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JAN 21 2010

Memorandum
by City Manager's Office

TO: HONORABLE MAYOR AND
CITY COUNCIL

FROM: Joseph Horwedel

SUBJECT: **CODE ENFORCEMENT DIVISION** DATE: January 19, 2010
CUSTOMER SERVICE SURVEY

Approved _____

Date _____

INFORMATION

The Code Enforcement Division of the Department of Planning, Building and Code Enforcement (PBCE) conducts an annual survey of those who have requested services to determine customer satisfaction, perception of Division performance and quality control. San Jose's Code Enforcement Division is the only known Code Enforcement organization in the state to survey its customers annually. Survey respondents are anonymous and selected randomly from the Division's database of cases closed within the six-month period preceding the survey.

Since 1999 the survey has been administered through the mail and includes a self-addressed, stamped envelope for ease of customer response. In light of the need to find new service models while reducing service costs, this year's survey was conducted for the first time utilizing a web-based program.

Of the 220 participants surveyed this year, 35% (77 participants) completed the survey, and 91% of respondents rated the survey method as "Convenient" and "Easy to Use." This method also allowed us to collect information on the general location of the respondents and frequency of requesting Code Enforcement services. Although the survey participants represented all areas of the City, those in South San Jose represented the greatest number at 27%. Of all respondents surveyed, 88% indicated they had requested Code Enforcement services two or more times.

We are pleased to report the following customer responses:

Survey Question

Response

I have generally found the Code Enforcement Division to be responsive and helpful.

*Agree / Strongly Agree
85%*

The correction notice I received explained the alleged Code violation and corrective actions clearly.

*Agree / Strongly Agree
75%*

Code Enforcement is necessary to maintain or improve my neighborhood.

*Agree / Strongly Agree
99%*

If I left a voice mail message, I received a response within 48 hours to my inquiry.

*Agree / Strongly Agree
85%*

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How would you rate the overall quality of the service you have received from Code Enforcement?

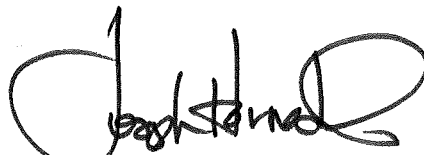
Good / Excellent
75%

How would you rate the condition of your neighborhood compared to last year?

Same / Better / Improved
89%

The Code Enforcement Division continues to be a leader in their field and is committed to providing innovative, quality customer services. The annual survey is one component of this commitment, and we are pleased to share this information with the Mayor and Council.

For questions regarding the survey, please contact Code Enforcement Official Michael Hannon at (408) 277-4703.



JOSEPH HORWEDEL, DIRECTOR
Planning, Building and Code Enforcement