Date: 1	1/01/01
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Opinion Surv	ey Results						
Date: 11/01/01						Number Mailed	500
						Number Received	100
						Response Rate	20.00%
Number of Returned Envelopes: 18							
Number Re-mailed: 16							
	(1) Owner Developer	(2) Architect/ Engineer	(3) Contractor	(4) Sub- Contractor	(5) Other: Specify		Percent Positive Response
Q 1: When you apply for a permit from the City of	27	2	62	16	2		
Yakima, most often you are applying as a:							
	(1) Building	(2) Plumbing	(3) Mechanical	(4) Land Dev. Permits	(5) Other: Specify		
Q 2: What one type of permit do you most often apply for?	68	21	18	7	13		
	(1) Residential - New Construction	(2) Commercial- New Construction	(3) Shell BldgNew Construction	(4) Remodel Alteration Repair	(5) Other: Specify (New Signs & Demo)	(6) Road or Utility work in the City R-of-W	
Q. 3: Which one of the following best describes your primary construction activity?	28	36	3	53	3	2	
	(1) 1-5 Years	(2) 6-10 Years	(3) 11-15 Years	(4) 16-20 Years	(5) 21-25 Years	(6) Over 25 Years	
Q. 4: Approximately how many projects have you received City of Yakima permits for during the past 12 months?	58	16	9	2	1	4	
	(1) 1-5 Years	(2) 6-10 Years	(3) 11-15 Years	(4) 16-20 Years	(5) 21-25 Years	(6) Over 25 Years	
Q. 5: Approximately how many years have you been applying for permits from the City of Yakima?	37	12	13	9	12	7	

	(1) Never	(2) Rarely	(3) Sometimes	(4) Frequently	(5) Always	
Q. 6: How often have you experienced difficulty understanding zoning requirements?	33	21	16	6	1	70%
	(1) Confusing/ conflicting	(2) Inadequately prepared plans	(3) Lack of Knowledge	(4) Disagree on Inter- pretation	(5) Other: Specify	
If Ever: what was the cause of the difficulty?	20	6	6	15	2	
	(1) Never	(2) Rarely	(3) Sometimes	(4) Frequently	(5) Always	
Q. 7: How often have you experienced difficulty understanding building code requirements?	24	31	23	8	1	63%
	(1) Confusing/ conflicting	(2) Inadequately prepared plans	(3) Lack of Knowledge	(4) Disagree on Inter- pretation	(5) Other: Specify	
If ever, What was the cause of the difficulty?	22	6	8	24	5	
	(1) Poor	(2) Fair	(3) Good	(4) Very Good		
Q. 8: How well does the City of Yakima communicate what is required to apply for a building permit?	3	9	35	40		86%
	(1) Poor	(2) Fair	(3) Good	(4) Very Good		
Q. 9a: How well are you able to get information from the City of Yakima on the status of your permit application?	1	8	32	43		89%
	(1) Poor	(2) Fair	(3) Good	(4) Very Good	(5) Other: Specify	
9b: How reliable was the information?	2	6	29	32	1	87%

	(1) Never	(2) Rarely	(3) Sometimes	(4) Frequently	(5) Always	·	
Q. 10: How often have you been allowed to use an "acceptable alternative" to a code provision?	13	17	36	7	1		50%
	(1) Yes	(2) No					
If Ever:	30	18					
	(1) Never	(2) Rarely	(3) Sometimes	(4) Frequently	(5) Always		
Q. 11: How often do field inspectors require you to change something Plan Review has approved?	14	35	17	1		·	73%
	(1) Never	(2) Rarely	(3) Sometimes	(4) Frequently	(5) Always		
Q. 12: How often have field inspectors required significant corrective measures without a reasonably clear code requirement?	42	22	12	2			82%
If Ever:	(1) Yes	(2) No					
Were such measures due to the inspector's interpretation?	26	1	·			·	
Were the measures consistent w/requirements on similar jobs	6	19					
Did you have an opportunity to appeal the inspector's decision	13	11					
-	(1) Never	(2) Rarely	(3) Sometimes	(4) Frequently	(5) Always		
Q. 13: How often are reasons for failed inspections clearly and completely described in writing with a code reference?	6	6	11	12	29		64%
	(1) Never	(2) Rarely	(3) Sometimes	(4) Frequently	(5) Always		
Q. 14: Does the City of Yakima show up on time for scheduled inspections?	1		9	37	35		88%
	(1) Never	(2) Rarely	(3) Sometimes	(4) Frequently	(5) Always		

Q. 15. Has the City of Yakima ever failed to appear for a scheduled inspection on your project?		27	7		2	 89%
	(1) Did they call ahead of Time	(2) Did they call after the fact	(3) Did they never contact you			
If Ever, were you notified?	10	3	10	1		
Rate the City of Yakima's development department on each of the following terms:						
	(1) Poor	(2) Fair	(3) Good	(4) Very Good	(5) No Opinion	
A. Competency of counter personnel	3	3	26	53		93%
	(1) Poor	(2) Fair	(3) Good	(4) Very Good	(5) No Opinion	
B. Speed of plan review	10	12	18	30	11	69%
	(1) Poor	(2) Fair	(3) Good	(4) Very Good	(5) No Opinion	 J
C. Clarity of plan review comments		9	22	37	9	87%
	(1) Poor	(2) Fair	(3) Good	(4) Very Good	(5) No Opinion	
D. Value of suggestions during plan review	2	11	13	37	19	79%
	(1) Poor	(2) Fair	(3) Good	(4) Very Good	(5) No Opinion	
E. Reasonableness of plan check fees	8	16	29	18	10	66%
	(1) Poor	(2) Fair	(3) Good	(4) Very Good	(5) No Opinion	
F. Reasonableness of permit fees	9	16	32	21	3	68%
	(1) Poor	(2) Fair	(3) Good	(4) Very Good	(5) No Opinion	
G. Response to requests for inspections	2	4	27	48	Opinion	93%
· · ·	(1) Poor	(2) Fair	(3) Good	(4) Very Good	(5) No Opinion	
H. Responsiveness to construction schedules	1	9	20	37	8	85%
· · · · · · · · · · · · · · · · · · ·						
	(1) Poor	(2) Fair	(3) Good	(4) Very Good	(5) No Opinion	
I. Clarity of inspectors correction notes		15	21	44	6	81%

(1) Poor 5 (1) Poor (1) Poor 1 (1) Poor 2 (1) Poor 2 (1) Poor	(2) Fair 16 (2) Fair 11 (2) Fair 11 (2) Fair (2) Fair 14	(3) Good 25 (3) Good 26 (3) Good 26 (3) Good 21	(4) Very Good         28         (4) Very Good         (4) Very Good         (4) Very Good         (4) Very Good         (4) Very Good         23         (4) Very Good         23         23	(5) No Opinion 8 (5) No Opinion 2 (5) No Opinion 1 (5) No Opinion		86
(1) Poor (1) Poor (1) Poor 1 (1) Poor 2	(2) Fair 11 (2) Fair (2) Fair 11 (2) Fair	(3) Good 26 (3) Good 26 (3) Good	(4) Very Good 42 (4) Very Good 43 (4) Very Good	(5) No Opinion 2 (5) No Opinion 1 (5) No		86
(1) Poor 1 (1) Poor 2	11 (2) Fair 11 (2) Fair	26 (3) Good 26 (3) Good	Good 42 42 (4) Very Good 43 (4) Very Good (4) Very Good	Opinion 2 (5) No Opinion 1 (5) No		
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1 (1) Poor 2	11 (2) Fair	26 (3) Good	Good 43 (4) Very Good	Opinion 1 (5) No		85
1 (1) Poor 2	11 (2) Fair	26 (3) Good	Good 43 (4) Very Good	Opinion 1 (5) No		88
(1) Poor 2	(2) Fair	(3) Good	(4) Very Good	(5) No		85
2			Good	(5) No Opinion	·	
2			Good	(5) No Opinion		
	14	21	27			
(1) Poor			21	14		75
(1) Poor						
	(2) Fair	(3) Good	(4) Very Good	(5) No Opinion		
4	7	9	7	37		59
(1) Poor	(2) Fair	(3) Good	(4) Very Good	(5) NO Opinion		
e 2	7	7	8	50		63
	·					
38	37					
(1) Building	(2) Zoning	(3) Both	(4) Other: Mechanical			
20	2	17	1			
(1) Poor	(2) Fair	(3) Good	(4) Very Good			
4	13	36	26			78
	4 (1) Poor (1) Poor (1) Yes (1) Poor (1) Poor (1) Poor (1) Poor	4       7         4       7         (1) Poor       (2) Fair         2       7         2       7         4       7         10       2         11       7         12       2         13       1         14       1         15       1         16       2         17       1         18       2         19       1         10       1         10       1         11       1         12       1         13       1         14       1         15       1         16       1         17       1         18       1         19       1         10       1         10       1         10       1         11       1         12       1         12       1         13       1         14       1         15       1         16       1         17	4 $7$ $9$ $4$ $7$ $9$ $1$ $1$ $1$ $1$ $1$ $1$ $1$ $1$ $1$ $1$ $1$ $1$ $2$ $7$ $7$ $2$ $7$ $7$ $1$	Image: second secon	Image: second secon	Image: Section of the section of t

								(1) Getting Worse	(2) About the Same	(3) Improving				
Q.	18: For with department, do y	the the ou believe th	number City ne process is:	of	years of	you Yakima's	have worked development	13	36	27			83%	