



City Council Agenda Item Staff Report

CITY OF SAN BRUNO

DATE: October 25, 2022

TO: Honorable Mayor and Members of the City Council

FROM: Jovan Grogan, City Manager

PREPARED BY: Darcy Smith, Assistant City Manager

SUBJECT: Fiscal Year 2021-2022 Quarter 1 Building Division Customer Service Survey Results

BACKGROUND: On October 27, 2020, the City Council approved a resolution appropriating funds for consultancy and staff augmentation services to provide organizational support for and analysis of the Community and Economic Development Department. An agreement for consultant services was executed in November 2020 with Municipal Resource Group, LLC. This work included an assessment of a review of the department organizational structure, staffing levels, and development of an implementation action plan for enhancements to customer service. At the April 29, 2021, City Council meeting, the Community and Economic Development Department Organizational Review Report was reviewed. The Report included a total of 23 recommendations, including an annual customer satisfaction survey of building permit applicants.

Staff added a customer survey for the Building Division to the City's website on July 16, 2022, to gather data on the permitting and inspection process. The survey results enable the City to acquire reliable data of community's opinions in order to make strategic decisions on improvements. On July 26, 2022, staff presented development related staffing and service contract update to City Council. During the meeting, staff reviewed the survey webpage and obtained feedback from City Council to modify the survey. City Council requested a follow-up staff report and survey results on a quarterly basis. This report presents the Fiscal Year 2021-2022 Quarter 1 Building Division customer service survey results.

DISCUSSION: As of October 17, 2022, 16 individuals have participated in the Building Division customer service survey. The survey includes identifying questions as well as ratings on the building permit experience. Per the City Council's feedback, staff added optional fields for respondents to provide building permit numbers and contact information for the Building Division to contact the participant if needed to follow up.

Identification

From the 16 responses, 43.75% of the respondents identified as Contractors and 56.25% of the respondents identified as Owner of the building or project. Approximately 94% of the respondents worked with the Building Division on residential projects.

Customer Feedback

When asked to rate the customer service received from the Building Division, 75% respondents rated the process as Excellent. When asked if the building permit approval process was described at the beginning of the process, 73% of the respondents answered Yes. 87.50% of the respondents also indicated that the building inspector acted in a professional manner. Overall, the 16 participants rated their experience with the building division an average of 4.3 out of 5 stars.

Staff reviewed the feedback and suggestions left by participants for City to improve the building permit or building inspection process. Some of the feedback included:

1. Provide touchless inspection reports via tablets.
2. Online scheduling option for building inspection.
3. Provide smaller time-window for scheduled inspection.

Conclusion

The City is working to upgrade the building permit software, with a launch anticipated in early 2023. The City will examine improvements to inspection reports and timing and online scheduling as part of this upgrade.

FISCAL IMPACT: There is no fiscal impact for receiving this report.

ENVIRONMENTAL IMPACT: The City Council's receipt of this report is not considered a "Project" per CEQA Guidelines and therefore no further environmental analysis is required.

RECOMMENDATION: It is recommended that the City Council receive and file the report.

ALTERNATIVES:

1. Receive the survey report from the Community and Economic Development Department on the building related services provided to the City and provide input and direction to staff; or
2. Provide alternative direction to staff.

ATTACHMENTS:

1. Building Division Customer Service Survey Results