

Attachment #1

Summary Table of Building Division Customer Service Survey Responses for FY 22-23

Note, some questions were skipped by some survey responders

Question 1. In general terms, please describe the kind of building permit you received.

| | Q1 | Q2 | Q3 | FY 22-23 Running Total |
|-----------------------|----|----|----|------------------------------|
| Commercial/Industrial | 1 | 0 | 0 | 1 |
| Residential | 13 | 4 | 8 | 25 |
| Institutional | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 2 | 2 |
| | 14 | 4 | 10 | 28 |

Question 2. Are you the owner of the building/project or a contractor?

| | Q1 | Q2 | Q3 | FY 22-23 Running Total |
|------------|----|----|----|------------------------------|
| Owner | 7 | 3 | 6 | 16 |
| Contractor | 7 | 1 | 3 | 11 |
| Other | 0 | 0 | 1 | 1 |
| | 14 | 4 | 10 | 28 |

Question 3. In general terms, how would you rate the customer service you received from the Building division during your recent experience?

| | Q1 | Q2 | Q3 | FY 22-23 Running Total |
|--------------|----|----|----|------------------------------|
| Excellent | 11 | 2 | 10 | 23 |
| Good | 1 | 1 | 0 | 2 |
| Satisfactory | 0 | 0 | 0 | 0 |
| Poor | 2 | 1 | 0 | 3 |
| | 14 | 4 | 10 | 28 |

Question 4. Was the building permit approval process described to you by City staff at the beginning of the process?

| | Q1 | Q2 | Q3 | FY 22-23 Running Total |
|-----|----|----|----|------------------------------|
| Yes | 11 | 2 | 8 | 21 |
| No | 2 | 2 | 1 | 5 |
| | 13 | 4 | 9 | 26 |

Question 5. Did the building inspector act in a professional manner?

| | Q1 | Q2 | Q3 | FY 22-23 Running Total |
|--|----|----|----|------------------------------|
| Yes | 12 | 3 | 9 | 24 |
| No | 1 | 0 | 0 | 1 |
| I did not work with a building inspector | 1 | 1 | 1 | 3 |
| | 14 | 4 | 10 | 28 |

Question 6. Overall, how would you rate your experience with the building division? (1-5)

| | Q1 | Q2 | Q3 | FY 22-23 Running Total |
|---------------------|-----|-----|----|------------------------------|
| 5 stars | 12 | 2 | 10 | 24 (86%) |
| 4 stars | 0 | 1 | 0 | 1 |
| 3 stars | 0 | 0 | 0 | 0 |
| 2 stars | 1 | 0 | 0 | 1 |
| 1 star | 1 | 1 | 0 | 2 |
| Weighted Average | 4.5 | 3.8 | 5 | 4.6 |

Question 7. Do you have any suggestions for how the City could improve the permit or building inspection process?

18 responses, in order of most recent to oldest. Staff is not listing specific names and permit numbers for privacy purposes. Also, typos from the survey respondents are not corrected.

Q3

- “If possible, it would be great to get estimated dates when approvals will be awarded to the owner on email or text.”
- “Provide online accessibility and visibility to the permit system.”
- “If the application was online that would be very helpful.”
- “Both *[Technician]* and *[Inspector]* were professional, courteous and helpful in the process to resolve outstanding permits. We were not happy that these permits were outstanding (we thought they were resolved years ago), and we had to pay additional fees, but *[Technician]* explained the reasons, and what we needed to do to get a resolution. We paid the fees, *[Inspector]* came out and took care of the inspections very quickly and professionally. Do you have a very good building department in San Bruno (*fist bump icon*). Thank you.”
- “None”

Q2

- “[*Technician*] was very helpful and patient with me in regards to finding details for old buildings and in another transaction I was able to pay and process fee fast. I really appreciate the fact that my phone call was answered by a human.”
- “No suggestions at this time. We are just starting the permit process and everything has gone well.”
- “I applied for permit to replace an existing deck with a similar deck, but the planning and review scope expanded to cover multiple perceived issues that the city required to be addressed in order to issue the permit. For example, the deck is in the back of the property, but the city required removal of planters near the sidewalk that were part of the original construction of the house. The city also required an unreasonable level of detail for a fairly straightforward deck at a single family, owner-occupied house. Detailed engineering calculations, drainage plans, and other requirements well beyond the city's own published guidance were required to get the permit. Overall, the estimated construction cost of the deck was \$32,000, and the permit process added a cost of \$1450 for the permit reviews, \$3300 for revisions to the construction drawings, and \$2200 for additional measurements by the contractor. This is an excessive level of detail and cost for a simple project. None of the "issues" with the related to structural defects. Everything required by the planning department was to provide detailed drawings of things like fasteners. The original drawing stated that the code required fasteners would be used, but that we not enough. Additionally the drawing review process had multiple errors by the building department and the contract plan reviewer. Straightening out these errors cost me additional time and money. Overall, as one of my few interactions with the San Bruno city government in the 8.5 years I have lived in the city, this was a horrible experience to inflict on a resident.”
- “Give inspectors tablets for touchless reports sent automatically via email.”
- “Excellent”

Q1

- “Redwood City, proactively, has their Inspectors call the contact numbers between 7:30am-8:30am to give them the smaller, 2-hr time window for their inspection that day. I appreciate that very much.”
- “Not at this time. The person that helped me at the front counter was very helpful.”
- “We had solar installed on our roof and garage. Their seemed to be confusion with the solar company that the inspector would require to go on the roof and not just view pictures. Perhaps making this clear with the solar installation companies in the future could avoid confusion.”
- “Issuing permits in the correct order they were submitted Having more staff to help out in that department Issuing permits in a timely manner The inspection section is great”
- “Wish you had an online inspection request portal instead of Calling in.”
- “San Bruno is the best place to pull a permit. The process is easy and the staff are quite amazing.”

Optional. Provide permit #, contact information, and/or additional information regarding your experience. City staff will review all feedback and reach out to [the] applicant.

13 responses, in order of most recent to oldest. Staff is not listing specific names, addresses and permit numbers for privacy purposes. Also, typos from the survey respondents are not corrected.

Q3

- “The permit was submitted by SunPower so I wasn’t given the process by the City staff. *[Inspector]* was the best inspector and his personality when dealing with owners like myself really makes a positive difference in dealing with the City of San Bruno. *[Applicant name, address]*”
- “*[Permit numbers, applicant name]* Thank you sincerely for the building department services. *[Inspector]*, *[Inspector]*, *[Inspector]*, and *[Plans Examiner]* was very helpful and great to work with. They are very knowledgeable and professional. The best city staff in the whole bay area! You guys make me happy just coming to work in San Bruno. See you in the next project.”
- “*[Inspector]* is an excellent inspector with a great knowledge of the building codes.”
- “*[Permit number]*”
- “On 1/17/23, *[Inspector]*, *[Code Enforcement Officer]*, and *[Code Enforcement Officer]* came to my home and took the time to thoroughly explain to me their findings. All 3 were very professional, helpful and we very much appreciated their help and timely responses.”

Q2

- “*[Inspector]* was very helpful and professional.”
- “*[Applicant name, permit number, phone number]*”
- “*[Inspector]* the inspector was great!”

Q1

- “*[Permit number, applicant name, phone number]*”
- “*[Permit number]*”
- “*[Permit number, applicant name, phone number]*”
- “*[Applicant name, phone number]*”
- “*[Permit number]*, The inspector *[Inspector]* was very professional and patient with the Solar company inspector who was surprisingly very stubborn and had an attitude. I was apologetic to *[Inspector]* as I was not sure why there was so much attitude coming from the Solar Compny inspector. I followed up with the solar company about this as well as it was not the most professional behavior I would have expected from them. Thanks again to *[Inspector]* for his patience and due diligence, and professionalism. Always a pleasure to deal with our city employees, they are super helpful and friendly!”