

Development Services Customer Survey

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**2015 FINAL ANALYSIS
AND
COMPARISON WITH
2013 DATA**

Data Gathering

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- Very similar permit periods to the 2013 survey
- Fewer respondents in 2015 (101) vs. 2013 (190) but about the same response rate and user profile.
- Looked at:
 - Overall Experience
 - Web Access
 - Early Assistance Program
 - Inspection Services

2015 Findings

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- A significant majority of respondents have favorable attitudes toward the processes covered in the survey.
 - 75% or higher levels of favorable attitudes across the board
 - ✦ Either satisfied or excellent
 - An interesting open-ended comment:
 - ✦ “I hear lots of complaints about the city, but it's most always from people I know are trying to not follow all the rules.”
- Increased use of Web Access and Services
 - Ease
 - Speed

2015 Findings

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- There is a significant increase in those aware of and utilizing the EAP.
 - Up from 26% of respondents in 2013 to 36% in 2015.
 - Those who don't use EAP are more likely to:
 - ✦ Fail an inspection
 - ✦ Have unsatisfactory attitudes

2015 Findings

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- Respondents recognize higher levels of professionalism among the staff across all services.
 - Six questions – Staff members:
 - ✦ conducted themselves in a professional manner
 - ✦ had the technical knowledge to assist you
 - ✦ were helpful and wanted to help me succeed
 - ✦ helped identify solutions and/or alternatives to problems
 - ✦ adequately communicated the basis for decisions made on your project
 - ✦ seemed to make consistent, predictable decisions

- **Out of 36 possible points --**
 - **2013 Mean Score 15.37**
 - **2015 Mean Score 22.47**

Conclusions

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- **Generally positive perceptions towards the process:**
 - Noted progress made in improvement of process
 - Increased use of Web and EAP leads to better outcomes
 - Noted progress made in the professionalism of the staff
 - ✦ Several staff members singled out in the comments section as exceptional