City of Portland

2006 <u>Bureau of Development Services Telephone Customer Survey</u>

Version 2: Land Use Reviews with Online Text July 27, 2006

Project #COP-06-133:

NOTES

ALL CAPS: IS NOT READ BY THE INTERVIEWER

AS NEEDED: IS READ BY THE INTERVIEWER WHEN NECESSARY

NOTE TO INTERVIEWER: INSTRUCTIONS ON HOW TO ASK THE QUESTION.

[A]: THIS INDICATES TEXT TO BE USED FOR ONLINE SURVEY.

POST CODES ARE IN BOLD ITALIC.

INTRODUCTION

INTRO Hello, my name is ____ from Northwest Research Group calling on behalf of the City of Portland.

IF THERE IS A PERSON'S NAME IN CONTINUE: May I please speak with_____?

IF NO NAME/NO LONGER WITH COMPANY, SAY: May I please speak with the person who would know the most about a Review for (pull from sample – FWORK)?

ONCE ON THE PHONE, REINTRODUCE IF NEEDED: According to our records, you received a land use review within this last year. We'd like your help in evaluating the system that processed your request. Your opinions will be kept strictly confidential and can not be connected to you personally. It may take about 10 minutes. Is now a good time?

IF REFUSE TO COMPLETE BY TELEPHONE OFFER ON-LINE OPTION: Would you prefer to take the survey on-line?

- 1 YES [CONTINUE PHONE SURVEY] [SKIP TO INTO3]
- 2 NO [SCHEDULE A CALLBACK]
- 3 RESPONDENT PREFERS ON-LINE OPTION [SKIP TO ONINT]

ONINT I have an additional question to ask now, and then, I will ask for your e-mail address in order to send you a link to complete the remainder of the survey.

INT03 First, let me verify that you received a <LAND USE REVIEW> for the property at <ADDR> on <DATE>.

[IF NO ASK: Was it within this last year?]

- 91 YES / YES IN THE LAST YEAR
- 92 NEED MORE INFO ABOUT CLIENT TO REMEMBER
- 60 DID NOT RECEIVE IN LAST YEAR [THANK AND TERMINATE]
- 61 DON'T KNOW / REFUSED [THANK AND TERMINATE]

QA [IF INT03 = 92] I'm sorry, we do not have that information. However, we would still like to include your opinions. For the purpose of this study, could you just think about the most recent property that you received a <LAND USE REVIEW> for?

[NOTE TO RO: SKIP TO Q2 IF NOT TYPE2 IS NOT A LAND USE REVIEW] Not sure on this

- 1 YES
- 2 NO
- 3 DON'T KNOW / NOT SURE
- 4 REFUSED

EMAIL Can I please get your e-mail address so I can send you a link to the survey?

ENTER EMAIL ADDRESS _	[VERIFY ADDRESS]
[SKIP TO THANK2]	-

Q2 I would like you to think about your experience with the City when you applied for the <LAND USE REVIEW> for that property. If you have comments about other experiences there will be time later in the survey for you to share them. Which ONE of the following best describes your role in this project?

Were you the ...?

[NOTE TO INTERVIEWER: IF MULTIPLE: Please pick the one you played the strongest role in.]

[A]: For this next question, think about your experience with the City when you applied for the <LAND USE REVIEW> for that property. If you have comments about other experiences there will be time later in the survey for you to share them. Which ONE of the following best describes your role in this project?

Were you the ...?

READ LIST

- 1 Owner
- 2 Contractor / sub-contractor [SKIP TO Q4]
- 3 Architect [SKIP TO Q4]
- 4 Engineer [SKIP TO Q4]
- 5 Permit processor [SKIP TO Q4]
- 6 Interior designer
- 7 Representative
- 8 Project manager
- 9 Consultant
- 10 Friend/relative
- 97 Or someone else? [SPECIFY] [SKIP TO Q4]
- 99 REFUSED [SKIP TO Q4]
- Q3 [IF Q2 = 1] Do you own multiple properties?
 - 1 YES
 - 2 NO
 - 3 DON'T KNOW / NOT SURE
 - 4 REFUSED

- Q4 Is this the first time you or your company has requested a permit or land use approval from the City of Portland?
 - 1 YES
 - 2 NO
 - 3 DON'T KNOW / NOT SURE
 - 4 REFUSED
- Q5 **[IF Q4 = 2]** Please think about any previous requests for land use reviews. On average, would you say you submit requests...?
 - 1 Weekly,
 - 2 Monthly,
 - 3 Several times a year,
 - 4 Once a year,
 - 5 Or less often than once a year?
 - 6 DON'T KNOW / NOT SURE
 - 7 REFUSED

INTRODUCTORY DESCRIPTION OF PARTS OF PROCESS

[LAND USE REVIEWS ONLY]

Q6L I want to ask about each of the parts of the process leading up to the final decision on this project. The beginning phase was when you first talked with City staff to find out what type of review was required and what materials you would need. How satisfied were you with the staff who first checked your project on . . . Their availability? Were you...?

[NOTE TO PROGRAMER: ROTATE LIST – 1,2,4,5; ALWAYS LEAVE 3 LAST]

[A]: The next questions are about each of the parts of the process leading up to the final decision on this project. The beginning phase was when you first talked with City staff to find out what type of review was required and what materials you would need. How satisfied were you with the staff who first checked your project on. . . Their availability? Were you...?

- 1 Very satisfied,
- Satisfied.
- 4 Dissatisfied.
- 5 Very dissatisfied,
- 3 Or were you neither satisfied nor dissatisfied?
- 6 NOT APPLICABLE
- 7 DON'T KNOW / NOT SURE
- 8 REFUSED
- Q6L1 Did you have a problem with their availability?
 - 1 YES
 - 2 NO
 - 3 DON'T KNOW / NOT SURE
 - 4 REFUSED
- Q6L2 [IF Q6L1 = 1] Was your problem resolved to your satisfaction?
 - 1 YES
 - 2 NO
 - 3 DON'T KNOW / NOT SURE
 - 4 REFUSED
- Q7L How satisfied were you with the staff who first checked your project on . . . Their knowledge? Were you...?

- 1 Very satisfied,
- 2 Satisfied,
- 4 Dissatisfied.
- 5 Very dissatisfied,
- 3 Or were you neither satisfied nor dissatisfied?
- 6 NOT APPLICABLE
- 7 DON'T KNOW / NOT SURE
- 8 REFUSED

Q7L1 Did you have a problem with their knowledge? 1 YES 2 NO 3 DON'T KNOW / NOT SURE **REFUSED** 4 Q7L2 **[IF Q7L1 = 1]** Was your problem resolved to your satisfaction? YES 2 NO 3 DON'T KNOW / NOT SURE 4 REFUSED Q8L How satisfied were you with the staff who first checked your project on . . . Their helpfulness in solving problems? Were you...? [NOTE TO PROGRAMER: ROTATE LIST – 1,2,4,5; ALWAYS LEAVE 3 LAST] Very satisfied, 1 2 Satisfied. 4 Dissatisfied. 5 Very dissatisfied. 3 Or were you neither satisfied nor dissatisfied? 6 **NOT APPLICABLE** 7 DON'T KNOW / NOT SURE **REFUSED** Q8L1 Did you have a problem with their helpfulness in solving problems? 1 YES 2 NO DON'T KNOW / NOT SURE 3 4 **REFUSED** Q8L2 [IF Q8L1 = 1] Was your problem resolved to your satisfaction? YES 2 NO DON'T KNOW / NOT SURE 3 4 **REFUSED** Q9L How satisfied were you with the staff who first checked your project on . . . Their fairness? Were you...? [NOTE TO PROGRAMER: ROTATE LIST - 1,2,4,5; ALWAYS LEAVE 3 LAST] 1 Very satisfied, 2 Satisfied, 4 Dissatisfied. 5 Very dissatisfied, 3 Or were you neither satisfied nor dissatisfied? 6 **NOT APPLICABLE** DON'T KNOW / NOT SURE 7 **REFUSED**

Q9L1 Did you have a problem with their fairness? 1 YES 2 NO 3 DON'T KNOW / NOT SURE 4 REFUSED Q9L2 [IF Q9L1 = 1] Was your problem resolved to your satisfaction? YES 2 NO 3 DON'T KNOW / NOT SURE 4 REFUSED Q10L Were you told by the staff who checked your application that there could be changes or additional information that you needed to address? 1 YES 2 NO [SKIP TO Q13B] DON'T KNOW / NOT SURE [SKIP TO Q13B] 3 4 REFUSED [SKIP TO Q13B] Q11L [IF Q10L = 1] How satisfied were you with...how early you learned of these issues? Were you...? [NOTE TO PROGRAMER: ROTATE LIST – 1,2,4,5; ALWAYS LEAVE 3 LAST] 1 Very satisfied, 2 Satisfied. 4 Dissatisfied, 5 Very dissatisfied, 3 Or were you neither satisfied nor dissatisfied? 6 **NOT APPLICABLE** 7 DON'T KNOW / NOT SURE **REFUSED** Q11L1 Did you have a problem with how early you learned of these issues? YES 1 2 NO 3 DON'T KNOW / NOT SURE 4 **REFUSED** Q11L2 [IF Q11L1 = 1] Was your problem resolved to your satisfaction? YES 1 2 NO 3 DON'T KNOW / NOT SURE **REFUSED** 4 Q12L [IF Q10L=1] How satisfied were you with...how clear the steps were to get the issues resolved? Were vou...? [NOTE TO PROGRAMER: ROTATE LIST – 1,2,4,5; ALWAYS LEAVE 3 LAST] 1 Very satisfied, 2 Satisfied, 4 Dissatisfied. 5 Very dissatisfied, 3 Or were you neither satisfied nor dissatisfied? NOT APPLICABLE 6 7 DON'T KNOW / NOT SURE **REFUSED**

- Q12L1 Did you have a problem with how clear the steps were to get the issues resolved? YES 2 NO 3 DON'T KNOW / NOT SURE 4 REFUSED Q12L2 [IF Q12L1 = 1] Was your problem resolved to your satisfaction? YES 2 NO 3 DON'T KNOW / NOT SURE 4 REFUSED Q22LA Given the project description you provided in this initial conversation, how satisfied are you that the City staff gave you as much information as they could at the time? Were you...? [NOTE TO PROGRAMER: ROTATE LIST – 1,2,4,5; ALWAYS LEAVE 3 LAST] [A]: Given the project description you provided at the beginning of the survey, how satisfied are you that the City staff gave you as much information as they could at the time? Were you...? 1 Very satisfied. 2 Satisfied. 4 Dissatisfied, 5 Very dissatisfied, Or were you neither satisfied nor dissatisfied? 3 **NOT APPLICABLE** 6 DON'T KNOW / NOT SURE 7 **REFUSED** 8 Q22LA1 Did you have a problem with how much information the City staff gave you? YES 1 2 NO 3 DON'T KNOW / NOT SURE 4 REFUSED Q22LA2 [IF Q22LA1 = 1] Was your problem resolved to your satisfaction? YES 1 NO
 - 2
 - DON'T KNOW / NOT SURE 3
 - REFUSED
- Q13L How would you rate the OVERALL quality of this first review phase? Would you say it was...?
 - 1 Very good
 - 2 Good
 - 4 Bad
 - 5 Very bad
 - 3 Or was it neither good nor bad?
 - 6 **NOT APPLICABLE**
 - 7 DON'T KNOW / NOT SURE
 - **REFUSED**

PRE-APPLICATION CONFERENCE

[LAND USE REVIEWS ONLY]

- Q14L A pre-application conference is required for a Type 3 land use review and is where some applicants meet with representatives from all the bureaus involved in approving your application. Did you have a pre-application conference?
 - 1 YES
 - 2 NO [SKIP TO Q23L]
 - 3 DON'T KNOW / NOT SURE [SKIP TO Q23L]
 - 4 REFUSED [SKIP TO Q23L]
- Q15L For the next few questions, I'm going to ask you how satisfied you were with the staff involved at your pre-application conference. Please think only of this phase when answering. How satisfied were you with the pre-application staff on their availability? Were you...?

[NOTE TO PROGRAMER: ROTATE LIST – 1,2,4,5; ALWAYS LEAVE 3 LAST]

[A]: For the next few questions, please indicate how satisfied you were with the staff involved at your pre-application conference. Please think only of this phase when answering. How satisfied were you with the pre-application staff on their availability. Were you...?

- 1 Very satisfied,
- Satisfied.
- 4 Dissatisfied,
- 5 Very dissatisfied,
- 3 Or were you neither satisfied nor dissatisfied?
- 6 NOT APPLICABLE
- 7 DON'T KNOW / NOT SURE
- 8 REFUSED

Q15L1 Did you have a problem with their availability?

- 1 YES
- 2 NO
- 3 DON'T KNOW / NOT SURE
- 4 REFUSED

Q15L2 [IF Q15L1 = 1] Was your problem resolved to your satisfaction?

- 1 YES
- 2 NO
- 3 DON'T KNOW / NOT SURE
- 4 REFUSED
- Q16L How satisfied were you with the pre-application staff on their knowledge? Would you say...?

- 1 Very satisfied,
- 2 Satisfied,
- 4 Dissatisfied.
- 5 Very dissatisfied,
- 3 Or were you neither satisfied nor dissatisfied?
- 6 NOT APPLICABLE
- 7 DON'T KNOW / NOT SURE
- 8 REFUSED

Q16L1	Did you have	a problem with their knowledge?
	1	YES
	2	NO
	3	DON'T KNOW / NOT SURE
	4	REFUSED
Q16L2	[IF Q16L1 =	1] Was your problem resolved to your satisfaction?
	1	YES
	2	NO
	3	DON'T KNOW / NOT SURE
_	4	REFUSED
Q17L		ed were you with the pre-application staff on their helpfulness in solving problems? Would
	you say?	
	[NOTE TO P	ROGRAMER: ROTATE LIST – 1,2,4,5; ALWAYS LEAVE 3 LAST]
	1	Very satisfied,
	2	Satisfied,
	4	Dissatisfied,
	5	Very dissatisfied,
	3	Or were you neither satisfied nor dissatisfied?
	6	NOT APPLICABLE
	7	DON'T KNOW / NOT SURE
	8	REFUSED
Q17L1	Did you have	a problem with their helpfulness in solving problems?
	1	YES
	2	NO
	3	DON'T KNOW / NOT SURE
	4	REFUSED
Q17L2	[IF Q17L1 =	1] Was your problem resolved to your satisfaction?
	1	YES
	2	NO
	3	DON'T KNOW / NOT SURE
	4	REFUSED
0401		
Q18L		ed were you with the pre-application staff on their fairness? Would you say?
	[NOTE TO P	ROGRAMER: ROTATE LIST – 1,2,4,5; ALWAYS LEAVE 3 LAST]
	1	Very satisfied,
	2	Satisfied,
	4	Dissatisfied,
	5	Very dissatisfied,
	3	Or were you neither satisfied nor dissatisfied?
	6	NOT APPLICABLE
	7	DON'T KNOW / NOT SURE
	8	REFUSED
040:	5	
Q18L1	Did you have	e a problem with their fairness?
	1	YES
	2	NO
	3	DON'T KNOW / NOT SURE
	4	REFUSED

- Q18L2 [IF Q18L1 = 1] Was your problem resolved to your satisfaction?
 - 1 YES
 - 2 NO
 - 3 DON'T KNOW / NOT SURE
 - 4 REFUSED
- Q19L Were you told by the staff at the conference that there could be issues that you needed to address?
 - 1 YES
 - 2 NO [SKIP TO Q22LA]
 - 3 DON'T KNOW / NOT SURE [SKIP TO Q22LA]
 - 4 REFUSED [SKIP TO Q22LA]
- Q20L [IF Q19L = 1] How satisfied were you with...how early you learned of these issues? Were you...?

[NOTE TO PROGRAMER: ROTATE LIST – 1,2,4,5; ALWAYS LEAVE 3 LAST]

- 1 Very satisfied,
- 2 Satisfied,
- 4 Dissatisfied,
- 5 Very dissatisfied,
- 3 Or were you neither satisfied nor dissatisfied?
- 6 NOT APPLICABLE
- 7 DON'T KNOW / NOT SURE
- 8 REFUSED
- Q20L1 Did you have a problem with how early you learned of these issues?
 - 1 YES
 - 2 NO
 - 3 DON'T KNOW / NOT SURE
 - 4 REFUSED
- Q20L2 [IF Q20L1 = 1] Was your problem resolved to your satisfaction?
 - 1 YES
 - 2 NO
 - 3 DON'T KNOW / NOT SURE
 - 4 REFUSED
- Q21L **[IF Q19L = 1]** How satisfied were you with...how clear the steps were to get issues resolved? Were you...?

- 1 Very satisfied,
- 2 Satisfied,
- 4 Dissatisfied,
- 5 Very dissatisfied,
- 3 Or were you neither satisfied nor dissatisfied?
- 6 NOT APPLICABLE
- 7 DON'T KNOW / NOT SURE
- 8 REFUSED

Q21L1	Did you have	e a problem with how clear the steps were to get issues resolved? YES		
	2 3 4	NO DON'T KNOW / NOT SURE REFUSED		
Q21L2	[IF Q21L1 =	1] Was your problem resolved to your satisfaction?		
	1 2	YES NO		
	3 4	DON'T KNOW / NOT SURE REFUSED		
Q22L	How would y	you rate the OVERALL quality of the pre-application conference? Would you say it was?		
	1	Very good,		
	2 4	Good, Bad,		
	5	Very bad,		
	3 6	Or were you neither good nor bad? NOT APPLICABLE		
	7	DON'T KNOW / NOT SURE		
	8	REFUSED		
Q23L	Now think about the time period <u>after</u> you submitted your application, when you may have had interactions with City staff leading up to the decision on your project. How satisfied were you with the Land Use review staff on their availability? Were you?			
	[NOTE TO P	ROGRAMER: ROTATE LIST – 1,2,4,5; ALWAYS LEAVE 3 LAST]		
	1	Very satisfied,		
	2 4	Satisfied, Dissatisfied,		
	5	Very dissatisfied,		
	3	Or were you neither satisfied nor dissatisfied? NOT APPLICABLE		
	6 7	DON'T KNOW / NOT SURE		
	8	REFUSED		
Q23L1	Did you have	e a problem with their availability after you submitted your application?		
	1 2	YES NO		
	3 4	DON'T KNOW / NOT SURE REFUSED		
Q23L2	[IF Q23L1 =	1] Was your problem resolved to your satisfaction?		
	1	YES		
	2 3	NO DON'T KNOW / NOT SURE		
	4	REFUSED		

Q24L How satisfied were you with the Land Use review staff on their knowledge? Were you...?

[NOTE TO PROGRAMER: ROTATE LIST – 1,2,4,5; ALWAYS LEAVE 3 LAST]

- 1 Very satisfied,
- 2 Satisfied,
- 4 Dissatisfied,
- 5 Very dissatisfied,
- 3 Or were you neither satisfied nor dissatisfied?
- 6 NOT APPLICABLE
- 7 DON'T KNOW / NOT SURE
- 8 REFUSED
- Q24L1 Did you have a problem with their knowledge?
 - 1 YES
 - 2 NO
 - 3 DON'T KNOW / NOT SURE
 - 4 REFUSED
- Q24L2 [IF Q24L1 = 1] Was your problem resolved to your satisfaction?
 - 1 YES
 - 2 NO
 - 3 DON'T KNOW / NOT SURE
 - 4 REFUSED
- Q25L How satisfied were you with the Land Use review staff on their helpfulness in solving problems? Were you...?

- 1 Very satisfied,
- 2 Satisfied,
- 4 Dissatisfied,
- 5 Very dissatisfied,
- 3 Or were you neither satisfied nor dissatisfied?
- 6 NOT APPLICABLE
- 7 DON'T KNOW / NOT SURE
- 8 REFUSED
- Q25L1 Did you have a problem with their helpfulness in solving problems?
 - 1 YES
 - 2 NO
 - 3 DON'T KNOW / NOT SURE
 - 4 REFUSED
- Q25L2 [IF Q25L1 = 1] Was your problem resolved to your satisfaction?
 - 1 YES
 - 2 NO
 - 3 DON'T KNOW / NOT SURE
 - 4 REFUSED

Q26L How satisfied were you with the Land Use review staff on their fairness? Were you...? [NOTE TO PROGRAMER: ROTATE LIST – 1,2,4,5; ALWAYS LEAVE 3 LAST] Very satisfied, 1 2 Satisfied, 4 Dissatisfied. Very dissatisfied. 5 3 Or were you neither satisfied nor dissatisfied? 6 **NOT APPLICABLE** DON'T KNOW / NOT SURE 7 REFUSED Q26L1 Did you have a problem with their fairness? YES 2 NO 3 DON'T KNOW / NOT SURE **REFUSED** 4 Q26L2 [IF Q26L1 = 1] Was your problem resolved to your satisfaction? YES 1 2 NO DON'T KNOW / NOT SURE 3 4 **REFUSED** Q27L Were you told by Land Use Review staff that there could be issues that you needed to address on your proposed project? 1 YES 2 NO [SKIP TO Q30L] DON'T KNOW / NOT SURE [SKIP TO Q30L] 3 4 REFUSED [SKIP TO Q30L] Q28L [IF Q27L = 1] How satisfied were you with...how early you learned of these issues? Were you...? [NOTE TO PROGRAMER: ROTATE LIST – 1,2,4,5; ALWAYS LEAVE 3 LAST] 1 Very satisfied, 2 Satisfied, Dissatisfied, 4 5 Very dissatisfied, 3 Or were you neither satisfied nor dissatisfied? NOT APPLICABLE 6 DON'T KNOW / NOT SURE 7 8 **REFUSED**

- Q28L1 Did you have a problem with how early you learned of these issues?
 - 1 YES
 - 2 NO
 - 3 DON'T KNOW / NOT SURE
 - 4 REFUSED
- Q28L2 [IF Q28L1 = 1] Was your problem resolved to your satisfaction?
 - 1 YES
 - 2 NO
 - 3 DON'T KNOW / NOT SURE
 - 4 REFUSED

Q29L **[IF Q27L = 1]** How satisfied were you with...how clear the steps were to get the issues resolved? Were you...?

- 1 Very satisfied,
- 2 Satisfied,
- 4 Dissatisfied,
- 5 Very dissatisfied,
- 3 Or were you neither satisfied nor dissatisfied?
- 6 NOT APPLICABLE
- 7 DON'T KNOW / NOT SURE
- 8 REFUSED
- Q29L1 Did you have a problem with how clear the steps were to get the issues resolved?
 - 1 YES
 - 2 NC
 - 3 DON'T KNOW / NOT SURE
 - 4 REFUSED
- Q29L2 [IF Q29L1 = 1] Was your problem resolved to your satisfaction?
 - 1 YES
 - 2 NO
 - 3 DON'T KNOW / NOT SURE
 - 4 REFUSED
- Q30L After your application was complete, you were sent a notice from the City that described your land use case and the regulations that applied to it. How would you rate the adequacy of the information in the notice?
 - 1 Very good,
 - 2 Good,
 - 4 Bad,
 - 5 Very bad,
 - 3 Or neither good nor bad?
 - 6 NOT APPLICABLE
 - 7 DON'T KNOW / NOT SURE
 - 8 REFUSED
- Q31L Were you given an estimate of the time it would take from when you submitted your application to the time you got a decision on this project?
 - 1 YES
 - 2 NO [SKIP TO Q33L]
 - 3 DON'T KNOW / NOT SURE [SKIP TO Q33L]
 - 4 REFUSED [SKIP TO Q33L]
- Q32L [IF Q31L = 1] Was the time estimate accurate?
 - 1 YES
 - 2 NO
 - 3 DON'T KNOW / NOT SURE
 - 4 REFUSED

- Q33L How satisfied were you with the amount of time it took to get your land use decision? Were you..? [NOTE TO PROGRAMER: ROTATE LIST – 1,2,4,5; ALWAYS LEAVE 3 LAST]
 - 1 Very satisfied,
 - 2 Satisfied,
 - 4 Dissatisfied,
 - Very dissatisfied, 5
 - Or were you neither satisfied nor dissatisfied? 3
 - **NOT APPLICABLE** 6
 - DON'T KNOW / NOT SURE 7
 - **REFUSED**
- Q33L1 Did you have a problem with the amount of time it took to get your land use decision?
 - YES
 - 2 NO
 - DON'T KNOW / NOT SURE 3
 - 4 **REFUSED**
- Q33L2 [IF Q33L1 = 1] Was your problem resolved to your satisfaction?
 - YES 1
 - 2 NO
 - 3 DON'T KNOW / NOT SURE
 - **REFUSED** 4
- Q34L Ignoring the mandatory 21 to 30 days for public comment, how satisfied are you with the timeliness of the City staff that reviewed your proposal? Were you...?

- 1 Very satisfied,
- 2 Satisfied,
- 4 Dissatisfied,
- 5 Very dissatisfied,
- Or were you neither satisfied nor dissatisfied? 3
- **NOT APPLICABLE** 6
- 7 DON'T KNOW / NOT SURE
- **REFUSED**
- Q34L1 Did you have a problem with the timeliness of the City staff that reviewed your proposal?
 - YES 1
 - 2 NO
 - DON'T KNOW / NOT SURE 3
 - 4 **REFUSED**
- Q34L2 [IF Q34L1 = 1] Was your problem resolved to your satisfaction?
 - YES 1
 - 2 NO
 - 3 DON'T KNOW / NOT SURE
 - **REFUSED**

- 1 Very good,
- 2 Good.
- 4 Bad.
- 5 Very bad,
- 3 Or were you neither good nor bad?
- 6 NOT APPLICABLE
- 7 DON'T KNOW / NOT SURE
- 8 REFUSED

OVERALL PROCESS

[ALL RESPONDENTS]

Q7 For these next questions please think about the process as a whole, that is, <u>all the steps together</u>. I would like you to rate the information you received from the City about different topics. For each, please tell me if you received MORE INFORMATION THAN YOU NEEDED, JUST WHAT YOU NEEDED, or if YOU NEEDED MORE INFORMATION about the topic. The first is...

[A]: For these next questions, please think about the process as a whole, that is, <u>all the steps together</u>. Please rate the information you received from the City about different topics; for each, please indicate if you received "more information than you needed", "just what you needed", or if "you needed more information" about the topic. The first question is...

HIT ANY KEY TO CONTINUE

Q8 (Thinking about the project we've been discussing...). Information about <u>which permits</u> or approvals were required for your project? Did you get...?

[A]: Given the project you've been referring to, think about the information regarding which permits or approvals were required for your project. Did you get...?

- 1 More information than you needed,
- 2 Just what you needed,
- 3 Or you needed more information>
- 4 DON'T KNOW / NOT SURE
- 5 REFUSED

Q9 (Thinking about the project we've been discussing...). Information about <u>regulations</u> that applied to your project? Did you get...?

[A]: Given the project you've been referring to, think about the information on <u>regulations</u> that applied to your project. Did you get...?

- 1 More information than you needed, [SKIP TO Q11]
- 2 Just what you needed, [SKIP TO Q11]
- 3 Or you needed more information?
- 4 DON'T KNOW / NOT SURE [SKIP TO Q11]
- 5 REFUSED [SKIP TO Q11]

- 0 Didn't receive anything
- 1 Other
- 2 Need more information (General and other mentions) / Had to do research on my own
- 3 Information unclear/explain it better
- 4 Information on all permits required before job starts/not after
- 5 Give all the rules at once / Don't keep adding to them
- 6 Need correct information/misinformed
- 7 Zoning information needed
- 8 Step to step procedures from beginning to end
- 9 Speed up the process/spend too much time waiting
- 10 Confusing process/too complicated
- 11 Need to know what regulations apply to our job
- 12 More information on costs/ fees
- 13 Need one contact person to help us throughout the whole process
- 14 Flag for permits earlier on/alert us right away
- 15 Environmental regulations information needed
- 16 Better internal communication / not give conflicting info
- 17 Specific regulations (seismic, fire, landscaping, etc.)
- 97 Other
- 98 Don't know/Not sure
- 99 Refused
- Q11 (Thinking about the project we've been discussing...). Information about <u>the application process</u>, such as where and how to apply, which forms you needed, and what plans to submit? Did you get...?
 - [A]: Given the project you've been referring to, think about the information regarding the application process, such as where and how to apply, which forms you needed, and what plans to submit. Did you get...?
 - 1 More information than you needed,
 - 2 Just what you needed,
 - 3 Or you needed more information>
 - 4 DON'T KNOW / NOT SURE
 - 5 REFUSED
- Q12 (Thinking about the project we've been discussing...). Information about the fees? Did you get...?
 - [A]: Given the project you've been referring to, think about the information regarding the fees. Did you get...?
 - 1 More information than you needed,
 - 2 Just what you needed,
 - 3 Or you needed more information>
 - 4 DON'T KNOW / NOT SURE
 - 5 REFUSED

- Q13 (Thinking about the project we've been discussing...). Information about the status of your applications, after you submitted the paper work? Did you get...?
 - [A]: Given the project you've been referring to, think about the information regarding the status of your applications, after you submitted the paper work. Did you get...?
 - 1 More information than you needed,
 - 2 Just what you needed,
 - 3 Or you needed more information>
 - 4 DON'T KNOW / NOT SURE
 - 5 REFUSED
- Q14 During the course of your reviews and inspections, how would you rate the coordination among the different staff that were involved? Was it...?
 - 1 Very good, [SKIP TO Q16]
 - 2 Good, **[SKIP TO Q16]**
 - 4 Bad,
 - 5 Very bad,
 - 3 Or was it neither good nor bad? [SKIP TO Q16]
 - 6 NOT APPLICABLE [SKIP TO Q16]
 - 7 DON'T KNOW / NOT SURE [SKIP TO Q16]
 - 8 REFUSED [SKIP TO Q16]
- Q15 [IF Q14 = 4 OR 5] Please describe the problem.

[OPEN-ENDED]

- 1 RECORD COMMENTS
- 2 No communication between staff / Departments
- 3 Staff needs to be assigned quicker/less waiting time
- 4 Hard to understand/need better explanations
- 5 Don't lose our drawings/plans
- 6 Non professional/ Do not trust the staff
- 7 Need someone to fill in when the key person is on vacation
- 8 Poor attitudes of personnel / they don't care how long it takes to get our permits
- 9 Different people / City staff interpret rules and regulations
- 10 Incorrect information given/have to redo what we thought was correct
- 11 Exam officers/Inspectors need to all be on the same page
- 12 No coordination between the staff/failure to pass on information from one person to another
- 13 Stop changing the requirements/need to have set rules
- 14 Slow process / time consuming
- 15 Not knowledgeable / need more training/need to be more informed
- 16 Too many people involved in the process/hard to reach contact person
- 17 Conflict between inspectors regarding the rules and regulations required
- 18 Whole process is a nightmare / very frustrating (General)
- 19 Poor communication/doesn't return calls/poor response time
- 97 Other
- 98 Don't know / Not sure
- 99 Refused

- Q16 How often did you feel the regulations were interpreted <u>consistently</u> by different City staff? Would you say they were consistent...?
 - 1 All of the time.
 - 2 Most of the time,
 - 3 Some of the time,
 - 4 Or hardly ever?
 - 5 DON'T KNOW / NOT SURE
 - 6 REFUSED
- Q17 City regulations are intended to support the goal of making Portland a livable community. Of the regulations you were required to meet for your permit, were there any that you feel do <u>not</u> support this goal?
 - 1 YES
 - 2 NO
 - 3 DON'T KNOW / NOT SURE
 - 4 REFUSED
- Q18 Overall, how would you rate the predictability of the review process you went through? By "predictable" I mean things going the way you thought they would. Would you say...?

[A]: Overall, how would you rate the predictability of the review process you went through? With "predictable" meaning things going the way you thought they would, would you say...?

- 1 Very good,
- 2 Good.
- 4 Bad,
- 5 Very bad,
- 3 Or was it neither good nor bad?
- 6 NOT APPLICABLE
- 7 DON'T KNOW / NOT SURE
- 8 REFUSED
- Q19 Overall, how would you rate the timeliness of the review process you went through? By "timely" I mean the length of time being what you expected. Would you say...?

[A]: Overall, how would you rate the timeliness of the review process you went through? Here, "timely" means the length of time being what you expected. Would you say...?

- 1 Very good,
- 2 Good,
- 4 Bad,
- 5 Very bad,
- 3 Or was it neither good nor bad?
- 6 NOT APPLICABLE
- 7 DON'T KNOW / NOT SURE
- 8 REFUSED

[OPEN-ENDED]

- Nothing / Can't think of anything 0 Other 1 2 Quicker turnaround /too slow issuing permits 3 More communication among city staff 4 Back up plans for people who are going on vacation so process continues 5 Less information required / too much needed 6 Mail my corrections-live in Seattle 7 Need one project manager to track process from beginning to end 8 Streamline routing of project / make sure it is signed off quickly 9 Screening needed to eliminate unnecessary reviews 10 More staff coordination between different departments for reviews Need accurate information 11 12 Lack of consistency from people behind the counter 13 Less costly projects / keep requirements low Department of Transportation is too rigid on what you can and can't do 14 15 Less paperwork / streamline permit process 16 Allow simple permits over the counter 17 Give overall projections of building codes at once 18 Lower fees / costs (General) Better coordination / consistency from one department to another 19 20 Get rid of staff / too bureaucratic Improve response time on returning phone calls 21 22 Speed up review design process 23 Better input between the planners / reviewers 24 Need quicker notification of any problems that could cause failure to pass inspection 25 Codes need to be standardized 26 Improve timeliness of inspectors arriving on the site 27 Clarify codes better/confusing 28 Consistency of inspectors in terms of dealing with the same issues 29 Hire more people / need more staff 30 Consistency between one plan examiner to the next
 - 34 Distrust process / more up front on procedures 35 Less regulations / rules
 - 36 Not knowledgeable/Need more training / Need to be more informed

Flexibility needed with each project because they differ

- 37 Want on-line accessibility / web site
- 38 Better customer service / Friendlier staff
- 39 Be on the same page with code interpretations
- 40 Privatize

31

32

33

41 Zone improvements / zoning requirements needed (mentions of different zoning projects)

More information needed for home owners (lectures, discussions, etc.)

Need someone responsible to make decisions / don't pass things on

- 42 Parking improvements / more / less expensive
- 43 Current administration is anti-business / get rid of Mayor
- 44 Limit / Management neighborhood input
- 45 Do a good job / Satisfied
- 46 Need a comprehensive info sheet outlining details of processes / fees
- 96 More information (General)
- 97 Other
- 98 Don't know / Not sure
- 99 Refused

THE END

[ALL RESPONDENTS]

- Q21 Did your project require other permits or approvals?
 - 1 YES
 - 2 NO
 - 3 DON'T KNOW / NOT SURE
 - 4 REFUSED
- Q22 **[IF Q21 = 1]** What were they?

DO NOT READ LIST

- 1 LAND USE REVIEW (IF NEEDED: SUCH AS DESIGN, ADJUSTMENT, LAND DIVISION OR LAND USE REVIEW)
- 2 A BUILDING PERMIT
- 3 DRIVEWAY OR SIDEWALK IMPROVEMENT PERMITS
- 4 MECHANICAL, ELECTRICAL, OR PLUMBING PERMITS
- 5 SIGN PERMIT
- 6 SEWER CONNECTION PERMIT
- 7 SEWER / STREET / WATER CONSTRUCTION PERMIT
- 8 SPRINKLER / ALARM PERMIT
- 9 STREET USE PERMIT
- 10 ZONING / Z PERMIT
- 11 REFRIGERATION PERMIT
- 12 PARKING LOT PERMIT
- 13 ELEVATOR PERMIT
- 14 FIRE PERMIT
- 15 COMMERCIAL PERMIT
- 16 TRANSPORTATION PERMIT
- 17 ADJUSTMENT PERMIT
- 18 CONSTRUCTION PERMIT
- 19 REVISION PERMIT
- 20 DRAINAGE PERMIT
- 21 STRUCTURAL PERMIT
- 24 HVAC
- 25 ENVIRONMENTAL REVIEW
- 26 STATE HEALTH DIVISION
- 27 DEMOLITION PERMIT
- 28 STATE HISTORIC PRESERVATION
- 29 APPEALS
- 97 OTHER [SPECIFY]
- 99 REFUSED

THANK That concludes my questions. Thank you very much for your time and cooperation. [DISPOS=40]

THANK2 You will receive a link to the survey from mkirk@nwrg.com within the next 24 hours. If you have a SPAM filter, you will need to allow this email address through in order to receive the link. After we send the link, we will call to verify that you received it. Thank you very much for your time and cooperation. [DISPOS=41]

E-MAIL INVITE (EMAIL TEXT)

Greetings,

Thank you for agreeing to participate in this online survey regarding the system that processes requests for Land Use Reviews in the City of Portland. Your participation in the survey is very important to us, and we greatly appreciate it.

Your views are very important to the City of Portland, and the survey results, including your suggestions, will be used by managers at such *department* to help them make decisions about the services provided.

Following, is the survey's URL or address. If your e-mail program allows clickable links, simply click the link below and begin. If your program does not allow clickable links, simply copy the entire URL in the address field in your internet browser. Some e-mail programs will 'wrap' the URL or web address, so please make sure that you have the entire address in your browser.

Although you can complete the survey using the internet browser program, the survey works best if using Internet Explorer.

[URL]

The survey should take about 10 minutes to complete. If you are interrupted or need to leave the survey and come back to finish, you may do so without starting over - simply click the URL above again or copy it into the address field in your internet browser – and the survey will start up where you left off.

Please know that your responses to this survey will be kept completely confidential. All responses will be combined with the responses of other respondents, and your e-mail address and any other identifying information will in no way be linked to your opinions.

Your participation is important for the success of the survey. In order to ensure your opinions are included, we ask that you please complete the survey as soon as possible, but no later than **August 22, 2006**.

Once again, thank you for your participation. If you have any questions, please contact Meghann Kirk at Northwest Research Group at mkirk@nwrg.com or call her at 208-364-0171 ext. 307 during regular business hours.

Thank you.

ONINT2

Thank you for agreeing to participate in this online survey for the City of Portland.

Your participation in this survey is very important to us, and we greatly appreciate it.

Please know that your responses to this survey will be kept completely confidential. All responses will be combined with the responses of other respondents, and your e-mail address and any other identifying information will in no way be linked to your opinions.

Please read each of the survey questions carefully before choosing your response.

The survey should take about 10 minutes to complete. If you are interrupted or need to leave the survey and come back to finish, you may do so without starting over - simply click the URL above again or copy it into the address field in your internet browser – and the survey will start up where you left off.

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[CLICK NEXT TO CONTINUE]

[SKIP TO Q2]

INSERT NWRG LOGO AT BOTTOM OF SCREEN]
[DO YOU WANT TO INCLUDE A LOGO FOR CITY OF PORTLAND????}

Disp#	Disposition	Display Type	Property	Incidence
		P/S/I/H	A/B/C/N/R/F	D/B/I
1	No Answer	Р	Α	D
2	Busy	Р	В	D
3	Answering Machine	Р	Α	D
4	Verified Non-Working	Р	F	D
5	Initial Refusal	S	R	D
6	Final Refusal	S	F	D
7	Never Call – SUPERVISOR	S	N	D
8	Screener Refusal	Н	F	D
9	Communication Barrier	S	F	D
10	Language Barrier (Unknown)	S	F	D
11	Callback Introduction	S	С	D
12	Privacy Manager	Р	R	D
13	Possible Disconnect	Р	С	D
14	Business / Residential	Р	F	D
15	Targeted Respondent Not Available	S	F	D
16	(Specific Language Barrier / Other)	S	F	D
20	Interview In Progress	I	С	I
21	Mid-Terminate – SUPERVISOR	I	F	I
22	No Head of Household / No One Over 18	Н	F	В
23	Out Of Area	Н	F	В
24	No Call List Mention	S	F	D
25	Message Left	Н	А	В
30	OQ – 150 Land Use customers	Н	F	В
40	Complete	Н	F	I

Display Type:

P = Pre-Screener - First Screen With Contact Info (Prior To Contact With Respondent)

S = Screener - After First Screen, Before QAL (After Contact With Respondent)

I = Interview - Between QAL and CPL H = Hidden - Not Available To Interviewer

C = Callback

N = Never Call

F = Final

Property:

A = Answering Machine / No Answer

B = Busy

R = Refusal

Incidence:

I = Include

D = Don't include

B = Base only