

# Community Development and Infrastructure– Unified Permit Center

## Q1 2026 Survey Results

- Appointment Scheduler Survey (implemented 5/12/2025)
  - Distributed to completed appointments by email.
- Building Application Survey (implemented 5/12/2025)
  - 4 Distribution methods: QR code mailed in Approval Letters, Button in ePlan, Link in ePlan comments, email to all contacts at “Inspections” milestone.

# Appointment Scheduler Survey Responses

The Appointment scheduler survey is provided to members of the public following a counter appointment. The results reflect high service quality averaging 4.8 out of 5, and effectiveness in communication and support from 96% of respondents.

**Average of Quality of Service Received**

**4.8**

5 maximum

**Received clear & helpful guidance**

Responded "Yes"

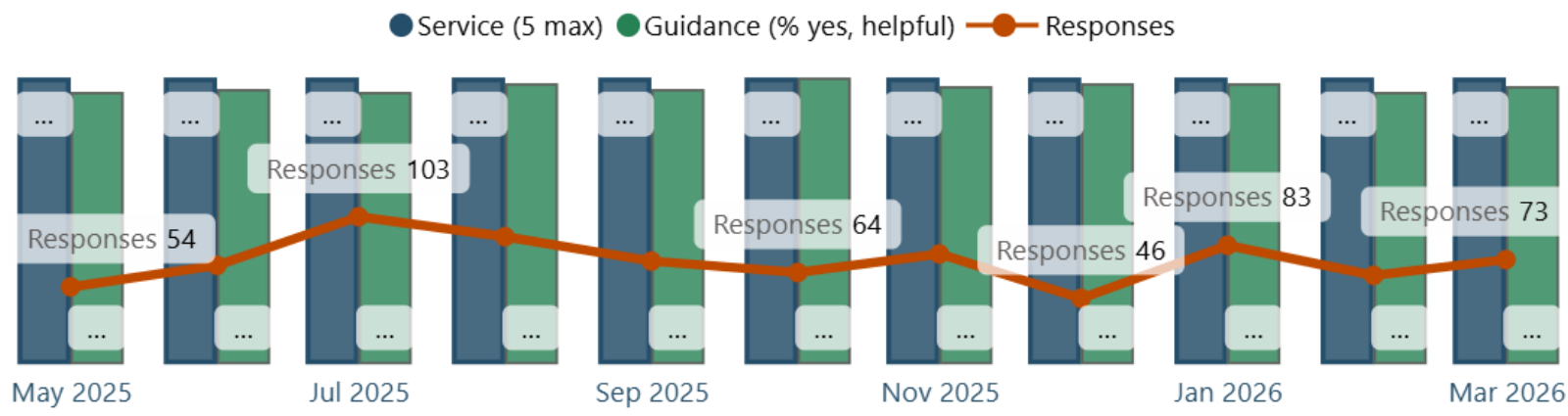
**96.0%**

**Survey Response Rate**

**16.8%**

\*Launched in May 2025, this report will transition from monthly to quarterly snapshots as more data accumulates, providing a clearer view of long-term performance trends.

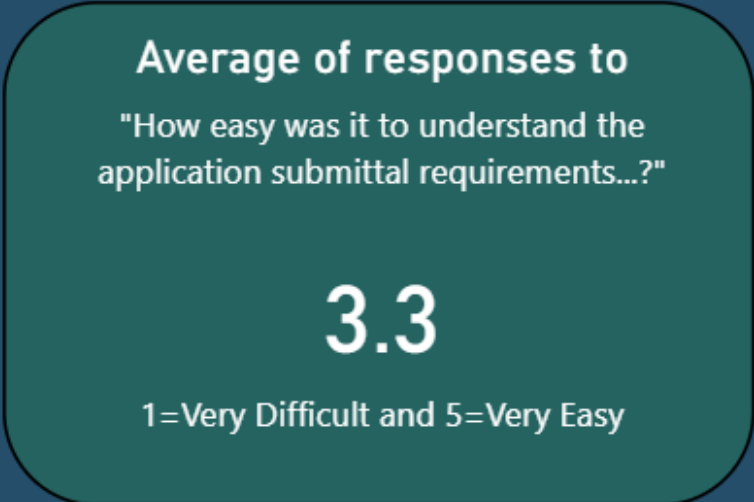
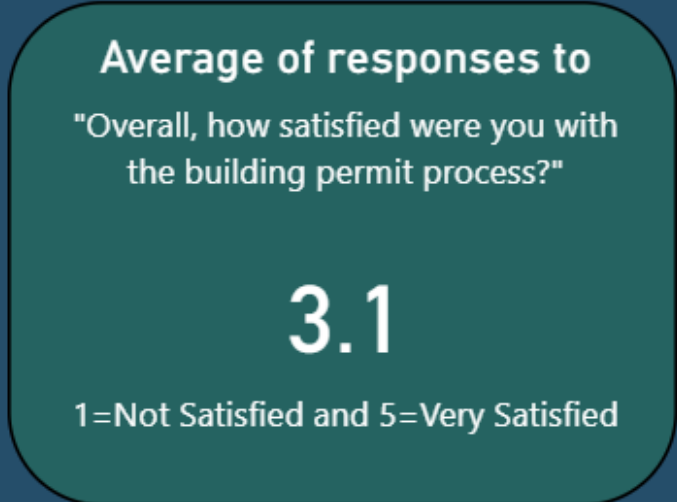
Survey Response Monthly History



# Building Application Survey Responses

Survey  
Response Rate  
3.9%

- Four survey delivery methods have been launched May–March 2026 to boost response rates.
- Reporting will shift from summaries to quarterly snapshots as data builds, revealing long-term performance trends.



# Methods, Limitations, and References

## Unified Permit Center Metrics

### Methods

#### **Data Sources:**

- Data is generated from the Planning Department permit tracking system.
- Survey responses from applicants who completed appointments or building applications.

#### **Total, Median, and Average Review Time:**

- Approval times represent cumulative permit time from initial application to building permit issuance, including periods when the application is not actively reviewed while the applicant responds to County comments.
- Median and average review times indicate central tendencies for each permit type.
- Individual review times may vary based on plan clarity, completeness, associated discretionary permits, and environmental considerations.

#### **Timeline and Updates:**

- Dashboards cover a 24-month period and refresh weekly. Reported permit approval times are based on permits issued within the 24-month timeframe.
- Scorecards are published quarterly, with timelines provided for each metric.

### Limitations

- Low application volumes for certain permit types may influence results.
- Data comes from the permit tracking system, which relies on some manual data entry. This may result in errors that impact the accuracy of the data.