

Opinion Survey 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 Yakima, most often you are applying as a:	27	2	62	16	2				
	(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 Bldg.-New 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. 10: How often have you been allowed to use an "acceptable alternative" to a code provision?	13	17	36	7	1				50%
If Ever:	(1) Yes 30	(2) No 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 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 and for failed inspections 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?	47	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			
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				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	(2) Fair	(3) Good	(4) Very Good	(5) No Opinion				
J. Uniformity of enforcement among inspectors	5	16	25	28	8				72%
	(1) Poor	(2) Fair	(3) Good	(4) Very Good	(5) No Opinion				
K. Thoroughness of inspections		11	26	42	2				86%
	(1) Poor	(2) Fair	(3) Good	(4) Very Good	(5) No Opinion				
L. Timeliness of response to your inquiries	1	11	26	43	1				85%
	(1) Poor	(2) Fair	(3) Good	(4) Very Good	(5) No Opinion				
M. Timeliness of Administrative decisions	2	14	21	27	14				75%
	(1) Poor	(2) Fair	(3) Good	(4) Very Good	(5) No Opinion				
N. Timeliness of decisions by Hearing Examiner	4	7	9	7	37				59%
	(1) Poor	(2) Fair	(3) Good	(4) Very Good	(5) No Opinion				
O. Timeliness of decisions by Building Code Board of Appeals	2	7	7	8	50				63%
	(1) Yes	(2) No							
Q. 16: Has it been your experience that the City of Yakima and Yakima County interpret the same building and zoning codes differently?	38	37							
	(1) Building	(2) Zoning	(3) Both	(4) Other: Mechanical					
If, Yes	20	2	17	1					
	(1) Poor	(2) Fair	(3) Good	(4) Very Good					
Q. 17: How helpful is City of Yakima staff in providing the assistance you need to plan, develop, build or improve property in the City of Yakima?	4	13	36	26					78%

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