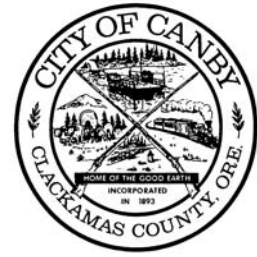


MEMORANDUM



TO: *Honorable Mayor Thompson and City Council*
FROM: *Jill Thorn, Planning Department*
THROUGH: *Mark C. Adcock, City Administrator*
DATE: *November 4, 2008*

Issue: City of Canby Planning and Building Customer Survey Results

Synopsis: The first customer service survey was done covering the year 2004. Since that time five additional surveys have been completed. The most recent is for the period of January 2008 through September 2008.

The survey was sent to everyone that applied for a building permit or submitted a planning application between January 2, 2008 and September 30, 2008. 180 surveys were mailed the first week in October; 32 responses were received. This is a 17.8% response.

Respondents are asked to rate the services received in the Building Department and in the Planning Department. The ratings are Excellent, Good, Fair, Poor and Very Poor in the following areas:

- Explanation of Process
- Explanation of Costs
- Plan Review Time
- Timely and Professional Inspections (Building Department only)
- Staff Availability
- Prompt Response to Questions
- Courtesy of Staff
- Overall Service

There are three open-ended questions that the respondents may make comments. The questions are:

1. Please indicate the name(s) of any staff person you would like to commend
2. If you feel we fell short in meeting your service expectations, please describe the situation, including name of the staff person involved and the date the incident occurred
3. As a result of your experience with us, what service-related improvement can you recommend?

The respondent has the opportunity to give their name, email address and telephone as well as indicating if they would like to be contacted.

Twenty-five respondents gave comments and fifteen gave their name and contact info. None requested to be contacted. Comments attached.

In the Building Department 90% of the respondents rated the department overall as Excellent or Good. In the Planning Department 80% rated the department as Excellent or Good.

The two graphs for Jan 08 – Sep 08 show the responses for this period.

The two graphs for Jan 04 – Sep 08 show the over all ratings for each period the survey were conducted.

The next survey will be conducted in July of 2009 for the period of October 2008 through June of 2009.

Recommendation: None

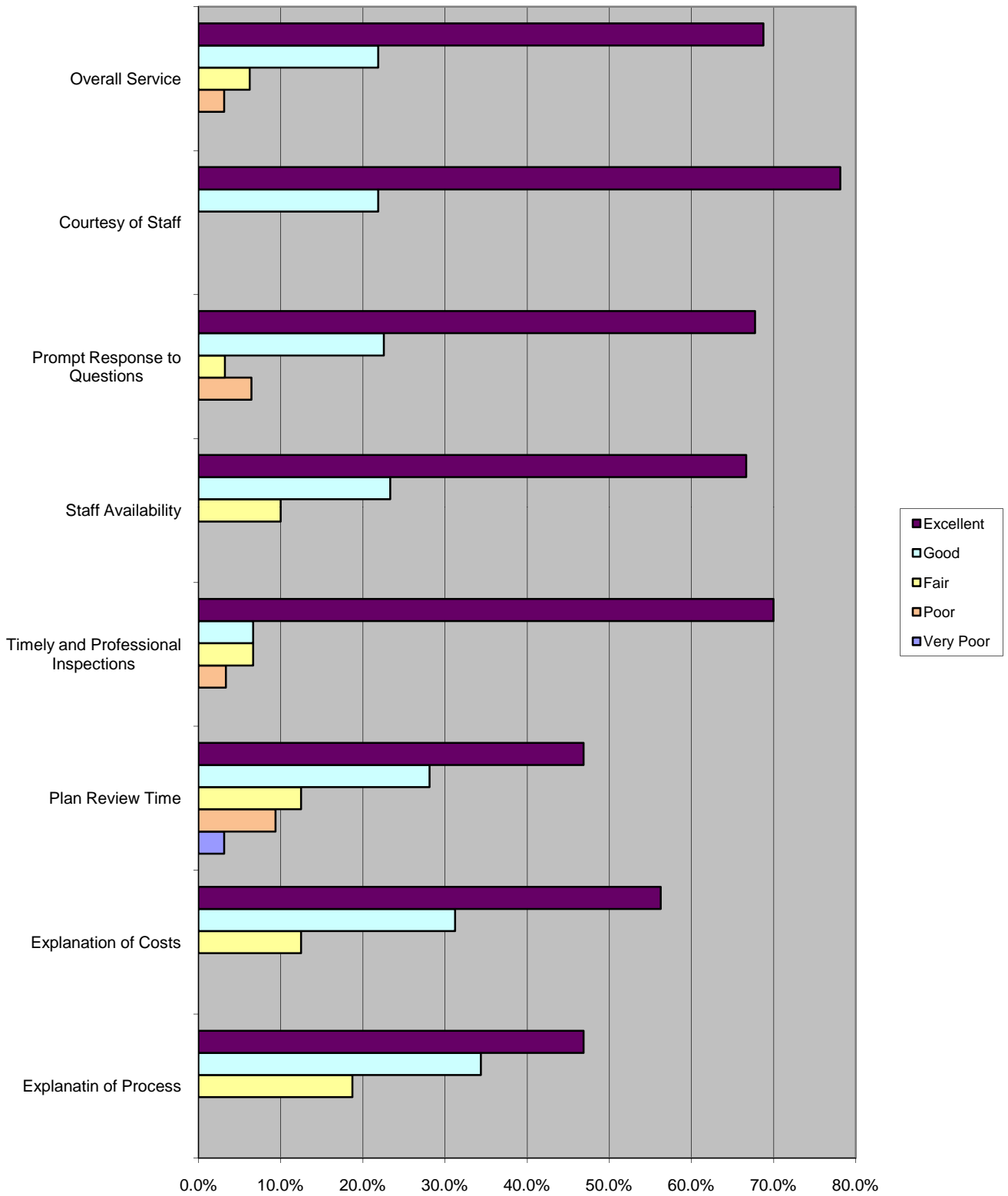
Rationale: None

Options: None.

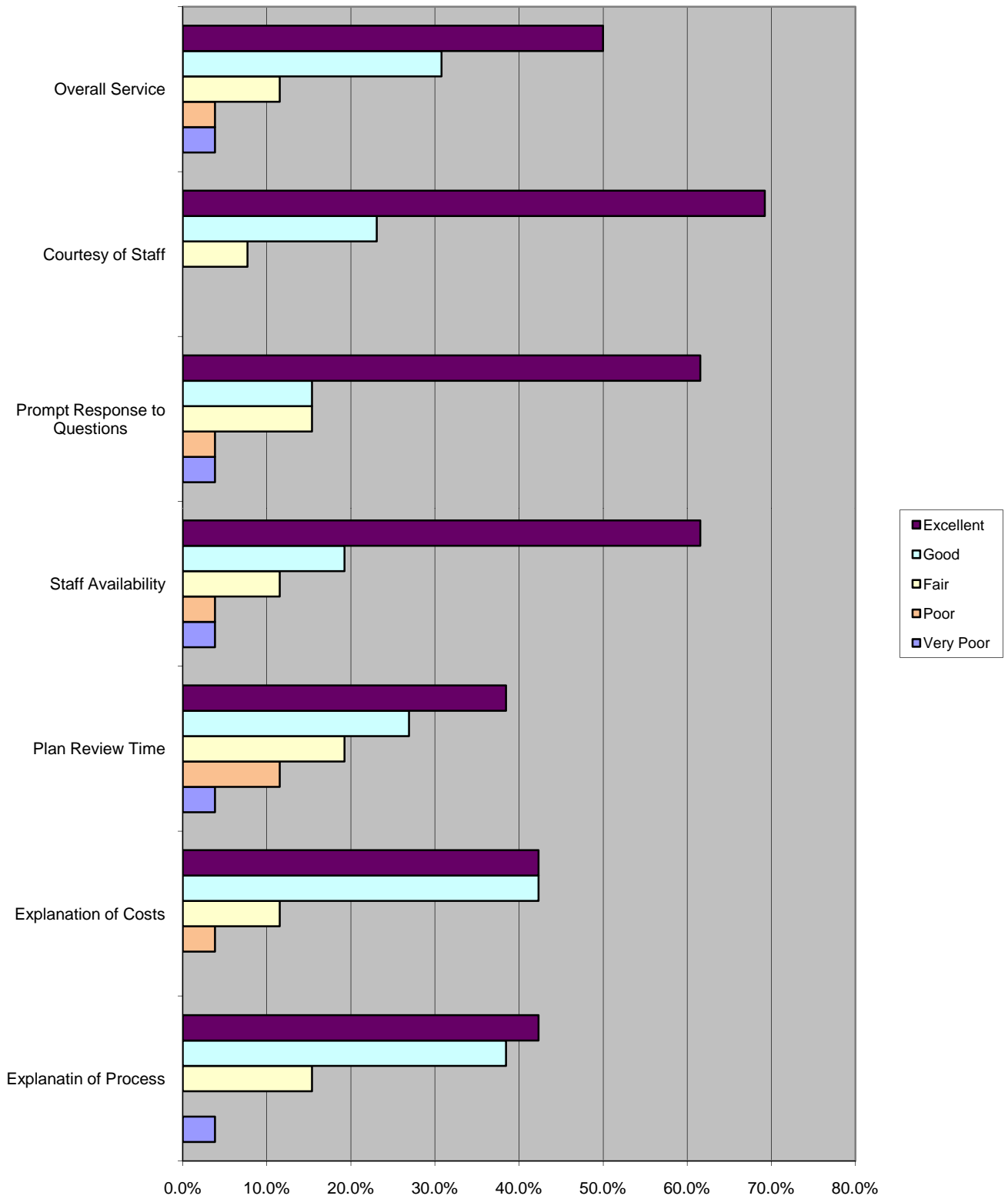
Fiscal Impact: None

Attachments: Building Department graph for survey period
Planning Department graph for survey period
Building Department Overall graph for all periods
Planning Department Overall graph for all periods
Spreadsheet of all survey results since 2004
Copy of Survey sent out

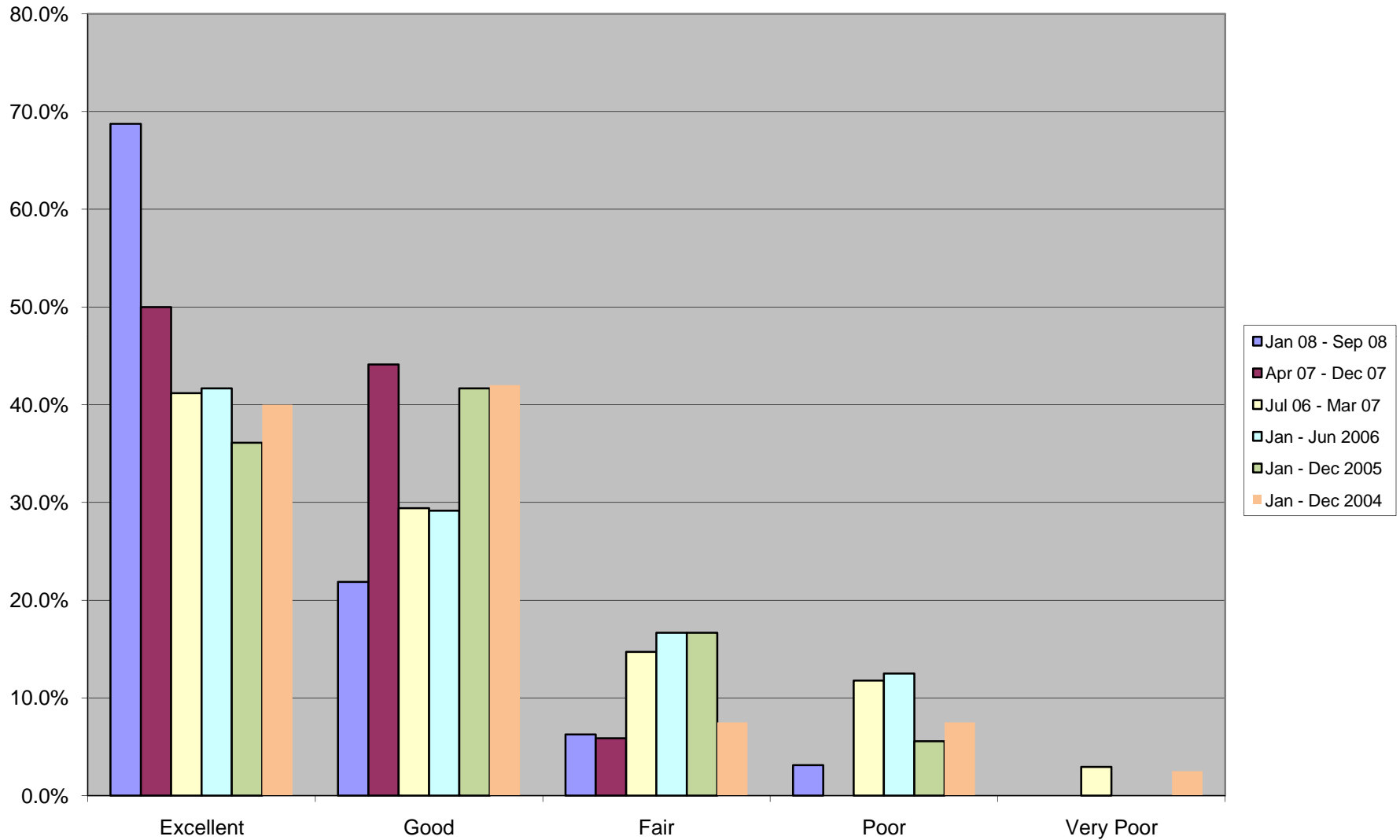
Building Department Jan 08 - Sep 08



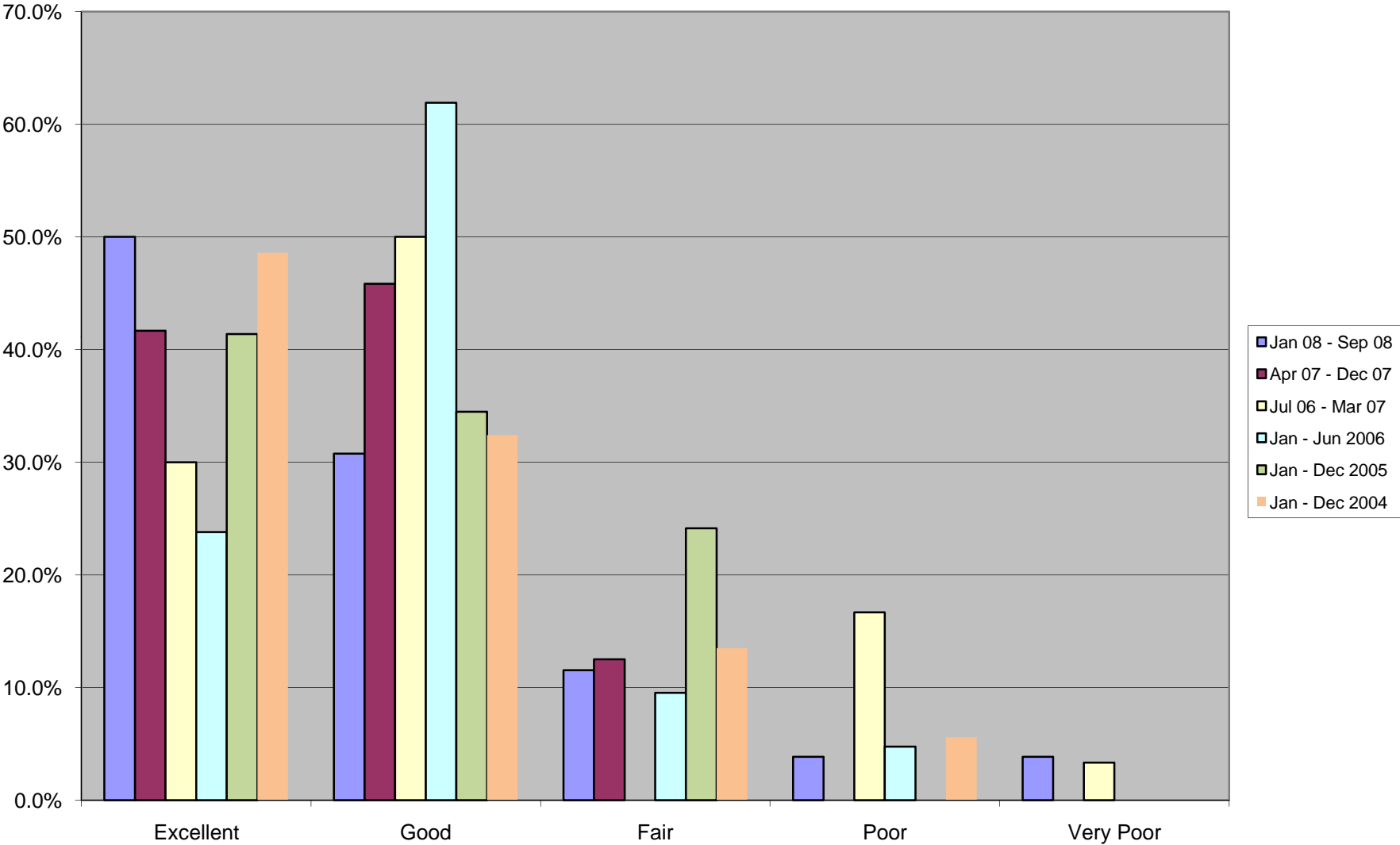
Planning Department - Jan 08 - Sep 08



Building Department - Overall Service Jan 2004 - Sep 2008



**Planning Department - Overall Service
Jan 2004 - Sep 2008**



**City of Canby Planning and Building Customer Survey
Jan 08 - Sep 08**

11/20/2008

Building Department						
Services	Excellent	Good	Fair	Poor	Very Poor	Total
Explanation of process.	15	11	6	-	-	32
Jan 08 - Sep 08	46.9%	34.4%	18.8%	0.0%	0.0%	100.0%
Apr 07 - Dec 07	47.1%	29.4%	20.6%	2.9%	0.0%	100.0%
Jul 06 - Mar 07	29.4%	38.2%	17.6%	8.8%	5.9%	100.0%
Jan - Jun 2006	41.7%	33.3%	16.7%	8.3%	0.0%	100.0%
Jan - Dec 2005	33.3%	44.4%	16.7%	0.0%	5.6%	100.0%
Jan - Dec 2004	27.0%	48.6%	21.6%	0.0%	2.7%	99.9%
Explanation of costs.	18	10	4	-	-	32
Jan 08 - Sep 08	56.3%	31.3%	12.5%	0.0%	0.0%	100.0%
Apr 07 - Dec 07	41.2%	44.1%	14.7%	0.0%	0.0%	100.0%
Jul 06 - Mar 07	35.3%	35.3%	14.7%	8.8%	5.9%	100.0%
Jan - Jun 2006	39.1%	26.1%	30.4%	4.3%	0.0%	100.0%
Jan - Dec 2005	32.4%	47.1%	8.8%	8.8%	2.9%	100.0%
Jan - Dec 2004	18.4%	52.6%	18.4%	7.9%	2.6%	99.9%
Plan review time.	15	9	4	3	1	32
Jan 08 - Sep 08	46.9%	28.1%	12.5%	9.4%	3.1%	100.0%
Apr 07 - Dec 07	30.3%	42.4%	24.2%	3.0%	0.0%	100.0%
Jul 06 - Mar 07	29.4%	32.4%	26.5%	8.8%	2.9%	100.0%
Jan - Jun 2006	31.8%	36.4%	9.1%	18.2%	4.5%	100.0%
Jan - Dec 2005	27.3%	33.3%	18.2%	12.1%	9.1%	100.0%
Jan - Dec 2004	15.4%	53.8%	20.5%	5.1%	5.1%	99.9%
Timely and professional inspections.	21	6	2	1	-	30
Jan 08 - Sep 08	70.0%	20.0%	6.7%	3.3%	0.0%	100.0%
Apr 07 - Dec 07	56.3%	34.4%	9.4%	0.0%	0.0%	100.0%
Jul 06 - Mar 07	50.0%	28.1%	9.4%	6.3%	6.3%	100.0%
Jan - Jun 2006	36.4%	45.5%	13.6%	4.5%	0.0%	100.0%
Jan - Dec 2005	55.9%	38.2%	5.9%	0.0%	0.0%	100.0%
Jan - Dec 2004	55.0%	32.5%	5.0%	5.0%	2.5%	100.0%
Staff availability.	20	7	3	-	-	30
Jan 08 - Sep 08	66.7%	23.3%	10.0%	0.0%	0.0%	100.0%
Apr 07 - Dec 07	60.6%	24.2%	15.2%	0.0%	0.0%	100.0%
Jul 06 - Mar 07	41.2%	26.5%	20.6%	8.8%	2.9%	100.0%
Jan - Jun 2006	21.7%	47.8%	21.7%	4.3%	4.3%	100.0%
Jan - Dec 2005	44.4%	36.1%	11.1%	8.3%	0.0%	100.0%
Jan - Dec 2004	27.5%	40.0%	27.5%	2.5%	2.5%	100.0%
Prompt response to questions.	21	7	1	2	-	31
Jan 08 - Sep 08	67.7%	22.6%	3.2%	6.5%	0.0%	100.0%
Apr 07 - Dec 07	54.5%	33.3%	12.1%	0.0%	0.0%	100.0%
Jul 06 - Mar 07	35.3%	32.4%	20.6%	5.9%	5.9%	100.0%
Jan - Jun 2006	39.1%	34.8%	17.4%	8.7%	0.0%	100.0%
Jan - Dec 2005	41.7%	30.6%	19.4%	5.6%	2.8%	100.0%
Jan - Dec 2004	30.0%	52.5%	10.0%	5.0%	2.5%	100.0%
Courtesy of staff.	25	7	-	-	-	32
Jan 08 - Sep 08	78.1%	21.9%	0.0%	0.0%	0.0%	100.0%
Apr 07 - Dec 07	58.8%	32.4%	8.8%	0.0%	0.0%	100.0%
Jul 06 - Mar 07	61.8%	20.6%	5.9%	8.8%	2.9%	100.0%
Jan - Jun 2006	54.2%	29.2%	12.5%	4.2%	0.0%	100.0%
Jan - Dec 2005	50.0%	33.3%	13.9%	2.8%	0.0%	100.0%
Jan - Dec 2004	55.0%	30.0%	12.5%	0.0%	2.5%	100.0%
Overall service.	22	7	2	1	-	32
Jan 08 - Sep 08	68.8%	21.9%	6.3%	3.1%	0.0%	100.0%
Apr 07 - Dec 07	50.0%	44.1%	5.9%	0.0%	0.0%	100.0%
Jul 06 - Mar 07	41.2%	29.4%	14.7%	11.8%	2.9%	100.0%
Jan - Jun 2006	41.7%	29.2%	16.7%	12.5%	0.0%	100.0%
Jan - Dec 2005	36.1%	41.7%	16.7%	5.6%	0.0%	100.0%
Jan - Dec 2004	40.0%	42.0%	7.5%	7.5%	2.5%	99.5%

**City of Canby Planning and Building Customer Survey
Jan 08 - Sep 08**

11/20/2008

Planning Department						
Services	Excellent	Good	Fair	Poor	Very Poor	Total
Explanation of process.	11	10	4	-	1	26
Jan 08 - Sep 08	42.3%	38.5%	15.4%	0.0%	3.8%	100.0%
Apr 07 - Dec 07	37.5%	50.0%	12.5%	0.0%	0.0%	100.0%
Jul 06 - Mar 07	26.7%	46.7%	20.0%	0.0%	6.7%	100.0%
Jan - Jun 2006	36.8%	47.4%	10.5%	5.3%	0.0%	100.0%
Jan - Dec 2005	34.5%	44.8%	13.8%	3.4%	3.4%	100.0%
Jan - Dec 2004	32.4%	43.2%	18.9%	5.4%	0.0%	99.9%
Explanation of costs.	11	11	3	1	-	26
Jan 08 - Sep 08	42.3%	42.3%	11.5%	3.8%	0.0%	100.0%
Apr 07 - Dec 07	37.5%	45.8%	16.7%	0.0%	0.0%	100.0%
Jul 06 - Mar 07	26.7%	50.0%	10.0%	6.7%	6.7%	100.0%
Jan - Jun 2006	40.0%	40.0%	15.0%	5.0%	0.0%	100.0%
Jan - Dec 2005	41.4%	37.9%	17.2%	3.4%	0.0%	100.0%
Jan - Dec 2004	29.7%	43.2%	18.9%	5.4%	0.0%	99.9%
Plan review time.	10	7	5	3	1	26
Jan 08 - Sep 08	38.5%	26.9%	19.2%	11.5%	3.8%	100.0%
Apr 07 - Dec 07	45.8%	29.2%	25.0%	0.0%	0.0%	100.0%
Jul 06 - Mar 07	26.7%	43.3%	23.3%	0.0%	6.7%	100.0%
Jan - Jun 2006	21.7%	47.8%	26.1%	4.3%	0.0%	100.0%
Jan - Dec 2005	37.9%	27.6%	13.8%	10.3%	10.3%	100.0%
Jan - Dec 2004	32.4%	35.1%	21.6%	8.1%	2.7%	99.9%
Staff availability.	16	5	3	1	1	26
Jan 08 - Sep 08	61.5%	19.2%	11.5%	3.8%	3.8%	100.0%
Apr 07 - Dec 07	43.5%	43.5%	13.0%	0.0%	0.0%	100.0%
Jul 06 - Mar 07	46.7%	20.0%	20.0%	10.0%	3.3%	100.0%
Jan - Jun 2006	13.6%	68.2%	13.6%	4.5%	0.0%	100.0%
Jan - Dec 2005	51.7%	31.0%	10.3%	6.9%	0.0%	100.0%
Jan - Dec 2004	38.9%	41.7%	13.9%	5.6%	0.0%	100.1%
Prompt response to questions.	16	4	4	1	1	26
Jan 08 - Sep 08	61.5%	15.4%	15.4%	3.8%	3.8%	100.0%
Apr 07 - Dec 07	50.0%	33.3%	16.7%	0.0%	0.0%	100.0%
Jul 06 - Mar 07	35.7%	32.1%	17.9%	10.7%	3.6%	100.0%
Jan - Jun 2006	18.2%	72.7%	4.5%	4.5%	0.0%	100.0%
Jan - Dec 2005	50.0%	32.1%	14.3%	3.6%	0.0%	100.0%
Jan - Dec 2004	40.5%	37.8%	13.5%	8.1%	0.0%	99.9%
Courtesy of staff.	18	6	2	-	-	26
Jan 08 - Sep 08	69.2%	23.1%	7.7%	0.0%	0.0%	100.0%
Apr 07 - Dec 07	62.5%	33.3%	4.2%	0.0%	0.0%	100.0%
Jul 06 - Mar 07	66.7%	16.7%	3.3%	10.0%	3.3%	100.0%
Jan - Jun 2006	50.0%	40.9%	9.1%	0.0%	0.0%	100.0%
Jan - Dec 2005	48.3%	37.9%	10.3%	0.0%	3.4%	100.0%
Jan - Dec 2004	59.5%	32.4%	8.1%	0.0%	0.0%	100.0%
Overall service.	13	8	3	1	1	26
Jan 08 - Sep 08	50.0%	30.8%	11.5%	3.8%	3.8%	100.0%
Apr 07 - Dec 07	41.7%	45.8%	12.5%	0.0%	0.0%	100.0%
Jul 06 - Mar 07	30.0%	50.0%	0.0%	16.7%	3.3%	100.0%
Jan - Jun 2006	23.8%	61.9%	9.5%	4.8%	0.0%	100.0%
Jan - Dec 2005	41.4%	34.5%	24.1%	0.0%	0.0%	100.0%
Jan - Dec 2004	48.6%	32.4%	13.5%	5.6%	0.0%	100.1%
	Apr 07 - Dec 07	Jul 06 - Mar 07	Jan - Jun 2006	2005	2004	
Survey Mailed	220	208	142	212	181	
Survey Received	37	38	27	42	43	
	16.8%	18.3%	19.0%	19.8%	23.8%	
	Jan 08 - Sep 08					
Survey Mailed	180					
Survey Received	34					
	18.9%					



CITY OF CANBY PLANNING & BUILDING CUSTOMER SURVEY

The City of Canby is committed to providing excellent customer service. As part of this effort we would like to get your feedback on our Planning and Building Departments. This survey is being sent to everyone that was issued a building permit or submitted a planning application between January 1, 2008 and September 30, 2008. Your participation is voluntary and will be kept confidential. At the end of the survey there is an optional section for name and address. If you wish to be contacted please check the designated box.

503-266-7001

**This survey covers both the Building and Planning Departments.
Please fill out each section that applies to you.**

A. BUILDING DEPARTMENT - Please rate the following services.

Services	Excellent	Good	Fair	Poor	Very Poor
Explanation of process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explanation of costs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plan review time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timely and professional inspections.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff availability.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prompt response to questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy of staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B. PLANNING DEPARTMENT - Please rate the following services.

Services	Excellent	Good	Fair	Poor	Very Poor
Explanation of process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explanation of costs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plan review time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff availability.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prompt response to questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy of staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please indicate the name(s) of any staff person you would like to commend:

Comments

If you feel we fell short in meeting your service expectations, please describe the situation, including name of the staff person involved and the date the incident occurred:

As a result of your experience with us, what service-related improvements can you recommend?

Optional

Your name:

Email

Telephone

I wish to be contacted

Please send completed survey in the enclosed postage-paid envelope to:

**City of Canby Planning and Building Department
P.O. Box 930
Canby, Oregon 97013 - or FAX to (503) 266-1574**

Thank you for your time.