

Community Development and Infrastructure– Unified Permit Center

Q2 2026 Survey Results

- Appointment Scheduler Survey (implemented 5/12/2025)
 - Distributed to completed appointments by email.
- Building Application Survey (implemented 5/12/2025)
 - 4 Distribution methods: QR code mailed in Approval Letters, Button in ePlan, Link in ePlan comments, email to all contacts at “Inspections” milestone.

Appointment Scheduler Survey Responses

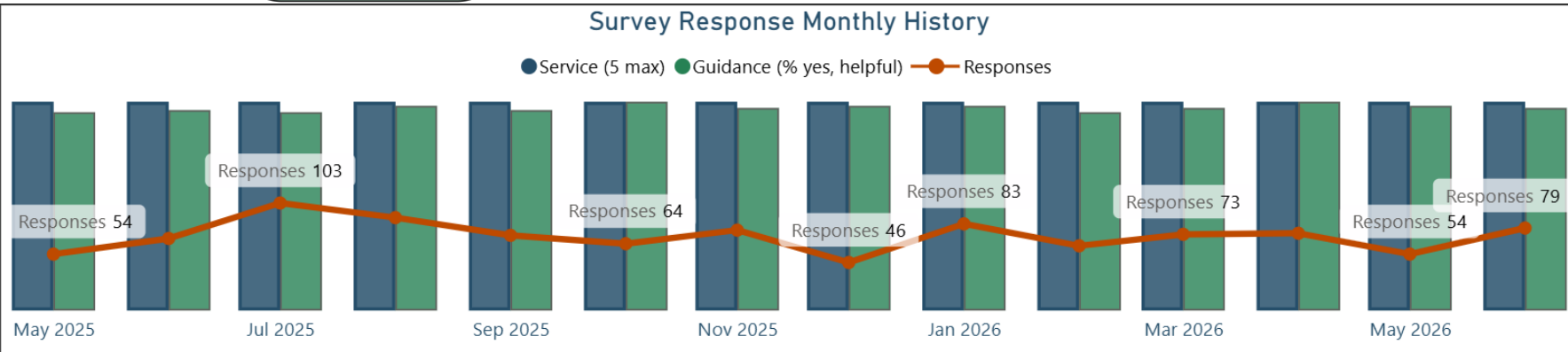
The Appointment scheduler survey is provided to members of the public following a counter appointment. The results reflect high service quality averaging 4.8 out of 5, and effectiveness in communication and support from 96% of respondents.

Average of Quality of Service Received
4.8
5 maximum

Received clear & helpful guidance
Responded "Yes"
96.3%

Survey Response Rate
16.0%

*Launched in May 2025, this report will transition from monthly to quarterly snapshots as more data accumulates, providing a clearer view of long-term performance trends.



Building Application Survey Responses

Survey
Response Rate
6.4%

- Four survey delivery methods have been launched May–March 2026 to boost response rates. Rates increased from 3.9% in Q1 2026 to 6.4% in Q2 2026.
- Reporting will shift from summaries to quarterly snapshots as data builds, revealing long-term performance trends.

Average of responses to
"Overall, how satisfied were you with the building permit process?"

3.3

1=Not Satisfied and 5=Very Satisfied

Average of responses to
"How easy was it to understand the application submittal requirements...?"

3.3

1=Very Difficult and 5=Very Easy

Average of responses to
"How would you rate the quality of customer service you received from our staff?"

3.7

1=Very Poor and 5=Excellent

Methods, Limitations, and References

Unified Permit Center Metrics

Methods

Data Sources:

- Data is generated from the Planning Department permit tracking system.
- Survey responses from applicants who completed appointments or building applications.

Total, Median, and Average Review Time:

- Approval times represent cumulative permit time from initial application to building permit issuance, including periods when the application is not actively reviewed while the applicant responds to County comments.
- Median and average review times indicate central tendencies for each permit type.
- Individual review times may vary based on plan clarity, completeness, associated discretionary permits, and environmental considerations.

Timeline and Updates:

- Dashboards cover a 24-month period and refresh weekly. Reported permit approval times are based on permits issued within the 24-month timeframe.
- Scorecards are published quarterly, with timelines provided for each metric.

Limitations

- Low application volumes for certain permit types may influence results.
- Data comes from the permit tracking system, which relies on some manual data entry. This may result in errors that impact the accuracy of the data.