

City of Portland
2006 Bureau of Development Services Telephone Customer Survey
Version 1: Building & Trade Permits 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 Permit for (pull from sample – FWORK)?

ONCE ON THE PHONE, REINTRODUCE IF NEEDED: According to our records, you received a <A BUILDING PERMIT / TRADE PERMIT> 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 cannot 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 <A BUILDING PERMIT / TRADE PERMIT> 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 <BUILDING/TRADE PERMIT> for?

[NOTE TO RO: SKIP TO Q2 IF NOT TYPE2 IS NOT A BUILDING PERMIT] 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 <PERMIT> 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 question, please think about your experience with the City when you applied for the <PERMIT> 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 building or trade permits. 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

[BUILDING AND TRADE PERMITS ONLY]

QB Thinking specifically about that project, we want to ask you about **<3 / [2, IF OVER-THE-COUNTER]>** separate parts of the development review process. The first part was when your application was checked to see if your permit could be issued right away or if your plans needed to be submitted for review.

[A]: Thinking specifically about that project, please answer some questions about **<3 / [2, IF OVER-THE-COUNTER]>** separate parts of the development review process. The first part was when your application was checked to see if your permit could be issued right away or if your plans needed to be submitted for review.

[SKIP IF OVER-THE COUNTER The main part where your plans were taken in and reviewed by City staff before you got your permit to make sure your project was allowed under City regulations.]

And the final part was the "Inspections" phase, where an inspector visited the actual site to check on the work.

For these next few questions, please think only of the first step, where your application was checked to see if everything was complete.

ENTER TO CONTINUE

Q6B 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]

- 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

Q6B1 Did you have a problem with their availability?

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

Q6B2 **[IF Q6B1 = 1]** Was your problem resolved to your satisfaction?

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

Q7B How satisfied were you with the staff who first checked your project 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

Q7B1 Did you have a problem with their knowledge?

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

Q7B2 **[IF Q7B1 = 1]** Was your problem resolved to your satisfaction?

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

Q8B 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]

- 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

Q8B1 Did you have a problem with their helpfulness in solving problems?

- 1 YES
- 2 NO

- 3 DON'T KNOW / NOT SURE
- 4 REFUSED

Q8B2 **[IF Q8B1 = 1]** Was your problem resolved to your satisfaction?

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

Q9B 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
- 7 DON'T KNOW / NOT SURE
- 8 REFUSED

Q9B1 Did you have a problem with their fairness?

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

Q9B2 **[IF Q9B1 = 1]** Was your problem resolved to your satisfaction?

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

Q10B 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]**
- 3 DON'T KNOW / NOT SURE **[SKIP TO Q13B]**
- 4 REFUSED **[SKIP TO Q13B]**

Q11B **[IF Q10B=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

Q11B1 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

Q11B2 **[IF Q11B1 = 1]** Was your problem resolved?

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

Q12B **[IF Q10B=1]** How satisfied were you with...how clear the steps were to get the issues resolved? 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

Q12B1 Did you have a problem with how clear the steps were to get the issues resolved?

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

Q12B2 **[IF Q12B1 = 1]** Was your problem resolved?

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

Q13B 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
- 9 REFUSED

PLANS REVIEWED BY CITY STAFF

[BUILDING AND TRADE PERMITS ONLY; SKIP WHOLE SECTION IF PERMIT WAS OVER-THE COUNTER]

Q17X1 Now we want to ask similar questions about the **second** part of the process, where your plans were taken in and reviewed by City staff before you got your permit, to make sure your project was allowed under City regulations. During the review process your plans may have been looked at by staff from up to six different bureaus, among them are Development Services, Environmental Services, Transportation, and Water.

[A]: The following are similar questions about the **second** part of the process, where your plans were taken in and reviewed by City staff before you got your permit, to make sure your project was allowed under City regulations. During the review process your plans may have been looked at by staff from up to six different bureaus, among them are Development Services, Environmental Services, Transportation, and Water.

Q17B1 First I have a few questions about your satisfaction with the review staff from the Bureau of Development Services. How satisfied were you with their availability of the review staff? Would you say...?

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

[A]: The next questions are about your satisfaction with the review staff from the **Bureau of Development Services**. How satisfied were you with their availability of the review staff? 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

Q17B1A Did you have a problem with their availability?

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

Q17B1B **[IF Q17B1A = 1]** Was your problem resolved to your satisfaction?

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

Q17B2 How satisfied were you with the review staff from Development Services on their knowledge? Would you say...?

[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

Q17B2A Did you have a problem with their knowledge?

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

Q17B2B **[IF Q17B2A = 1]** Was your problem resolved to your satisfaction?

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

Q17B3 How satisfied were you with the review staff from Development Services on their helpfulness in solving problems? Would you say...?

[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

Q17B3A Did you have a problem with their helpfulness in solving problems?

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

Q17B3B **[IF Q17B3A = 1]** Was your problem resolved to your satisfaction?

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

Q17B4 How satisfied were you with the review staff from Development Services on their fairness? Would you say...?

[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

Q17B4A Did you have a problem with their fairness?

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

Q17B4B **[IF Q17B4A = 1]** Was your problem resolved to your satisfaction?

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

Q17B5 Next I have a few questions about your satisfaction with the review staff from the Bureau of Environmental Services. How satisfied were you with the review staff from Environmental Services on their availability?

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

[A]: The next questions are about your satisfaction with the review staff from the **Bureau of Environmental Services**. How satisfied were you with the review staff from Environmental Services on their availability?

- 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

Q17B5A Did you have a problem with their availability?

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

Q17B5B **[IF Q17B5A = 1]** Was your problem resolved to your satisfaction?

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

Q17B6 How satisfied were you with the review staff from Environmental Services on their knowledge?

[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

Q17B6A Did you have a problem with their knowledge?

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

Q17B6B **[IF Q17B6A = 1]** Was your problem resolved to your satisfaction?

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

Q17B7 How satisfied were you with the review staff from Environmental Services on their helpfulness in solving problems?

[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

Q17B7A Did you have a problem with their helpfulness in solving problems?

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

Q17B7B **[IF Q17B7A = 1]** Was your problem resolved to your satisfaction?

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

Q17B8 How satisfied were you with the review staff from Environmental Services on their fairness?

[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

Q17B8A Did you have a problem with their fairness?

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

Q17B8B **[IF Q17B8A = 1]** Was your problem resolved to your satisfaction?

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

Q17B9 Next I have a few questions about your satisfaction with the review staff from the Bureau of Transportation. How satisfied were you with the review staff from Transportation on their availability? Would you say...?

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

[A]: Now, the questions are about your satisfaction with the review staff from the **Bureau of Transportation**. How satisfied were you with the review staff from Transportation on their availability? 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

Q17B9A Did you have a problem with their availability?

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

Q17B9B **[IF Q17B9A = 1]** Was your problem resolved to your satisfaction?

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

Q17B10 How satisfied were you with the review staff from the Bureau of Transportation on their knowledge?
Would you say...?

[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

Q17B10A Did you have a problem with their knowledge?

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

Q17B10B **[IF Q17B10A = 1]** Was your problem resolved to your satisfaction?

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

Q17B11 How satisfied were you with the review staff from the Bureau of Transportation on their helpfulness in solving problems? Would you say...?

[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

Q17B11A Did you have a problem with their helpfulness in solving problems?

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

Q17B11B **[IF Q17B11A = 1]** Was your problem resolved to your satisfaction?

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

Q17B12 How satisfied were you with the review staff from the Bureau of Transportation on their fairness?
Would you say...?

[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

Q17B12A Did you have a problem with their fairness?

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

Q17B12B **[IF Q17B12A = 1]** Was your problem resolved to your satisfaction?

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

Q17B13 Next I have a few questions about your satisfaction with the review staff from the Water Bureau. How satisfied were you with the review staff from the Water Bureau on their availability? Would you say...?

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

[A]: Following are a few questions about your satisfaction with the review staff from the **Water Bureau**. How satisfied were you with the review staff from the Water Bureau on their availability? 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

Q17B13A Did you have a problem with their availability?

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

Q17B13B **[IF Q17B13A = 1]** Was your problem resolved to your satisfaction?

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

Q17B14 How satisfied were you with the review staff from the Water Bureau on their knowledge? Would you say...?

[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

Q17B14A Did you have a problem with their knowledge?

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

Q17B14B **[IF Q17B14A = 1]** Was your problem resolved to your satisfaction?

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

Q17B15 How satisfied were you with the review staff from the Water Bureau on their helpfulness in solving problems? Would you say...?

[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

Q17B15A Did you have a problem with their helpfulness in solving problems?

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

Q17B15B **[IF Q17B15A = 1]** Was your problem resolved to your satisfaction?

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

Q17B16 How satisfied were you with the review staff from the Water Bureau on their fairness? Would you say...?

[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

Q17B16A Did you have a problem with their fairness?

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

Q17B16B **[IF Q17B16A = 1]** Was your problem resolved to your satisfaction?

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

Q18B Were you told by Plan Review staff that there could be issues that you needed to address to get your permit?

- 1 YES
- 2 NO **[SKIP TO Q21B]**
- 3 DON'T KNOW / NOT SURE **[SKIP TO Q21B]**
- 4 REFUSED **[SKIP TO Q21B]**

Q19B **[IF Q18B = 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

Q19B1 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

Q19B2 **[IF Q19B1 = 1]** Was your problem resolved to your satisfaction?

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

Q20B **[IF Q18B = 1]** How satisfied were you with...how clear the steps were to get the issues resolved? 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

Q20B1 Did you have a problem with how clear the steps were to get the issues resolved?

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

Q20B2 **[IF Q20B1 = 1]** Was your problem resolved to your satisfaction?

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

Q21B Did City staff give you any "checksheets" describing whether you needed to provide more information for your permit?

- 1 YES
- 2 NO **[SKIP TO Q23B]**
- 3 DON'T KNOW / NOT SURE **[SKIP TO Q23B]**
- 4 REFUSED **[SKIP TO Q23B]**

Q22B **[IF Q21B = 1]** How would you rate the adequacy of the information in the checksheets? 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
- 8 REFUSED

Q23B Were you given an estimate of the time it would take for the review of this project we've been discussing?

[A]: Were you given an estimate of the time it would take for the review of this project you've been referring to?

- 1 YES
- 2 NO **[SKIP TO Q25B]**
- 3 DON'T KNOW / NOT SURE **[SKIP TO Q25B]**
- 4 REFUSED **[SKIP TO Q25B]**

Q24B **[IF Q23B = 1]** Was the time estimate accurate?

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

Q25B How satisfied were you with the amount of time it took to complete the Plan Review? 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

Q25B1 Did you have a problem with the amount of time it took to complete the Plan Review?

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

Q25B2 **[IF Q25B1 = 1]** Was your problem resolved to your satisfaction?

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

Q26B How would you rate the OVERALL quality of your Plan Review phase?

- 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

INSPECTIONS PHASE
[BUILDING AND TRADE PERMITS ONLY]

Q27B The final part is the “Inspections” phase, where an inspector visited the actual site. Were you involved with this phase?

- 1 YES **[SKIP TO Q29B]**
- 2 NO
- 3 DON'T KNOW / NOT SURE
- 4 REFUSED

Q28B **[IF Q27B > 1]** Can you tell me who was involved with the inspection?

[A]: Can you recall who was involved with the inspection?

- 1 YES
- 98 NO / DON'T KNOW / NOT SURE **[SKIP TO Q7]**
- 99 REFUSED **[SKIP TO Q7]**

Q29B How satisfied were you with the inspectors on...their availability? 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

Q29B1 Did you have a problem with their availability?

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

Q29B2 **[IF Q29B1 = 1]** Was your problem resolved to your satisfaction?

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

Q30B How satisfied were you with the inspectors 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

Q30B1 Did you have a problem with their knowledge?

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

Q30B2 **[IF Q30B1 = 1]** Was your problem resolved to your satisfaction?

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

Q31B How satisfied were you with the inspectors on...their helpfulness in solving problems? 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

Q31B1 Did you have a problem with their helpfulness in solving problems?

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

Q31B2 **[IF Q31B1 = 1]** Was your problem resolved to your satisfaction?

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

Q32B How satisfied were you with the inspectors 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
- 7 DON'T KNOW / NOT SURE
- 8 REFUSED

Q32B1 Did you have a problem with their fairness?

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

Q32B2 **[IF Q32B1 = 1]** Was your problem resolved to your satisfaction?

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

Q33B Were you given an estimate of the time it would take to get an inspection after it was requested?

- 1 YES
- 2 NO **[SKIP TO Q35B]**
- 3 DON'T KNOW / NOT SURE **[SKIP TO Q35B]**
- 4 REFUSED **[SKIP TO Q35B]**

Q34B **[IF Q33B = 1]** Was the time estimate accurate?

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

Q35B How satisfied were you with the amount of time it took to get your inspections? 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

Q35B1 Did you have a problem with the amount of time it took to get your inspections?

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

Q35B2 **[IF Q35B1 = 1]** Was your problem resolved to your satisfaction?

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

Q36B Were you told by inspectors that there could be issues that you needed to address?

- 1 YES
- 2 NO **[SKIP TO Q39B]**
- 3 DON'T KNOW / NOT SURE **[SKIP TO Q39B]**
- 4 REFUSED **[SKIP TO Q39B]**

Q37B How satisfied were you with the following: How early you learned of these issues? Would you say you were...?

[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

Q37B1 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

Q37B2 **[IF Q37B1 = 1]** Was your problem resolved to your satisfaction?

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

Q38B (How satisfied were you with the following:) How clear the steps were to get the issues resolved? Would you say you were...?

[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

Q38B1 Did you have a problem with how clear the steps were to get the issues resolved?

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

Q38B2 **[IF Q38B1 = 1]** Was your problem resolved to your satisfaction?

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

Q39B How would you rate the OVERALL quality of your inspections? 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
- 8 REFUSED

OVERALL PROCESS

[ALL RESPONDENTS]

Q7 For these next questions, please think about the process as a whole, that is, all the steps together. 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, all the steps together. 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 which permits or approvals you 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 regulations that applied to your project? Did you get...?

[A]: Given the project you've been referring to, think about the Information regarding regulations 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]**

Q10 **[IF Q9=3]** What more did you need?

[OPEN-ENDED]

- 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 the application process, 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 how to find out 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 how to find out 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 consistently 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 they any that you feel do not 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

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

Q20 How would you rate the OVERALL quality of the development review process? Would you say it was…?

- 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

Q20 And what suggestions do you have for improving the City of Portland’s development review process?

[OPEN-ENDED]

- 0 ***Nothing / Can't think of anything***
- 1 ***Other***
- 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***
- 11 ***Need accurate information***
- 12 ***Lack of consistency from people behind the counter***
- 13 ***Less costly projects / keep requirements low***
- 14 ***Department of Transportation is too rigid on what you can and can't do***
- 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)***
- 19 ***Better coordination / consistency from one department to another***
- 20 ***Get rid of staff / too bureaucratic***
- 21 ***Improve response time on returning phone calls***
- 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*
- 31 *More information needed for home owners (lectures, discussions, etc.)*
- 32 *Need someone responsible to make decisions / don't pass things on*
- 33 *Flexibility needed with each project because they differ*
- 34 *Distrust process / more up front on procedures*
- 35 *Less regulations / rules*
- 36 *Not knowledgeable/Need more training / Need to be more informed*
- 37 *Want on-line accessibility / web site*
- 38 *Better customer service / Friendlier staff*
- 39 *Be on the same page with code interpretations*
- 40 *Privatize*
- 41 *Zone improvements / zoning requirements needed (mentions of different zoning projects)*
- 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@nwrq.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 Building Permits and Trade Permits 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@nwrq.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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Once again, thank you for your participation. If you have any questions, please contact Meghann Kirk at Northwest Research Group at mkirk@nwrq.com or call her at 208-364-0171 ext. 307 during regular business hours.

[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	P	A	D
2	Busy	P	B	D
3	Answering Machine	P	A	D
4	Verified Non-Working	P	F	D
5	Initial Refusal	S	R	D
6	Final Refusal	S	F	D
7	Never Call - SUPERVISOR	S	N	D
8	Screener Refusal	H	F	D
9	Communication Barrier	S	F	D
10	Language Barrier (Unknown)	S	F	D
11	Callback Introduction	S	C	D
12	Privacy Manager	P	R	D
13	Possible Disconnect	P	C	D
14	Business / Residential	P	F	D
15	Targeted Respondent Not Available	S	F	D
16	(Specific Language Barrier / Other)	S	F	D
20	Interview In Progress	I	C	I
21	Mid-Terminate – SUPERVISOR	I	F	I
22	No Head of Household / No One Over 18	H	F	B
23	Out Of Area	H	F	B
24	No Call List Mention	S	F	D
25	Message Left	H	A	B
26	NQ – Did not receive in last year	H	F	B
27	OQ – 200 Residential Building permit customers	H	F	B
28	OQ – 200 Commercial Building permit customers	H	F	B
29	OQ – 125 Trade permit customers	H	F	B
40	Complete	H	F	I
41	Send online survey	H	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

Property:

A = Answering Machine / No Answer
B = Busy
C = Callback
N = Never Call
R = Refusal
F = Final

Incidence:

D = Don't include
B = Base only
I = Include