



**Customer Satisfaction Survey  
Development Services**

**2014-2015 Annual Report**

*January 13, 2016*

## **Survey Background and Summary**

In November 2013, the City of Norman began a process of surveying non-residential building permit applicants in an effort to collect input and enhance customer service for customers utilizing the Development Services Division. Each month, individual contacts listed on the building permit for project receiving a Certificate of Occupancy were emailed a link to a 32-question online survey which gathered both demographic data and input/ratings related to building permitting, individual inspections, and overall experience with the building process in Norman. Additionally, the survey gathered customer comparisons of Norman's processes versus those in other communities.

The following data relays the results of the second year of the report from November 14, 2014 to November 14, 2015. Over 212 individual surveys were sent, with 35 responses received (16.5% response rate). From staff research, response rates over 12% are generally above average compared to similar surveys submitted in other communities.

Generally, the survey results were positive. The largest numbers of survey respondents were general contractors (55.9% of the respondents). About 60% of the respondents had worked in Norman a minimum of 10 years.

The highest ratings from survey respondents came in the areas of:

- helpfulness and professionalism of the front counter permit technicians
- helpfulness and professionalism of the plans examiners
- professional demeanor of inspectors

Some of the lower ratings in the survey came in the areas of:

- speed of the application review process
- timeliness of inspections
- consistent interpretation of codes by the inspectors

Survey respondents also ranked Norman "About the Same As Other Cities" in the areas of

- cost of building review fee,
- permitting and inspection process requirements
- consistency in building code interpretation.

Norman ranked "Better Than Most Cities" in the category of professionalism of the entire staff.

Three categories that ranked as top priorities from survey respondents for continuing quality of the building inspection process include:

- consistent interpretation of codes
- thorough inspections that identify problems the first time
- definite times when requested inspections will take place

Respondents that requested contact from the Development Coordinator received a return phone call to discuss issues or other items related to their permitting process. Any information and/or issues were related to the appropriate Department Director.

Many responses and survey trends closely matched results from the 2013-2014 Annual Report. Response rates were up slightly from 15.9% in the 2013-2014 report, and overall experience with electrical inspections was replaced with consistency in building code interpretation as a lower rated area of service.

The following pages provide statistical information related to the survey results, along with comparison results from the previous year's (2013-2014) survey report.

# Survey Statistics and Service/Process Ratings

## Survey Response Rate

- Number of Surveys Submitted (between Nov. 18, 2013 and Nov. 4, 2014): **212**
- Number of Individual Responses (between Nov. 18, 2013 and Nov. 4, 2014): **35**
- Response Rate: **16.5%**
- Number of Respondents Requesting Follow-Up Call: **9**

## Demographic Statistics

### Years Performing Work in Norman

- 0-4 years – 34.29%
- 5-9 years – 5.71%
- 10-14 years – 11.43%
- 15-19 years – 2.86%
- 20+ years – 45.71%

### Role in Project Development

- General contractor – 55.88%
- Sub-contractor – 0.00%
- Project owner – 23.53%
- Other – 23.53%

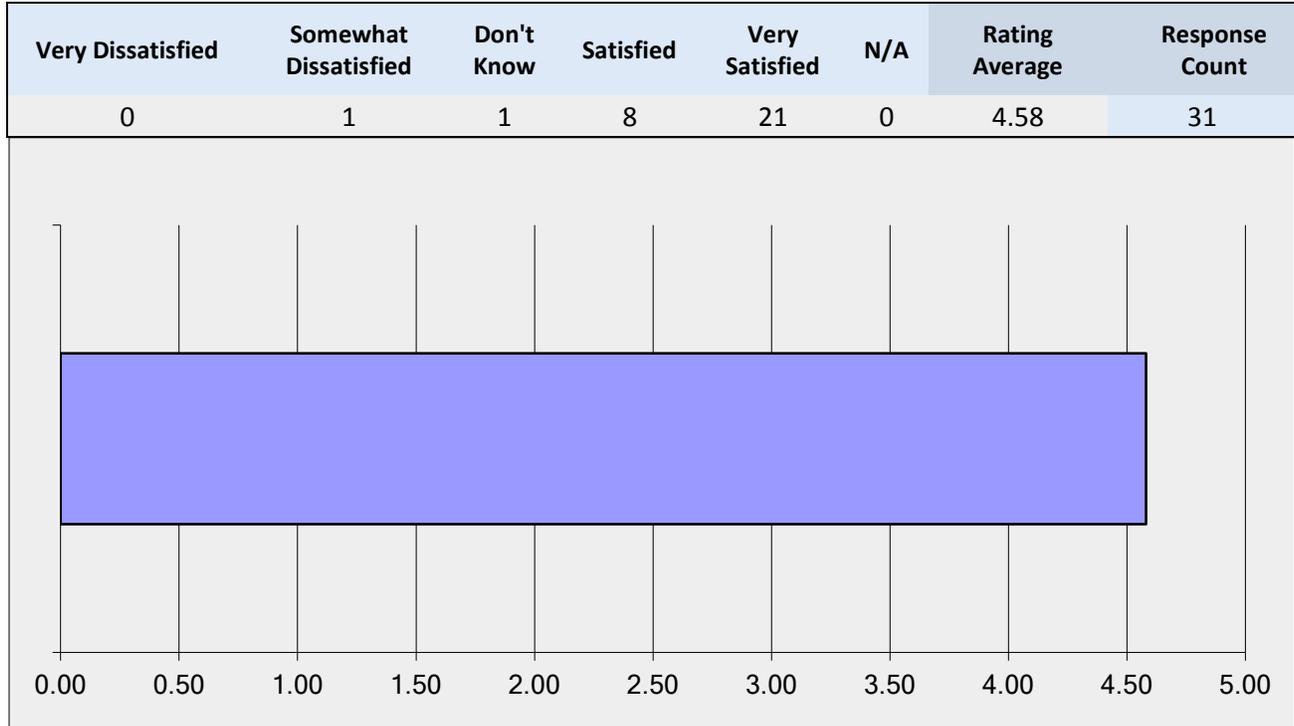
### Types of Inspections Performed on Project

- Building – 54.55%
- Electrical – 54.55%
- Plumbing – 45.45%
- Mechanical – 42.42%
- Fire – 48.48%
- All of the above – 78.79%

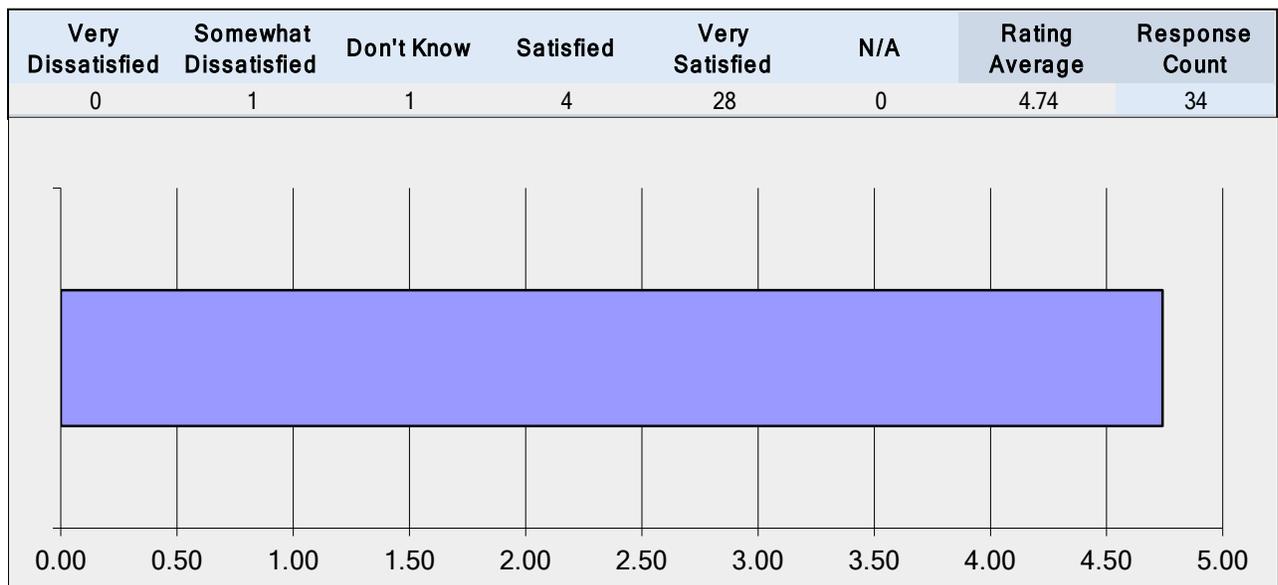
## Ratings for Staff Services and Process Requirements

### *Helpfulness and Professionalism of the Front Counter Permit Technicians*

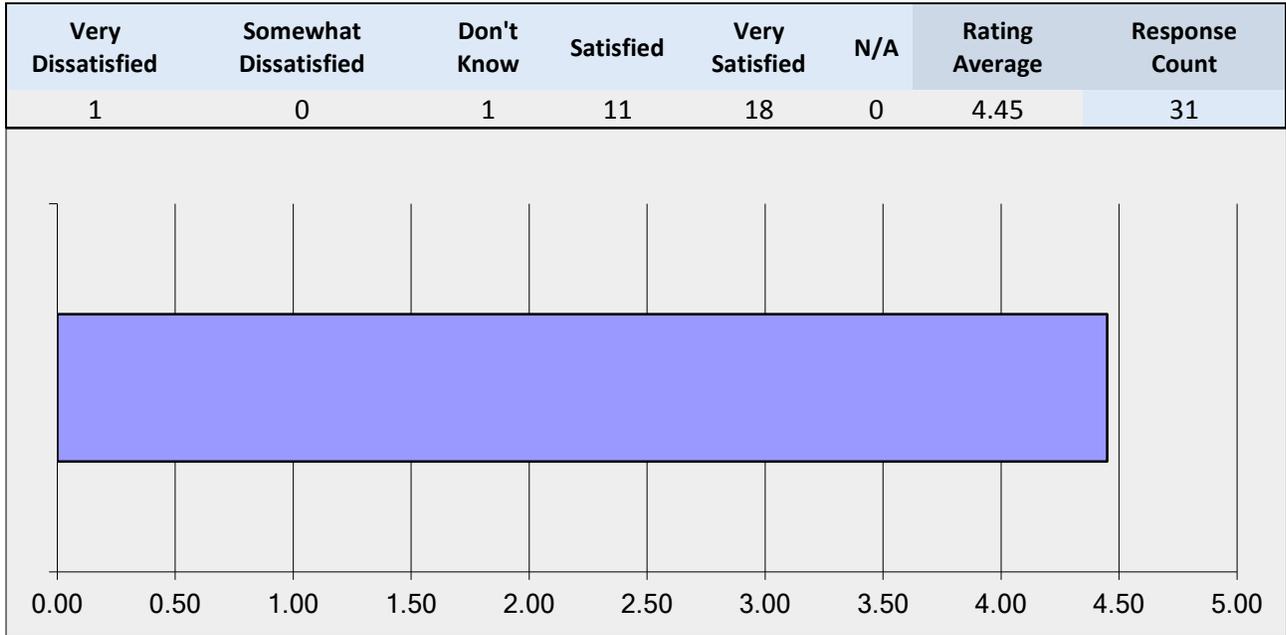
**2014-2015 Annual Report**



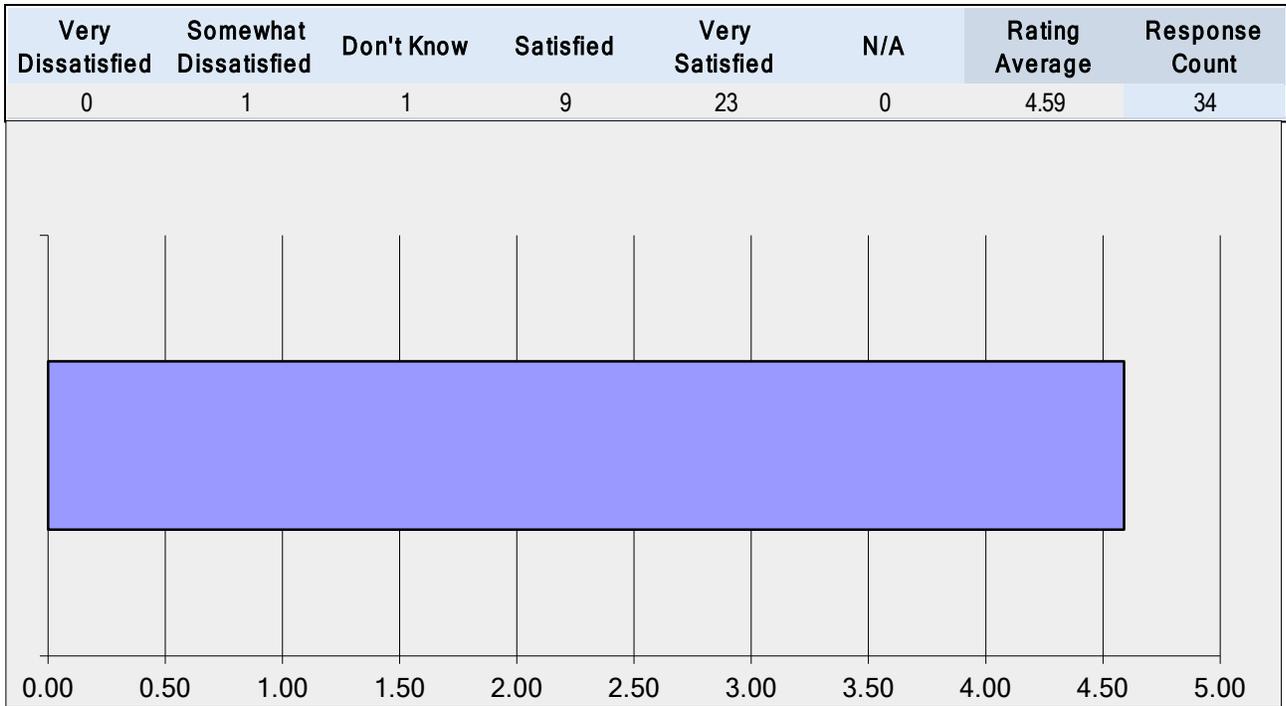
**2013-2014 Annual Report**



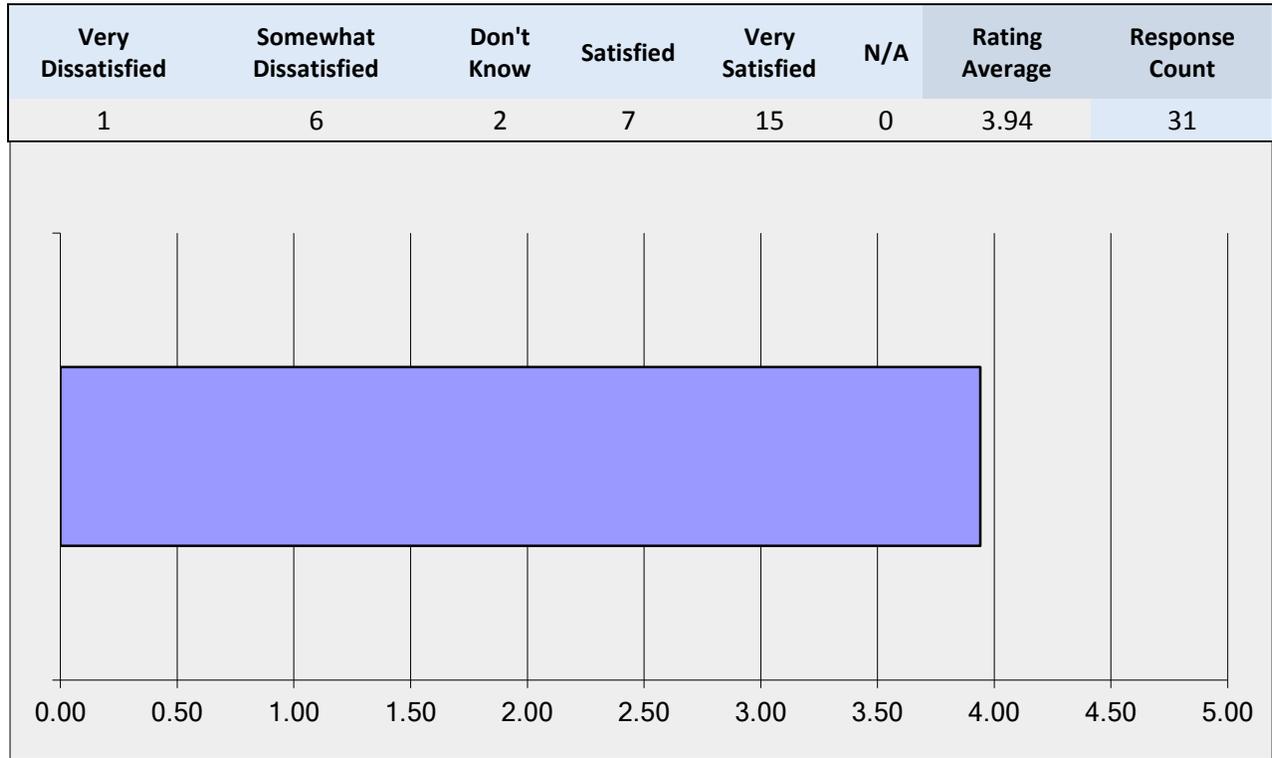
**Helpfulness and Professionalism of the Plans Examiners  
2014-2015 Annual Report**



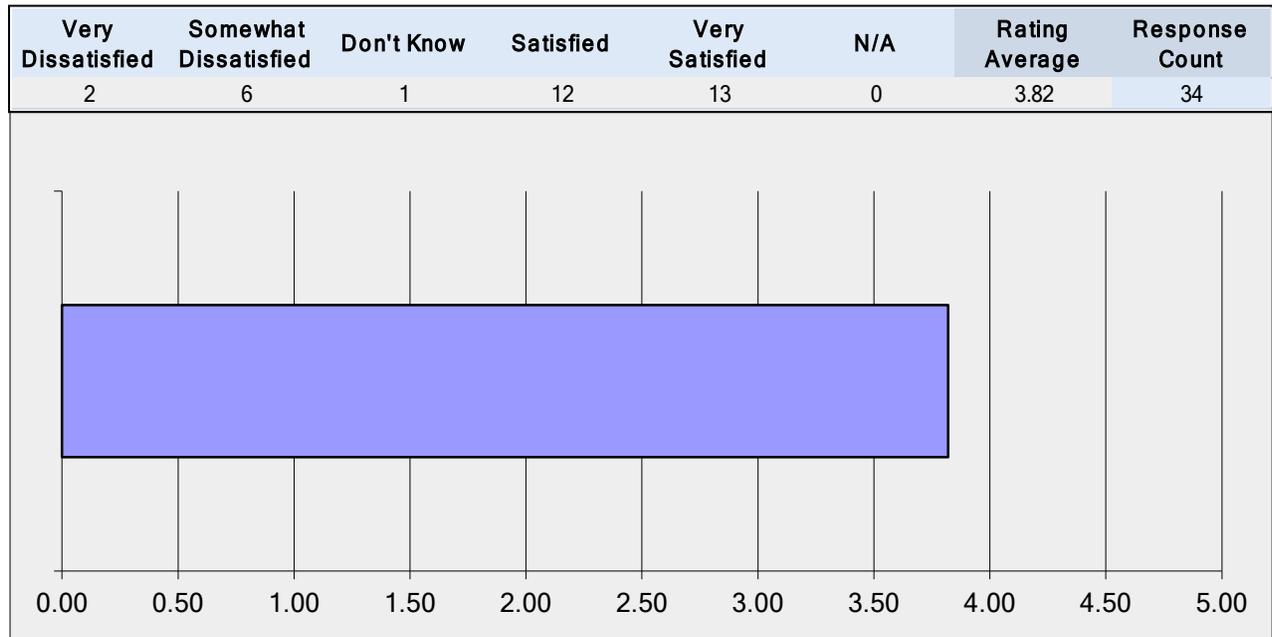
**2013-2014 Annual Report**



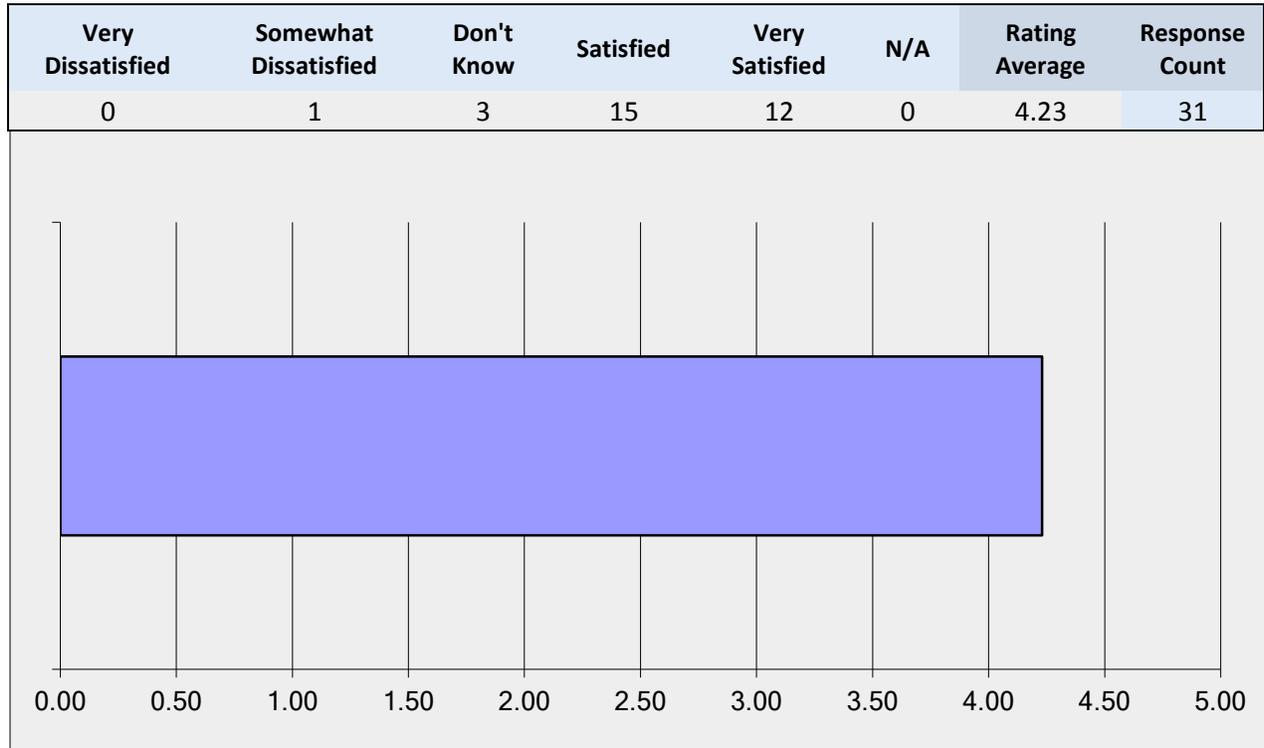
**Speed of the Permit Application Review Process  
2014-2015 Annual Report**



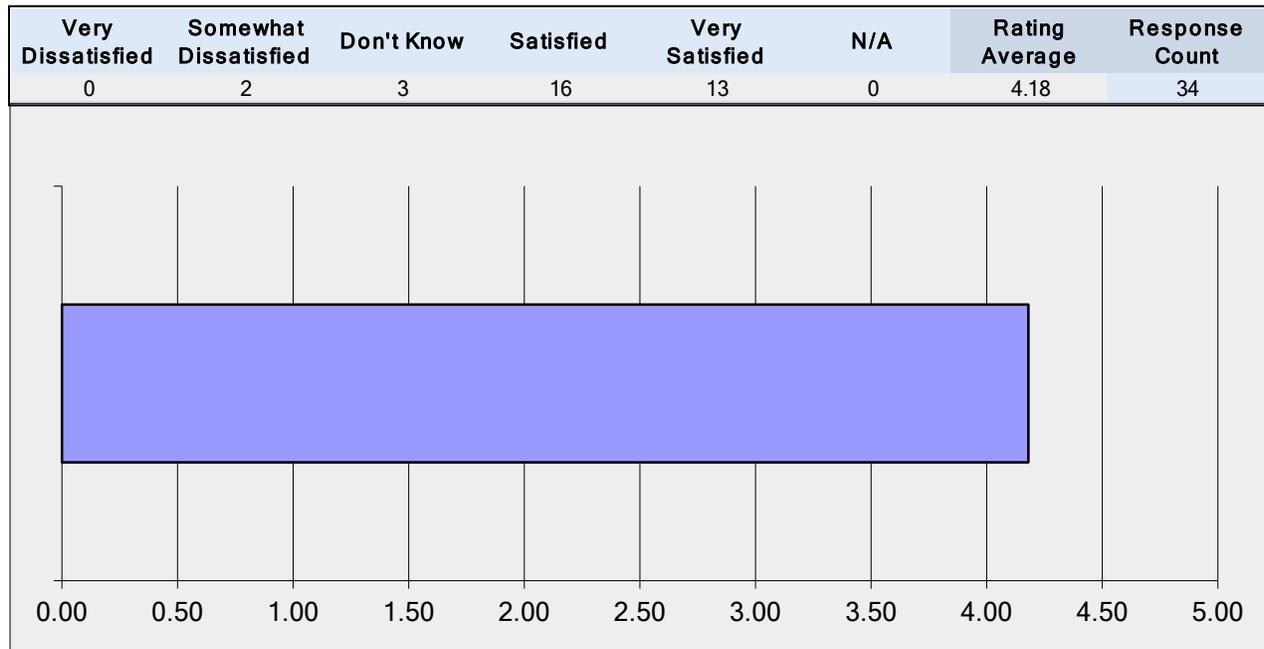
**2013-2014 Annual Report**



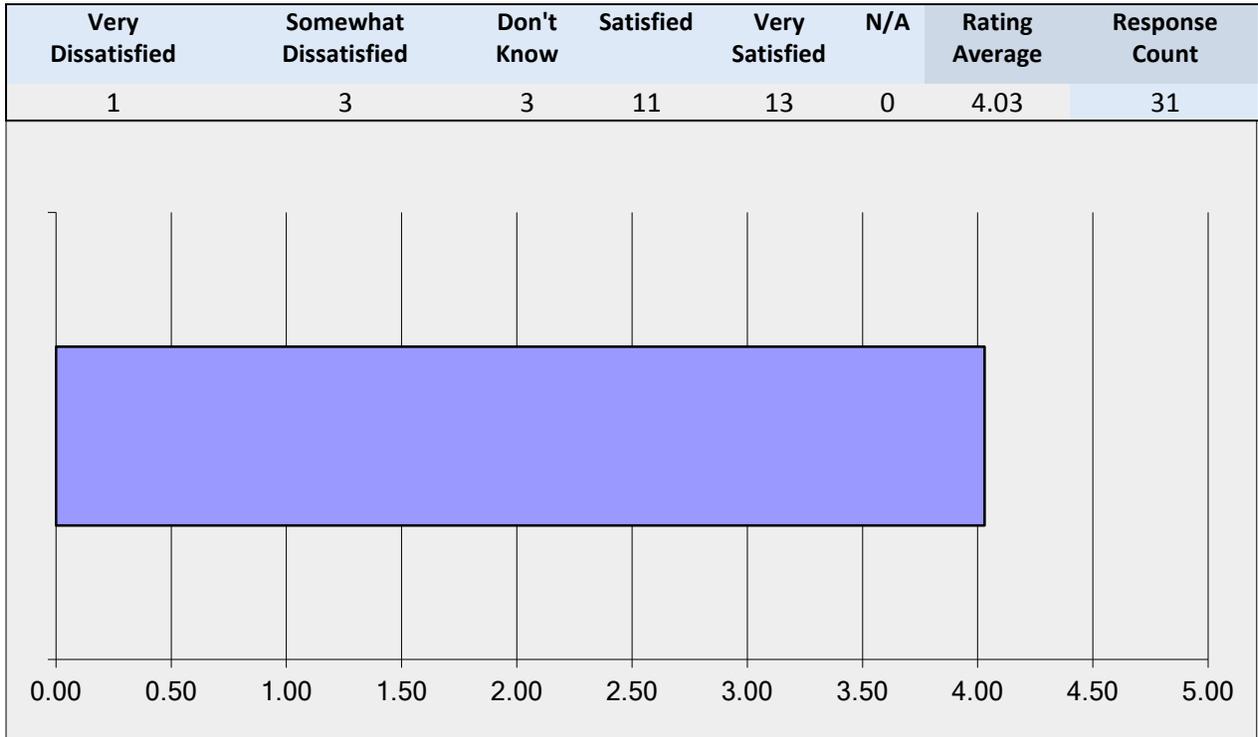
**Reasonableness of Building Permit Review Fee (\$0.14/sq. ft.)**  
**2014-2015 Annual Report**



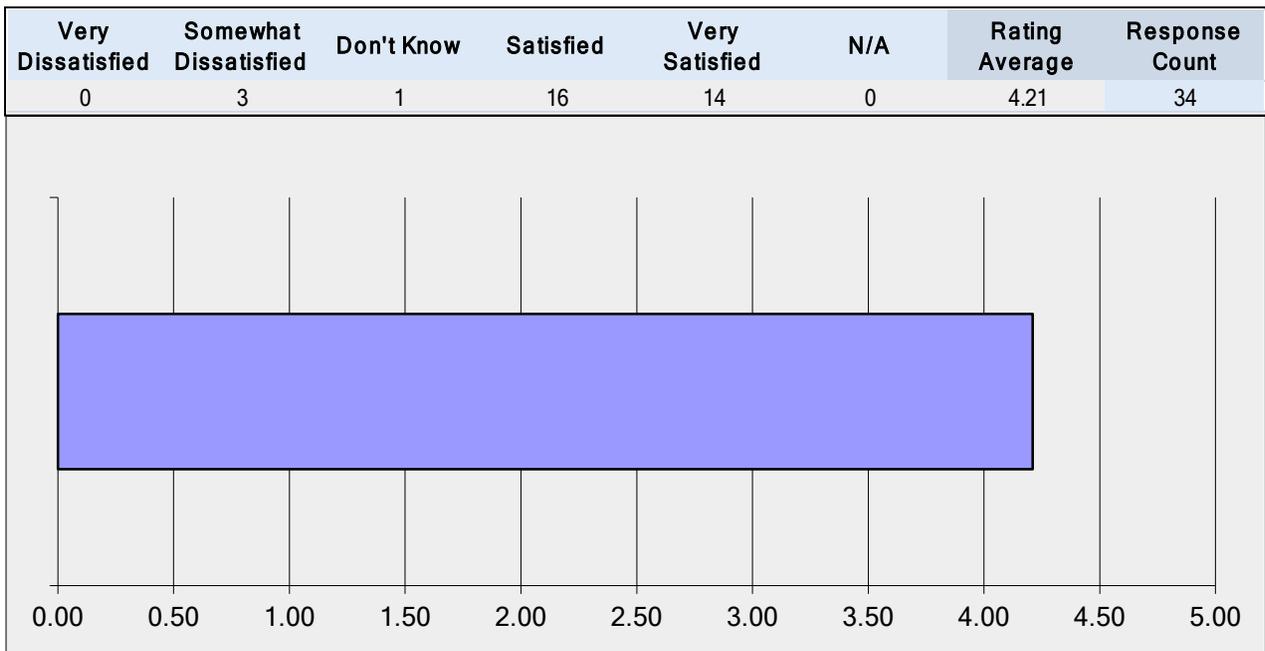
**2013-2014 Annual Report**



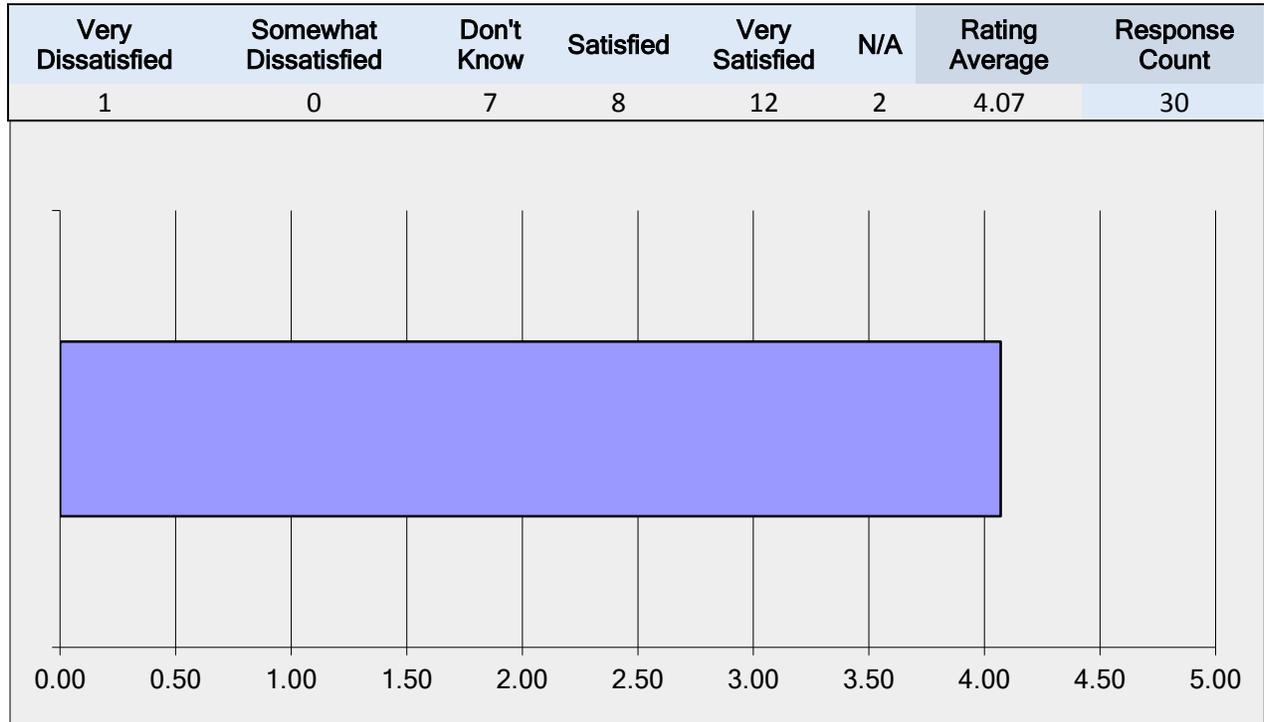
**Overall Experience with the Building Permitting Process  
2014-2015 Annual Report**



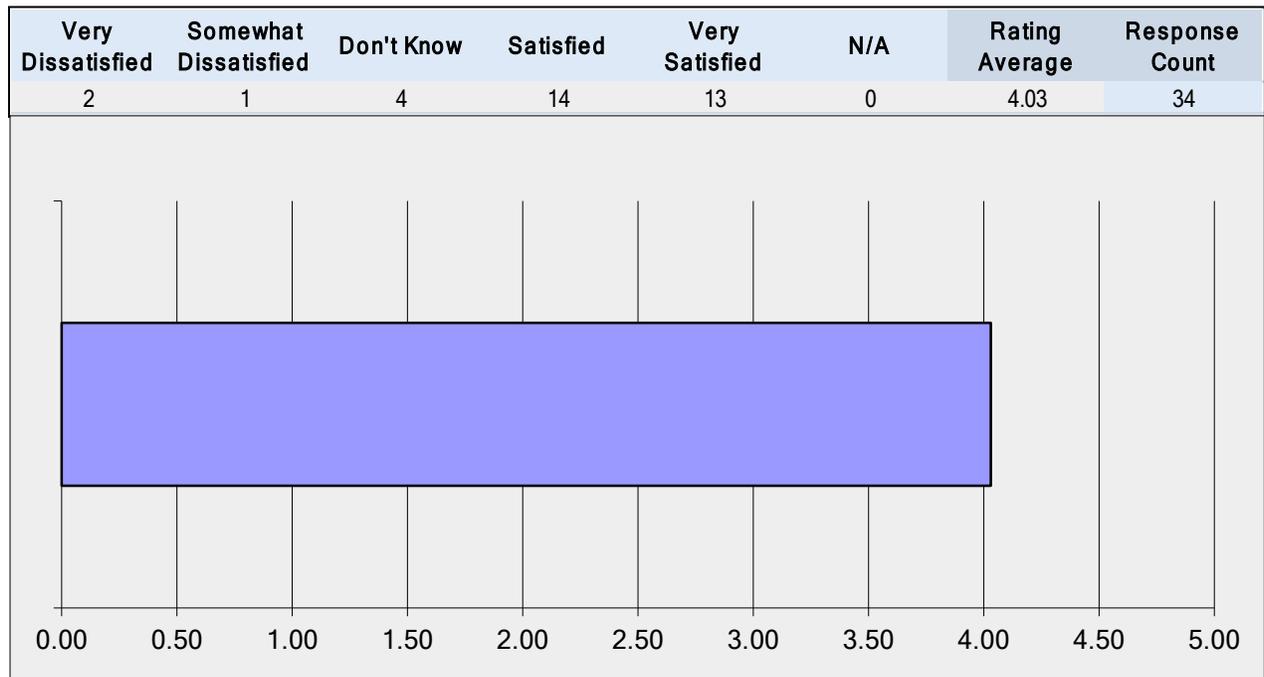
**2013-2014 Annual Report**



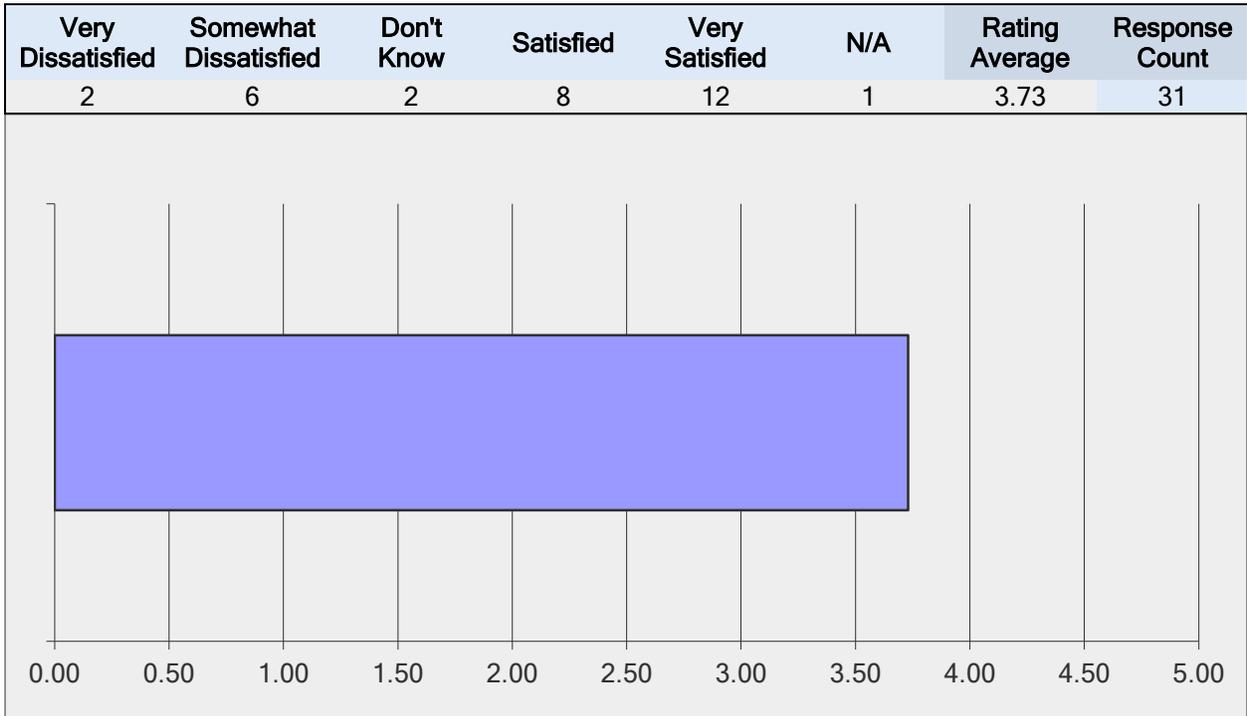
***Ease of Scheduling an Inspection via the Automated Phone Line (IVR)***  
***2014-2015 Annual Report***



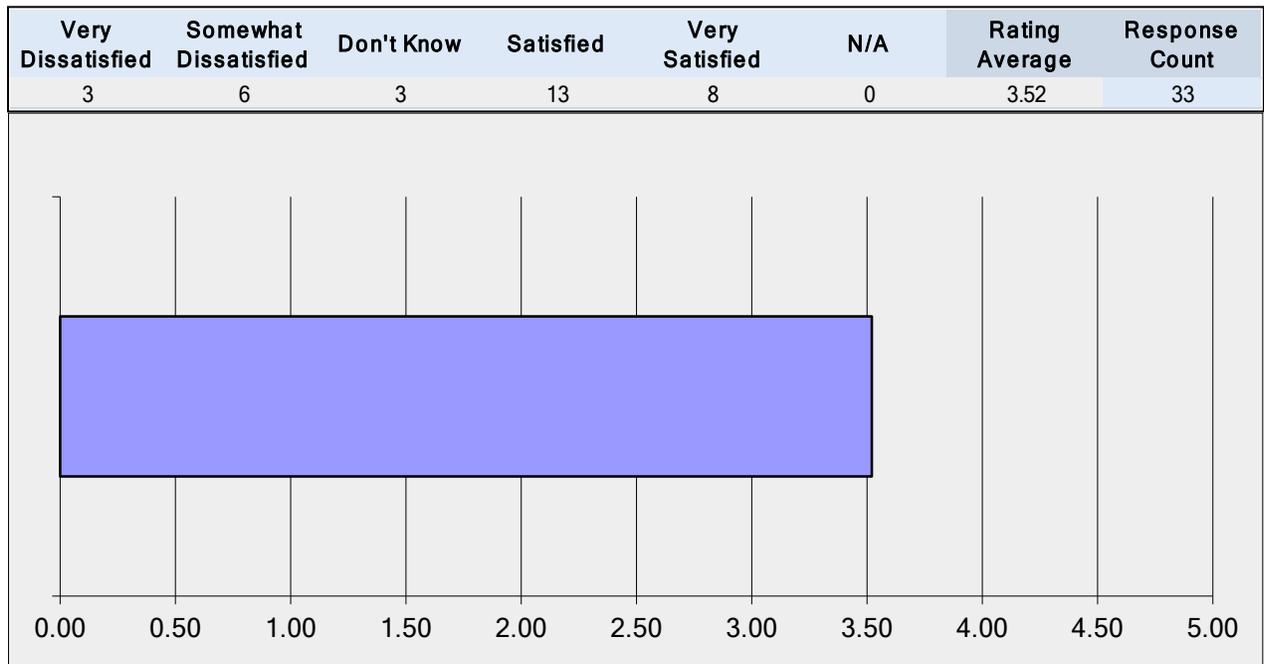
***2013-2014 Annual Report***



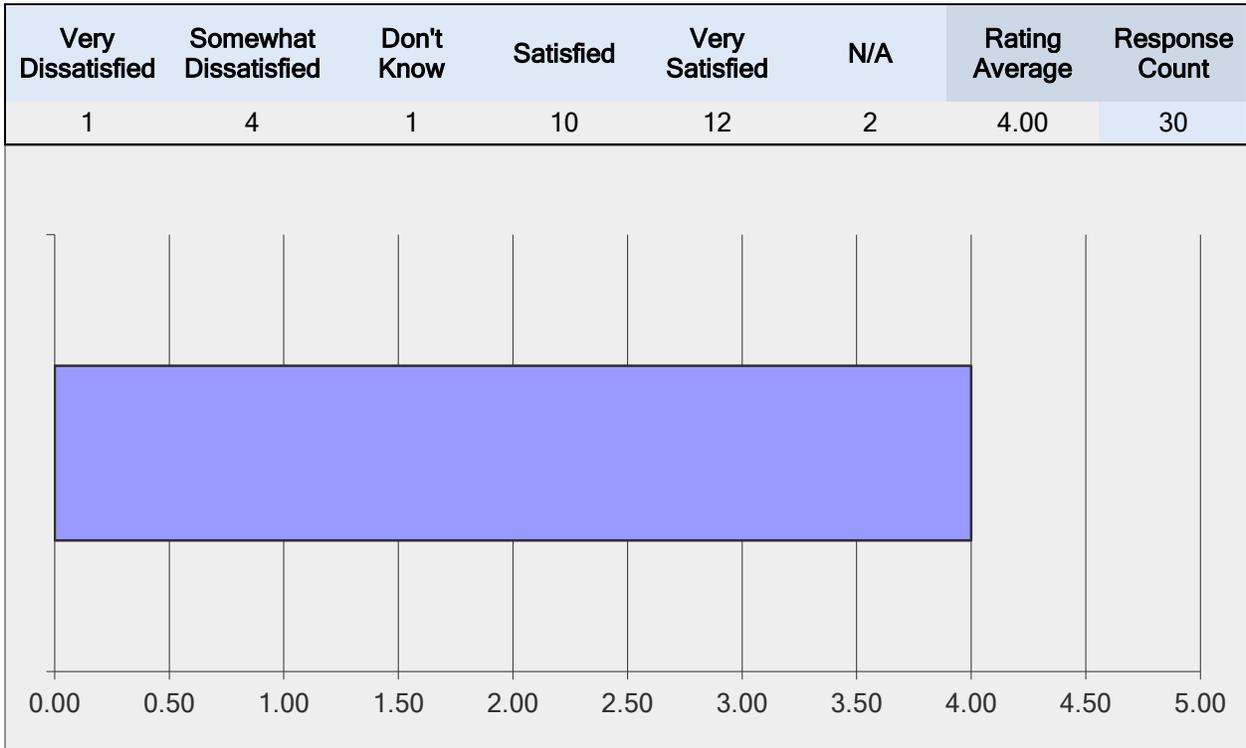
**Timeliness of Inspections**  
**2014-2015 Annual Report**



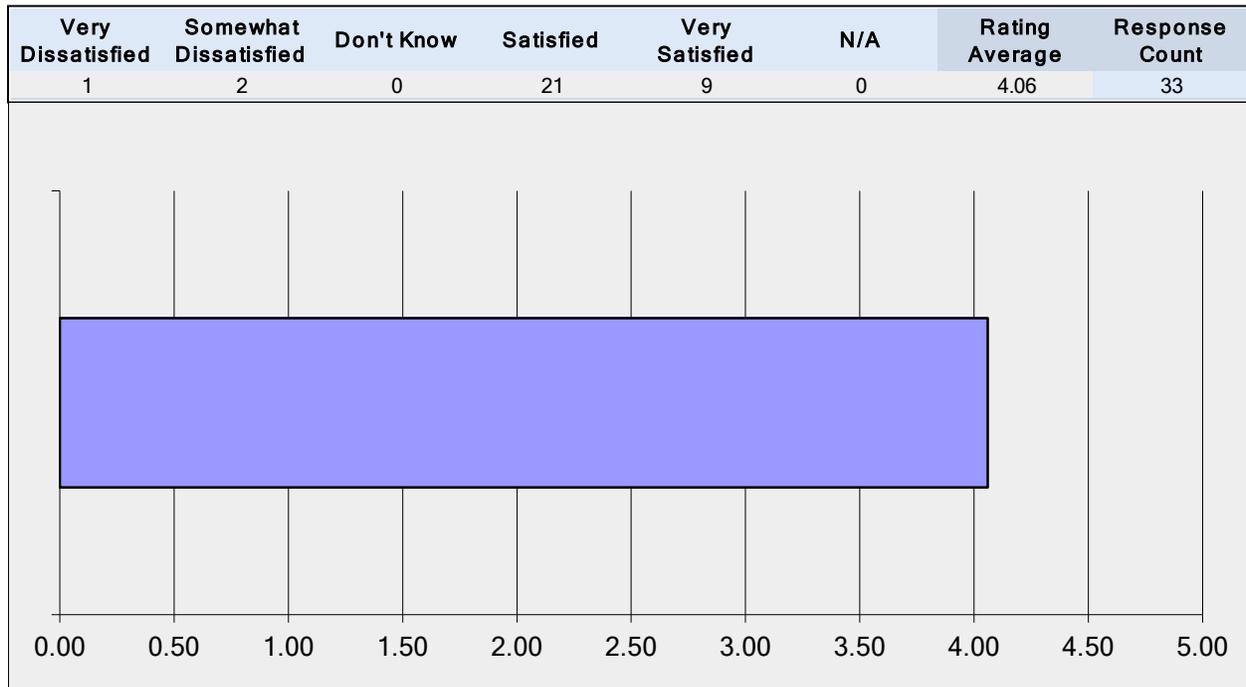
**2013-2014 Annual Report**



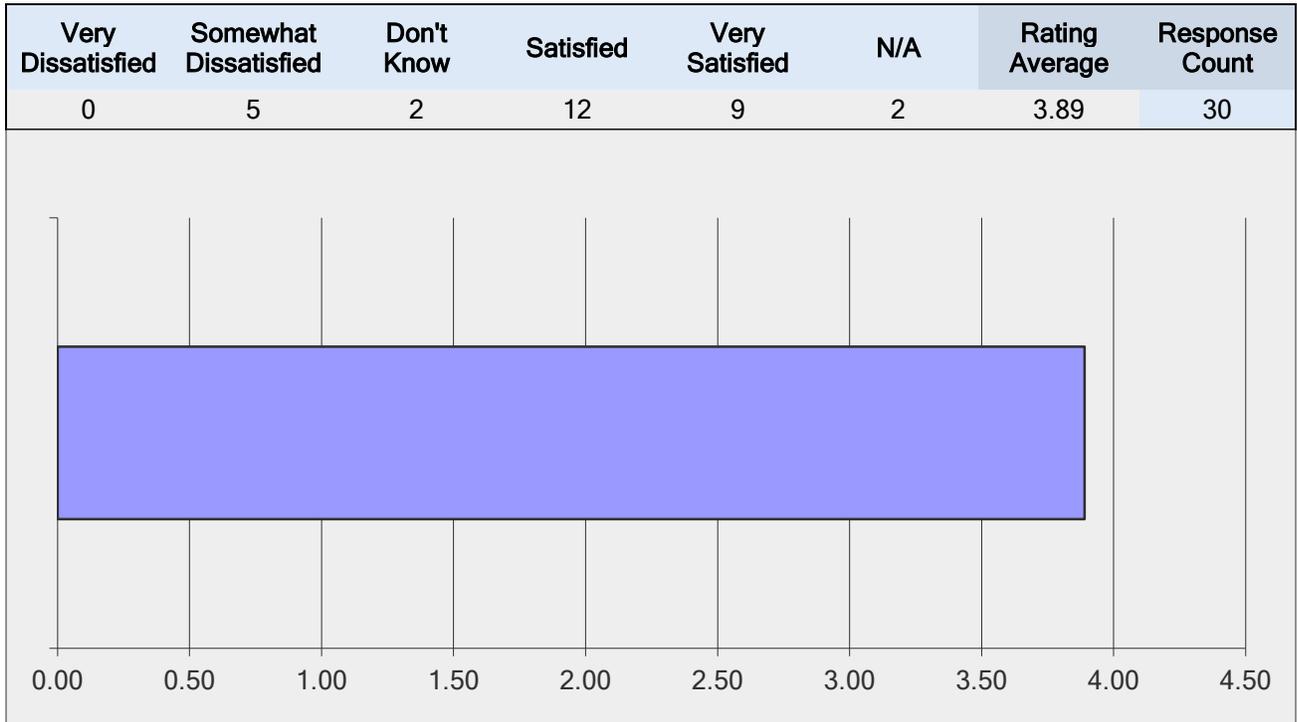
**Inspector's Application of Codes and Ordinances  
2014-2015 Annual Report**



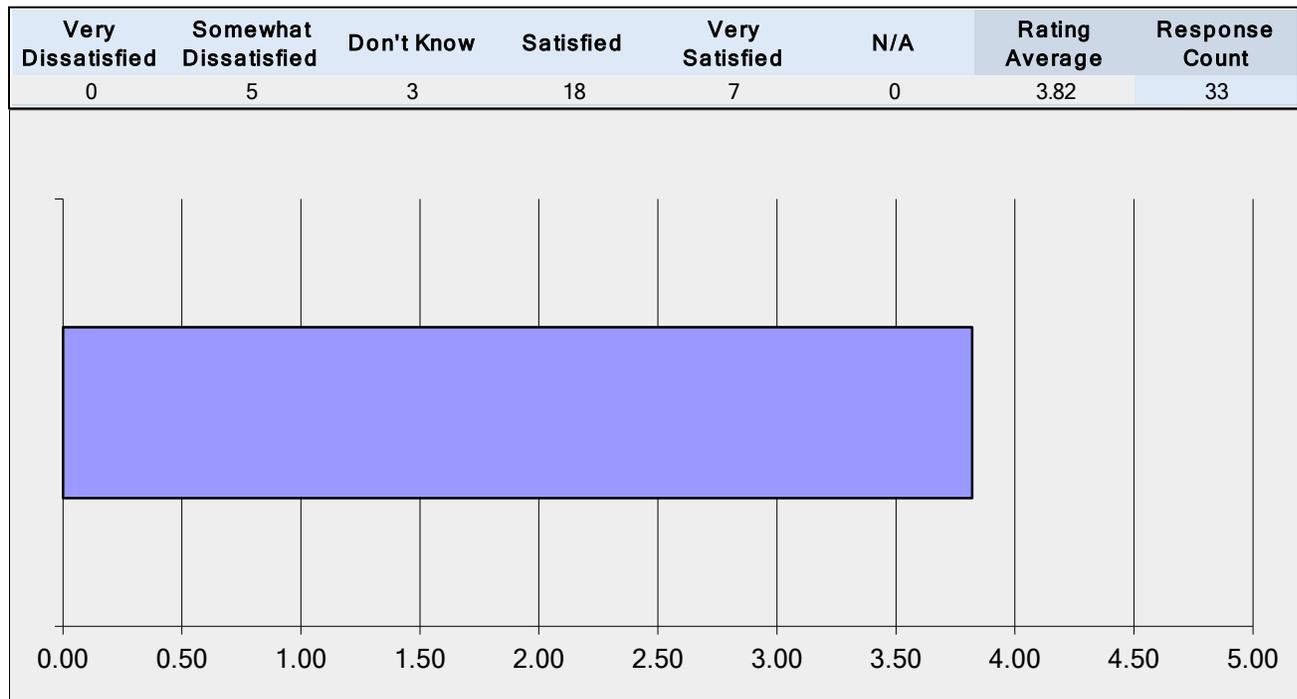
**2013-2014 Annual Report**



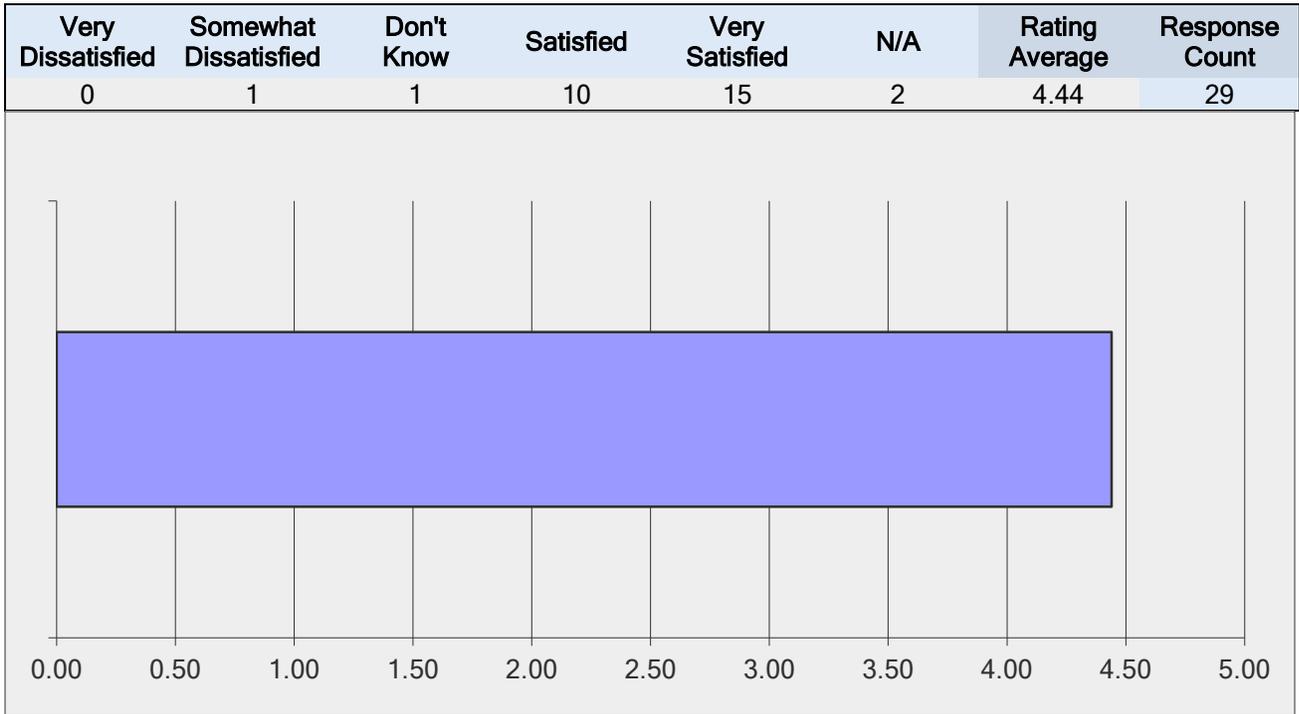
**Consistent Interpretation of Codes by the Inspectors**  
**2014-2015 Annual Report**



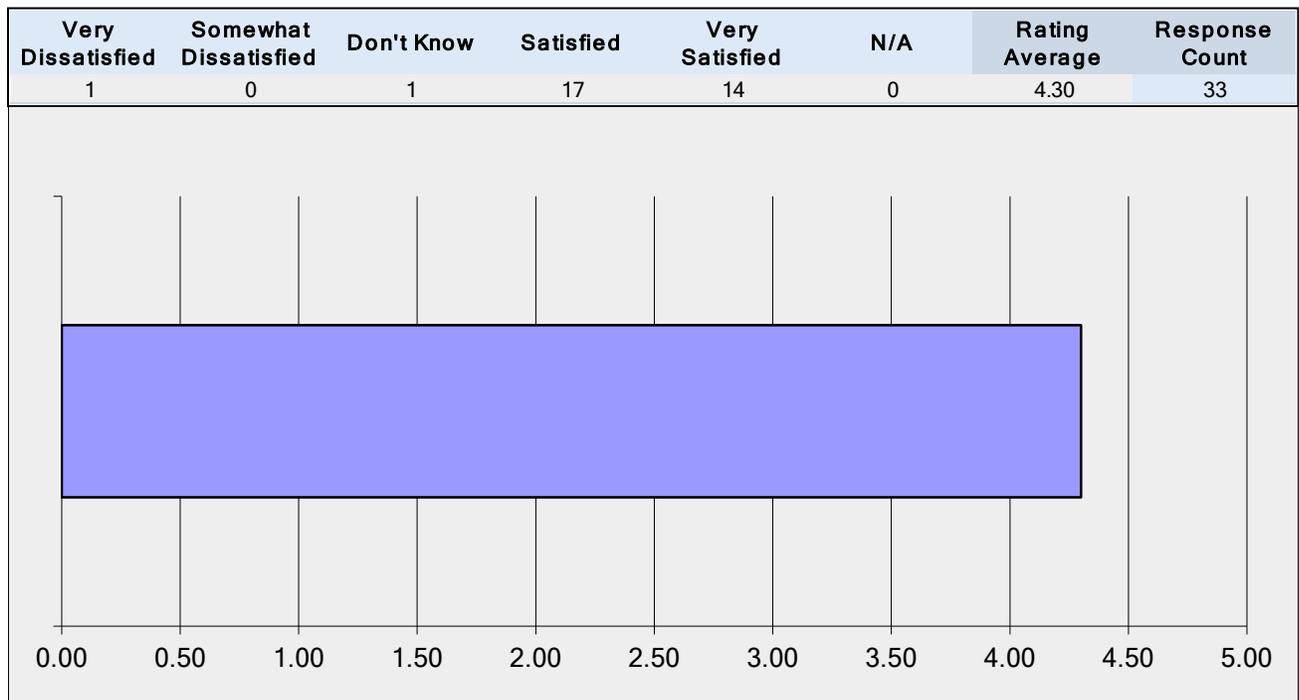
**2013-2014 Annual Report**



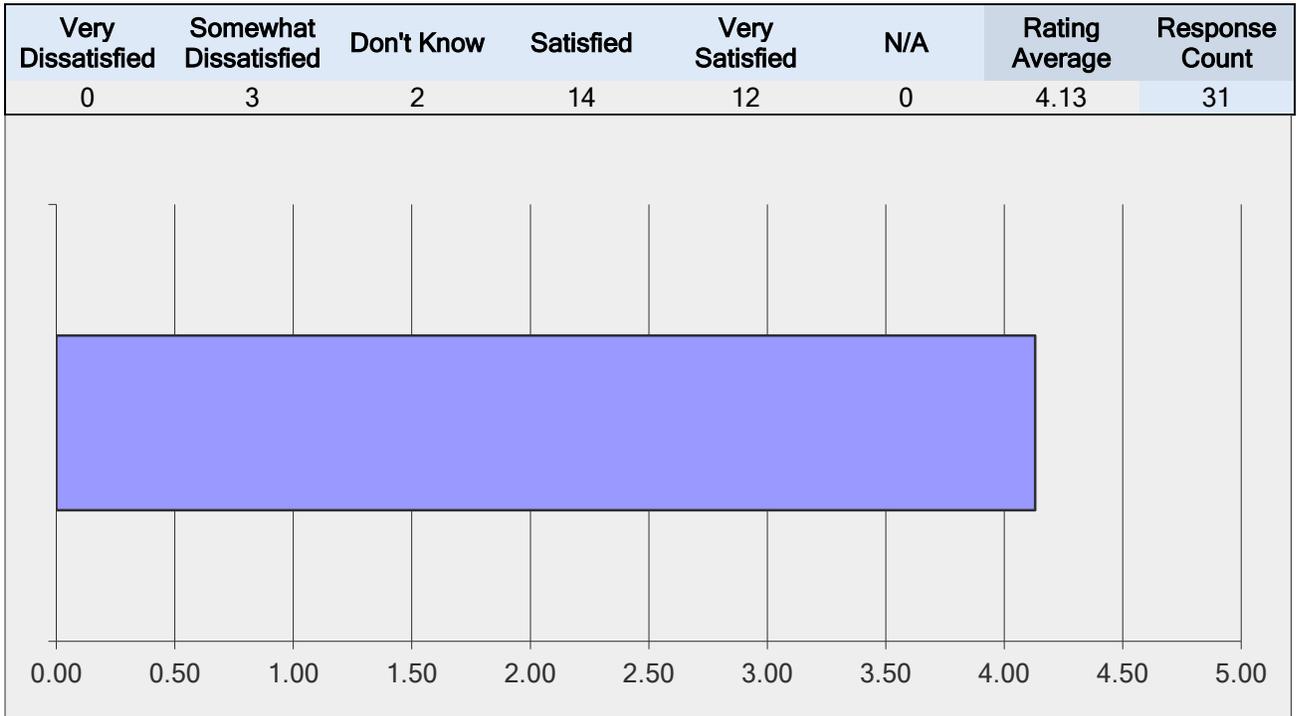
**Professional Demeanor of the Inspectors**  
**2014-2015 Annual Report**



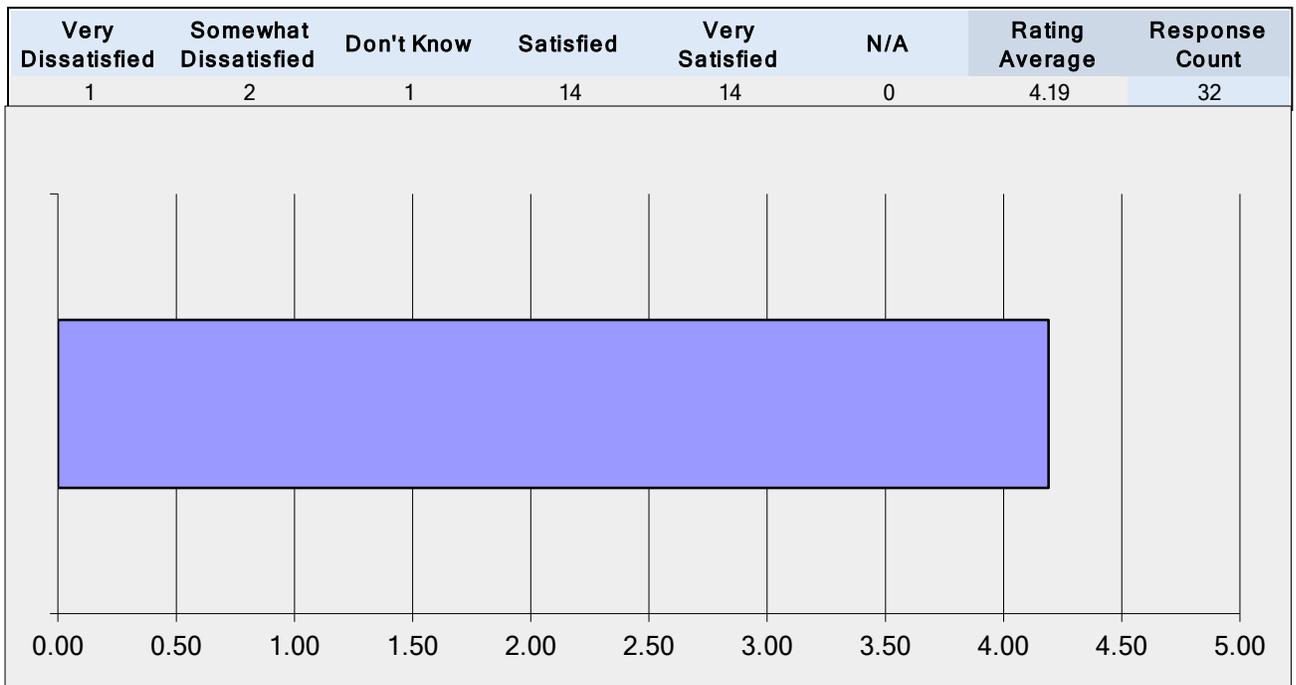
**2013-2014 Annual Report**



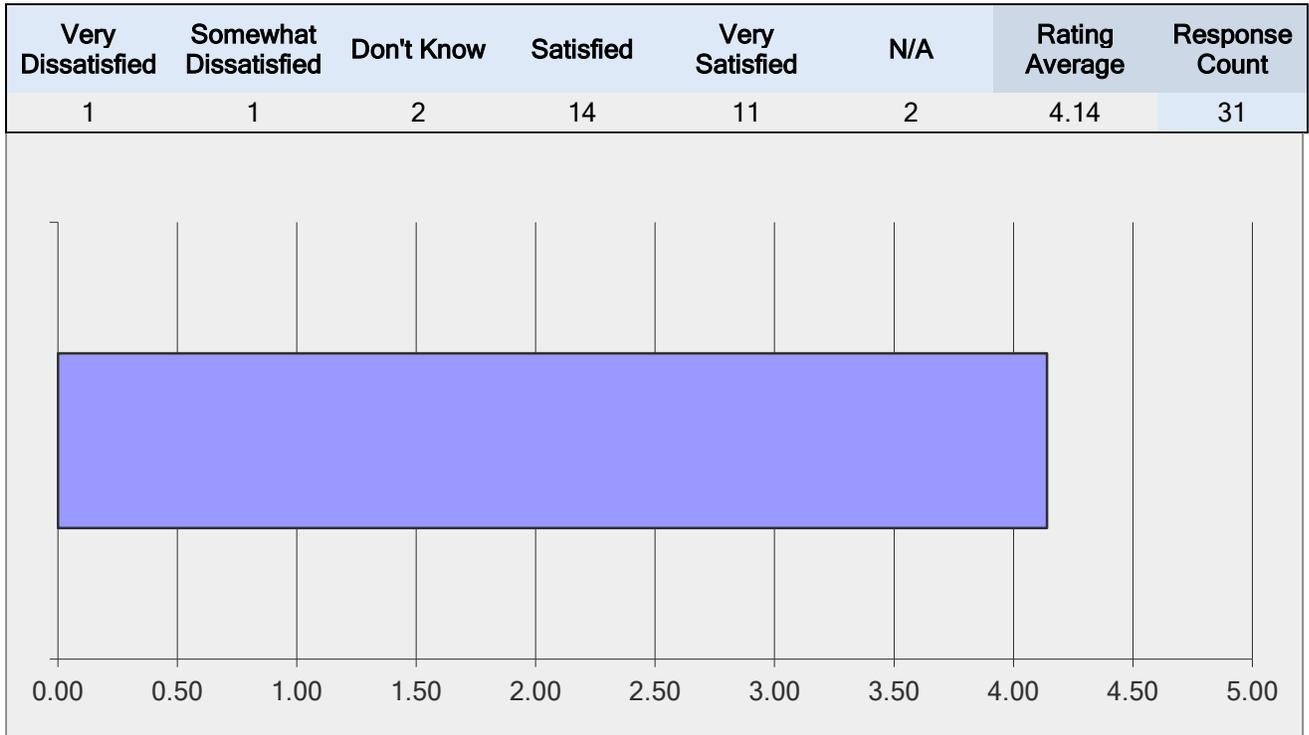
***Ease in Obtaining a Certificate of Occupancy  
2014-2015 Annual Report***



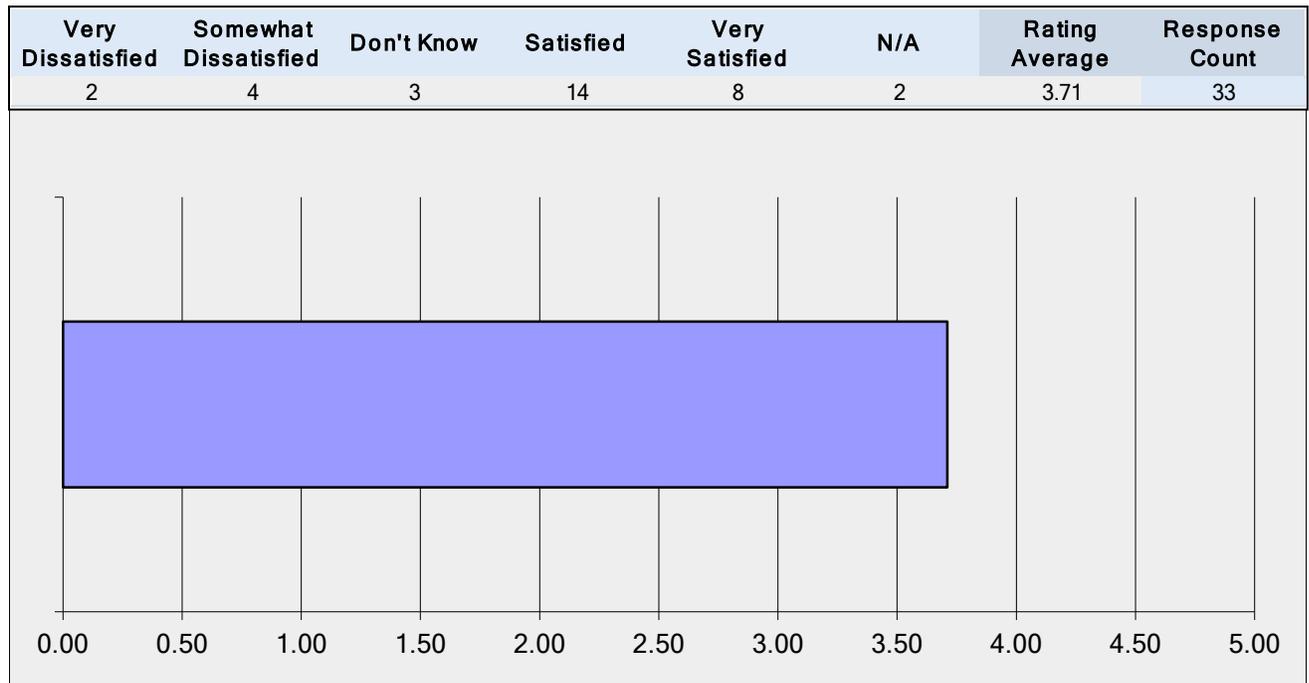
***2013-2014 Annual Report***



**Overall Experience with Electrical Inspections  
2014-2015 Annual Report**

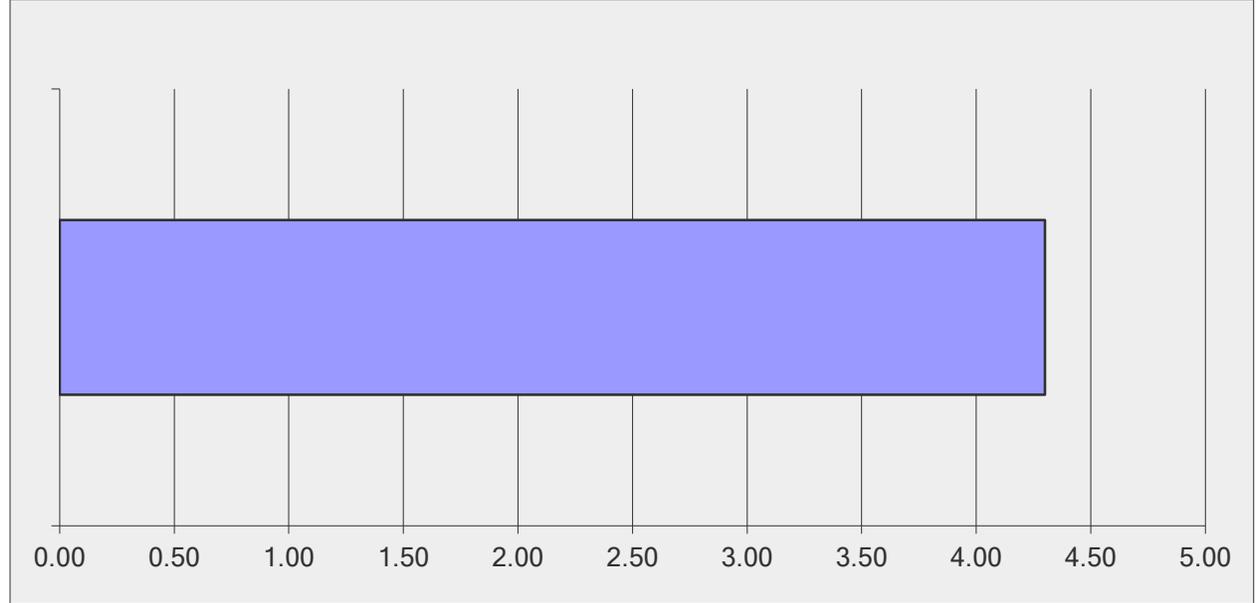


**2013-2014 Annual Report**



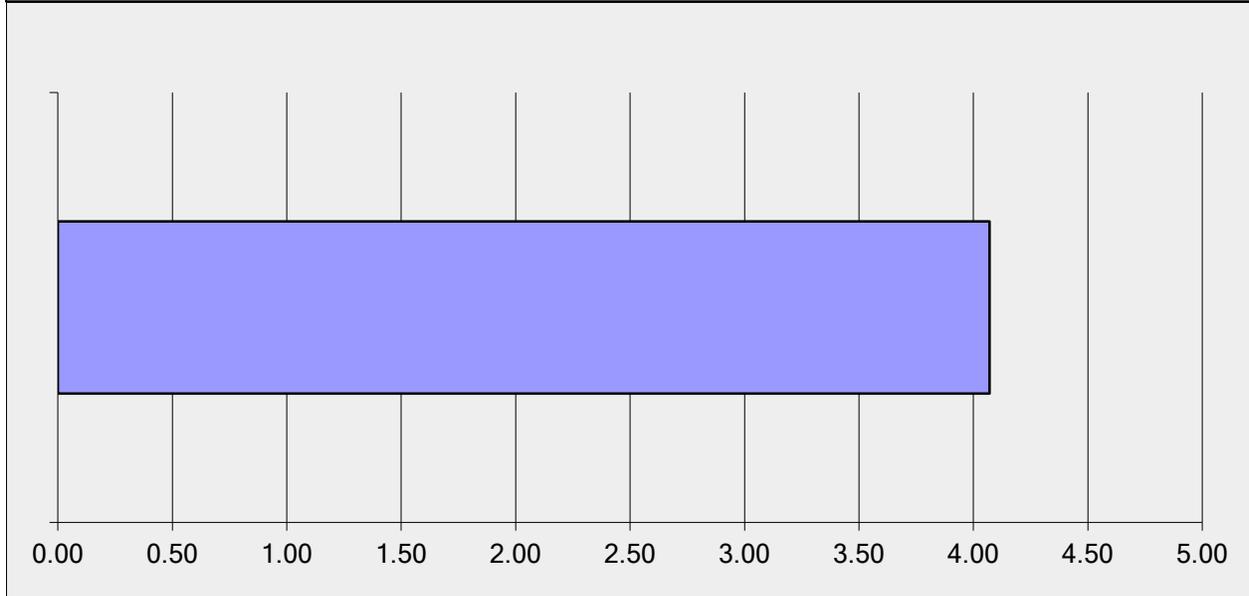
**Overall Experience with Mechanical Inspections  
2014-2015 Annual Report**

Very Dissatisfied	Somewhat Dissatisfied	Don't Know	Satisfied	Very Satisfied	N/A	Rating Average	Response Count
0	1	1	14	11	4	4.30	31



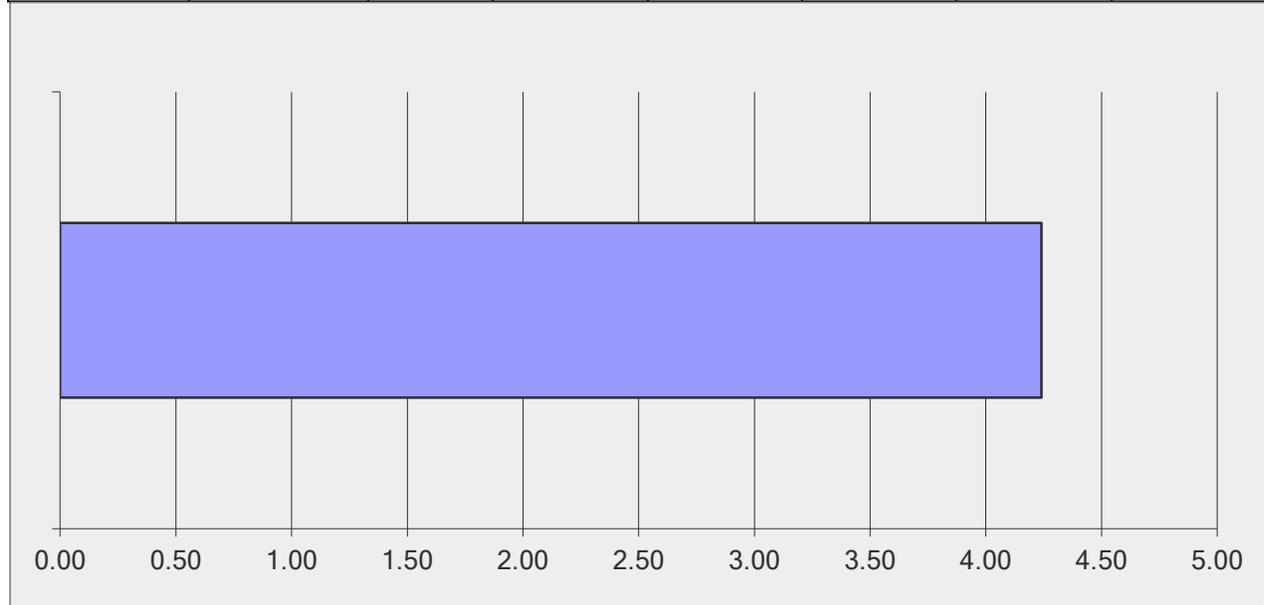
**2013-2014 Annual Report**

Very Dissatisfied	Somewhat Dissatisfied	Don't Know	Satisfied	Very Satisfied	N/A	Rating Average	Response Count
0	1	4	15	8	4	4.07	32



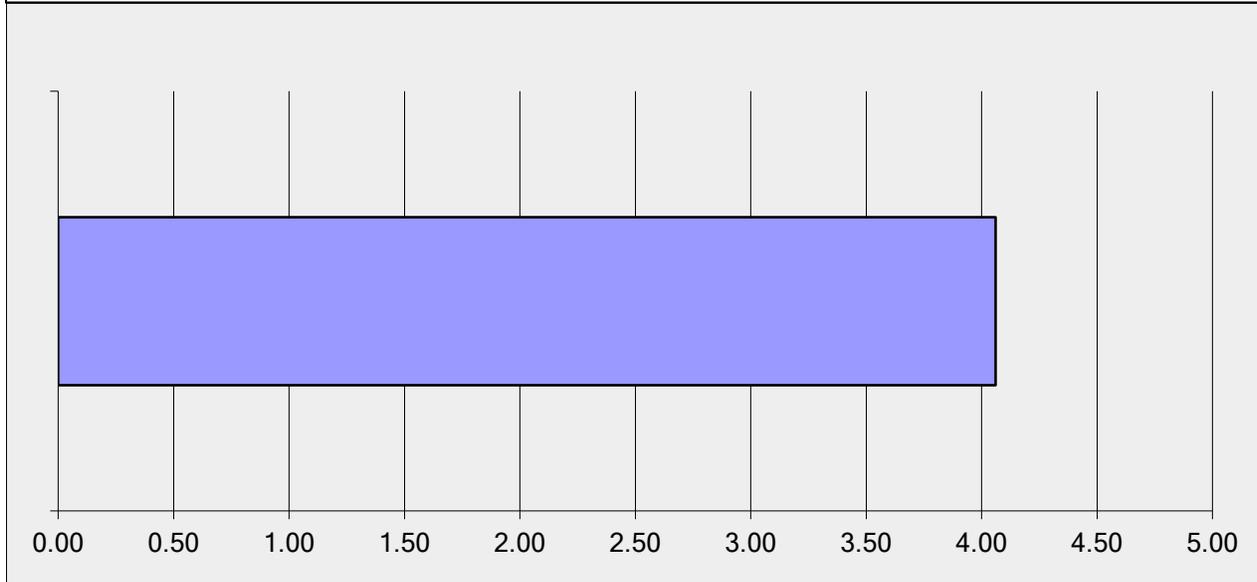
**Overall Experience with Building Inspections  
2014-2015 Annual Report**

Very Dissatisfied	Somewhat Dissatisfied	Don't Know	Satisfied	Very Satisfied	N/A	Rating Average	Response Count
0	2	1	14	12	2	4.24	31



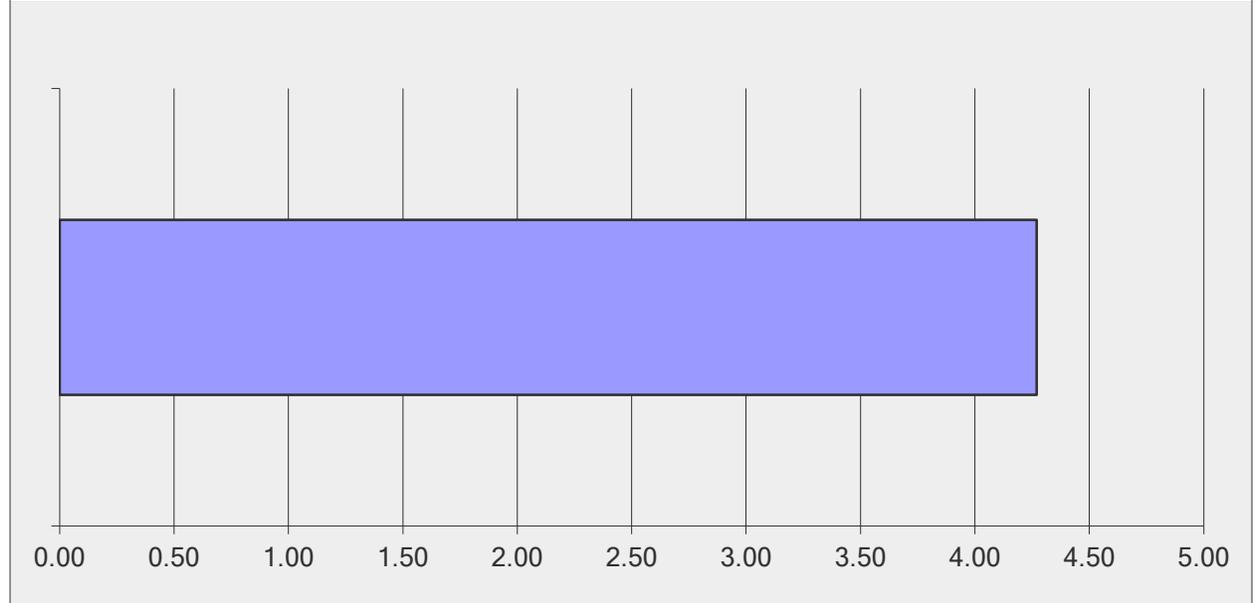
**2013-2014 Annual Report**

Very Dissatisfied	Somewhat Dissatisfied	Don't Know	Satisfied	Very Satisfied	N/A	Rating Average	Response Count
1	2	1	19	10	0	4.06	33



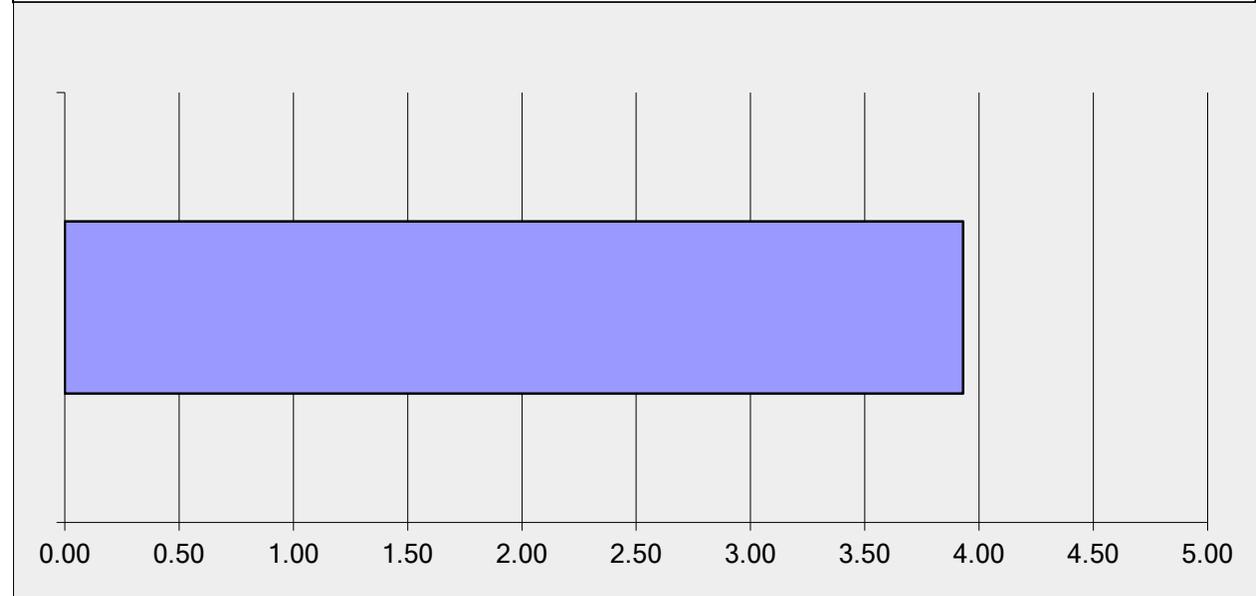
**Overall Experience with Plumbing Inspections**  
**2014-2015 Annual Report**

Very Dissatisfied	Somewhat Dissatisfied	Don't Know	Satisfied	Very Satisfied	N/A	Rating Average	Response Count
0	1	2	12	11	4	4.27	30



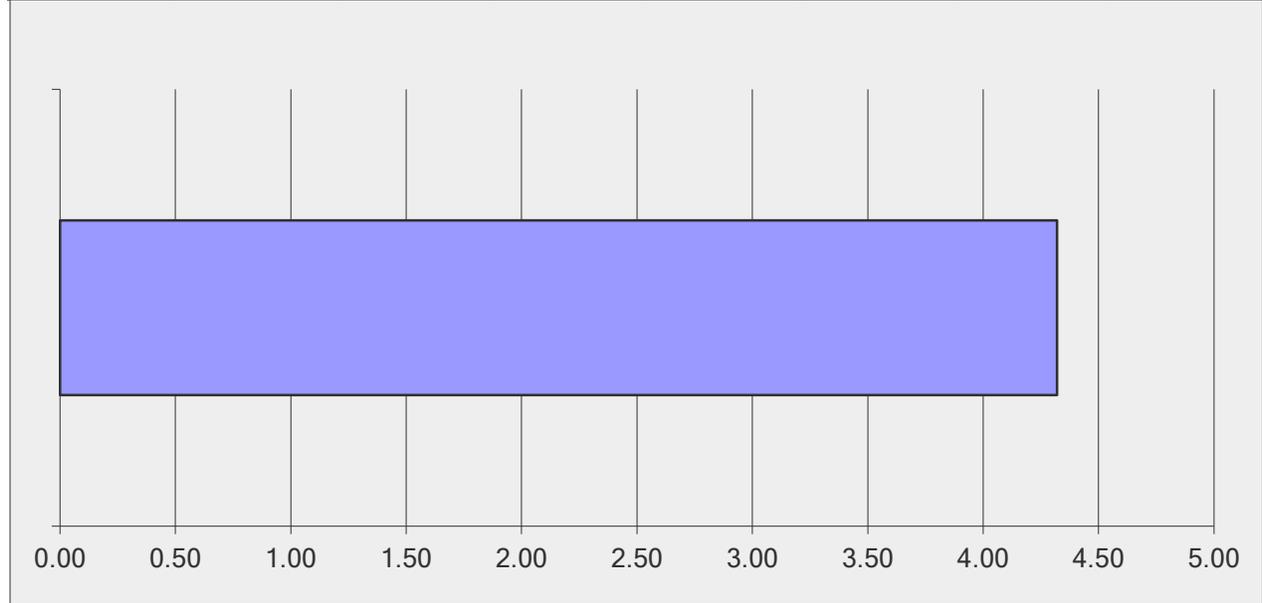
**2013-2014 Annual Report**

Very Dissatisfied	Somewhat Dissatisfied	Don't Know	Satisfied	Very Satisfied	N/A	Rating Average	Response Count
1	0	5	16	6	5	3.93	33



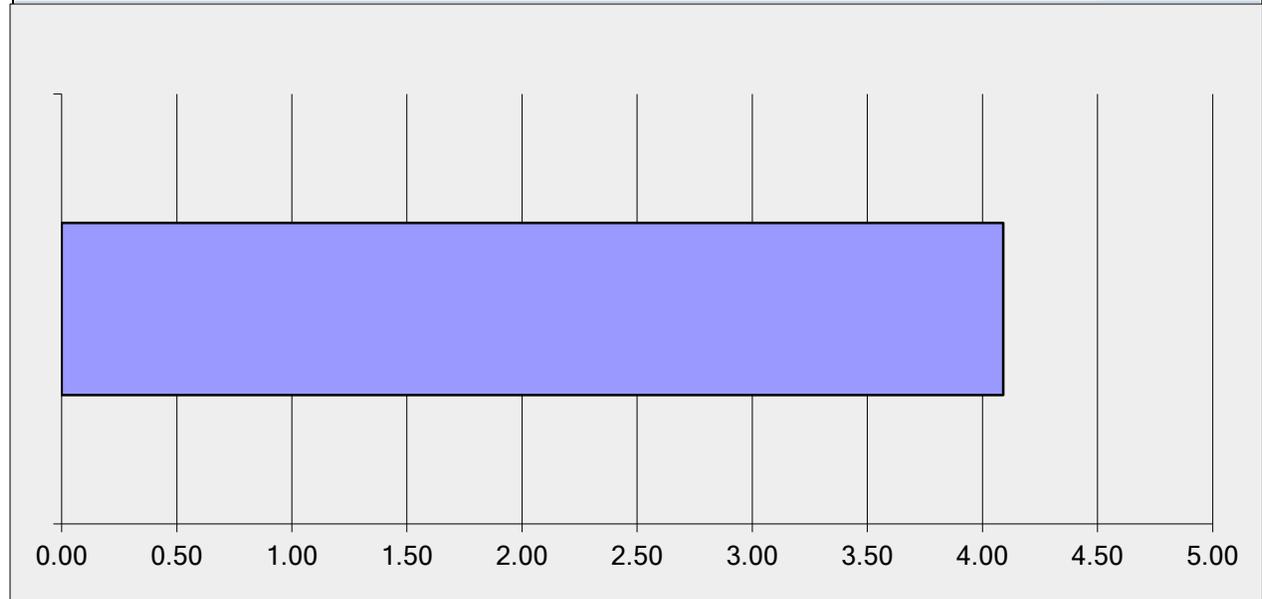
**Overall Experience with Fire Inspections**  
**2014-2015 Annual Report**

Very Dissatisfied	Somewhat Dissatisfied	Don't Know	Satisfied	Very Satisfied	N/A	Rating Average	Response Count
0	2	2	9	15	2	4.32	30



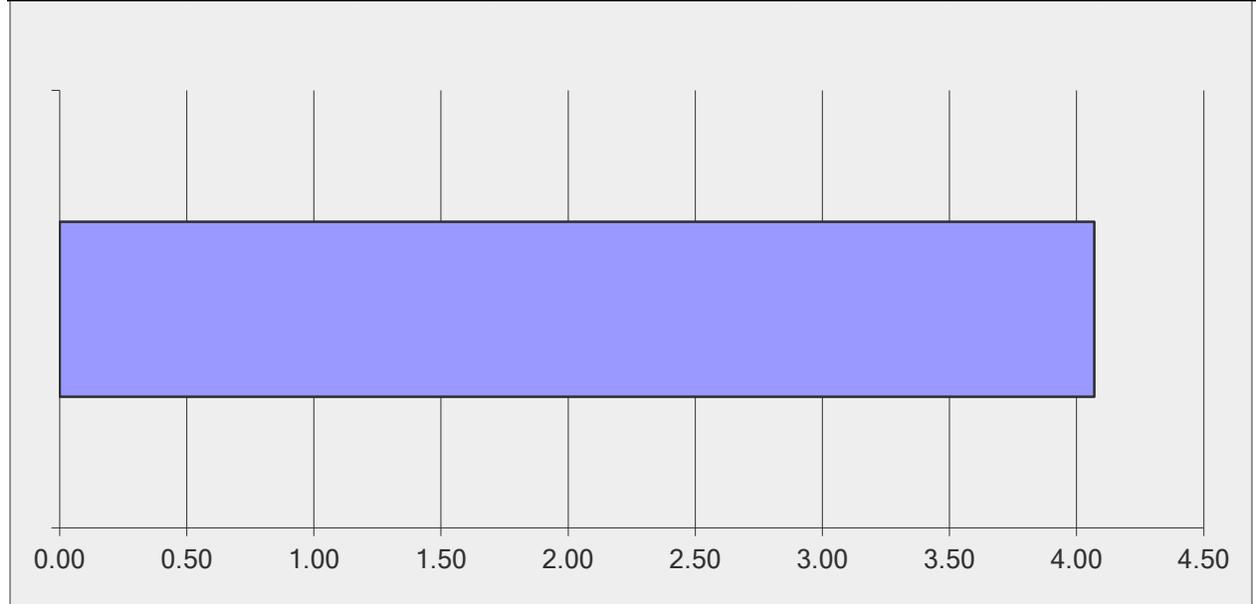
**2013-2014 Annual Report**

Very Dissatisfied	Somewhat Dissatisfied	Don't Know	Satisfied	Very Satisfied	N/A	Rating Average	Response Count
2	2	1	13	14	1	4.09	33



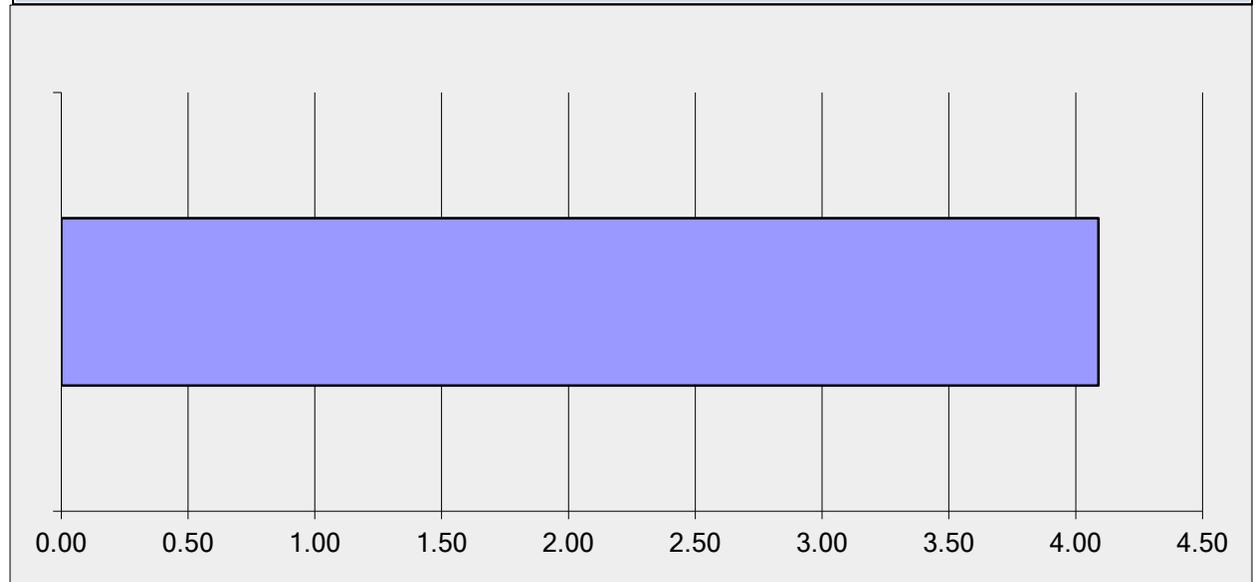
**Overall Experience with the Entire Inspection Process  
2014-2015 Annual Report**

Very Dissatisfied	Somewhat Dissatisfied	Don't Know	Satisfied	Very Satisfied	N/A	Rating Average	Response Count
1	4	1	9	14	2	4.07	31

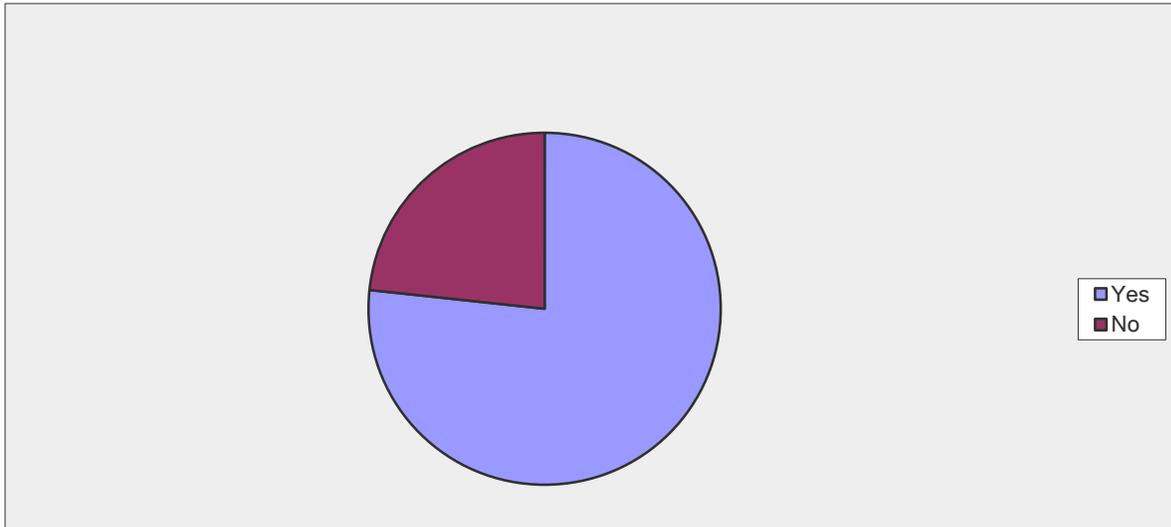


**2013-2014 Annual Report**

Very Dissatisfied	Somewhat Dissatisfied	Don't Know	Satisfied	Very Satisfied	N/A	Rating Average	Response Count
1	2	0	20	10	0	4.09	33

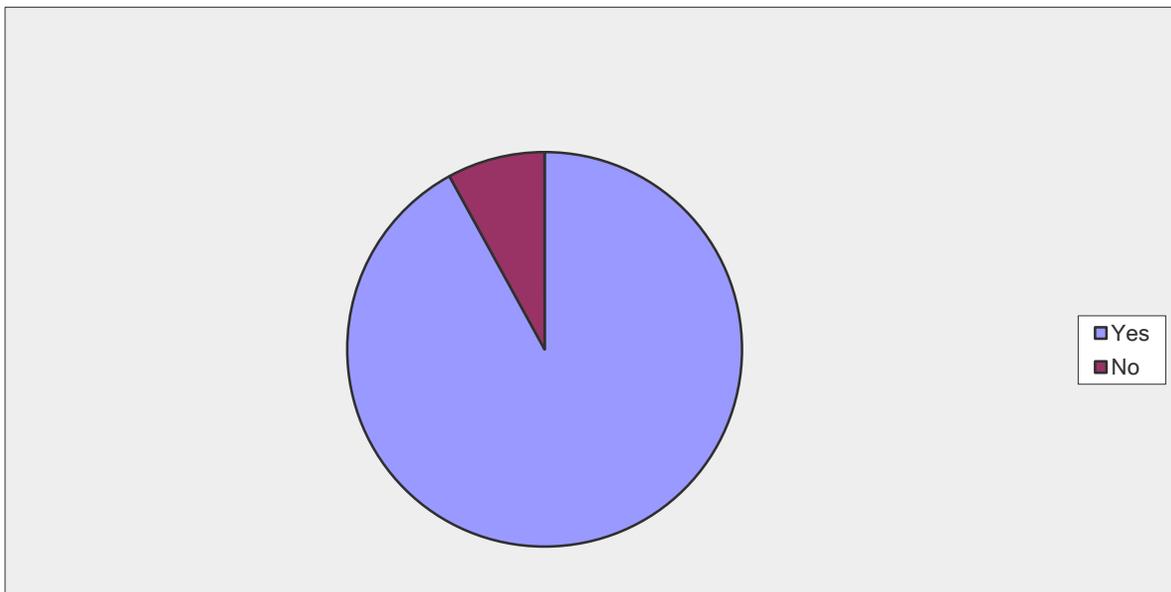


**During the Course of Your Project, Did Any of Your Work Initially Fail to Pass an Inspection?**



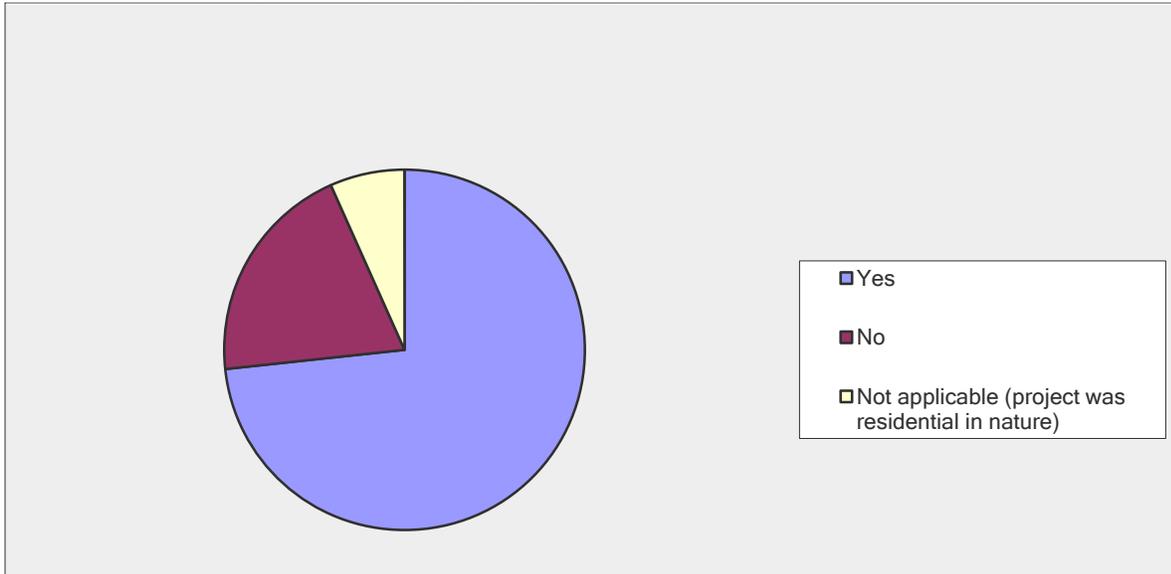
Yes	76.7%	23
No	23.3%	7

**If "Yes" to Question 21, Did the Inspector Sufficiently Explain Verbally or in Writing the Reasons Why the Work Failed to Pass?**



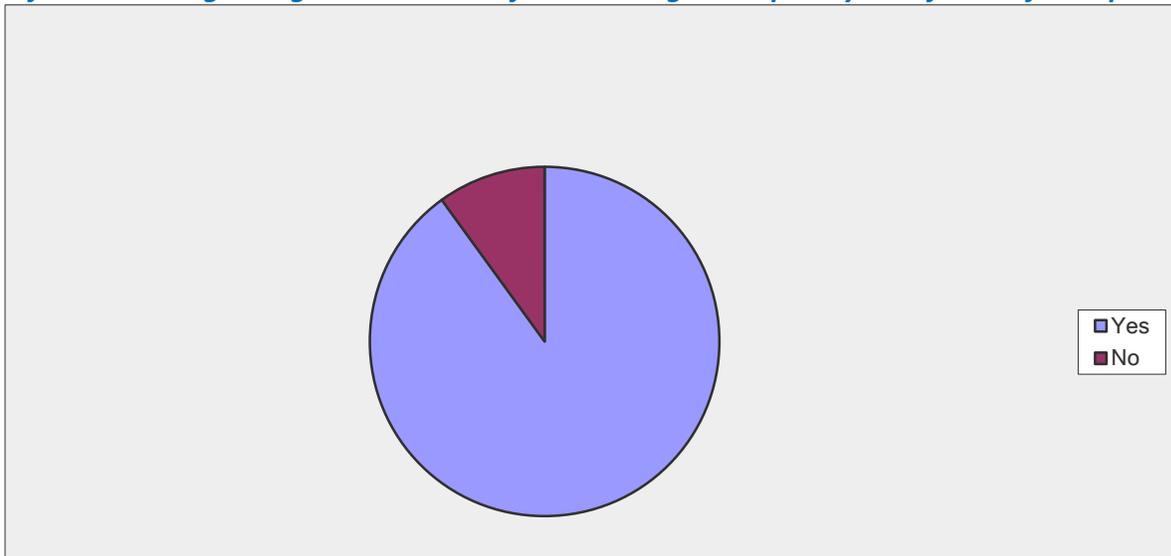
Yes	92.0%	23
No	8.0%	2

***If the Project was Non-Residential in Nature, Did You Pass the Initial Final Inspection that Leads to Issuance of a Certificate of Occupancy?***



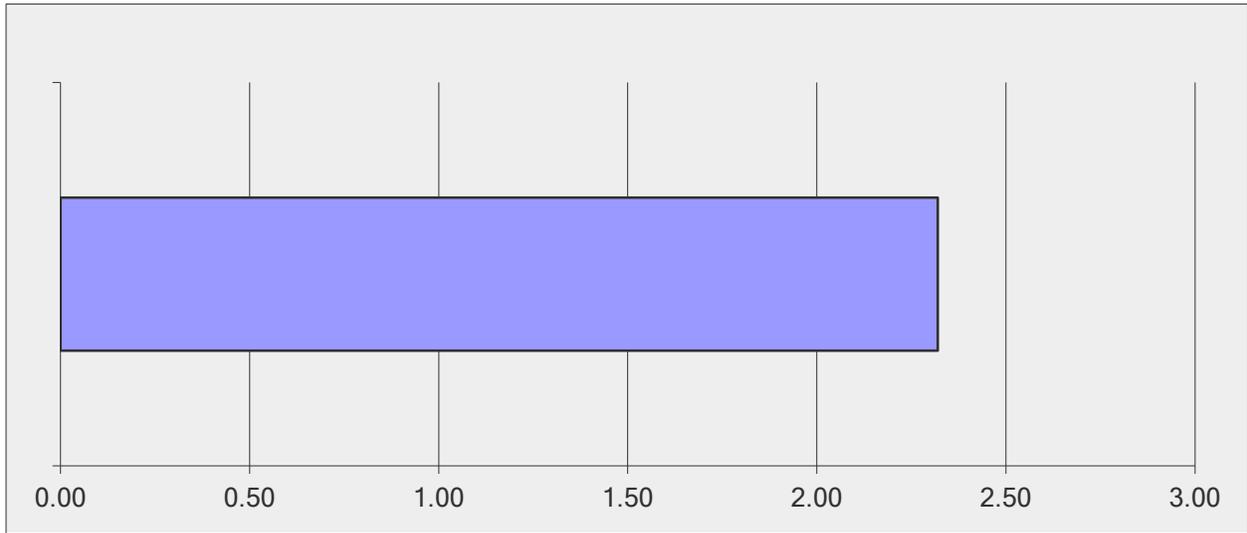
Yes	73.3%	22
No	20.0%	6
Not applicable (project was residential in nature)	6.7%	2

***If You Answered “No” on the previous question, did the Inspector Sufficiently Provide Information Regarding the Conditions for Receiving a Temporary Certificate of Occupancy?***



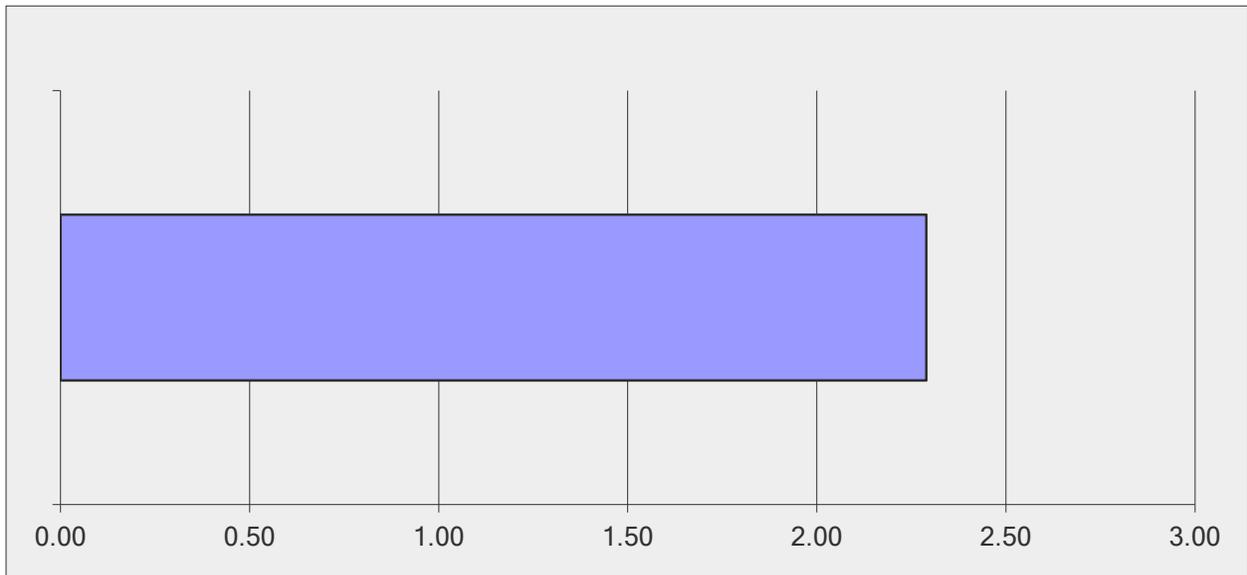
Yes	90.0%	9
No	10.0%	1

**Cost of Building Review Fee**



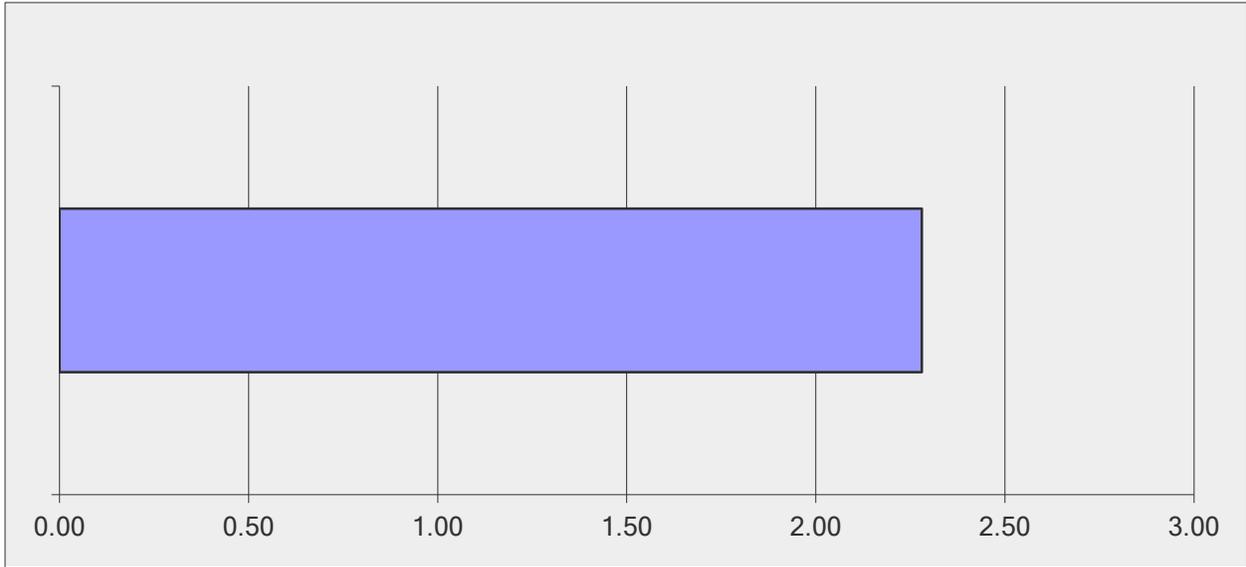
Worse than most cities	About the same as other cities	Better than most cities	N/A	Rating Average	Response Count
2	11	9	7	2.32	29

**Length of Permitting and Inspection Process**



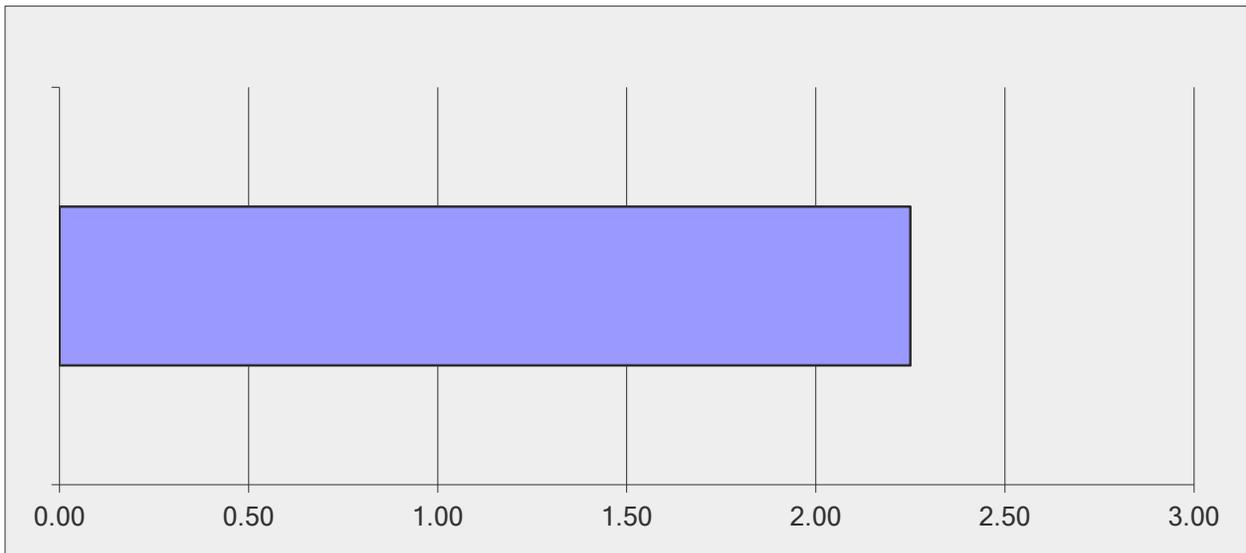
Worse than most cities	About the same as other cities	Better than most cities	N/A	Rating Average	Response Count
4	9	11	5	2.29	29

**Permitting & Inspection Process Requirements**



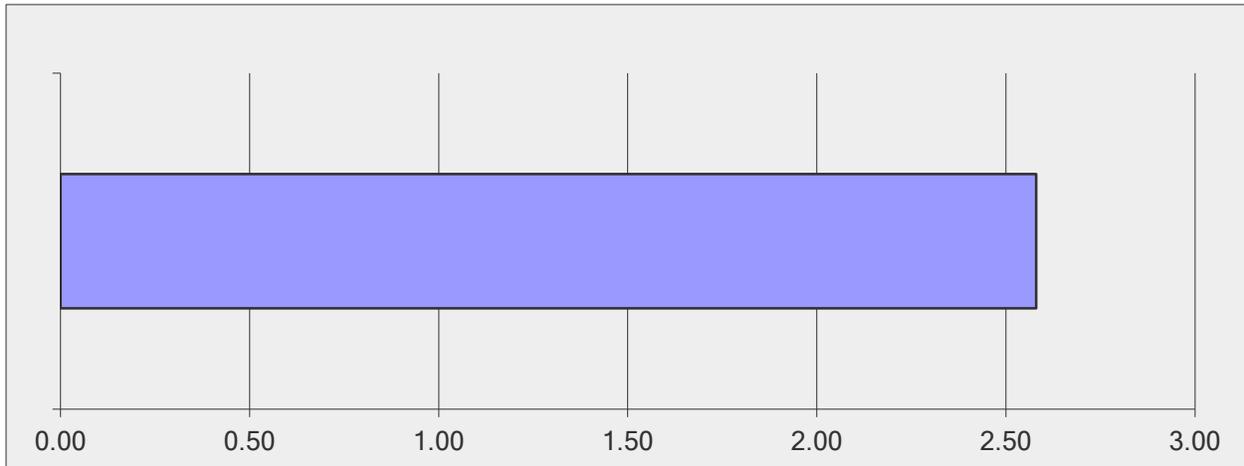
Worse than most cities	About the same as other cities	Better than most cities	N/A	Rating Average	Response Count
3	12	10	4	2.28	29

**Consistency in Building Code Interpretation**



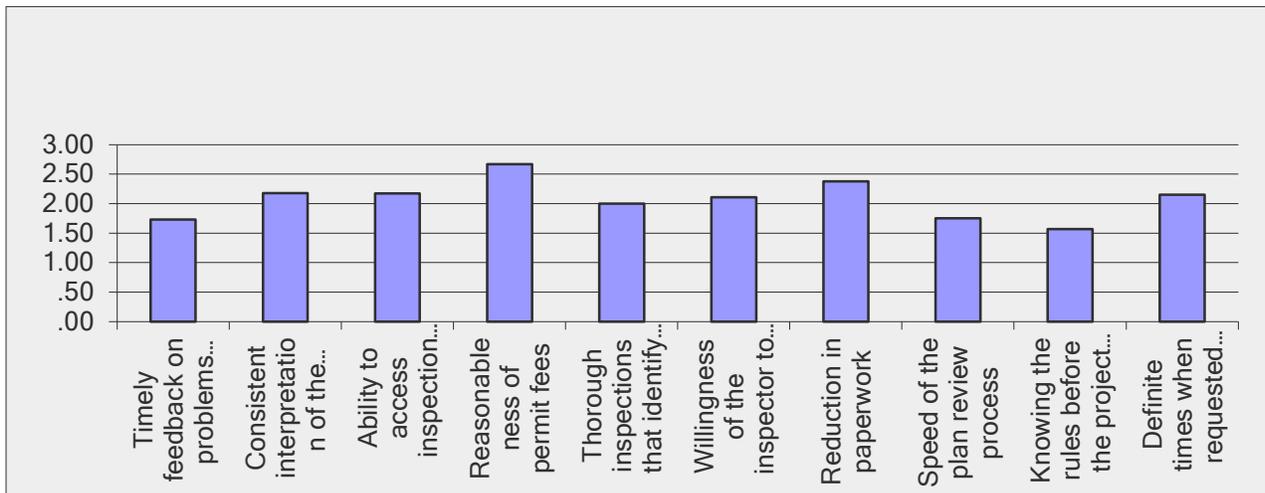
Worse than most cities	About the same as other cities	Better than most cities	N/A	Rating Average	Response Count
2	14	8	5	2.25	29

**Professionalism of Entire Staff**



Worse than most cities	About the same as other cities	Better than most cities	N/A	Rating Average	Response Count
1	9	16	3	2.58	29

**Considering Your Building Experiences in the City of Norman and Elsewhere, of the Qualities Listed Below, Please Rank the Top Three Qualities/Factors?**



Timely feedback on problems during the permit application process	1.73	19	11
Consistent interpretation of the codes	2.18	24	11
Ability to access inspection results online	2.17	13	6
Reasonableness of permit fees	2.67	8	3
Thorough inspections that identify problems the first time	2.00	22	11
Willingness of the inspector to consider alternative methods	2.11	19	9
Reduction in paperwork	2.38	19	8
Speed of the plan review process	1.75	21	12
Knowing the rules before the project starts	1.57	11	7
Definite times when requested inspections will take place	2.15	28	13