

Community Development and Infrastructure– Unified Permit Center

Q4 2025 Survey Results

- Appointment Scheduler Survey (implemented 5/12/2025)
- Building Application Survey (implemented 5/12/2025)

Appointment Scheduler Survey Responses

Average of
Quality of Service
Received

4.8

5 maximum

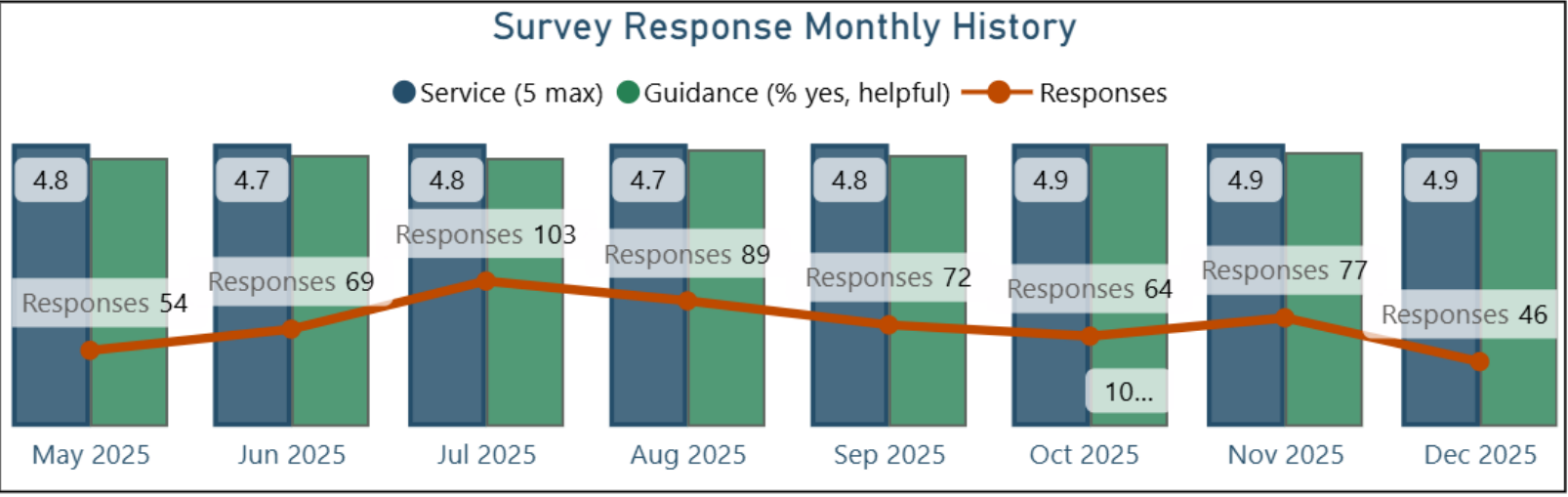
Received clear &
helpful guidance
Responded "Yes"

95.8%

Survey Response
Rate

16.9%

*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
2.9%

- Three survey delivery methods have been launched May–August 2025 to boost response rates.
- 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?"

3.1

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?"

3.6

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.