

# INFORMATION NOTE

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<b>Title:</b>	<b>Inspection Services Customer Satisfaction Survey Results</b>
<b>Date Prepared:</b>	September 2, 2021
<b>Report To:</b>	Committee of the Whole
<b>Councillor and Role:</b>	Councillor Maggie Burton, Transportation and Regulatory Services
<b>Ward:</b>	N/A

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**Issue:** To report the findings of a customer satisfaction survey for Inspection Services permit and inspection functions.

## **Discussion – Background and Current Status:**

The City of St. John's, through its Regulatory Services Division, administers and enforces permitting and progress inspections on building, electrical and plumbing permits with respect to all components of construction/renovation/occupancy changes for new and existing commercial and residential properties. Through this permit and inspection process properties are constructed and maintained to meet National Codes (Building, Electrical & Plumbing), Life Safety Code, National Fire Code and many other applicable standards.

From detailed discussions with staff, it was determined that there was an interest in hearing what the public thought of the division's performance. While the division deals with many business functions, it was felt that permitting and inspections should be the primary focus as this is more public facing and has greater impacts.

In conjunction with the Division of Organizational Performance and Strategy detailed questions were developed that would capture the necessary information which would provide the customer satisfaction level of the full permit and inspection process.

Staff shared the survey link with those who pulled permits as far back as two years ago. As the COVID-19 pandemic was ongoing, this approach would allow a broader level of feedback as most construction projects would still be ongoing and working through the inspection process. Surveys were forwarded to all electrical and plumbing contractors and building contractors/owners that completed projects on a larger scale. Accessory buildings, fences and deck permit holders were not included.

The survey consisted of 25 questions and sent to approximately 600 clients. Responses were received from March 16 to April 2 with an overall response rate of 23%.



Highlights:

- Survey respondents rated their overall satisfaction with various elements within the inspection and permit process as being 4.2 out of 5. 5 being excellent.
- For inspections that required follow up, 91% were clear on what they needed to do.

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Overall Satisfaction – Electrical Inspection	4.14
Overall Satisfaction – Plumbing Inspection	4.32
Overall Satisfaction – Building Inspection	4.07

*\*Average answer on a scale of 1-5, where 5 was the highest possible.*

Detailed survey results are included. As well, to ensure staff continue to have a good sense of the voice of the customer, a perpetual survey is ongoing. Every time a permit is issued, the client is sent a link to a survey asking a few key questions. This approach allows staff to identify issues and concerns and capture meaningful data on an ongoing basis for continuous improvement of the process.

**Key Considerations/Implications:**

1. Budget/Financial Implications:
2. Partners or Other Stakeholders: The survey was issued to electrical and plumbing contractors as well as building contractors/owners who pulled permits within a two-year period.
3. Alignment with Strategic Directions/Adopted Plans: An Effective City: work with our employees to improve organizational performance through effective processes and policies.

This initiative supports the City’s ongoing Continuous Strategy

4. Legal or Policy Implications:
5. Privacy Implications:
6. Engagement and Communications Considerations:

7. Human Resource Implications:
8. Procurement Implications:
9. Information Technology Implications:
10. Other Implications:

**Conclusion/Next Steps:** A detailed review will occur on the areas identified as needing improvement and changes will be implemented where appropriate. Feedback will be collected on an ongoing basis.

### Report Approval Details

Document Title:	Survey Results.docx
Attachments:	- Regulatory Services Survey Results.pptx
Final Approval Date:	Sep 9, 2021

This report and all of its attachments were approved and signed as outlined below:

**Jason Sinyard - Sep 9, 2021 - 11:43 AM**