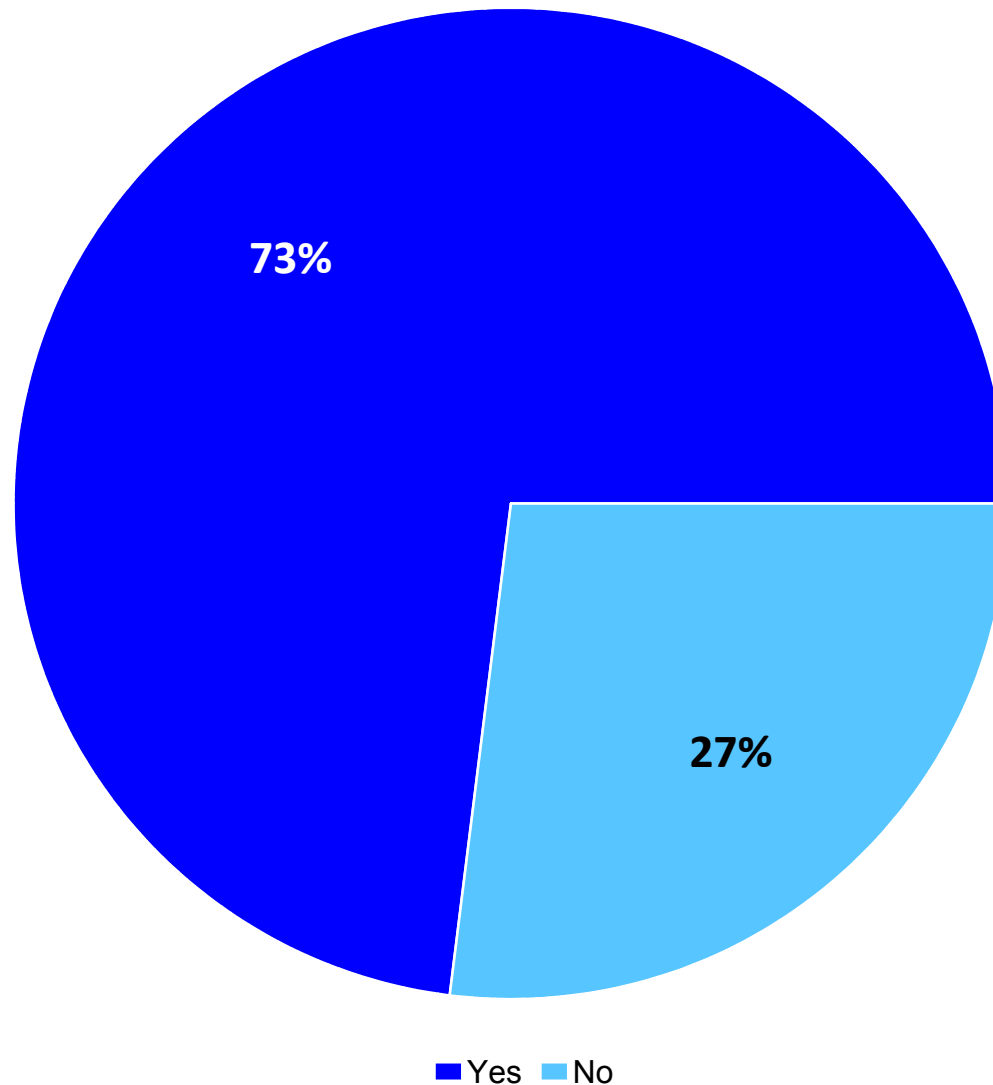
2020 2018 2017 2016

Section 3

Charts and Graphs

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

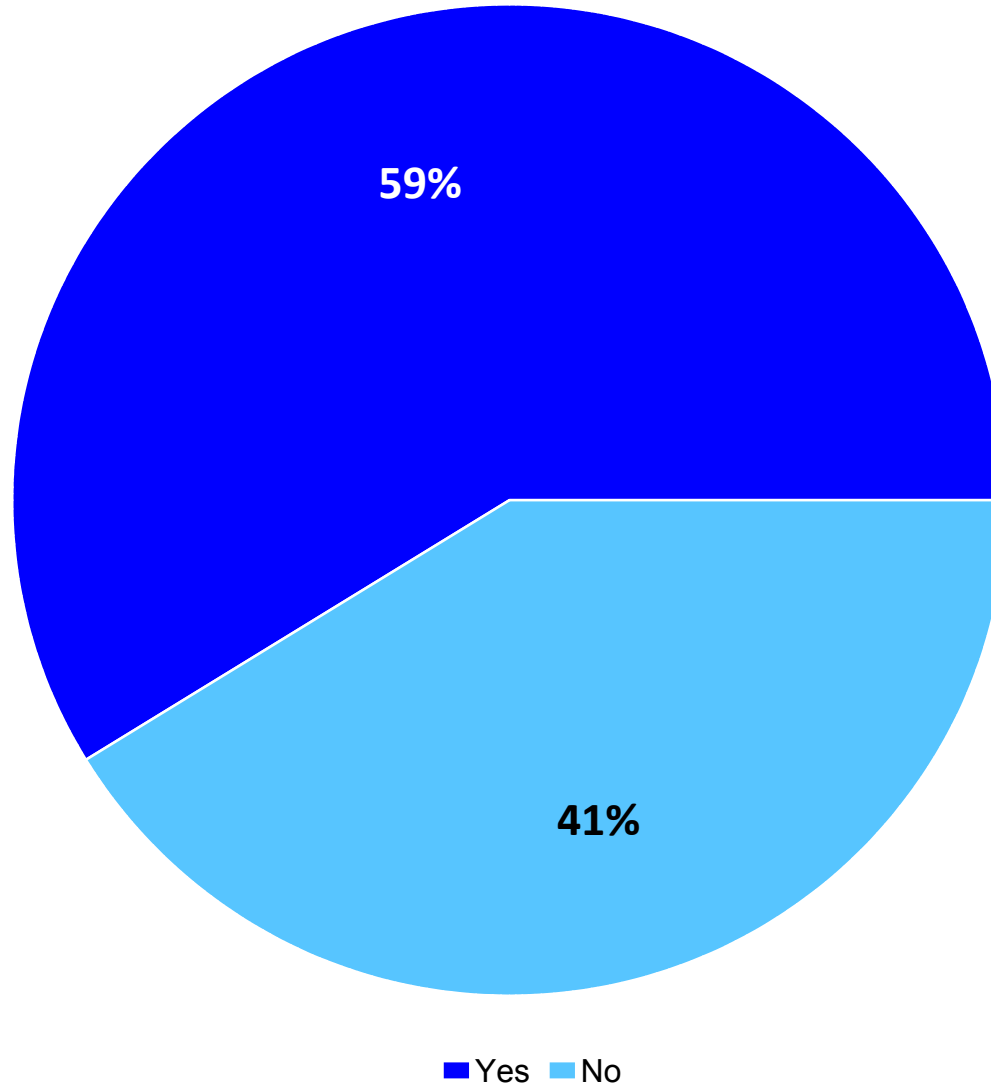
by percentage of respondents



Source: ETC Institute (2020)

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

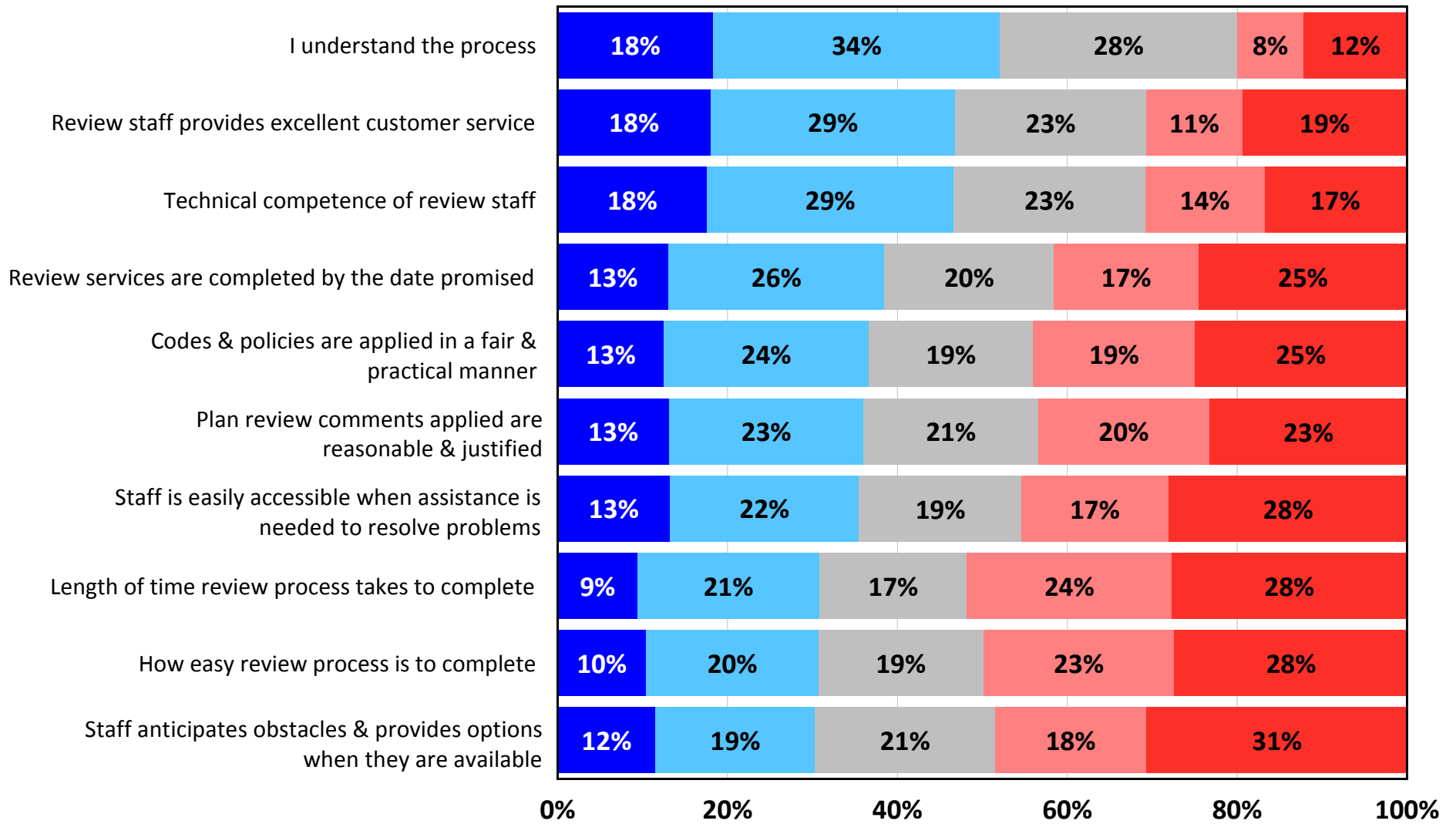
by percentage of respondents



Source: ETC Institute (2020)

Q3. Satisfaction with DSD’s Residential Building Plan Review Process

by percentage of respondents who have interacted with the DSD’s Residential Building Plan Review Division during the past year (excluding “don’t know”)

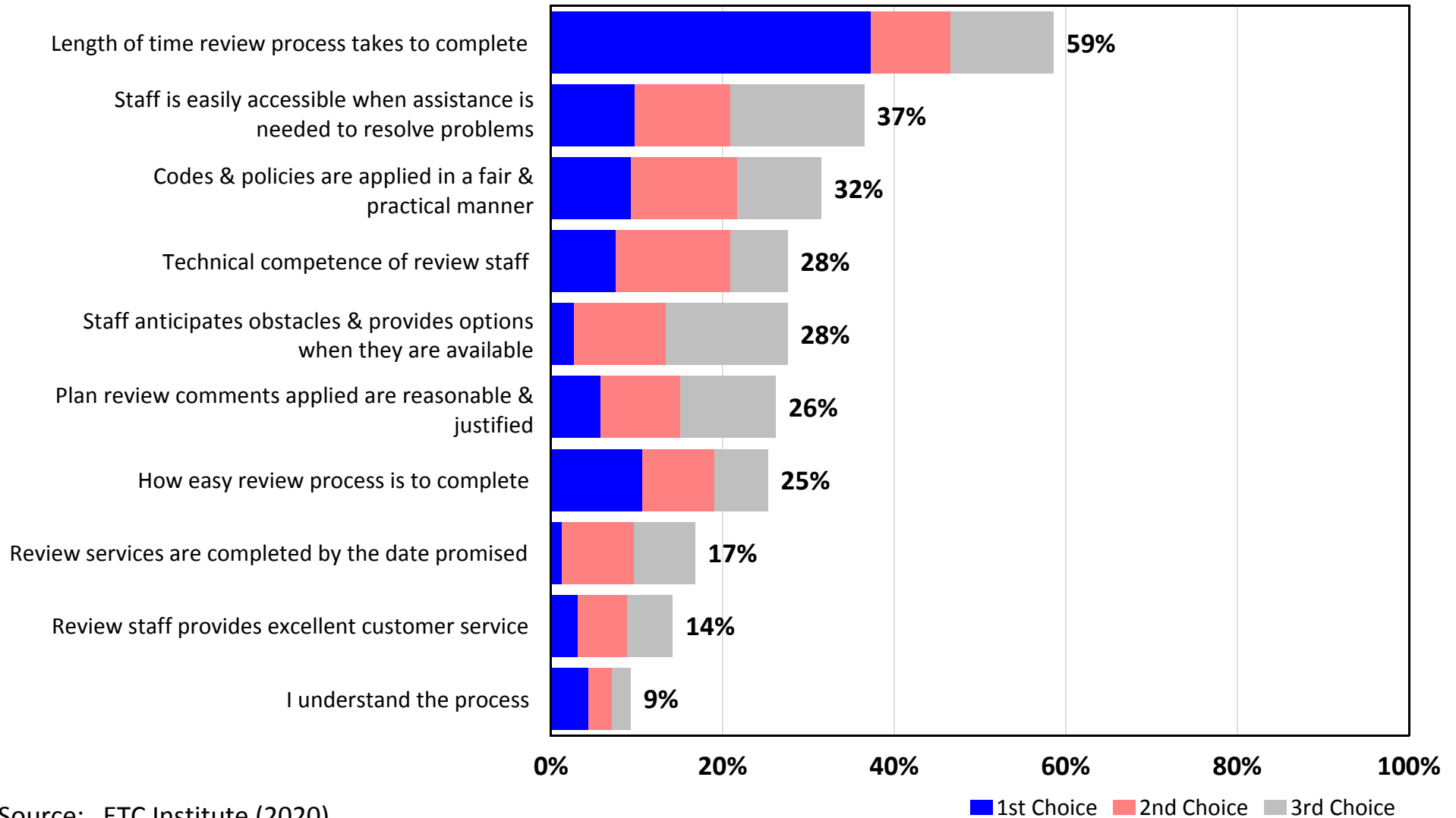


Source: ETC Institute (2020)

Very Satisfied (5) Satisfied (4) Neutral (3) Dissatisfied (2) Very Dissatisfied (1)

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

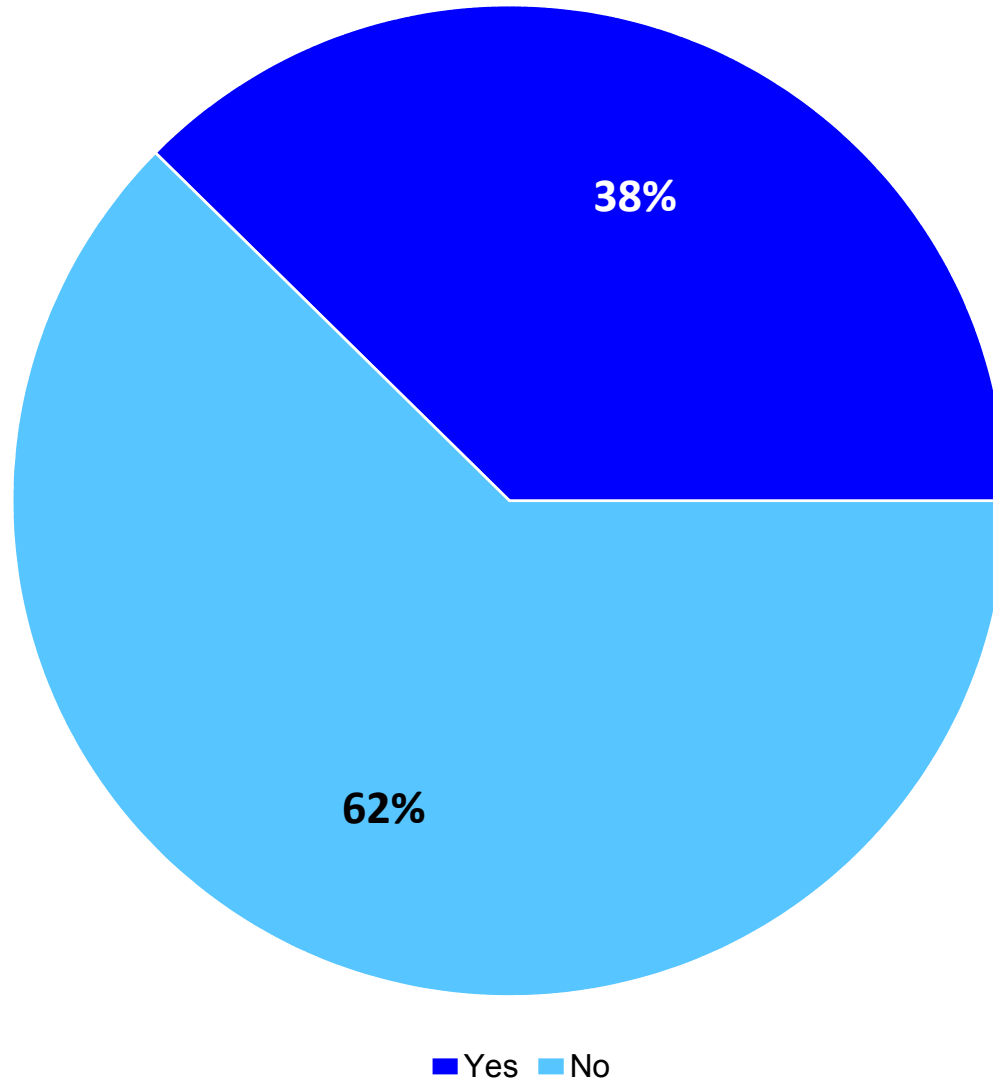
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

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

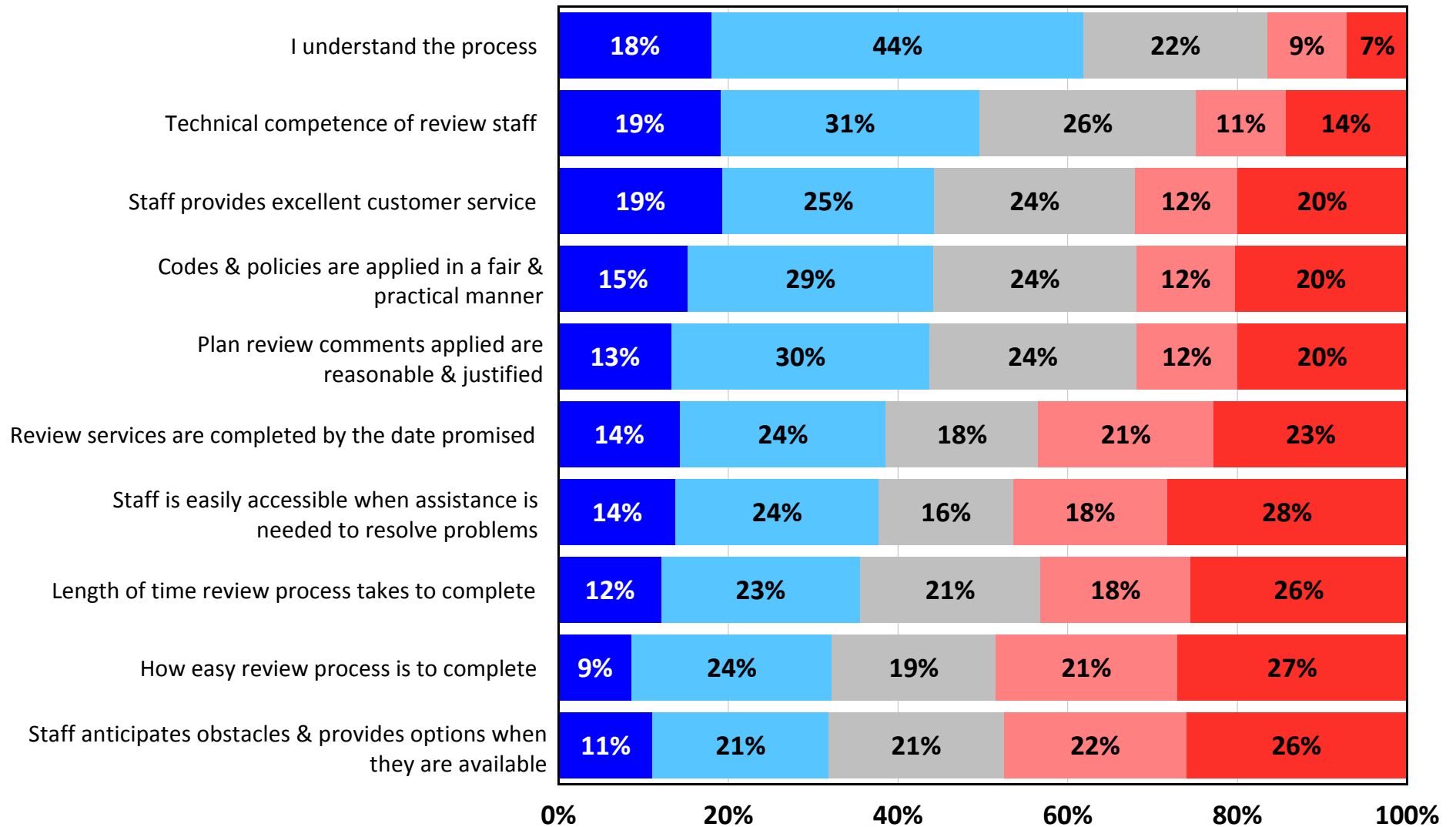
by percentage of respondents



Source: ETC Institute (2020)

Q6. Satisfaction with DSD’s Commercial Building Plan Review Process

by percentage of respondents who have interacted with the DSD’s Commercial Building Plan Review Division during the past year (excluding “don’t know”)

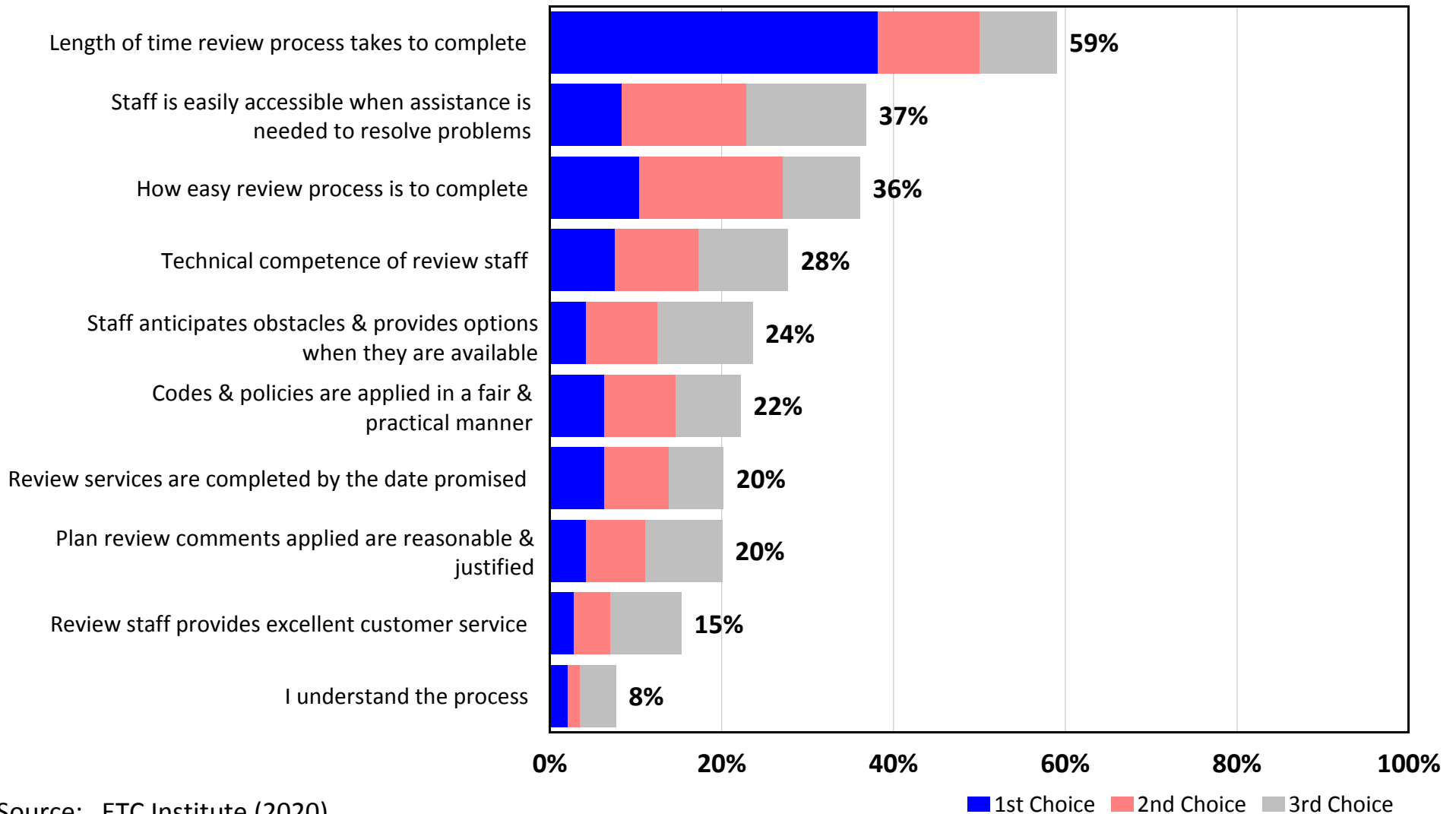


Source: ETC Institute (2020)

Very Satisfied (5) Satisfied (4) Neutral (3) Dissatisfied (2) Very Dissatisfied (1)

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

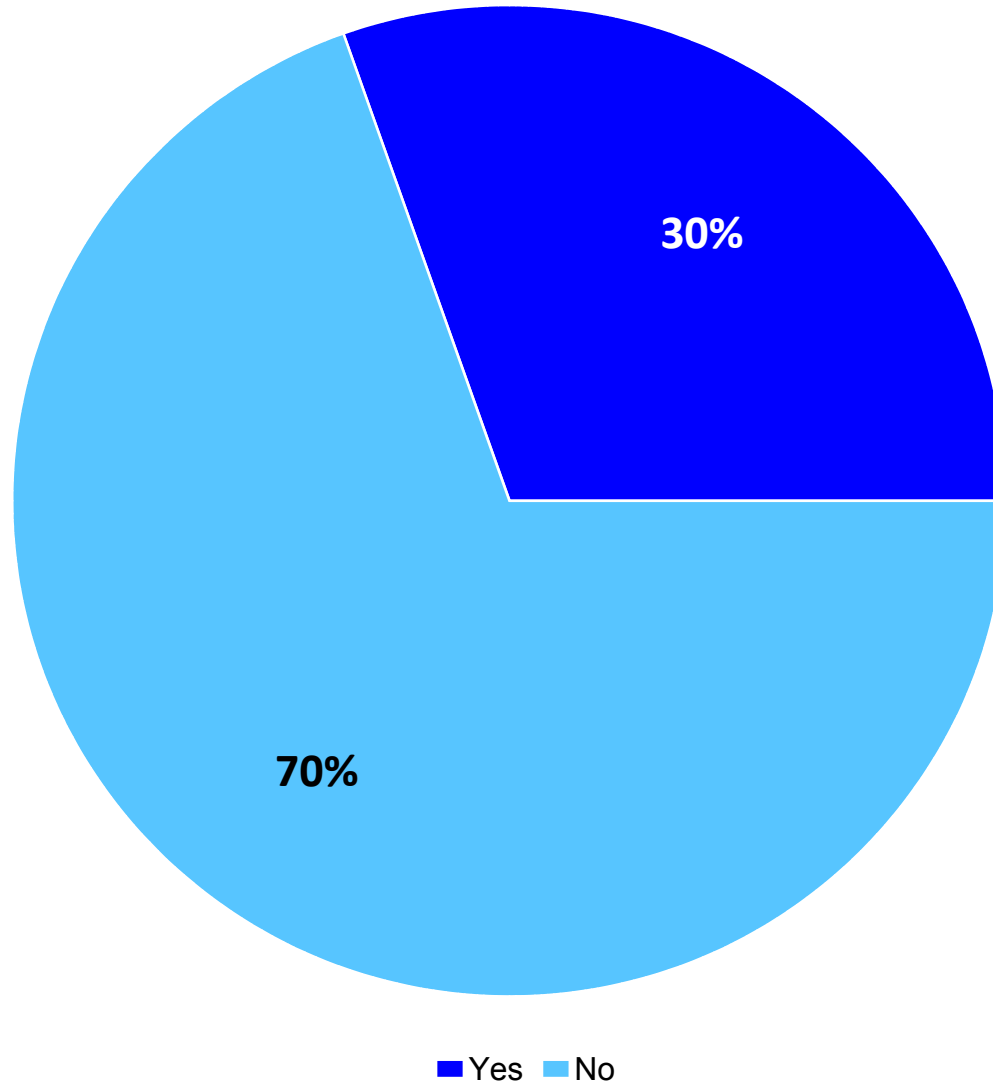
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

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

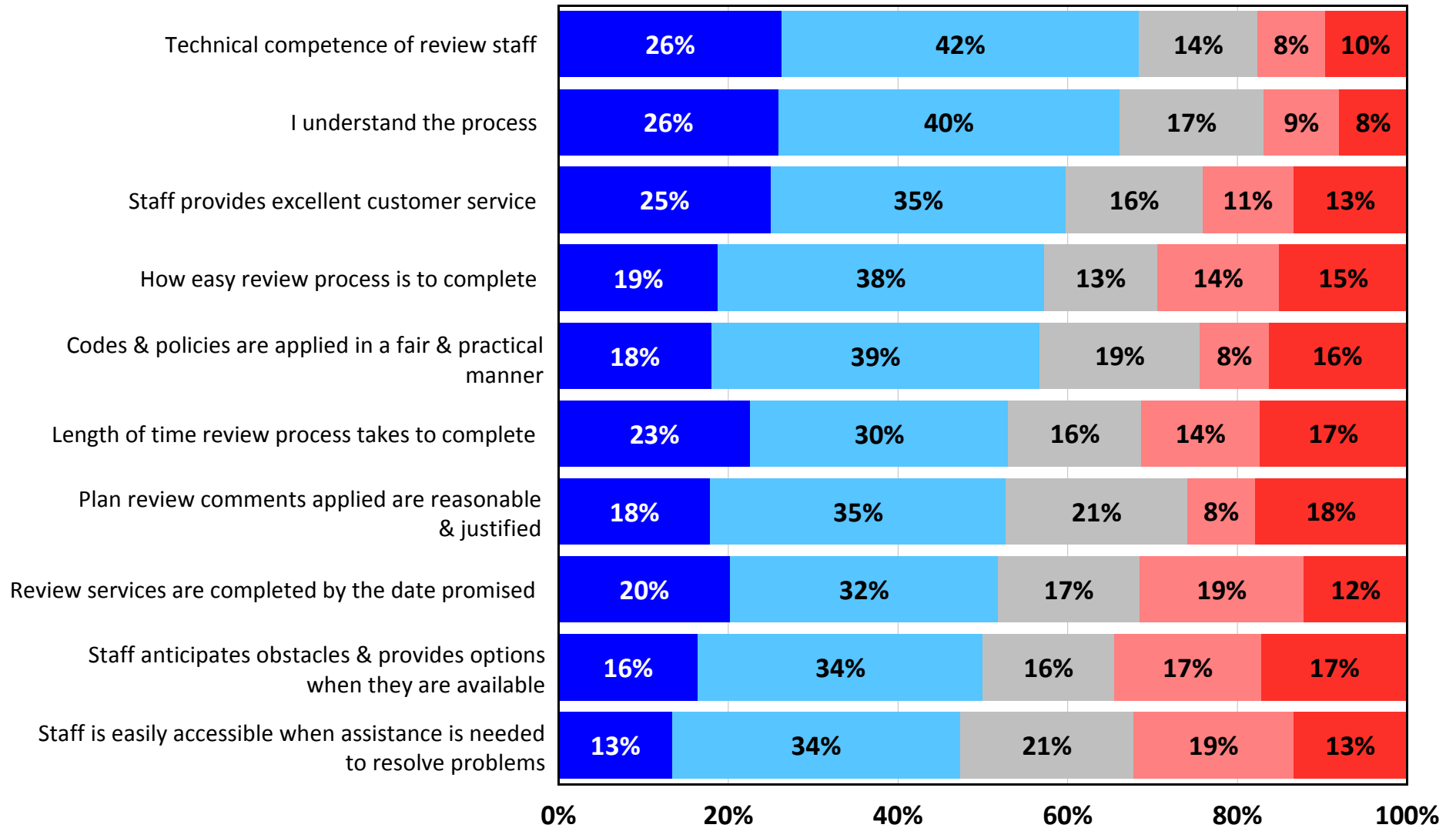
by percentage of respondents



Source: ETC Institute (2020)

Q9. Satisfaction with DSD’s Expedited Building Plan Review Process

by percentage of respondents who have interacted with the DSD’s Expedited Building Plan Review Division during the past year (excluding “don’t know”)

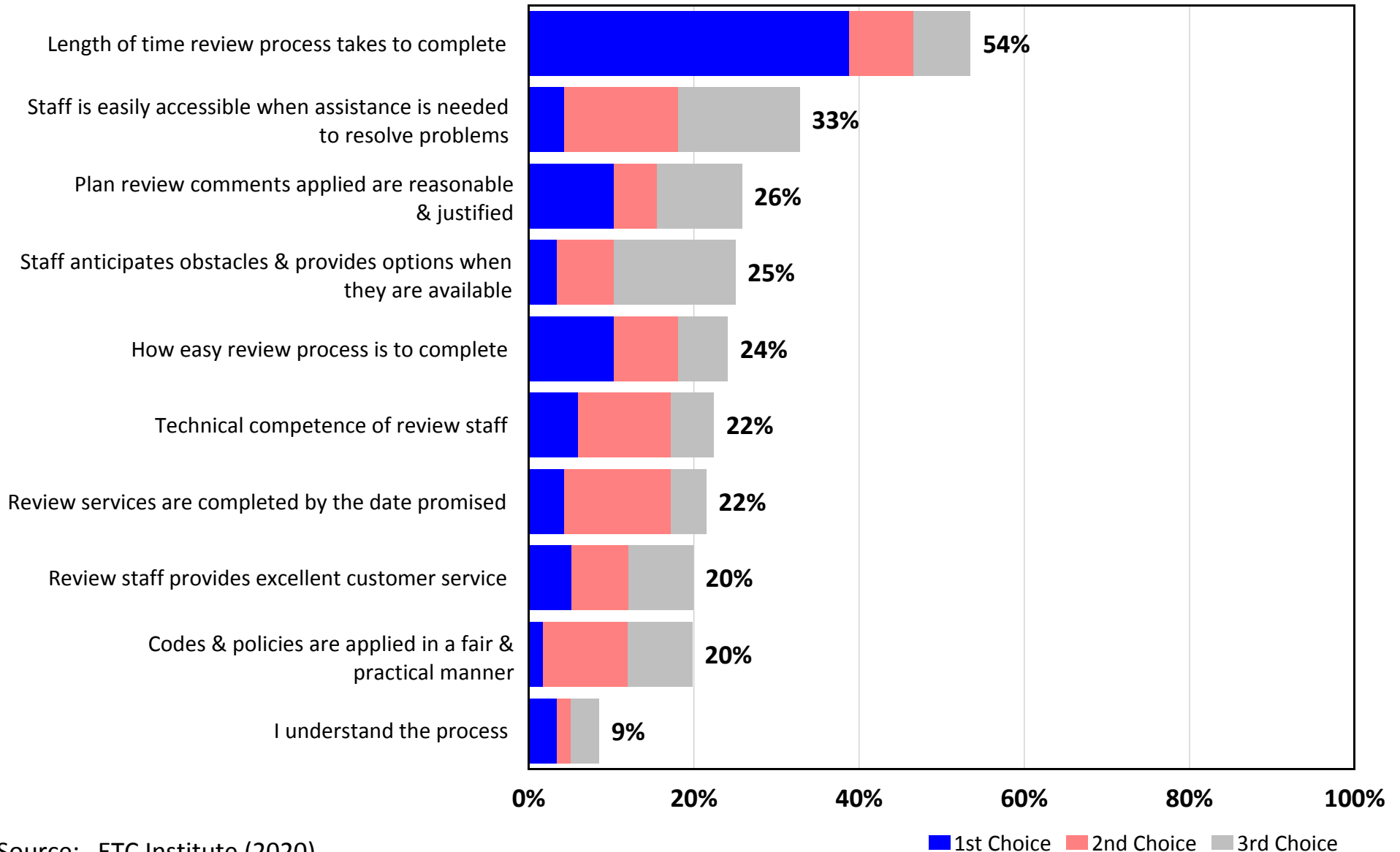


Source: ETC Institute (2020)

■ Very Satisfied (5)
 ■ Satisfied (4)
 ■ Neutral (3)
 ■ Dissatisfied (2)
 ■ Very Dissatisfied (1)

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

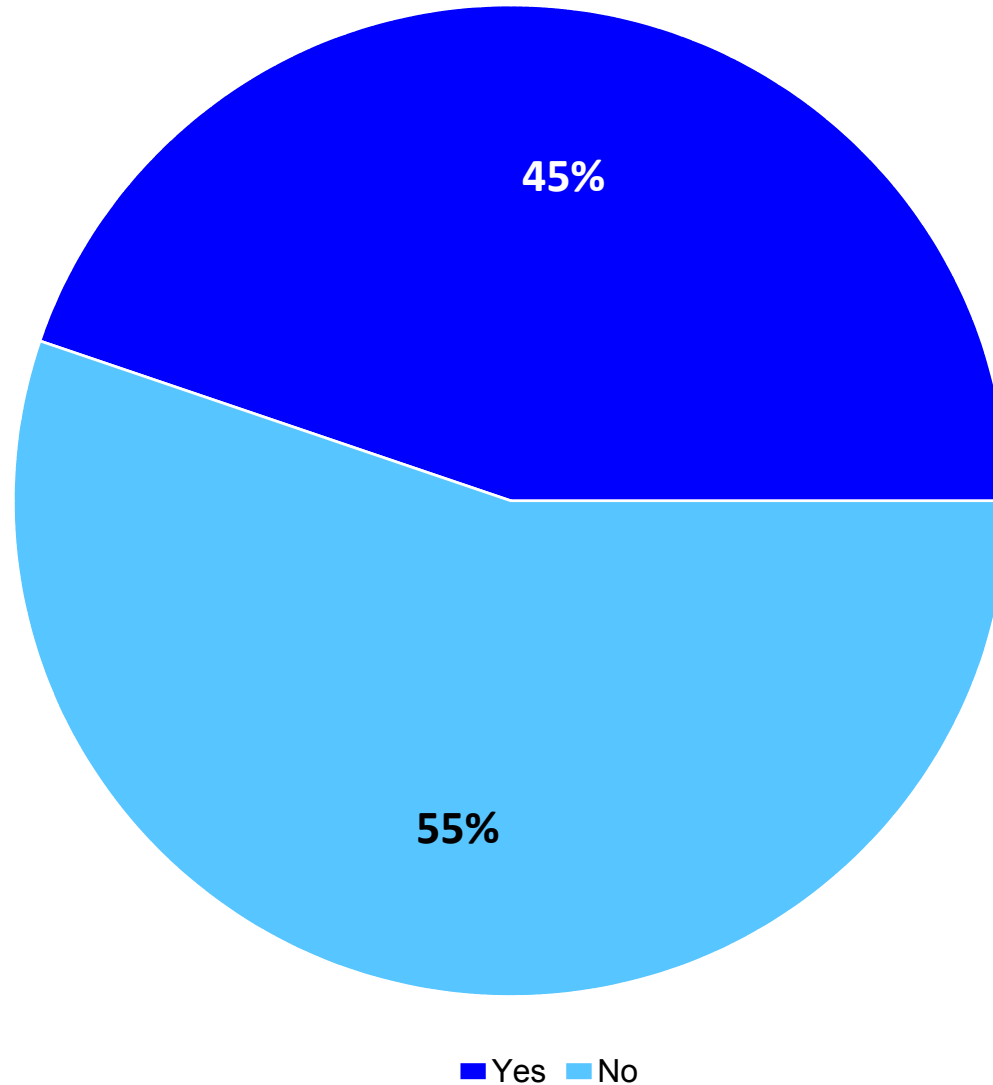
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

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

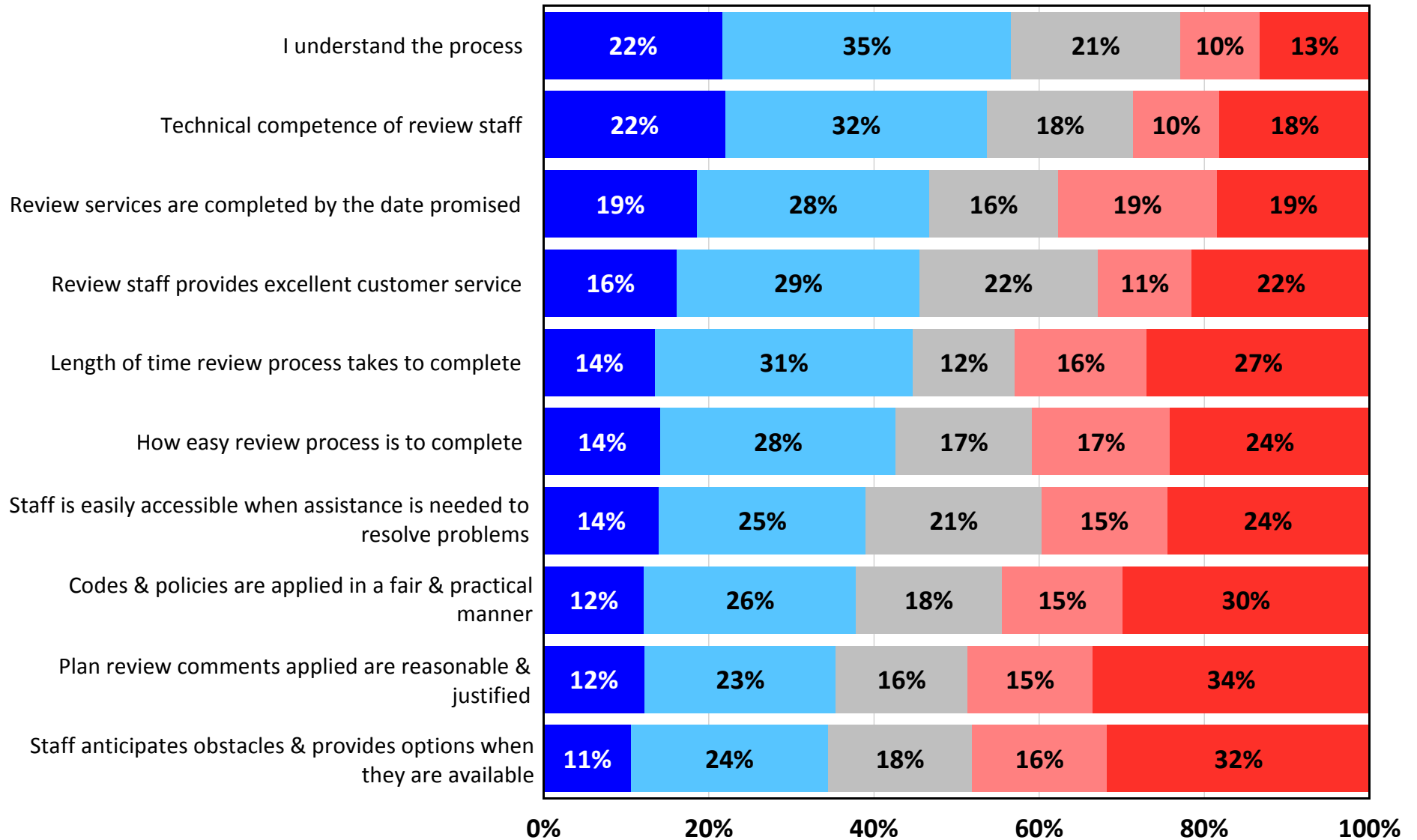
by percentage of respondents



Source: ETC Institute (2020)

Q12. Satisfaction with DSD’s Tree Ordinance Review Process

by percentage of respondents who have interacted with the DSD’s Tree Ordinance Review Division during the past year (excluding “don’t know”)

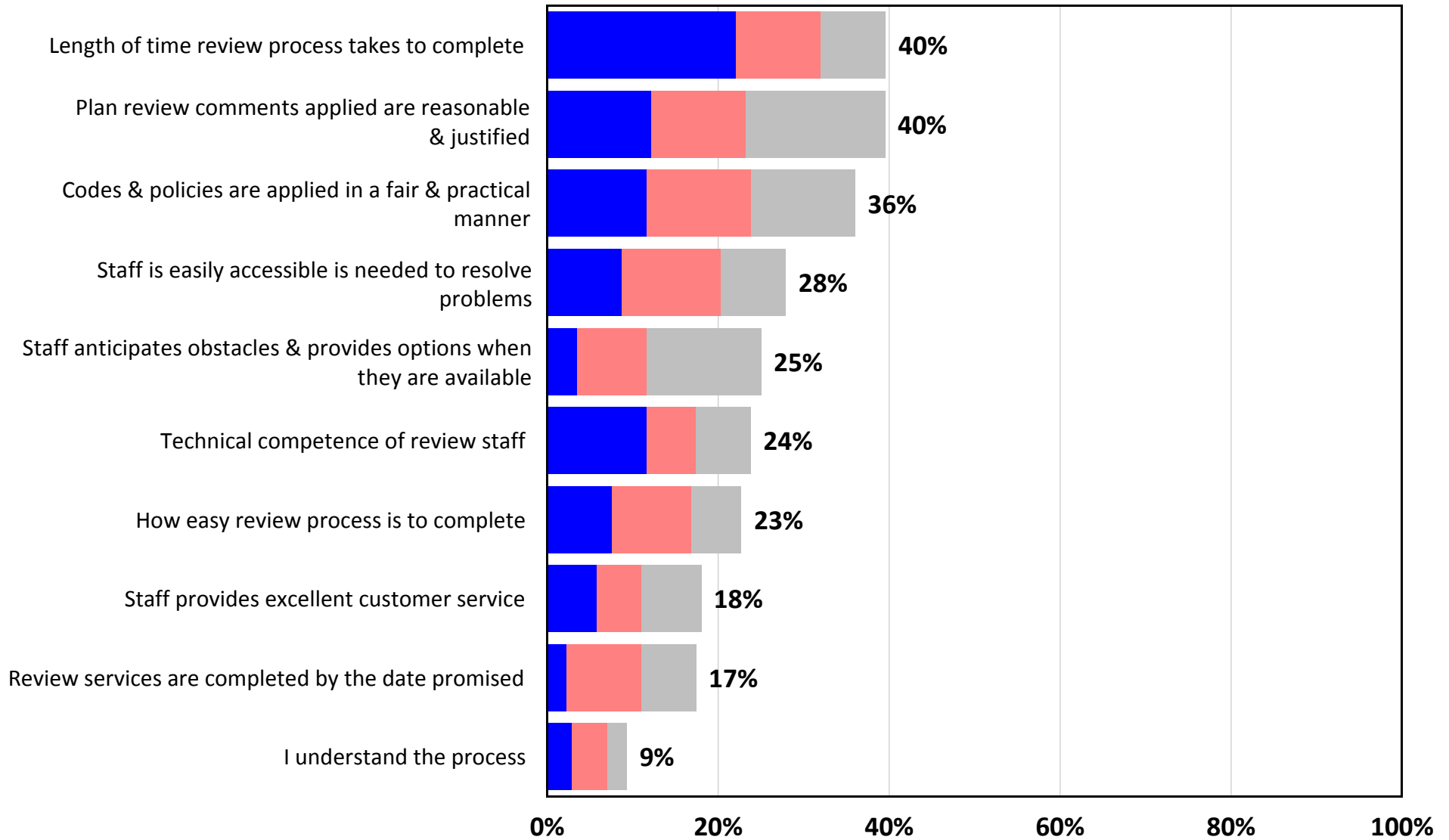


Source: ETC Institute (2020)

Very Satisfied (5) Satisfied (4) Neutral (3) Dissatisfied (2) Very Dissatisfied (1)

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

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

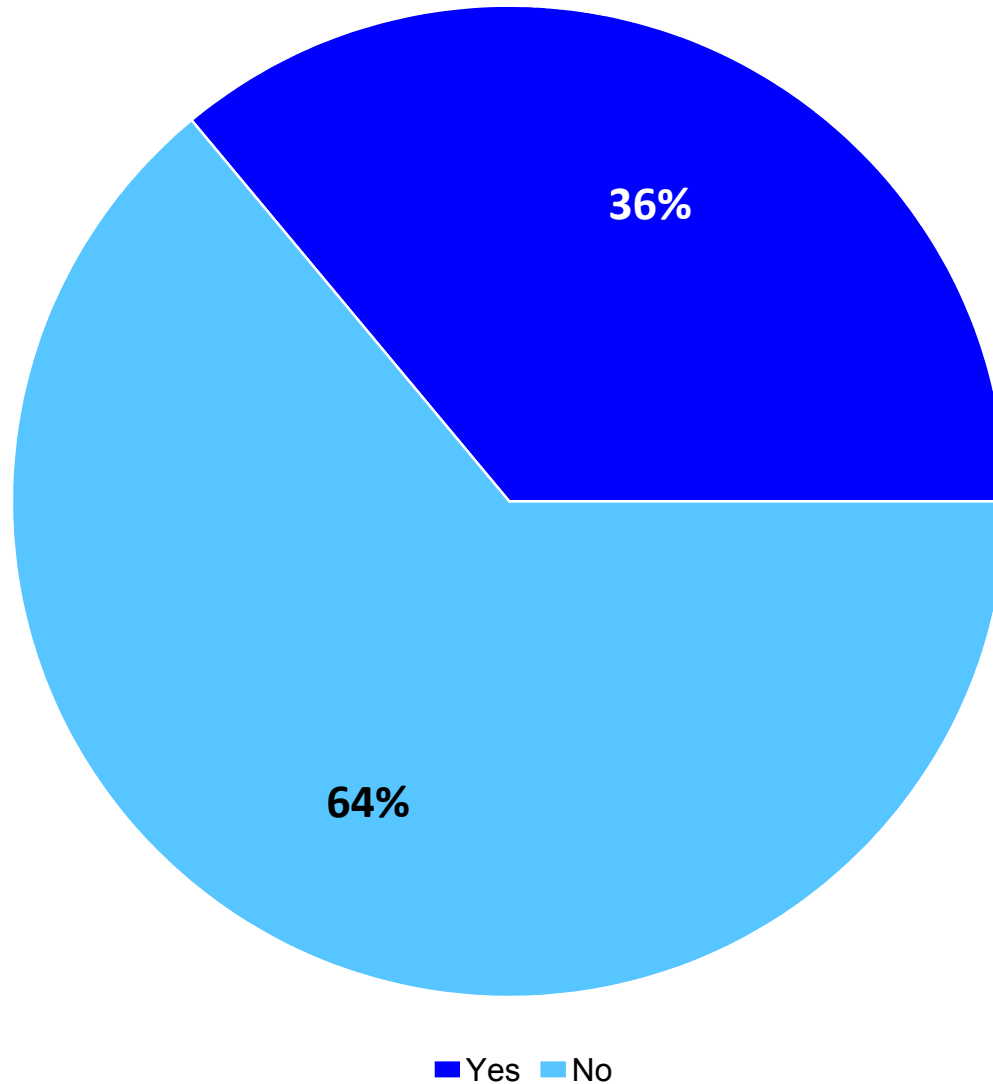


Source: ETC Institute (2020)

■ 1st Choice ■ 2nd Choice ■ 3rd Choice

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

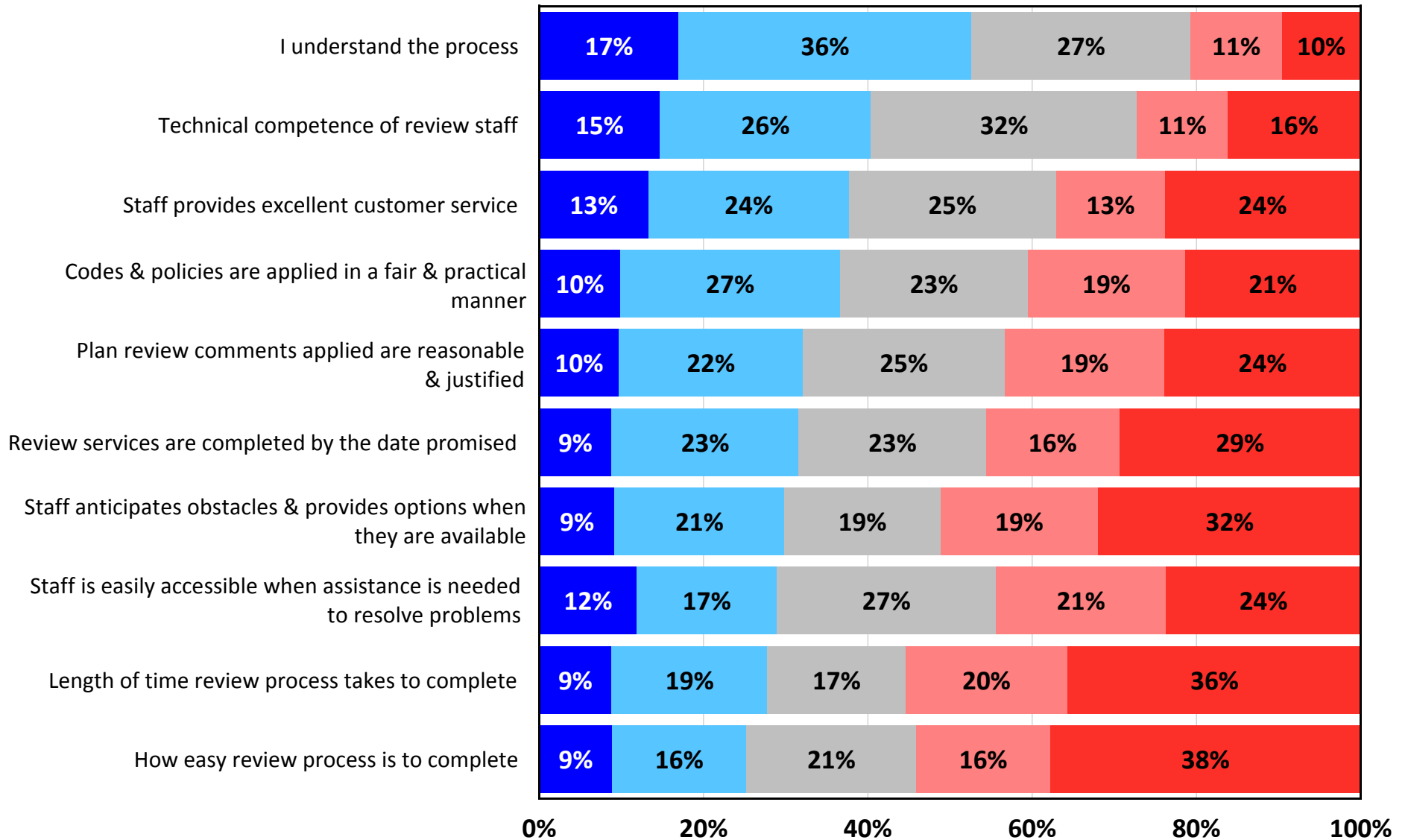
by percentage of respondents



Source: ETC Institute (2020)

Q15. Satisfaction with Site Plan Review Process

by percentage of respondents who have received services related to a site plan review during the past year (excluding “don’t know”)

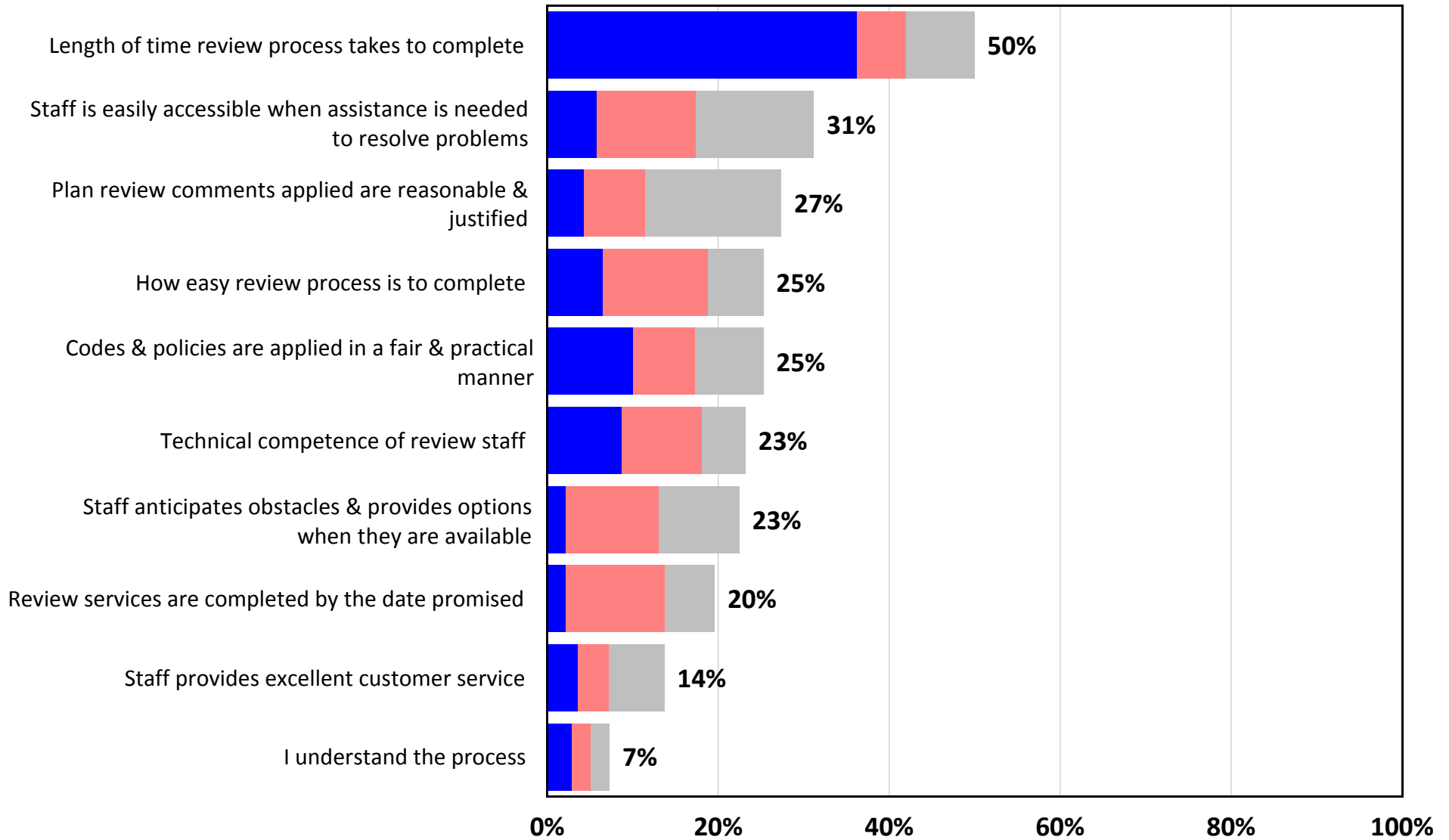


Source: ETC Institute (2020)

Very Satisfied (5) Satisfied (4) Neutral (3) Dissatisfied (2) Very Dissatisfied (1)

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

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

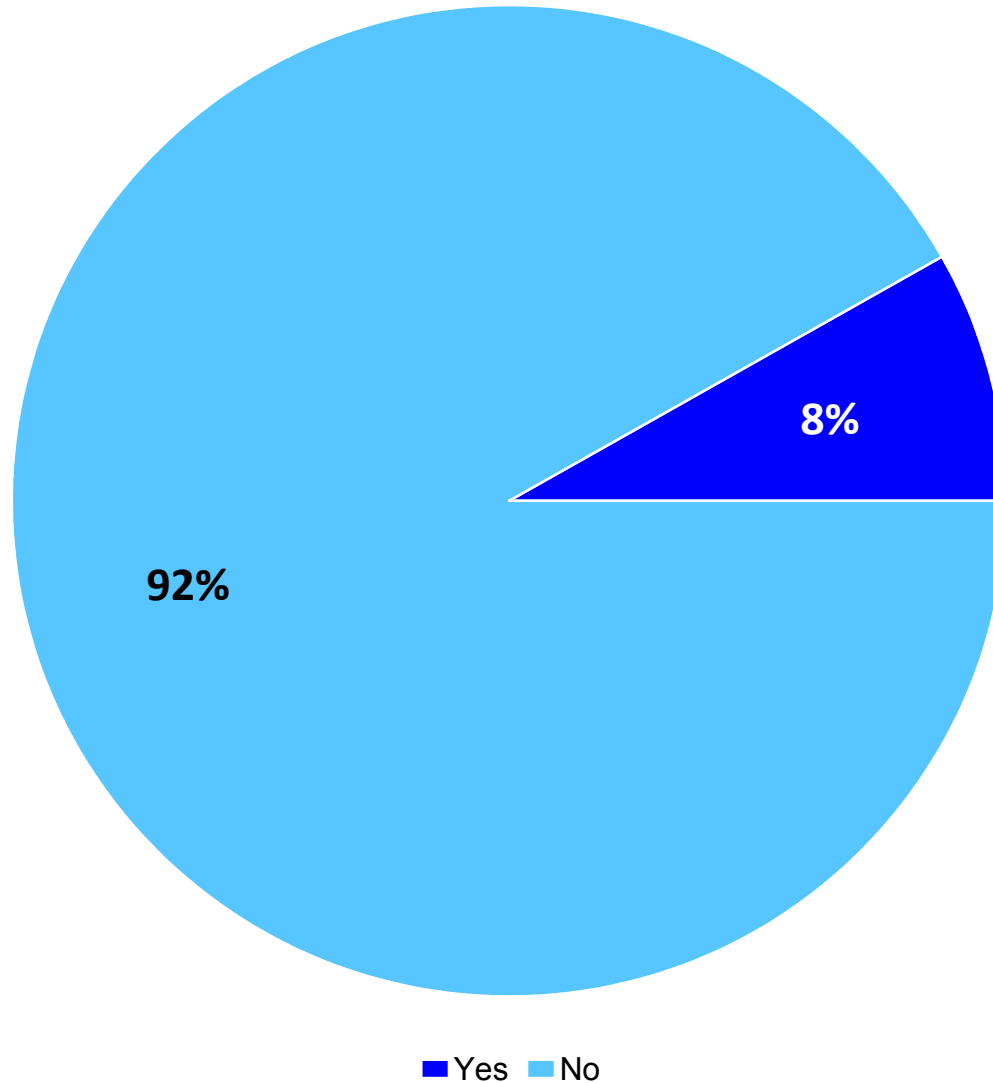


Source: ETC Institute (2020)

■ 1st Choice ■ 2nd Choice ■ 3rd Choice

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

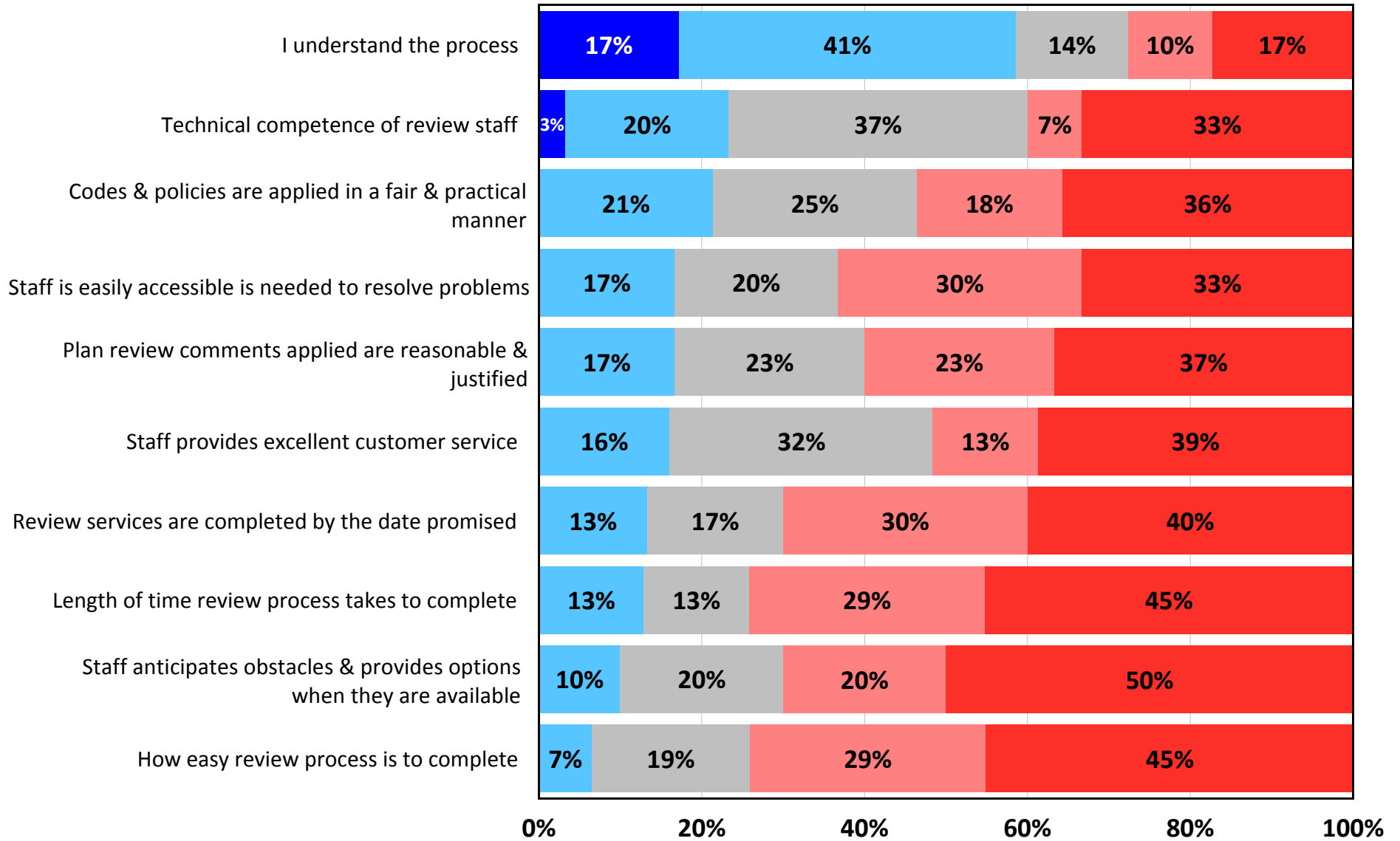
by percentage of respondents



Source: ETC Institute (2020)

Q18. Satisfaction with the Subdivision Review Process

by percentage of respondents who have received services related to a subdivision review during the past year (excluding “don’t know”)

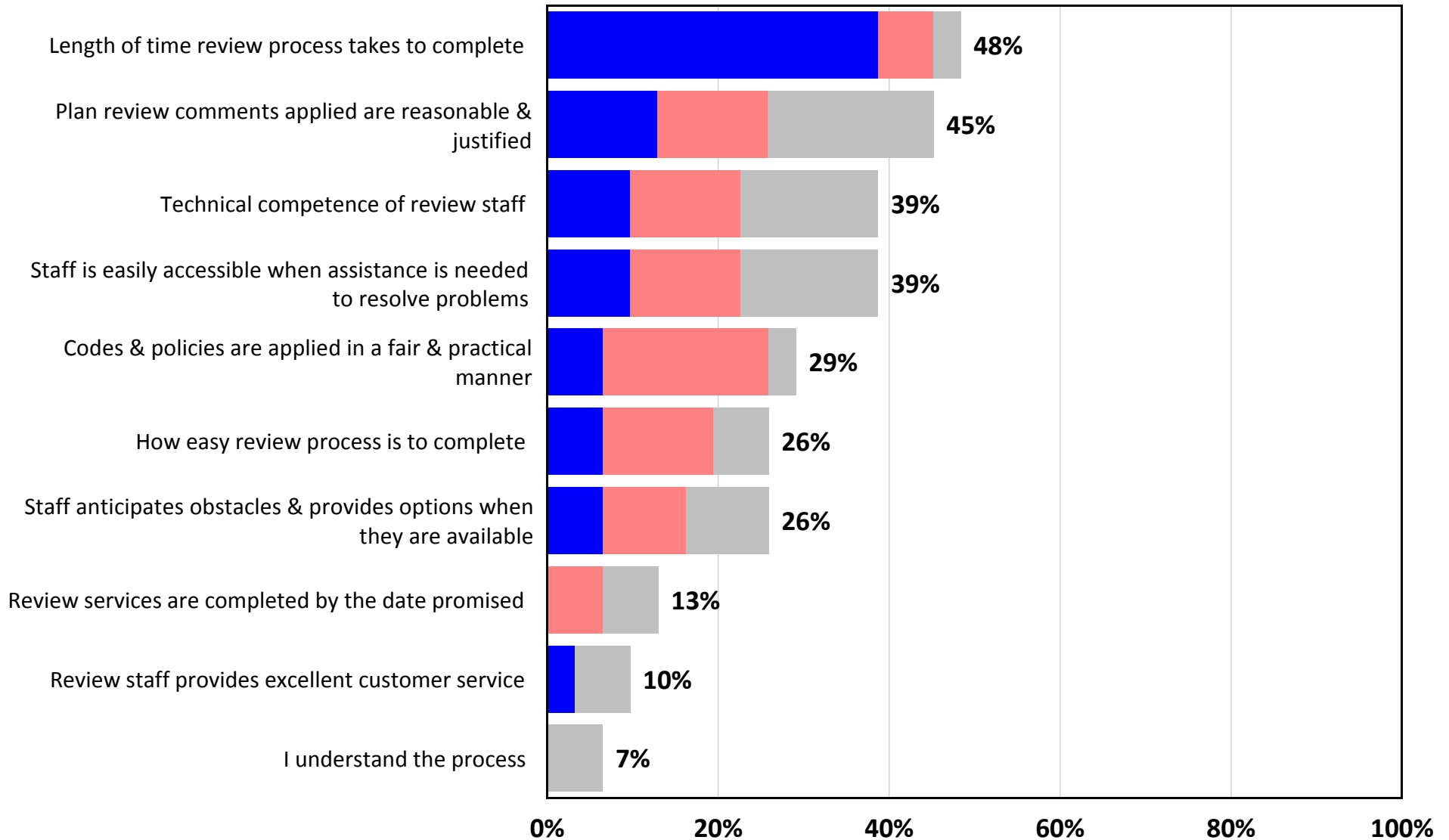


Source: ETC Institute (2020)

■ Very Satisfied (5)
 ■ Satisfied (4)
 ■ Neutral (3)
 ■ Dissatisfied (2)
 ■ Very Dissatisfied (1)

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

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

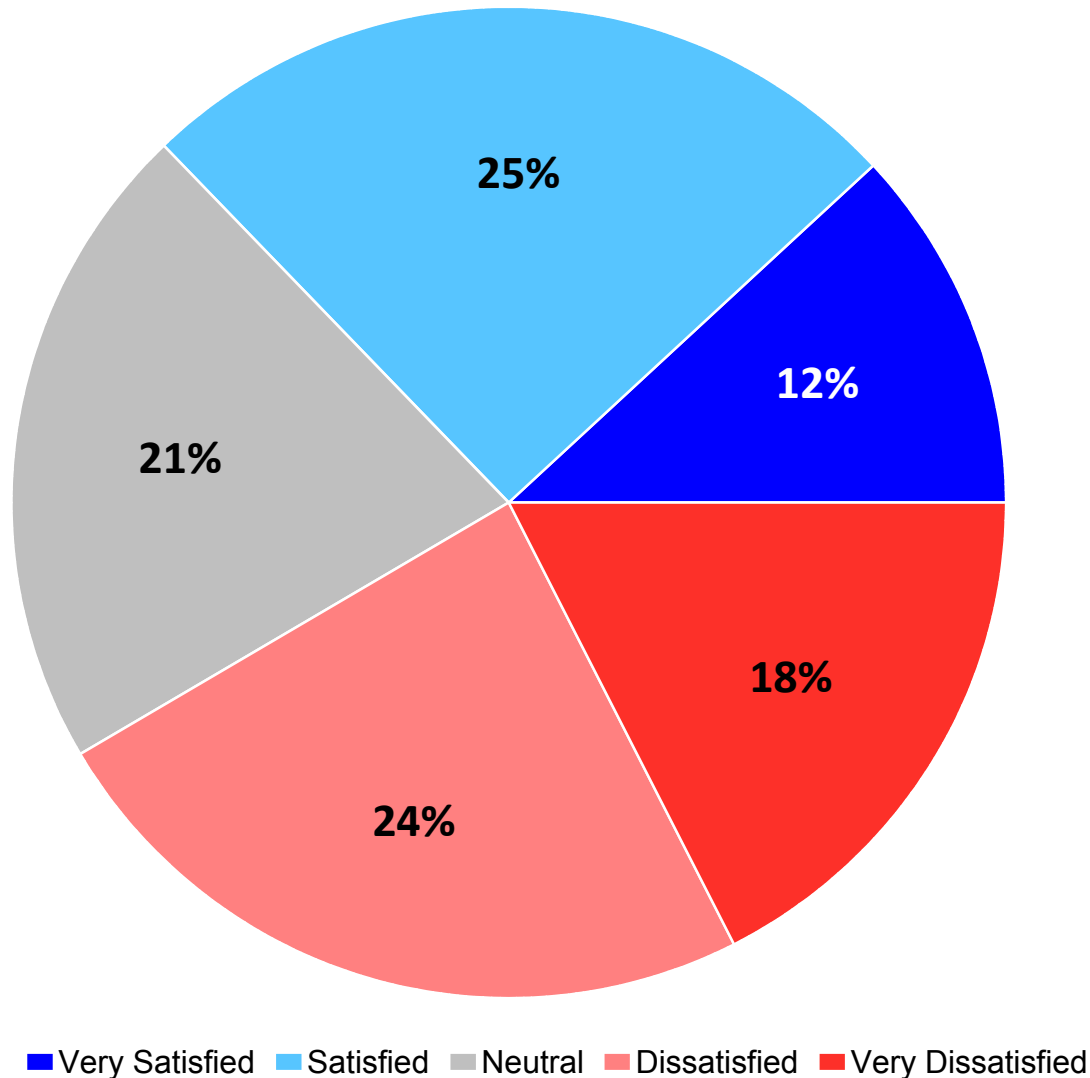


Source: ETC Institute (2020)

■ 1st Choice ■ 2nd Choice ■ 3rd Choice

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

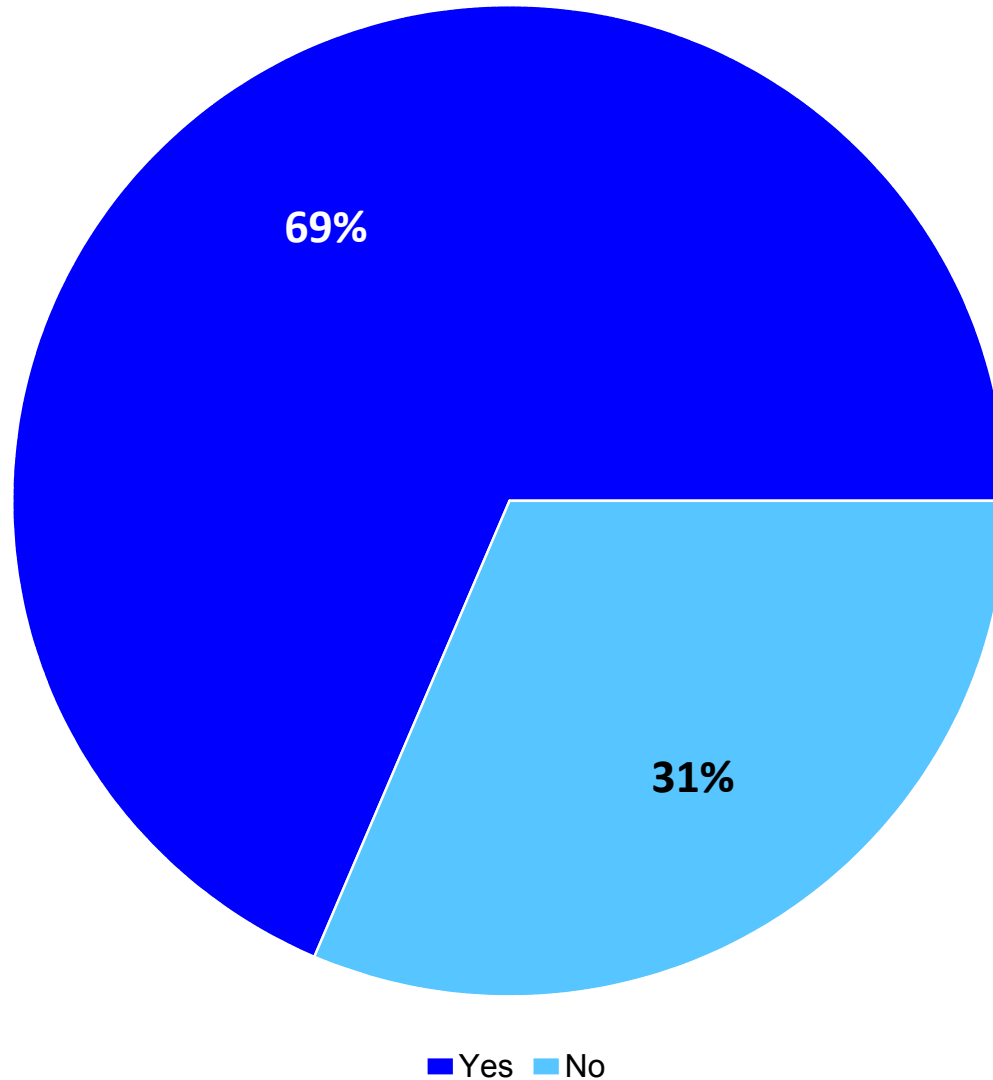
by percentage of respondents



Source: ETC Institute (2020)

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

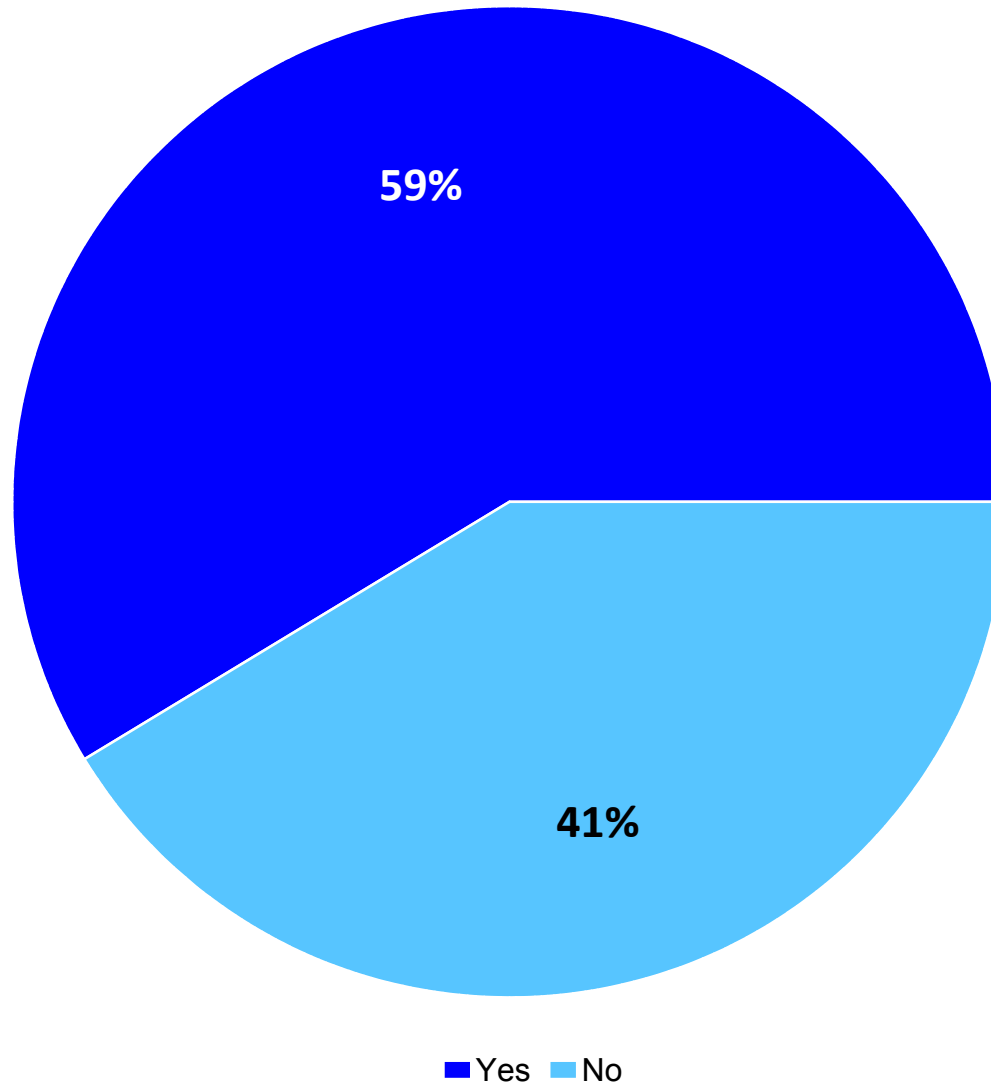
by percentage of respondents



Source: ETC Institute (2020)

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

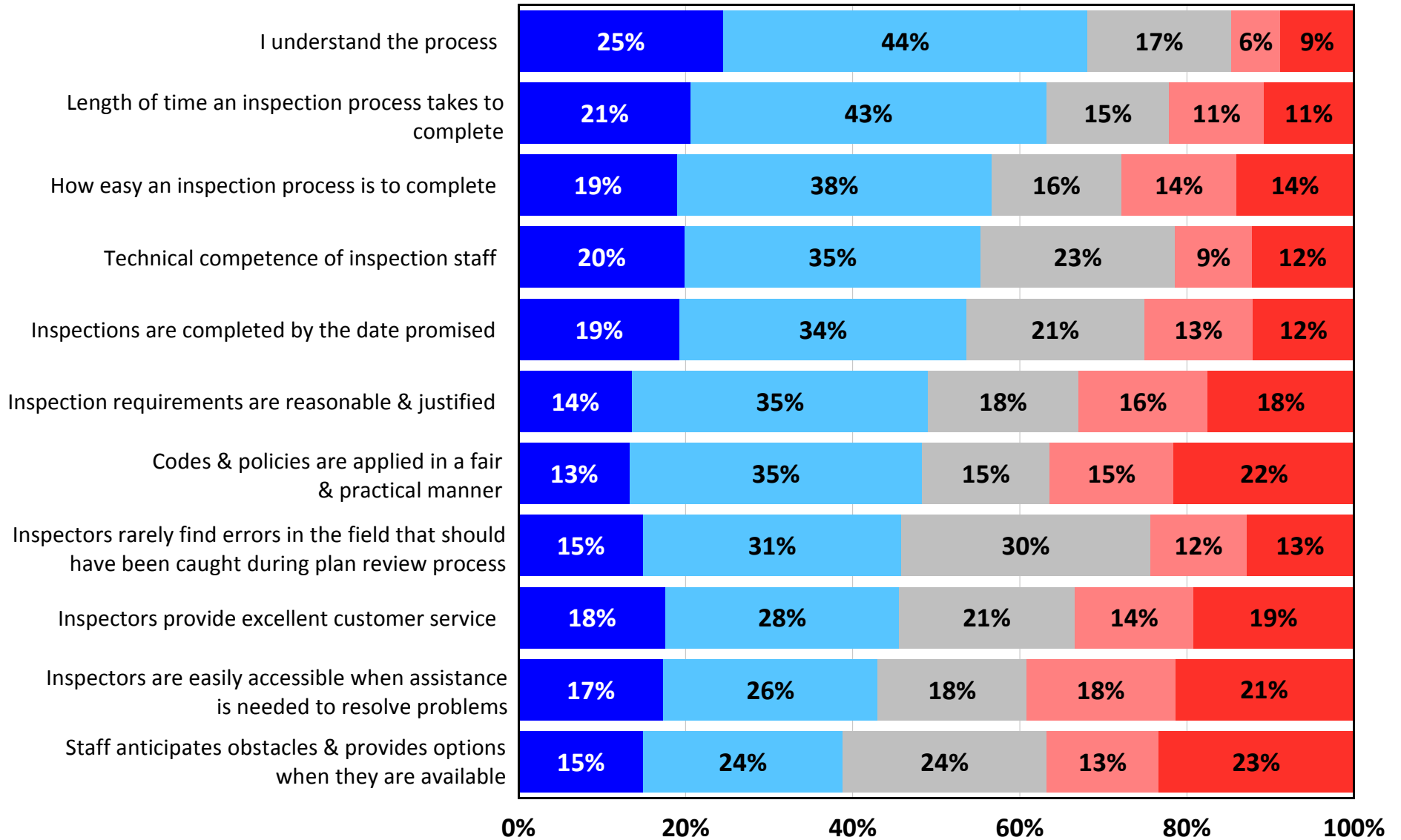
by percentage of respondents



Source: ETC Institute (2020)

Q23. Satisfaction with the Residential Inspection Division

by percentage of respondents who have interacted with DSD’s Inspection Division and have received a residential inspection during the past year (excluding “don’t know”)

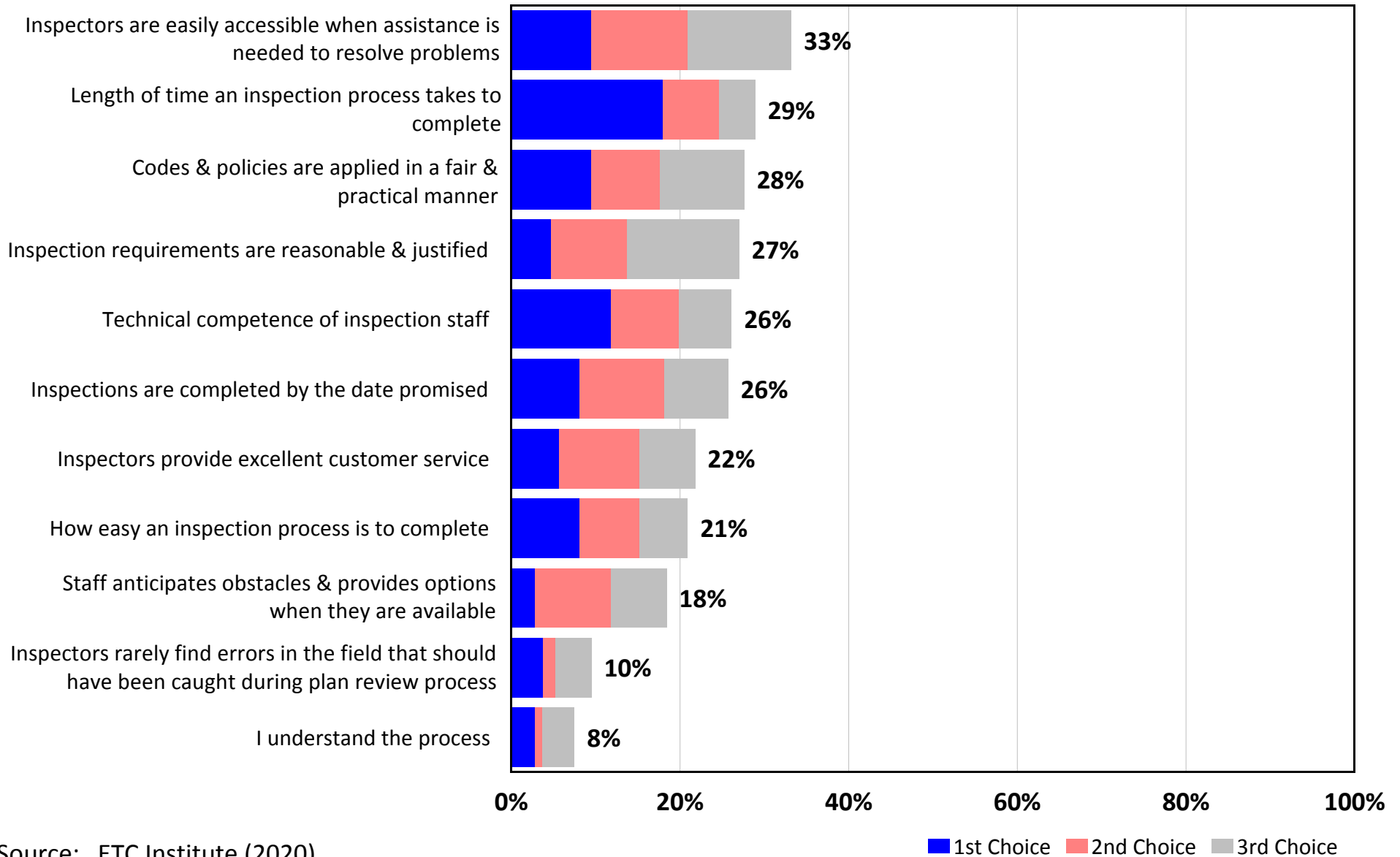


Source: ETC Institute (2020)

Very Satisfied (5) Satisfied (4) Neutral (3) Dissatisfied (2) Very Dissatisfied (1)

Q24. Which THREE items do you think are most important for DSD’s Residential Inspection Division to emphasize?

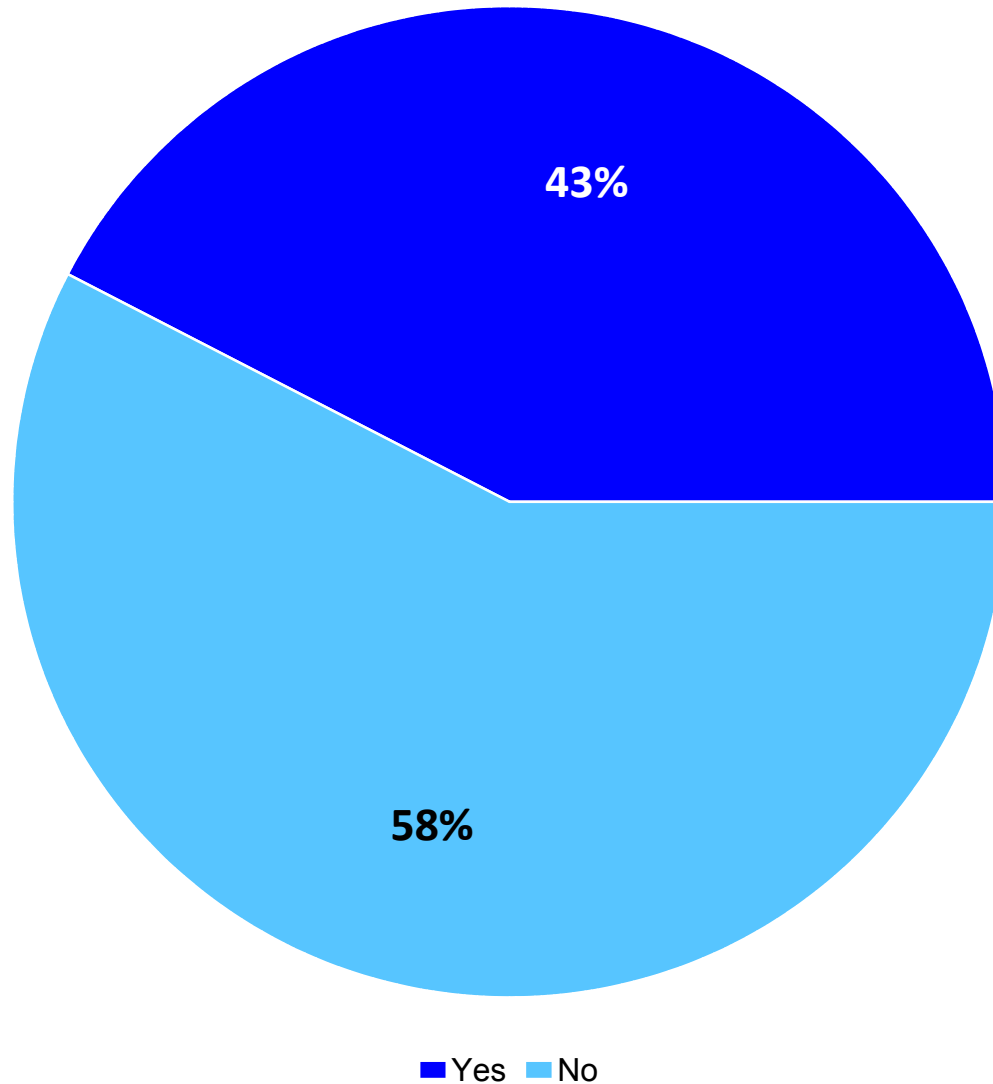
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

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

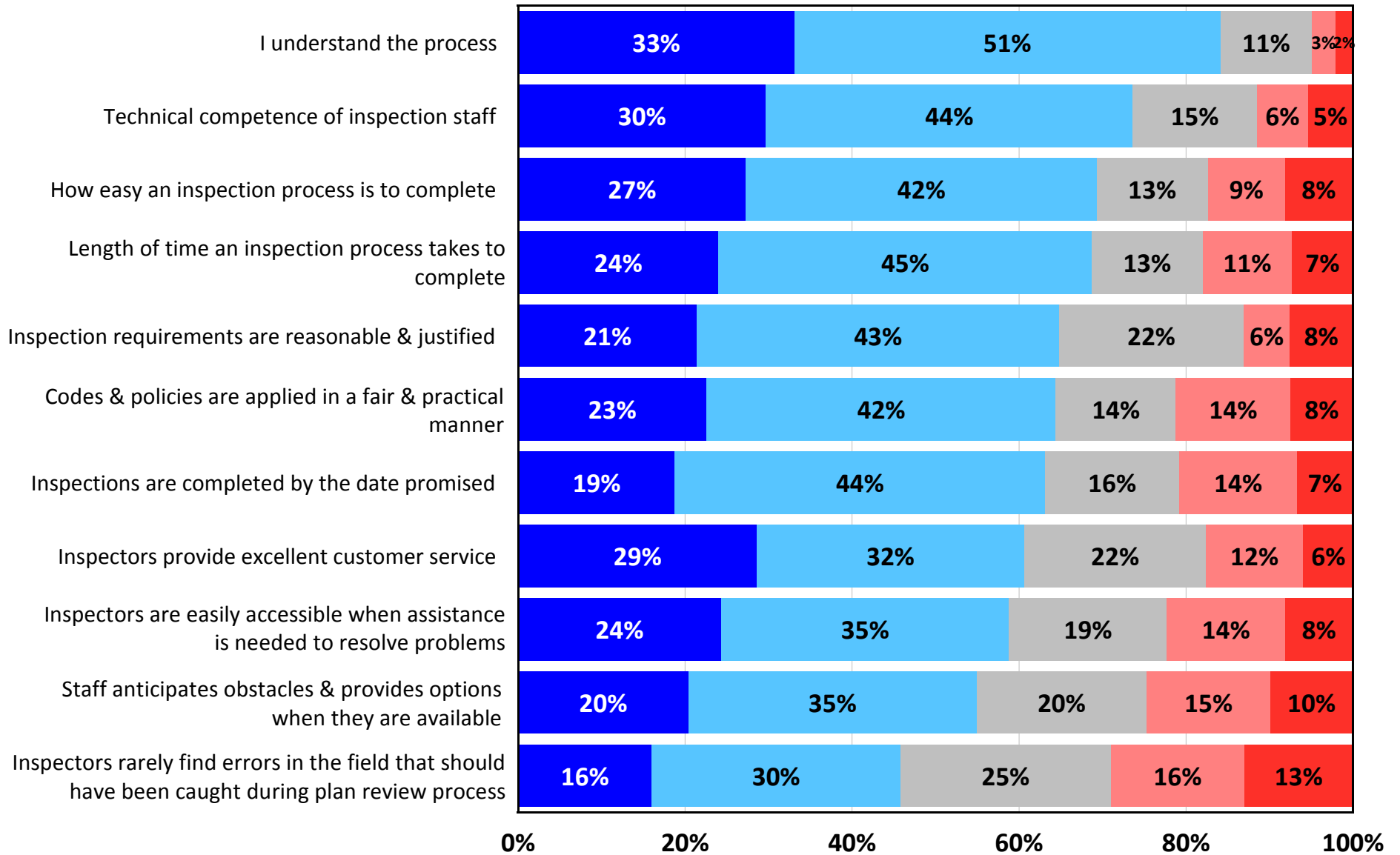
by percentage of respondents



Source: ETC Institute (2020)

Q26. Satisfaction with the Commercial Inspection Division

by percentage of respondents who have received a commercial inspection during the past year (excluding “don’t know”)

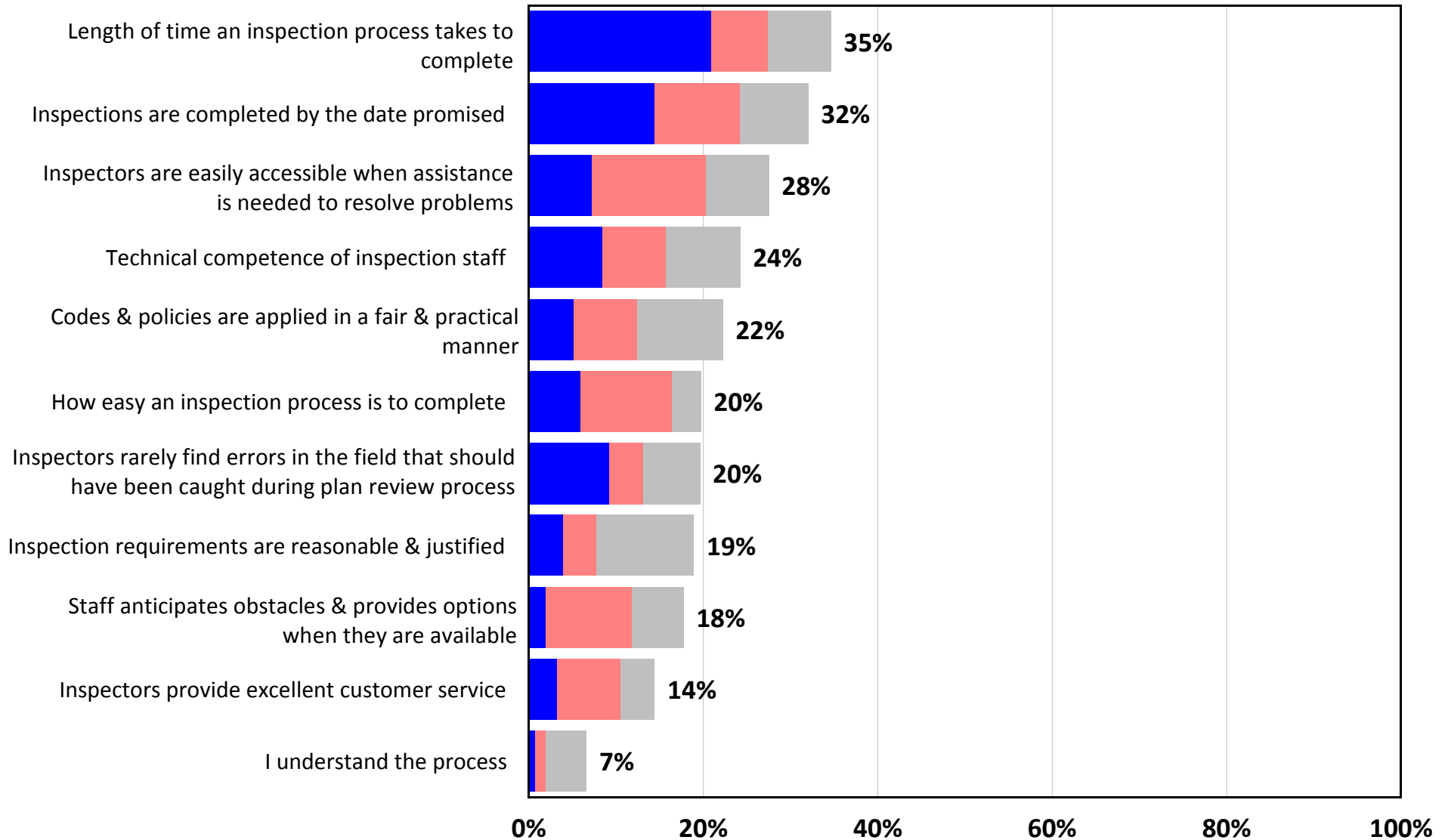


Source: ETC Institute (2020)

Very Satisfied (5) Satisfied (4) Neutral (3) Dissatisfied (2) Very Dissatisfied (1)

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

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

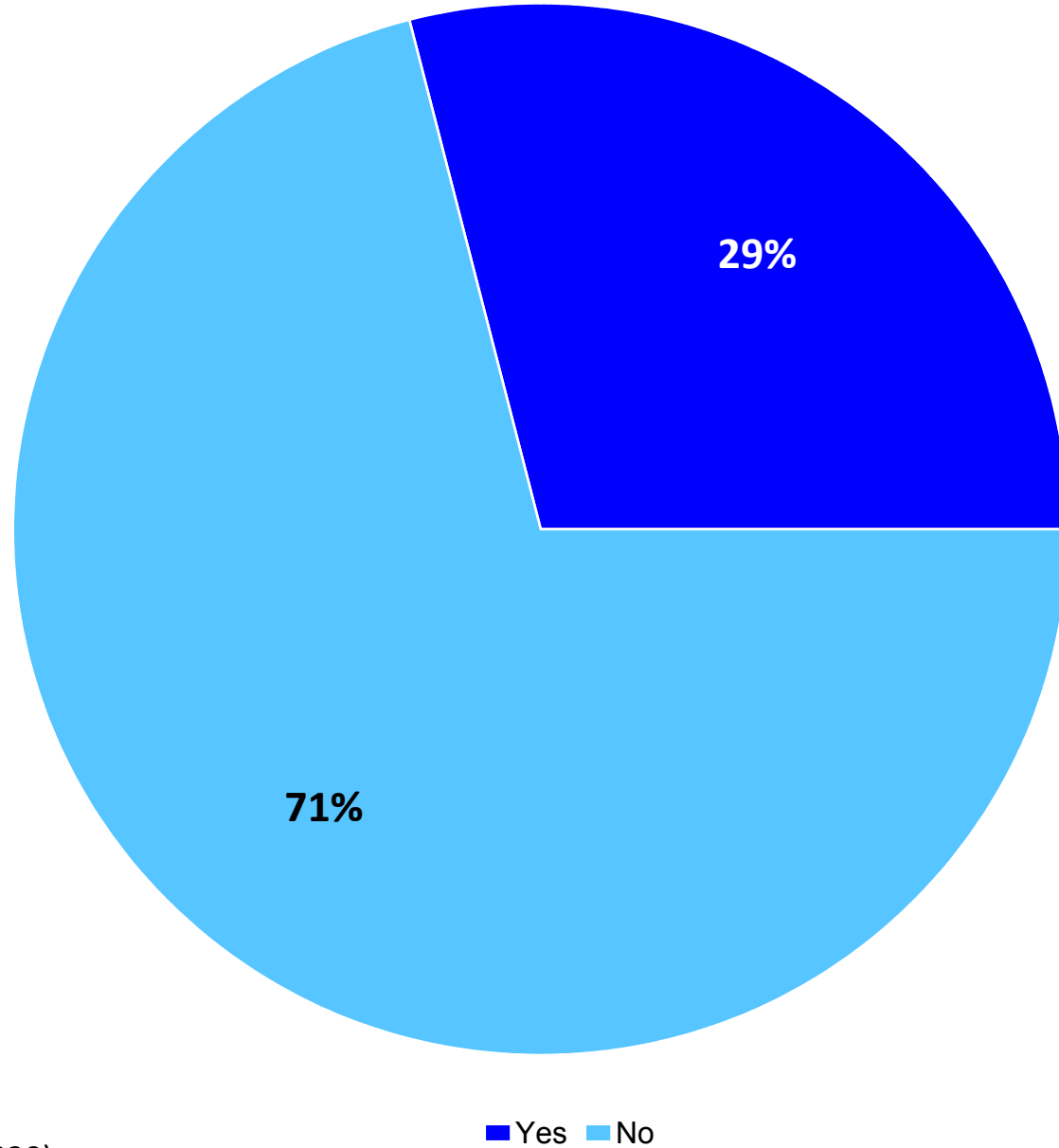


Source: ETC Institute (2020)

■ 1st Choice ■ 2nd Choice ■ 3rd Choice

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

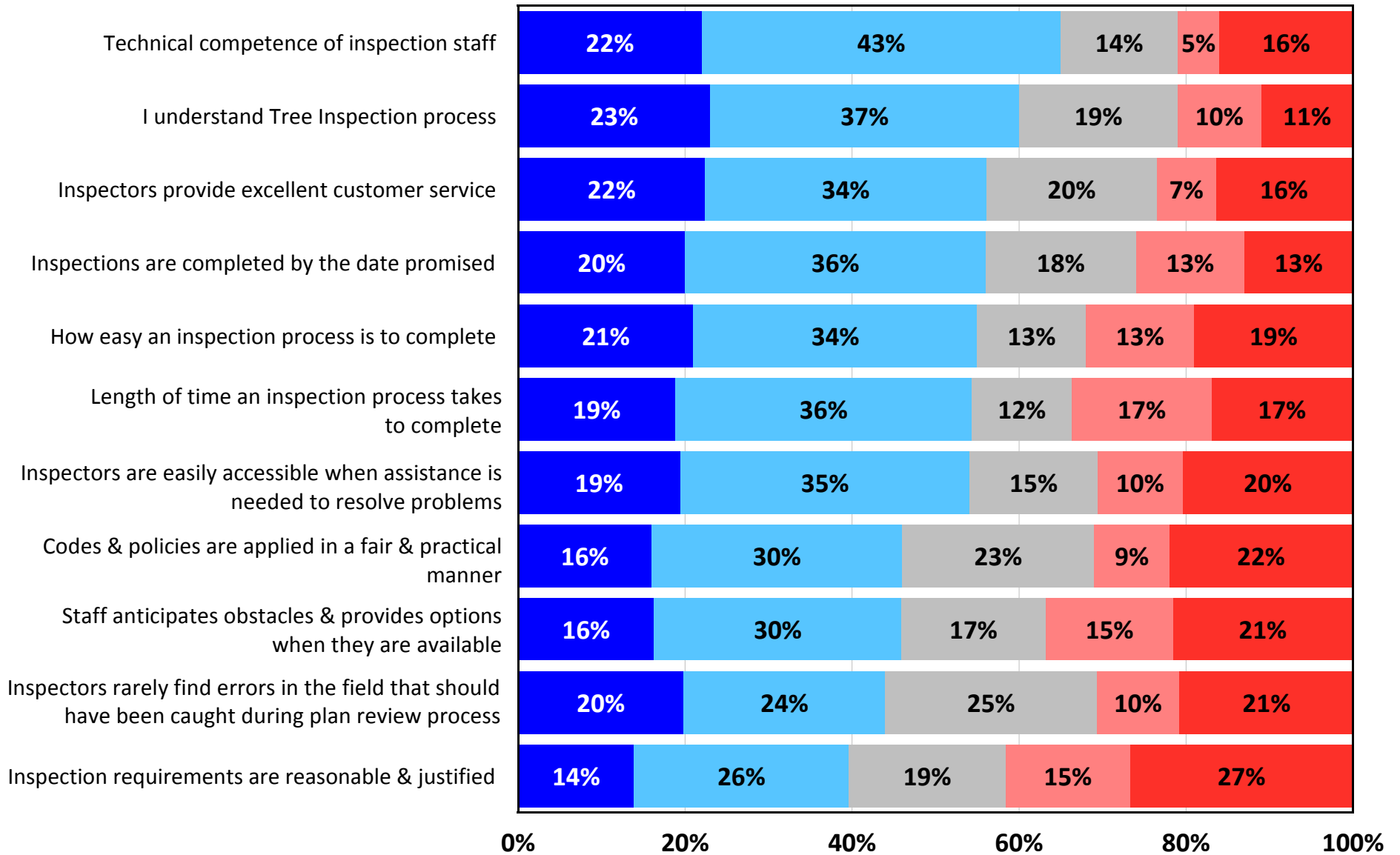
by percentage of respondents



Source: ETC Institute (2020)

Q29. Satisfaction with the Tree Inspection Division

by percentage of respondents who have received a tree inspection during the past year (excluding “don’t know”)

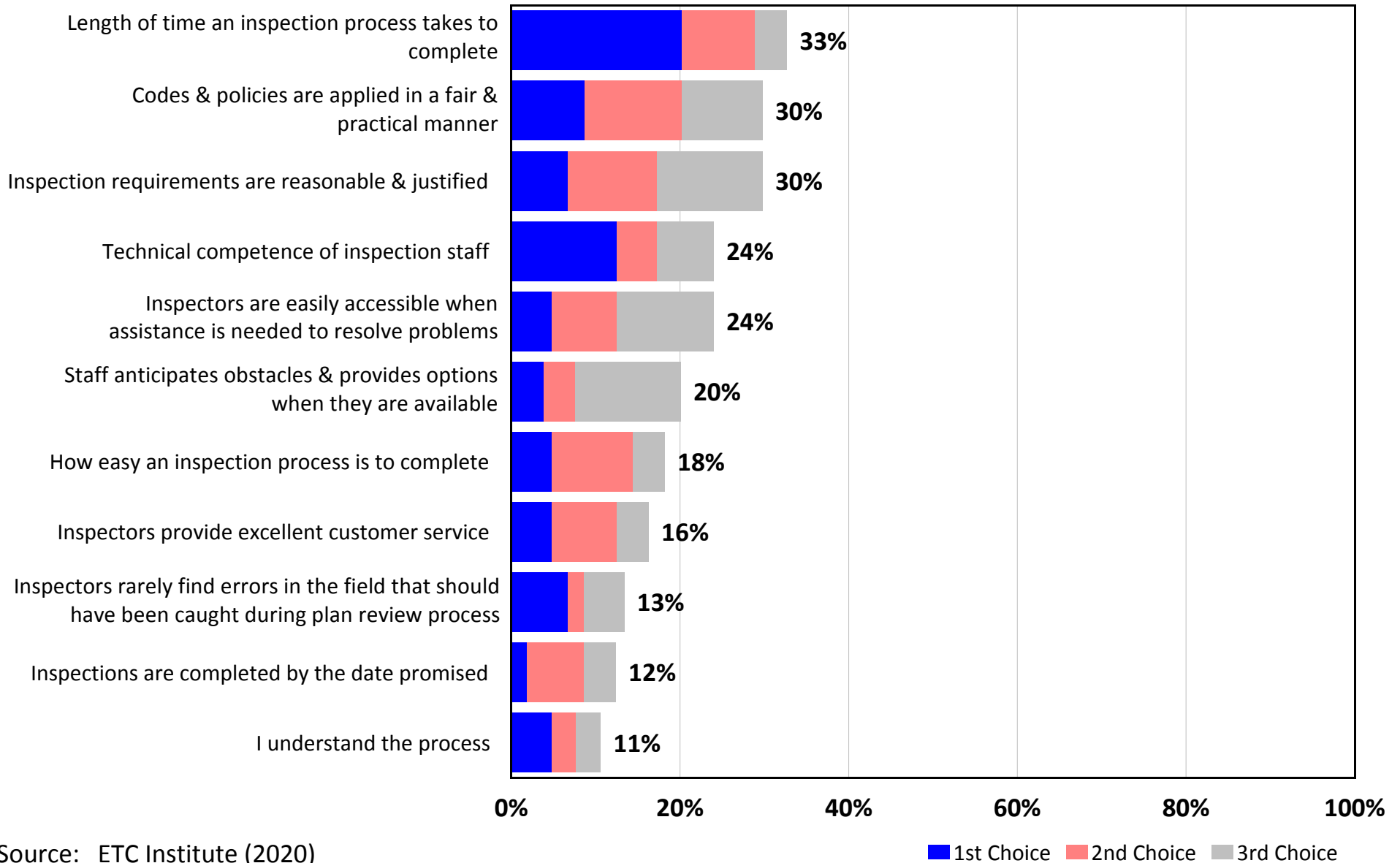


Source: ETC Institute (2020)

Very Satisfied (5) Satisfied (4) Neutral (3) Dissatisfied (2) Very Dissatisfied (1)

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

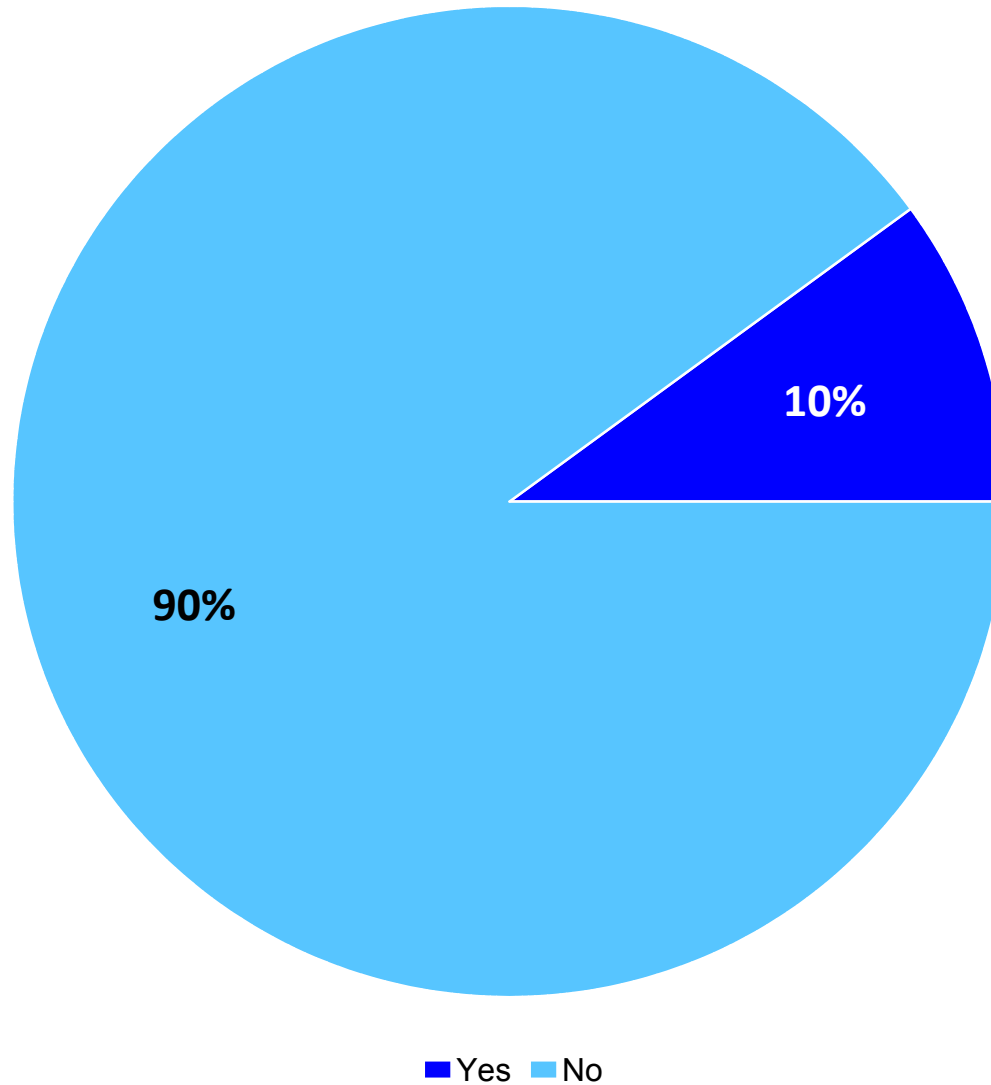
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

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

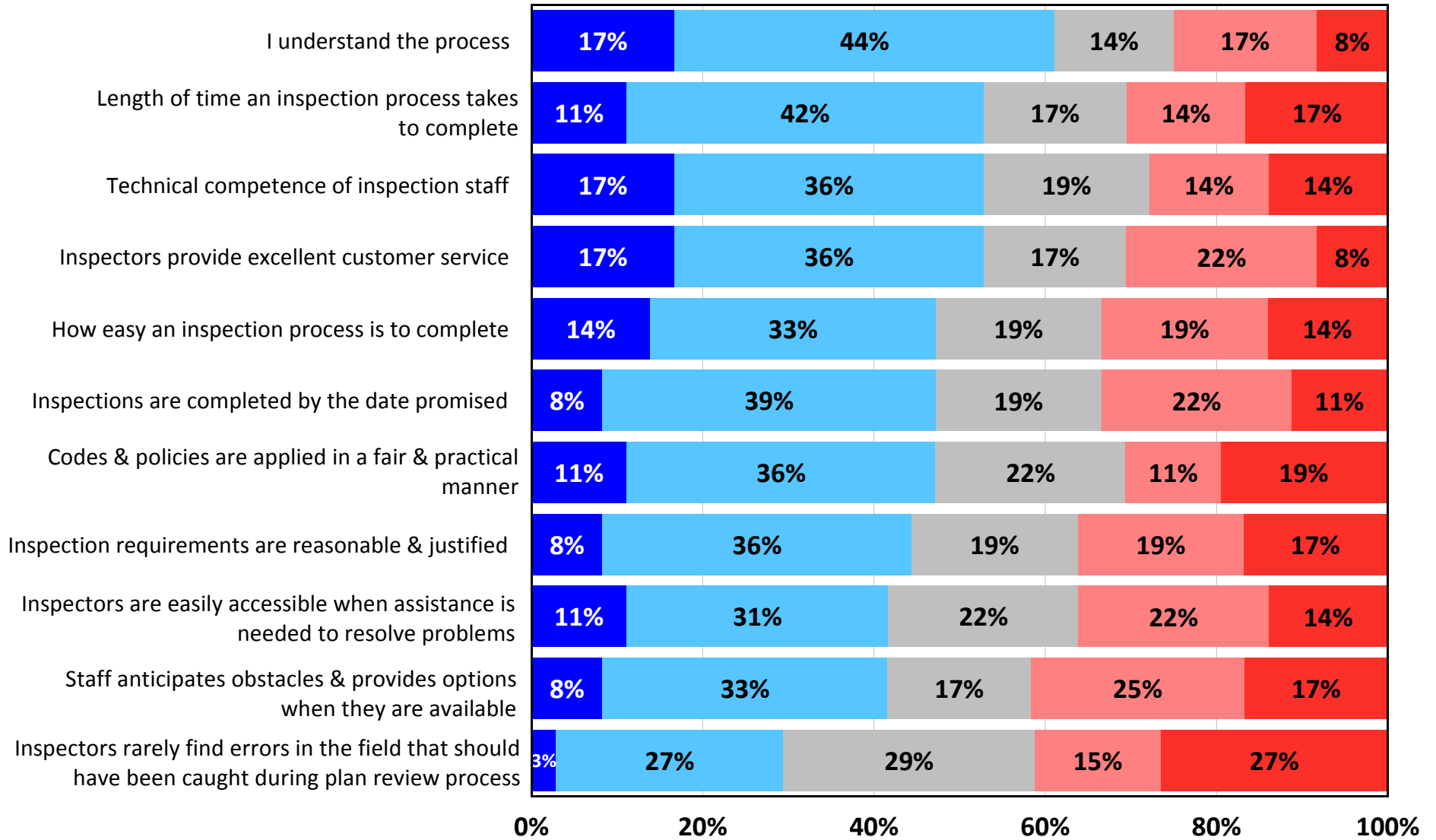
by percentage of respondents



Source: ETC Institute (2020)

Q32. Satisfaction with DSD’s Site and Subdivision Inspection Division

by percentage of respondents who have received a commercial inspection during the past year (excluding “don’t know”)

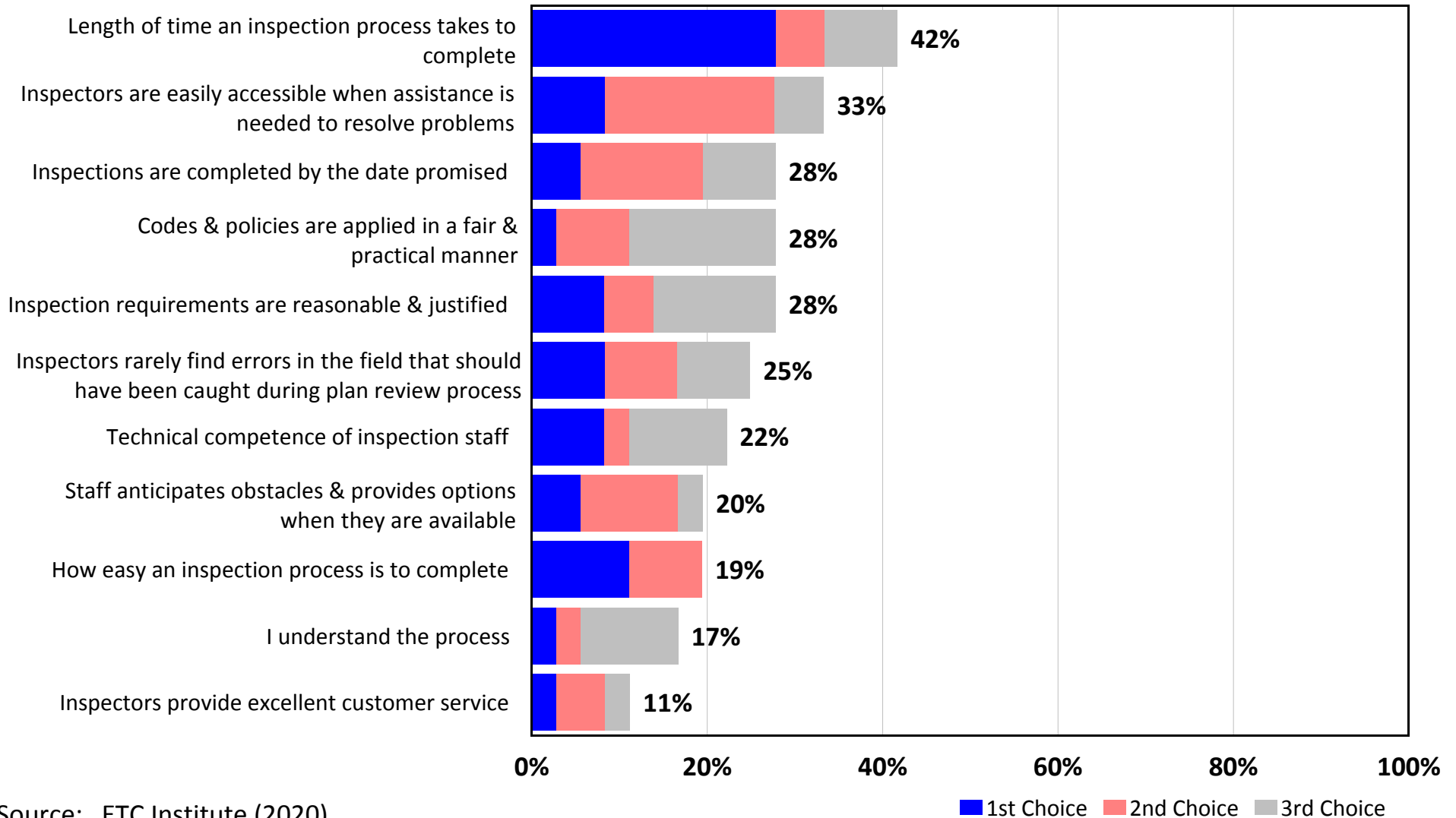


Source: ETC Institute (2020)

Very Satisfied (5) Satisfied (4) Neutral (3) Dissatisfied (2) Very Dissatisfied (1)

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

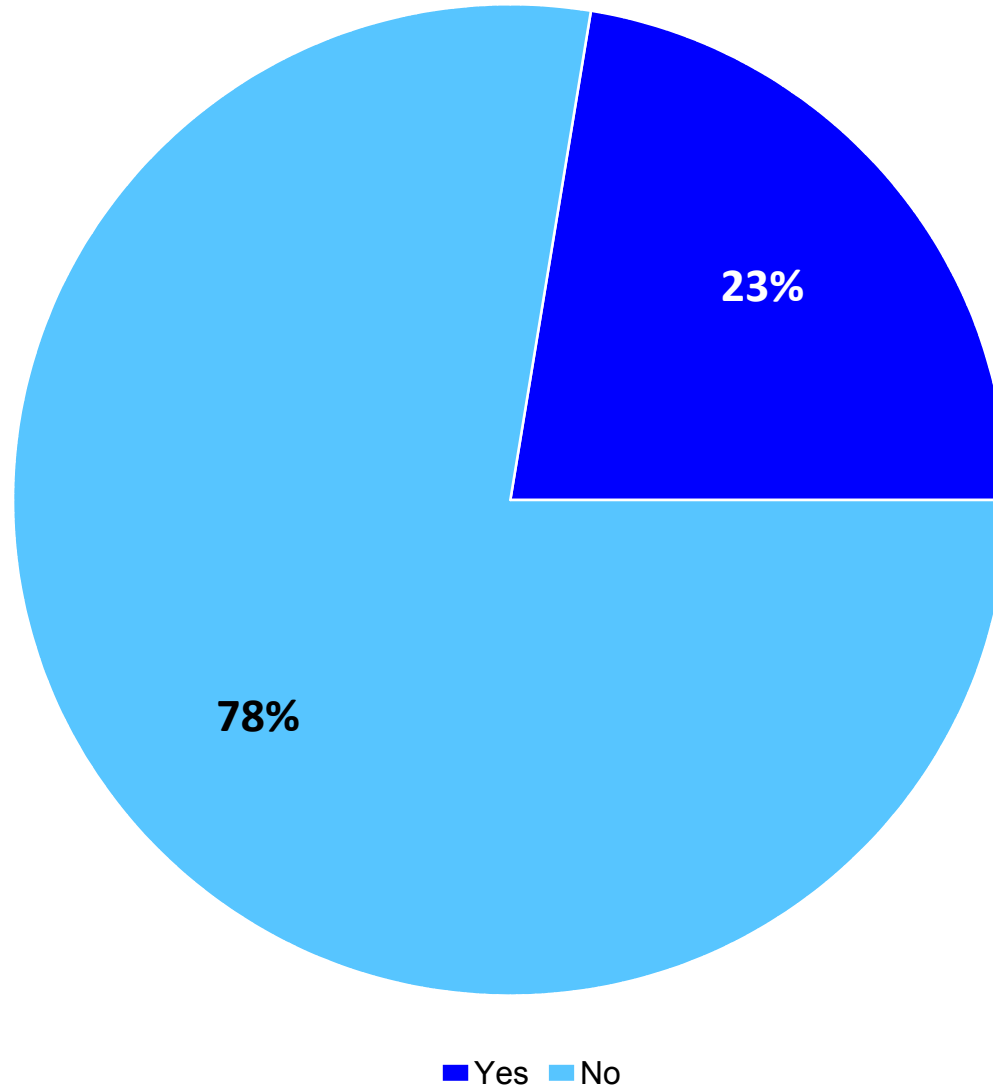
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

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

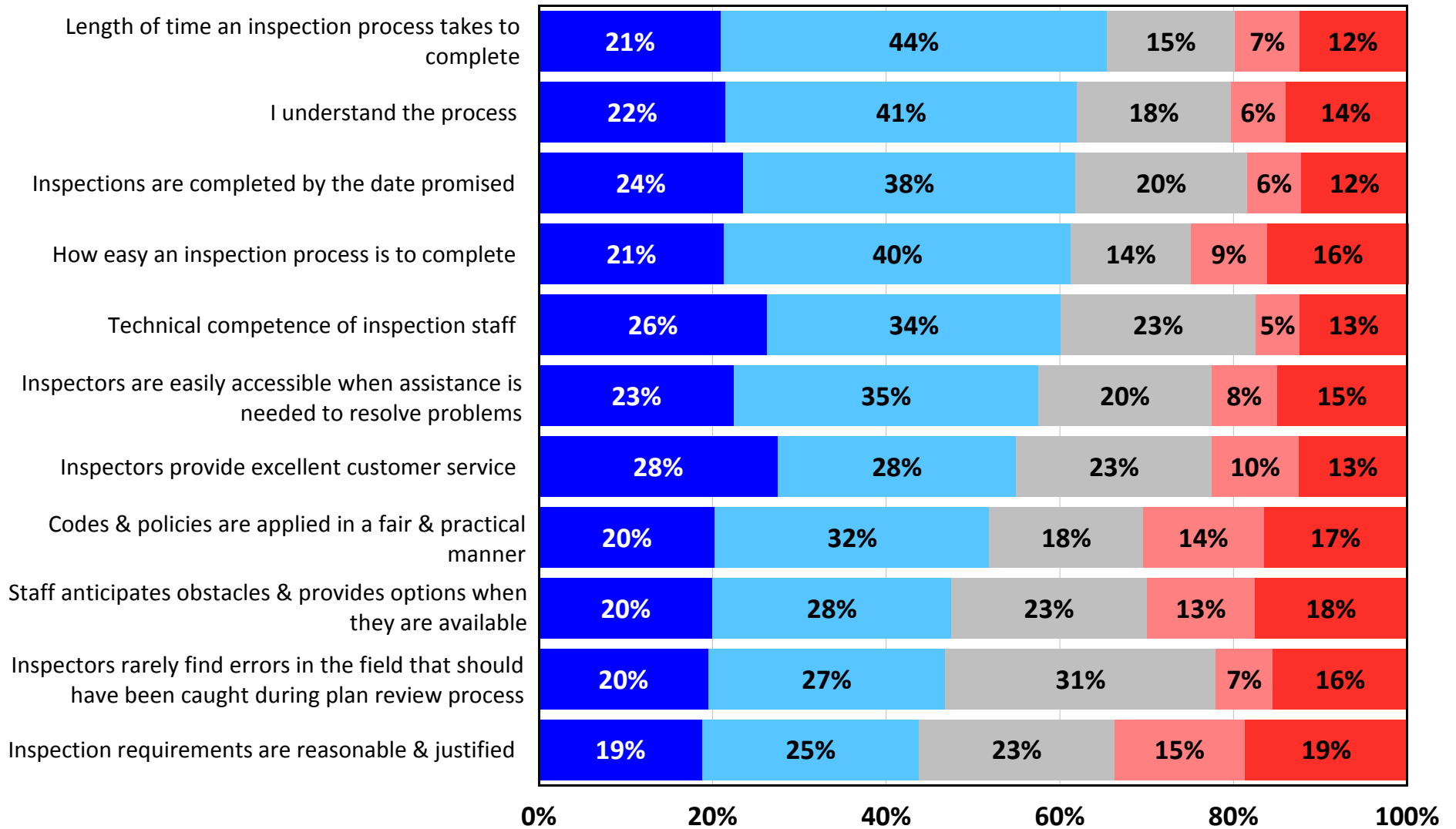
by percentage of respondents



Source: ETC Institute (2020)

Q35. Satisfaction with DSD’s Environmental Inspection Division

by percentage of respondents who have received an environmental inspection during the past year (excluding “don’t know”)

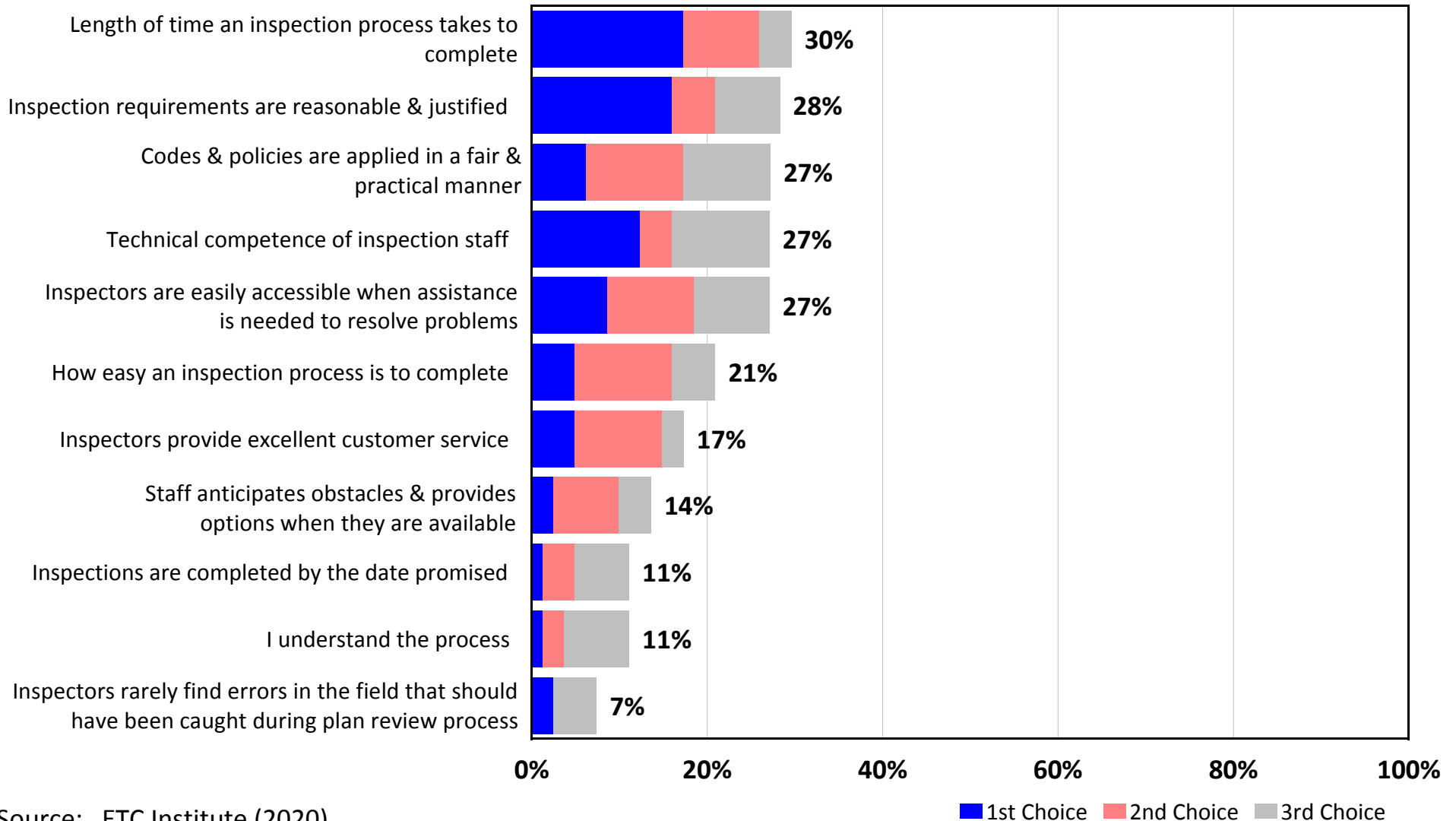


Source: ETC Institute (2020)

Very Satisfied (5) Satisfied (4) Neutral (3) Dissatisfied (2) Very Dissatisfied (1)

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

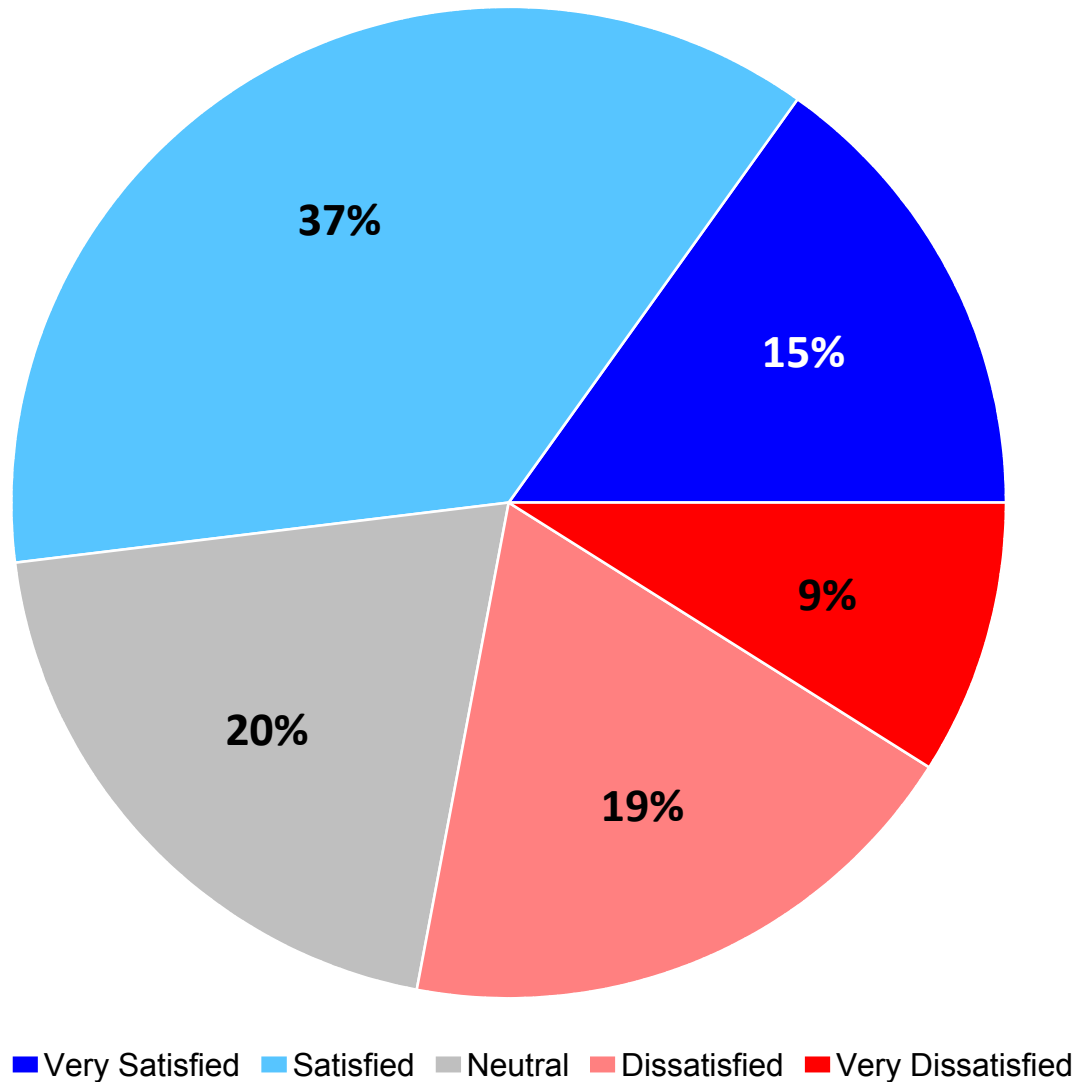
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

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

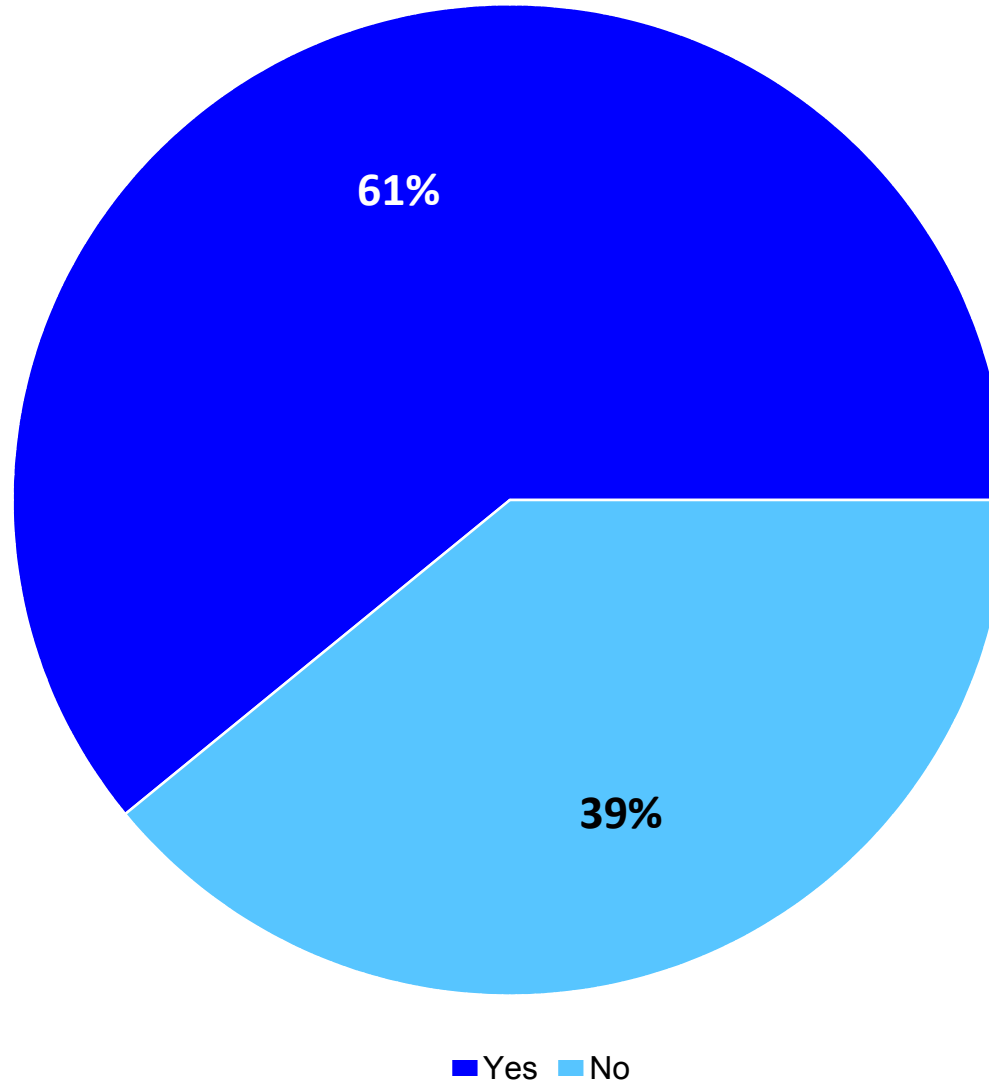
by percentage of respondents



Source: ETC Institute (2020)

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

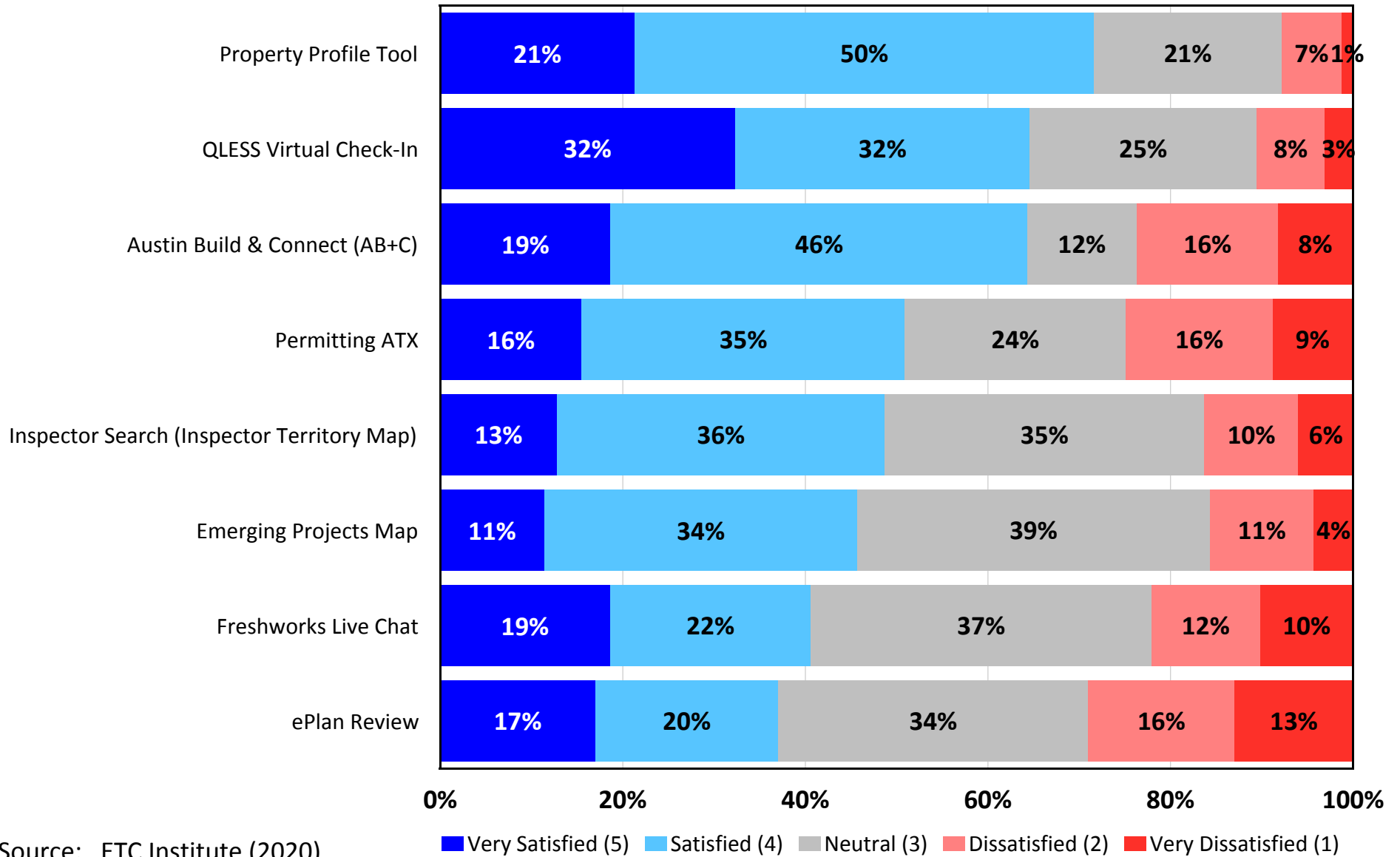
by percentage of respondents



Source: ETC Institute (2020)

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

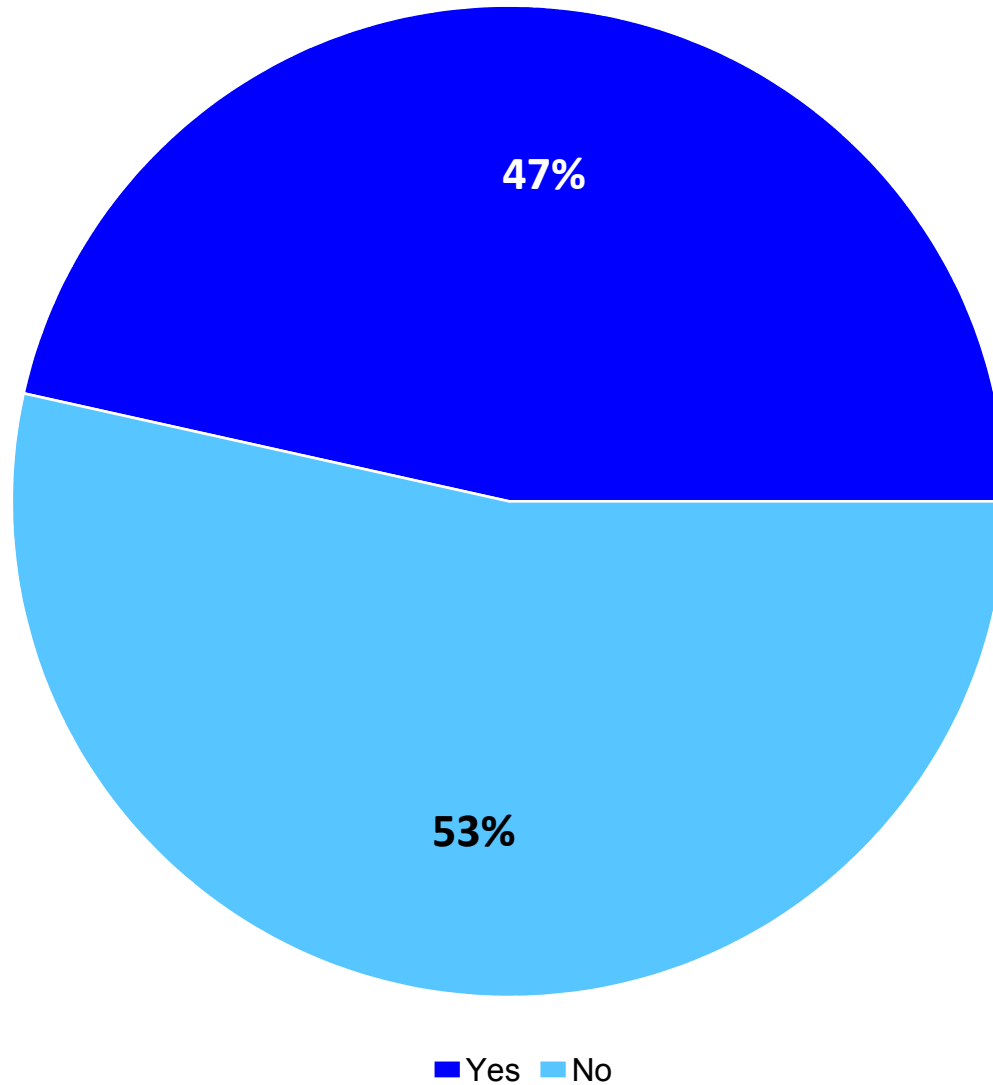
by percentage of respondents who have used the online tools during the past year (excluding “don’t know”)



Source: ETC Institute (2020)

Q40. Have you received services from the Service Center during the past year?

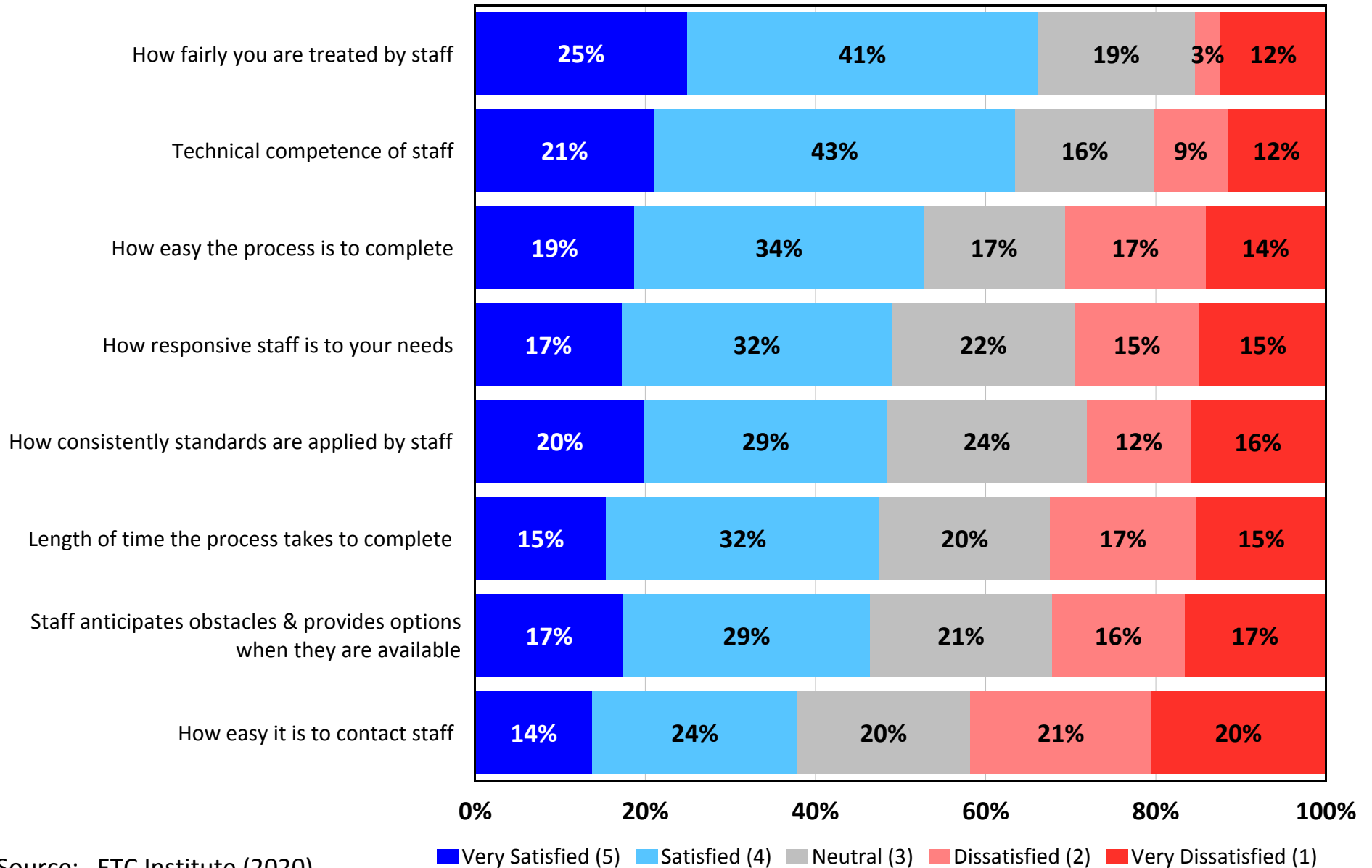
by percentage of respondents



Source: ETC Institute (2020)

Q41. Satisfaction with the DSD's Service Center

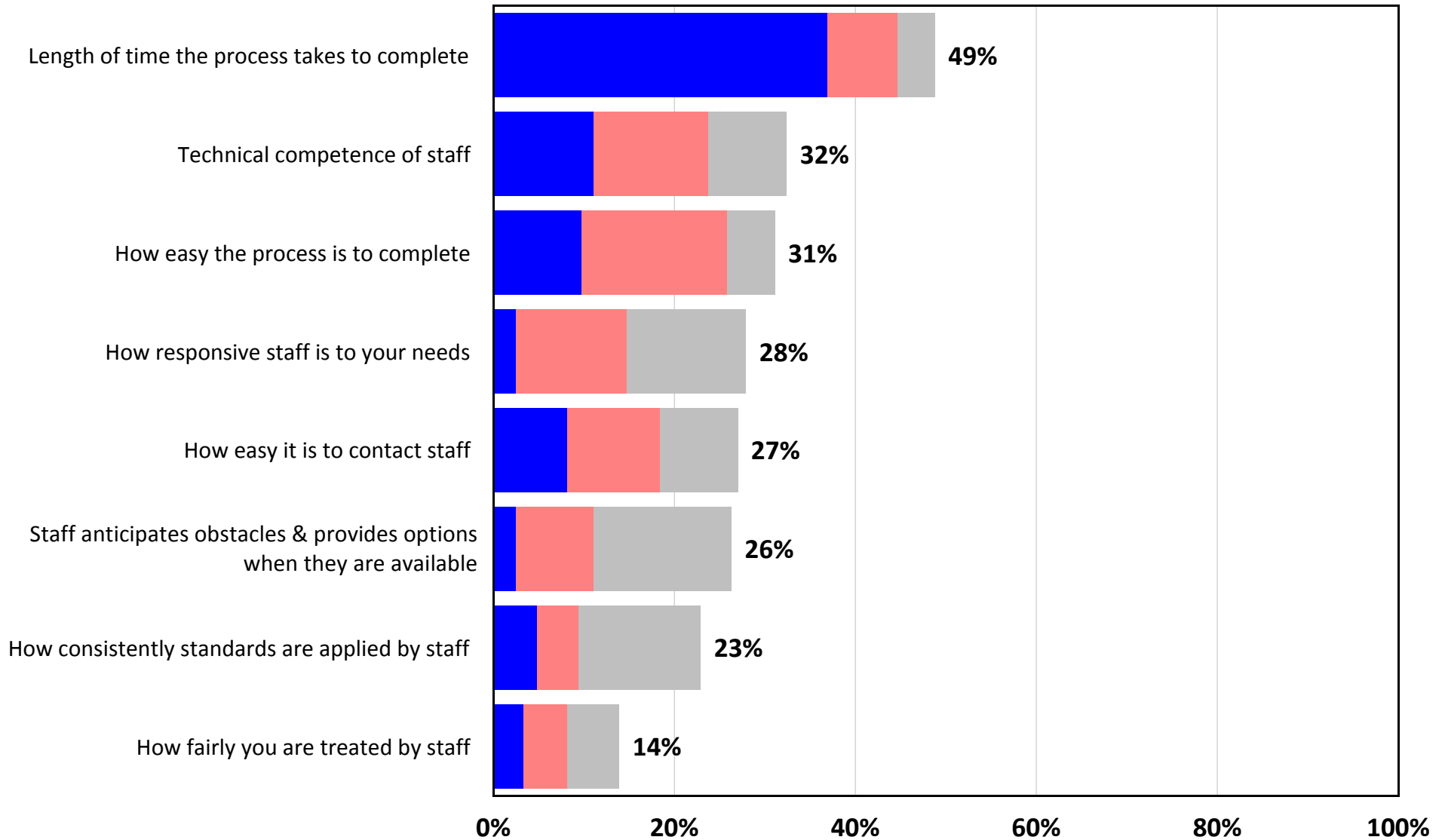
by percentage of respondents who have received services from the Service Center during the past year (excluding "don't know")



Source: ETC Institute (2020)

Q42. Which THREE items do you think are most important for the DSD Service Center to emphasize?

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

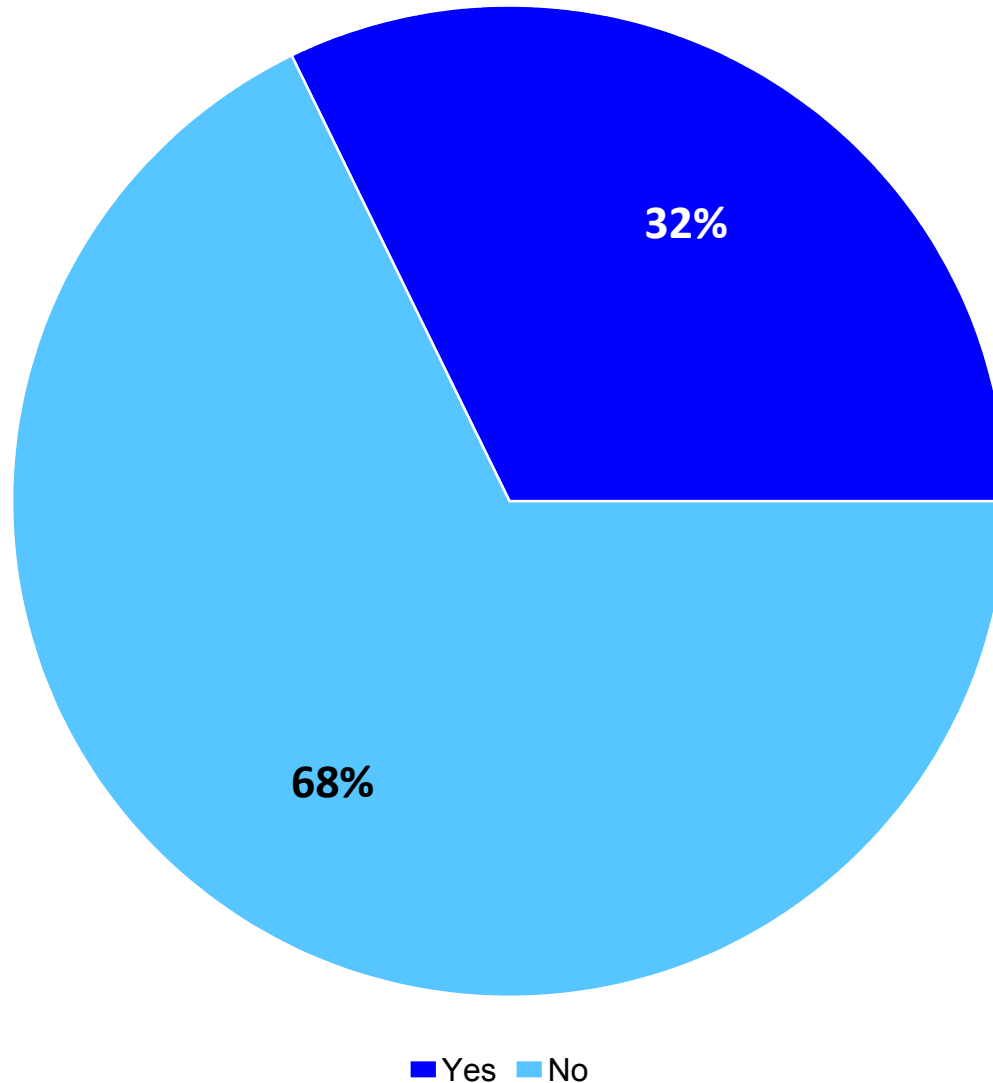


Source: ETC Institute (2020)

■ 1st Choice ■ 2nd Choice ■ 3rd Choice

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

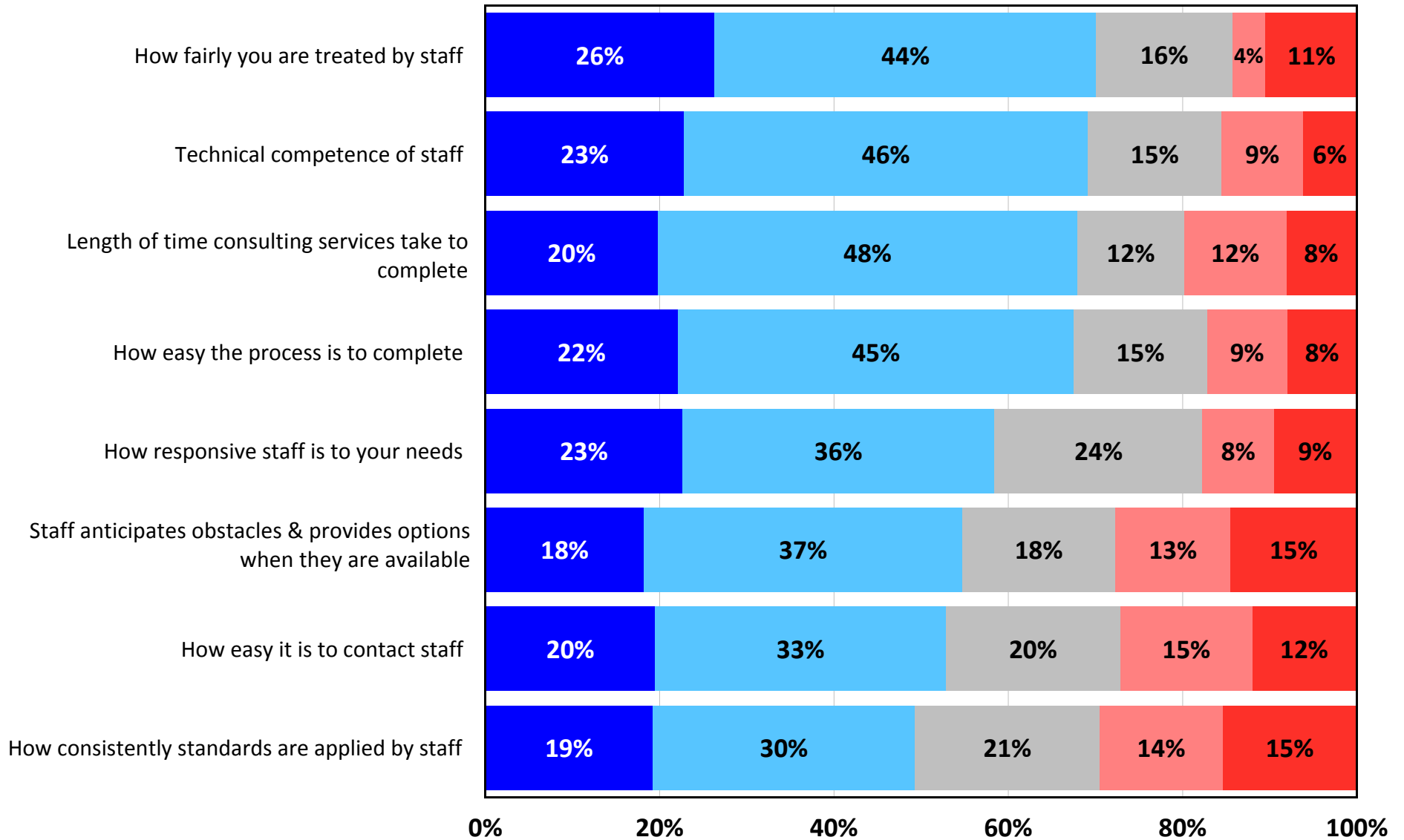
by percentage of respondents



Source: ETC Institute (2020)

Q44. Satisfaction with Walk-in Consultation Services

by percentage of respondents who have received walk-in consultation services from the Development Assistance Center during the past year (excluding “don’t know”)

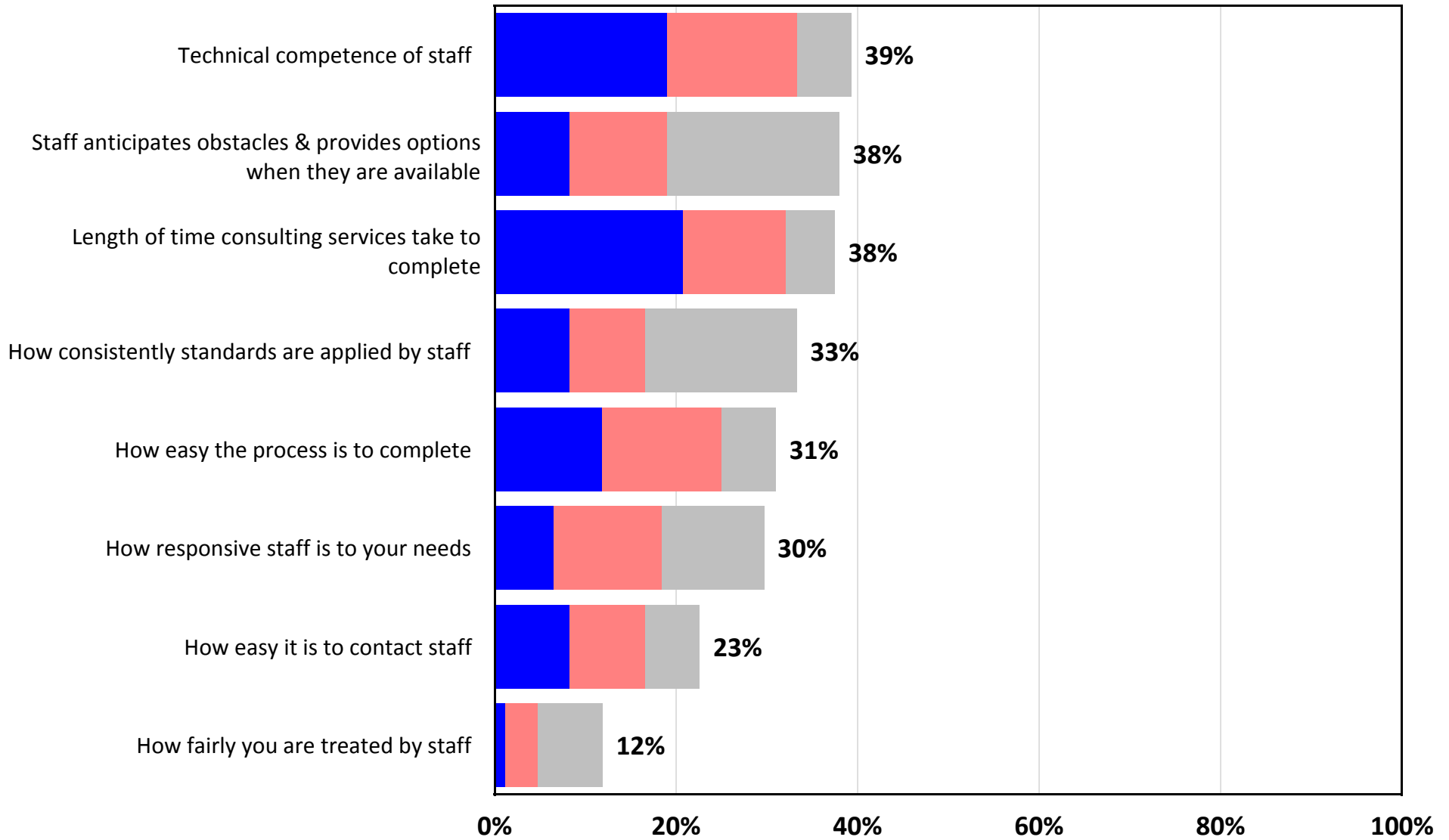


Source: ETC Institute (2020)

Very Satisfied (5) Satisfied (4) Neutral (3) Dissatisfied (2) Very Dissatisfied (1)

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

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

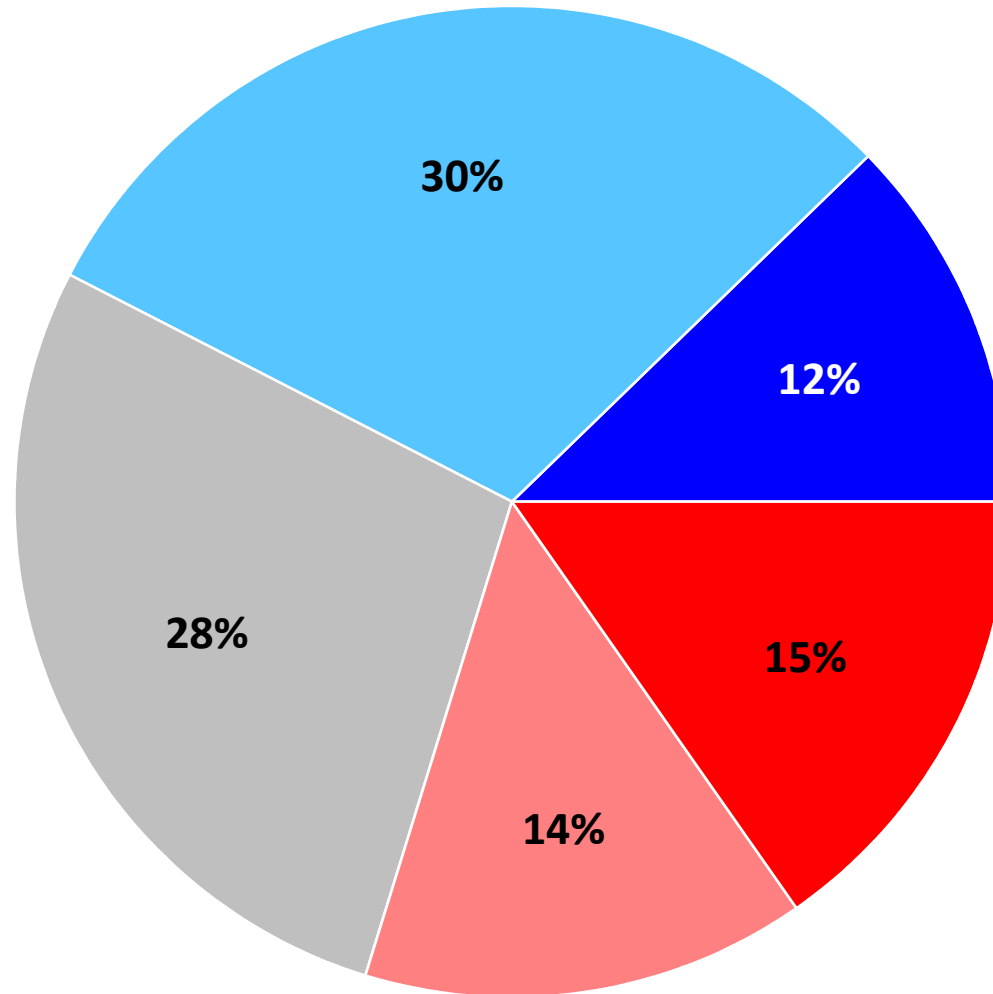


Source: ETC Institute (2020)

■ 1st Choice ■ 2nd Choice ■ 3rd Choice

Q46. How satisfied are you with your understanding of how the DSD is structured and the role that external City departments have in the review and permitting process?

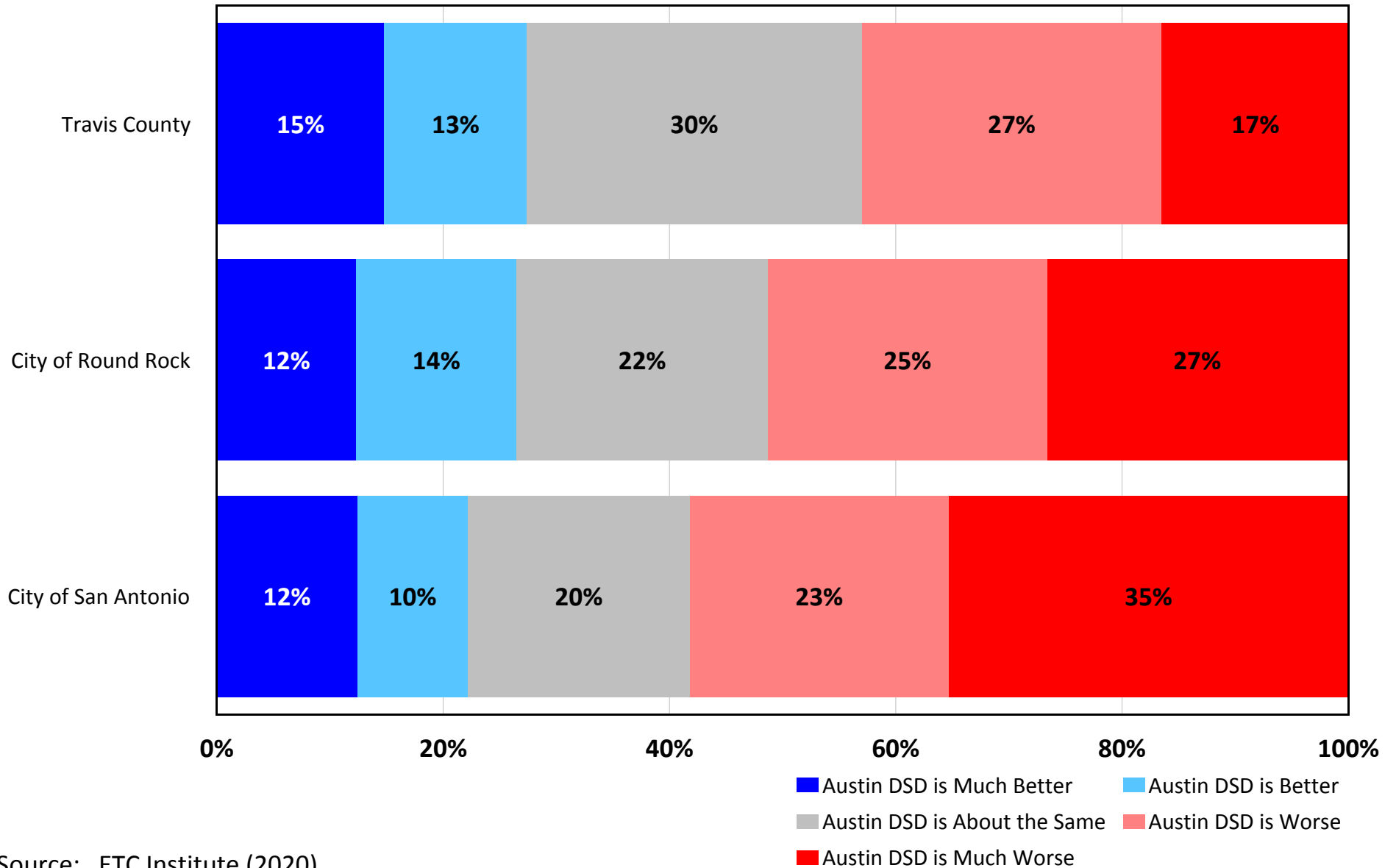
by percentage of respondents



Source: ETC Institute (2020) ■ Very Satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very Dissatisfied

Q47. Rating How the DSD’s Review and Permitting Process Compares to Other Jurisdictions

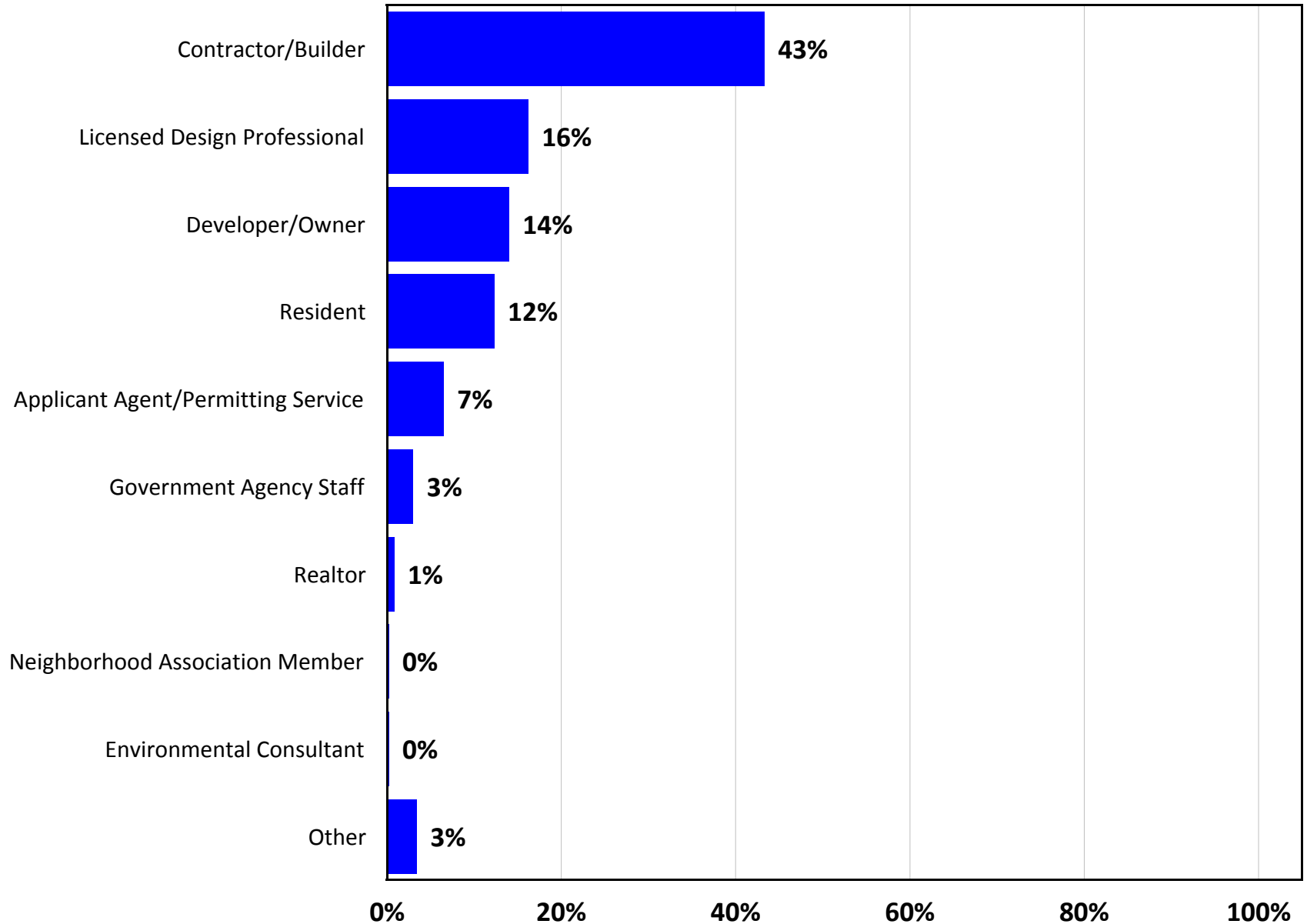
by percentage of respondents (excluding “don’t know”)



Source: ETC Institute (2020)

Q48. Which of the following best describes you?

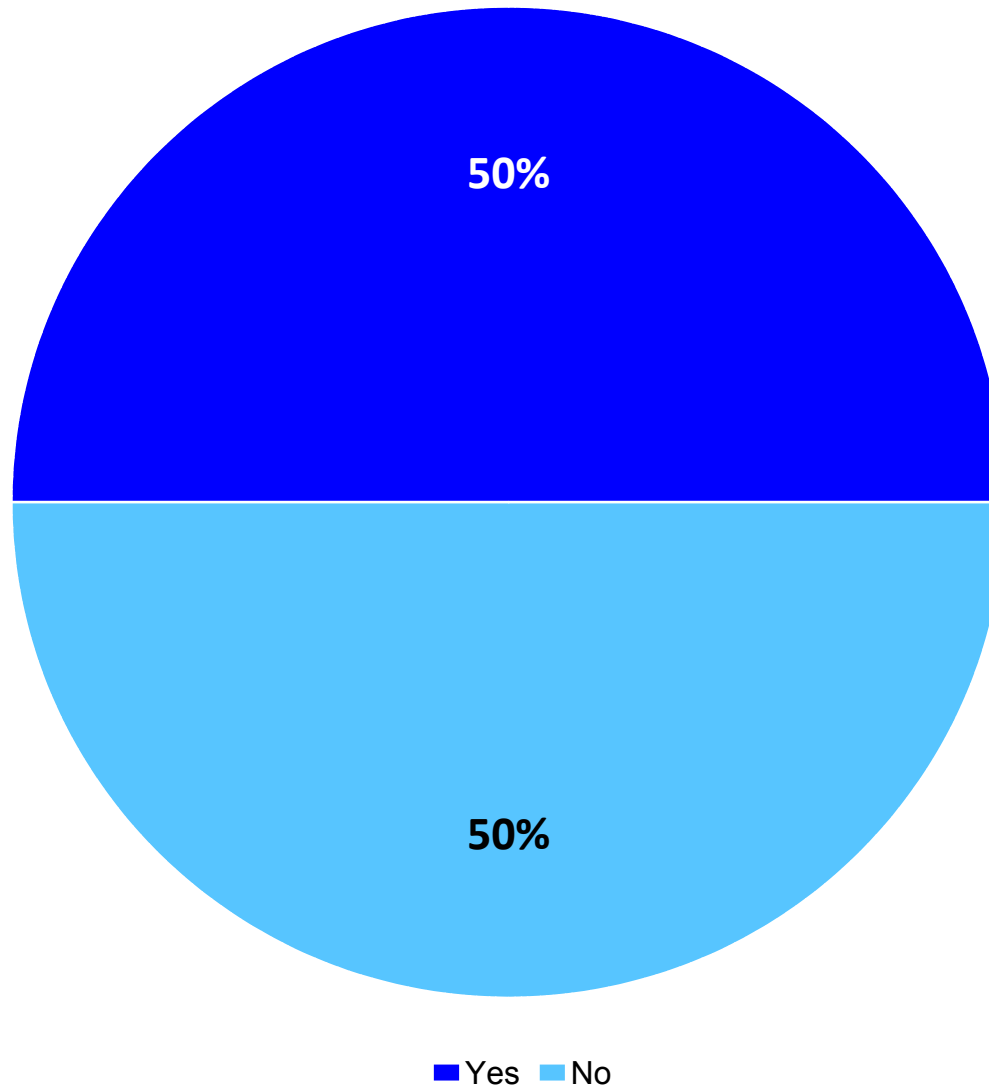
by percentage of respondents



Source: ETC Institute (2020)

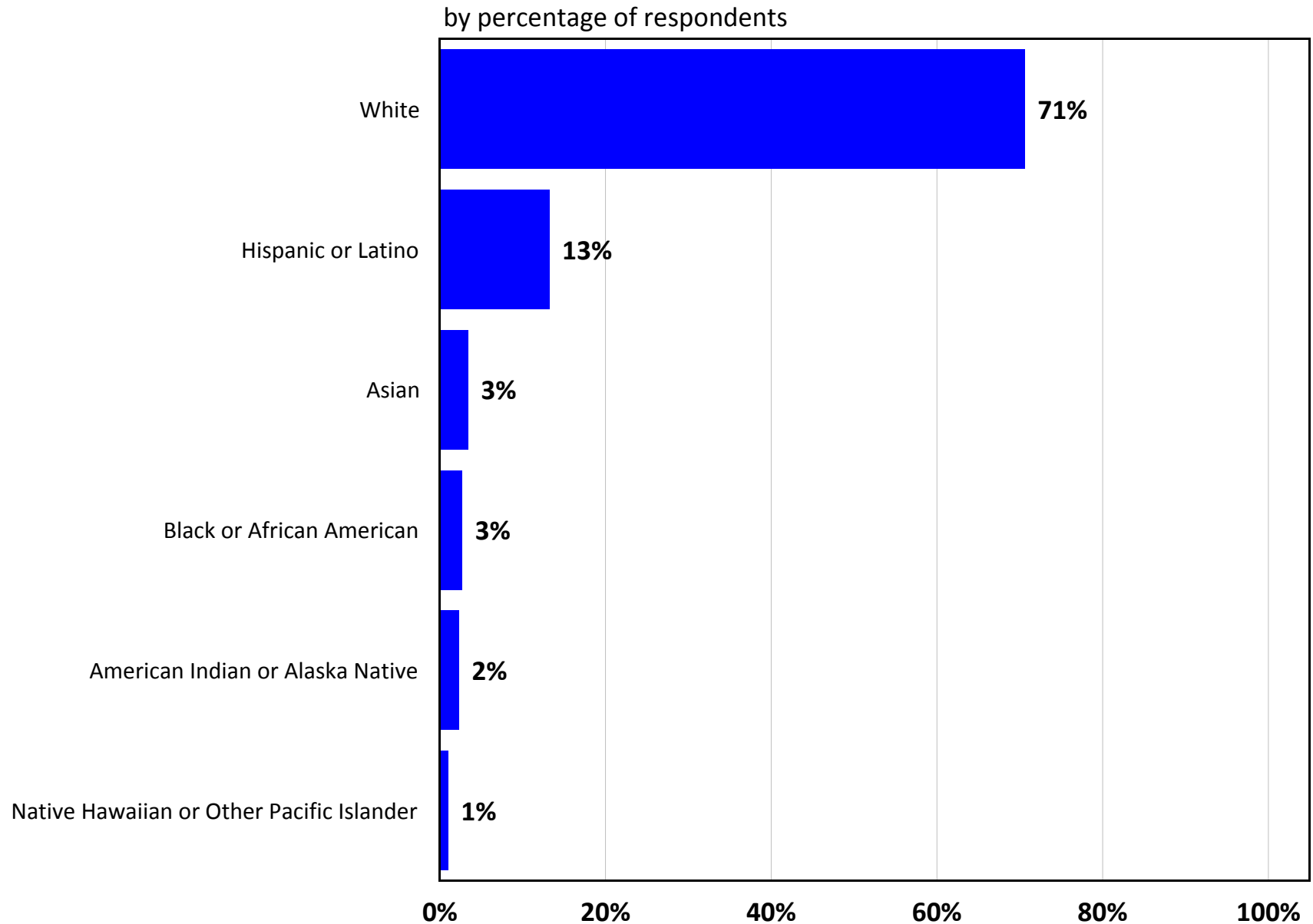
Q49. Demographics: Are you Hispanic, Latino, or of Spanish origin?

by percentage of respondents



Source: ETC Institute (2020)

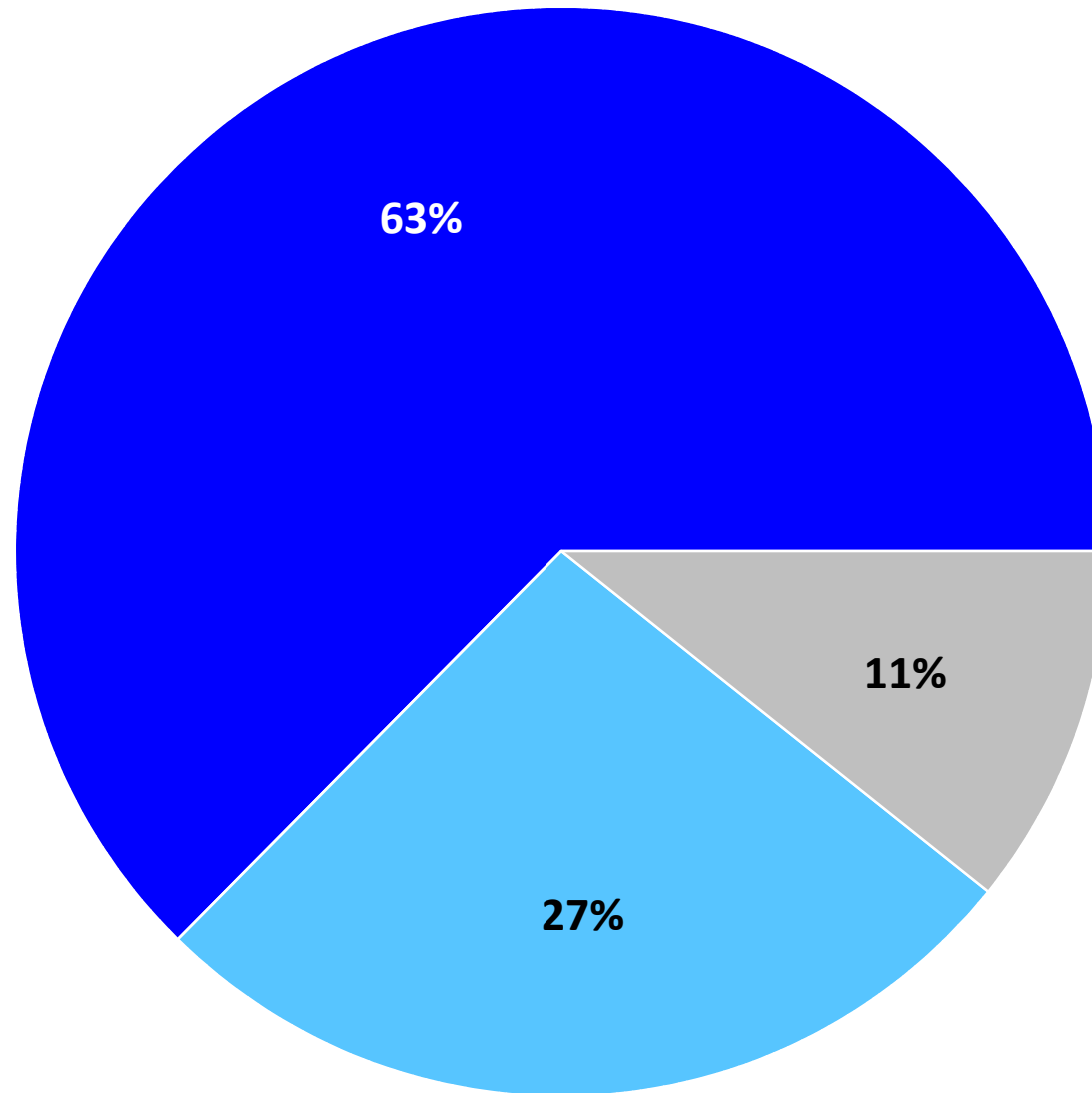
Q50. Demographics: Which of the following best describes you?



Source: ETC Institute (2020)

Q51. Demographics: What is your gender?

by percentage of respondents

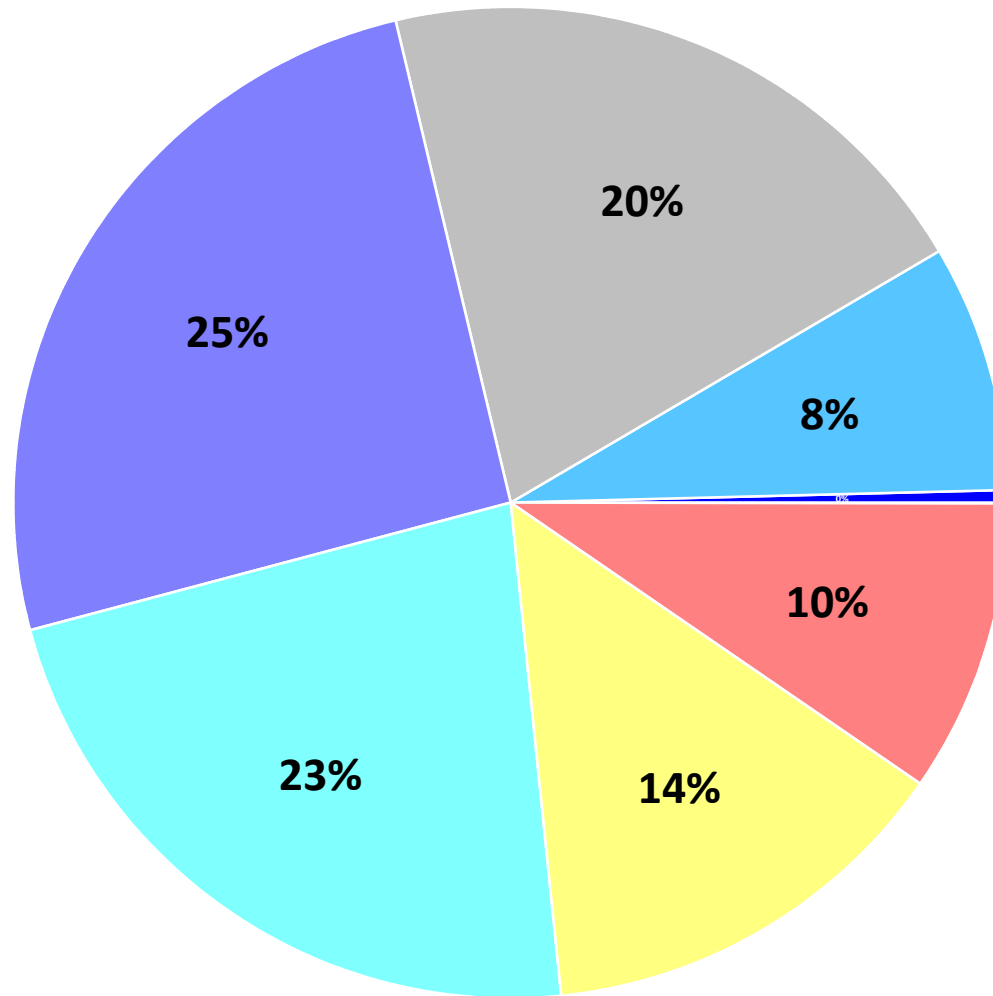


■ Male ■ Female ■ Not provided

Source: ETC Institute (2020)

Q52. Demographics: Which of the following best describes your age?

by percentage of respondents

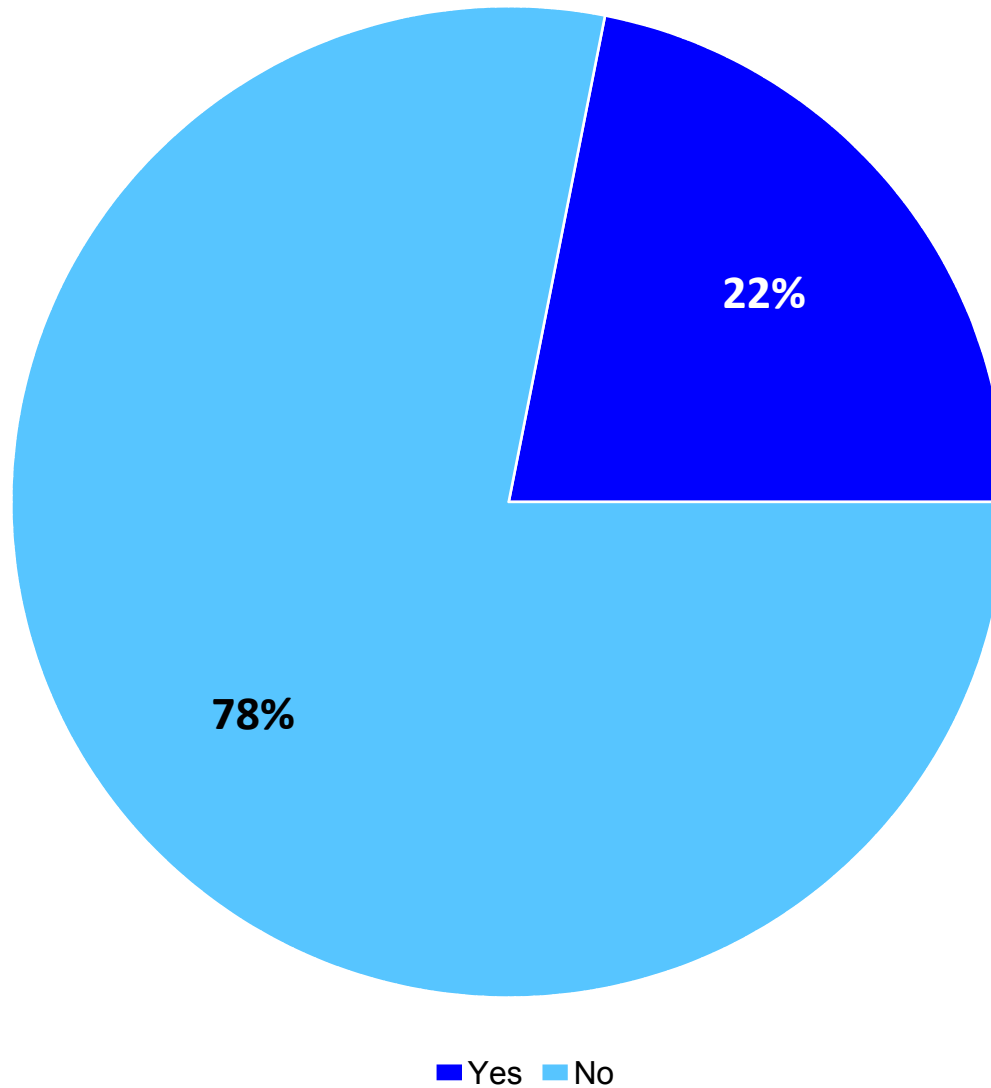


■ 18-24 years ■ 25-34 years ■ 35-44 years ■ 45-54 years
■ 55-64 years ■ 65+ years ■ Not provided

Source: ETC Institute (2020)

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

by percentage of respondents



Source: ETC Institute (2020)

Section 4

Tabular Data

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

Q1. Have you interacted with DSDs Plan Review Division during past year		
	Number	Percent
Yes	383	73.1 %
No	141	26.9 %
Total	524	100.0 %

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

Q2. Have you received services from Residential Building Plan Review Division during past year		
	Number	Percent
Yes	225	58.7 %
No	158	41.3 %
Total	383	100.0 %

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

(N=225)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Length of time review process takes to complete	9.3%	21.3%	17.3%	24.0%	27.6%	0.4%
Q3-2. How easy review process is to complete	10.2%	20.0%	19.1%	22.2%	27.1%	1.3%
Q3-3. Technical competence of review staff	17.3%	28.4%	22.2%	13.8%	16.4%	1.8%
Q3-4. Review services are completed by the date promised	12.4%	24.4%	19.1%	16.4%	23.6%	4.0%
Q3-5. Review staff provides excellent customer service	17.8%	28.4%	22.2%	11.1%	19.1%	1.3%
Q3-6. Review staff is easily accessible when assistance is needed to resolve problems	12.9%	21.8%	18.7%	16.9%	27.6%	2.2%
Q3-7. I understand Residential Building Plan Review process	17.8%	32.9%	27.1%	7.6%	12.0%	2.7%
Q3-8. Codes & policies are applied by review staff in a fair & practical manner	12.0%	23.1%	18.7%	18.2%	24.0%	4.0%
Q3-9. Review staff anticipates obstacles & provides options when they are available	10.7%	17.3%	19.6%	16.4%	28.4%	7.6%
Q3-10. Plan review comments applied to my project are reasonable & justified	12.4%	21.8%	19.6%	19.1%	22.2%	4.9%

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

(N=225)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Length of time review process takes to complete	9.4%	21.4%	17.4%	24.1%	27.7%
Q3-2. How easy review process is to complete	10.4%	20.3%	19.4%	22.5%	27.5%
Q3-3. Technical competence of review staff	17.6%	29.0%	22.6%	14.0%	16.7%
Q3-4. Review services are completed by the date promised	13.0%	25.5%	19.9%	17.1%	24.5%
Q3-5. Review staff provides excellent customer service	18.0%	28.8%	22.5%	11.3%	19.4%
Q3-6. Review staff is easily accessible when assistance is needed to resolve problems	13.2%	22.3%	19.1%	17.3%	28.2%
Q3-7. I understand Residential Building Plan Review process	18.3%	33.8%	27.9%	7.8%	12.3%
Q3-8. Codes & policies are applied by review staff in a fair & practical manner	12.5%	24.1%	19.4%	19.0%	25.0%
Q3-9. Review staff anticipates obstacles & provides options when they are available	11.5%	18.8%	21.2%	17.8%	30.8%
Q3-10. Plan review comments applied to my project are reasonable & justified	13.1%	22.9%	20.6%	20.1%	23.4%

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

Q4. Top choice	Number	Percent
Length of time review process takes to complete	84	37.3 %
How easy review process is to complete	24	10.7 %
Technical competence of review staff	17	7.6 %
Review services are completed by the date promised	3	1.3 %
Review staff provides excellent customer service	7	3.1 %
Review staff is easily accessible when assistance is needed to resolve problems	22	9.8 %
I understand Residential Plan Review processes	10	4.4 %
Codes & policies are applied by review staff in a fair & practical manner	21	9.3 %
Review staff anticipates obstacles & provide options when they are available	6	2.7 %
Plan review comments applied to my project are reasonable & justified	13	5.8 %
<u>None chosen</u>	18	8.0 %
Total	225	100.0 %

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

Q4. 2nd choice	Number	Percent
Length of time review process takes to complete	21	9.3 %
How easy review process is to complete	19	8.4 %
Technical competence of review staff	30	13.3 %
Review services are completed by the date promised	19	8.4 %
Review staff provides excellent customer service	13	5.8 %
Review staff is easily accessible when assistance is needed to resolve problems	25	11.1 %
I understand Residential Plan Review processes	6	2.7 %
Codes & policies are applied by review staff in a fair & practical manner	28	12.4 %
Review staff anticipates obstacles & provide options when they are available	24	10.7 %
Plan review comments applied to my project are reasonable & justified	21	9.3 %
<u>None chosen</u>	19	8.4 %
Total	225	100.0 %

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

Q4. 3rd choice	Number	Percent
Length of time review process takes to complete	27	12.0 %
How easy review process is to complete	14	6.2 %
Technical competence of review staff	15	6.7 %
Review services are completed by the date promised	16	7.1 %
Review staff provides excellent customer service	12	5.3 %
Review staff is easily accessible when assistance is needed to resolve problems	35	15.6 %
I understand Residential Plan Review processes	5	2.2 %
Codes & policies are applied by review staff in a fair & practical manner	22	9.8 %
Review staff anticipates obstacles & provide options when they are available	32	14.2 %
Plan review comments applied to my project are reasonable & justified	25	11.1 %
<u>None chosen</u>	<u>22</u>	<u>9.8 %</u>
Total	225	100.0 %

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

Q4. Sum of top 3 choices	Number	Percent
Length of time review process takes to complete	132	58.7 %
How easy review process is to complete	57	25.3 %
Technical competence of review staff	62	27.6 %
Review services are completed by the date promised	38	16.9 %
Review staff provides excellent customer service	32	14.2 %
Review staff is easily accessible when assistance is needed to resolve problems	82	36.4 %
I understand Residential Plan Review processes	21	9.3 %
Codes & policies are applied by review staff in a fair & practical manner	71	31.6 %
Review staff anticipates obstacles & provide options when they are available	62	27.6 %
Plan review comments applied to my project are reasonable & justified	59	26.2 %
<u>None chosen</u>	<u>18</u>	<u>8.0 %</u>
Total	634	

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

Q5. Have you received services from Commercial Building Plan Review Division during past year	Number	Percent
Yes	144	37.6 %
No	239	62.4 %
Total	383	100.0 %

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

(N=144)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Length of time review process takes to complete	11.8%	22.9%	20.8%	17.4%	25.0%	2.1%
Q6-2. How easy review process is to complete	8.3%	22.9%	18.8%	20.8%	26.4%	2.8%
Q6-3. Technical competence of review staff	18.8%	29.9%	25.0%	10.4%	13.9%	2.1%
Q6-4. Review services are completed by the date promised	13.9%	23.6%	17.4%	20.1%	22.2%	2.8%
Q6-5. Review staff provides excellent customer service	18.8%	24.3%	22.9%	11.8%	19.4%	2.8%
Q6-6. Review staff is easily accessible when assistance is needed to resolve problems	13.2%	22.9%	15.3%	17.4%	27.1%	4.2%
Q6-7. I understand Commercial Building Plan Review process	17.4%	42.4%	20.8%	9.0%	6.9%	3.5%
Q6-8. Codes & policies are applied by review staff in a fair & practical manner	14.6%	27.8%	22.9%	11.1%	19.4%	4.2%
Q6-9. Review staff anticipates obstacles & provides options when they are available	10.4%	19.4%	19.4%	20.1%	24.3%	6.3%
Q6-10. Plan review comments applied to my project are reasonable & justified	12.5%	28.5%	22.9%	11.1%	18.8%	6.3%

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

(N=144)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Length of time review process takes to complete	12.1%	23.4%	21.3%	17.7%	25.5%
Q6-2. How easy review process is to complete	8.6%	23.6%	19.3%	21.4%	27.1%
Q6-3. Technical competence of review staff	19.1%	30.5%	25.5%	10.6%	14.2%
Q6-4. Review services are completed by the date promised	14.3%	24.3%	17.9%	20.7%	22.9%
Q6-5. Review staff provides excellent customer service	19.3%	25.0%	23.6%	12.1%	20.0%
Q6-6. Review staff is easily accessible when assistance is needed to resolve problems	13.8%	23.9%	15.9%	18.1%	28.3%
Q6-7. I understand Commercial Building Plan Review process	18.0%	43.9%	21.6%	9.4%	7.2%
Q6-8. Codes & policies are applied by review staff in a fair & practical manner	15.2%	29.0%	23.9%	11.6%	20.3%
Q6-9. Review staff anticipates obstacles & provides options when they are available	11.1%	20.7%	20.7%	21.5%	25.9%
Q6-10. Plan review comments applied to my project are reasonable & justified	13.3%	30.4%	24.4%	11.9%	20.0%

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

Q7. Top choice	Number	Percent
Length of time review process takes to complete	55	38.2 %
How easy review process is to complete	15	10.4 %
Technical competence of review staff	11	7.6 %
Review services are completed by the date promised	9	6.3 %
Review staff provides excellent customer service	4	2.8 %
Review staff is easily accessible when assistance is needed to resolve problems	12	8.3 %
I understand Commercial Plan Review processes	3	2.1 %
Codes & policies are applied by review staff in a fair & practical manner	9	6.3 %
Review staff anticipates obstacles & provide options when they are available	6	4.2 %
Plan review comments applied to my project are reasonable & justified	6	4.2 %
<u>None chosen</u>	14	9.7 %
Total	144	100.0 %

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

Q7. 2nd choice	Number	Percent
Length of time review process takes to complete	17	11.8 %
How easy review process is to complete	24	16.7 %
Technical competence of review staff	14	9.7 %
Review services are completed by the date promised	11	7.6 %
Review staff provides excellent customer service	6	4.2 %
Review staff is easily accessible when assistance is needed to resolve problems	21	14.6 %
I understand Commercial Plan Review processes	2	1.4 %
Codes & policies are applied by review staff in a fair & practical manner	12	8.3 %
Review staff anticipates obstacles & provide options when they are available	12	8.3 %
Plan review comments applied to my project are reasonable & justified	10	6.9 %
<u>None chosen</u>	15	10.4 %
Total	144	100.0 %

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

<u>Q7. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Length of time review process takes to complete	13	9.0 %
How easy review process is to complete	13	9.0 %
Technical competence of review staff	15	10.4 %
Review services are completed by the date promised	9	6.3 %
Review staff provides excellent customer service	12	8.3 %
Review staff is easily accessible when assistance is needed to resolve problems	20	13.9 %
I understand Commercial Plan Review processes	6	4.2 %
Codes & policies are applied by review staff in a fair & practical manner	11	7.6 %
Review staff anticipates obstacles & provide options when they are available	16	11.1 %
Plan review comments applied to my project are reasonable & justified	13	9.0 %
<u>None chosen</u>	<u>16</u>	<u>11.1 %</u>
Total	144	100.0 %

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

<u>Q7. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Length of time review process takes to complete	85	59.0 %
How easy review process is to complete	52	36.1 %
Technical competence of review staff	40	27.8 %
Review services are completed by the date promised	29	20.1 %
Review staff provides excellent customer service	22	15.3 %
Review staff is easily accessible when assistance is needed to resolve problems	53	36.8 %
I understand Commercial Plan Review processes	11	7.6 %
Codes & policies are applied by review staff in a fair & practical manner	32	22.2 %
Review staff anticipates obstacles & provide options when they are available	34	23.6 %
Plan review comments applied to my project are reasonable & justified	29	20.1 %
<u>None chosen</u>	<u>14</u>	<u>9.7 %</u>
Total	401	

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

<u>Q8. Have you received services from Expedited Building Plan Review Division during past year</u>	<u>Number</u>	<u>Percent</u>
Yes	116	30.3 %
No	267	69.7 %
Total	383	100.0 %

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

(N=116)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Length of time review process takes to complete	22.4%	30.2%	15.5%	13.8%	17.2%	0.9%
Q9-2. How easy review process is to complete	18.1%	37.1%	12.9%	13.8%	14.7%	3.4%
Q9-3. Technical competence of review staff	25.9%	41.4%	13.8%	7.8%	9.5%	1.7%
Q9-4. Review services are completed by the date promised	19.8%	31.0%	16.4%	19.0%	12.1%	1.7%
Q9-5. Review staff provides excellent customer service	24.1%	33.6%	15.5%	10.3%	12.9%	3.4%
Q9-6. Review staff is easily accessible when assistance is needed to resolve problems	12.9%	32.8%	19.8%	18.1%	12.9%	3.4%
Q9-7. I understand Expedited Building Plan Review process	25.0%	38.8%	16.4%	8.6%	7.8%	3.4%
Q9-8. Codes & policies are applied by review staff in a fair & practical manner	17.2%	37.1%	18.1%	7.8%	15.5%	4.3%
Q9-9. Review staff anticipates obstacles & provides options when they are available	15.5%	31.9%	14.7%	16.4%	16.4%	5.2%
Q9-10. Plan review comments applied to my project are reasonable & justified	17.2%	33.6%	20.7%	7.8%	17.2%	3.4%

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

(N=116)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Length of time review process takes to complete	22.6%	30.4%	15.7%	13.9%	17.4%
Q9-2. How easy review process is to complete	18.8%	38.4%	13.4%	14.3%	15.2%
Q9-3. Technical competence of review staff	26.3%	42.1%	14.0%	7.9%	9.6%
Q9-4. Review services are completed by the date promised	20.2%	31.6%	16.7%	19.3%	12.3%
Q9-5. Review staff provides excellent customer service	25.0%	34.8%	16.1%	10.7%	13.4%
Q9-6. Review staff is easily accessible when assistance is needed to resolve problems	13.4%	33.9%	20.5%	18.8%	13.4%
Q9-7. I understand Expedited Building Plan Review process	25.9%	40.2%	17.0%	8.9%	8.0%
Q9-8. Codes & policies are applied by review staff in a fair & practical manner	18.0%	38.7%	18.9%	8.1%	16.2%
Q9-9. Review staff anticipates obstacles & provides options when they are available	16.4%	33.6%	15.5%	17.3%	17.3%
Q9-10. Plan review comments applied to my project are reasonable & justified	17.9%	34.8%	21.4%	8.0%	17.9%

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

Q10. Top choice	Number	Percent
Length of time review process takes to complete	45	38.8 %
How easy review process is to complete	12	10.3 %
Technical competence of review staff	7	6.0 %
Review services are completed by the date promised	5	4.3 %
Review staff provides excellent customer service	6	5.2 %
Review staff is easily accessible when assistance is needed to resolve problems	5	4.3 %
I understand Expedited Building Plan Review process	4	3.4 %
Codes & policies are applied by review staff in a fair & practical manner	2	1.7 %
Review staff anticipates obstacles & provide options when they are available	4	3.4 %
Plan review comments applied to my project are reasonable & justified	12	10.3 %
<u>None chosen</u>	14	12.1 %
Total	116	100.0 %

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

Q10. 2nd choice	Number	Percent
Length of time review process takes to complete	9	7.8 %
How easy review process is to complete	9	7.8 %
Technical competence of review staff	13	11.2 %
Review services are completed by the date promised	15	12.9 %
Review staff provides excellent customer service	8	6.9 %
Review staff is easily accessible when assistance is needed to resolve problems	16	13.8 %
I understand Expedited Building Plan Review process	2	1.7 %
Codes & policies are applied by review staff in a fair & practical manner	12	10.3 %
Review staff anticipates obstacles & provide options when they are available	8	6.9 %
Plan review comments applied to my project are reasonable & justified	6	5.2 %
<u>None chosen</u>	18	15.5 %
Total	116	100.0 %

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

Q10. 3rd choice	Number	Percent
Length of time review process takes to complete	8	6.9 %
How easy review process is to complete	7	6.0 %
Technical competence of review staff	6	5.2 %
Review services are completed by the date promised	5	4.3 %
Review staff provides excellent customer service	9	7.8 %
Review staff is easily accessible when assistance is needed to resolve problems	17	14.7 %
I understand Expedited Building Plan Review process	4	3.4 %
Codes & policies are applied by review staff in a fair & practical manner	9	7.8 %
Review staff anticipates obstacles & provide options when they are available	17	14.7 %
Plan review comments applied to my project are reasonable & justified	12	10.3 %
<u>None chosen</u>	<u>22</u>	<u>19.0 %</u>
Total	116	100.0 %

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

Q10. Sum of top 3 choices	Number	Percent
Length of time review process takes to complete	62	53.4 %
How easy review process is to complete	28	24.1 %
Technical competence of review staff	26	22.4 %
Review services are completed by the date promised	25	21.6 %
Review staff provides excellent customer service	23	19.8 %
Review staff is easily accessible when assistance is needed to resolve problems	38	32.8 %
I understand Expedited Building Plan Review process	10	8.6 %
Codes & policies are applied by review staff in a fair & practical manner	23	19.8 %
Review staff anticipates obstacles & provide options when they are available	29	25.0 %
Plan review comments applied to my project are reasonable & justified	30	25.9 %
<u>None chosen</u>	<u>14</u>	<u>12.1 %</u>
Total	308	

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

<u>Q11. Have you received services from Tree Ordinance Review Division during past year</u>	<u>Number</u>	<u>Percent</u>
Yes	172	44.9 %
No	211	55.1 %
Total	383	100.0 %

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

(N=172)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Length of time review process takes to complete	13.4%	30.8%	12.2%	15.7%	26.7%	1.2%
Q12-2. How easy review process is to complete	14.0%	27.9%	16.3%	16.3%	23.8%	1.7%
Q12-3. Technical competence of review staff	20.9%	30.2%	16.9%	9.9%	17.4%	4.7%
Q12-4. Review services are completed by the date promised	18.0%	27.3%	15.1%	18.6%	18.0%	2.9%
Q12-5. Review staff provides excellent customer service	15.7%	28.5%	20.9%	11.0%	20.9%	2.9%
Q12-6. Review staff is easily accessible when assistance is needed to resolve problems	13.4%	23.8%	20.3%	14.5%	23.3%	4.7%
Q12-7. I understand Tree Ordinance Review process	20.9%	33.7%	19.8%	9.3%	12.8%	3.5%
Q12-8. Codes & policies are applied by review staff in a fair & practical manner	11.6%	24.4%	16.9%	14.0%	28.5%	4.7%
Q12-9. Review staff anticipates obstacles & provides options when they are available	9.9%	22.1%	16.3%	15.1%	29.7%	7.0%
Q12-10. Plan review comments applied to my project are reasonable & justified	11.6%	22.1%	15.1%	14.5%	32.0%	4.7%

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

(N=172)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Length of time review process takes to complete	13.5%	31.2%	12.4%	15.9%	27.1%
Q12-2. How easy review process is to complete	14.2%	28.4%	16.6%	16.6%	24.3%
Q12-3. Technical competence of review staff	22.0%	31.7%	17.7%	10.4%	18.3%
Q12-4. Review services are completed by the date promised	18.6%	28.1%	15.6%	19.2%	18.6%
Q12-5. Review staff provides excellent customer service	16.2%	29.3%	21.6%	11.4%	21.6%
Q12-6. Review staff is easily accessible when assistance is needed to resolve problems	14.0%	25.0%	21.3%	15.2%	24.4%
Q12-7. I understand Tree Ordinance Review process	21.7%	34.9%	20.5%	9.6%	13.3%
Q12-8. Codes & policies are applied by review staff in a fair & practical manner	12.2%	25.6%	17.7%	14.6%	29.9%
Q12-9. Review staff anticipates obstacles & provides options when they are available	10.6%	23.8%	17.5%	16.3%	31.9%
Q12-10. Plan review comments applied to my project are reasonable & justified	12.2%	23.2%	15.9%	15.2%	33.5%

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

Q13. Top choice	Number	Percent
Length of time review process takes to complete	38	22.1 %
How easy review process is to complete	13	7.6 %
Technical competence of review staff	20	11.6 %
Review services are completed by the date promised	4	2.3 %
Review staff provides excellent customer service	10	5.8 %
Review staff is easily accessible when assistance is needed to resolve problems	15	8.7 %
I understand Tree Ordinance Review process	5	2.9 %
Codes & policies are applied by review staff in a fair & practical manner	20	11.6 %
Review staff anticipates obstacles & provides options when they are available	6	3.5 %
Plan review comments applied to my project are reasonable & justified	21	12.2 %
<u>None chosen</u>	<u>20</u>	<u>11.6 %</u>
Total	172	100.0 %

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

Q13. 2nd choice	Number	Percent
Length of time review process takes to complete	17	9.9 %
How easy review process is to complete	16	9.3 %
Technical competence of review staff	10	5.8 %
Review services are completed by the date promised	15	8.7 %
Review staff provides excellent customer service	9	5.2 %
Review staff is easily accessible when assistance is needed to resolve problems	20	11.6 %
I understand Tree Ordinance Review process	7	4.1 %
Codes & policies are applied by review staff in a fair & practical manner	21	12.2 %
Review staff anticipates obstacles & provides options when they are available	14	8.1 %
Plan review comments applied to my project are reasonable & justified	19	11.0 %
<u>None chosen</u>	<u>24</u>	<u>14.0 %</u>
Total	172	100.0 %

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

Q13. 3rd choice	Number	Percent
Length of time review process takes to complete	13	7.6 %
How easy review process is to complete	10	5.8 %
Technical competence of review staff	11	6.4 %
Review services are completed by the date promised	11	6.4 %
Review staff provides excellent customer service	12	7.0 %
Review staff is easily accessible when assistance is needed to resolve problems	13	7.6 %
I understand Tree Ordinance Review process	4	2.3 %
Codes & policies are applied by review staff in a fair & practical manner	21	12.2 %
Review staff anticipates obstacles & provides options when they are available	23	13.4 %
Plan review comments applied to my project are reasonable & justified	28	16.3 %
<u>None chosen</u>	<u>26</u>	<u>15.1 %</u>
Total	172	100.0 %

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

Q13. Sum of top 3 choices	Number	Percent
Length of time review process takes to complete	68	39.5 %
How easy review process is to complete	39	22.7 %
Technical competence of review staff	41	23.8 %
Review services are completed by the date promised	30	17.4 %
Review staff provides excellent customer service	31	18.0 %
Review staff is easily accessible when assistance is needed to resolve problems	48	27.9 %
I understand Tree Ordinance Review process	16	9.3 %
Codes & policies are applied by review staff in a fair & practical manner	62	36.0 %
Review staff anticipates obstacles & provides options when they are available	43	25.0 %
Plan review comments applied to my project are reasonable & justified	68	39.5 %
<u>None chosen</u>	<u>20</u>	<u>11.6 %</u>
Total	466	

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

Q14. Have you received services related to a Site Plan Review during past year	Number	Percent
Yes	138	36.0 %
No	245	64.0 %
Total	383	100.0 %

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

(N=138)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Length of time review process takes to complete	8.7%	18.8%	16.7%	19.6%	35.5%	0.7%
Q15-2. How easy review process is to complete	8.7%	15.9%	20.3%	15.9%	37.0%	2.2%
Q15-3. Technical competence of review staff	14.5%	25.4%	31.9%	10.9%	15.9%	1.4%
Q15-4. Review services are completed by the date promised	8.7%	22.5%	22.5%	15.9%	29.0%	1.4%
Q15-5. Review staff provides excellent customer service	13.0%	23.9%	24.6%	13.0%	23.2%	2.2%
Q15-6. Review staff is easily accessible when assistance is needed to resolve problems	11.6%	16.7%	26.1%	20.3%	23.2%	2.2%
Q15-7. I understand Site Plan Review process	16.7%	34.8%	26.1%	10.9%	9.4%	2.2%
Q15-8. Codes & policies are applied by review staff in a fair & practical manner	9.4%	25.4%	21.7%	18.1%	20.3%	5.1%
Q15-9. Review staff anticipates obstacles & provides options when they are available	8.7%	19.6%	18.1%	18.1%	30.4%	5.1%
Q15-10. Plan review comments applied to my project are reasonable & justified	9.4%	21.7%	23.9%	18.8%	23.2%	2.9%

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

(N=138)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Length of time review process takes to complete	8.8%	19.0%	16.8%	19.7%	35.8%
Q15-2. How easy review process is to complete	8.9%	16.3%	20.7%	16.3%	37.8%
Q15-3. Technical competence of review staff	14.7%	25.7%	32.4%	11.0%	16.2%
Q15-4. Review services are completed by the date promised	8.8%	22.8%	22.8%	16.2%	29.4%
Q15-5. Review staff provides excellent customer service	13.3%	24.4%	25.2%	13.3%	23.7%
Q15-6. Review staff is easily accessible when assistance is needed to resolve problems	11.9%	17.0%	26.7%	20.7%	23.7%
Q15-7. I understand Site Plan Review process	17.0%	35.6%	26.7%	11.1%	9.6%
Q15-8. Codes & policies are applied by review staff in a fair & practical manner	9.9%	26.7%	22.9%	19.1%	21.4%
Q15-9. Review staff anticipates obstacles & provides options when they are available	9.2%	20.6%	19.1%	19.1%	32.1%
Q15-10. Plan review comments applied to my project are reasonable & justified	9.7%	22.4%	24.6%	19.4%	23.9%

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

Q16. Top choice	Number	Percent
Length of time review process takes to complete	50	36.2 %
How easy review process is to complete	9	6.5 %
Technical competence of review staff	12	8.7 %
Review services are completed by the date promised	3	2.2 %
Review staff provides excellent customer service	5	3.6 %
Review staff is easily accessible when assistance is needed to resolve problems	8	5.8 %
I understand Site Plan Review process	4	2.9 %
Codes & policies are applied by review staff in a fair & practical manner	14	10.1 %
Review staff anticipates obstacles & provides options when they are available	3	2.2 %
Plan review comments applied to my project are reasonable & justified	6	4.3 %
<u>None chosen</u>	24	17.4 %
Total	138	100.0 %

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

Q16. 2nd choice	Number	Percent
Length of time review process takes to complete	8	5.8 %
How easy review process is to complete	17	12.3 %
Technical competence of review staff	13	9.4 %
Review services are completed by the date promised	16	11.6 %
Review staff provides excellent customer service	5	3.6 %
Review staff is easily accessible when assistance is needed to resolve problems	16	11.6 %
I understand Site Plan Review process	3	2.2 %
Codes & policies are applied by review staff in a fair & practical manner	10	7.2 %
Review staff anticipates obstacles & provides options when they are available	15	10.9 %
Plan review comments applied to my project are reasonable & justified	10	7.2 %
<u>None chosen</u>	25	18.1 %
Total	138	100.0 %

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

Q16. 3rd choice	Number	Percent
Length of time review process takes to complete	11	8.0 %
How easy review process is to complete	9	6.5 %
Technical competence of review staff	7	5.1 %
Review services are completed by the date promised	8	5.8 %
Review staff provides excellent customer service	9	6.5 %
Review staff is easily accessible when assistance is needed to resolve problems	19	13.8 %
I understand Site Plan Review process	3	2.2 %
Codes & policies are applied by review staff in a fair & practical manner	11	8.0 %
Review staff anticipates obstacles & provides options when they are available	13	9.4 %
Plan review comments applied to my project are reasonable & justified	22	15.9 %
<u>None chosen</u>	<u>26</u>	<u>18.8 %</u>
Total	138	100.0 %

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

Q16. Sum of top 3 choices	Number	Percent
Length of time review process takes to complete	69	50.0 %
How easy review process is to complete	35	25.4 %
Technical competence of review staff	32	23.2 %
Review services are completed by the date promised	27	19.6 %
Review staff provides excellent customer service	19	13.8 %
Review staff is easily accessible when assistance is needed to resolve problems	43	31.2 %
I understand Site Plan Review process	10	7.2 %
Codes & policies are applied by review staff in a fair & practical manner	35	25.4 %
Review staff anticipates obstacles & provides options when they are available	31	22.5 %
Plan review comments applied to my project are reasonable & justified	38	27.5 %
<u>None chosen</u>	<u>24</u>	<u>17.4 %</u>
Total	363	

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

Q17. Have you received services related to a Subdivision Review during past year	Number	Percent
Yes	31	8.1 %
No	352	91.9 %
Total	383	100.0 %

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

(N=31)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Length of time review process takes to complete	0.0%	12.9%	12.9%	29.0%	45.2%	0.0%
Q18-2. How easy review process is to complete	0.0%	6.5%	19.4%	29.0%	45.2%	0.0%
Q18-3. Technical competence of review staff	3.2%	19.4%	35.5%	6.5%	32.3%	3.2%
Q18-4. Review services are completed by the date promised	0.0%	12.9%	16.1%	29.0%	38.7%	3.2%
Q18-5. Review staff provides excellent customer service	0.0%	16.1%	32.3%	12.9%	38.7%	0.0%
Q18-6. Review staff is easily accessible when assistance is needed to resolve problems	0.0%	16.1%	19.4%	29.0%	32.3%	3.2%
Q18-7. I understand Subdivision Review process	16.1%	38.7%	12.9%	9.7%	16.1%	6.5%
Q18-8. Codes & policies are applied by review staff in a fair & practical manner	0.0%	19.4%	22.6%	16.1%	32.3%	9.7%
Q18-9. Review staff anticipates obstacles & provides options when they are available	0.0%	9.7%	19.4%	19.4%	48.4%	3.2%
Q18-10. Plan review comments applied to my project are reasonable & justified	0.0%	16.1%	22.6%	22.6%	35.5%	3.2%

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

(N=31)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Length of time review process takes to complete	0.0%	12.9%	12.9%	29.0%	45.2%
Q18-2. How easy review process is to complete	0.0%	6.5%	19.4%	29.0%	45.2%
Q18-3. Technical competence of review staff	3.3%	20.0%	36.7%	6.7%	33.3%
Q18-4. Review services are completed by the date promised	0.0%	13.3%	16.7%	30.0%	40.0%
Q18-5. Review staff provides excellent customer service	0.0%	16.1%	32.3%	12.9%	38.7%
Q18-6. Review staff is easily accessible when assistance is needed to resolve problems	0.0%	16.7%	20.0%	30.0%	33.3%
Q18-7. I understand Subdivision Review process	17.2%	41.4%	13.8%	10.3%	17.2%
Q18-8. Codes & policies are applied by review staff in a fair & practical manner	0.0%	21.4%	25.0%	17.9%	35.7%
Q18-9. Review staff anticipates obstacles & provides options when they are available	0.0%	10.0%	20.0%	20.0%	50.0%
Q18-10. Plan review comments applied to my project are reasonable & justified	0.0%	16.7%	23.3%	23.3%	36.7%

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

Q19. Top choice	Number	Percent
Length of time review process takes to complete	12	38.7 %
How easy review process is to complete	2	6.5 %
Technical competence of review staff	3	9.7 %
Review staff provides excellent customer service	1	3.2 %
Review staff is easily accessible when assistance is needed to resolve problems	3	9.7 %
Codes & policies are applied by review staff in a fair & practical manner	2	6.5 %
Review staff anticipates obstacles & provides options when they are available	2	6.5 %
Plan review comments applied to my project are reasonable & justified	4	12.9 %
None chosen	2	6.5 %
Total	31	100.0 %

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

Q19. 2nd choice	Number	Percent
Length of time review process takes to complete	2	6.5 %
How easy review process is to complete	4	12.9 %
Technical competence of review staff	4	12.9 %
Review services are completed by the date promised	2	6.5 %
Review staff is easily accessible when assistance is needed to resolve problems	4	12.9 %
Codes & policies are applied by review staff in a fair & practical manner	6	19.4 %
Review staff anticipates obstacles & provides options when they are available	3	9.7 %
Plan review comments applied to my project are reasonable & justified	4	12.9 %
None chosen	2	6.5 %
Total	31	100.0 %

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

Q19. 3rd choice	Number	Percent
Length of time review process takes to complete	1	3.2 %
How easy review process is to complete	2	6.5 %
Technical competence of review staff	5	16.1 %
Review services are completed by the date promised	2	6.5 %
Review staff provides excellent customer service	2	6.5 %
Review staff is easily accessible when assistance is needed to resolve problems	5	16.1 %
I understand Subdivision Review process	2	6.5 %
Codes & policies are applied by review staff in a fair & practical manner	1	3.2 %
Review staff anticipates obstacles & provides options when they are available	3	9.7 %
Plan review comments applied to my project are reasonable & justified	6	19.4 %
<u>None chosen</u>	<u>2</u>	<u>6.5 %</u>
Total	31	100.0 %

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

Q19. Sum of top 3 choices	Number	Percent
Length of time review process takes to complete	15	48.4 %
How easy review process is to complete	8	25.8 %
Technical competence of review staff	12	38.7 %
Review services are completed by the date promised	4	12.9 %
Review staff provides excellent customer service	3	9.7 %
Review staff is easily accessible when assistance is needed to resolve problems	12	38.7 %
I understand Subdivision Review process	2	6.5 %
Codes & policies are applied by review staff in a fair & practical manner	9	29.0 %
Review staff anticipates obstacles & provides options when they are available	8	25.8 %
Plan review comments applied to my project are reasonable & justified	14	45.2 %
<u>None chosen</u>	<u>2</u>	<u>6.5 %</u>
Total	89	

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

Q20. How satisfied are you with overall DSD

<u>Plan Review Division</u>	<u>Number</u>	<u>Percent</u>
Very satisfied	37	9.7 %
Satisfied	79	20.6 %
Neutral	66	17.2 %
Dissatisfied	75	19.6 %
Very dissatisfied	55	14.4 %
Don't know	71	18.5 %
Total	383	100.0 %

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

Q20. How satisfied are you with overall DSD

<u>Plan Review Division</u>	<u>Number</u>	<u>Percent</u>
Very satisfied	37	11.9 %
Satisfied	79	25.3 %
Neutral	66	21.2 %
Dissatisfied	75	24.0 %
Very dissatisfied	55	17.6 %
Total	312	100.0 %

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

Q21. Have you interacted with DSD Inspection Division during past year		
	Number	Percent
Yes	360	68.7 %
No	164	31.3 %
Total	524	100.0 %

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

Q22. Have you received Residential Inspections in past year		
	Number	Percent
Yes	211	58.6 %
No	149	41.4 %
Total	360	100.0 %

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

(N=211)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q23-1. Length of time an inspection process takes to complete	19.9%	41.2%	14.2%	10.9%	10.4%	3.3%
Q23-2. How easy an inspection process is to complete	18.5%	36.5%	15.2%	13.3%	13.7%	2.8%
Q23-3. Technical competence of inspection staff	19.4%	34.6%	22.7%	9.0%	11.8%	2.4%
Q23-4. Inspections are completed by the date promised	19.0%	33.6%	20.9%	12.8%	11.8%	1.9%
Q23-5. Inspectors provide excellent customer service	17.1%	27.0%	20.4%	13.7%	18.5%	3.3%
Q23-6. Inspectors are easily accessible when assistance is needed to resolve problems	16.6%	24.6%	17.1%	17.1%	20.4%	4.3%
Q23-7. I understand Residential Inspection process	23.7%	42.2%	16.6%	5.7%	8.5%	3.3%
Q23-8. Codes & policies are applied by inspection staff in a fair & practical manner	12.8%	33.6%	14.7%	14.2%	20.9%	3.8%
Q23-9. Inspection staff anticipates obstacles & provides options when they are available	14.2%	22.7%	23.2%	12.8%	22.3%	4.7%
Q23-10. Inspection requirements are reasonable & justified	13.3%	34.6%	17.5%	15.2%	17.1%	2.4%
Q23-11. Inspectors rarely find errors in the field during construction that should have been caught during plan review process	12.8%	26.5%	25.6%	10.0%	10.9%	14.2%

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

(N=211)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23-1. Length of time an inspection process takes to complete	20.6%	42.6%	14.7%	11.3%	10.8%
Q23-2. How easy an inspection process is to complete	19.0%	37.6%	15.6%	13.7%	14.1%
Q23-3. Technical competence of inspection staff	19.9%	35.4%	23.3%	9.2%	12.1%
Q23-4. Inspections are completed by the date promised	19.3%	34.3%	21.3%	13.0%	12.1%
Q23-5. Inspectors provide excellent customer service	17.6%	27.9%	21.1%	14.2%	19.1%
Q23-6. Inspectors are easily accessible when assistance is needed to resolve problems	17.3%	25.7%	17.8%	17.8%	21.3%
Q23-7. I understand Residential Inspection process	24.5%	43.6%	17.2%	5.9%	8.8%
Q23-8. Codes & policies are applied by inspection staff in a fair & practical manner	13.3%	35.0%	15.3%	14.8%	21.7%
Q23-9. Inspection staff anticipates obstacles & provides options when they are available	14.9%	23.9%	24.4%	13.4%	23.4%
Q23-10. Inspection requirements are reasonable & justified	13.6%	35.4%	18.0%	15.5%	17.5%
Q23-11. Inspectors rarely find errors in the field during construction that should have been caught during plan review process	14.9%	30.9%	29.8%	11.6%	12.7%

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

Q24. Top choice	Number	Percent
Length of time an inspection process takes to complete	38	18.0 %
How easy an inspection process is to complete	17	8.1 %
Technical competence of inspection staff	25	11.8 %
Inspections are completed by the date promised	17	8.1 %
Inspectors provide excellent customer service	12	5.7 %
Inspectors are easily accessible when assistance is needed to resolve problems	20	9.5 %
I understand Residential Inspection process	6	2.8 %
Codes & policies are applied by inspection staff in a fair & practical manner	20	9.5 %
Inspection staff anticipates obstacles & provide options when they are available	6	2.8 %
Inspection requirements are reasonable & justified	10	4.7 %
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	8	3.8 %
<u>None chosen</u>	32	15.2 %
Total	211	100.0 %

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

Q24. 2nd choice	Number	Percent
Length of time an inspection process takes to complete	14	6.6 %
How easy an inspection process is to complete	15	7.1 %
Technical competence of inspection staff	17	8.1 %
Inspections are completed by the date promised	21	10.0 %
Inspectors provide excellent customer service	20	9.5 %
Inspectors are easily accessible when assistance is needed to resolve problems	24	11.4 %
I understand Residential Inspection process	2	0.9 %
Codes & policies are applied by inspection staff in a fair & practical manner	17	8.1 %
Inspection staff anticipates obstacles & provide options when they are available	19	9.0 %
Inspection requirements are reasonable & justified	19	9.0 %
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	3	1.4 %
<u>None chosen</u>	40	19.0 %
Total	211	100.0 %

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

Q24. 3rd choice	Number	Percent
Length of time an inspection process takes to complete	9	4.3 %
How easy an inspection process is to complete	12	5.7 %
Technical competence of inspection staff	13	6.2 %
Inspections are completed by the date promised	16	7.6 %
Inspectors provide excellent customer service	14	6.6 %
Inspectors are easily accessible when assistance is needed to resolve problems	26	12.3 %
I understand Residential Inspection process	8	3.8 %
Codes & policies are applied by inspection staff in a fair & practical manner	21	10.0 %
Inspection staff anticipates obstacles & provide options when they are available	14	6.6 %
Inspection requirements are reasonable & justified	28	13.3 %
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	9	4.3 %
<u>None chosen</u>	41	19.4 %
Total	211	100.0 %

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

Q24. Sum of top 3 choices	Number	Percent
Length of time an inspection process takes to complete	61	28.9 %
How easy an inspection process is to complete	44	20.9 %
Technical competence of inspection staff	55	26.1 %
Inspections are completed by the date promised	54	25.6 %
Inspectors provide excellent customer service	46	21.8 %
Inspectors are easily accessible when assistance is needed to resolve problems	70	33.2 %
I understand Residential Inspection process	16	7.6 %
Codes & policies are applied by inspection staff in a fair & practical manner	58	27.5 %
Inspection staff anticipates obstacles & provide options when they are available	39	18.5 %
Inspection requirements are reasonable & justified	57	27.0 %
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	20	9.5 %
<u>None chosen</u>	32	15.2 %
Total	552	

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

Q25. Have you received Commercial Inspections in past year	Number	Percent
Yes	153	42.5 %
No	207	57.5 %
Total	360	100.0 %

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

(N=153)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q26-1. Length of time an inspection process takes to complete	23.5%	43.8%	13.1%	10.5%	7.2%	2.0%
Q26-2. How easy an inspection process is to complete	26.8%	41.2%	13.1%	9.2%	7.8%	2.0%
Q26-3. Technical competence of inspection staff	28.8%	42.5%	14.4%	5.9%	5.2%	3.3%
Q26-4. Inspections are completed by the date promised	18.3%	43.1%	15.7%	13.7%	6.5%	2.6%
Q26-5. Inspectors provide excellent customer service	27.5%	30.7%	20.9%	11.1%	5.9%	3.9%
Q26-6. Inspectors are easily accessible when assistance is needed to resolve problems	23.5%	33.3%	18.3%	13.7%	7.8%	3.3%
Q26-7. I understand Commercial Inspection process	31.4%	48.4%	10.5%	2.6%	2.0%	5.2%
Q26-8. Codes & policies are applied by inspection staff in a fair & practical manner	21.6%	39.9%	13.7%	13.1%	7.2%	4.6%
Q26-9. Inspections staff anticipates obstacles & provides options when they are available	19.0%	32.0%	19.0%	13.7%	9.2%	7.2%
Q26-10. Inspection requirements are reasonable & justified	20.3%	41.2%	20.9%	5.2%	7.2%	5.2%
Q26-11. Inspectors rarely find errors in the field during construction that should have been caught during plan review process	13.7%	25.5%	21.6%	13.7%	11.1%	14.4%

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

(N=153)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q26-1. Length of time an inspection process takes to complete	24.0%	44.7%	13.3%	10.7%	7.3%
Q26-2. How easy an inspection process is to complete	27.3%	42.0%	13.3%	9.3%	8.0%
Q26-3. Technical competence of inspection staff	29.7%	43.9%	14.9%	6.1%	5.4%
Q26-4. Inspections are completed by the date promised	18.8%	44.3%	16.1%	14.1%	6.7%
Q26-5. Inspectors provide excellent customer service	28.6%	32.0%	21.8%	11.6%	6.1%
Q26-6. Inspectors are easily accessible when assistance is needed to resolve problems	24.3%	34.5%	18.9%	14.2%	8.1%
Q26-7. I understand Commercial Inspection process	33.1%	51.0%	11.0%	2.8%	2.1%
Q26-8. Codes & policies are applied by inspection staff in a fair & practical manner	22.6%	41.8%	14.4%	13.7%	7.5%
Q26-9. Inspections staff anticipates obstacles & provides options when they are available	20.4%	34.5%	20.4%	14.8%	9.9%
Q26-10. Inspection requirements are reasonable & justified	21.4%	43.4%	22.1%	5.5%	7.6%
Q26-11. Inspectors rarely find errors in the field during construction that should have been caught during plan review process	16.0%	29.8%	25.2%	16.0%	13.0%

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

<u>Q27. Top choice</u>	<u>Number</u>	<u>Percent</u>
Length of time an inspection process takes to complete	32	20.9 %
How easy an inspection process is to complete	9	5.9 %
Technical competence of inspection staff	13	8.5 %
Inspections are completed by the date promised	22	14.4 %
Inspectors provide excellent customer service	5	3.3 %
Inspectors are easily accessible when assistance is needed to resolve problems	11	7.2 %
I understand Commercial Inspection process	1	0.7 %
Codes & policies are applied by inspection staff in a fair & practical manner	8	5.2 %
Inspection staff anticipates obstacles & provides options when they are available	3	2.0 %
Inspection requirements are reasonable & justified	6	3.9 %
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	14	9.2 %
<u>None chosen</u>	<u>29</u>	<u>19.0 %</u>
Total	153	100.0 %

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

<u>Q27. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Length of time an inspection process takes to complete	10	6.5 %
How easy an inspection process is to complete	16	10.5 %
Technical competence of inspection staff	11	7.2 %
Inspections are completed by the date promised	15	9.8 %
Inspectors provide excellent customer service	11	7.2 %
Inspectors are easily accessible when assistance is needed to resolve problems	20	13.1 %
I understand Commercial Inspection process	2	1.3 %
Codes & policies are applied by inspection staff in a fair & practical manner	11	7.2 %
Inspection staff anticipates obstacles & provides options when they are available	15	9.8 %
Inspection requirements are reasonable & justified	6	3.9 %
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	6	3.9 %
<u>None chosen</u>	<u>30</u>	<u>19.6 %</u>
Total	153	100.0 %

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

<u>Q27. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Length of time an inspection process takes to complete	11	7.2 %
How easy an inspection process is to complete	5	3.3 %
Technical competence of inspection staff	13	8.5 %
Inspections are completed by the date promised	12	7.8 %
Inspectors provide excellent customer service	6	3.9 %
Inspectors are easily accessible when assistance is needed to resolve problems	11	7.2 %
I understand Commercial Inspection process	7	4.6 %
Codes & policies are applied by inspection staff in a fair & practical manner	15	9.8 %
Inspection staff anticipates obstacles & provides options when they are available	9	5.9 %
Inspection requirements are reasonable & justified	17	11.1 %
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	10	6.5 %
<u>None chosen</u>	<u>37</u>	<u>24.2 %</u>
Total	153	100.0 %

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

<u>Q27. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Length of time an inspection process takes to complete	53	34.6 %
How easy an inspection process is to complete	30	19.6 %
Technical competence of inspection staff	37	24.2 %
Inspections are completed by the date promised	49	32.0 %
Inspectors provide excellent customer service	22	14.4 %
Inspectors are easily accessible when assistance is needed to resolve problems	42	27.5 %
I understand Commercial Inspection process	10	6.5 %
Codes & policies are applied by inspection staff in a fair & practical manner	34	22.2 %
Inspection staff anticipates obstacles & provides options when they are available	27	17.6 %
Inspection requirements are reasonable & justified	29	19.0 %
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	30	19.6 %
<u>None chosen</u>	<u>29</u>	<u>19.0 %</u>
Total	392	

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

Q28. Have you received Tree inspections in past year	Number	Percent
Yes	104	28.9 %
No	256	71.1 %
Total	360	100.0 %

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

(N=104)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q29-1. Length of time an inspection process takes to complete	18.3%	34.6%	11.5%	16.3%	16.3%	2.9%
Q29-2. How easy an inspection process is to complete	20.2%	32.7%	12.5%	12.5%	18.3%	3.8%
Q29-3. Technical competence of inspection staff	21.2%	41.3%	13.5%	4.8%	15.4%	3.8%
Q29-4. Inspections are completed by the date promised	19.2%	34.6%	17.3%	12.5%	12.5%	3.8%
Q29-5. Inspectors provide excellent customer service	21.2%	31.7%	19.2%	6.7%	15.4%	5.8%
Q29-6. Inspectors are easily accessible when assistance is needed to resolve problems	18.3%	32.7%	14.4%	9.6%	19.2%	5.8%
Q29-7. I understand Tree Inspection process	22.1%	35.6%	18.3%	9.6%	10.6%	3.8%
Q29-8. Codes & policies are applied by inspection staff in a fair & practical manner	15.4%	28.8%	22.1%	8.7%	21.2%	3.8%
Q29-9. Inspection staff anticipates obstacles & provides options when they are available	15.4%	27.9%	16.3%	14.4%	20.2%	5.8%
Q29-10. Inspection requirements are reasonable & justified	13.5%	25.0%	18.3%	14.4%	26.0%	2.9%
Q29-11. Inspectors rarely find errors in the field during construction that should have been caught during plan review process	17.3%	21.2%	22.1%	8.7%	18.3%	12.5%

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

(N=104)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q29-1. Length of time an inspection process takes to complete	18.8%	35.6%	11.9%	16.8%	16.8%
Q29-2. How easy an inspection process is to complete	21.0%	34.0%	13.0%	13.0%	19.0%
Q29-3. Technical competence of inspection staff	22.0%	43.0%	14.0%	5.0%	16.0%
Q29-4. Inspections are completed by the date promised	20.0%	36.0%	18.0%	13.0%	13.0%
Q29-5. Inspectors provide excellent customer service	22.4%	33.7%	20.4%	7.1%	16.3%
Q29-6. Inspectors are easily accessible when assistance is needed to resolve problems	19.4%	34.7%	15.3%	10.2%	20.4%
Q29-7. I understand Tree Inspection process	23.0%	37.0%	19.0%	10.0%	11.0%
Q29-8. Codes & policies are applied by inspection staff in a fair & practical manner	16.0%	30.0%	23.0%	9.0%	22.0%
Q29-9. Inspection staff anticipates obstacles & provides options when they are available	16.3%	29.6%	17.3%	15.3%	21.4%
Q29-10. Inspection requirements are reasonable & justified	13.9%	25.7%	18.8%	14.9%	26.7%
Q29-11. Inspectors rarely find errors in the field during construction that should have been caught during plan review process	19.8%	24.2%	25.3%	9.9%	20.9%

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

Q30. Top choice	Number	Percent
Length of time an inspection process takes to complete	21	20.2 %
How easy an inspection process is to complete	5	4.8 %
Technical competence of inspection staff	13	12.5 %
Inspections are completed by the date promised	2	1.9 %
Inspectors provide excellent customer service	5	4.8 %
Inspectors are easily accessible when assistance is needed to resolve problems	5	4.8 %
I understand Tree Inspection process	5	4.8 %
Codes & policies are applied by inspection staff in a fair & practical manner	9	8.7 %
Inspection staff anticipates obstacles & provide options when they are available	4	3.8 %
Inspection requirements are reasonable & justified	7	6.7 %
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	7	6.7 %
<u>None chosen</u>	21	20.2 %
Total	104	100.0 %

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

Q30. 2nd choice	Number	Percent
Length of time an inspection process takes to complete	9	8.7 %
How easy an inspection process is to complete	10	9.6 %
Technical competence of inspection staff	5	4.8 %
Inspections are completed by the date promised	7	6.7 %
Inspectors provide excellent customer service	8	7.7 %
Inspectors are easily accessible when assistance is needed to resolve problems	8	7.7 %
I understand Tree Inspection process	3	2.9 %
Codes & policies are applied by inspection staff in a fair & practical manner	12	11.5 %
Inspection staff anticipates obstacles & provide options when they are available	4	3.8 %
Inspection requirements are reasonable & justified	11	10.6 %
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	2	1.9 %
<u>None chosen</u>	25	24.0 %
Total	104	100.0 %

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

Q30. 3rd choice	Number	Percent
Length of time an inspection process takes to complete	4	3.8 %
How easy an inspection process is to complete	4	3.8 %
Technical competence of inspection staff	7	6.7 %
Inspections are completed by the date promised	4	3.8 %
Inspectors provide excellent customer service	4	3.8 %
Inspectors are easily accessible when assistance is needed to resolve problems	12	11.5 %
I understand Tree Inspection process	3	2.9 %
Codes & policies are applied by inspection staff in a fair & practical manner	10	9.6 %
Inspection staff anticipates obstacles & provide options when they are available	13	12.5 %
Inspection requirements are reasonable & justified	13	12.5 %
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	5	4.8 %
<u>None chosen</u>	<u>25</u>	<u>24.0 %</u>
Total	104	100.0 %

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

Q30. Sum of top 3 choices	Number	Percent
Length of time an inspection process takes to complete	34	32.7 %
How easy an inspection process is to complete	19	18.3 %
Technical competence of inspection staff	25	24.0 %
Inspections are completed by the date promised	13	12.5 %
Inspectors provide excellent customer service	17	16.3 %
Inspectors are easily accessible when assistance is needed to resolve problems	25	24.0 %
I understand Tree Inspection process	11	10.6 %
Codes & policies are applied by inspection staff in a fair & practical manner	31	29.8 %
Inspection staff anticipates obstacles & provide options when they are available	21	20.2 %
Inspection requirements are reasonable & justified	31	29.8 %
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	14	13.5 %
<u>None chosen</u>	<u>21</u>	<u>20.2 %</u>
Total	262	

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

Q31. Have you received Site & Subdivision inspections in past year	Number	Percent
Yes	36	10.0 %
No	324	90.0 %
Total	360	100.0 %

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

(N=36)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q32-1. Length of time an inspection process takes to complete	11.1%	41.7%	16.7%	13.9%	16.7%	0.0%
Q32-2. How easy an inspection process is to complete	13.9%	33.3%	19.4%	19.4%	13.9%	0.0%
Q32-3. Technical competence of inspection staff	16.7%	36.1%	19.4%	13.9%	13.9%	0.0%
Q32-4. Inspections are completed by the date promised	8.3%	38.9%	19.4%	22.2%	11.1%	0.0%
Q32-5. Inspectors provide excellent customer service	16.7%	36.1%	16.7%	22.2%	8.3%	0.0%
Q32-6. Inspectors are easily accessible when assistance is needed to resolve problems	11.1%	30.6%	22.2%	22.2%	13.9%	0.0%
Q32-7. I understand Site & Subdivision Inspection process	16.7%	44.4%	13.9%	16.7%	8.3%	0.0%
Q32-8. Codes & policies are applied by inspection staff in a fair & practical manner	11.1%	36.1%	22.2%	11.1%	19.4%	0.0%
Q32-9. Inspection staff anticipates obstacles & provides options when they are available	8.3%	33.3%	16.7%	25.0%	16.7%	0.0%
Q32-10. Inspection requirements are reasonable & justified	8.3%	36.1%	19.4%	19.4%	16.7%	0.0%
Q32-11. Inspectors rarely find errors in the field during construction that should have been caught during plan review process	2.8%	25.0%	27.8%	13.9%	25.0%	5.6%

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

(N=36)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q32-1. Length of time an inspection process takes to complete	11.1%	41.7%	16.7%	13.9%	16.7%
Q32-2. How easy an inspection process is to complete	13.9%	33.3%	19.4%	19.4%	13.9%
Q32-3. Technical competence of inspection staff	16.7%	36.1%	19.4%	13.9%	13.9%
Q32-4. Inspections are completed by the date promised	8.3%	38.9%	19.4%	22.2%	11.1%
Q32-5. Inspectors provide excellent customer service	16.7%	36.1%	16.7%	22.2%	8.3%
Q32-6. Inspectors are easily accessible when assistance is needed to resolve problems	11.1%	30.6%	22.2%	22.2%	13.9%
Q32-7. I understand Site & Subdivision Inspection process	16.7%	44.4%	13.9%	16.7%	8.3%
Q32-8. Codes & policies are applied by inspection staff in a fair & practical manner	11.1%	36.1%	22.2%	11.1%	19.4%
Q32-9. Inspection staff anticipates obstacles & provides options when they are available	8.3%	33.3%	16.7%	25.0%	16.7%
Q32-10. Inspection requirements are reasonable & justified	8.3%	36.1%	19.4%	19.4%	16.7%
Q32-11. Inspectors rarely find errors in the field during construction that should have been caught during plan review process	2.9%	26.5%	29.4%	14.7%	26.5%

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

Q33. Top choice	Number	Percent
Length of time an inspection process takes to complete	10	27.8 %
How easy an inspection process is to complete	4	11.1 %
Technical competence of inspection staff	3	8.3 %
Inspections are completed by the date promised	2	5.6 %
Inspectors provide excellent customer service	1	2.8 %
Inspectors are easily accessible when assistance is needed to resolve problems	3	8.3 %
I understand Site & Subdivision Inspection processes	1	2.8 %
Codes & policies are applied by inspection staff in a fair & practical manner	1	2.8 %
Inspection staff anticipates obstacles & provide options when available	2	5.6 %
Inspection requirements are reasonable & justified	3	8.3 %
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	3	8.3 %
<u>None chosen</u>	3	8.3 %
Total	36	100.0 %

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

Q33. 2nd choice	Number	Percent
Length of time an inspection process takes to complete	2	5.6 %
How easy an inspection process is to complete	3	8.3 %
Technical competence of inspection staff	1	2.8 %
Inspections are completed by the date promised	5	13.9 %
Inspectors provide excellent customer service	2	5.6 %
Inspectors are easily accessible when assistance is needed to resolve problems	7	19.4 %
I understand Site & Subdivision Inspection processes	1	2.8 %
Codes & policies are applied by inspection staff in a fair & practical manner	3	8.3 %
Inspection staff anticipates obstacles & provide options when available	4	11.1 %
Inspection requirements are reasonable & justified	2	5.6 %
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	3	8.3 %
<u>None chosen</u>	3	8.3 %
Total	36	100.0 %

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

Q33. 3rd choice	Number	Percent
How easy an inspection process is to complete	3	8.3 %
Technical competence of inspection staff	4	11.1 %
Inspections are completed by the date promised	3	8.3 %
Inspectors provide excellent customer service	1	2.8 %
Inspectors are easily accessible when assistance is needed to resolve problems	2	5.6 %
I understand Site & Subdivision Inspection processes	4	11.1 %
Codes & policies are applied by inspection staff in a fair & practical manner	6	16.7 %
Inspection staff anticipates obstacles & provide options when available	1	2.8 %
Inspection requirements are reasonable & justified	5	13.9 %
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	3	8.3 %
<u>None chosen</u>	4	11.1 %
Total	36	100.0 %

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

Q33. Sum of top 3 choices	Number	Percent
Length of time an inspection process takes to complete	12	33.3 %
How easy an inspection process is to complete	10	27.8 %
Technical competence of inspection staff	8	22.2 %
Inspections are completed by the date promised	10	27.8 %
Inspectors provide excellent customer service	4	11.1 %
Inspectors are easily accessible when assistance is needed to resolve problems	12	33.3 %
I understand Site & Subdivision Inspection processes	6	16.7 %
Codes & policies are applied by inspection staff in a fair & practical manner	10	27.8 %
Inspection staff anticipates obstacles & provide options when available	7	19.4 %
Inspection requirements are reasonable & justified	10	27.8 %
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	9	25.0 %
<u>None chosen</u>	3	8.3 %
Total	101	

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

Q34. Have you received Environmental Inspections in past year	Number	Percent
Yes	81	22.5 %
No	279	77.5 %
Total	360	100.0 %

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

(N=81)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q35-1. Length of time an inspection process takes to complete	21.0%	44.4%	14.8%	7.4%	12.3%	0.0%
Q35-2. How easy an inspection process is to complete	21.0%	39.5%	13.6%	8.6%	16.0%	1.2%
Q35-3. Technical competence of inspection staff	25.9%	33.3%	22.2%	4.9%	12.3%	1.2%
Q35-4. Inspections are completed by the date promised	23.5%	38.3%	19.8%	6.2%	12.3%	0.0%
Q35-5. Inspectors provide excellent customer service	27.2%	27.2%	22.2%	9.9%	12.3%	1.2%
Q35-6. Inspectors are easily accessible when assistance is needed to resolve problems	22.2%	34.6%	19.8%	7.4%	14.8%	1.2%
Q35-7. I understand Environmental Inspection process	21.0%	39.5%	17.3%	6.2%	13.6%	2.5%
Q35-8. Codes & policies are applied by inspection staff in a fair & practical manner	19.8%	30.9%	17.3%	13.6%	16.0%	2.5%
Q35-9. Inspection staff anticipates obstacles & provides options when they are available	19.8%	27.2%	22.2%	12.3%	17.3%	1.2%
Q35-10. Inspection requirements are reasonable & justified	18.5%	24.7%	22.2%	14.8%	18.5%	1.2%
Q35-11. Inspectors rarely find errors in the field during construction that should have been caught during plan review process	18.5%	25.9%	29.6%	6.2%	14.8%	4.9%

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

(N=81)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q35-1. Length of time an inspection process takes to complete	21.0%	44.4%	14.8%	7.4%	12.3%
Q35-2. How easy an inspection process is to complete	21.3%	40.0%	13.8%	8.8%	16.3%
Q35-3. Technical competence of inspection staff	26.3%	33.8%	22.5%	5.0%	12.5%
Q35-4. Inspections are completed by the date promised	23.5%	38.3%	19.8%	6.2%	12.3%
Q35-5. Inspectors provide excellent customer service	27.5%	27.5%	22.5%	10.0%	12.5%
Q35-6. Inspectors are easily accessible when assistance is needed to resolve problems	22.5%	35.0%	20.0%	7.5%	15.0%
Q35-7. I understand Environmental Inspection process	21.5%	40.5%	17.7%	6.3%	13.9%
Q35-8. Codes & policies are applied by inspection staff in a fair & practical manner	20.3%	31.6%	17.7%	13.9%	16.5%
Q35-9. Inspection staff anticipates obstacles & provides options when they are available	20.0%	27.5%	22.5%	12.5%	17.5%
Q35-10. Inspection requirements are reasonable & justified	18.8%	25.0%	22.5%	15.0%	18.8%
Q35-11. Inspectors rarely find errors in the field during construction that should have been caught during plan review process	19.5%	27.3%	31.2%	6.5%	15.6%

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

Q36. Top choice	Number	Percent
Length of time an inspection process takes to complete	14	17.3 %
How easy an inspection process is to complete	4	4.9 %
Technical competence of inspection staff	10	12.3 %
Inspections are completed by the date promised	1	1.2 %
Inspectors provide excellent customer service	4	4.9 %
Inspectors are easily accessible when assistance is needed to resolve problems	7	8.6 %
I understand Environmental Inspection process	1	1.2 %
Codes & policies are applied by inspection staff in a fair & practical manner	5	6.2 %
Inspections staff anticipates obstacles & provides options when they are available	2	2.5 %
Inspection requirements are reasonable & justified	13	16.0 %
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	2	2.5 %
<u>None chosen</u>	<u>18</u>	<u>22.2 %</u>
Total	81	100.0 %

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

Q36. 2nd choice	Number	Percent
Length of time an inspection process takes to complete	7	8.6 %
How easy an inspection process is to complete	9	11.1 %
Technical competence of inspection staff	3	3.7 %
Inspections are completed by the date promised	3	3.7 %
Inspectors provide excellent customer service	8	9.9 %
Inspectors are easily accessible when assistance is needed to resolve problems	8	9.9 %
I understand Environmental Inspection process	2	2.5 %
Codes & policies are applied by inspection staff in a fair & practical manner	9	11.1 %
Inspections staff anticipates obstacles & provides options when they are available	6	7.4 %
Inspection requirements are reasonable & justified	4	4.9 %
<u>None chosen</u>	<u>22</u>	<u>27.2 %</u>
Total	81	100.0 %

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

Q36. 3rd choice	Number	Percent
Length of time an inspection process takes to complete	3	3.7 %
How easy an inspection process is to complete	4	4.9 %
Technical competence of inspection staff	9	11.1 %
Inspections are completed by the date promised	5	6.2 %
Inspectors provide excellent customer service	2	2.5 %
Inspectors are easily accessible when assistance is needed to resolve problems	7	8.6 %
I understand Environmental Inspection process	6	7.4 %
Codes & policies are applied by inspection staff in a fair & practical manner	8	9.9 %
Inspections staff anticipates obstacles & provides options when they are available	3	3.7 %
Inspection requirements are reasonable & justified	6	7.4 %
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	4	4.9 %
None chosen	24	29.6 %
Total	81	100.0 %

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

Q36. Sum of top 3 choices	Number	Percent
Length of time an inspection process takes to complete	24	29.6 %
How easy an inspection process is to complete	17	21.0 %
Technical competence of inspection staff	22	27.2 %
Inspections are completed by the date promised	9	11.1 %
Inspectors provide excellent customer service	14	17.3 %
Inspectors are easily accessible when assistance is needed to resolve problems	22	27.2 %
I understand Environmental Inspection process	9	11.1 %
Codes & policies are applied by inspection staff in a fair & practical manner	22	27.2 %
Inspections staff anticipates obstacles & provides options when they are available	11	13.6 %
Inspection requirements are reasonable & justified	23	28.4 %
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	6	7.4 %
None chosen	18	22.2 %
Total	197	

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

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

	Number	Percent
Very satisfied	12	14.8 %
Satisfied	29	35.8 %
Neutral	16	19.8 %
Dissatisfied	15	18.5 %
Very dissatisfied	7	8.6 %
Don't know	2	2.5 %
Total	81	100.0 %

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

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

	Number	Percent
Very satisfied	12	15.2 %
Satisfied	29	36.7 %
Neutral	16	20.3 %
Dissatisfied	15	19.0 %
Very dissatisfied	7	8.9 %
Total	79	100.0 %

Q38. Have you used any of our Online Tools during the past year?Q38. Have you used any Online Tools during past
year

	<u>Number</u>	<u>Percent</u>
Yes	319	60.9 %
No	205	39.1 %
Total	524	100.0 %

Q39. Please rate any of the following Online Tools that you have used during the past year.

(N=319)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q39-1. Austin Build & Connect (AB+C)	16.6%	40.4%	10.7%	13.8%	7.2%	11.3%
Q39-2. Permitting ATX	7.8%	17.9%	12.2%	8.2%	4.4%	49.5%
Q39-3. Emerging Projects Map	2.5%	7.5%	8.5%	2.5%	0.9%	78.1%
Q39-4. Inspector Search (Inspector Territory Map)	4.7%	13.2%	12.9%	3.8%	2.2%	63.3%
Q39-5. Property Profile Tool	10.3%	24.5%	10.0%	3.1%	0.6%	51.4%
Q39-6. QLESS Virtual Check-In	13.5%	13.5%	10.3%	3.1%	1.3%	58.3%
Q39-7. Freshworks Live Chat	3.4%	4.1%	6.9%	2.2%	1.9%	81.5%
Q39-8. ePlan Review	5.3%	6.3%	10.7%	5.0%	4.1%	68.7%

WITHOUT "DON'T KNOW"**Q39. Please rate any of the following Online Tools that you have used during the past year. (without "don't know")**

(N=319)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q39-1. Austin Build & Connect (AB+C)	18.7%	45.6%	12.0%	15.5%	8.1%
Q39-2. Permitting ATX	15.5%	35.4%	24.2%	16.1%	8.7%
Q39-3. Emerging Projects Map	11.4%	34.3%	38.6%	11.4%	4.3%
Q39-4. Inspector Search (Inspector Territory Map)	12.8%	35.9%	35.0%	10.3%	6.0%
Q39-5. Property Profile Tool	21.3%	50.3%	20.6%	6.5%	1.3%
Q39-6. QLESS Virtual Check-In	32.3%	32.3%	24.8%	7.5%	3.0%
Q39-7. Freshworks Live Chat	18.6%	22.0%	37.3%	11.9%	10.2%
Q39-8. ePlan Review	17.0%	20.0%	34.0%	16.0%	13.0%

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

Q40. Have you received services from Service Center during past year	Number	Percent
Yes	244	46.6 %
No	280	53.4 %
Total	524	100.0 %

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

(N=244)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q41-1. Length of time the process takes to complete	14.8%	30.7%	19.3%	16.4%	14.8%	4.1%
Q41-2. How easy the process is to complete	18.0%	32.8%	16.0%	16.0%	13.5%	3.7%
Q41-3. Technical competence of staff	20.1%	40.6%	15.6%	8.2%	11.1%	4.5%
Q41-4. How easy it is to contact staff	12.7%	22.1%	18.9%	19.7%	18.9%	7.8%
Q41-5. How responsive staff is to your needs	16.4%	30.3%	20.5%	13.9%	14.3%	4.5%
Q41-6. How fairly you are treated by staff	23.8%	39.3%	17.6%	2.9%	11.9%	4.5%
Q41-7. Staff anticipates obstacles & provides options when they are available	16.0%	26.6%	19.7%	14.3%	15.2%	8.2%
Q41-8. How consistently standards are applied by staff	18.0%	25.8%	21.3%	11.1%	14.3%	9.4%

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

(N=244)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q41-1. Length of time the process takes to complete	15.4%	32.1%	20.1%	17.1%	15.4%
Q41-2. How easy the process is to complete	18.7%	34.0%	16.6%	16.6%	14.0%
Q41-3. Technical competence of staff	21.0%	42.5%	16.3%	8.6%	11.6%
Q41-4. How easy it is to contact staff	13.8%	24.0%	20.4%	21.3%	20.4%
Q41-5. How responsive staff is to your needs	17.2%	31.8%	21.5%	14.6%	15.0%
Q41-6. How fairly you are treated by staff	24.9%	41.2%	18.5%	3.0%	12.4%
Q41-7. Staff anticipates obstacles & provides options when they are available	17.4%	29.0%	21.4%	15.6%	16.5%
Q41-8. How consistently standards are applied by staff	19.9%	28.5%	23.5%	12.2%	15.8%

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

Q42. Top choice	Number	Percent
Length of time the process takes to complete	90	36.9 %
How easy the process is to complete	24	9.8 %
Technical competence of staff	27	11.1 %
How easy it is to contact staff	20	8.2 %
How responsive staff is to your needs	6	2.5 %
How fairly you are treated by staff	8	3.3 %
Staff anticipates obstacles & provides options when they are available	6	2.5 %
How consistently standards are applied by staff	12	4.9 %
None chosen	51	20.9 %
Total	244	100.0 %

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

Q42. 2nd choice	Number	Percent
Length of time the process takes to complete	19	7.8 %
How easy the process is to complete	39	16.0 %
Technical competence of staff	31	12.7 %
How easy it is to contact staff	25	10.2 %
How responsive staff is to your needs	30	12.3 %
How fairly you are treated by staff	12	4.9 %
Staff anticipates obstacles & provides options when they are available	21	8.6 %
How consistently standards are applied by staff	11	4.5 %
None chosen	56	23.0 %
Total	244	100.0 %

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

Q42. 3rd choice	Number	Percent
Length of time the process takes to complete	10	4.1 %
How easy the process is to complete	13	5.3 %
Technical competence of staff	21	8.6 %
How easy it is to contact staff	21	8.6 %
How responsive staff is to your needs	32	13.1 %
How fairly you are treated by staff	14	5.7 %
Staff anticipates obstacles & provides options when they are available	37	15.2 %
How consistently standards are applied by staff	33	13.5 %
None chosen	63	25.8 %
Total	244	100.0 %

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

Q42. Sum of top 3 choices	Number	Percent
Length of time the process takes to complete	119	48.8 %
How easy the process is to complete	76	31.1 %
Technical competence of staff	79	32.4 %
How easy it is to contact staff	66	27.0 %
How responsive staff is to your needs	68	27.9 %
How fairly you are treated by staff	34	13.9 %
Staff anticipates obstacles & provides options when they are available	64	26.2 %
How consistently standards are applied by staff	56	23.0 %
None chosen	51	20.9 %
Total	613	

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

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

	Number	Percent
Yes	168	32.1 %
No	356	67.9 %
Total	524	100.0 %

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

(N=168)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q44-1. Length of time consulting services take to complete	19.0%	46.4%	11.9%	11.3%	7.7%	3.6%
Q44-2. How easy the process is to complete	21.4%	44.0%	14.9%	8.9%	7.7%	3.0%
Q44-3. Technical competence of staff	22.0%	44.6%	14.9%	8.9%	6.0%	3.6%
Q44-4. How easy it is to contact staff	18.5%	31.5%	19.0%	14.3%	11.3%	5.4%
Q44-5. How responsive staff is to your needs	21.4%	33.9%	22.6%	7.7%	8.9%	5.4%
Q44-6. How fairly you are treated by staff	25.0%	41.7%	14.9%	3.6%	10.1%	4.8%
Q44-7. Staff anticipates obstacles & provides options when they are available	17.3%	34.5%	16.7%	12.5%	13.7%	5.4%
Q44-8. How consistently standards are applied by staff	17.9%	28.0%	19.6%	13.1%	14.3%	7.1%

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

(N=168)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q44-1. Length of time consulting services take to complete	19.8%	48.1%	12.3%	11.7%	8.0%
Q44-2. How easy the process is to complete	22.1%	45.4%	15.3%	9.2%	8.0%
Q44-3. Technical competence of staff	22.8%	46.3%	15.4%	9.3%	6.2%
Q44-4. How easy it is to contact staff	19.5%	33.3%	20.1%	15.1%	11.9%
Q44-5. How responsive staff is to your needs	22.6%	35.8%	23.9%	8.2%	9.4%
Q44-6. How fairly you are treated by staff	26.3%	43.8%	15.6%	3.8%	10.6%
Q44-7. Staff anticipates obstacles & provides options when they are available	18.2%	36.5%	17.6%	13.2%	14.5%
Q44-8. How consistently standards are applied by staff	19.2%	30.1%	21.2%	14.1%	15.4%

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

Q45. Top choice	Number	Percent
Length of time consulting services take to complete	35	20.8 %
How easy the process is to complete	20	11.9 %
Technical competence of staff	32	19.0 %
How easy it is to contact staff	14	8.3 %
How responsive staff is to your needs	11	6.5 %
How fairly you are treated by staff	2	1.2 %
Staff anticipates obstacles & provides options when they are available	14	8.3 %
How consistently standards are applied by staff	14	8.3 %
None chosen	26	15.5 %
Total	168	100.0 %

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

Q45. 2nd choice	Number	Percent
Length of time consulting services take to complete	19	11.3 %
How easy the process is to complete	22	13.1 %
Technical competence of staff	24	14.3 %
How easy it is to contact staff	14	8.3 %
How responsive staff is to your needs	20	11.9 %
How fairly you are treated by staff	6	3.6 %
Staff anticipates obstacles & provides options when they are available	18	10.7 %
How consistently standards are applied by staff	14	8.3 %
None chosen	31	18.5 %
Total	168	100.0 %

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

Q45. 3rd choice	Number	Percent
Length of time consulting services take to complete	9	5.4 %
How easy the process is to complete	10	6.0 %
Technical competence of staff	10	6.0 %
How easy it is to contact staff	10	6.0 %
How responsive staff is to your needs	19	11.3 %
How fairly you are treated by staff	12	7.1 %
Staff anticipates obstacles & provides options when they are available	32	19.0 %
How consistently standards are applied by staff	28	16.7 %
None chosen	38	22.6 %
Total	168	100.0 %

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

Q45. Sum of top 3 choices	Number	Percent
Length of time consulting services take to complete	63	37.5 %
How easy the process is to complete	52	31.0 %
Technical competence of staff	66	39.3 %
How easy it is to contact staff	38	22.6 %
How responsive staff is to your needs	50	29.8 %
How fairly you are treated by staff	20	11.9 %
Staff anticipates obstacles & provides options when they are available	64	38.1 %
How consistently standards are applied by staff	56	33.3 %
None chosen	26	15.5 %
Total	435	

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

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

	Number	Percent
Very satisfied	56	10.7 %
Satisfied	138	26.3 %
Neutral	127	24.2 %
Dissatisfied	65	12.4 %
Very dissatisfied	70	13.4 %
Don't know	68	13.0 %
Total	524	100.0 %

WITHOUT "DON'T KNOW"

Q46. How satisfied are you with your understanding of how the Development Services Department is structured and the role that external City departments have in the review and permitting process? (without "don't know")

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

	Number	Percent
Very satisfied	56	12.3 %
Satisfied	138	30.3 %
Neutral	127	27.9 %
Dissatisfied	65	14.3 %
Very dissatisfied	70	15.4 %
Total	456	100.0 %

Q47. How does the Development Services Department's review and permitting process compare to the following jurisdictions?

(N=524)

	Much better	Better	About the same	Worse	Much worse	Don't know
Q47-1. Travis County	6.3%	5.3%	12.6%	11.3%	7.1%	57.4%
Q47-2. City of San Antonio	3.6%	2.9%	5.7%	6.7%	10.3%	70.8%
Q47-3. City of Round Rock	3.8%	4.4%	6.9%	7.6%	8.2%	69.1%

WITHOUT "DON'T KNOW"**Q47. How does the Development Services Department's review and permitting process compare to the following jurisdictions? (without "don't know")**

(N=524)

	Much better	Better	About the same	Worse	Much worse
Q47-1. Travis County	14.8%	12.6%	29.6%	26.5%	16.6%
Q47-2. City of San Antonio	12.4%	9.8%	19.6%	22.9%	35.3%
Q47-3. City of Round Rock	12.3%	14.2%	22.2%	24.7%	26.5%

Q48. Which of the following BEST describes you?

<u>Q48. What following best describes you</u>	<u>Number</u>	<u>Percent</u>
Licensed Design Professional	80	15.3 %
Applicant Agent/Permitting Service	32	6.1 %
Developer/Owner	69	13.2 %
Contractor/Builder	214	40.8 %
Resident	61	11.6 %
Realtor	4	0.8 %
Neighborhood Association Member	1	0.2 %
Government Agency Staff	15	2.9 %
Environmental Consultant	1	0.2 %
Other	17	3.2 %
<u>Not provided</u>	<u>30</u>	<u>5.7 %</u>
Total	524	100.0 %

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

<u>Q48. What following best describes you</u>	<u>Number</u>	<u>Percent</u>
Licensed Design Professional	80	16.2 %
Applicant Agent/Permitting Service	32	6.5 %
Developer/Owner	69	14.0 %
Contractor/Builder	214	43.3 %
Resident	61	12.3 %
Realtor	4	0.8 %
Neighborhood Association Member	1	0.2 %
Government Agency Staff	15	3.0 %
Environmental Consultant	1	0.2 %
<u>Other</u>	<u>17</u>	<u>3.4 %</u>
Total	494	100.0 %

Q48-11. Other

<u>Q48-11. Other</u>	<u>Number</u>	<u>Percent</u>
Mechanical Contractor	1	5.9 %
Hospital facilities manager	1	5.9 %
Electrical designer for Austin Energy	1	5.9 %
Permit Project Coordinator	1	5.9 %
Investor/Realtor	1	5.9 %
AE employee	1	5.9 %
Tree service provider	1	5.9 %
Accountant/Controller for a GC	1	5.9 %
Engineering Consulting Firm	1	5.9 %
Westminster Manor Director of Plant Operations	1	5.9 %
Telecom GC	1	5.9 %
Business owner	1	5.9 %
Electrical Contractor	1	5.9 %
Managing Agent	1	5.9 %
Arborist	1	5.9 %
Small business owner	1	5.9 %
<u>Electrician</u>	<u>1</u>	<u>5.9 %</u>
Total	17	100.0 %

Q49. Which of the following BEST describe you?

<u>Q49. What following best describe you</u>	<u>Number</u>	<u>Percent</u>
American Indian or Alaska Native	12	2.3 %
Asian	18	3.4 %
Black or African American	14	2.7 %
Native Hawaiian or Other Pacific Islander	5	1.0 %
White	370	70.6 %
Hispanic or Latino	69	13.2 %
Total	488	

Q50. What is your gender?

<u>Q50. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	328	62.6 %
Female	140	26.7 %
Not provided	56	10.7 %
Total	524	100.0 %

WITHOUT "NOT PROVIDED"**Q50. What is your gender? (without "not provided")**

<u>Q50. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	328	70.1 %
Female	140	29.9 %
Total	468	100.0 %

Q51. Which of the following best describes your age?

<u>Q51. Your age</u>	<u>Number</u>	<u>Percent</u>
18-24 years	2	0.4 %
25-34 years	42	8.0 %
35-44 years	106	20.2 %
45-54 years	133	25.4 %
55-64 years	118	22.5 %
65+ years	73	13.9 %
Not provided	50	9.5 %
Total	524	100.0 %

WITHOUT "NOT PROVIDED"**Q51. Which of the following best describes your age? (without "not provided")**

<u>Q51. Your age</u>	<u>Number</u>	<u>Percent</u>
18-24 years	2	0.4 %
25-34 years	42	8.9 %
35-44 years	106	22.4 %
45-54 years	133	28.1 %
55-64 years	118	24.9 %
65+ years	73	15.4 %
Total	474	100.0 %

Q52. What is your Zip Code, if in Austin City Limits?

<u>Q52. What is your zip code if in Austin City Limits</u>	<u>Number</u>	<u>Percent</u>
78704	41	11.7 %
78702	30	8.6 %
78703	16	4.6 %
78757	16	4.6 %
78745	15	4.3 %
78701	14	4.0 %
78746	13	3.7 %
78731	11	3.1 %
78750	11	3.1 %
78759	10	2.9 %
78741	9	2.6 %
78734	9	2.6 %
78727	8	2.3 %
78756	8	2.3 %
78660	8	2.3 %
78735	8	2.3 %
78744	8	2.3 %
78749	7	2.0 %
78739	7	2.0 %
78758	7	2.0 %
78751	6	1.7 %
78754	6	1.7 %
78723	6	1.7 %
78722	6	1.7 %
78705	6	1.7 %
78748	4	1.1 %
78729	4	1.1 %
78738	4	1.1 %
78753	3	0.9 %
78726	3	0.9 %
78747	3	0.9 %
78628	3	0.9 %
78730	3	0.9 %
78752	3	0.9 %
78736	2	0.6 %
78721	2	0.6 %
78676	2	0.6 %
78641	2	0.6 %
78681	2	0.6 %
78733	2	0.6 %
78767	1	0.3 %
78712	1	0.3 %
78652	1	0.3 %
78782	1	0.3 %
78717	1	0.3 %
78617	1	0.3 %

Q52. What is your Zip Code, if in Austin City Limits?

<u>Q52. What is your zip code if in Austin City Limits</u>	<u>Number</u>	<u>Percent</u>
78621	1	0.3 %
78653	1	0.3 %
78664	1	0.3 %
78520	1	0.3 %
78737	1	0.3 %
78613	1	0.3 %
78634	1	0.3 %
78633	1	0.3 %
78732	1	0.3 %
78645	1	0.3 %
78683	1	0.3 %
78720	1	0.3 %
78620	1	0.3 %
78644	1	0.3 %
78724	1	0.3 %
78616	1	0.3 %
Total	350	100.0 %

Q53. Would you like to be kept informed of the outcome of this survey?

Q53. Would you like to be kept informed of this survey's outcome	Number	Percent
Yes	116	22.1 %
No	408	77.9 %
Total	524	100.0 %

Section 5

Crosstabular Data

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

N=524	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q1. Have you interacted with DSDs Plan Review Division during past year</u>						
Yes	88.8%	78.3%	69.2%	70.5%	67.0%	73.1%
No	11.3%	21.7%	30.8%	29.5%	33.0%	26.9%

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

N=383	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q2. Have you received services from Residential Building Plan Review Division during past year</u>						
Yes	56.3%	68.5%	58.8%	79.1%	40.3%	58.7%
No	43.7%	31.5%	41.2%	20.9%	59.7%	41.3%

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

N=225

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q3-1. Length of time review process takes to complete</u>						
Very satisfied	5.0%	13.5%	10.3%	9.1%	7.4%	9.4%
Satisfied	22.5%	13.5%	21.8%	24.2%	25.9%	21.4%
Neutral	17.5%	10.8%	20.7%	9.1%	25.9%	17.4%
Dissatisfied	32.5%	18.9%	23.0%	30.3%	14.8%	24.1%
Very dissatisfied	22.5%	43.2%	24.1%	27.3%	25.9%	27.7%
<u>Q3-2. How easy review process is to complete</u>						
Very satisfied	5.3%	13.5%	10.3%	11.8%	11.5%	10.4%
Satisfied	21.1%	16.2%	20.7%	20.6%	23.1%	20.3%
Neutral	21.1%	16.2%	24.1%	8.8%	19.2%	19.4%
Dissatisfied	31.6%	18.9%	20.7%	20.6%	23.1%	22.5%
Very dissatisfied	21.1%	35.1%	24.1%	38.2%	23.1%	27.5%

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

N=225

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q3-3. Technical competence of review staff</u>						
Very satisfied	12.8%	19.4%	17.2%	15.6%	25.9%	17.6%
Satisfied	25.6%	22.2%	35.6%	25.0%	25.9%	29.0%
Neutral	28.2%	22.2%	19.5%	18.8%	29.6%	22.6%
Dissatisfied	17.9%	13.9%	14.9%	12.5%	7.4%	14.0%
Very dissatisfied	15.4%	22.2%	12.6%	28.1%	11.1%	16.7%
<u>Q3-4. Review services are completed by the date promised</u>						
Very satisfied	12.8%	8.6%	11.8%	21.2%	12.5%	13.0%
Satisfied	15.4%	17.1%	28.2%	24.2%	45.8%	25.5%
Neutral	23.1%	11.4%	22.4%	18.2%	20.8%	19.9%
Dissatisfied	28.2%	25.7%	14.1%	12.1%	4.2%	17.1%
Very dissatisfied	20.5%	37.1%	23.5%	24.2%	16.7%	24.5%

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

N=225

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q3-5. Review staff provides excellent customer service</u>						
Very satisfied	10.3%	13.5%	20.9%	23.5%	19.2%	18.0%
Satisfied	30.8%	27.0%	32.6%	17.6%	30.8%	28.8%
Neutral	23.1%	21.6%	18.6%	20.6%	38.5%	22.5%
Dissatisfied	20.5%	5.4%	14.0%	8.8%	0.0%	11.3%
Very dissatisfied	15.4%	32.4%	14.0%	29.4%	11.5%	19.4%
<u>Q3-6. Review staff is easily accessible when assistance is needed to resolve problems</u>						
Very satisfied	10.3%	10.8%	12.9%	18.2%	15.4%	13.2%
Satisfied	23.1%	18.9%	22.4%	21.2%	26.9%	22.3%
Neutral	17.9%	13.5%	20.0%	15.2%	30.8%	19.1%
Dissatisfied	25.6%	21.6%	16.5%	9.1%	11.5%	17.3%
Very dissatisfied	23.1%	35.1%	28.2%	36.4%	15.4%	28.2%

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

N=225

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q3-7. I understand Residential Building Plan Review process</u>						
Very satisfied	28.2%	16.7%	17.6%	6.1%	23.1%	18.3%
Satisfied	30.8%	30.6%	36.5%	36.4%	30.8%	33.8%
Neutral	33.3%	27.8%	28.2%	21.2%	26.9%	27.9%
Dissatisfied	5.1%	13.9%	8.2%	6.1%	3.8%	7.8%
Very dissatisfied	2.6%	11.1%	9.4%	30.3%	15.4%	12.3%
<u>Q3-8. Codes & policies are applied by review staff in a fair & practical manner</u>						
Very satisfied	10.3%	13.9%	12.0%	15.2%	12.0%	12.5%
Satisfied	17.9%	11.1%	33.7%	15.2%	32.0%	24.1%
Neutral	15.4%	16.7%	24.1%	15.2%	20.0%	19.4%
Dissatisfied	30.8%	22.2%	13.3%	12.1%	24.0%	19.0%
Very dissatisfied	25.6%	36.1%	16.9%	42.4%	12.0%	25.0%

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

N=225

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q3-9. Review staff anticipates obstacles & provides options when they are available</u>						
Very satisfied	7.5%	8.1%	10.4%	19.4%	17.4%	11.5%
Satisfied	22.5%	16.2%	23.4%	12.9%	8.7%	18.8%
Neutral	22.5%	18.9%	19.5%	16.1%	34.8%	21.2%
Dissatisfied	15.0%	13.5%	22.1%	9.7%	26.1%	17.8%
Very dissatisfied	32.5%	43.2%	24.7%	41.9%	13.0%	30.8%
<u>Q3-10. Plan review comments applied to my project are reasonable & justified</u>						
Very satisfied	10.3%	13.9%	13.4%	18.2%	8.3%	13.1%
Satisfied	17.9%	19.4%	29.3%	15.2%	25.0%	22.9%
Neutral	17.9%	13.9%	22.0%	12.1%	41.7%	20.6%
Dissatisfied	28.2%	19.4%	22.0%	12.1%	12.5%	20.1%
Very dissatisfied	25.6%	33.3%	13.4%	42.4%	12.5%	23.4%

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

N=225

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time review process takes to complete	25.0%	40.5%	42.5%	29.4%	44.4%	37.3%
How easy review process is to complete	5.0%	8.1%	17.2%	8.8%	3.7%	10.7%
Technical competence of review staff	10.0%	10.8%	4.6%	8.8%	7.4%	7.6%
Review services are completed by the date promised	0.0%	0.0%	3.4%	0.0%	0.0%	1.3%
Review staff provides excellent customer service	7.5%	5.4%	1.1%	0.0%	3.7%	3.1%
Review staff is easily accessible when assistance is needed to resolve problems	15.0%	8.1%	11.5%	5.9%	3.7%	9.8%
I understand Residential Plan Review processes	7.5%	0.0%	3.4%	5.9%	7.4%	4.4%
Codes & policies are applied by review staff in a fair & practical manner	15.0%	13.5%	4.6%	11.8%	7.4%	9.3%
Review staff anticipates obstacles & provide options when they are available	0.0%	0.0%	3.4%	5.9%	3.7%	2.7%
Plan review comments applied to my project are reasonable & justified	15.0%	5.4%	1.1%	11.8%	0.0%	5.8%
None chosen	0.0%	8.1%	6.9%	11.8%	18.5%	8.0%

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

N=225

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q4. 2nd choice</u>						
Length of time review process takes to complete	2.5%	8.1%	13.8%	2.9%	14.8%	9.3%
How easy review process is to complete	5.0%	0.0%	14.9%	2.9%	11.1%	8.4%
Technical competence of review staff	17.5%	13.5%	13.8%	8.8%	11.1%	13.3%
Review services are completed by the date promised	7.5%	8.1%	9.2%	8.8%	7.4%	8.4%
Review staff provides excellent customer service	5.0%	10.8%	1.1%	11.8%	7.4%	5.8%
Review staff is easily accessible when assistance is needed to resolve problems	12.5%	5.4%	12.6%	11.8%	11.1%	11.1%
I understand Residential Plan Review processes	2.5%	2.7%	4.6%	0.0%	0.0%	2.7%
Codes & policies are applied by review staff in a fair & practical manner	25.0%	18.9%	5.7%	14.7%	3.7%	12.4%
Review staff anticipates obstacles & provide options when they are available	10.0%	13.5%	8.0%	20.6%	3.7%	10.7%
Plan review comments applied to my project are reasonable & justified	12.5%	10.8%	8.0%	5.9%	11.1%	9.3%
None chosen	0.0%	8.1%	8.0%	11.8%	18.5%	8.4%

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

N=225

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q4. 3rd choice</u>						
Length of time review process takes to complete	10.0%	8.1%	14.9%	11.8%	11.1%	12.0%
How easy review process is to complete	5.0%	10.8%	2.3%	11.8%	7.4%	6.2%
Technical competence of review staff	15.0%	5.4%	5.7%	5.9%	0.0%	6.7%
Review services are completed by the date promised	12.5%	8.1%	5.7%	0.0%	11.1%	7.1%
Review staff provides excellent customer service	5.0%	5.4%	6.9%	5.9%	0.0%	5.3%
Review staff is easily accessible when assistance is needed to resolve problems	10.0%	16.2%	20.7%	14.7%	7.4%	15.6%
I understand Residential Plan Review processes	0.0%	2.7%	3.4%	2.9%	0.0%	2.2%
Codes & policies are applied by review staff in a fair & practical manner	12.5%	10.8%	8.0%	14.7%	3.7%	9.8%
Review staff anticipates obstacles & provide options when they are available	17.5%	13.5%	9.2%	11.8%	29.6%	14.2%
Plan review comments applied to my project are reasonable & justified	12.5%	10.8%	12.6%	8.8%	7.4%	11.1%
None chosen	0.0%	8.1%	10.3%	11.8%	22.2%	9.8%

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

N=225

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time review process takes to complete	37.5%	56.8%	71.3%	44.1%	70.4%	58.7%
How easy review process is to complete	15.0%	18.9%	34.5%	23.5%	22.2%	25.3%
Technical competence of review staff	42.5%	29.7%	24.1%	23.5%	18.5%	27.6%
Review services are completed by the date promised	20.0%	16.2%	18.4%	8.8%	18.5%	16.9%
Review staff provides excellent customer service	17.5%	21.6%	9.2%	17.6%	11.1%	14.2%
Review staff is easily accessible when assistance is needed to resolve problems	37.5%	29.7%	44.8%	32.4%	22.2%	36.4%
I understand Residential Plan Review processes	10.0%	5.4%	11.5%	8.8%	7.4%	9.3%
Codes & policies are applied by review staff in a fair & practical manner	52.5%	43.2%	18.4%	41.2%	14.8%	31.6%
Review staff anticipates obstacles & provide options when they are available	27.5%	27.0%	20.7%	38.2%	37.0%	27.6%
Plan review comments applied to my project are reasonable & justified	40.0%	27.0%	21.8%	26.5%	18.5%	26.2%
None chosen	0.0%	8.1%	6.9%	11.8%	18.5%	8.0%

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

N=383

Q48. What best describes you?						Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other		

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

Yes	31.0%	37.0%	41.2%	4.7%	58.2%	37.6%
No	69.0%	63.0%	58.8%	95.3%	41.8%	62.4%

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

N=144

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q6-1. Length of time review process takes to complete</u>						
Very satisfied	4.5%	10.0%	8.3%	0.0%	24.3%	12.1%
Satisfied	22.7%	15.0%	23.3%	0.0%	29.7%	23.4%
Neutral	27.3%	10.0%	28.3%	0.0%	13.5%	21.3%
Dissatisfied	22.7%	20.0%	20.0%	0.0%	10.8%	17.7%
Very dissatisfied	22.7%	45.0%	20.0%	100.0%	21.6%	25.5%
<u>Q6-2. How easy review process is to complete</u>						
Very satisfied	0.0%	10.0%	5.0%	0.0%	19.4%	8.6%
Satisfied	40.9%	20.0%	21.7%	0.0%	19.4%	23.6%
Neutral	9.1%	15.0%	25.0%	0.0%	19.4%	19.3%
Dissatisfied	27.3%	15.0%	25.0%	0.0%	16.7%	21.4%
Very dissatisfied	22.7%	40.0%	23.3%	100.0%	25.0%	27.1%

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

N=144

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q6-3. Technical competence of review staff</u>						
Very satisfied	9.1%	15.0%	20.0%	0.0%	27.0%	19.1%
Satisfied	36.4%	30.0%	30.0%	0.0%	29.7%	30.5%
Neutral	18.2%	20.0%	31.7%	0.0%	24.3%	25.5%
Dissatisfied	22.7%	15.0%	6.7%	0.0%	8.1%	10.6%
Very dissatisfied	13.6%	20.0%	11.7%	100.0%	10.8%	14.2%
<u>Q6-4. Review services are completed by the date promised</u>						
Very satisfied	0.0%	20.0%	13.3%	0.0%	21.6%	14.3%
Satisfied	28.6%	5.0%	26.7%	0.0%	29.7%	24.3%
Neutral	14.3%	5.0%	21.7%	0.0%	21.6%	17.9%
Dissatisfied	33.3%	35.0%	20.0%	0.0%	8.1%	20.7%
Very dissatisfied	23.8%	35.0%	18.3%	100.0%	18.9%	22.9%

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

N=144

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q6-5. Review staff provides excellent customer service</u>						
Very satisfied	0.0%	15.0%	18.6%	0.0%	35.1%	19.3%
Satisfied	27.3%	25.0%	27.1%	0.0%	21.6%	25.0%
Neutral	45.5%	15.0%	25.4%	0.0%	13.5%	23.6%
Dissatisfied	13.6%	5.0%	15.3%	0.0%	10.8%	12.1%
Very dissatisfied	13.6%	40.0%	13.6%	100.0%	18.9%	20.0%
<u>Q6-6. Review staff is easily accessible when assistance is needed to resolve problems</u>						
Very satisfied	9.1%	20.0%	13.6%	0.0%	14.3%	13.8%
Satisfied	22.7%	15.0%	23.7%	0.0%	31.4%	23.9%
Neutral	27.3%	10.0%	16.9%	0.0%	11.4%	15.9%
Dissatisfied	18.2%	10.0%	22.0%	0.0%	17.1%	18.1%
Very dissatisfied	22.7%	45.0%	23.7%	100.0%	25.7%	28.3%

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

N=144

Q48. What best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q6-7. I understand Commercial Building Plan Review process

Very satisfied	4.5%	30.0%	13.3%	0.0%	27.8%	18.0%
Satisfied	50.0%	45.0%	43.3%	0.0%	41.7%	43.9%
Neutral	36.4%	20.0%	13.3%	100.0%	25.0%	21.6%
Dissatisfied	9.1%	5.0%	13.3%	0.0%	5.6%	9.4%
Very dissatisfied	0.0%	0.0%	16.7%	0.0%	0.0%	7.2%

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

Very satisfied	4.5%	10.0%	12.1%	0.0%	30.6%	15.2%
Satisfied	22.7%	30.0%	34.5%	0.0%	25.0%	29.0%
Neutral	22.7%	25.0%	24.1%	0.0%	25.0%	23.9%
Dissatisfied	36.4%	10.0%	10.3%	0.0%	0.0%	11.6%
Very dissatisfied	13.6%	25.0%	19.0%	100.0%	19.4%	20.3%

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

N=144

Q48. What best describes you?						Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other		

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

Very satisfied	4.5%	10.0%	8.8%	0.0%	20.6%	11.1%
Satisfied	9.1%	25.0%	24.6%	0.0%	20.6%	20.7%
Neutral	22.7%	20.0%	21.1%	0.0%	20.6%	20.7%
Dissatisfied	50.0%	10.0%	21.1%	0.0%	11.8%	21.5%
Very dissatisfied	13.6%	35.0%	24.6%	100.0%	26.5%	25.9%

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

Very satisfied	4.5%	10.0%	12.5%	0.0%	22.9%	13.3%
Satisfied	22.7%	40.0%	35.7%	0.0%	22.9%	30.4%
Neutral	27.3%	20.0%	26.8%	0.0%	22.9%	24.4%
Dissatisfied	27.3%	10.0%	7.1%	0.0%	11.4%	11.9%
Very dissatisfied	18.2%	20.0%	17.9%	100.0%	20.0%	20.0%

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

N=144

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q7. Top choice</u>						
Length of time review process takes to complete	40.9%	40.0%	42.6%	50.0%	28.2%	38.2%
How easy review process is to complete	9.1%	5.0%	11.5%	0.0%	12.8%	10.4%
Technical competence of review staff	4.5%	15.0%	4.9%	50.0%	7.7%	7.6%
Review services are completed by the date promised	0.0%	10.0%	6.6%	0.0%	7.7%	6.3%
Review staff provides excellent customer service	9.1%	0.0%	1.6%	0.0%	2.6%	2.8%
Review staff is easily accessible when assistance is needed to resolve problems	9.1%	10.0%	4.9%	0.0%	12.8%	8.3%
I understand Commercial Plan Review processes	4.5%	0.0%	3.3%	0.0%	0.0%	2.1%
Codes & policies are applied by review staff in a fair & practical manner	9.1%	5.0%	3.3%	0.0%	10.3%	6.3%
Review staff anticipates obstacles & provide options when they are available	4.5%	0.0%	6.6%	0.0%	2.6%	4.2%
Plan review comments applied to my project are reasonable & justified	4.5%	5.0%	4.9%	0.0%	2.6%	4.2%
None chosen	4.5%	10.0%	9.8%	0.0%	12.8%	9.7%

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

N=144

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q7. 2nd choice</u>						
Length of time review process takes to complete	18.2%	10.0%	8.2%	0.0%	15.4%	11.8%
How easy review process is to complete	13.6%	10.0%	16.4%	50.0%	20.5%	16.7%
Technical competence of review staff	18.2%	5.0%	8.2%	0.0%	10.3%	9.7%
Review services are completed by the date promised	4.5%	20.0%	8.2%	0.0%	2.6%	7.6%
Review staff provides excellent customer service	0.0%	10.0%	4.9%	0.0%	2.6%	4.2%
Review staff is easily accessible when assistance is needed to resolve problems	9.1%	15.0%	21.3%	0.0%	7.7%	14.6%
I understand Commercial Plan Review processes	0.0%	0.0%	3.3%	0.0%	0.0%	1.4%
Codes & policies are applied by review staff in a fair & practical manner	22.7%	15.0%	1.6%	50.0%	5.1%	8.3%
Review staff anticipates obstacles & provide options when they are available	4.5%	0.0%	8.2%	0.0%	15.4%	8.3%
Plan review comments applied to my project are reasonable & justified	4.5%	5.0%	8.2%	0.0%	7.7%	6.9%
None chosen	4.5%	10.0%	11.5%	0.0%	12.8%	10.4%

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

N=144

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q7. 3rd choice</u>						
Length of time review process takes to complete	9.1%	5.0%	11.5%	0.0%	7.7%	9.0%
How easy review process is to complete	4.5%	5.0%	14.8%	0.0%	5.1%	9.0%
Technical competence of review staff	4.5%	35.0%	3.3%	0.0%	12.8%	10.4%
Review services are completed by the date promised	18.2%	5.0%	6.6%	0.0%	0.0%	6.3%
Review staff provides excellent customer service	4.5%	10.0%	9.8%	50.0%	5.1%	8.3%
Review staff is easily accessible when assistance is needed to resolve problems	18.2%	15.0%	13.1%	0.0%	12.8%	13.9%
I understand Commercial Plan Review processes	0.0%	0.0%	4.9%	0.0%	7.7%	4.2%
Codes & policies are applied by review staff in a fair & practical manner	4.5%	0.0%	11.5%	0.0%	7.7%	7.6%
Review staff anticipates obstacles & provide options when they are available	18.2%	5.0%	8.2%	0.0%	15.4%	11.1%
Plan review comments applied to my project are reasonable & justified	13.6%	10.0%	4.9%	50.0%	10.3%	9.0%
None chosen	4.5%	10.0%	11.5%	0.0%	15.4%	11.1%

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

N=144

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time review process takes to complete	68.2%	55.0%	62.3%	50.0%	51.3%	59.0%
How easy review process is to complete	27.3%	20.0%	42.6%	50.0%	38.5%	36.1%
Technical competence of review staff	27.3%	55.0%	16.4%	50.0%	30.8%	27.8%
Review services are completed by the date promised	22.7%	35.0%	21.3%	0.0%	10.3%	20.1%
Review staff provides excellent customer service	13.6%	20.0%	16.4%	50.0%	10.3%	15.3%
Review staff is easily accessible when assistance is needed to resolve problems	36.4%	40.0%	39.3%	0.0%	33.3%	36.8%
I understand Commercial Plan Review processes	4.5%	0.0%	11.5%	0.0%	7.7%	7.6%
Codes & policies are applied by review staff in a fair & practical manner	36.4%	20.0%	16.4%	50.0%	23.1%	22.2%
Review staff anticipates obstacles & provide options when they are available	27.3%	5.0%	23.0%	0.0%	33.3%	23.6%
Plan review comments applied to my project are reasonable & justified	22.7%	20.0%	18.0%	50.0%	20.5%	20.1%
None chosen	4.5%	10.0%	9.8%	0.0%	12.8%	9.7%

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

N=383

Q48. What best describes you?						Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other		

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

Yes	31.0%	35.2%	33.8%	18.6%	25.4%	30.3%
No	69.0%	64.8%	66.2%	81.4%	74.6%	69.7%

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

N=116

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q9-1. Length of time review process takes to complete</u>						
Very satisfied	22.7%	10.5%	22.4%	12.5%	41.2%	22.6%
Satisfied	18.2%	31.6%	38.8%	37.5%	17.6%	30.4%
Neutral	27.3%	15.8%	14.3%	12.5%	5.9%	15.7%
Dissatisfied	9.1%	21.1%	14.3%	0.0%	17.6%	13.9%
Very dissatisfied	22.7%	21.1%	10.2%	37.5%	17.6%	17.4%
<u>Q9-2. How easy review process is to complete</u>						
Very satisfied	18.2%	10.5%	16.3%	25.0%	35.7%	18.8%
Satisfied	31.8%	47.4%	49.0%	12.5%	14.3%	38.4%
Neutral	13.6%	10.5%	10.2%	25.0%	21.4%	13.4%
Dissatisfied	13.6%	26.3%	14.3%	0.0%	7.1%	14.3%
Very dissatisfied	22.7%	5.3%	10.2%	37.5%	21.4%	15.2%

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

N=116

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q9-3. Technical competence of review staff</u>						
Very satisfied	31.8%	10.5%	22.4%	12.5%	56.3%	26.3%
Satisfied	40.9%	63.2%	49.0%	25.0%	6.3%	42.1%
Neutral	13.6%	5.3%	14.3%	12.5%	25.0%	14.0%
Dissatisfied	4.5%	15.8%	6.1%	12.5%	6.3%	7.9%
Very dissatisfied	9.1%	5.3%	8.2%	37.5%	6.3%	9.6%
<u>Q9-4. Review services are completed by the date promised</u>						
Very satisfied	31.8%	5.3%	16.3%	12.5%	37.5%	20.2%
Satisfied	13.6%	26.3%	44.9%	37.5%	18.8%	31.6%
Neutral	27.3%	21.1%	10.2%	0.0%	25.0%	16.7%
Dissatisfied	18.2%	26.3%	18.4%	25.0%	12.5%	19.3%
Very dissatisfied	9.1%	21.1%	10.2%	25.0%	6.3%	12.3%

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

N=116

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q9-5. Review staff provides excellent customer service</u>						
Very satisfied	31.8%	5.3%	22.9%	25.0%	46.7%	25.0%
Satisfied	36.4%	36.8%	41.7%	12.5%	20.0%	34.8%
Neutral	9.1%	31.6%	12.5%	0.0%	26.7%	16.1%
Dissatisfied	9.1%	15.8%	12.5%	12.5%	0.0%	10.7%
Very dissatisfied	13.6%	10.5%	10.4%	50.0%	6.7%	13.4%
<u>Q9-6. Review staff is easily accessible when assistance is needed to resolve problems</u>						
Very satisfied	13.6%	5.3%	12.5%	0.0%	33.3%	13.4%
Satisfied	36.4%	26.3%	41.7%	25.0%	20.0%	33.9%
Neutral	18.2%	31.6%	12.5%	12.5%	40.0%	20.5%
Dissatisfied	22.7%	21.1%	22.9%	12.5%	0.0%	18.8%
Very dissatisfied	9.1%	15.8%	10.4%	50.0%	6.7%	13.4%

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

N=116

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q9-7. I understand Expedited Building Plan Review process</u>						
Very satisfied	31.8%	21.1%	20.8%	0.0%	53.3%	25.9%
Satisfied	22.7%	52.6%	52.1%	25.0%	20.0%	40.2%
Neutral	22.7%	15.8%	12.5%	37.5%	13.3%	17.0%
Dissatisfied	9.1%	5.3%	12.5%	0.0%	6.7%	8.9%
Very dissatisfied	13.6%	5.3%	2.1%	37.5%	6.7%	8.0%
<u>Q9-8. Codes & policies are applied by review staff in a fair & practical manner</u>						
Very satisfied	27.3%	5.3%	13.0%	12.5%	37.5%	18.0%
Satisfied	31.8%	52.6%	45.7%	25.0%	18.8%	38.7%
Neutral	18.2%	21.1%	19.6%	0.0%	25.0%	18.9%
Dissatisfied	9.1%	5.3%	6.5%	25.0%	6.3%	8.1%
Very dissatisfied	13.6%	15.8%	15.2%	37.5%	12.5%	16.2%

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

N=116

Q48. What best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

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

Very satisfied	13.6%	5.3%	17.8%	12.5%	31.3%	16.4%
Satisfied	31.8%	42.1%	35.6%	25.0%	25.0%	33.6%
Neutral	27.3%	5.3%	17.8%	0.0%	12.5%	15.5%
Dissatisfied	13.6%	31.6%	15.6%	12.5%	12.5%	17.3%
Very dissatisfied	13.6%	15.8%	13.3%	50.0%	18.8%	17.3%

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

Very satisfied	13.6%	5.3%	17.0%	12.5%	43.8%	17.9%
Satisfied	36.4%	47.4%	38.3%	12.5%	18.8%	34.8%
Neutral	27.3%	21.1%	23.4%	12.5%	12.5%	21.4%
Dissatisfied	9.1%	5.3%	8.5%	0.0%	12.5%	8.0%
Very dissatisfied	13.6%	21.1%	12.8%	62.5%	12.5%	17.9%

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

N=116

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q10. Top choice</u>						
Length of time review process takes to complete	27.3%	52.6%	42.0%	25.0%	35.3%	38.8%
How easy review process is to complete	22.7%	0.0%	4.0%	25.0%	17.6%	10.3%
Technical competence of review staff	4.5%	10.5%	4.0%	0.0%	11.8%	6.0%
Review services are completed by the date promised	0.0%	10.5%	4.0%	12.5%	0.0%	4.3%
Review staff provides excellent customer service	9.1%	5.3%	2.0%	12.5%	5.9%	5.2%
Review staff is easily accessible when assistance is needed to resolve problems	4.5%	5.3%	4.0%	12.5%	0.0%	4.3%
I understand Expedited Building Plan Review process	4.5%	0.0%	4.0%	0.0%	5.9%	3.4%
Codes & policies are applied by review staff in a fair & practical manner	4.5%	0.0%	2.0%	0.0%	0.0%	1.7%
Review staff anticipates obstacles & provide options when they are available	4.5%	0.0%	4.0%	0.0%	5.9%	3.4%
Plan review comments applied to my project are reasonable & justified	18.2%	5.3%	10.0%	12.5%	5.9%	10.3%
None chosen	0.0%	10.5%	20.0%	0.0%	11.8%	12.1%

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

N=116

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q10. 2nd choice</u>						
Length of time review process takes to complete	13.6%	10.5%	6.0%	0.0%	5.9%	7.8%
How easy review process is to complete	0.0%	15.8%	12.0%	0.0%	0.0%	7.8%
Technical competence of review staff	22.7%	15.8%	8.0%	0.0%	5.9%	11.2%
Review services are completed by the date promised	4.5%	10.5%	12.0%	12.5%	29.4%	12.9%
Review staff provides excellent customer service	4.5%	0.0%	4.0%	37.5%	11.8%	6.9%
Review staff is easily accessible when assistance is needed to resolve problems	18.2%	5.3%	14.0%	25.0%	11.8%	13.8%
I understand Expedited Building Plan Review process	0.0%	0.0%	2.0%	0.0%	5.9%	1.7%
Codes & policies are applied by review staff in a fair & practical manner	22.7%	15.8%	8.0%	0.0%	0.0%	10.3%
Review staff anticipates obstacles & provide options when they are available	4.5%	5.3%	4.0%	12.5%	17.6%	6.9%
Plan review comments applied to my project are reasonable & justified	4.5%	0.0%	8.0%	12.5%	0.0%	5.2%
None chosen	4.5%	21.1%	22.0%	0.0%	11.8%	15.5%

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

N=116

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q10. 3rd choice</u>						
Length of time review process takes to complete	13.6%	0.0%	6.0%	12.5%	5.9%	6.9%
How easy review process is to complete	4.5%	0.0%	6.0%	25.0%	5.9%	6.0%
Technical competence of review staff	4.5%	10.5%	6.0%	0.0%	0.0%	5.2%
Review services are completed by the date promised	9.1%	5.3%	4.0%	0.0%	0.0%	4.3%
Review staff provides excellent customer service	0.0%	15.8%	12.0%	0.0%	0.0%	7.8%
Review staff is easily accessible when assistance is needed to resolve problems	22.7%	10.5%	12.0%	12.5%	17.6%	14.7%
I understand Expedited Building Plan Review process	4.5%	0.0%	0.0%	12.5%	11.8%	3.4%
Codes & policies are applied by review staff in a fair & practical manner	4.5%	10.5%	6.0%	25.0%	5.9%	7.8%
Review staff anticipates obstacles & provide options when they are available	13.6%	10.5%	14.0%	12.5%	23.5%	14.7%
Plan review comments applied to my project are reasonable & justified	13.6%	10.5%	8.0%	0.0%	17.6%	10.3%
None chosen	9.1%	26.3%	26.0%	0.0%	11.8%	19.0%

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

N=116

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q10. Top choice</u>						
Length of time review process takes to complete	54.5%	63.2%	54.0%	37.5%	47.1%	53.4%
How easy review process is to complete	27.3%	15.8%	22.0%	50.0%	23.5%	24.1%
Technical competence of review staff	31.8%	36.8%	18.0%	0.0%	17.6%	22.4%
Review services are completed by the date promised	13.6%	26.3%	20.0%	25.0%	29.4%	21.6%
Review staff provides excellent customer service	13.6%	21.1%	18.0%	50.0%	17.6%	19.8%
Review staff is easily accessible when assistance is needed to resolve problems	45.5%	21.1%	30.0%	50.0%	29.4%	32.8%
I understand Expedited Building Plan Review process	9.1%	0.0%	6.0%	12.5%	23.5%	8.6%
Codes & policies are applied by review staff in a fair & practical manner	31.8%	26.3%	16.0%	25.0%	5.9%	19.8%
Review staff anticipates obstacles & provide options when they are available	22.7%	15.8%	22.0%	25.0%	47.1%	25.0%
Plan review comments applied to my project are reasonable & justified	36.4%	15.8%	26.0%	25.0%	23.5%	25.9%
None chosen	0.0%	10.5%	20.0%	0.0%	11.8%	12.1%

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

N=383

Q48. What best describes you?						Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other		

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

Yes	57.7%	57.4%	39.9%	46.5%	31.3%	44.9%
No	42.3%	42.6%	60.1%	53.5%	68.7%	55.1%

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

N=172

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q12-1. Length of time review process takes to complete</u>						
Very satisfied	9.8%	12.9%	12.3%	30.0%	9.5%	13.5%
Satisfied	26.8%	32.3%	33.3%	25.0%	38.1%	31.2%
Neutral	22.0%	22.6%	3.5%	10.0%	4.8%	12.4%
Dissatisfied	19.5%	6.5%	19.3%	10.0%	19.0%	15.9%
Very dissatisfied	22.0%	25.8%	31.6%	25.0%	28.6%	27.1%
<u>Q12-2. How easy review process is to complete</u>						
Very satisfied	7.3%	12.9%	14.0%	25.0%	20.0%	14.2%
Satisfied	26.8%	29.0%	29.8%	25.0%	30.0%	28.4%
Neutral	26.8%	16.1%	10.5%	15.0%	15.0%	16.6%
Dissatisfied	17.1%	22.6%	15.8%	10.0%	15.0%	16.6%
Very dissatisfied	22.0%	19.4%	29.8%	25.0%	20.0%	24.3%

WITHOUT "DON'T KNOW"

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

N=172

	Q48. What best describes you?					Total
	Licensed Design Professio- nal	Developer/ Owner	Contracto- r/Builder	Resident	Other	
<u>Q12-3. Technical competence of review staff</u>						
Very satisfied	9.8%	25.8%	20.4%	44.4%	25.0%	22.0%
Satisfied	31.7%	29.0%	33.3%	27.8%	35.0%	31.7%
Neutral	26.8%	19.4%	13.0%	5.6%	20.0%	17.7%
Dissatisfied	19.5%	6.5%	11.1%	0.0%	5.0%	10.4%
Very dissatisfied	12.2%	19.4%	22.2%	22.2%	15.0%	18.3%

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

N=172

	<u>Q48. What best describes you?</u>					<u>Total</u>
	<u>Licensed Design Professional</u>	<u>Developer/ Owner</u>	<u>Contractor/ Builder</u>	<u>Resident</u>	<u>Other</u>	
<u>Q12-4. Review services are completed by the date promised</u>						
Very satisfied	10.0%	12.9%	17.5%	42.1%	25.0%	18.6%
Satisfied	32.5%	38.7%	24.6%	15.8%	25.0%	28.1%
Neutral	15.0%	12.9%	17.5%	10.5%	20.0%	15.6%
Dissatisfied	22.5%	16.1%	26.3%	5.3%	10.0%	19.2%
Very dissatisfied	20.0%	19.4%	14.0%	26.3%	20.0%	18.6%
<u>Q12-5. Review staff provides excellent customer service</u>						
Very satisfied	7.3%	6.5%	16.1%	42.1%	25.0%	16.2%
Satisfied	36.6%	41.9%	21.4%	21.1%	25.0%	29.3%
Neutral	24.4%	22.6%	21.4%	10.5%	25.0%	21.6%
Dissatisfied	12.2%	3.2%	19.6%	0.0%	10.0%	11.4%
Very dissatisfied	19.5%	25.8%	21.4%	26.3%	15.0%	21.6%

WITHOUT "DON'T KNOW"

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

N=172

Q48. What best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

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

Very satisfied	4.9%	12.9%	14.8%	33.3%	15.0%	14.0%
Satisfied	29.3%	22.6%	22.2%	22.2%	30.0%	25.0%
Neutral	26.8%	29.0%	18.5%	5.6%	20.0%	21.3%
Dissatisfied	19.5%	6.5%	20.4%	11.1%	10.0%	15.2%
Very dissatisfied	19.5%	29.0%	24.1%	27.8%	25.0%	24.4%

Q12-7. I understand Tree Ordinance Review process

Very satisfied	17.1%	19.4%	17.9%	31.6%	36.8%	21.7%
Satisfied	39.0%	38.7%	28.6%	26.3%	47.4%	34.9%
Neutral	17.1%	22.6%	26.8%	10.5%	15.8%	20.5%
Dissatisfied	9.8%	9.7%	12.5%	10.5%	0.0%	9.6%
Very dissatisfied	17.1%	9.7%	14.3%	21.1%	0.0%	13.3%

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

N=172

Q48. What best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

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

Very satisfied	7.3%	6.7%	12.7%	27.8%	15.0%	12.2%
Satisfied	26.8%	30.0%	21.8%	22.2%	30.0%	25.6%
Neutral	14.6%	23.3%	16.4%	11.1%	25.0%	17.7%
Dissatisfied	22.0%	3.3%	21.8%	5.6%	5.0%	14.6%
Very dissatisfied	29.3%	36.7%	27.3%	33.3%	25.0%	29.9%

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

Very satisfied	10.0%	6.7%	11.1%	17.6%	10.5%	10.6%
Satisfied	20.0%	26.7%	20.4%	23.5%	36.8%	23.8%
Neutral	22.5%	23.3%	14.8%	17.6%	5.3%	17.5%
Dissatisfied	15.0%	16.7%	22.2%	5.9%	10.5%	16.3%
Very dissatisfied	32.5%	26.7%	31.5%	35.3%	36.8%	31.9%

WITHOUT "DON'T KNOW"

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

N=172

Q48. What best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

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

Very satisfied	7.3%	9.7%	12.5%	26.3%	11.8%	12.2%
Satisfied	22.0%	29.0%	19.6%	21.1%	29.4%	23.2%
Neutral	19.5%	12.9%	16.1%	10.5%	17.6%	15.9%
Dissatisfied	17.1%	9.7%	19.6%	5.3%	17.6%	15.2%
Very dissatisfied	34.1%	38.7%	32.1%	36.8%	23.5%	33.5%

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

N=172

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q13. Top choice</u>						
Length of time review process takes to complete	12.2%	25.8%	22.0%	30.0%	28.6%	22.1%
How easy review process is to complete	7.3%	9.7%	6.8%	5.0%	9.5%	7.6%
Technical competence of review staff	14.6%	16.1%	6.8%	10.0%	14.3%	11.6%
Review services are completed by the date promised	0.0%	0.0%	5.1%	0.0%	4.8%	2.3%
Review staff provides excellent customer service	2.4%	3.2%	10.2%	0.0%	9.5%	5.8%
Review staff is easily accessible when assistance is needed to resolve problems	12.2%	3.2%	8.5%	10.0%	9.5%	8.7%
I understand Tree Ordinance Review process	2.4%	3.2%	1.7%	10.0%	0.0%	2.9%
Codes & policies are applied by review staff in a fair & practical manner	17.1%	19.4%	5.1%	10.0%	9.5%	11.6%
Review staff anticipates obstacles & provides options when they are available	4.9%	0.0%	3.4%	10.0%	0.0%	3.5%
Plan review comments applied to my project are reasonable & justified	24.4%	12.9%	6.8%	10.0%	4.8%	12.2%
None chosen	2.4%	6.5%	23.7%	5.0%	9.5%	11.6%

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

N=172

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q13. 2nd choice</u>						
Length of time review process takes to complete	9.8%	16.1%	6.8%	5.0%	14.3%	9.9%
How easy review process is to complete	4.9%	9.7%	13.6%	5.0%	9.5%	9.3%
Technical competence of review staff	4.9%	12.9%	3.4%	10.0%	0.0%	5.8%
Review services are completed by the date promised	7.3%	3.2%	6.8%	15.0%	19.0%	8.7%
Review staff provides excellent customer service	7.3%	3.2%	3.4%	5.0%	9.5%	5.2%
Review staff is easily accessible when assistance is needed to resolve problems	12.2%	9.7%	11.9%	0.0%	23.8%	11.6%
I understand Tree Ordinance Review process	0.0%	3.2%	1.7%	15.0%	9.5%	4.1%
Codes & policies are applied by review staff in a fair & practical manner	14.6%	19.4%	11.9%	10.0%	0.0%	12.2%
Review staff anticipates obstacles & provides options when they are available	9.8%	9.7%	6.8%	15.0%	0.0%	8.1%
Plan review comments applied to my project are reasonable & justified	22.0%	3.2%	8.5%	15.0%	4.8%	11.0%
None chosen	7.3%	9.7%	25.4%	5.0%	9.5%	14.0%

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

N=172

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q13. 3rd choice</u>						
Length of time review process takes to complete	9.8%	6.5%	8.5%	5.0%	4.8%	7.6%
How easy review process is to complete	7.3%	3.2%	1.7%	20.0%	4.8%	5.8%
Technical competence of review staff	4.9%	6.5%	8.5%	5.0%	4.8%	6.4%
Review services are completed by the date promised	7.3%	12.9%	3.4%	5.0%	4.8%	6.4%
Review staff provides excellent customer service	4.9%	9.7%	5.1%	15.0%	4.8%	7.0%
Review staff is easily accessible when assistance is needed to resolve problems	2.4%	9.7%	8.5%	10.0%	9.5%	7.6%
I understand Tree Ordinance Review process	4.9%	0.0%	3.4%	0.0%	0.0%	2.3%
Codes & policies are applied by review staff in a fair & practical manner	22.0%	6.5%	11.9%	5.0%	9.5%	12.2%
Review staff anticipates obstacles & provides options when they are available	17.1%	9.7%	10.2%	10.0%	23.8%	13.4%
Plan review comments applied to my project are reasonable & justified	12.2%	25.8%	13.6%	20.0%	14.3%	16.3%
None chosen	7.3%	9.7%	25.4%	5.0%	19.0%	15.1%

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

N=172

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time review process takes to complete	31.7%	48.4%	37.3%	40.0%	47.6%	39.5%
How easy review process is to complete	19.5%	22.6%	22.0%	30.0%	23.8%	22.7%
Technical competence of review staff	24.4%	35.5%	18.6%	25.0%	19.0%	23.8%
Review services are completed by the date promised	14.6%	16.1%	15.3%	20.0%	28.6%	17.4%
Review staff provides excellent customer service	14.6%	16.1%	18.6%	20.0%	23.8%	18.0%
Review staff is easily accessible when assistance is needed to resolve problems	26.8%	22.6%	28.8%	20.0%	42.9%	27.9%
I understand Tree Ordinance Review process	7.3%	6.5%	6.8%	25.0%	9.5%	9.3%
Codes & policies are applied by review staff in a fair & practical manner	53.7%	45.2%	28.8%	25.0%	19.0%	36.0%
Review staff anticipates obstacles & provides options when they are available	31.7%	19.4%	20.3%	35.0%	23.8%	25.0%
Plan review comments applied to my project are reasonable & justified	58.5%	41.9%	28.8%	45.0%	23.8%	39.5%
None chosen	2.4%	6.5%	23.7%	5.0%	9.5%	11.6%

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

N=383

Q48. What best describes you?						Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other		

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

Yes	49.3%	42.6%	29.1%	30.2%	35.8%	36.0%
No	50.7%	57.4%	70.9%	69.8%	64.2%	64.0%

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

N=138

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q15-1. Length of time review process takes to complete</u>						
Very satisfied	2.9%	9.1%	9.3%	7.7%	16.7%	8.8%
Satisfied	20.0%	9.1%	27.9%	15.4%	12.5%	19.0%
Neutral	14.3%	13.6%	23.3%	23.1%	8.3%	16.8%
Dissatisfied	22.9%	31.8%	9.3%	23.1%	20.8%	19.7%
Very dissatisfied	40.0%	36.4%	30.2%	30.8%	41.7%	35.8%
<u>Q15-2. How easy review process is to complete</u>						
Very satisfied	2.9%	13.6%	11.6%	7.7%	9.1%	8.9%
Satisfied	17.1%	0.0%	23.3%	7.7%	22.7%	16.3%
Neutral	11.4%	18.2%	25.6%	23.1%	27.3%	20.7%
Dissatisfied	14.3%	40.9%	4.7%	23.1%	13.6%	16.3%
Very dissatisfied	54.3%	27.3%	34.9%	38.5%	27.3%	37.8%

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

N=138

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q15-3. Technical competence of review staff</u>						
Very satisfied	11.4%	18.2%	14.0%	15.4%	17.4%	14.7%
Satisfied	25.7%	18.2%	30.2%	23.1%	26.1%	25.7%
Neutral	31.4%	40.9%	27.9%	23.1%	39.1%	32.4%
Dissatisfied	17.1%	4.5%	9.3%	7.7%	13.0%	11.0%
Very dissatisfied	14.3%	18.2%	18.6%	30.8%	4.3%	16.2%
<u>Q15-4. Review services are completed by the date promised</u>						
Very satisfied	2.9%	9.1%	7.0%	15.4%	17.4%	8.8%
Satisfied	17.1%	9.1%	32.6%	23.1%	26.1%	22.8%
Neutral	28.6%	27.3%	20.9%	30.8%	8.7%	22.8%
Dissatisfied	11.4%	18.2%	16.3%	7.7%	26.1%	16.2%
Very dissatisfied	40.0%	36.4%	23.3%	23.1%	21.7%	29.4%

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

N=138

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q15-5. Review staff provides excellent customer service</u>						
Very satisfied	11.4%	13.6%	14.0%	15.4%	13.6%	13.3%
Satisfied	14.3%	18.2%	34.9%	23.1%	27.3%	24.4%
Neutral	31.4%	27.3%	14.0%	23.1%	36.4%	25.2%
Dissatisfied	20.0%	13.6%	9.3%	15.4%	9.1%	13.3%
Very dissatisfied	22.9%	27.3%	27.9%	23.1%	13.6%	23.7%
<u>Q15-6. Review staff is easily accessible when assistance is needed to resolve problems</u>						
Very satisfied	8.6%	14.3%	11.6%	7.7%	17.4%	11.9%
Satisfied	11.4%	9.5%	23.3%	23.1%	17.4%	17.0%
Neutral	25.7%	23.8%	30.2%	23.1%	26.1%	26.7%
Dissatisfied	31.4%	23.8%	9.3%	23.1%	21.7%	20.7%
Very dissatisfied	22.9%	28.6%	25.6%	23.1%	17.4%	23.7%

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

N=138

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q15-7. I understand Site Plan Review process</u>						
Very satisfied	17.1%	28.6%	11.6%	0.0%	26.1%	17.0%
Satisfied	42.9%	33.3%	30.2%	23.1%	43.5%	35.6%
Neutral	22.9%	28.6%	30.2%	46.2%	13.0%	26.7%
Dissatisfied	8.6%	4.8%	16.3%	15.4%	8.7%	11.1%
Very dissatisfied	8.6%	4.8%	11.6%	15.4%	8.7%	9.6%
<u>Q15-8. Codes & policies are applied by review staff in a fair & practical manner</u>						
Very satisfied	5.7%	14.3%	9.3%	0.0%	20.0%	9.9%
Satisfied	25.7%	23.8%	30.2%	25.0%	25.0%	26.7%
Neutral	20.0%	23.8%	25.6%	16.7%	25.0%	22.9%
Dissatisfied	25.7%	19.0%	14.0%	25.0%	15.0%	19.1%
Very dissatisfied	22.9%	19.0%	20.9%	33.3%	15.0%	21.4%

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

N=138

Q48. What best describes you?						Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other		

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

Very satisfied	5.7%	14.3%	7.5%	0.0%	17.4%	9.2%
Satisfied	11.4%	19.0%	30.0%	25.0%	17.4%	20.6%
Neutral	25.7%	23.8%	15.0%	8.3%	17.4%	19.1%
Dissatisfied	20.0%	19.0%	15.0%	25.0%	21.7%	19.1%
Very dissatisfied	37.1%	23.8%	32.5%	41.7%	26.1%	32.1%

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

Very satisfied	5.7%	13.6%	7.1%	7.7%	18.2%	9.7%
Satisfied	20.0%	22.7%	31.0%	7.7%	18.2%	22.4%
Neutral	17.1%	31.8%	28.6%	30.8%	18.2%	24.6%
Dissatisfied	37.1%	4.5%	11.9%	15.4%	22.7%	19.4%
Very dissatisfied	20.0%	27.3%	21.4%	38.5%	22.7%	23.9%

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

N=138

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q16. Top choice</u>						
Length of time review process takes to complete	28.6%	47.8%	39.5%	46.2%	25.0%	36.2%
How easy review process is to complete	11.4%	0.0%	11.6%	0.0%	0.0%	6.5%
Technical competence of review staff	8.6%	8.7%	7.0%	7.7%	12.5%	8.7%
Review services are completed by the date promised	0.0%	0.0%	2.3%	7.7%	4.2%	2.2%
Review staff provides excellent customer service	8.6%	0.0%	2.3%	0.0%	4.2%	3.6%
Review staff is easily accessible when assistance is needed to resolve problems	14.3%	0.0%	2.3%	0.0%	8.3%	5.8%
I understand Site Plan Review process	2.9%	4.3%	0.0%	0.0%	8.3%	2.9%
Codes & policies are applied by review staff in a fair & practical manner	11.4%	4.3%	7.0%	15.4%	16.7%	10.1%
Review staff anticipates obstacles & provides options when they are available	2.9%	0.0%	0.0%	7.7%	4.2%	2.2%
Plan review comments applied to my project are reasonable & justified	8.6%	8.7%	0.0%	0.0%	4.2%	4.3%
None chosen	2.9%	26.1%	27.9%	15.4%	12.5%	17.4%

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

N=138

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q16. 2nd choice</u>						
Length of time review process takes to complete	5.7%	0.0%	4.7%	0.0%	16.7%	5.8%
How easy review process is to complete	5.7%	13.0%	16.3%	30.8%	4.2%	12.3%
Technical competence of review staff	17.1%	8.7%	7.0%	0.0%	8.3%	9.4%
Review services are completed by the date promised	5.7%	17.4%	18.6%	0.0%	8.3%	11.6%
Review staff provides excellent customer service	5.7%	4.3%	4.7%	0.0%	0.0%	3.6%
Review staff is easily accessible when assistance is needed to resolve problems	20.0%	8.7%	4.7%	7.7%	16.7%	11.6%
I understand Site Plan Review process	0.0%	4.3%	4.7%	0.0%	0.0%	2.2%
Codes & policies are applied by review staff in a fair & practical manner	20.0%	8.7%	0.0%	0.0%	4.2%	7.2%
Review staff anticipates obstacles & provides options when they are available	8.6%	4.3%	9.3%	23.1%	16.7%	10.9%
Plan review comments applied to my project are reasonable & justified	5.7%	4.3%	2.3%	23.1%	12.5%	7.2%
None chosen	5.7%	26.1%	27.9%	15.4%	12.5%	18.1%

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

N=138

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q16. 3rd choice</u>						
Length of time review process takes to complete	14.3%	13.0%	4.7%	0.0%	4.2%	8.0%
How easy review process is to complete	8.6%	4.3%	4.7%	0.0%	12.5%	6.5%
Technical competence of review staff	2.9%	17.4%	0.0%	7.7%	4.2%	5.1%
Review services are completed by the date promised	17.1%	0.0%	2.3%	0.0%	4.2%	5.8%
Review staff provides excellent customer service	0.0%	8.7%	9.3%	15.4%	4.2%	6.5%
Review staff is easily accessible when assistance is needed to resolve problems	8.6%	17.4%	23.3%	7.7%	4.2%	13.8%
I understand Site Plan Review process	0.0%	0.0%	4.7%	7.7%	0.0%	2.2%
Codes & policies are applied by review staff in a fair & practical manner	11.4%	4.3%	4.7%	15.4%	8.3%	8.0%
Review staff anticipates obstacles & provides options when they are available	8.6%	0.0%	7.0%	15.4%	20.8%	9.4%
Plan review comments applied to my project are reasonable & justified	22.9%	4.3%	11.6%	15.4%	25.0%	15.9%
None chosen	5.7%	30.4%	27.9%	15.4%	12.5%	18.8%

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

N=138

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q16. Top choice</u>						
Length of time review process takes to complete	48.6%	60.9%	48.8%	46.2%	45.8%	50.0%
How easy review process is to complete	25.7%	17.4%	32.6%	30.8%	16.7%	25.4%
Technical competence of review staff	28.6%	34.8%	14.0%	15.4%	25.0%	23.2%
Review services are completed by the date promised	22.9%	17.4%	23.3%	7.7%	16.7%	19.6%
Review staff provides excellent customer service	14.3%	13.0%	16.3%	15.4%	8.3%	13.8%
Review staff is easily accessible when assistance is needed to resolve problems	42.9%	26.1%	30.2%	15.4%	29.2%	31.2%
I understand Site Plan Review process	2.9%	8.7%	9.3%	7.7%	8.3%	7.2%
Codes & policies are applied by review staff in a fair & practical manner	42.9%	17.4%	11.6%	30.8%	29.2%	25.4%
Review staff anticipates obstacles & provides options when they are available	20.0%	4.3%	16.3%	46.2%	41.7%	22.5%
Plan review comments applied to my project are reasonable & justified	37.1%	17.4%	14.0%	38.5%	41.7%	27.5%
None chosen	2.9%	26.1%	27.9%	15.4%	12.5%	17.4%

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

N=383

Q48. What best describes you?						Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other		

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

Yes	19.7%	14.8%	2.7%	0.0%	7.5%	8.1%
No	80.3%	85.2%	97.3%	100.0%	92.5%	91.9%

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

N=31	Q48. What best describes you?				Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Other	
<u>Q18-1. Length of time review process takes to complete</u>					
Satisfied	14.3%	0.0%	25.0%	20.0%	12.9%
Neutral	21.4%	0.0%	0.0%	20.0%	12.9%
Dissatisfied	21.4%	25.0%	25.0%	60.0%	29.0%
Very dissatisfied	42.9%	75.0%	50.0%	0.0%	45.2%
<u>Q18-2. How easy review process is to complete</u>					
Satisfied	0.0%	0.0%	25.0%	20.0%	6.5%
Neutral	28.6%	0.0%	0.0%	40.0%	19.4%
Dissatisfied	28.6%	37.5%	0.0%	40.0%	29.0%
Very dissatisfied	42.9%	62.5%	75.0%	0.0%	45.2%
<u>Q18-3. Technical competence of review staff</u>					
Very satisfied	7.1%	0.0%	0.0%	0.0%	3.3%
Satisfied	21.4%	12.5%	0.0%	40.0%	20.0%
Neutral	35.7%	25.0%	66.7%	40.0%	36.7%
Dissatisfied	7.1%	0.0%	0.0%	20.0%	6.7%
Very dissatisfied	28.6%	62.5%	33.3%	0.0%	33.3%

WITHOUT "DON'T KNOW"

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

N=31	Q48. What best describes you?				Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Other	
<u>Q18-4. Review services are completed by the date promised</u>					
Satisfied	14.3%	0.0%	0.0%	40.0%	13.3%
Neutral	35.7%	0.0%	0.0%	0.0%	16.7%
Dissatisfied	28.6%	25.0%	33.3%	40.0%	30.0%
Very dissatisfied	21.4%	75.0%	66.7%	20.0%	40.0%
<u>Q18-5. Review staff provides excellent customer service</u>					
Satisfied	7.1%	12.5%	0.0%	60.0%	16.1%
Neutral	50.0%	12.5%	25.0%	20.0%	32.3%
Dissatisfied	14.3%	12.5%	25.0%	0.0%	12.9%
Very dissatisfied	28.6%	62.5%	50.0%	20.0%	38.7%
<u>Q18-6. Review staff is easily accessible when assistance is needed to resolve problems</u>					
Satisfied	14.3%	25.0%	0.0%	25.0%	16.7%
Neutral	28.6%	0.0%	25.0%	25.0%	20.0%
Dissatisfied	28.6%	25.0%	25.0%	50.0%	30.0%
Very dissatisfied	28.6%	50.0%	50.0%	0.0%	33.3%

WITHOUT "DON'T KNOW"

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

N=31	Q48. What best describes you?				Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Other	
<u>Q18-7. I understand Subdivision Review process</u>					
Very satisfied	7.1%	37.5%	0.0%	25.0%	17.2%
Satisfied	57.1%	25.0%	0.0%	50.0%	41.4%
Neutral	21.4%	0.0%	33.3%	0.0%	13.8%
Dissatisfied	7.1%	12.5%	33.3%	0.0%	10.3%
Very dissatisfied	7.1%	25.0%	33.3%	25.0%	17.2%
<u>Q18-8. Codes & policies are applied by review staff in a fair & practical manner</u>					
Satisfied	14.3%	25.0%	0.0%	50.0%	21.4%
Neutral	28.6%	12.5%	50.0%	25.0%	25.0%
Dissatisfied	28.6%	12.5%	0.0%	0.0%	17.9%
Very dissatisfied	28.6%	50.0%	50.0%	25.0%	35.7%
<u>Q18-9. Review staff anticipates obstacles & provides options when they are available</u>					
Satisfied	7.1%	12.5%	0.0%	20.0%	10.0%
Neutral	21.4%	12.5%	0.0%	40.0%	20.0%
Dissatisfied	35.7%	0.0%	33.3%	0.0%	20.0%
Very dissatisfied	35.7%	75.0%	66.7%	40.0%	50.0%

WITHOUT "DON'T KNOW"

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

N=31	Q48. What best describes you?				Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Other	

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

Satisfied	7.1%	25.0%	0.0%	40.0%	16.7%
Neutral	28.6%	12.5%	33.3%	20.0%	23.3%
Dissatisfied	21.4%	12.5%	33.3%	40.0%	23.3%
Very dissatisfied	42.9%	50.0%	33.3%	0.0%	36.7%

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

N=31

	Q48. What best describes you?				Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Other	
<u>Q19. Top choice</u>					
Length of time review process takes to complete	7.1%	62.5%	75.0%	60.0%	38.7%
How easy review process is to complete	14.3%	0.0%	0.0%	0.0%	6.5%
Technical competence of review staff	7.1%	12.5%	0.0%	20.0%	9.7%
Review staff provides excellent customer service	0.0%	0.0%	0.0%	20.0%	3.2%
Review staff is easily accessible when assistance is needed to resolve problems	14.3%	12.5%	0.0%	0.0%	9.7%
Codes & policies are applied by review staff in a fair & practical manner	14.3%	0.0%	0.0%	0.0%	6.5%
Review staff anticipates obstacles & provides options when they are available	14.3%	0.0%	0.0%	0.0%	6.5%
Plan review comments applied to my project are reasonable & justified	28.6%	0.0%	0.0%	0.0%	12.9%
None chosen	0.0%	12.5%	25.0%	0.0%	6.5%

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

N=31

	Q48. What best describes you?				Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Other	
<u>Q19. 2nd choice</u>					
Length of time review process takes to complete	14.3%	0.0%	0.0%	0.0%	6.5%
How easy review process is to complete	21.4%	12.5%	0.0%	0.0%	12.9%
Technical competence of review staff	14.3%	12.5%	0.0%	20.0%	12.9%
Review services are completed by the date promised	0.0%	0.0%	25.0%	20.0%	6.5%
Review staff is easily accessible when assistance is needed to resolve problems	0.0%	25.0%	25.0%	20.0%	12.9%
Codes & policies are applied by review staff in a fair & practical manner	28.6%	25.0%	0.0%	0.0%	19.4%
Review staff anticipates obstacles & provides options when they are available	7.1%	0.0%	0.0%	40.0%	9.7%
Plan review comments applied to my project are reasonable & justified	14.3%	12.5%	25.0%	0.0%	12.9%
None chosen	0.0%	12.5%	25.0%	0.0%	6.5%

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

N=31

	Q48. What best describes you?				Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Other	
<u>Q19. 3rd choice</u>					
Length of time review process takes to complete	0.0%	12.5%	0.0%	0.0%	3.2%
How easy review process is to complete	0.0%	0.0%	25.0%	20.0%	6.5%
Technical competence of review staff	14.3%	25.0%	25.0%	0.0%	16.1%
Review services are completed by the date promised	7.1%	12.5%	0.0%	0.0%	6.5%
Review staff provides excellent customer service	7.1%	0.0%	25.0%	0.0%	6.5%
Review staff is easily accessible when assistance is needed to resolve problems	21.4%	12.5%	0.0%	20.0%	16.1%
I understand Subdivision Review process	7.1%	0.0%	0.0%	20.0%	6.5%
Codes & policies are applied by review staff in a fair & practical manner	7.1%	0.0%	0.0%	0.0%	3.2%
Review staff anticipates obstacles & provides options when they are available	7.1%	0.0%	0.0%	40.0%	9.7%
Plan review comments applied to my project are reasonable & justified	28.6%	25.0%	0.0%	0.0%	19.4%
None chosen	0.0%	12.5%	25.0%	0.0%	6.5%

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

N=31

	Q48. What best describes you?				Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Other	
<u>Q19. Top choice</u>					
Length of time review process takes to complete	21.4%	75.0%	75.0%	60.0%	48.4%
How easy review process is to complete	35.7%	12.5%	25.0%	20.0%	25.8%
Technical competence of review staff	35.7%	50.0%	25.0%	40.0%	38.7%
Review services are completed by the date promised	7.1%	12.5%	25.0%	20.0%	12.9%
Review staff provides excellent customer service	7.1%	0.0%	25.0%	20.0%	9.7%
Review staff is easily accessible when assistance is needed to resolve problems	35.7%	50.0%	25.0%	40.0%	38.7%
I understand Subdivision Review process	7.1%	0.0%	0.0%	20.0%	6.5%
Codes & policies are applied by review staff in a fair & practical manner	50.0%	25.0%	0.0%	0.0%	29.0%
Review staff anticipates obstacles & provides options when they are available	28.6%	0.0%	0.0%	80.0%	25.8%
Plan review comments applied to my project are reasonable & justified	71.4%	37.5%	25.0%	0.0%	45.2%
None chosen	0.0%	12.5%	25.0%	0.0%	6.5%

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

N=383

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q20. How satisfied are you with overall DSD Plan Review Division</u>						
Very satisfied	6.5%	7.1%	12.0%	14.7%	19.3%	11.9%
Satisfied	22.6%	16.7%	29.9%	23.5%	26.3%	25.3%
Neutral	30.6%	11.9%	23.1%	8.8%	21.1%	21.2%
Dissatisfied	27.4%	26.2%	23.9%	20.6%	21.1%	24.0%
Very dissatisfied	12.9%	38.1%	11.1%	32.4%	12.3%	17.6%

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

N=524

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q21. Have you interacted with DSD Inspection Division during past year</u>						
Yes	41.3%	71.0%	88.8%	52.5%	56.0%	68.7%
No	58.8%	29.0%	11.2%	47.5%	44.0%	31.3%

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

N=360

Q48. What best describes you?						Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other		

Q22. Have you received Residential Inspections in past year

Yes	42.4%	61.2%	61.1%	81.3%	44.6%	58.6%
No	57.6%	38.8%	38.9%	18.8%	55.4%	41.4%

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

N=211	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q23-1. Length of time an inspection process takes to complete</u>						
Very satisfied	7.1%	14.3%	23.4%	26.9%	16.0%	20.6%
Satisfied	28.6%	35.7%	50.5%	30.8%	36.0%	42.6%
Neutral	14.3%	21.4%	13.5%	15.4%	12.0%	14.7%
Dissatisfied	28.6%	7.1%	9.0%	7.7%	20.0%	11.3%
Very dissatisfied	21.4%	21.4%	3.6%	19.2%	16.0%	10.8%
<u>Q23-2. How easy an inspection process is to complete</u>						
Very satisfied	14.3%	17.2%	20.5%	19.2%	16.7%	19.0%
Satisfied	21.4%	37.9%	43.8%	26.9%	29.2%	37.6%
Neutral	21.4%	6.9%	17.9%	7.7%	20.8%	15.6%
Dissatisfied	21.4%	13.8%	9.8%	19.2%	20.8%	13.7%
Very dissatisfied	21.4%	24.1%	8.0%	26.9%	12.5%	14.1%

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

N=211	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q23-3. Technical competence of inspection staff</u>						
Very satisfied	7.1%	20.7%	19.6%	23.1%	24.0%	19.9%
Satisfied	28.6%	34.5%	38.4%	30.8%	32.0%	35.4%
Neutral	35.7%	20.7%	25.9%	11.5%	20.0%	23.3%
Dissatisfied	14.3%	6.9%	9.8%	11.5%	4.0%	9.2%
Very dissatisfied	14.3%	17.2%	6.3%	23.1%	20.0%	12.1%
<u>Q23-4. Inspections are completed by the date promised</u>						
Very satisfied	7.1%	20.0%	19.6%	26.9%	16.0%	19.3%
Satisfied	28.6%	26.7%	38.4%	23.1%	40.0%	34.3%
Neutral	14.3%	16.7%	27.7%	15.4%	8.0%	21.3%
Dissatisfied	35.7%	23.3%	7.1%	11.5%	16.0%	13.0%
Very dissatisfied	14.3%	13.3%	7.1%	23.1%	20.0%	12.1%

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

N=211	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q23-5. Inspectors provide excellent customer service</u>						
Very satisfied	0.0%	13.8%	20.9%	19.2%	16.0%	17.6%
Satisfied	21.4%	27.6%	29.1%	26.9%	28.0%	27.9%
Neutral	35.7%	20.7%	24.5%	3.8%	16.0%	21.1%
Dissatisfied	14.3%	10.3%	13.6%	11.5%	24.0%	14.2%
Very dissatisfied	28.6%	27.6%	11.8%	38.5%	16.0%	19.1%
<u>Q23-6. Inspectors are easily accessible when assistance is needed to resolve problems</u>						
Very satisfied	0.0%	17.9%	19.1%	20.0%	16.0%	17.3%
Satisfied	28.6%	17.9%	29.1%	16.0%	28.0%	25.7%
Neutral	7.1%	10.7%	22.7%	12.0%	16.0%	17.8%
Dissatisfied	42.9%	17.9%	15.5%	12.0%	20.0%	17.8%
Very dissatisfied	21.4%	35.7%	13.6%	40.0%	20.0%	21.3%

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

N=211	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q23-7. I understand Residential Inspection process</u>						
Very satisfied	14.3%	13.3%	28.8%	24.0%	25.0%	24.5%
Satisfied	42.9%	50.0%	47.7%	28.0%	33.3%	43.6%
Neutral	21.4%	23.3%	13.5%	20.0%	20.8%	17.2%
Dissatisfied	7.1%	3.3%	7.2%	0.0%	8.3%	5.9%
Very dissatisfied	14.3%	10.0%	2.7%	28.0%	12.5%	8.8%
<u>Q23-8. Codes & policies are applied by inspection staff in a fair & practical manner</u>						
Very satisfied	7.1%	6.9%	16.4%	12.0%	12.0%	13.3%
Satisfied	7.1%	31.0%	40.0%	32.0%	36.0%	35.0%
Neutral	35.7%	20.7%	15.5%	4.0%	8.0%	15.3%
Dissatisfied	21.4%	6.9%	15.5%	8.0%	24.0%	14.8%
Very dissatisfied	28.6%	34.5%	12.7%	44.0%	20.0%	21.7%

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

N=211	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q23-9. Inspection staff anticipates obstacles & provides options when they are available</u>						
Very satisfied	7.7%	6.9%	14.7%	24.0%	20.0%	14.9%
Satisfied	15.4%	24.1%	28.4%	12.0%	20.0%	23.9%
Neutral	15.4%	31.0%	31.2%	8.0%	8.0%	24.4%
Dissatisfied	15.4%	10.3%	11.0%	8.0%	32.0%	13.4%
Very dissatisfied	46.2%	27.6%	14.7%	48.0%	20.0%	23.4%
<u>Q23-10. Inspection requirements are reasonable & justified</u>						
Very satisfied	7.1%	6.7%	15.3%	19.2%	12.0%	13.6%
Satisfied	14.3%	40.0%	39.6%	23.1%	36.0%	35.4%
Neutral	28.6%	13.3%	20.7%	11.5%	12.0%	18.0%
Dissatisfied	14.3%	13.3%	14.4%	11.5%	28.0%	15.5%
Very dissatisfied	35.7%	26.7%	9.9%	34.6%	12.0%	17.5%

WITHOUT "DON'T KNOW"

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

N=211

Q48. What best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

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

Very satisfied	7.7%	7.4%	17.3%	21.7%	10.0%	14.9%
Satisfied	23.1%	29.6%	37.8%	21.7%	15.0%	30.9%
Neutral	23.1%	25.9%	31.6%	30.4%	30.0%	29.8%
Dissatisfied	38.5%	7.4%	8.2%	4.3%	25.0%	11.6%
Very dissatisfied	7.7%	29.6%	5.1%	21.7%	20.0%	12.7%

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

N=211

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q24. Top choice</u>						
Length of time an inspection process takes to complete	21.4%	10.0%	20.7%	19.2%	12.0%	18.0%
How easy an inspection process is to complete	7.1%	3.3%	8.6%	11.5%	8.0%	8.1%
Technical competence of inspection staff	7.1%	16.7%	11.2%	15.4%	8.0%	11.8%
Inspections are completed by the date promised	14.3%	13.3%	7.8%	0.0%	8.0%	8.1%
Inspectors provide excellent customer service	7.1%	3.3%	6.0%	0.0%	12.0%	5.7%
Inspectors are easily accessible when assistance is needed to resolve problems	21.4%	10.0%	9.5%	0.0%	12.0%	9.5%
I understand Residential Inspection process	0.0%	3.3%	1.7%	7.7%	4.0%	2.8%

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

N=211

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q24. Top choice (Cont.)</u>						
Codes & policies are applied by inspection staff in a fair & practical manner	7.1%	6.7%	7.8%	23.1%	8.0%	9.5%
Inspection staff anticipates obstacles & provide options when they are available	7.1%	0.0%	3.4%	3.8%	0.0%	2.8%
Inspection requirements are reasonable & justified	7.1%	13.3%	3.4%	3.8%	0.0%	4.7%
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	0.0%	10.0%	0.9%	3.8%	12.0%	3.8%
None chosen	0.0%	10.0%	19.0%	11.5%	16.0%	15.2%

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

N=211

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q24. 2nd choice</u>						
Length of time an inspection process takes to complete	0.0%	3.3%	7.8%	7.7%	8.0%	6.6%
How easy an inspection process is to complete	7.1%	3.3%	6.9%	11.5%	8.0%	7.1%
Technical competence of inspection staff	14.3%	10.0%	6.9%	11.5%	4.0%	8.1%
Inspections are completed by the date promised	21.4%	16.7%	7.8%	7.7%	8.0%	10.0%
Inspectors provide excellent customer service	14.3%	10.0%	9.5%	7.7%	8.0%	9.5%
Inspectors are easily accessible when assistance is needed to resolve problems	14.3%	10.0%	12.1%	11.5%	8.0%	11.4%
I understand Residential Inspection process	0.0%	0.0%	0.0%	3.8%	4.0%	0.9%

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

N=211

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q24. 2nd choice (Cont.)</u>						
Codes & policies are applied by inspection staff in a fair & practical manner	21.4%	3.3%	7.8%	7.7%	8.0%	8.1%
Inspection staff anticipates obstacles & provide options when they are available	0.0%	13.3%	6.9%	15.4%	12.0%	9.0%
Inspection requirements are reasonable & justified	7.1%	16.7%	8.6%	3.8%	8.0%	9.0%
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	0.0%	0.0%	2.6%	0.0%	0.0%	1.4%
None chosen	0.0%	13.3%	23.3%	11.5%	24.0%	19.0%

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

N=211

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q24. 3rd choice</u>						
Length of time an inspection process takes to complete	7.1%	0.0%	3.4%	0.0%	16.0%	4.3%
How easy an inspection process is to complete	0.0%	3.3%	6.0%	7.7%	8.0%	5.7%
Technical competence of inspection staff	21.4%	6.7%	5.2%	3.8%	4.0%	6.2%
Inspections are completed by the date promised	7.1%	6.7%	7.8%	11.5%	4.0%	7.6%
Inspectors provide excellent customer service	0.0%	10.0%	6.9%	7.7%	4.0%	6.6%
Inspectors are easily accessible when assistance is needed to resolve problems	14.3%	13.3%	11.2%	19.2%	8.0%	12.3%
I understand Residential Inspection process	7.1%	6.7%	3.4%	0.0%	4.0%	3.8%

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

N=211

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q24. 3rd choice (Cont.)</u>						
Codes & policies are applied by inspection staff in a fair & practical manner	7.1%	26.7%	8.6%	3.8%	4.0%	10.0%
Inspection staff anticipates obstacles & provide options when they are available	0.0%	3.3%	8.6%	3.8%	8.0%	6.6%
Inspection requirements are reasonable & justified	28.6%	6.7%	10.3%	26.9%	12.0%	13.3%
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	7.1%	3.3%	4.3%	3.8%	4.0%	4.3%
None chosen	0.0%	13.3%	24.1%	11.5%	24.0%	19.4%

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

N=211

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q24. Top choice</u>						
Length of time an inspection process takes to complete	28.6%	13.3%	31.9%	26.9%	36.0%	28.9%
How easy an inspection process is to complete	14.3%	10.0%	21.6%	30.8%	24.0%	20.9%
Technical competence of inspection staff	42.9%	33.3%	23.3%	30.8%	16.0%	26.1%
Inspections are completed by the date promised	42.9%	36.7%	23.3%	19.2%	20.0%	25.6%
Inspectors provide excellent customer service	21.4%	23.3%	22.4%	15.4%	24.0%	21.8%
Inspectors are easily accessible when assistance is needed to resolve problems	50.0%	33.3%	32.8%	30.8%	28.0%	33.2%
I understand Residential Inspection process	7.1%	10.0%	5.2%	11.5%	12.0%	7.6%

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

N=211

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q24. Top choice (Cont.)</u>						
Codes & policies are applied by inspection staff in a fair & practical manner	35.7%	36.7%	24.1%	34.6%	20.0%	27.5%
Inspection staff anticipates obstacles & provide options when they are available	7.1%	16.7%	19.0%	23.1%	20.0%	18.5%
Inspection requirements are reasonable & justified	42.9%	36.7%	22.4%	34.6%	20.0%	27.0%
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	7.1%	13.3%	7.8%	7.7%	16.0%	9.5%
None chosen	0.0%	10.0%	19.0%	11.5%	16.0%	15.2%

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

N=360

Q48. What best describes you?						Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other		

Q25. Have you received Commercial Inspections in past year

Yes	39.4%	32.7%	49.5%	6.3%	50.0%	42.5%
No	60.6%	67.3%	50.5%	93.8%	50.0%	57.5%

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

N=153

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q26-1. Length of time an inspection process takes to complete</u>						
Very satisfied	7.7%	40.0%	24.7%	0.0%	22.2%	24.0%
Satisfied	15.4%	13.3%	53.8%	50.0%	44.4%	44.7%
Neutral	30.8%	0.0%	10.8%	0.0%	22.2%	13.3%
Dissatisfied	38.5%	20.0%	5.4%	0.0%	11.1%	10.7%
Very dissatisfied	7.7%	26.7%	5.4%	50.0%	0.0%	7.3%
<u>Q26-2. How easy an inspection process is to complete</u>						
Very satisfied	7.7%	40.0%	29.0%	50.0%	22.2%	27.3%
Satisfied	15.4%	26.7%	50.5%	0.0%	37.0%	42.0%
Neutral	38.5%	0.0%	8.6%	0.0%	25.9%	13.3%
Dissatisfied	30.8%	6.7%	6.5%	0.0%	11.1%	9.3%
Very dissatisfied	7.7%	26.7%	5.4%	50.0%	3.7%	8.0%

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

N=153

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q26-3. Technical competence of inspection staff</u>						
Very satisfied	0.0%	33.3%	33.7%	50.0%	26.9%	29.7%
Satisfied	38.5%	13.3%	48.9%	0.0%	50.0%	43.9%
Neutral	46.2%	26.7%	9.8%	0.0%	11.5%	14.9%
Dissatisfied	15.4%	13.3%	4.3%	0.0%	3.8%	6.1%
Very dissatisfied	0.0%	13.3%	3.3%	50.0%	7.7%	5.4%
<u>Q26-4. Inspections are completed by the date promised</u>						
Very satisfied	7.7%	13.3%	21.5%	0.0%	19.2%	18.8%
Satisfied	15.4%	33.3%	49.5%	50.0%	46.2%	44.3%
Neutral	30.8%	13.3%	11.8%	0.0%	26.9%	16.1%
Dissatisfied	38.5%	13.3%	12.9%	0.0%	7.7%	14.1%
Very dissatisfied	7.7%	26.7%	4.3%	50.0%	0.0%	6.7%

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

N=153

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q26-5. Inspectors provide excellent customer service</u>						
Very satisfied	0.0%	33.3%	33.0%	50.0%	23.1%	28.6%
Satisfied	23.1%	13.3%	37.4%	0.0%	30.8%	32.0%
Neutral	46.2%	13.3%	17.6%	0.0%	30.8%	21.8%
Dissatisfied	30.8%	13.3%	9.9%	0.0%	7.7%	11.6%
Very dissatisfied	0.0%	26.7%	2.2%	50.0%	7.7%	6.1%
<u>Q26-6. Inspectors are easily accessible when assistance is needed to resolve problems</u>						
Very satisfied	7.7%	21.4%	28.3%	50.0%	18.5%	24.3%
Satisfied	30.8%	14.3%	40.2%	0.0%	29.6%	34.5%
Neutral	30.8%	35.7%	13.0%	0.0%	25.9%	18.9%
Dissatisfied	15.4%	7.1%	13.0%	0.0%	22.2%	14.2%
Very dissatisfied	15.4%	21.4%	5.4%	50.0%	3.7%	8.1%

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

N=153

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q26-7. I understand Commercial Inspection process</u>						
Very satisfied	7.7%	40.0%	39.3%	0.0%	23.1%	33.1%
Satisfied	53.8%	33.3%	48.3%	50.0%	69.2%	51.0%
Neutral	23.1%	13.3%	10.1%	50.0%	3.8%	11.0%
Dissatisfied	7.7%	6.7%	1.1%	0.0%	3.8%	2.8%
Very dissatisfied	7.7%	6.7%	1.1%	0.0%	0.0%	2.1%
<u>Q26-8. Codes & policies are applied by inspection staff in a fair & practical manner</u>						
Very satisfied	7.7%	33.3%	22.5%	50.0%	22.2%	22.6%
Satisfied	15.4%	13.3%	55.1%	0.0%	29.6%	41.8%
Neutral	30.8%	20.0%	7.9%	0.0%	25.9%	14.4%
Dissatisfied	38.5%	13.3%	10.1%	0.0%	14.8%	13.7%
Very dissatisfied	7.7%	20.0%	4.5%	50.0%	7.4%	7.5%

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

N=153

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q26-9. Inspections staff anticipates obstacles & provides options when they are available</u>						
Very satisfied	0.0%	28.6%	22.7%	50.0%	16.0%	20.4%
Satisfied	30.8%	7.1%	40.9%	0.0%	32.0%	34.5%
Neutral	7.7%	42.9%	18.2%	0.0%	24.0%	20.4%
Dissatisfied	61.5%	7.1%	11.4%	0.0%	8.0%	14.8%
Very dissatisfied	0.0%	14.3%	6.8%	50.0%	20.0%	9.9%
<u>Q26-10. Inspection requirements are reasonable & justified</u>						
Very satisfied	0.0%	46.7%	21.6%	0.0%	18.5%	21.4%
Satisfied	30.8%	13.3%	52.3%	50.0%	37.0%	43.4%
Neutral	46.2%	20.0%	15.9%	0.0%	33.3%	22.1%
Dissatisfied	15.4%	6.7%	3.4%	0.0%	7.4%	5.5%
Very dissatisfied	7.7%	13.3%	6.8%	50.0%	3.7%	7.6%

WITHOUT "DON'T KNOW"

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

N=153

Q48. What best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

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

Very satisfied	8.3%	20.0%	16.9%	0.0%	16.7%	16.0%
Satisfied	8.3%	0.0%	36.1%	50.0%	29.2%	29.8%
Neutral	41.7%	0.0%	25.3%	0.0%	29.2%	25.2%
Dissatisfied	41.7%	20.0%	14.5%	0.0%	8.3%	16.0%
Very dissatisfied	0.0%	60.0%	7.2%	50.0%	16.7%	13.0%

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

N=153

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q27. Top choice</u>						
Length of time an inspection process takes to complete	23.1%	12.5%	25.5%	0.0%	10.7%	20.9%
How easy an inspection process is to complete	0.0%	6.3%	6.4%	0.0%	7.1%	5.9%
Technical competence of inspection staff	7.7%	18.8%	4.3%	0.0%	17.9%	8.5%
Inspections are completed by the date promised	15.4%	0.0%	17.0%	50.0%	10.7%	14.4%
Inspectors provide excellent customer service	7.7%	0.0%	4.3%	0.0%	0.0%	3.3%
Inspectors are easily accessible when assistance is needed to resolve problems	7.7%	6.3%	7.4%	0.0%	7.1%	7.2%
I understand Commercial Inspection process	7.7%	0.0%	0.0%	0.0%	0.0%	0.7%

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

N=153

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q27. Top choice (Cont.)</u>						
Codes & policies are applied by inspection staff in a fair & practical manner	7.7%	12.5%	2.1%	0.0%	10.7%	5.2%
Inspection staff anticipates obstacles & provides options when they are available	7.7%	0.0%	1.1%	0.0%	3.6%	2.0%
Inspection requirements are reasonable & justified	0.0%	6.3%	4.3%	50.0%	0.0%	3.9%
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	7.7%	18.8%	4.3%	0.0%	21.4%	9.2%
None chosen	7.7%	18.8%	23.4%	0.0%	10.7%	19.0%

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

N=153

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q27. 2nd choice</u>						
Length of time an inspection process takes to complete	0.0%	18.8%	6.4%	0.0%	3.6%	6.5%
How easy an inspection process is to complete	23.1%	6.3%	9.6%	0.0%	10.7%	10.5%
Technical competence of inspection staff	7.7%	6.3%	7.4%	0.0%	7.1%	7.2%
Inspections are completed by the date promised	0.0%	12.5%	12.8%	0.0%	3.6%	9.8%
Inspectors provide excellent customer service	7.7%	12.5%	5.3%	0.0%	10.7%	7.2%
Inspectors are easily accessible when assistance is needed to resolve problems	7.7%	0.0%	12.8%	0.0%	25.0%	13.1%
I understand Commercial Inspection process	7.7%	0.0%	1.1%	0.0%	0.0%	1.3%

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

N=153

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q27. 2nd choice (Cont.)</u>						
Codes & policies are applied by inspection staff in a fair & practical manner	15.4%	6.3%	6.4%	50.0%	3.6%	7.2%
Inspection staff anticipates obstacles & provides options when they are available	7.7%	6.3%	8.5%	0.0%	17.9%	9.8%
Inspection requirements are reasonable & justified	15.4%	6.3%	1.1%	50.0%	3.6%	3.9%
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	0.0%	6.3%	5.3%	0.0%	0.0%	3.9%
None chosen	7.7%	18.8%	23.4%	0.0%	14.3%	19.6%

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

N=153

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q27. 3rd choice</u>						
Length of time an inspection process takes to complete	7.7%	12.5%	5.3%	0.0%	10.7%	7.2%
How easy an inspection process is to complete	0.0%	6.3%	3.2%	0.0%	3.6%	3.3%
Technical competence of inspection staff	38.5%	6.3%	4.3%	100.0%	3.6%	8.5%
Inspections are completed by the date promised	7.7%	6.3%	7.4%	0.0%	10.7%	7.8%
Inspectors provide excellent customer service	0.0%	6.3%	5.3%	0.0%	0.0%	3.9%
Inspectors are easily accessible when assistance is needed to resolve problems	7.7%	6.3%	8.5%	0.0%	3.6%	7.2%
I understand Commercial Inspection process	0.0%	0.0%	6.4%	0.0%	3.6%	4.6%

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

N=153

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q27. 3rd choice (Cont.)</u>						
Codes & policies are applied by inspection staff in a fair & practical manner	0.0%	0.0%	9.6%	0.0%	21.4%	9.8%
Inspection staff anticipates obstacles & provides options when they are available	7.7%	0.0%	6.4%	0.0%	7.1%	5.9%
Inspection requirements are reasonable & justified	15.4%	25.0%	9.6%	0.0%	7.1%	11.1%
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	7.7%	6.3%	7.4%	0.0%	3.6%	6.5%
None chosen	7.7%	25.0%	26.6%	0.0%	25.0%	24.2%

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

N=153

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q27. Top choice</u>						
Length of time an inspection process takes to complete	30.8%	43.8%	37.2%	0.0%	25.0%	34.6%
How easy an inspection process is to complete	23.1%	18.8%	19.1%	0.0%	21.4%	19.6%
Technical competence of inspection staff	53.8%	31.3%	16.0%	100.0%	28.6%	24.2%
Inspections are completed by the date promised	23.1%	18.8%	37.2%	50.0%	25.0%	32.0%
Inspectors provide excellent customer service	15.4%	18.8%	14.9%	0.0%	10.7%	14.4%
Inspectors are easily accessible when assistance is needed to resolve problems	23.1%	12.5%	28.7%	0.0%	35.7%	27.5%
I understand Commercial Inspection process	15.4%	0.0%	7.4%	0.0%	3.6%	6.5%

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

N=153

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q27. Top choice (Cont.)</u>						
Codes & policies are applied by inspection staff in a fair & practical manner	23.1%	18.8%	18.1%	50.0%	35.7%	22.2%
Inspection staff anticipates obstacles & provides options when they are available	23.1%	6.3%	16.0%	0.0%	28.6%	17.6%
Inspection requirements are reasonable & justified	30.8%	37.5%	14.9%	100.0%	10.7%	19.0%
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	15.4%	31.3%	17.0%	0.0%	25.0%	19.6%
None chosen	7.7%	18.8%	23.4%	0.0%	10.7%	19.0%

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

N=360

Q48. What best describes you?						Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other		

Q28. Have you received Tree inspections in past year

Yes	42.4%	36.7%	27.4%	31.3%	17.9%	28.9%
No	57.6%	63.3%	72.6%	68.8%	82.1%	71.1%

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

N=104

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q29-1. Length of time an inspection process takes to complete</u>						
Very satisfied	7.1%	16.7%	22.4%	30.0%	10.0%	18.8%
Satisfied	50.0%	38.9%	32.7%	20.0%	40.0%	35.6%
Neutral	21.4%	11.1%	14.3%	0.0%	0.0%	11.9%
Dissatisfied	7.1%	16.7%	18.4%	10.0%	30.0%	16.8%
Very dissatisfied	14.3%	16.7%	12.2%	40.0%	20.0%	16.8%
<u>Q29-2. How easy an inspection process is to complete</u>						
Very satisfied	14.3%	22.2%	22.9%	30.0%	10.0%	21.0%
Satisfied	42.9%	27.8%	31.3%	20.0%	60.0%	34.0%
Neutral	21.4%	11.1%	14.6%	0.0%	10.0%	13.0%
Dissatisfied	0.0%	16.7%	14.6%	10.0%	20.0%	13.0%
Very dissatisfied	21.4%	22.2%	16.7%	40.0%	0.0%	19.0%

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

N=104	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q29-3. Technical competence of inspection staff</u>						
Very satisfied	14.3%	33.3%	20.4%	33.3%	10.0%	22.0%
Satisfied	42.9%	27.8%	46.9%	22.2%	70.0%	43.0%
Neutral	28.6%	5.6%	14.3%	0.0%	20.0%	14.0%
Dissatisfied	0.0%	16.7%	4.1%	0.0%	0.0%	5.0%
Very dissatisfied	14.3%	16.7%	14.3%	44.4%	0.0%	16.0%
<u>Q29-4. Inspections are completed by the date promised</u>						
Very satisfied	7.7%	22.2%	20.4%	30.0%	20.0%	20.0%
Satisfied	38.5%	44.4%	34.7%	30.0%	30.0%	36.0%
Neutral	30.8%	5.6%	22.4%	0.0%	20.0%	18.0%
Dissatisfied	7.7%	16.7%	12.2%	0.0%	30.0%	13.0%
Very dissatisfied	15.4%	11.1%	10.2%	40.0%	0.0%	13.0%

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

N=104

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q29-5. Inspectors provide excellent customer service</u>						
Very satisfied	7.7%	23.5%	25.0%	30.0%	20.0%	22.4%
Satisfied	30.8%	29.4%	39.6%	30.0%	20.0%	33.7%
Neutral	38.5%	23.5%	12.5%	0.0%	50.0%	20.4%
Dissatisfied	15.4%	5.9%	6.3%	0.0%	10.0%	7.1%
Very dissatisfied	7.7%	17.6%	16.7%	40.0%	0.0%	16.3%
<u>Q29-6. Inspectors are easily accessible when assistance is needed to resolve problems</u>						
Very satisfied	7.7%	22.2%	22.9%	22.2%	10.0%	19.4%
Satisfied	46.2%	33.3%	35.4%	22.2%	30.0%	34.7%
Neutral	30.8%	16.7%	8.3%	11.1%	30.0%	15.3%
Dissatisfied	0.0%	11.1%	14.6%	0.0%	10.0%	10.2%
Very dissatisfied	15.4%	16.7%	18.8%	44.4%	20.0%	20.4%

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

N=104

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q29-7. I understand Tree Inspection process</u>						
Very satisfied	21.4%	16.7%	25.0%	10.0%	40.0%	23.0%
Satisfied	42.9%	38.9%	33.3%	40.0%	40.0%	37.0%
Neutral	14.3%	33.3%	18.8%	10.0%	10.0%	19.0%
Dissatisfied	0.0%	5.6%	14.6%	10.0%	10.0%	10.0%
Very dissatisfied	21.4%	5.6%	8.3%	30.0%	0.0%	11.0%
<u>Q29-8. Codes & policies are applied by inspection staff in a fair & practical manner</u>						
Very satisfied	14.3%	16.7%	16.7%	20.0%	10.0%	16.0%
Satisfied	28.6%	22.2%	31.3%	30.0%	40.0%	30.0%
Neutral	21.4%	22.2%	29.2%	0.0%	20.0%	23.0%
Dissatisfied	14.3%	5.6%	6.3%	0.0%	30.0%	9.0%
Very dissatisfied	21.4%	33.3%	16.7%	50.0%	0.0%	22.0%

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

N=104

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q29-9. Inspection staff anticipates obstacles & provides options when they are available</u>						
Very satisfied	7.1%	22.2%	20.8%	12.5%	0.0%	16.3%
Satisfied	28.6%	22.2%	27.1%	25.0%	60.0%	29.6%
Neutral	21.4%	11.1%	22.9%	0.0%	10.0%	17.3%
Dissatisfied	21.4%	22.2%	12.5%	0.0%	20.0%	15.3%
Very dissatisfied	21.4%	22.2%	16.7%	62.5%	10.0%	21.4%
<u>Q29-10. Inspection requirements are reasonable & justified</u>						
Very satisfied	7.1%	16.7%	16.3%	10.0%	10.0%	13.9%
Satisfied	35.7%	22.2%	18.4%	30.0%	50.0%	25.7%
Neutral	7.1%	16.7%	24.5%	10.0%	20.0%	18.8%
Dissatisfied	21.4%	16.7%	16.3%	0.0%	10.0%	14.9%
Very dissatisfied	28.6%	27.8%	24.5%	50.0%	10.0%	26.7%

WITHOUT "DON'T KNOW"

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

N=104

Q48. What best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

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

Very satisfied	21.4%	11.1%	22.7%	14.3%	25.0%	19.8%
Satisfied	21.4%	22.2%	22.7%	0.0%	62.5%	24.2%
Neutral	28.6%	33.3%	25.0%	14.3%	12.5%	25.3%
Dissatisfied	0.0%	11.1%	15.9%	0.0%	0.0%	9.9%
Very dissatisfied	28.6%	22.2%	13.6%	71.4%	0.0%	20.9%

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

N=104

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q30. Top choice</u>						
Length of time an inspection process takes to complete	14.3%	16.7%	19.2%	20.0%	40.0%	20.2%
How easy an inspection process is to complete	7.1%	0.0%	3.8%	20.0%	0.0%	4.8%
Technical competence of inspection staff	7.1%	16.7%	11.5%	30.0%	0.0%	12.5%
Inspections are completed by the date promised	7.1%	0.0%	0.0%	0.0%	10.0%	1.9%
Inspectors provide excellent customer service	14.3%	0.0%	5.8%	0.0%	0.0%	4.8%
Inspectors are easily accessible when assistance is needed to resolve problems	0.0%	0.0%	7.7%	10.0%	0.0%	4.8%
I understand Tree Inspection process	0.0%	0.0%	7.7%	0.0%	10.0%	4.8%

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

N=104

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q30. Top choice (Cont.)</u>						
Codes & policies are applied by inspection staff in a fair & practical manner	14.3%	16.7%	5.8%	10.0%	0.0%	8.7%
Inspection staff anticipates obstacles & provide options when they are available	7.1%	11.1%	1.9%	0.0%	0.0%	3.8%
Inspection requirements are reasonable & justified	14.3%	11.1%	5.8%	0.0%	0.0%	6.7%
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	7.1%	11.1%	3.8%	10.0%	10.0%	6.7%
None chosen	7.1%	16.7%	26.9%	0.0%	30.0%	20.2%

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

N=104

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q30. 2nd choice</u>						
Length of time an inspection process takes to complete	0.0%	11.1%	7.7%	30.0%	0.0%	8.7%
How easy an inspection process is to complete	7.1%	5.6%	11.5%	10.0%	10.0%	9.6%
Technical competence of inspection staff	14.3%	5.6%	3.8%	0.0%	0.0%	4.8%
Inspections are completed by the date promised	7.1%	0.0%	7.7%	10.0%	10.0%	6.7%
Inspectors provide excellent customer service	0.0%	27.8%	3.8%	0.0%	10.0%	7.7%
Inspectors are easily accessible when assistance is needed to resolve problems	7.1%	0.0%	11.5%	0.0%	10.0%	7.7%
I understand Tree Inspection process	0.0%	5.6%	3.8%	0.0%	0.0%	2.9%

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

N=104

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q30. 2nd choice (Cont.)</u>						
Codes & policies are applied by inspection staff in a fair & practical manner	28.6%	16.7%	3.8%	10.0%	20.0%	11.5%
Inspection staff anticipates obstacles & provide options when they are available	0.0%	0.0%	3.8%	10.0%	10.0%	3.8%
Inspection requirements are reasonable & justified	28.6%	5.6%	7.7%	20.0%	0.0%	10.6%
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	0.0%	0.0%	3.8%	0.0%	0.0%	1.9%
None chosen	7.1%	22.2%	30.8%	10.0%	30.0%	24.0%

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

N=104

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q30. 3rd choice</u>						
Length of time an inspection process takes to complete	7.1%	0.0%	1.9%	10.0%	10.0%	3.8%
How easy an inspection process is to complete	0.0%	11.1%	3.8%	0.0%	0.0%	3.8%
Technical competence of inspection staff	0.0%	5.6%	9.6%	10.0%	0.0%	6.7%
Inspections are completed by the date promised	7.1%	0.0%	5.8%	0.0%	0.0%	3.8%
Inspectors provide excellent customer service	0.0%	11.1%	1.9%	10.0%	0.0%	3.8%
Inspectors are easily accessible when assistance is needed to resolve problems	7.1%	16.7%	7.7%	10.0%	30.0%	11.5%
I understand Tree Inspection process	7.1%	0.0%	1.9%	10.0%	0.0%	2.9%

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

N=104

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q30. 3rd choice (Cont.)</u>						
Codes & policies are applied by inspection staff in a fair & practical manner	28.6%	11.1%	7.7%	0.0%	0.0%	9.6%
Inspection staff anticipates obstacles & provide options when they are available	14.3%	11.1%	17.3%	0.0%	0.0%	12.5%
Inspection requirements are reasonable & justified	0.0%	11.1%	9.6%	30.0%	30.0%	12.5%
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	21.4%	0.0%	1.9%	10.0%	0.0%	4.8%
None chosen	7.1%	22.2%	30.8%	10.0%	30.0%	24.0%

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

N=104

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q30. Top choice</u>						
Length of time an inspection process takes to complete	21.4%	27.8%	28.8%	60.0%	50.0%	32.7%
How easy an inspection process is to complete	14.3%	16.7%	19.2%	30.0%	10.0%	18.3%
Technical competence of inspection staff	21.4%	27.8%	25.0%	40.0%	0.0%	24.0%
Inspections are completed by the date promised	21.4%	0.0%	13.5%	10.0%	20.0%	12.5%
Inspectors provide excellent customer service	14.3%	38.9%	11.5%	10.0%	10.0%	16.3%
Inspectors are easily accessible when assistance is needed to resolve problems	14.3%	16.7%	26.9%	20.0%	40.0%	24.0%
I understand Tree Inspection process	7.1%	5.6%	13.5%	10.0%	10.0%	10.6%

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

N=104

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Codes & policies are applied by inspection staff in a fair & practical manner	71.4%	44.4%	17.3%	20.0%	20.0%	29.8%
Inspection staff anticipates obstacles & provide options when they are available	21.4%	22.2%	23.1%	10.0%	10.0%	20.2%
Inspection requirements are reasonable & justified	42.9%	27.8%	23.1%	50.0%	30.0%	29.8%
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	28.6%	11.1%	9.6%	20.0%	10.0%	13.5%
None chosen	7.1%	16.7%	26.9%	0.0%	30.0%	20.2%

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

N=360

Q48. What best describes you?						Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other		

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

Yes	18.2%	12.2%	8.4%	6.3%	10.7%	10.0%
No	81.8%	87.8%	91.6%	93.8%	89.3%	90.0%

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

N=36	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q32-1. Length of time an inspection process takes to complete</u>						
Very satisfied	0.0%	50.0%	6.3%	0.0%	0.0%	11.1%
Satisfied	50.0%	0.0%	43.8%	0.0%	83.3%	41.7%
Neutral	0.0%	33.3%	25.0%	0.0%	0.0%	16.7%
Dissatisfied	33.3%	0.0%	6.3%	50.0%	16.7%	13.9%
Very dissatisfied	16.7%	16.7%	18.8%	50.0%	0.0%	16.7%
<u>Q32-2. How easy an inspection process is to complete</u>						
Very satisfied	0.0%	50.0%	12.5%	0.0%	0.0%	13.9%
Satisfied	33.3%	0.0%	31.3%	0.0%	83.3%	33.3%
Neutral	0.0%	50.0%	25.0%	0.0%	0.0%	19.4%
Dissatisfied	50.0%	0.0%	12.5%	50.0%	16.7%	19.4%
Very dissatisfied	16.7%	0.0%	18.8%	50.0%	0.0%	13.9%

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

N=36	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q32-3. Technical competence of inspection staff</u>						
Very satisfied	0.0%	50.0%	18.8%	0.0%	0.0%	16.7%
Satisfied	50.0%	0.0%	43.8%	0.0%	50.0%	36.1%
Neutral	16.7%	33.3%	18.8%	0.0%	16.7%	19.4%
Dissatisfied	16.7%	16.7%	6.3%	50.0%	16.7%	13.9%
Very dissatisfied	16.7%	0.0%	12.5%	50.0%	16.7%	13.9%
<u>Q32-4. Inspections are completed by the date promised</u>						
Very satisfied	0.0%	50.0%	0.0%	0.0%	0.0%	8.3%
Satisfied	16.7%	0.0%	56.3%	0.0%	66.7%	38.9%
Neutral	33.3%	16.7%	18.8%	0.0%	16.7%	19.4%
Dissatisfied	50.0%	33.3%	6.3%	50.0%	16.7%	22.2%
Very dissatisfied	0.0%	0.0%	18.8%	50.0%	0.0%	11.1%

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

N=36	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q32-5. Inspectors provide excellent customer service</u>						
Very satisfied	0.0%	50.0%	18.8%	0.0%	0.0%	16.7%
Satisfied	33.3%	16.7%	43.8%	0.0%	50.0%	36.1%
Neutral	16.7%	16.7%	18.8%	0.0%	16.7%	16.7%
Dissatisfied	50.0%	16.7%	6.3%	50.0%	33.3%	22.2%
Very dissatisfied	0.0%	0.0%	12.5%	50.0%	0.0%	8.3%
<u>Q32-6. Inspectors are easily accessible when assistance is needed to resolve problems</u>						
Very satisfied	0.0%	50.0%	6.3%	0.0%	0.0%	11.1%
Satisfied	33.3%	16.7%	37.5%	0.0%	33.3%	30.6%
Neutral	33.3%	16.7%	18.8%	0.0%	33.3%	22.2%
Dissatisfied	16.7%	16.7%	18.8%	50.0%	33.3%	22.2%
Very dissatisfied	16.7%	0.0%	18.8%	50.0%	0.0%	13.9%

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

N=36

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q32-7. I understand Site & Subdivision Inspection process</u>						
Very satisfied	16.7%	66.7%	6.3%	0.0%	0.0%	16.7%
Satisfied	50.0%	16.7%	50.0%	0.0%	66.7%	44.4%
Neutral	16.7%	16.7%	12.5%	0.0%	16.7%	13.9%
Dissatisfied	16.7%	0.0%	18.8%	50.0%	16.7%	16.7%
Very dissatisfied	0.0%	0.0%	12.5%	50.0%	0.0%	8.3%
<u>Q32-8. Codes & policies are applied by inspection staff in a fair & practical manner</u>						
Very satisfied	0.0%	50.0%	6.3%	0.0%	0.0%	11.1%
Satisfied	33.3%	0.0%	56.3%	0.0%	33.3%	36.1%
Neutral	16.7%	33.3%	18.8%	0.0%	33.3%	22.2%
Dissatisfied	33.3%	0.0%	0.0%	50.0%	16.7%	11.1%
Very dissatisfied	16.7%	16.7%	18.8%	50.0%	16.7%	19.4%

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

N=36

Q48. What best describes you?						Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other		

Q32-9. Inspection staff anticipates obstacles & provides options when they are available

Very satisfied	0.0%	50.0%	0.0%	0.0%	0.0%	8.3%
Satisfied	16.7%	0.0%	56.3%	0.0%	33.3%	33.3%
Neutral	16.7%	16.7%	25.0%	0.0%	0.0%	16.7%
Dissatisfied	66.7%	16.7%	0.0%	50.0%	50.0%	25.0%
Very dissatisfied	0.0%	16.7%	18.8%	50.0%	16.7%	16.7%

Q32-10. Inspection requirements are reasonable & justified

Very satisfied	0.0%	50.0%	0.0%	0.0%	0.0%	8.3%
Satisfied	33.3%	0.0%	56.3%	0.0%	33.3%	36.1%
Neutral	33.3%	16.7%	12.5%	0.0%	33.3%	19.4%
Dissatisfied	16.7%	33.3%	12.5%	50.0%	16.7%	19.4%
Very dissatisfied	16.7%	0.0%	18.8%	50.0%	16.7%	16.7%

WITHOUT "DON'T KNOW"

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

N=36

Q48. What best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q32-11. Inspectors rarely find errors in the field during construction that should have been caught during plan review process

Very satisfied	0.0%	20.0%	0.0%	0.0%	0.0%	2.9%
Satisfied	33.3%	0.0%	20.0%	0.0%	66.7%	26.5%
Neutral	33.3%	40.0%	40.0%	0.0%	0.0%	29.4%
Dissatisfied	33.3%	20.0%	0.0%	50.0%	16.7%	14.7%
Very dissatisfied	0.0%	20.0%	40.0%	50.0%	16.7%	26.5%

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

N=36

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q33. Top choice</u>						
Length of time an inspection process takes to complete	0.0%	33.3%	31.3%	50.0%	33.3%	27.8%
How easy an inspection process is to complete	33.3%	16.7%	6.3%	0.0%	0.0%	11.1%
Technical competence of inspection staff	16.7%	16.7%	0.0%	0.0%	16.7%	8.3%
Inspections are completed by the date promised	0.0%	0.0%	6.3%	0.0%	16.7%	5.6%
Inspectors provide excellent customer service	0.0%	0.0%	0.0%	50.0%	0.0%	2.8%
Inspectors are easily accessible when assistance is needed to resolve problems	16.7%	16.7%	6.3%	0.0%	0.0%	8.3%
I understand Site & Subdivision Inspection processes	0.0%	0.0%	6.3%	0.0%	0.0%	2.8%

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

N=36

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q33. Top choice (Cont.)</u>						
Codes & policies are applied by inspection staff in a fair & practical manner	0.0%	0.0%	6.3%	0.0%	0.0%	2.8%
Inspection staff anticipates obstacles & provide options when available	16.7%	0.0%	0.0%	0.0%	16.7%	5.6%
Inspection requirements are reasonable & justified	16.7%	16.7%	6.3%	0.0%	0.0%	8.3%
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	0.0%	0.0%	12.5%	0.0%	16.7%	8.3%
None chosen	0.0%	0.0%	18.8%	0.0%	0.0%	8.3%

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

N=36

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q33. 2nd choice</u>						
Length of time an inspection process takes to complete	0.0%	0.0%	6.3%	50.0%	0.0%	5.6%
How easy an inspection process is to complete	0.0%	0.0%	18.8%	0.0%	0.0%	8.3%
Technical competence of inspection staff	0.0%	16.7%	0.0%	0.0%	0.0%	2.8%
Inspections are completed by the date promised	0.0%	0.0%	18.8%	50.0%	16.7%	13.9%
Inspectors provide excellent customer service	0.0%	16.7%	6.3%	0.0%	0.0%	5.6%
Inspectors are easily accessible when assistance is needed to resolve problems	16.7%	33.3%	6.3%	0.0%	50.0%	19.4%
I understand Site & Subdivision Inspection processes	16.7%	0.0%	0.0%	0.0%	0.0%	2.8%

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

N=36

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q33. 2nd choice (Cont.)</u>						
Codes & policies are applied by inspection staff in a fair & practical manner	16.7%	33.3%	0.0%	0.0%	0.0%	8.3%
Inspection staff anticipates obstacles & provide options when available	33.3%	0.0%	6.3%	0.0%	16.7%	11.1%
Inspection requirements are reasonable & justified	0.0%	0.0%	6.3%	0.0%	16.7%	5.6%
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	16.7%	0.0%	12.5%	0.0%	0.0%	8.3%
None chosen	0.0%	0.0%	18.8%	0.0%	0.0%	8.3%

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

N=36

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q33. 3rd choice</u>						
How easy an inspection process is to complete	16.7%	33.3%	0.0%	0.0%	0.0%	8.3%
Technical competence of inspection staff	16.7%	0.0%	12.5%	50.0%	0.0%	11.1%
Inspections are completed by the date promised	0.0%	0.0%	12.5%	0.0%	16.7%	8.3%
Inspectors provide excellent customer service	0.0%	0.0%	0.0%	0.0%	16.7%	2.8%
Inspectors are easily accessible when assistance is needed to resolve problems	0.0%	0.0%	12.5%	0.0%	0.0%	5.6%
I understand Site & Subdivision Inspection processes	16.7%	33.3%	0.0%	0.0%	16.7%	11.1%
Codes & policies are applied by inspection staff in a fair & practical manner	33.3%	0.0%	6.3%	50.0%	33.3%	16.7%

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

N=36

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Inspection staff anticipates obstacles & provide options when available	0.0%	0.0%	0.0%	0.0%	16.7%	2.8%
Inspection requirements are reasonable & justified	16.7%	16.7%	18.8%	0.0%	0.0%	13.9%
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	0.0%	16.7%	12.5%	0.0%	0.0%	8.3%
None chosen	0.0%	0.0%	25.0%	0.0%	0.0%	11.1%

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

N=36

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q33. Top choice</u>						
Length of time an inspection process takes to complete	0.0%	33.3%	37.5%	100.0%	33.3%	33.3%
How easy an inspection process is to complete	50.0%	50.0%	25.0%	0.0%	0.0%	27.8%
Technical competence of inspection staff	33.3%	33.3%	12.5%	50.0%	16.7%	22.2%
Inspections are completed by the date promised	0.0%	0.0%	37.5%	50.0%	50.0%	27.8%
Inspectors provide excellent customer service	0.0%	16.7%	6.3%	50.0%	16.7%	11.1%
Inspectors are easily accessible when assistance is needed to resolve problems	33.3%	50.0%	25.0%	0.0%	50.0%	33.3%
I understand Site & Subdivision Inspection processes	33.3%	33.3%	6.3%	0.0%	16.7%	16.7%

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

N=36

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q33. Top choice (Cont.)</u>						
Codes & policies are applied by inspection staff in a fair & practical manner	50.0%	33.3%	12.5%	50.0%	33.3%	27.8%
Inspection staff anticipates obstacles & provide options when available	50.0%	0.0%	6.3%	0.0%	50.0%	19.4%
Inspection requirements are reasonable & justified	33.3%	33.3%	31.3%	0.0%	16.7%	27.8%
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	16.7%	16.7%	37.5%	0.0%	16.7%	25.0%
None chosen	0.0%	0.0%	18.8%	0.0%	0.0%	8.3%

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

N=360

<u>Q48. What best describes you?</u>						<u>Total</u>
<u>Licensed Design Professional</u>	<u>Developer/ Owner</u>	<u>Contractor/ Builder</u>	<u>Resident</u>	<u>Other</u>		

Q34. Have you received Environmental Inspections in past year

Yes	15.2%	34.7%	24.2%	6.3%	19.6%	22.5%
No	84.8%	65.3%	75.8%	93.8%	80.4%	77.5%

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

N=81

	<u>Q48. What best describes you?</u>					<u>Total</u>
	<u>Licensed Design Professional</u>	<u>Developer/ Owner</u>	<u>Contractor/ Builder</u>	<u>Resident</u>	<u>Other</u>	
<u>Q35-1. Length of time an inspection process takes to complete</u>						
Very satisfied	0.0%	23.5%	23.9%	0.0%	18.2%	21.0%
Satisfied	80.0%	47.1%	34.8%	50.0%	63.6%	44.4%
Neutral	20.0%	17.6%	17.4%	0.0%	0.0%	14.8%
Dissatisfied	0.0%	5.9%	8.7%	0.0%	9.1%	7.4%
Very dissatisfied	0.0%	5.9%	15.2%	50.0%	9.1%	12.3%
<u>Q35-2. How easy an inspection process is to complete</u>						
Very satisfied	0.0%	23.5%	24.4%	0.0%	18.2%	21.3%
Satisfied	60.0%	47.1%	31.1%	0.0%	63.6%	40.0%
Neutral	40.0%	11.8%	13.3%	50.0%	0.0%	13.8%
Dissatisfied	0.0%	11.8%	8.9%	0.0%	9.1%	8.8%
Very dissatisfied	0.0%	5.9%	22.2%	50.0%	9.1%	16.3%

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

N=81	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q35-3. Technical competence of inspection staff</u>						
Very satisfied	0.0%	29.4%	28.9%	0.0%	27.3%	26.3%
Satisfied	60.0%	35.3%	24.4%	50.0%	54.5%	33.8%
Neutral	20.0%	29.4%	24.4%	0.0%	9.1%	22.5%
Dissatisfied	20.0%	0.0%	6.7%	0.0%	0.0%	5.0%
Very dissatisfied	0.0%	5.9%	15.6%	50.0%	9.1%	12.5%
<u>Q35-4. Inspections are completed by the date promised</u>						
Very satisfied	0.0%	35.3%	23.9%	0.0%	18.2%	23.5%
Satisfied	80.0%	35.3%	32.6%	50.0%	45.5%	38.3%
Neutral	20.0%	11.8%	21.7%	0.0%	27.3%	19.8%
Dissatisfied	0.0%	11.8%	6.5%	0.0%	0.0%	6.2%
Very dissatisfied	0.0%	5.9%	15.2%	50.0%	9.1%	12.3%

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

N=81	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q35-5. Inspectors provide excellent customer service</u>						
Very satisfied	0.0%	35.3%	31.1%	0.0%	18.2%	27.5%
Satisfied	80.0%	23.5%	20.0%	50.0%	36.4%	27.5%
Neutral	0.0%	23.5%	24.4%	0.0%	27.3%	22.5%
Dissatisfied	20.0%	11.8%	8.9%	0.0%	9.1%	10.0%
Very dissatisfied	0.0%	5.9%	15.6%	50.0%	9.1%	12.5%
<u>Q35-6. Inspectors are easily accessible when assistance is needed to resolve problems</u>						
Very satisfied	0.0%	29.4%	24.4%	0.0%	18.2%	22.5%
Satisfied	60.0%	35.3%	31.1%	50.0%	36.4%	35.0%
Neutral	20.0%	23.5%	17.8%	0.0%	27.3%	20.0%
Dissatisfied	20.0%	5.9%	6.7%	0.0%	9.1%	7.5%
Very dissatisfied	0.0%	5.9%	20.0%	50.0%	9.1%	15.0%

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

N=81

	<u>Q48. What best describes you?</u>					<u>Total</u>
	<u>Licensed Design Professional</u>	<u>Developer/ Owner</u>	<u>Contractor/ Builder</u>	<u>Resident</u>	<u>Other</u>	
<u>Q35-7. I understand Environmental Inspection process</u>						
Very satisfied	20.0%	25.0%	26.7%	0.0%	0.0%	21.5%
Satisfied	60.0%	50.0%	31.1%	0.0%	63.6%	40.5%
Neutral	0.0%	12.5%	17.8%	50.0%	27.3%	17.7%
Dissatisfied	0.0%	6.3%	8.9%	0.0%	0.0%	6.3%
Very dissatisfied	20.0%	6.3%	15.6%	50.0%	9.1%	13.9%
<u>Q35-8. Codes & policies are applied by inspection staff in a fair & practical manner</u>						
Very satisfied	0.0%	23.5%	22.7%	0.0%	18.2%	20.3%
Satisfied	40.0%	47.1%	22.7%	0.0%	45.5%	31.6%
Neutral	20.0%	11.8%	20.5%	50.0%	9.1%	17.7%
Dissatisfied	40.0%	5.9%	15.9%	0.0%	9.1%	13.9%
Very dissatisfied	0.0%	11.8%	18.2%	50.0%	18.2%	16.5%

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

N=81	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q35-9. Inspection staff anticipates obstacles & provides options when they are available

Very satisfied	0.0%	23.5%	21.7%	0.0%	20.0%	20.0%
Satisfied	20.0%	35.3%	23.9%	0.0%	40.0%	27.5%
Neutral	40.0%	17.6%	23.9%	50.0%	10.0%	22.5%
Dissatisfied	40.0%	17.6%	10.9%	0.0%	0.0%	12.5%
Very dissatisfied	0.0%	5.9%	19.6%	50.0%	30.0%	17.5%

Q35-10. Inspection requirements are reasonable & justified

Very satisfied	0.0%	17.6%	23.9%	0.0%	10.0%	18.8%
Satisfied	20.0%	47.1%	15.2%	0.0%	40.0%	25.0%
Neutral	40.0%	17.6%	21.7%	50.0%	20.0%	22.5%
Dissatisfied	40.0%	11.8%	17.4%	0.0%	0.0%	15.0%
Very dissatisfied	0.0%	5.9%	21.7%	50.0%	30.0%	18.8%

WITHOUT "DON'T KNOW"

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

N=81

Q48. What best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q35-11. Inspectors rarely find errors in the field during construction that should have been caught during plan review process

Very satisfied	0.0%	12.5%	25.0%	0.0%	20.0%	19.5%
Satisfied	40.0%	31.3%	20.5%	0.0%	50.0%	27.3%
Neutral	20.0%	43.8%	34.1%	50.0%	0.0%	31.2%
Dissatisfied	40.0%	0.0%	4.5%	0.0%	10.0%	6.5%
Very dissatisfied	0.0%	12.5%	15.9%	50.0%	20.0%	15.6%

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

N=81

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q36. Top choice</u>						
Length of time an inspection process takes to complete	0.0%	11.8%	19.6%	50.0%	18.2%	17.3%
How easy an inspection process is to complete	20.0%	0.0%	4.3%	0.0%	9.1%	4.9%
Technical competence of inspection staff	0.0%	23.5%	8.7%	0.0%	18.2%	12.3%
Inspections are completed by the date promised	0.0%	0.0%	2.2%	0.0%	0.0%	1.2%
Inspectors provide excellent customer service	0.0%	0.0%	8.7%	0.0%	0.0%	4.9%
Inspectors are easily accessible when assistance is needed to resolve problems	20.0%	0.0%	6.5%	0.0%	27.3%	8.6%
I understand Environmental Inspection process	0.0%	0.0%	2.2%	0.0%	0.0%	1.2%

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

N=81

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q36. Top choice (Cont.)</u>						
Codes & policies are applied by inspection staff in a fair & practical manner	20.0%	17.6%	2.2%	0.0%	0.0%	6.2%
Inspections staff anticipates obstacles & provides options when they are available	20.0%	5.9%	0.0%	0.0%	0.0%	2.5%
Inspection requirements are reasonable & justified	20.0%	23.5%	15.2%	50.0%	0.0%	16.0%
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	0.0%	0.0%	4.3%	0.0%	0.0%	2.5%
None chosen	0.0%	17.6%	26.1%	0.0%	27.3%	22.2%

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

N=81

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q36. 2nd choice</u>						
Length of time an inspection process takes to complete	0.0%	11.8%	8.7%	50.0%	0.0%	8.6%
How easy an inspection process is to complete	0.0%	5.9%	13.0%	50.0%	9.1%	11.1%
Technical competence of inspection staff	0.0%	5.9%	2.2%	0.0%	9.1%	3.7%
Inspections are completed by the date promised	0.0%	0.0%	2.2%	0.0%	18.2%	3.7%
Inspectors provide excellent customer service	0.0%	17.6%	8.7%	0.0%	9.1%	9.9%
Inspectors are easily accessible when assistance is needed to resolve problems	20.0%	5.9%	10.9%	0.0%	9.1%	9.9%
I understand Environmental Inspection process	0.0%	0.0%	4.3%	0.0%	0.0%	2.5%

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

N=81

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q36. 2nd choice (Cont.)</u>						
Codes & policies are applied by inspection staff in a fair & practical manner	40.0%	11.8%	8.7%	0.0%	9.1%	11.1%
Inspections staff anticipates obstacles & provides options when they are available	20.0%	5.9%	6.5%	0.0%	9.1%	7.4%
Inspection requirements are reasonable & justified	20.0%	11.8%	2.2%	0.0%	0.0%	4.9%
None chosen	0.0%	23.5%	32.6%	0.0%	27.3%	27.2%

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

N=81

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q36. 3rd choice</u>						
Length of time an inspection process takes to complete	0.0%	11.8%	0.0%	0.0%	9.1%	3.7%
How easy an inspection process is to complete	0.0%	11.8%	4.3%	0.0%	0.0%	4.9%
Technical competence of inspection staff	20.0%	5.9%	13.0%	50.0%	0.0%	11.1%
Inspections are completed by the date promised	0.0%	0.0%	4.3%	0.0%	27.3%	6.2%
Inspectors provide excellent customer service	0.0%	5.9%	2.2%	0.0%	0.0%	2.5%
Inspectors are easily accessible when assistance is needed to resolve problems	20.0%	5.9%	8.7%	0.0%	9.1%	8.6%
I understand Environmental Inspection process	0.0%	11.8%	8.7%	0.0%	0.0%	7.4%

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

N=81

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q36. 3rd choice (Cont.)</u>						
Codes & policies are applied by inspection staff in a fair & practical manner	0.0%	17.6%	4.3%	50.0%	18.2%	9.9%
Inspections staff anticipates obstacles & provides options when they are available	0.0%	5.9%	4.3%	0.0%	0.0%	3.7%
Inspection requirements are reasonable & justified	60.0%	0.0%	6.5%	0.0%	0.0%	7.4%
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	0.0%	0.0%	6.5%	0.0%	9.1%	4.9%
None chosen	0.0%	23.5%	37.0%	0.0%	27.3%	29.6%

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

N=81

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q36. Top choice</u>						
Length of time an inspection process takes to complete	0.0%	35.3%	28.3%	100.0%	27.3%	29.6%
How easy an inspection process is to complete	20.0%	17.6%	21.7%	50.0%	18.2%	21.0%
Technical competence of inspection staff	20.0%	35.3%	23.9%	50.0%	27.3%	27.2%
Inspections are completed by the date promised	0.0%	0.0%	8.7%	0.0%	45.5%	11.1%
Inspectors provide excellent customer service	0.0%	23.5%	19.6%	0.0%	9.1%	17.3%
Inspectors are easily accessible when assistance is needed to resolve problems	60.0%	11.8%	26.1%	0.0%	45.5%	27.2%
I understand Environmental Inspection process	0.0%	11.8%	15.2%	0.0%	0.0%	11.1%

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

N=81

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q36. Top choice (Cont.)</u>						
Codes & policies are applied by inspection staff in a fair & practical manner	60.0%	47.1%	15.2%	50.0%	27.3%	27.2%
Inspections staff anticipates obstacles & provides options when they are available	40.0%	17.6%	10.9%	0.0%	9.1%	13.6%
Inspection requirements are reasonable & justified	100.0%	35.3%	23.9%	50.0%	0.0%	28.4%
Inspectors rarely find errors in the field during construction that should have been caught during plan review process	0.0%	0.0%	10.9%	0.0%	9.1%	7.4%
None chosen	0.0%	17.6%	26.1%	0.0%	27.3%	22.2%

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

N=81	Q48. What best describes you?					Total
	Licensed Design Professiona l	Developer/ Owner	Contractor/ Builder	Resident	Other	

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

Very satisfied	0.0%	13.3%	21.7%	0.0%	0.0%	15.2%
Satisfied	60.0%	26.7%	32.6%	50.0%	54.5%	36.7%
Neutral	20.0%	20.0%	19.6%	0.0%	27.3%	20.3%
Dissatisfied	0.0%	33.3%	19.6%	50.0%	0.0%	19.0%
Very dissatisfied	20.0%	6.7%	6.5%	0.0%	18.2%	8.9%

Q38. Have you used any of our Online Tools during the past year?

N=524	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q38. Have you used any Online Tools during past year

Yes	70.0%	50.7%	69.2%	39.3%	56.0%	60.9%
No	30.0%	49.3%	30.8%	60.7%	44.0%	39.1%

WITHOUT "DON'T KNOW"**Q39. Please rate any of the following Online Tools that you have used during the past year. (without "don't know")**

N=319	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q39-1. Austin Build & Connect (AB+C)</u>						
Very satisfied	11.8%	6.5%	19.3%	15.0%	34.8%	18.7%
Satisfied	54.9%	58.1%	40.7%	40.0%	43.5%	45.6%
Neutral	23.5%	9.7%	8.9%	5.0%	13.0%	12.0%
Dissatisfied	5.9%	19.4%	20.7%	25.0%	4.3%	15.5%
Very dissatisfied	3.9%	6.5%	10.4%	15.0%	4.3%	8.1%
<u>Q39-2. Permitting ATX</u>						
Very satisfied	0.0%	10.5%	18.5%	7.7%	21.9%	15.5%
Satisfied	43.8%	31.6%	35.8%	30.8%	34.4%	35.4%
Neutral	25.0%	31.6%	21.0%	38.5%	21.9%	24.2%
Dissatisfied	18.8%	26.3%	17.3%	15.4%	6.3%	16.1%
Very dissatisfied	12.5%	0.0%	7.4%	7.7%	15.6%	8.7%

WITHOUT "DON'T KNOW"**Q39. Please rate any of the following Online Tools that you have used during the past year. (without "don't know")**

N=319

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q39-3. Emerging Projects Map</u>						
Very satisfied	16.7%	0.0%	10.0%	25.0%	14.3%	11.4%
Satisfied	50.0%	40.0%	36.7%	25.0%	14.3%	34.3%
Neutral	25.0%	50.0%	36.7%	0.0%	57.1%	38.6%
Dissatisfied	8.3%	10.0%	10.0%	25.0%	14.3%	11.4%
Very dissatisfied	0.0%	0.0%	6.7%	25.0%	0.0%	4.3%
<u>Q39-4. Inspector Search (Inspector Territory Map)</u>						
Very satisfied	0.0%	0.0%	15.4%	28.6%	18.8%	12.8%
Satisfied	53.3%	28.6%	35.4%	0.0%	43.8%	35.9%
Neutral	40.0%	57.1%	30.8%	28.6%	31.3%	35.0%
Dissatisfied	6.7%	14.3%	10.8%	14.3%	6.3%	10.3%
Very dissatisfied	0.0%	0.0%	7.7%	28.6%	0.0%	6.0%

WITHOUT "DON'T KNOW"**Q39. Please rate any of the following Online Tools that you have used during the past year. (without "don't know")**

N=319	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q39-5. Property Profile Tool</u>						
Very satisfied	26.7%	16.7%	15.1%	11.1%	30.0%	21.3%
Satisfied	57.8%	50.0%	43.4%	44.4%	53.3%	50.3%
Neutral	15.6%	33.3%	24.5%	22.2%	13.3%	20.6%
Dissatisfied	0.0%	0.0%	15.1%	11.1%	3.3%	6.5%
Very dissatisfied	0.0%	0.0%	1.9%	11.1%	0.0%	1.3%
<u>Q39-6. QLESS Virtual Check-In</u>						
Very satisfied	38.7%	15.4%	33.9%	28.6%	30.4%	32.3%
Satisfied	35.5%	46.2%	28.8%	28.6%	30.4%	32.3%
Neutral	12.9%	38.5%	23.7%	28.6%	34.8%	24.8%
Dissatisfied	9.7%	0.0%	10.2%	0.0%	4.3%	7.5%
Very dissatisfied	3.2%	0.0%	3.4%	14.3%	0.0%	3.0%

WITHOUT "DON'T KNOW"**Q39. Please rate any of the following Online Tools that you have used during the past year. (without "don't know")**

N=319

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q39-7. Freshworks Live Chat</u>						
Very satisfied	33.3%	0.0%	17.1%	25.0%	27.3%	18.6%
Satisfied	0.0%	16.7%	28.6%	0.0%	18.2%	22.0%
Neutral	66.7%	66.7%	28.6%	25.0%	45.5%	37.3%
Dissatisfied	0.0%	16.7%	11.4%	25.0%	9.1%	11.9%
Very dissatisfied	0.0%	0.0%	14.3%	25.0%	0.0%	10.2%
<u>Q39-8. ePlan Review</u>						
Very satisfied	13.0%	7.1%	16.2%	20.0%	28.6%	17.0%
Satisfied	26.1%	14.3%	21.6%	40.0%	9.5%	20.0%
Neutral	17.4%	35.7%	40.5%	0.0%	47.6%	34.0%
Dissatisfied	21.7%	21.4%	13.5%	20.0%	9.5%	16.0%
Very dissatisfied	21.7%	21.4%	8.1%	20.0%	4.8%	13.0%

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

N=524

Q48. What best describes you?						Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other		

Q40. Have you received services from Service Center during past year

Yes	50.0%	50.7%	48.6%	44.3%	38.0%	46.6%
No	50.0%	49.3%	51.4%	55.7%	62.0%	53.4%

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

N=244	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q41-1. Length of time the process takes to complete</u>						
Very satisfied	17.9%	11.4%	15.0%	11.5%	20.6%	15.4%
Satisfied	48.7%	37.1%	30.0%	15.4%	26.5%	32.1%
Neutral	12.8%	20.0%	24.0%	11.5%	23.5%	20.1%
Dissatisfied	15.4%	11.4%	17.0%	26.9%	17.6%	17.1%
Very dissatisfied	5.1%	20.0%	14.0%	34.6%	11.8%	15.4%
<u>Q41-2. How easy the process is to complete</u>						
Very satisfied	25.6%	11.4%	16.8%	15.4%	26.5%	18.7%
Satisfied	35.9%	37.1%	38.6%	7.7%	35.3%	34.0%
Neutral	23.1%	14.3%	13.9%	19.2%	17.6%	16.6%
Dissatisfied	12.8%	20.0%	16.8%	23.1%	11.8%	16.6%
Very dissatisfied	2.6%	17.1%	13.9%	34.6%	8.8%	14.0%

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

N=244	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q41-3. Technical competence of staff</u>						
Very satisfied	25.6%	9.1%	19.8%	24.0%	28.6%	21.0%
Satisfied	43.6%	51.5%	48.5%	12.0%	37.1%	42.5%
Neutral	23.1%	21.2%	10.9%	20.0%	17.1%	16.3%
Dissatisfied	5.1%	0.0%	11.9%	16.0%	5.7%	8.6%
Very dissatisfied	2.6%	18.2%	8.9%	28.0%	11.4%	11.6%
<u>Q41-4. How easy it is to contact staff</u>						
Very satisfied	9.1%	5.9%	16.3%	12.0%	20.0%	13.8%
Satisfied	36.4%	41.2%	17.3%	16.0%	20.0%	24.0%
Neutral	24.2%	17.6%	19.4%	16.0%	25.7%	20.4%
Dissatisfied	21.2%	14.7%	23.5%	24.0%	20.0%	21.3%
Very dissatisfied	9.1%	20.6%	23.5%	32.0%	14.3%	20.4%

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

N=244	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q41-5. How responsive staff is to your needs</u>						
Very satisfied	15.8%	8.8%	16.0%	15.4%	31.4%	17.2%
Satisfied	36.8%	44.1%	34.0%	11.5%	22.9%	31.8%
Neutral	31.6%	17.6%	21.0%	19.2%	17.1%	21.5%
Dissatisfied	15.8%	5.9%	15.0%	26.9%	11.4%	14.6%
Very dissatisfied	0.0%	23.5%	14.0%	26.9%	17.1%	15.0%
<u>Q41-6. How fairly you are treated by staff</u>						
Very satisfied	23.7%	17.1%	25.3%	23.1%	34.3%	24.9%
Satisfied	47.4%	45.7%	44.4%	23.1%	34.3%	41.2%
Neutral	23.7%	14.3%	16.2%	23.1%	20.0%	18.5%
Dissatisfied	0.0%	0.0%	5.1%	3.8%	2.9%	3.0%
Very dissatisfied	5.3%	22.9%	9.1%	26.9%	8.6%	12.4%

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

N=244	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q41-7. Staff anticipates obstacles & provides options when they are available</u>						
Very satisfied	14.7%	5.9%	16.8%	23.1%	28.6%	17.4%
Satisfied	26.5%	38.2%	30.5%	15.4%	28.6%	29.0%
Neutral	32.4%	14.7%	25.3%	3.8%	20.0%	21.4%
Dissatisfied	26.5%	14.7%	13.7%	26.9%	2.9%	15.6%
Very dissatisfied	0.0%	26.5%	13.7%	30.8%	20.0%	16.5%
<u>Q41-8. How consistently standards are applied by staff</u>						
Very satisfied	17.1%	14.7%	18.3%	24.0%	29.4%	19.9%
Satisfied	22.9%	26.5%	35.5%	12.0%	29.4%	28.5%
Neutral	22.9%	29.4%	23.7%	16.0%	23.5%	23.5%
Dissatisfied	17.1%	11.8%	11.8%	20.0%	2.9%	12.2%
Very dissatisfied	20.0%	17.6%	10.8%	28.0%	14.7%	15.8%

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

N=244

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q42. Top choice</u>						
Length of time the process takes to complete	40.0%	17.1%	43.3%	33.3%	36.8%	36.9%
How easy the process is to complete	5.0%	17.1%	7.7%	11.1%	13.2%	9.8%
Technical competence of staff	12.5%	17.1%	8.7%	18.5%	5.3%	11.1%
How easy it is to contact staff	12.5%	8.6%	6.7%	3.7%	10.5%	8.2%
How responsive staff is to your needs	2.5%	2.9%	1.9%	3.7%	2.6%	2.5%
How fairly you are treated by staff	0.0%	5.7%	2.9%	7.4%	2.6%	3.3%
Staff anticipates obstacles & provides options when they are available	5.0%	0.0%	1.9%	7.4%	0.0%	2.5%
How consistently standards are applied by staff	12.5%	5.7%	2.9%	3.7%	2.6%	4.9%
None chosen	10.0%	25.7%	24.0%	11.1%	26.3%	20.9%

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

N=244

	Q48. What best describes you?					Total
	Licensed Design Professiona l	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q42. 2nd choice</u>						
Length of time the process takes to complete	7.5%	8.6%	6.7%	11.1%	7.9%	7.8%
How easy the process is to complete	15.0%	2.9%	21.2%	14.8%	15.8%	16.0%
Technical competence of staff	22.5%	8.6%	8.7%	22.2%	10.5%	12.7%
How easy it is to contact staff	5.0%	8.6%	14.4%	7.4%	7.9%	10.2%
How responsive staff is to your needs	7.5%	20.0%	11.5%	14.8%	10.5%	12.3%
How fairly you are treated by staff	12.5%	5.7%	3.8%	0.0%	2.6%	4.9%
Staff anticipates obstacles & provides options when they are available	5.0%	20.0%	3.8%	11.1%	13.2%	8.6%
How consistently standards are applied by staff	12.5%	0.0%	2.9%	7.4%	2.6%	4.5%
None chosen	12.5%	25.7%	26.9%	11.1%	28.9%	23.0%

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

N=244

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q42. 3rd choice</u>						
Length of time the process takes to complete	2.5%	8.6%	1.9%	7.4%	5.3%	4.1%
How easy the process is to complete	10.0%	2.9%	4.8%	3.7%	5.3%	5.3%
Technical competence of staff	5.0%	5.7%	13.5%	0.0%	7.9%	8.6%
How easy it is to contact staff	17.5%	2.9%	6.7%	18.5%	2.6%	8.6%
How responsive staff is to your needs	12.5%	2.9%	16.3%	18.5%	10.5%	13.1%
How fairly you are treated by staff	5.0%	11.4%	3.8%	7.4%	5.3%	5.7%
Staff anticipates obstacles & provides options when they are available	12.5%	20.0%	14.4%	22.2%	10.5%	15.2%
How consistently standards are applied by staff	15.0%	20.0%	9.6%	11.1%	18.4%	13.5%
None chosen	20.0%	25.7%	28.8%	11.1%	34.2%	25.8%

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

N=244

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q42. Top choice</u>						
Length of time the process takes to complete	50.0%	34.3%	51.9%	51.9%	50.0%	48.8%
How easy the process is to complete	30.0%	22.9%	33.7%	29.6%	34.2%	31.1%
Technical competence of staff	40.0%	31.4%	30.8%	40.7%	23.7%	32.4%
How easy it is to contact staff	35.0%	20.0%	27.9%	29.6%	21.1%	27.0%
How responsive staff is to your needs	22.5%	25.7%	29.8%	37.0%	23.7%	27.9%
How fairly you are treated by staff	17.5%	22.9%	10.6%	14.8%	10.5%	13.9%
Staff anticipates obstacles & provides options when they are available	22.5%	40.0%	20.2%	40.7%	23.7%	26.2%
How consistently standards are applied by staff	40.0%	25.7%	15.4%	22.2%	23.7%	23.0%
None chosen	10.0%	25.7%	24.0%	11.1%	26.3%	20.9%

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

N=524

Q48. What best describes you?						Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other		

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

Yes	58.8%	43.5%	23.4%	21.3%	28.0%	32.1%
No	41.3%	56.5%	76.6%	78.7%	72.0%	67.9%

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

N=168

	<u>Q48. What best describes you?</u>					<u>Total</u>
	<u>Licensed Design Professional</u>	<u>Developer/ Owner</u>	<u>Contractor/ Builder</u>	<u>Resident</u>	<u>Other</u>	
<u>Q44-1. Length of time consulting services take to complete</u>						
Very satisfied	26.1%	20.0%	14.6%	7.7%	24.0%	19.8%
Satisfied	47.8%	50.0%	43.8%	38.5%	60.0%	48.1%
Neutral	17.4%	13.3%	12.5%	7.7%	4.0%	12.3%
Dissatisfied	8.7%	6.7%	16.7%	23.1%	8.0%	11.7%
Very dissatisfied	0.0%	10.0%	12.5%	23.1%	4.0%	8.0%
<u>Q44-2. How easy the process is to complete</u>						
Very satisfied	28.3%	16.7%	18.8%	7.7%	30.8%	22.1%
Satisfied	43.5%	56.7%	43.8%	38.5%	42.3%	45.4%
Neutral	21.7%	10.0%	12.5%	7.7%	19.2%	15.3%
Dissatisfied	4.3%	3.3%	16.7%	23.1%	3.8%	9.2%
Very dissatisfied	2.2%	13.3%	8.3%	23.1%	3.8%	8.0%

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

N=168

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q44-3. Technical competence of staff</u>						
Very satisfied	23.9%	20.0%	25.0%	7.7%	28.0%	22.8%
Satisfied	50.0%	53.3%	45.8%	23.1%	44.0%	46.3%
Neutral	19.6%	3.3%	16.7%	23.1%	16.0%	15.4%
Dissatisfied	6.5%	13.3%	2.1%	38.5%	8.0%	9.3%
Very dissatisfied	0.0%	10.0%	10.4%	7.7%	4.0%	6.2%
<u>Q44-4. How easy it is to contact staff</u>						
Very satisfied	27.3%	10.3%	20.8%	7.7%	20.0%	19.5%
Satisfied	31.8%	41.4%	25.0%	15.4%	52.0%	33.3%
Neutral	27.3%	13.8%	20.8%	15.4%	16.0%	20.1%
Dissatisfied	9.1%	20.7%	16.7%	38.5%	4.0%	15.1%
Very dissatisfied	4.5%	13.8%	16.7%	23.1%	8.0%	11.9%

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

N=168	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q44-5. How responsive staff is to your needs</u>						
Very satisfied	26.7%	16.7%	27.7%	7.7%	20.8%	22.6%
Satisfied	40.0%	40.0%	27.7%	23.1%	45.8%	35.8%
Neutral	22.2%	16.7%	21.3%	46.2%	29.2%	23.9%
Dissatisfied	8.9%	13.3%	8.5%	7.7%	0.0%	8.2%
Very dissatisfied	2.2%	13.3%	14.9%	15.4%	4.2%	9.4%
<u>Q44-6. How fairly you are treated by staff</u>						
Very satisfied	28.9%	26.7%	27.1%	7.7%	29.2%	26.3%
Satisfied	48.9%	43.3%	39.6%	30.8%	50.0%	43.8%
Neutral	15.6%	10.0%	14.6%	46.2%	8.3%	15.6%
Dissatisfied	2.2%	0.0%	8.3%	0.0%	4.2%	3.8%
Very dissatisfied	4.4%	20.0%	10.4%	15.4%	8.3%	10.6%

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

N=168

Q48. What best describes you?					Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q44-7. Staff anticipates obstacles & provides options when they are available

Very satisfied	17.8%	17.2%	19.1%	7.7%	24.0%	18.2%
Satisfied	37.8%	41.4%	34.0%	7.7%	48.0%	36.5%
Neutral	20.0%	13.8%	14.9%	30.8%	16.0%	17.6%
Dissatisfied	17.8%	10.3%	14.9%	23.1%	0.0%	13.2%
Very dissatisfied	6.7%	17.2%	17.0%	30.8%	12.0%	14.5%

Q44-8. How consistently standards are applied by staff

Very satisfied	24.4%	13.8%	20.0%	7.7%	20.8%	19.2%
Satisfied	26.7%	37.9%	28.9%	7.7%	41.7%	30.1%
Neutral	24.4%	13.8%	22.2%	38.5%	12.5%	21.2%
Dissatisfied	17.8%	13.8%	11.1%	30.8%	4.2%	14.1%
Very dissatisfied	6.7%	20.7%	17.8%	15.4%	20.8%	15.4%

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

N=168

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
Length of time consulting services take to complete	21.3%	10.0%	30.0%	7.7%	21.4%	20.8%
How easy the process is to complete	6.4%	16.7%	8.0%	30.8%	14.3%	11.9%
Technical competence of staff	12.8%	33.3%	10.0%	30.8%	25.0%	19.0%
How easy it is to contact staff	6.4%	6.7%	16.0%	0.0%	3.6%	8.3%
How responsive staff is to your needs	8.5%	3.3%	6.0%	0.0%	10.7%	6.5%
How fairly you are treated by staff	0.0%	0.0%	2.0%	7.7%	0.0%	1.2%
Staff anticipates obstacles & provides options when they are available	21.3%	3.3%	6.0%	0.0%	0.0%	8.3%
How consistently standards are applied by staff	14.9%	13.3%	2.0%	7.7%	3.6%	8.3%
None chosen	8.5%	13.3%	20.0%	15.4%	21.4%	15.5%

Q45. Top choice

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

N=168

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q45. 2nd choice</u>						
Length of time consulting services take to complete	12.8%	16.7%	10.0%	15.4%	3.6%	11.3%
How easy the process is to complete	19.1%	6.7%	14.0%	7.7%	10.7%	13.1%
Technical competence of staff	12.8%	10.0%	20.0%	15.4%	10.7%	14.3%
How easy it is to contact staff	4.3%	6.7%	8.0%	15.4%	14.3%	8.3%
How responsive staff is to your needs	10.6%	16.7%	4.0%	23.1%	17.9%	11.9%
How fairly you are treated by staff	4.3%	3.3%	6.0%	0.0%	0.0%	3.6%
Staff anticipates obstacles & provides options when they are available	10.6%	16.7%	8.0%	0.0%	14.3%	10.7%
How consistently standards are applied by staff	14.9%	10.0%	4.0%	7.7%	3.6%	8.3%
None chosen	10.6%	13.3%	26.0%	15.4%	25.0%	18.5%

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

N=168

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q45. 3rd choice</u>						
Length of time consulting services take to complete	2.1%	3.3%	8.0%	7.7%	7.1%	5.4%
How easy the process is to complete	6.4%	3.3%	12.0%	0.0%	0.0%	6.0%
Technical competence of staff	6.4%	10.0%	4.0%	0.0%	7.1%	6.0%
How easy it is to contact staff	8.5%	3.3%	4.0%	15.4%	3.6%	6.0%
How responsive staff is to your needs	17.0%	10.0%	10.0%	15.4%	3.6%	11.3%
How fairly you are treated by staff	2.1%	16.7%	4.0%	7.7%	10.7%	7.1%
Staff anticipates obstacles & provides options when they are available	17.0%	10.0%	22.0%	23.1%	25.0%	19.0%
How consistently standards are applied by staff	25.5%	20.0%	10.0%	7.7%	14.3%	16.7%
None chosen	14.9%	23.3%	26.0%	23.1%	28.6%	22.6%

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

N=168

Q48. What best describes you?					Total
Licensed Design Professiona l	Developer/ Owner	Contractor/ Builder	Resident	Other	

Q45. Top choice

Length of time consulting services take to complete	36.2%	30.0%	48.0%	30.8%	32.1%	37.5%
How easy the process is to complete	31.9%	26.7%	34.0%	38.5%	25.0%	31.0%
Technical competence of staff	31.9%	53.3%	34.0%	46.2%	42.9%	39.3%
How easy it is to contact staff	19.1%	16.7%	28.0%	30.8%	21.4%	22.6%
How responsive staff is to your needs	36.2%	30.0%	20.0%	38.5%	32.1%	29.8%
How fairly you are treated by staff	6.4%	20.0%	12.0%	15.4%	10.7%	11.9%
Staff anticipates obstacles & provides options when they are available	48.9%	30.0%	36.0%	23.1%	39.3%	38.1%
How consistently standards are applied by staff	55.3%	43.3%	16.0%	23.1%	21.4%	33.3%
None chosen	8.5%	13.3%	20.0%	15.4%	21.4%	15.5%

WITHOUT "DON'T KNOW"

Q46. How satisfied are you with your understanding of how the Development Services Department is structured and the role that external City departments have in the review and permitting process? (without "don't know")

N=524

Q48. What best describes you?						Total
Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other		

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

Very satisfied	12.8%	9.7%	10.3%	12.2%	19.4%	12.3%
Satisfied	23.1%	17.7%	37.9%	20.4%	34.7%	30.3%
Neutral	29.5%	32.3%	26.7%	20.4%	30.6%	27.9%
Dissatisfied	19.2%	14.5%	12.8%	24.5%	5.6%	14.3%
Very dissatisfied	15.4%	25.8%	12.3%	22.4%	9.7%	15.4%

WITHOUT "DON'T KNOW"**Q47. How does the Development Services Department's review and permitting process compare to the following jurisdictions? (without "don't know")**

N=524

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q47-1. Travis County</u>						
Much better	17.5%	7.7%	12.2%	14.3%	22.2%	14.8%
Better	12.5%	7.7%	13.3%	14.3%	13.3%	12.6%
About the same	22.5%	23.1%	31.6%	21.4%	37.8%	29.6%
Worse	35.0%	19.2%	32.7%	21.4%	11.1%	26.5%
Much worse	12.5%	42.3%	10.2%	28.6%	15.6%	16.6%
<u>Q47-2. City of San Antonio</u>						
Much better	8.3%	5.3%	14.3%	25.0%	12.5%	12.4%
Better	4.2%	5.3%	8.6%	0.0%	21.9%	9.8%
About the same	4.2%	5.3%	28.6%	12.5%	21.9%	19.6%
Worse	33.3%	31.6%	20.0%	0.0%	21.9%	22.9%
Much worse	50.0%	52.6%	28.6%	62.5%	21.9%	35.3%

WITHOUT "DON'T KNOW"

Q47. How does the Development Services Department's review and permitting process compare to the following jurisdictions? (without "don't know")

N=524

	Q48. What best describes you?					Total
	Licensed Design Professional	Developer/ Owner	Contractor/ Builder	Resident	Other	
<u>Q47-3. City of Round Rock</u>						
Much better	3.3%	6.3%	11.9%	28.6%	24.0%	12.3%
Better	10.0%	0.0%	16.7%	14.3%	20.0%	14.2%
About the same	10.0%	0.0%	31.0%	0.0%	28.0%	22.2%
Worse	43.3%	31.3%	21.4%	0.0%	16.0%	24.7%
Much worse	33.3%	62.5%	19.0%	57.1%	12.0%	26.5%