

# QUESTIONNAIRES & TOPLINES

## MINISTERIAL VERSION



City of San Jose Development Services  
2008 Customer Satisfaction Survey  
Final Toplines  
Ministerial Version (n = 820)

**Section 1: Introduction to Study**

Hi, may I please speak to: \_\_\_\_\_. Hi, my name is \_\_\_\_\_ and I'm calling from True North Research on behalf of the City of San Jose. I'm following up on a letter you should have received a few weeks ago from the City which invited you to participate in a customer survey regarding development services. Our records indicate that you have yet to take the survey over the Internet, so we'd like to ask you a few questions over the telephone.

*If needed:* We're conducting a brief and confidential survey of people who have received building permit, plan check and inspection services from the City of San Jose.  
*If needed:* Your name and contact information was included on a recent permit application for the City of San Jose—which is why we'd like to ask you about your experience.  
*If needed:* The survey should take about 10 minutes to complete.  
*If needed:* If now is not a convenient time, can you let me know a better time so I can call back?  
*If needed:* You are also welcome to participate in the survey online, as described in the invitation letter we recently sent you.  
*If needed:* Your answers will be kept anonymous and will be combined with the answers of other people who participate in the survey.

**Section 2: Screener for Inclusion in the Study**

SC1	Our records indicate that you worked with the City of San Jose on at least one project during the past 12 months. Is this correct?			
	1	Yes	100%	Continue
	2	No	0%	Terminate
	99	Refused	0%	Terminate
SC2	Was your most recent project ministerial (mini-steer-ee-al) or discretionary? <i>If unsure, clarify:</i> Most projects are ministerial projects. As long as they comply with the Municipal Code, they have to be approved. Ministerial projects do not involve a public hearing. A discretionary project is a project that requires a public hearing related to a conditional use permit or zone change. Even if the project complies with the Municipal Code, the decision-makers still have some discretion in deciding whether to approve the project.			
	1	Ministerial	Stay with Ministerial Version of Q	
	2	Discretionary	Switch to Discretionary Version of Q	
	98	Not sure	Stay with Ministerial Version of Q	
	99	Refused	Terminate	
SC3	For your most recent project, were you personally involved in the: _____ stage of the project?			
	<i>Do Not Randomize</i>		Yes	No
	A	Permit application and issuance	94%	6%
	B	Plan check	75%	23%
	C	Building inspection	58%	41%
	Not sure			
	If SC3a = (2, 99), SC3b = (2, 99) AND SC3c = (2, 99) then terminate interview.			

**Section 3: Overall Satisfaction**

In answering the questions in this survey, I'd like you to focus on your experience with your most recent project with the City.

Q1	Which of the following best describes your role on this project? <i>Multiple responses allowed.</i>			
	1	Owner	24%	
	2	Architect	20%	
	3	Engineer	9%	
	4	Contractor	44%	
	5	Permit Runner	15%	
	6	Agent/Representative	21%	
	7	Other	5%	
	98	Not sure	0%	
	99	Refused	0%	
Q2	Was your most recent project for a residential property, a commercial property, or a mixed use property?			
	1	Residential	48%	Ask Q3
	2	Commercial	48%	Skip to Q4
	3	Mixed use	3%	Skip to Q4
	98	Not sure	0%	Skip to Q5
	99	Refused	0%	Skip to Q5
Q3	Which of the following best describes the nature of your project?			
	1	New construction	11%	
	2	Remodel or addition	56%	
	3	Demolition or Re-build	5%	
	4	Re-roof	7%	
	5	Re-pipe	3%	
	6	Hot water heater	3%	
	7	Pool related	1%	
	8	Other	15%	
	98	Not sure	0%	
	99	Refused	0%	
<i>Skip to Q5.</i>				

<b>Q4</b>			Which of the following best describes the nature of your project?			
	1	New construction	14%			
	2	Tenant Improvement	50%			
	3	Demolition or Re-build	4%			
	4	Permit for occupancy	3%			
	5	Re-roof	1%			
	6	AC/HVAC	3%			
	7	Sign Permit	6%			
	8	Other	8%			
	9	Fire Protection Systems	4%			
	10	Hazardous Materials Systems	5%			
	98	Not sure	0%			
	99	Refused	0%			
<b>Q5</b>			Overall, were you satisfied or dissatisfied with the service that you received from the City of San Jose on this project? <i>Get answer, then ask: Would that be very (satisfied/dissatisfied) or somewhat (satisfied/dissatisfied)?</i>			
	1	Very Satisfied	33%			
	2	Somewhat Satisfied	33%			
	3	Somewhat Dissatisfied	16%			
	4	Very Dissatisfied	17%			
	98	Not sure	1%			
	99	Refused	0%			

**Section 4: Permit Application & Issuance Stage**

*Only ask questions in this section if SC3a = 1. Otherwise, skip to instructions for Section 5.*

Next, I'm going to read several statements about the Building permit application and issuance stage of the process. I'd like you to tell me whether or not you agree or disagree with the statement based on your own experience.

<b>Q6</b>		Here is the (first/next) one: _____. Do you agree or disagree with this statement? <i>Get answer, then ask: Would that be strongly or somewhat (agree/disagree)?</i>					
	<i>Do Not Randomize</i>	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not sure	Doesn't Apply or Refused
A	The process and steps needed to obtain a permit were clearly communicated	35%	37%	13%	13%	1%	1%
B	You received clear and correct instructions about the documents needed to apply for a permit	44%	32%	12%	10%	1%	2%

C	You received a clear explanation of the fees, taxes and deposits	41%	29%	12%	14%	2%	3%
D	The fees and taxes were assessed accurately	39%	28%	7%	10%	9%	5%
E	When you visited the permit counter, the amount of time that you had to wait before being assisted by staff was reasonable	28%	25%	11%	30%	2%	4%
F	The permit counter staff made an effort to understand my needs as a customer	44%	32%	9%	10%	2%	3%
G	The staff at the permit application counter were accessible	42%	31%	10%	12%	2%	3%
H	The staff at the permit application counter were responsive	46%	32%	9%	8%	2%	3%
I	The staff at the permit application counter were courteous	56%	28%	6%	4%	2%	3%
J	The staff at the permit application counter were knowledgeable	43%	34%	9%	8%	2%	3%
K	The staff at the permit application counter were helpful	46%	30%	11%	7%	2%	3%
L	Overall, you were satisfied with the service you received during the permit application stage of the process	37%	30%	14%	16%	1%	1%

#### Section 5: Plan Check

Only ask questions in this section if SC3b = 1. Otherwise, skip to instructions for Section 6.

Next, I'm going to read several statements about the Building plan check process. I'd like you to tell me whether you agree or disagree with the statement based on your own experience.

Q7 Here is the (first/next) one: ----- Do you agree or disagree with this statement? *Get answer, then ask: Would that be strongly (agree/disagree) or somewhat (agree/disagree)?*

	<i>Do Not Randomize</i>	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not sure	Doesn't Apply or Refused
A	The plan check comments and corrections were clear and understandable	40%	36%	12%	6%	2%	4%
B	The plan check comments and corrections were based on reasonable interpretations of the code	39%	33%	12%	8%	3%	5%
C	The plan check comments and corrections made sense for the project	37%	33%	13%	10%	2%	5%
D	The plan check comments and corrections were consistent—there were no contradictions	40%	30%	14%	9%	2%	5%
E	Plan corrections were requested at the appropriate time—there were no late hits	37%	28%	13%	14%	3%	6%
F	There was adequate communication among City staff about the project during the plan check	34%	30%	14%	15%	4%	4%
G	The number of plan rechecks was reasonable	39%	32%	9%	10%	4%	7%

H	The plan check staff made an effort to understand my needs as a customer	39%	32%	12%	12%	3%	3%
I	The plan check staff were responsive	40%	34%	12%	10%	2%	2%
J	The plan check staff were courteous	49%	38%	5%	3%	2%	2%
K	The plan check staff were knowledgeable	46%	36%	9%	5%	3%	2%
L	The plan check staff were helpful	44%	33%	11%	6%	3%	3%
M	The turn-around time set by the City for plan check was reasonable	34%	27%	16%	19%	2%	4%
N	The plan check process was completed by the target date set by the City	34%	24%	15%	16%	4%	6%
O	Overall, you were satisfied with the service you received during the plan check stage	34%	33%	14%	14%	2%	2%

### Section 6: Inspections

Only ask questions in this section if SC3c = 1. Otherwise, skip to instructions for Section 7.

Next, I'm going to read several statements about the building inspection process. I'd like you to tell me whether you agree or disagree with the statement based on your own experience.

Q8 Here is the (first/next) one: \_\_\_\_\_. Do you agree or disagree with this statement? *Get answer, then:* Would that be strongly (agree/disagree) or somewhat (agree/disagree)?

<i>Do Not Randomize</i>		Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not sure	Doesn't Apply or Refused
A	If an appointment was made, the inspectors arrived on time	51%	30%	7%	4%	2%	7%
B	The inspectors only requested a change if it was required to meet code	43%	29%	10%	9%	2%	7%
C	The inspectors only requested a change if it made sense for the project	36%	29%	10%	13%	3%	9%
D	Written notices and corrections were clear and understandable	45%	27%	10%	8%	1%	8%
E	If more than one inspector worked on the project, their notices and corrections were consistent.	31%	26%	11%	16%	4%	12%
F	Inspectors' comments were consistent with those of plan check staff	33%	26%	13%	13%	4%	11%
G	The inspectors made an effort to understand my needs as a customer	41%	29%	11%	11%	3%	5%
H	The inspectors were responsive	49%	30%	8%	7%	1%	4%
I	The inspectors were courteous	53%	30%	6%	4%	2%	4%
J	The inspectors were knowledgeable	51%	28%	9%	5%	4%	4%
K	The inspectors were helpful	48%	29%	9%	7%	2%	4%
L	Overall, you were satisfied with the service you received during the inspection stage of the process	43%	34%	9%	10%	2%	3%

Section 7: Fire									
Q9	In the past six months, did one or more of your projects require a permit, project review or inspection from San Jose's Fire Department?								
	1	Yes		37%	Ask Q10				
	2	No		58%	Skip to Q11				
	98	Not sure		4%	Skip to Q11				
	99	Refused		1%	Skip to Q11				
Next, I'm going to read several statements about the service you received from San Jose's Fire Department on these projects. For each statement, please tell me whether you agree or disagree with the statement based on your own experience with the Fire Department.									
Q10	Here is the (first/next) one: _____. Do you agree or disagree with this statement? <i>Get answer, then ask:</i> Would that be strongly (agree/disagree) or somewhat (agree/disagree)?								
	<i>Do Not Randomize</i>			Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not sure	Doesn't Apply or Refused
A	The process and steps needed to obtain a clearance or permit were clearly communicated by Fire Department staff			45%	33%	9%	4%	4%	6%
B	The plan check comments and corrections were clear and understandable			50%	32%	8%	2%	3%	6%
C	The plan review comments and corrections were consistent—there were no contradictions			47%	33%	7%	4%	3%	6%
D	Any plan review to be coordinated with other Departments was done so in a seamless manner			41%	29%	14%	6%	3%	7%
E	When you visited the counter, the amount of time that you had to wait before being assisted by Fire Department staff was reasonable			38%	31%	6%	4%	6%	16%
F	Fire Department staff made an effort to understand my needs as a customer			50%	29%	6%	3%	4%	7%
G	Fire Department staff were responsive			53%	30%	6%	3%	3%	6%
H	Fire Department staff were courteous			60%	27%	2%	2%	3%	6%
I	Fire Department staff were knowledgeable			57%	28%	3%	2%	3%	6%
J	Fire Department staff were helpful			56%	28%	4%	2%	3%	6%
K	The turn-around time set by the Fire Department for plan review was reasonable			45%	30%	9%	5%	3%	7%
L	The plan review process was completed by the target date set by the Fire Department			46%	29%	9%	3%	4%	9%
M	Overall, you were satisfied with the service you received from the Fire Department			49%	33%	7%	3%	3%	5%

Section 8: Public Works									
Q11	In the past six months, did one or more of your projects require a permit, project review or inspection from San Jose's Public Works Department?								
	1	Yes		18%	Ask Q12				
	2	No		77%	Skip to Q13				
	98	Not sure		4%	Skip to Q13				
	99	Refused		1%	Skip to Q13				
Next, I'm going to read several statements about the service you received from San Jose's Public Works Department on these projects. For each statement, please tell me whether you agree or disagree with the statement based on your own experience with the Public Works Department.									
Q12	Here is the (first/next) one: ..... Do you agree or disagree with this statement? <i>Get answer, then:</i> Would that be strongly (agree/disagree) or somewhat (agree/disagree)?								
	<i>Do Not Randomize</i>			Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not sure	Doesn't Apply or Refused
A	The process and steps needed to obtain a clearance or permit were clearly communicated by Public Works Department staff			39%	33%	15%	5%	3%	5%
B	The plan check comments and corrections were clear and understandable			36%	37%	8%	3%	6%	10%
C	The plan review comments and corrections were consistent—there were no contradictions			37%	34%	7%	5%	8%	10%
D	Any plan review to be coordinated with other Departments was done so in a seamless manner			32%	27%	17%	11%	5%	8%
E	When you visited the counter, the amount of time that you had to wait before being assisted by Public Works Department staff was reasonable			33%	33%	9%	6%	8%	10%
F	Public Works Department staff made an effort to understand my needs as a customer			38%	35%	8%	3%	8%	8%
G	Public Works Department staff were responsive			42%	38%	6%	3%	6%	6%
H	Public Works Department staff were courteous			53%	29%	5%	1%	6%	6%
I	Public Works Department staff were knowledgeable			46%	33%	6%	3%	6%	6%
J	Public Works Department staff were helpful			48%	29%	8%	2%	6%	6%
K	The turn-around time set by the Public Works Department for plan review was reasonable			33%	33%	13%	9%	6%	8%

L	The plan review process was completed by the target date set by the Public Works Department	31%	28%	15%	8%	6%	11%
M	Overall, you were satisfied with the service you received from the Public Works Department	38%	36%	11%	4%	6%	5%

### Section 9: Information Access

For the remaining questions, please answer for the City of San Jose as a whole.

Q13	Overall, are you satisfied or dissatisfied with the City's efforts to make development services information available through their web site, brochures and meetings? <i>Get answer, then ask:</i> Would that be very (satisfied/dissatisfied) or somewhat (satisfied/dissatisfied)?		
	1	Very satisfied	29%
	2	Somewhat satisfied	42%
	3	Somewhat dissatisfied	12%
	4	Very dissatisfied	9%
	98	Not sure	7%
	99	Refused	0%
Q14	In the past 12 months, have you visited the City's Development Services web site?		
	1	Yes	67% Ask Q15
	2	No	30% Skip to Q16
	98	Not sure	2% Skip to Q16
	99	Refused	1% Skip to Q16
Q15	Overall, are you satisfied or dissatisfied with the content of the web site? <i>Get answer, then ask:</i> Would that be very (satisfied/dissatisfied) or somewhat (satisfied/dissatisfied)?		
	1	Very satisfied	28%
	2	Somewhat satisfied	53%
	3	Somewhat dissatisfied	12%
	4	Very dissatisfied	4%
	98	Not sure	2%
	99	Refused	0%

Section 10: Ideas for Improving Service		
Q16	We'd like your ideas on how the City can improve the service that it provides in the area of development services. What one or two changes or improvements would you most like the City make? <i>Verbatim responses coded into following categories.</i>	
	Not sure	18%
	No changes / Everything is fine	15%
	Clarify, standardize, reduce fees	11%
	Increase staffing	10%
	Decrease turnaround times	9%
	Decrease wait times at office	9%
	Improve online access to info	7%
	Improve employee attitudes, helpfulness	7%
	Set, maintain, provide clear standards, consistency	4%
	Prefer not to answer	4%
	Improve scheduling, appointment process	3%
	Improve, simplify process	3%
	Improve intra-departmental communication	3%
	Provide staff with training on atypical projects	3%
	Increase general training and knowledge	3%
	Invest necessary time on plan checks, inspections	2%
	Reduce number of contacts to complete project	2%
	Ensure availability, clarity of info, codes, forms	2%
	Improve responsiveness, attentiveness	2%
	Simplify process of obtaining permits	2%
	Allow flexibility, reasonableness for interpretation	1%
	Improve proactive efforts	1%
	Increase accessibility of personnel	1%
	Commit to appointment times and deadlines	1%
	Give more authority to project managers	1%
	Increase departmental communication to customers	1%

**Section 11: Perceptions of City**

Q17 Next, I'm going to read several statements about the City of San Jose I'd like you to tell me whether you agree or disagree with each statement as they apply to development services.

Here is the (first/next) one: \_\_\_\_\_. Do you agree or disagree with this statement, or do you not have an opinion? (*Get answer. If agree or disagree, ask: Would that be strongly (agree/disagree) or somewhat (agree/disagree).*)

<i>Do Not Randomize</i>		Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not sure	Doesn't Apply or Refused
A	The City cares about its customers	30%	35%	14%	13%	6%	1%
B	The City acknowledges when a mistake has been made	19%	25%	14%	15%	20%	6%
C	If a mistake is made, the City does its best to fix the mistake	22%	26%	12%	12%	22%	6%
D	The City does an adequate job balancing the interests of developers with the interests of the communities that will be affected by a project	23%	29%	11%	11%	20%	6%
E	Overall, the City has improved its customer service in the past 12 months	20%	20%	11%	24%	21%	4%

**Section 12: Background Questions**

Q18 In the past 12 months, approximately how many development services projects have you worked on with the City of San Jose?

1	30%
2 to 3	30%
4 to 5	9%
6 to 10	13%
11 or more	11%
Not sure / Refused	6%

**Post-Interview Items**

D1	Form of Interview	
1	Phone	44%
2	Web	56%

DISCRETIONARY VERSION



City of San Jose Development Services  
 2008 Customer Satisfaction Survey  
 Final Toplines  
 Discretionary Version (n = 187)

**Section 1: Introduction to Study**

Hi, may I please speak to: \_\_\_\_\_. Hi, my name is \_\_\_\_\_ and I'm calling from True North Research on behalf of the City of San Jose. I'm following up on a letter you should have received a few weeks ago from the City which invited you to participate in a customer survey regarding development services. Our records indicate that you have yet to take the survey over the Internet, so we'd like to ask you a few questions over the telephone.

*If needed:* We're conducting a brief and confidential survey of people who have received building permit, plan check and inspection services from the City of San Jose.

*If needed:* Your name and contact information was included on a recent permit application for the City of San Jose—which is why we'd like to ask you about your experience.

*If needed:* The survey should take about 10 minutes to complete.

*If needed:* If now is not a convenient time, can you let me know a better time so I can call back?

*If needed:* You are also welcome to participate in the survey online, as described in the invitation letter we recently sent you.

*If needed:* Your answers will be kept anonymous and will be combined with the answers of other people who participate in the survey.

**Section 2: Screener for Inclusion in the Study**

SC1	Our records indicate that you worked with the City of San Jose on at least one project during the past 12 months. Is this correct?				
	1	Yes	100%	Continue	
	2	No	0%	Terminate	
	99	Refused	0%	Terminate	
SC2	Was your most recent project ministerial (mini-steer-ee-al) or discretionary? <i>If unsure, clarify:</i> Most projects are ministerial projects. As long as they comply with the Municipal Code, they have to be approved. Ministerial projects do not involve a public hearing. A discretionary project is a project that requires a public hearing related to a conditional use permit or zone change. Even if the project complies with the Municipal Code, the decision-makers still have some discretion in deciding whether to approve the project.				
	1	Ministerial	Switch to Ministerial Version of Q		
	2	Discretionary	Stay with Discretionary Version of Q		
	98	Not sure	Switch to Ministerial Version of Q		
	99	Refused	Terminate		
SC3	For your most recent discretionary project, were you personally involved in the: _____ stage of the project?				
	Do Not Randomize		Yes	No	Not sure
A	Permit application		91%	9%	0%
B	Project review		83%	14%	2%
C	Public hearing		57%	42%	2%
<i>If SC3a = (2, 99), SC3b = (2, 99) AND SC3c = (2, 99) then terminate interview.</i>					

SC4	Did you personally work with a Project Manager assigned by the City to the project?		
	1	Yes	66%
	2	No	30%
	98	Not sure	3%
	99	Refused	1%

### Section 3: Overall Satisfaction & Role

In answering the questions in this survey, I'd like you to focus on your experience with your most recent discretionary project with the City.

Q1	Which of the following best describes your role on this project? <i>Multiple responses allowed.</i>		
	1	Owner	41%
	2	Architect	19%
	3	Engineer	12%
	4	Contractor	20%
	5	Permit Runner	11%
	6	Agent/Representative	19%
	7	Planner	9%
	8	Other	4%
	98	Not sure	0%
	99	Refused	0%
Q2	Was your most recent project for a residential property, a commercial property, or a mixed use property?		
	1	Residential	37%
	2	Commercial	49%
	3	Mixed use	12%
	98	Not sure	1%
	99	Refused	1%

Q3	Overall, were you satisfied or dissatisfied with the service that you received from the City of San Jose on this project? <i>Get answer, then ask:</i> Would that be very (satisfied/dissatisfied) or somewhat (satisfied/dissatisfied)?	
	1 Very Satisfied	25%
	2 Somewhat Satisfied	39%
	3 Somewhat Dissatisfied	16%
	4 Very Dissatisfied	20%
	98 Not sure	1%
	99 Refused	1%

#### Section 4: Permit Application

*Only ask questions in this section if SC3a = 1. Otherwise, skip to instructions for Section 5.*

Next, I'm going to read several statements about submitting a Planning permit application during the entitlement stage of the process. I'd like you to tell me whether or not you agree or disagree with the statement based on your own experience.

Q4	Here is the (first/next) one: _____. Do you agree or disagree with this statement? <i>Get answer, then ask:</i> Would that be strongly or somewhat (agree/disagree)?						
	<i>Do Not Randomize</i>	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not sure	Doesn't Apply or Refused
A	The process and steps needed to submit a permit application were clearly communicated	30%	37%	16%	13%	1%	2%
B	You received clear and correct instructions about the documents needed to apply for a permit	37%	30%	19%	9%	1%	3%
C	You received a clear explanation of the fees	30%	34%	13%	18%	2%	4%
D	The fees were assessed accurately	33%	27%	13%	13%	9%	5%
E	When you came in to submit your application, the amount of time that you had to wait before being assisted by staff was reasonable	31%	31%	17%	14%	3%	5%
F	The permit application counter staff made an effort to understand my needs as a customer	33%	36%	12%	9%	3%	7%
G	The staff at the permit application counter were accessible	33%	36%	12%	8%	3%	8%
H	The staff at the permit application counter were responsive	35%	33%	13%	7%	4%	8%
I	The staff at the permit application counter were courteous	48%	33%	8%	2%	3%	6%
J	The staff at the permit application counter were knowledgeable	31%	34%	18%	9%	2%	6%

K	The staff at the permit application counter were helpful	34%	36%	15%	5%	2%	7%
L	Overall, you were satisfied with the service you received during the permit application stage of the process	29%	38%	19%	9%	3%	2%

#### Section 5: Project Review

Only ask questions in this section if SC3b = 1. Otherwise, skip to instructions for Section 6.

Next, I'm going to read several statements about the City's process of reviewing the plans you submitted for a Planning permit. I'd like you to tell me whether or not you agree or disagree with the statement based on your own experience.

Q5 Here is the (first/next) one: \_\_\_\_\_. Do you agree or disagree with this statement? *Get answer, then ask:* Would that be strongly (agree/disagree) or somewhat (agree/disagree)?

<i>Do Not Randomize</i>		Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not sure	Doesn't Apply or Refused
A	The plan review comments and corrections were clear and understandable	26%	44%	15%	8%	1%	6%
B	The plan review comments and corrections were based on reasonable interpretations of the code	24%	42%	19%	10%	1%	5%
C	The plan review comments and corrections made sense for the project	21%	37%	22%	13%	1%	5%
D	The plan review comments and corrections were consistent—there were no contradictions	21%	35%	23%	13%	2%	5%
E	Plan corrections were requested at the appropriate time—there were no late hits	23%	30%	19%	20%	2%	6%
F	There was adequate communication among City staff about the project during the plan review	20%	37%	14%	22%	4%	3%
G	The number of plan rechecks was reasonable	28%	35%	14%	13%	3%	6%
H	The plan review staff made an effort to understand my needs as a customer	34%	33%	15%	11%	3%	4%
I	The plan review staff were responsive	35%	28%	18%	15%	2%	3%
J	The plan review staff were courteous	47%	38%	6%	4%	3%	3%
K	The plan review staff were knowledgeable	34%	40%	11%	8%	3%	4%
L	The plan review staff were helpful	35%	37%	15%	9%	2%	3%
M	The turn-around time set by the City for plan review was reasonable	22%	27%	22%	25%	3%	2%
N	The plan review process was completed by the target date set by the City	20%	23%	20%	25%	6%	6%
O	Overall, you were satisfied with the service you received during the plan review stage	24%	33%	22%	17%	2%	3%

<b>Section 6: Project Manager</b>							
<i>Only ask questions in this section if SC4 = 1. Otherwise, skip to instructions for Section 7.</i>							
Next, I'm going to read several statements about the project manager assigned to the project by the City. I'd like you to tell me whether you agree or disagree with the statement based on your own experience.							
Q6	Here is the (first/next) one: _____. Do you agree or disagree with this statement? <i>Get answer, then ask:</i> Would that be strongly (agree/disagree) or somewhat (agree/disagree)?						
	<i>Do Not Randomize</i>	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not sure	Doesn't Apply or Refused
A	The process and steps needed to get to a public hearing were clearly communicated by the project manager	32%	37%	10%	8%	4%	10%
B	Once all of your documents were ready, the project manager scheduled you for a hearing within a reasonable amount of time	34%	29%	10%	11%	5%	11%
C	The project manager provided you with a reasonable estimate of the processing costs throughout the project	28%	33%	15%	11%	3%	10%
D	Your project comment letter was accurate and complete	30%	38%	15%	7%	2%	7%
E	The project manager was responsive	37%	26%	20%	10%	2%	6%
F	The project manager was courteous	51%	30%	5%	4%	4%	6%
G	The project manager was knowledgeable	33%	41%	11%	6%	3%	6%
H	The project manager was helpful	36%	33%	15%	8%	2%	6%
I	Overall, you were satisfied with the service you received from the project manager	30%	37%	13%	12%	2%	6%

<b>Section 7: Public Hearing</b>							
<i>Only ask questions in this section if SC3c = 1. Otherwise, skip to Section 8.</i>							
Next, I'm going to read several statements about the public hearing process. I'd like you to tell me whether you agree or disagree with the statement based on your own experience.							
Q7	Here is the (first/next) one: _____. Do you agree or disagree with this statement? <i>Get answer, then ask:</i> Would that be strongly (agree/disagree) or somewhat (agree/disagree)?						
	<i>Do Not Randomize</i>	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not sure	Doesn't Apply or Refused
A	The project comment letter provided clear and correct instructions about the documents needed before a public hearing could be scheduled	34%	40%	8%	8%	1%	9%

B	You were given adequate time to review the permits and resolutions prior to the public hearing.	36%	33%	14%	9%	2%	6%
C	You were given adequate information by staff about how the public hearing process would go	47%	37%	6%	6%	0%	5%
D	At the public hearing, your item was heard within a reasonable amount of time	41%	37%	11%	7%	0%	5%
E	At the public hearing, staff represented your project in a fair and professional manner	54%	32%	3%	3%	1%	8%
F	At the public hearing, the decision makers were fair in how they made their decisions	46%	33%	5%	7%	3%	7%
G	The Public Outreach process is fair and reasonable	30%	34%	9%	8%	5%	13%
H	The appeal process is fair and reasonable	23%	24%	6%	5%	15%	28%
I	Overall, you were satisfied with the service you received during the public hearing stage	40%	43%	6%	6%	1%	5%

**Section 8: Fire**

Q8	In the past six months, did one or more of your projects require a permit, project review or inspection from San Jose's Fire Department?						
	1	Yes	53%			Ask Q9	
	2	No	43%			Skip to Q10	
	98	Not sure	4%			Skip to Q10	
	99	Refused	0%			Skip to Q10	

Next, I'm going to read several statements about the service you received from San Jose's Fire Department on these projects. For each statement, please tell me whether you agree or disagree with the statement based on your own experience with the Fire Department.

Q9	Here is the (first/next) one: _____. Do you agree or disagree with this statement? <i>Get answer, then ask:</i> Would that be strongly (agree/disagree) or somewhat (agree/disagree)?							
	<i>Do Not Randomize</i>		Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not sure	Doesn't Apply or Refused
A	The process and steps needed to obtain a clearance or permit were clearly communicated by Fire Department staff		29%	35%	17%	13%	3%	2%
B	The plan review comments and corrections were clear and understandable		38%	39%	9%	8%	4%	1%
C	The plan review comments and corrections were consistent—there were no contradictions		35%	38%	13%	9%	3%	1%
D	Any plan review to be coordinated with other Departments was done so in a seamless manner		20%	33%	20%	19%	5%	2%

E	When you visited the counter, the amount of time that you had to wait before being assisted by Fire Department staff was reasonable	22%	43%	5%	4%	9%	16%
F	Fire Department staff made an effort to understand my needs as a customer	30%	38%	12%	5%	7%	7%
G	Fire Department staff were responsive	32%	41%	9%	6%	6%	5%
H	Fire Department staff were courteous	52%	27%	6%	1%	8%	6%
I	Fire Department staff were knowledgeable	42%	35%	6%	3%	7%	6%
J	Fire Department staff were helpful	40%	35%	10%	4%	5%	5%
K	The turn-around time set by the Fire Department for plan review was reasonable	30%	34%	15%	11%	4%	5%
L	The plan review process was completed by the target date set by the Fire Department	30%	36%	15%	7%	6%	5%
M	Overall, you were satisfied with the service you received from the Fire Department	32%	39%	16%	5%	4%	3%

#### Section 9: Public Works

Q10 In the past six months, did one or more of your projects require a permit, project review or inspection from San Jose's Public Works Department?

1	Yes	47%	Ask Q11
2	No	48%	Skip to Q12
98	Not sure	5%	Skip to Q12
99	Refused	0%	Skip to Q12

Next, I'm going to read several statements about the service you received from San Jose's Public Works Department on these projects. For each statement, please tell me whether you agree or disagree with the statement based on your own experience with the Public Works Department.

Q11 Here is the (first/next) one: \_\_\_\_\_. Do you agree or disagree with this statement? *Get answer, then:* Would that be strongly (agree/disagree) or somewhat (agree/disagree)?

<i>Do Not Randomize</i>		Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not sure	Doesn't Apply or Refused
A	The process and steps needed to obtain a clearance or permit were clearly communicated by Public Works Department staff	19%	40%	14%	19%	3%	5%
B	The plan review comments and corrections were clear and understandable	18%	42%	17%	15%	3%	5%
C	The plan review comments and corrections were consistent—there were no contradictions	19%	38%	16%	19%	3%	5%
D	Any plan review to be coordinated with other Departments was done so in a seamless manner	11%	32%	27%	20%	3%	6%

E	When you visited the counter, the amount of time that you had to wait before being assisted by Public Works Department staff was reasonable	16%	40%	5%	6%	10%	24%
F	Public Works Department staff made an effort to understand my needs as a customer	27%	39%	10%	14%	3%	7%
G	Public Works Department staff were responsive	24%	35%	18%	14%	3%	6%
H	Public Works Department staff were courteous	39%	44%	1%	6%	3%	7%
I	Public Works Department staff were knowledgeable	27%	50%	7%	7%	3%	6%
J	Public Works Department staff were helpful	27%	41%	11%	11%	3%	6%
K	The turn-around time set by the Public Works Department for plan review was reasonable	14%	44%	11%	18%	7%	6%
L	The plan review process was completed by the target date set by the Public Works Department	15%	39%	10%	19%	8%	9%
M	Overall, you were satisfied with the service you received from the Public Works Department	16%	45%	14%	17%	3%	5%

#### Section 10: Information Access

For the remaining questions, please answer for the City of San Jose as a whole.

Q12	Overall, are you satisfied or dissatisfied with the City's efforts to make development services information available through their web site, brochures and meetings? <i>Get answer, then ask: Would that be very (satisfied/dissatisfied) or somewhat (satisfied/dissatisfied)?</i>		
	1	Very satisfied	28%
	2	Somewhat satisfied	39%
	3	Somewhat dissatisfied	19%
	4	Very dissatisfied	11%
	98	Not sure	3%
	99	Refused	0%
Q13	In the past 12 months, have you visited the City's Development Services web site?		
	1	Yes	71% Ask Q14
	2	No	26% Skip to Q15
	98	Not sure	2% Skip to Q15
	99	Refused	1% Skip to Q15

Q14	Overall, are you satisfied or dissatisfied with the content of the web site? <i>Get answer, then ask: Would that be very (satisfied/dissatisfied) or somewhat (satisfied/dissatisfied)?</i>		
	1	Very satisfied	27%
	2	Somewhat satisfied	56%
	3	Somewhat dissatisfied	10%
	4	Very dissatisfied	5%
	98	Not sure	2%
	99	Refused	0%

#### Section 11: Ideas for Improving Service

Q15	We'd like your ideas on how the City can improve the service that it provides in the area of development services. What one or two changes or improvements would you most like the City make? <i>Verbatim responses coded into following categories.</i>	
	No changes / Everything is fine	13%
	Not sure	13%
	Clarify, standardize, reduce fees	10%
	Decrease turnaround times	10%
	Increase staffing	9%
	Improve intra-departmental communication	7%
	Improve online access to info	5%
	Decrease wait times at office	5%
	Improve responsiveness, attentiveness	5%
	Prefer not to answer	5%
	Set, maintain, provide clear standards, consistency	4%
	Improve employee attitudes, helpfulness	4%
	Increase general training and knowledge	4%
	Simplify process of obtaining permits	4%
	Improve scheduling, appointment process	3%
	Increase accessibility of personnel	3%
	Invest necessary time on plan checks, inspections	3%
	Reduce number of contacts to complete project	3%
	Ensure availability, clarity of info, codes, forms	3%
	Improve, simplify process	2%
	Improve proactive efforts	2%

Commit to appointment times and deadlines	2%
Give more authority to project managers	2%
Provide staff with training on atypical projects	2%
Allow flexibility, reasonableness for interpretation	1%
Increase customer guidance, support	1%
Improve coastal plan check process	1%
Take responsibility for, correct mistakes / Increase accountability	1%
Increase departmental communication to customers	1%
Allow simple tasks to be accomplished by walk-in	1%

#### Section 12: Perceptions of City

Q16 Next, I'm going to read several statements about the City of San Jose I'd like you to tell me whether you agree or disagree with each statement as they apply to development services.

Here is the (first/next) one: \_\_\_\_\_. Do you agree or disagree with this statement, or do you not have an opinion? (*Get answer. If agree or disagree, ask*): Would that be strongly (agree/disagree) or somewhat (agree/disagree).

	<i>Do Not Randomize</i>	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not sure	Doesn't Apply or Refused
A	The City cares about its customers	23%	41%	18%	14%	4%	1%
B	The City acknowledges when a mistake has been made	13%	28%	22%	20%	12%	5%
C	If a mistake is made, the City does its best to fix the mistake	17%	30%	18%	18%	12%	5%
D	The City does an adequate job balancing the interests of developers with the interests of the communities that will be affected by a project	18%	35%	17%	17%	11%	3%
E	Overall, the City has improved its customer service in the past 12 months	13%	15%	21%	26%	20%	4%

**Section 13: Background Questions**

Q17	In the past 12 months, approximately how many development services projects have you worked on with the City of San Jose?	
	1	36%
	2 to 3	32%
	4 to 5	12%
	6 to 10	12%
	11 or more	3%
	Not sure / Refused	4%

**Post-Interview Items**

D1	Form of Interview	
	1 Phone	44%
	2 Web	56%