



City of High Point

Planning & Development Department

Contractor Survey Report

Conducted Fall 2010

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City of High Point

Planning & Development Department

Customer Survey Report

Purpose and Scope:

Survey research represents one method of collecting important opinion information from your citizens. Properly conducted survey research helps convert citizen opinion information into clear “messages” to you about what your citizens expect from you and believe about you as a supplier of services.

The purpose of this survey is to obtain citizen opinion information regarding services provided by the City of High Point, and to help identify important “messages” from your citizens that can assist you in decision making. Specifically, the principle goals of this survey might be summarized as follows:

- ◆ Identify what the Department does well. These have a positive influence on customer satisfaction and are the things you want to retain.
- ◆ Identify areas for improvement that can negatively impact customer satisfaction.
- ◆ Identify the priorities of your customers.
- ◆ Establish a baseline of customer opinions that can be trended over time to determine if satisfaction and priorities are changing.

The ability of survey results to assist you in decision making can be enhanced by looking at the survey data from different perspectives or ‘views’. Each view contributes to a more complete understanding of the true opinions underlying people’s responses to the survey questions. Looking at multiple views is part of the process of transforming relatively meaningless ‘data’ into useful ‘information’ and hopefully even into ‘insight’. Consequently, the results presented in this report are presented in various levels of detail in order to provide you with different views of the data. For example, in some cases the results summarize the opinions of *all* of the people who responded to the survey taken together. In other cases, the survey data is segmented into *groups* of respondents who differ from one another along one or more dimensions (*See Table Below*). This segmentation of the data enables you to determine if different groups of people answered questions differently based on these questions:

| |
|--|
| • Which best describes the type of construction you do in High Point? |
| • Which best describes your type of construction trade? |
| • How many <u>other jurisdictions</u> do you do business in? |
| • Approximately how many permits do you apply for <u>from High Point</u> per year? |

In this report, we will refer to respondents, citizens and customers interchangeably.



Survey Description:

The survey is divided into three principle parts:

- 1. Background Questions**
- 2. Citizen Opinion Statements**
- 3. Open Ended Questions.**

1. Background information was collected to understand what types of people responded to the survey. This information enables important differences in people's responses to be examined based on these questions:

| | | |
|--|--|--|
| <ul style="list-style-type: none"> • Which best describes the type of construction you do in High Point? (Check ALL that apply) | <input type="checkbox"/> Residential <input type="checkbox"/> Commercial | |
| <ul style="list-style-type: none"> • Which best describes your type of construction trade? (Check ALL that apply) | <input type="checkbox"/> Building <input type="checkbox"/> Plumbing | <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical |
| <ul style="list-style-type: none"> • How many <u>other jurisdictions</u> do you do business in? | <input type="checkbox"/> None <input type="checkbox"/> 1-2 others | <input type="checkbox"/> 3-4 others <input type="checkbox"/> 5 or more others |
| <ul style="list-style-type: none"> • Approximately how many permits do you apply for <u>from High Point</u> per year? | <input type="checkbox"/> Less than 10 / yr. <input type="checkbox"/> 10-24 / yr. <input type="checkbox"/> 25 or more / yr. | |

2. Several categories of statements were included in the survey to provide a wide array of respondents' opinions. These categories include:
 - General statements reflecting broad gauge satisfaction ratings
 - Plan Reviewers
 - Permit Specialists
 - Field Inspectors
 - Other General Items
 - Usefulness of certain ideas

3. Comments were also captured. Comments provide an opportunity for respondents to reveal information of importance that was not specifically asked for in the survey. They also lend value to the interpretation of ratings by providing a better sense of context or supportive evidence that enriches the interpretation.



Survey Construction:

Care has been taken in the construction of this survey to help ensure citizen opinion information is gathered in an appropriate manner. In particular, the following characteristics of surveys, which are known to influence the accuracy of the information received, were considered during construction. These include:

| | |
|---------------------------------|---|
| 1. Wording of Statements | <ul style="list-style-type: none">◆ Statements are kept brief to reduce the amount of reading required.◆ Statements are reviewed for ambiguity to ensure they convey only one meaning where possible.◆ Statements are designed to be neutral or slightly positive.◆ Each statement ideally covers only one idea to be rated. |
| 2. Statement Order | <ul style="list-style-type: none">◆ When possible, statements are put in order from the most general to the most specific. This is done to avoid raising specific issues early that may positively or negatively influence responses on more general statements that follow.◆ Statements are grouped with other statements into similar categories.◆ More emotionally charged statements to be rated are generally placed toward the end of a category, or the end of the survey since they can influence ratings on other less emotionally charged issues. |
| 3. Instructions | <ul style="list-style-type: none">◆ Instructions provided at the beginning of the survey clearly indicate the purpose for the survey. The instructions also assure respondents that confidentiality will be preserved, and described when and how to return the survey. |
| 4. Rating Scale | <ul style="list-style-type: none">◆ A 7 point scale is used for rating purposes. This type of scale supports a multitude of parametric statistical tests that are most useful in evaluating and prioritizing the strengths and areas for improvement. |

◆ *A copy of the survey used is presented at the end of this report.*

Survey Distribution:

Approximately 1010 surveys were distributed to customers via first class US Mail. The surveys were mailed by Insight Research, Inc. Any undeliverable envelopes should have been returned to the City by the USPS.

A cover letter was included with the survey. The letter included:

- ◆ The reason for the survey
- ◆ How and when to complete the survey
- ◆ Guarantee of anonymity by using an independent research firm

Recipients were given a pre-stamped return envelope for return of their survey to Insight Research.

About one week after the surveys were distributed, a reminder postcard was also mailed to each survey recipient.



RESULTS

Response Profile:

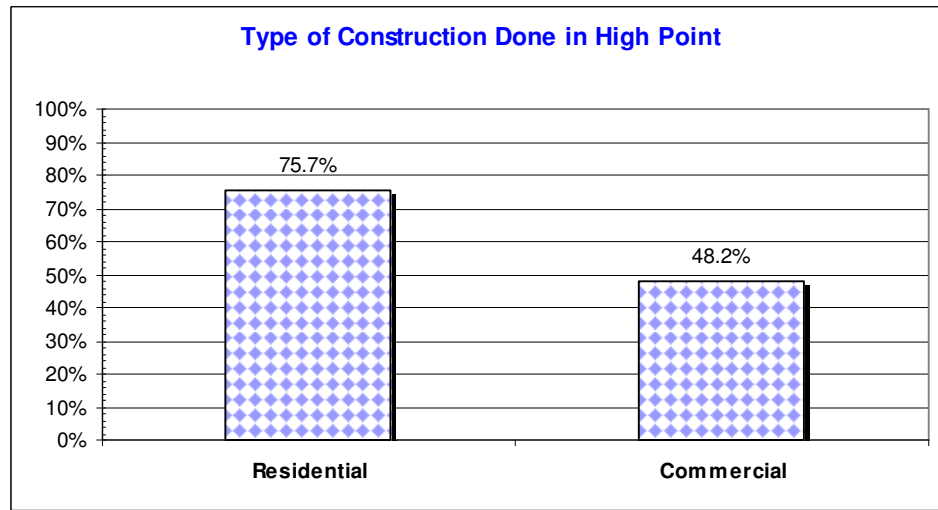
Of the approximately 1000 surveys that were actually delivered, 222 were returned, for a total response rate of about 22%. This is a higher rate than with our previous survey and is within the expected response rate, given that surveys conducted in this manner very often yield response rates of between 15 and 30 percent. It is more than sufficient to achieve the goals of the study as summarized on page 2.

Which best describes the type of construction you do in High Point?
(Check ALL that apply)

- Residential
- Commercial

Please note: Not every respondent answers every question.

| | Count | Percent of the 222 Respondents |
|-------------|-------|--------------------------------|
| Residential | 168 | 75.7% |
| Commercial | 107 | 48.2% |



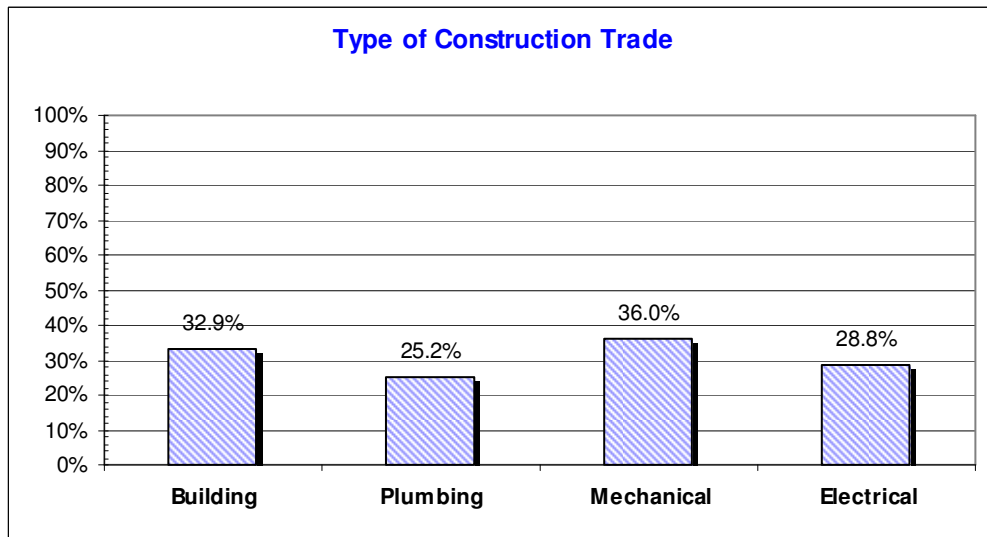
| 2006 Results | Count | Percent of the 82 Respondents |
|--------------|-------|-------------------------------|
| Residential | 49 | 59.8% |
| Industrial | 23 | 28.0% |
| Commercial | 49 | 59.8% |



Which best describes your type of construction trade?
(Check ALL that apply)

| | |
|--|--|
| <input type="checkbox"/> Building | <input type="checkbox"/> Mechanical |
| <input type="checkbox"/> Plumbing | <input type="checkbox"/> Electrical |

| | Count | Percent of the 222 Respondents |
|------------|-------|--------------------------------|
| Building | 73 | 32.9% |
| Plumbing | 56 | 25.2% |
| Mechanical | 80 | 36.0% |
| Electrical | 64 | 28.8% |



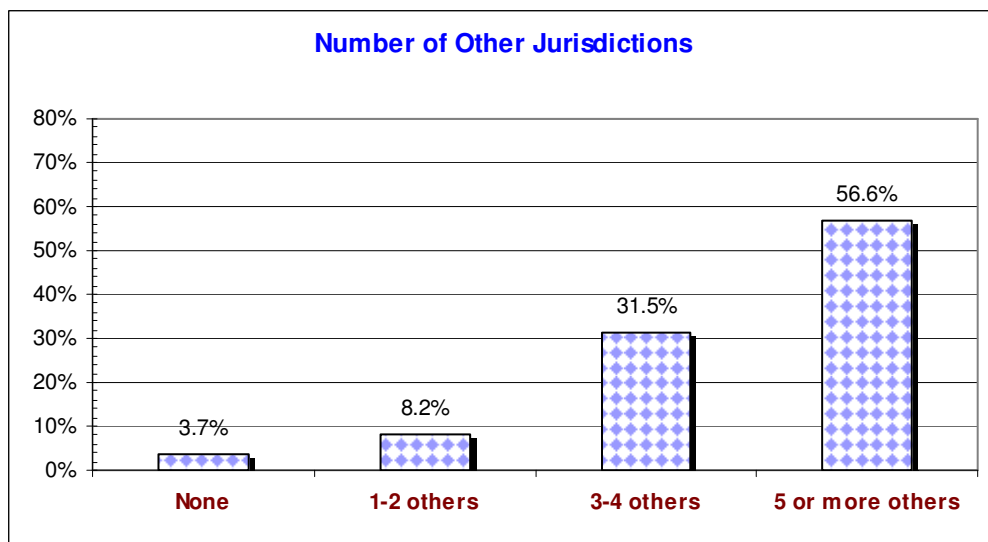
| 2006 Results | Count | Percent of the 82 Respondents |
|--------------|-------|-------------------------------|
| Building | 25 | 30.5% |
| Plumbing | 21 | 25.6% |
| Mechanical | 19 | 23.2% |
| Electrical | 22 | 26.8% |



How many other jurisdictions do you do business in?

| | |
|-------------------------------------|---|
| <input type="checkbox"/> None | <input type="checkbox"/> 3-4 others |
| <input type="checkbox"/> 1-2 others | <input type="checkbox"/> 5 or more others |

| | Count | Percent of Responses |
|------------------|------------|----------------------|
| None | 8 | 3.7% |
| 1-2 others | 18 | 8.2% |
| 3-4 others | 69 | 31.5% |
| 5 or more others | 124 | 56.6% |
| Totals | 219 | 100.0% |



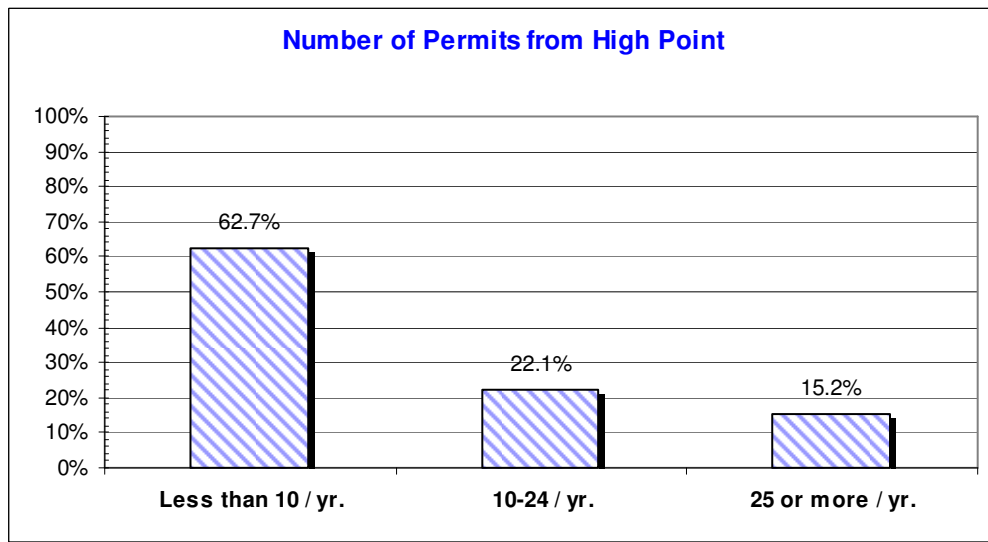
| 2006 Results | Count | Percent of Responses |
|------------------|-----------|----------------------|
| None | 0 | 0.0% |
| 1-2 others | 8 | 10.4% |
| 3-4 others | 29 | 37.7% |
| 5 or more others | 40 | 51.9% |
| Totals | 77 | 100.0% |



Approximately how many permits do you apply for from High Point per year?

- Less than 10 / yr.
- 10-24 / yr.
- 25 or more / yr.

| | Count | Percent of Responses |
|--------------------|------------|----------------------|
| Less than 10 / yr. | 136 | 62.7% |
| 10-24 / yr. | 48 | 22.1% |
| 25 or more / yr. | 33 | 15.2% |
| Totals | 217 | 100.0% |



| | Count | Percent of Responses |
|--------------------|-----------|----------------------|
| Less than 10 / yr. | 53 | 69.7% |
| 10-24 / yr. | 16 | 21.1% |
| 25 or more / yr. | 7 | 9.2% |
| Totals | 76 | 100.0% |



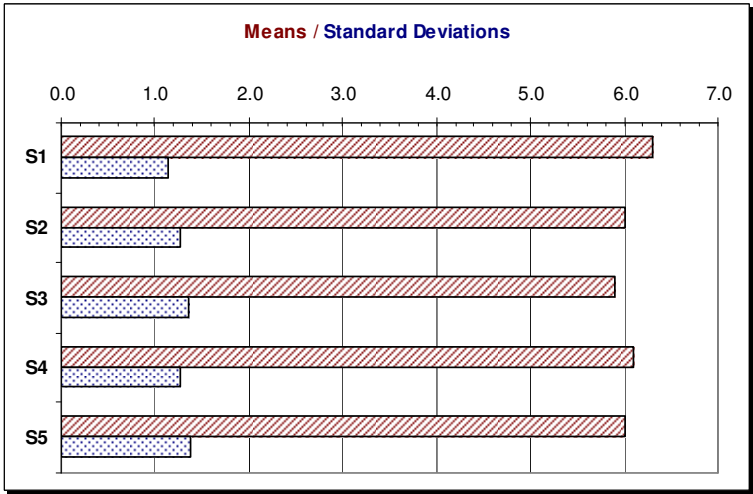
Opinion Findings:

The following section of this report is designed to provide information about the results for each statement on the survey that was rated on the 7-point scale. Both a table and graph of the results are provided for each category of statements.

Table Description: The following information is included in the Tables:

| | |
|---------------------------|---|
| Valid N | ◆ Refers to the ‘Number’ of people responding to the statement or question. |
| Mean | ◆ Refers to the ‘Average’ rating received from all respondents who rated the statement. |
| Median | ◆ Refers to the ‘Middlemost’ score in a list of rank ordered scores, above and below which 50% of the scores lie. |
| Standard Deviation | ◆ Refers to a measure of the amount of variability there is in the responses above and below the average. For example, a smaller standard deviation indicates less variability, and thus more agreement among respondents than a larger standard deviation indicates. (See Appendix B for more detailed description of the Standard Deviation). |

Graph Description: Graphs showing the averages and standard deviations for each statement are provided. The longer bar represents the average (or mean) and the shorter bar represents the standard deviation.

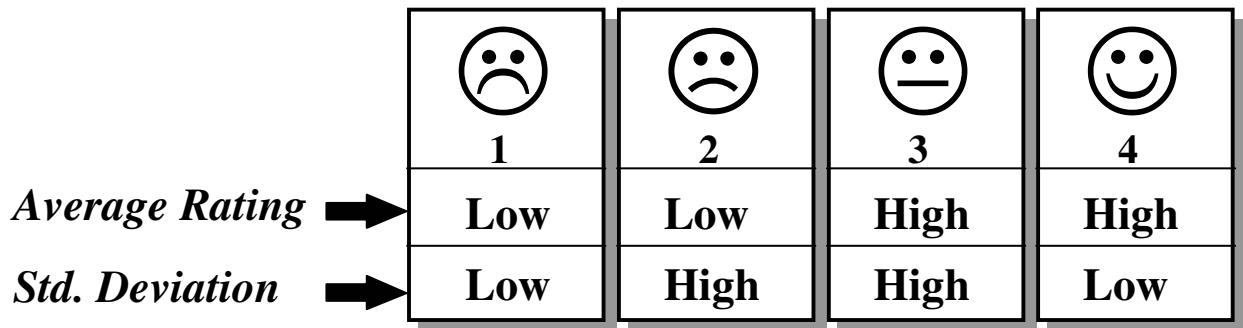


Interpreting the Ratings

Two questions often asked in survey research are; “What is a good score, and how do I know where my real areas for improvement are?” Although every organization is different, a general theme in the opinion research literature indicates that “good” is not always “good enough”. That is to say, although an average rating of a ‘4’ on a 7-point scale may be perceived to be a “neutral” or even a “good” rating, it actually takes a much higher average rating to increase the likelihood that people are satisfied. Consequently, it is good practice to aim for the highest average possible.

At Insight Research, Inc., we have found it useful to suggest a target average of 5.5 or better for satisfaction statements for most industries. Scores lower below the target do not necessarily indicate a problem, but should be considered as areas for potential improvement that are worthy of attention. For local governments, however, achieving a rating of 5.5 is often difficult; most average about 5.2. One reason for this difficulty might be that unlike most organizations in the private sector, a government usually keeps (rather than loses) most of their “unhappy customers”.

In addition, as mentioned earlier, low standard deviations reflect more agreement among respondents. As a result, it is most desirable to have a high “average” rating and a low “standard deviation”. This would indicate that most people agree that the rating should be high. A good rule of thumb suggests that standard deviations of 1.2 or less are desirable. The following diagram illustrates the relationship between the “average” and “standard deviation” with blocks 1 to 4 reflecting “Least Desirable” to “Most Desirable” in that order.



Section 1: (General)

Nominally speaking, most statements were rated a bit higher in 2010 than in 2006 (See page 20).

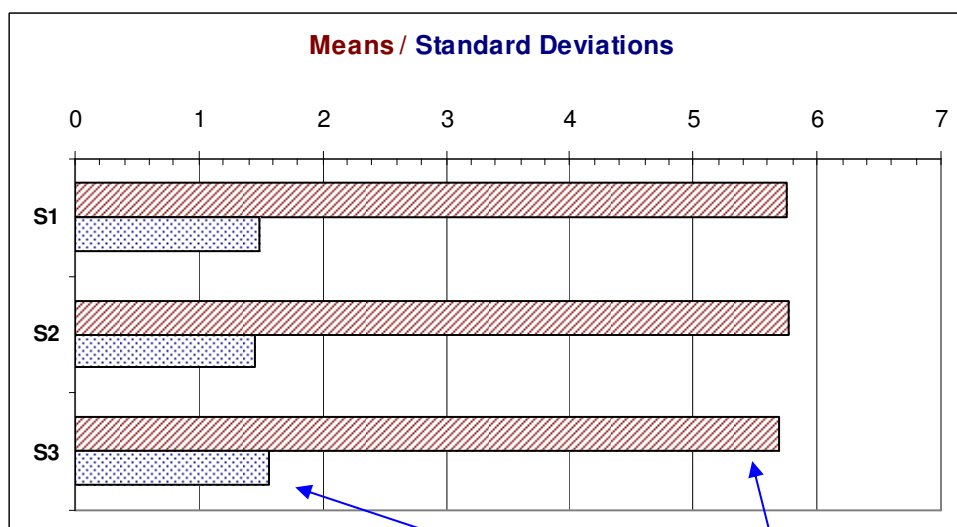
Statement 1 is particularly important, since it serves as a general “overall” impression of satisfaction with the services provided by the Division, *to which* many other statements contribute. The results indicate that, in general, customers are satisfied with the High Point Inspections Division. We see this in that **Statement 1** had a **mean** of 5.76, which is above our suggested minimum target of 5.5. The **median** (middlemost answer) of ‘6’ tells us at least 50 percent of the respondents rated this statement a ‘6’ or higher on the 7-point scale. Please note that the **standard deviation** of 1.49 indicates a bit more variability in the answers than is desired. In general, the less variability we see in the answers the better.

It should also be noted that the 5.5 target does not actually apply to **Statement 3**, since this item is more of a *comparison* item than a *satisfaction* item. We believe that the 5.69 rating on this statement is a quite good rating. The standard deviation is 1.57, indicating a bit more variability in the ratings than with most other statements. This higher variability might be partially explained by the fact that your customers do not all work with the same *other* jurisdictions.

See the Distributions of Ratings, later in this report.

| | Statements 1 = Strongly Disagree; 7 = Strongly Agree | Valid N (Number Responding) | Mean (Average Rating) | Median (Middlemost Score) | Std. Dev. (Amount of Variability) |
|----|--|---------------------------------------|---------------------------------|-------------------------------------|---|
| S1 | Overall, I am satisfied with the High Point Inspection Division. | 220 | 5.76 | 6.0 | 1.49 |
| S2 | In general, the Division is easy to work with. | 220 | 5.78 | 6.0 | 1.45 |
| S3 | The Division’s <i>service</i> compares favorably with other jurisdictions. | 216 | 5.69 | 6.0 | 1.57 |

1 = Strongly Disagree and 7 = Strongly Agree



Long bars: mean (average)
Short bars: standard deviation

Section 2: (Plan Reviewers)

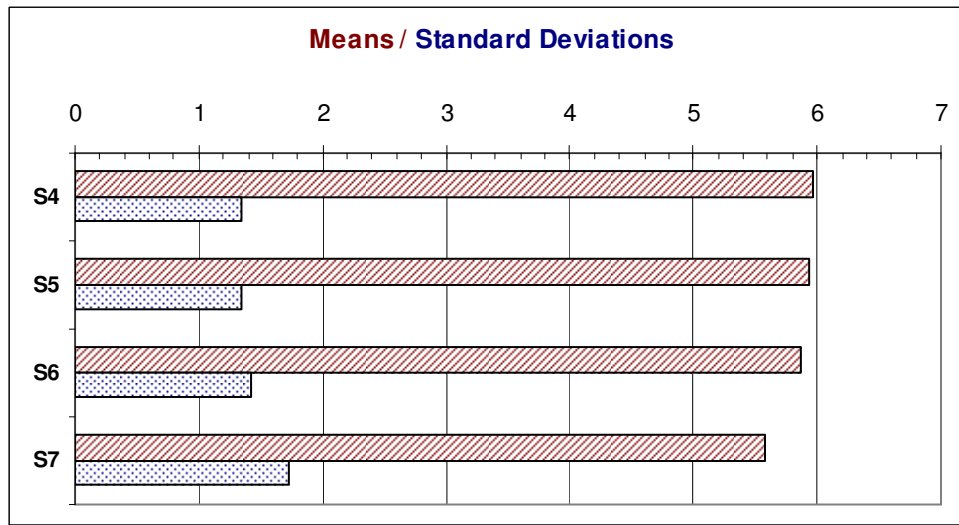
The plan reviewers received generally good, consistent ratings from respondents, though a little lower than in 2006. The median value of 6.0 for each statement tells us that at least “50%” of respondents gave each statement a rating of ‘6’ or higher.

Statement 7: Although the average rating was 5.58 was good, this statement’s rating declined the most of any statement on the survey. (See p. 20)

See the Distributions of Ratings, later in this report.

| | Statements 1 = Strongly Disagree; 7 = Strongly Agree | Valid N (Number Responding) | Mean (Average Rating) | Median (Middlemost Score) | Std. Dev. (Amount of Variability) |
|----|--|---------------------------------------|---------------------------------|-------------------------------------|---|
| S4 | The plan reviewers are courteous. | 147 | 5.96 | 6.0 | 1.34 |
| S5 | The plan reviewers are knowledgeable. | 147 | 5.94 | 6.0 | 1.34 |
| S6 | The plan reviewers are helpful. | 145 | 5.88 | 6.0 | 1.42 |
| S7 | The plan reviewers reviews plans within the indicated timeframe. | 151 | 5.58 | 6.0 | 1.72 |

1 = Strongly Disagree and 7 = Strongly Agree



Section 3: (Permit Specialists)

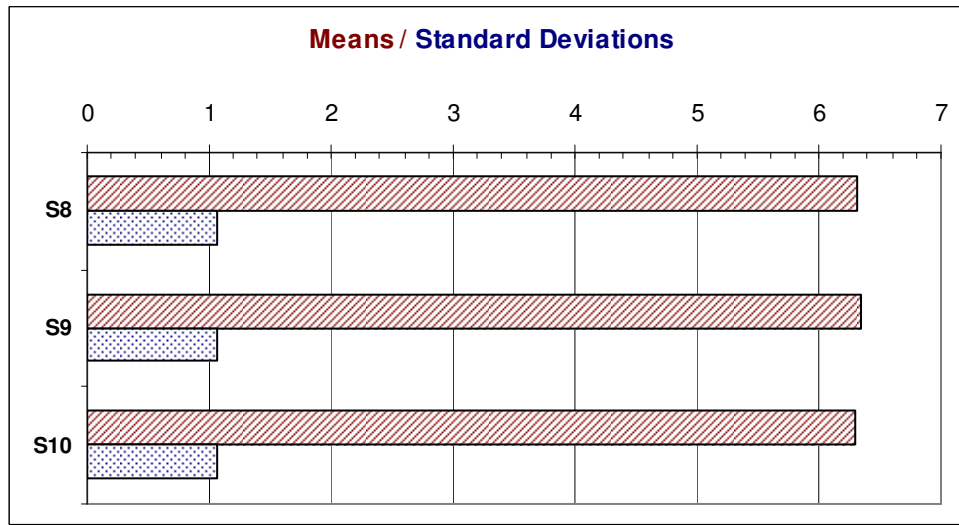
The permit specialist statements received some of the highest ratings on the survey. Congratulations on these fine results, which were higher than 2006's good ratings (See p. 20). They were considered to be courteous, helpful and knowledgeable. In addition, the standard deviations were all under 1.1, indicating good consistency in the answers.

Please note that a median of 7.0 tells us that at least half of the respondents rated the statement a '7'.

See the Distributions of Ratings, later in this report.

| | Statements 1 = Strongly Disagree; 7 = Strongly Agree | Valid N (Number Responding) | Mean (Average Rating) | Median (Middlemost Score) | Std. Dev. (Amount of Variability) |
|-----|--|---------------------------------------|---------------------------------|-------------------------------------|---|
| S8 | The permit specialists are courteous. | 219 | 6.32 | 7.0 | 1.07 |
| S9 | The permit specialists are helpful. | 218 | 6.34 | 7.0 | 1.06 |
| S10 | The permit specialists are knowledgeable. | 217 | 6.29 | 7.0 | 1.07 |

1 = Strongly Disagree and 7 = Strongly Agree

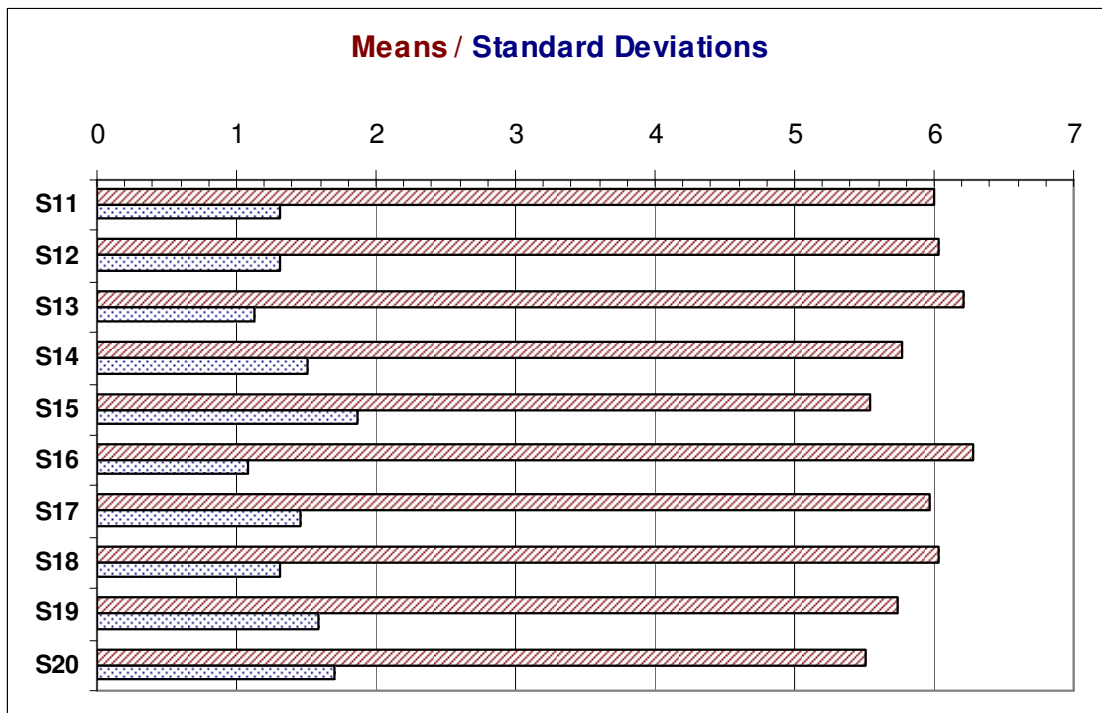


Section 4: (Field Inspectors)

Since their job likely includes more enforcement than other positions, it would be expected that they would have a challenge receiving good ratings. However, for almost every item, the field inspectors received nominally higher ratings than in 2006 (See p. 20). In addition, the ratings were also generally more consistent this time.

The inspectors received their highest marks for being knowledgeable and thorough (**S13** and, **S16**). Their lowest rating was for **S15** (“... let me know if they will be arriving late”).

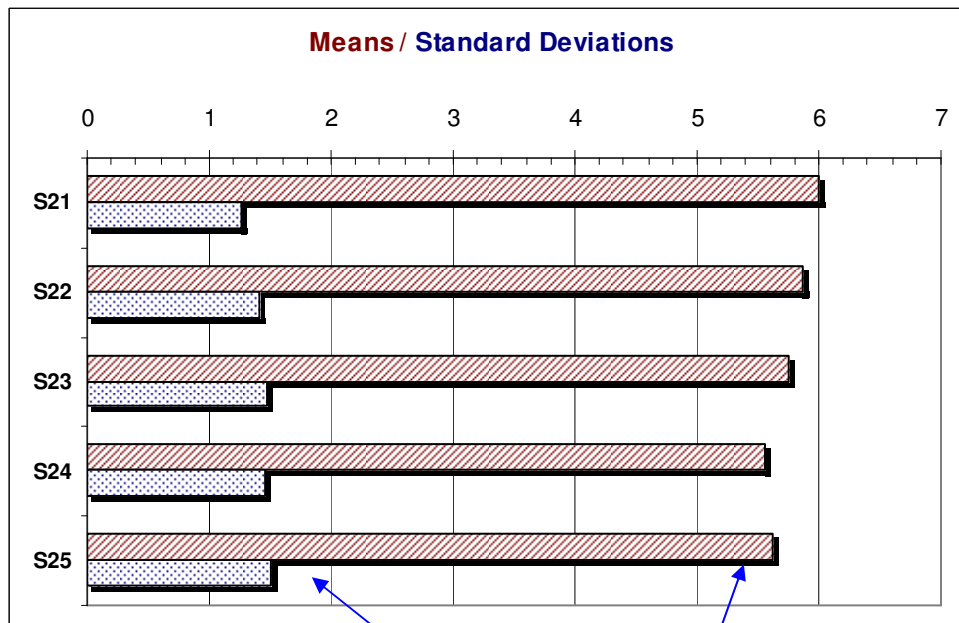
| | Statements | Valid N (Number Responding) | Mean (Average Rating) | Median (Middlemost Score) | Std. Dev. (Amount of Variability) |
|-----|---|---------------------------------------|---------------------------------|-------------------------------------|---|
| | 1 = Strongly Disagree; 7 = Strongly Agree | | | | |
| S11 | The inspectors are courteous. | 220 | 6.00 | 6.0 | 1.32 |
| S12 | The inspectors are helpful. | 220 | 6.03 | 7.0 | 1.31 |
| S13 | The inspectors are knowledgeable. | 218 | 6.22 | 7.0 | 1.14 |
| S14 | The inspectors arrive on the job site at the indicated time. | 216 | 5.76 | 6.0 | 1.51 |
| S15 | The inspectors typically let me know if they will be arriving late on a site. | 202 | 5.54 | 6.0 | 1.87 |
| S16 | The inspectors are <i>thorough</i> with their inspections. | 220 | 6.28 | 7.0 | 1.09 |
| S17 | The inspectors are <i>fair</i> with their inspections. | 222 | 5.97 | 6.5 | 1.46 |
| S18 | The inspectors provide <i>timely</i> answers to my questions. | 219 | 6.03 | 7.0 | 1.32 |
| S19 | The inspectors try to provide <i>options</i> when something needs correcting. | 215 | 5.73 | 6.0 | 1.59 |
| S20 | The <i>different (various) inspectors</i> are consistent in their code interpretations. | 214 | 5.50 | 6.0 | 1.71 |



Section 5: (Other General Items)

The ratings for all three statements in this section were well above our suggested target of 5.5. We think these are good ratings. Of particular interest might be the ratings for fees. When you consider that in the “pricing arena” it is sometimes harder to get good ratings, these indicate that you are not out of line. Most survey respondents, indeed most everyone, would like lower prices. Thus, these ratings indicate that your pricing is not a problem.

| | Statements 1 = Strongly Disagree; 7 = Strongly Agree | Valid N (Number Responding) | Mean (Average Rating) | Median (Middlemost Score) | Std. Dev. (Amount of Variability) |
|-----|--|---------------------------------------|---------------------------------|-------------------------------------|---|
| S21 | The tickets (with inspection results) from this division are readable. | 220 | 6.00 | 6.0 | 1.26 |
| S22 | The tickets (with inspection results) from this division are understandable. | 216 | 5.87 | 6.0 | 1.41 |
| S23 | The Division provides inspections results to me in a timely manner. | 215 | 5.75 | 6.0 | 1.47 |
| S24 | The permit fees are reasonable for the service provided. | 218 | 5.56 | 6.0 | 1.46 |
| S25 | The permit fees compare favorably with other jurisdictions. | 213 | 5.62 | 6.0 | 1.50 |



Long bars: mean (average)
Short bars: standard deviation



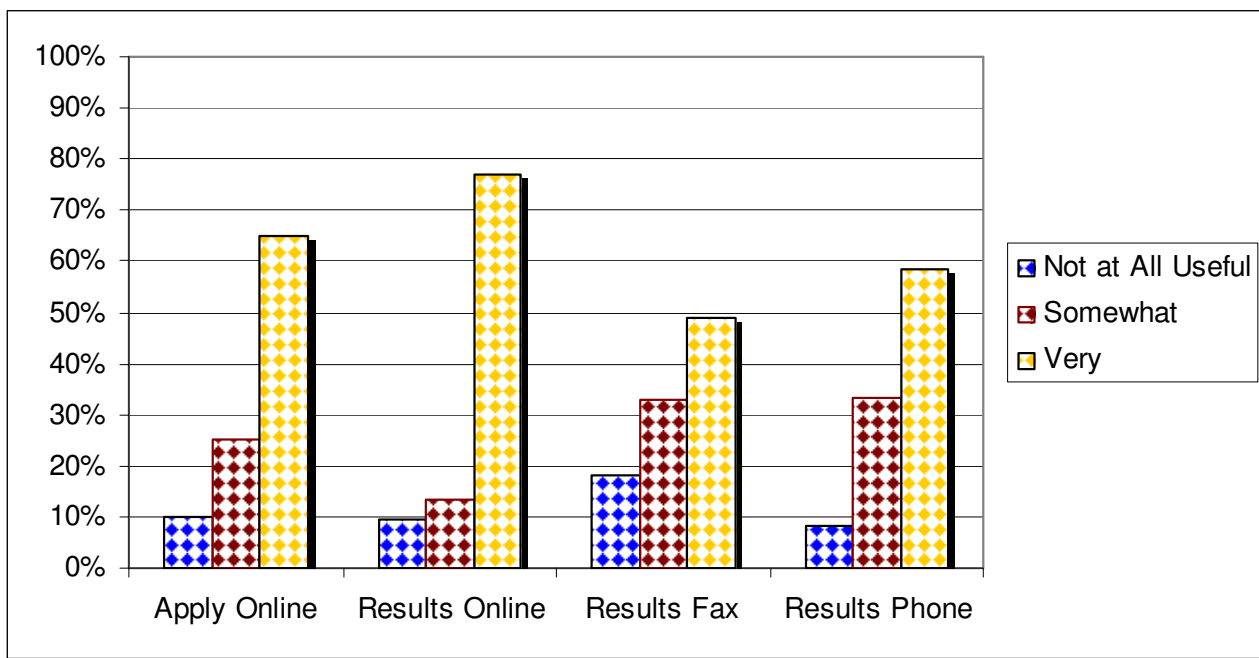
Section 6: (Questions about Usefulness)

Four questions were asked in this section, as shown below.

| How useful would each of these items be to you? | Not at all Useful | Somewhat Useful | Very Useful |
|--|--------------------------|------------------------|-----------------------|
| 1. The ability to <i>apply</i> for permits online. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. A system that provides inspection results ... online. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. ... by fax. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. ... by telephone. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

The clear message here is that most of your customers like doing business online.

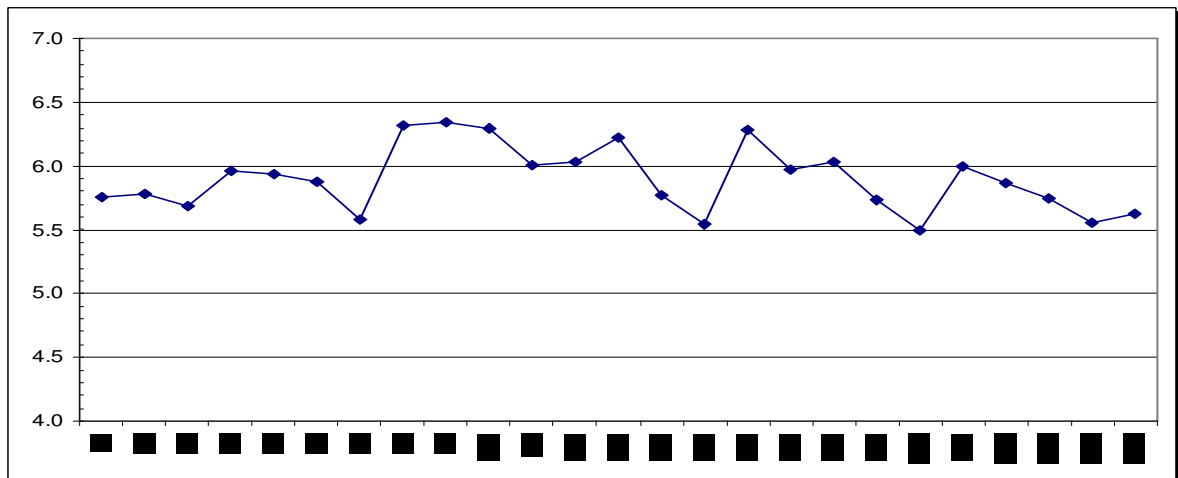
| | Apply Online | Results Online | Results Fax | Results Phone |
|-------------------|---------------|----------------|---------------|---------------|
| Not at All Useful | 10.1% | 9.7% | 18.3% | 8.3% |
| Somewhat | 25.1% | 13.3% | 32.8% | 33.3% |
| Very | 64.7% | 77.0% | 48.9% | 58.3% |
| Total | 100.0% | 100.0% | 100.0% | 100.0% |



All Rated Statements in One Table (All Respondents)

| | Statements | Valid N | Mean | Median | Std. Dev. |
|-----|---|---------------------|------------------|--------------------|-------------------------|
| | 1 = Strongly Disagree; 7 = Strongly Agree | (Number Responding) | (Average Rating) | (Middlemost Score) | (Amount of Variability) |
| S1 | Overall, I am satisfied with the High Point Inspection Services Division. | 220 | 5.76 | 6.0 | 1.49 |
| S2 | In general, the Division is easy to work with. | 220 | 5.78 | 6.0 | 1.45 |
| S3 | The Division's <i>service</i> compares favorably with other jurisdictions. | 216 | 5.69 | 6.0 | 1.57 |
| S4 | The plan reviewers are courteous. | 147 | 5.96 | 6.0 | 1.34 |
| S5 | The plan reviewers are knowledgeable. | 147 | 5.94 | 6.0 | 1.34 |
| S6 | The plan reviewers are helpful. | 145 | 5.88 | 6.0 | 1.42 |
| S7 | The plan reviewers reviews plans within the indicated timeframe. | 151 | 5.58 | 6.0 | 1.72 |
| S8 | The permit specialists are courteous. | 219 | 6.32 | 7.0 | 1.07 |
| S9 | The permit specialists are helpful. | 218 | 6.34 | 7.0 | 1.06 |
| S10 | The permit specialists are knowledgeable. | 217 | 6.29 | 7.0 | 1.07 |
| S11 | The inspectors are courteous. | 220 | 6.00 | 6.0 | 1.32 |
| S12 | The inspectors are helpful. | 220 | 6.03 | 7.0 | 1.31 |
| S13 | The inspectors are knowledgeable. | 218 | 6.22 | 7.0 | 1.14 |
| S14 | The inspectors arrive on the job site at the indicated time. | 216 | 5.76 | 6.0 | 1.51 |
| S15 | The inspectors typically let me know if they will be arriving late on a site. | 202 | 5.54 | 6.0 | 1.87 |
| S16 | The inspectors are <i>thorough</i> with their inspections. | 220 | 6.28 | 7.0 | 1.09 |
| S17 | The inspectors are <i>fair</i> with their inspections. | 222 | 5.97 | 6.5 | 1.46 |
| S18 | The inspectors provide <i>timely</i> answers to my questions. | 219 | 6.03 | 7.0 | 1.32 |
| S19 | The inspectors try to provide <i>options</i> when something needs correcting. | 215 | 5.73 | 6.0 | 1.59 |
| S20 | The <i>different (various) inspectors</i> are consistent in their code interpretations. | 214 | 5.50 | 6.0 | 1.71 |
| S21 | The permit application process is clear (easy to understand). | 220 | 6.00 | 6.0 | 1.26 |
| S22 | The tickets (with inspection results) from this division are understandable. | 216 | 5.87 | 6.0 | 1.41 |
| S23 | In general, this division is able to minimize delays in my work. | 215 | 5.75 | 6.0 | 1.47 |
| S24 | The permit fees are reasonable for the service provided. | 218 | 5.56 | 6.0 | 1.46 |
| S25 | The permit fees compare favorably with other jurisdictions. | 213 | 5.62 | 6.0 | 1.50 |

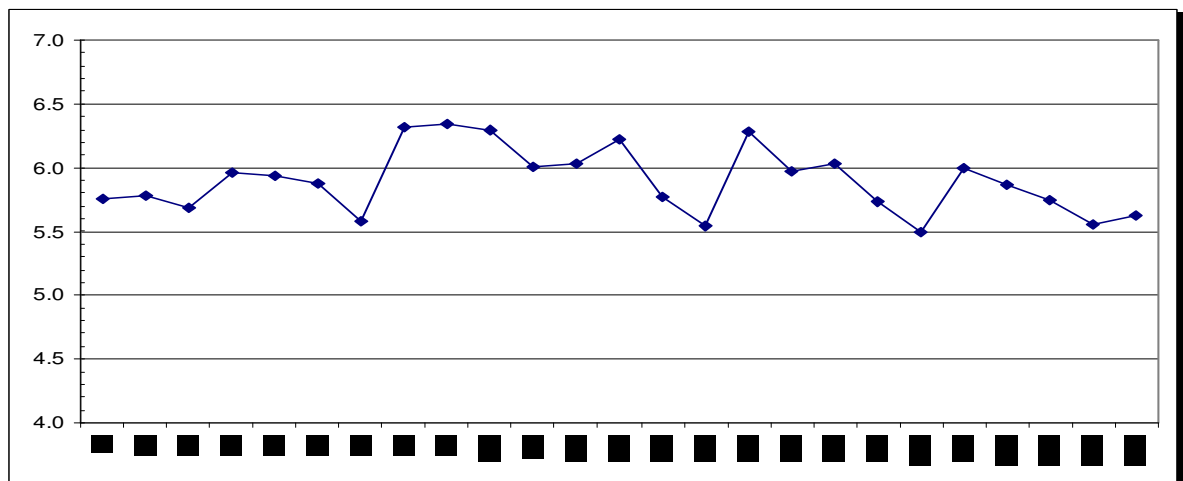
Averages (Means) for All 25 Rated Statements



All Rated Statements in One Table (Ranked - Highest to Lowest)

| | Statements | Valid N | Mean | Median | Std. Dev. |
|-----|---|---------------------|------------------|--------------------|-------------------------|
| | 1 = Strongly Disagree; 7 = Strongly Agree | (Number Responding) | (Average Rating) | (Middlemost Score) | (Amount of Variability) |
| S9 | The permit specialists are helpful. | 218 | 6.34 | 7.0 | 1.06 |
| S8 | The permit specialists are courteous. | 219 | 6.32 | 7.0 | 1.07 |
| S10 | The permit specialists are knowledgeable. | 217 | 6.29 | 7.0 | 1.07 |
| S16 | The inspectors are <i>thorough</i> with their inspections. | 220 | 6.28 | 7.0 | 1.09 |
| S13 | The inspectors are knowledgeable. | 218 | 6.22 | 7.0 | 1.14 |
| S12 | The inspectors are helpful. | 220 | 6.03 | 7.0 | 1.31 |
| S18 | The inspectors provide <i>timely</i> answers to my questions. | 219 | 6.03 | 7.0 | 1.32 |
| S11 | The inspectors are courteous. | 220 | 6.00 | 6.0 | 1.32 |
| S21 | The permit application process is clear (easy to understand). | 220 | 6.00 | 6.0 | 1.26 |
| S17 | The inspectors are <i>fair</i> with their inspections. | 222 | 5.97 | 6.5 | 1.46 |
| S4 | The plan reviewers are courteous. | 147 | 5.96 | 6.0 | 1.34 |
| S5 | The plan reviewers are knowledgeable. | 147 | 5.94 | 6.0 | 1.34 |
| S6 | The plan reviewers are helpful. | 145 | 5.88 | 6.0 | 1.42 |
| S22 | The tickets (with inspection results) from this division are understandable. | 216 | 5.87 | 6.0 | 1.41 |
| S2 | In general, the Division is easy to work with. | 220 | 5.78 | 6.0 | 1.45 |
| S1 | Overall, I am satisfied with the High Point Inspection Services Division. | 220 | 5.76 | 6.0 | 1.49 |
| S14 | The inspectors arrive on the job site at the indicated time. | 216 | 5.76 | 6.0 | 1.51 |
| S23 | In general, this division is able to minimize delays in my work. | 215 | 5.75 | 6.0 | 1.47 |
| S19 | The inspectors try to provide <i>options</i> when something needs correcting. | 215 | 5.73 | 6.0 | 1.59 |
| S3 | The Division's <i>service</i> compares favorably with other jurisdictions. | 216 | 5.69 | 6.0 | 1.57 |
| S25 | The permit fees compare favorably with other jurisdictions. | 213 | 5.62 | 6.0 | 1.50 |
| S7 | The plan reviewers reviews plans within the indicated timeframe. | 151 | 5.58 | 6.0 | 1.72 |
| S24 | The permit fees are reasonable for the service provided. | 218 | 5.56 | 6.0 | 1.46 |
| S15 | The inspectors typically let me know if they will be arriving late on a site. | 202 | 5.54 | 6.0 | 1.87 |
| S20 | The <i>different (various) inspectors</i> are consistent in their code interpretations. | 214 | 5.50 | 6.0 | 1.71 |

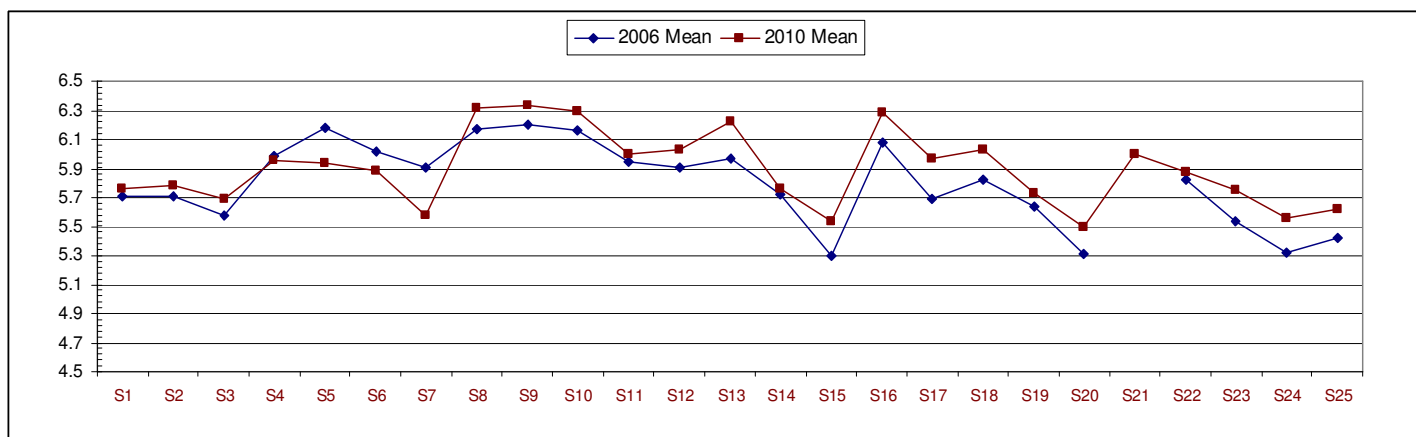
Averages (Means) for All 25 Rated Statements



Comparing 2006 and 2010 (For the same or similar statements)

S21 was not on the 2006 survey. These ratings are generally a little higher than in 2006. A difference of about 0.3 for the Mean of a statement would be statistically significant.

| | Statements | 2006 Valid N | 2006 Mean | 2010 Valid N | 2010 Mean |
|-----|---|------------------------|---------------------|------------------------|---------------------|
| | 1 = Strongly Disagree; 7 = Strongly Agree | (Number Responding) | (Average Rating) | (Number Responding) | (Average Rating) |
| S1 | Overall, I am satisfied with the High Point Inspection Services Division. | 79 | 5.71 | 220 | 5.76 |
| S2 | In general, the Division is easy to work with. | 79 | 5.71 | 220 | 5.78 |
| S3 | The Division's <i>service</i> compares favorably with other jurisdictions. | 78 | 5.58 | 216 | 5.69 |
| S4 | The plan reviewers are courteous. | 67 | 5.99 | 147 | 5.96 |
| S5 | The plan reviewers are knowledgeable. | 66 | 6.18 | 147 | 5.94 |
| S6 | The plan reviewers are helpful. | 66 | 6.02 | 145 | 5.88 |
| S7 | The plan reviewers reviews plans within the indicated timeframe. | 63 | 5.90 | 151 | 5.58 |
| S8 | The permit specialists are courteous. | 76 | 6.17 | 219 | 6.32 |
| S9 | The permit specialists are helpful. | 76 | 6.20 | 218 | 6.34 |
| S10 | The permit specialists are knowledgeable. | 76 | 6.16 | 217 | 6.29 |
| S11 | The inspectors are courteous. | 77 | 5.95 | 220 | 6.00 |
| S12 | The inspectors are helpful. | 77 | 5.90 | 220 | 6.03 |
| S13 | The inspectors are knowledgeable. | 77 | 5.97 | 218 | 6.22 |
| S14 | The inspectors arrive on the job site at the indicated time. | 72 | 5.72 | 216 | 5.76 |
| S15 | The inspectors typically let me know if they will be arriving late on a site. | 69 | 5.30 | 202 | 5.54 |
| S16 | The inspectors are <i>thorough</i> with their inspections. | 75 | 6.08 | 220 | 6.28 |
| S17 | The inspectors are <i>fair</i> with their inspections. | 77 | 5.69 | 222 | 5.97 |
| S18 | The inspectors provide <i>timely</i> answers to my questions. | 77 | 5.82 | 219 | 6.03 |
| S19 | The inspectors try to provide <i>options</i> when something needs correcting. | 75 | 5.64 | 215 | 5.73 |
| S20 | The <i>different (various) inspectors</i> are consistent in their code interpretations. | 72 | 5.31 | 214 | 5.50 |
| S21 | The permit application process is clear (easy to understand). | | | 220 | 6.00 |
| S22 | The tickets (with inspection results) from this division are understandable. | 73 | 5.82 | 216 | 5.87 |
| S23 | In general, this division is able to minimize delays in my work. | 74 | 5.54 | 215 | 5.75 |
| S24 | The permit fees are reasonable for the service provided. | 74 | 5.32 | 218 | 5.56 |
| S25 | The permit fees compare favorably with other jurisdictions. | 73 | 5.42 | 213 | 5.62 |



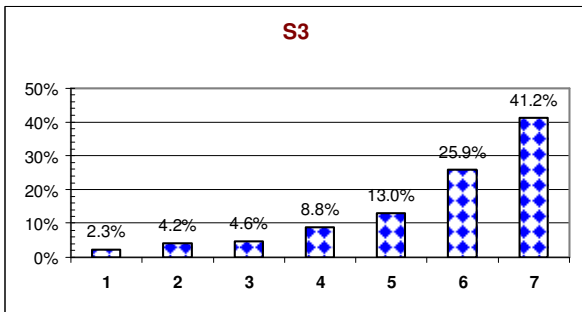
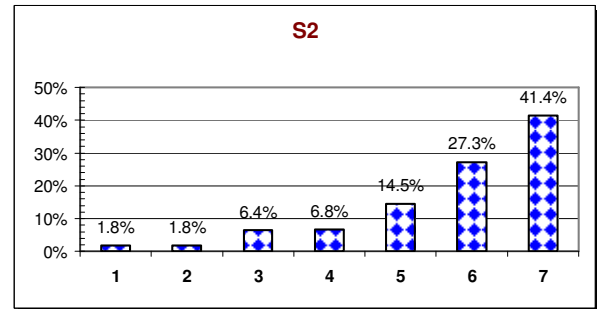
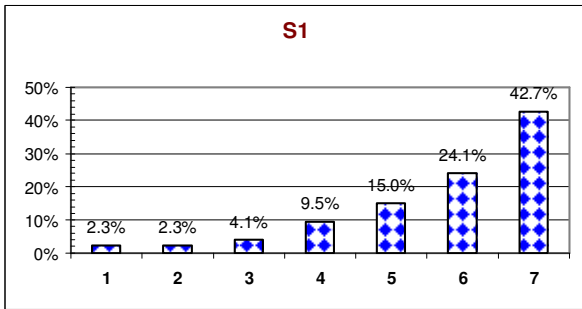
Distributions of Ratings (A Different View of the Data):

The following graphs are presented to show the percentage of respondents who rated each statement a 1, 2, 3, 4, 5, 6, or 7. By showing the distributions of responses in this manner, you can gain a better appreciation for the 'standard deviation' associated with each statement. Thus, for example, the distribution of ratings for a statement with a smaller standard deviation will show a lot of respondents rating that statement similarly (within a point or two). The distribution will be more spread out across the 1 to 7 scale when a statement has a *large* standard deviation.

General:

| | Statements | Ave. |
|----|--|------|
| S1 | Overall, I am satisfied with the High Point Inspection Division. | 5.76 |
| S2 | In general, the Division is easy to work with. | 5.78 |
| S3 | The Division's <i>service</i> compares favorably with other jurisdictions. | 5.69 |

1 = Strongly Disagree; 7 = Strongly Agree



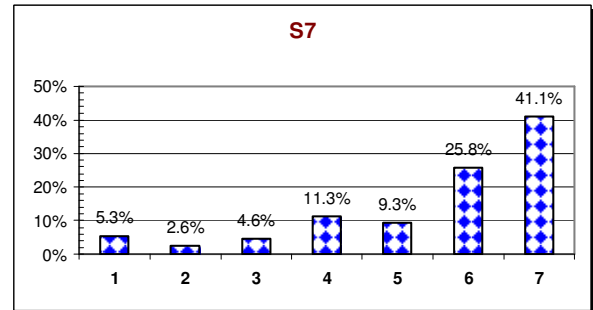
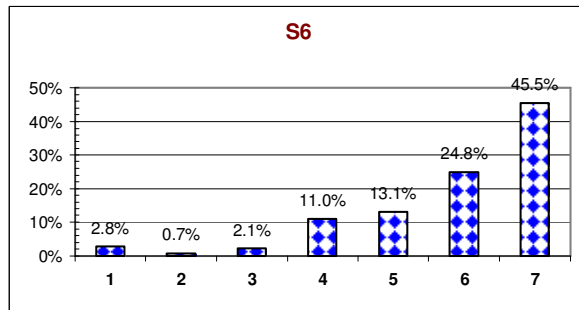
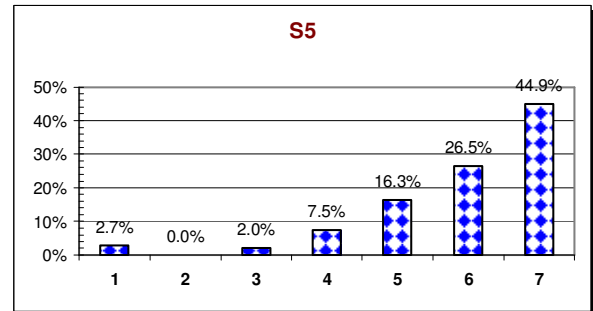
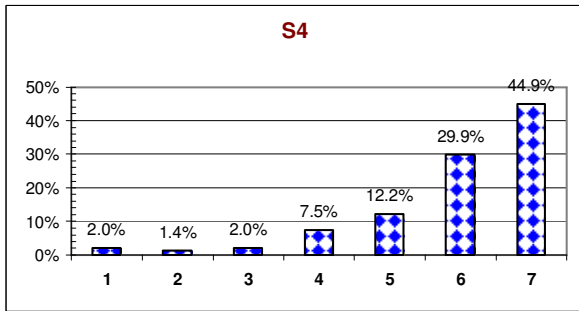
Continued on Next Page →



Plan Reviewers:

| | Statements | Ave. |
|----|--|------|
| S4 | The plan reviewers are courteous. | 5.96 |
| S5 | The plan reviewers are knowledgeable. | 5.94 |
| S6 | The plan reviewers are helpful. | 5.88 |
| S7 | The plan reviewers reviews plans within the indicated timeframe. | 5.58 |

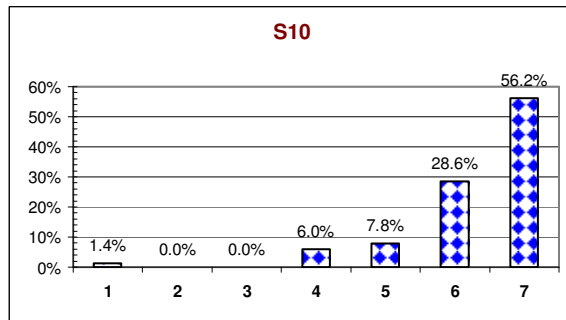
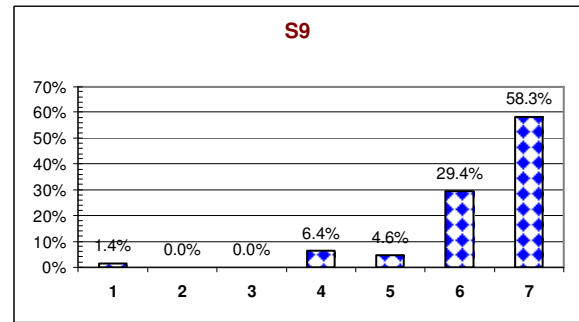
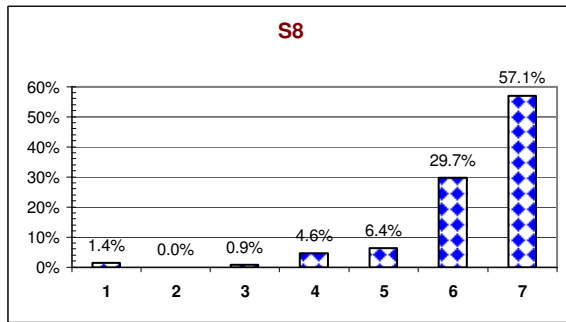
1 = Strongly Disagree; 7 = Strongly Agree



Permit Specialists:

| | Statements | Ave. |
|-----|---|------|
| S8 | The permit specialists are courteous. | 6.32 |
| S9 | The permit specialists are helpful. | 6.34 |
| S10 | The permit specialists are knowledgeable. | 6.29 |

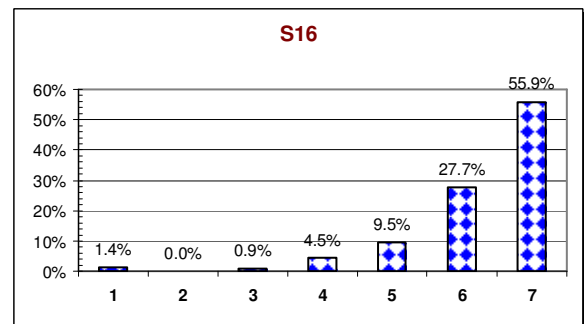
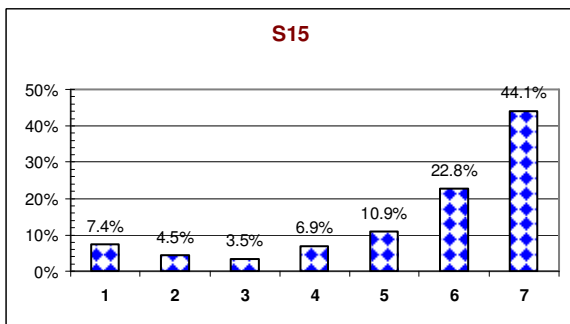
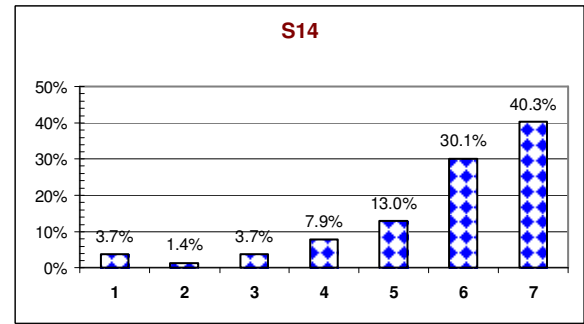
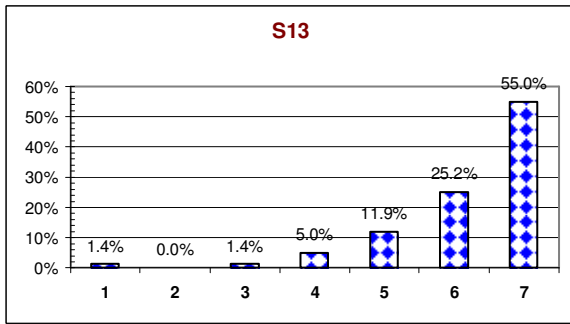
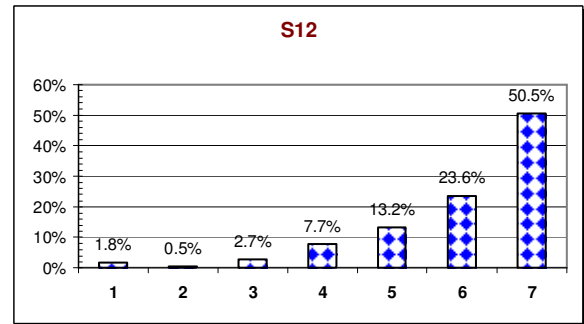
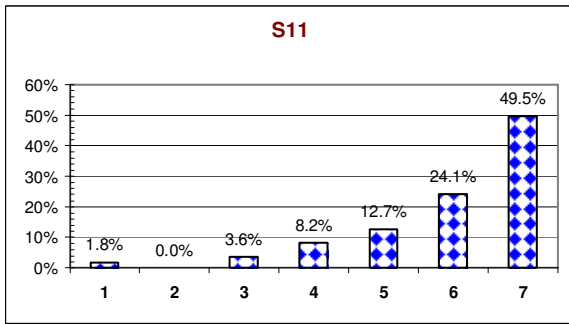
1 = Strongly Disagree; 7 = Strongly Agree



Field Inspectors:

| | Statements | Ave. |
|-----|---|------|
| S11 | The inspectors are courteous. | 6.00 |
| S12 | The inspectors are helpful. | 6.03 |
| S13 | The inspectors are knowledgeable. | 6.22 |
| S14 | The inspectors arrive on the job site at the indicated time. | 5.76 |
| S15 | The inspectors typically let me know if they will be arriving late on a site. | 5.54 |
| S16 | The inspectors are <i>thorough</i> with their inspections. | 6.28 |

1 = Strongly Disagree; 7 = Strongly Agree



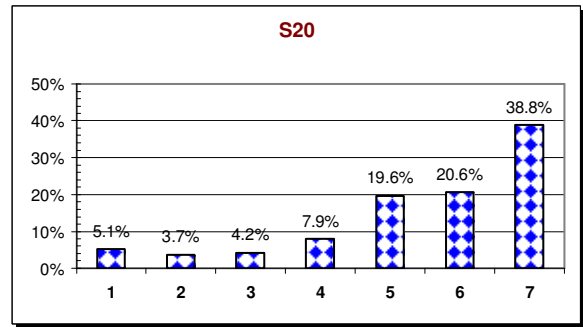
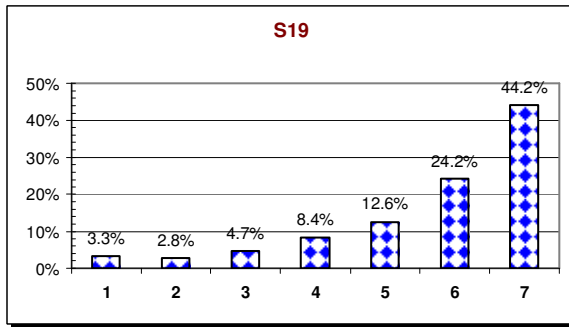
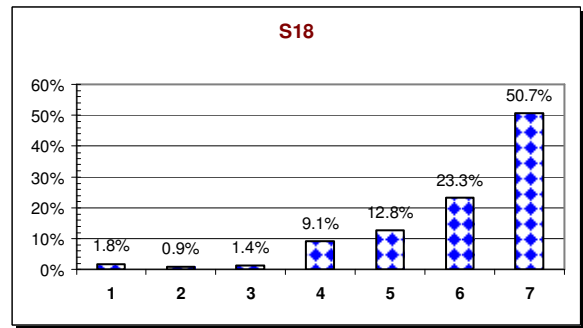
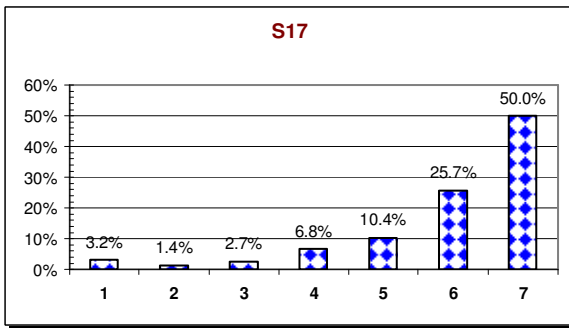
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Field Inspectors (Continued):

| | Statements | Ave. |
|-----|---|------|
| S17 | The inspectors are <i>fair</i> with their inspections. | 5.97 |
| S18 | The inspectors provide <i>timely</i> answers to my questions. | 6.03 |
| S19 | The inspectors try to provide <i>options</i> when something needs correcting. | 5.73 |
| S20 | The <i>different (various) inspectors</i> are consistent in their code interpretations. | 5.50 |

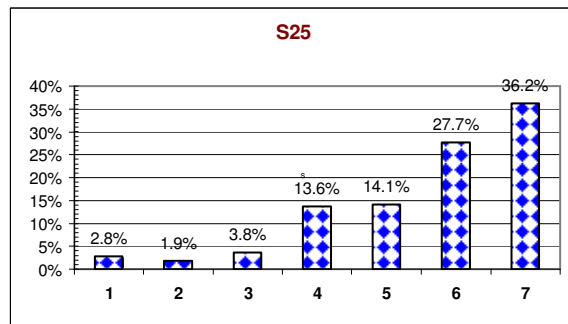
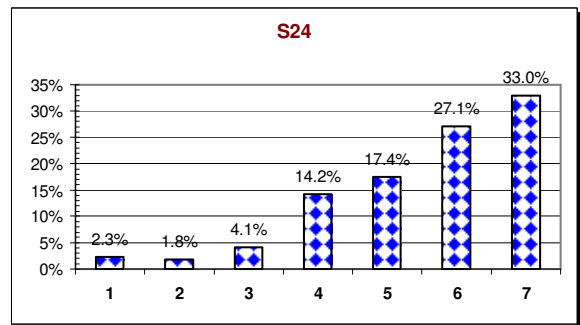
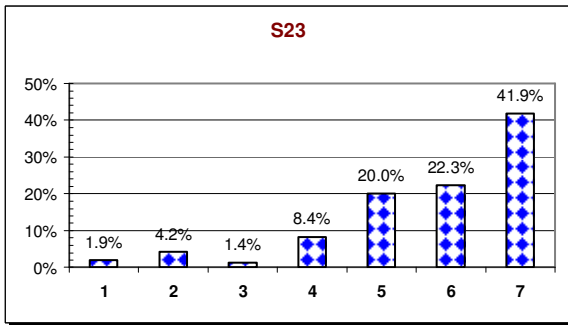
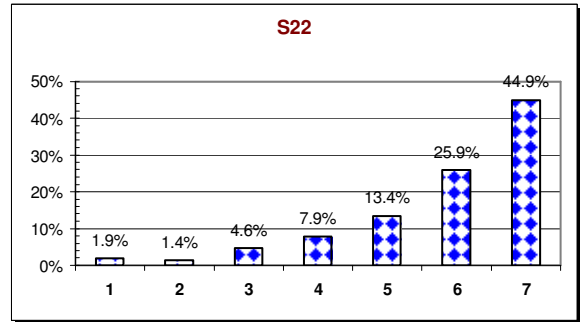
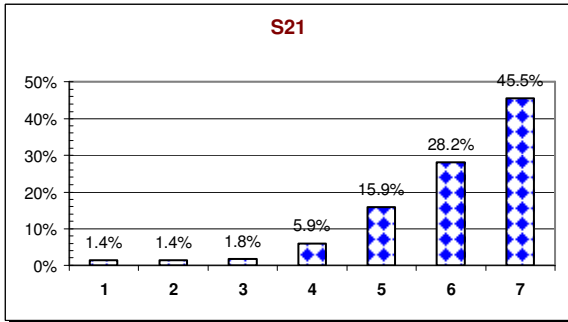
1 = Strongly Disagree; 7 = Strongly Agree



Other General:

| | Statements | Ave. |
|-----|--|-------------|
| S21 | The permit application process is clear (easy to understand). | 6.00 |
| S22 | The tickets (with inspection results) from this division are understandable. | 5.87 |
| S23 | In general, this division is able to minimize delays in my work. | 5.75 |
| S24 | The permit fees are reasonable for the service provided. | 5.56 |
| S25 | The permit fees compare favorably with other jurisdictions. | 5.62 |

1 = Strongly Disagree; 7 = Strongly Agree



The Search for Significant Differences: (Ratings for Different Groups)

Although the findings presented thus far are revealing, it is often helpful to perform more fine-grained analyses of the data to determine if any particular groups of respondents rate the statements significantly different from other groups. Consequently, additional analyses called “Analyses of Variance” were performed on the data, to determine if any differences could be found among respondents based on:

- Which best describes the type of construction you do in High Point?
- Which best describes your type of construction trade?
- How many other jurisdictions do you do business in?
- Approximately how many permits do you secure from High Point per year?

If analyses of this type show significant differences along one or more of these dimensions, then the City should consider taking these differences in customer responses into account when deriving plans for continuous improvement.

[Continued on Next Page →](#)



Differences based on their answer to:

Which best describes the type of construction you do in High Point?
(Check ALL that apply)

- Residential
 Commercial

➤ Since respondents could answer more than one “type of construction”, the groups are not *mutually exclusive*. Thus we are providing the ratings for all respondents who checked both Residential (168 respondents), or Commercial (107 respondents).

| | Statements | ALL | Resid. | Comm. |
|-----|---|------------------|------------------|------------------|
| | 1 = Strongly Disagree; 7 = Strongly Agree | (Average Rating) | (Average Rating) | (Average Rating) |
| S1 | Overall, I am satisfied with the High Point Inspection Services Division. | 5.76 | 5.79 | 5.74 |
| S2 | In general, the Division is easy to work with. | 5.78 | 5.81 | 5.74 |
| S3 | The Division’s <i>service</i> compares favorably with other jurisdictions. | 5.69 | 5.69 | 5.58 |
| S4 | The plan reviewers are courteous. | 5.96 | 6.02 | 5.91 |
| S5 | The plan reviewers are knowledgeable. | 5.94 | 5.98 | 5.93 |
| S6 | The plan reviewers are helpful. | 5.88 | 5.93 | 5.79 |
| S7 | The plan reviewers reviews plans within the indicated timeframe. | 5.58 | 5.78 | 5.24 |
| S8 | The permit specialists are courteous. | 6.32 | 6.34 | 6.27 |
| S9 | The permit specialists are helpful. | 6.34 | 6.37 | 6.34 |
| S10 | The permit specialists are knowledgeable. | 6.29 | 6.34 | 6.31 |
| S11 | The inspectors are courteous. | 6.00 | 5.99 | 5.98 |
| S12 | The inspectors are helpful. | 6.03 | 6.04 | 6.07 |
| S13 | The inspectors are knowledgeable. | 6.22 | 6.26 | 6.16 |
| S14 | The inspectors arrive on the job site at the indicated time. | 5.76 | 5.76 | 5.82 |
| S15 | The inspectors typically let me know if they will be arriving late on a site. | 5.54 | 5.52 | 5.57 |
| S16 | The inspectors are <i>thorough</i> with their inspections. | 6.28 | 6.32 | 6.23 |
| S17 | The inspectors are <i>fair</i> with their inspections. | 5.97 | 5.95 | 5.99 |
| S18 | The inspectors provide <i>timely</i> answers to my questions. | 6.03 | 6.07 | 5.98 |
| S19 | The inspectors try to provide <i>options</i> when something needs correcting. | 5.73 | 5.77 | 5.69 |
| S20 | The <i>different (various) inspectors</i> are consistent in their code interpretations. | 5.50 | 5.52 | 5.48 |
| S21 | The permit application process is clear (easy to understand). | 6.00 | 6.05 | 5.93 |
| S22 | The tickets (with inspection results) from this division are understandable. | 5.87 | 5.89 | 5.91 |
| S23 | In general, this division is able to minimize delays in my work. | 5.75 | 5.73 | 5.77 |
| S24 | The permit fees are reasonable for the service provided. | 5.56 | 5.54 | 5.57 |
| S25 | The permit fees compare favorably with other jurisdictions. | 5.62 | 5.63 | 5.50 |



Differences based on their answer to:

Which best describes your type of construction trade?
(Check ALL that apply)

- | | |
|-----------------------------------|-------------------------------------|
| <input type="checkbox"/> Building | <input type="checkbox"/> Mechanical |
| <input type="checkbox"/> Plumbing | <input type="checkbox"/> Electrical |

➤ As on the previous page, these groupings were not mutually exclusive. The counts were as follows: Building (73 respondents), Plumbing (56), Mechanical (80) and Electrical (64).

| | Statements | ALL | Bldg. | Plum. | Mech. | Elec. |
|-----|---|------------------|------------------|------------------|------------------|------------------|
| | 1 = Strongly Disagree; 7 = Strongly Agree | (Average Rating) | (Average Rating) | (Average Rating) | (Average Rating) | (Average Rating) |
| S1 | Overall, I am satisfied with the High Point Inspection Services Division. | 5.76 | 5.64 | 5.79 | 5.74 | 5.53 |
| S2 | In general, the Division is easy to work with. | 5.78 | 5.68 | 5.79 | 5.74 | 5.61 |
| S3 | The Division's <i>service</i> compares favorably with other jurisdictions. | 5.69 | 5.63 | 5.76 | 5.61 | 5.38 |
| S4 | The plan reviewers are courteous. | 5.96 | 6.07 | 5.91 | 5.88 | 5.51 |
| S5 | The plan reviewers are knowledgeable. | 5.94 | 5.96 | 6.03 | 5.92 | 5.59 |
| S6 | The plan reviewers are helpful. | 5.88 | 5.91 | 5.84 | 5.83 | 5.48 |
| S7 | The plan reviewers reviews plans within the indicated timeframe. | 5.58 | 5.44 | 5.60 | 5.65 | 5.32 |
| S8 | The permit specialists are courteous. | 6.32 | 6.26 | 6.18 | 6.29 | 6.13 |
| S9 | The permit specialists are helpful. | 6.34 | 6.23 | 6.31 | 6.28 | 6.20 |
| S10 | The permit specialists are knowledgeable. | 6.29 | 6.15 | 6.29 | 6.24 | 6.18 |
| S11 | The inspectors are courteous. | 6.00 | 5.82 | 5.88 | 5.95 | 5.88 |
| S12 | The inspectors are helpful. | 6.03 | 5.86 | 5.89 | 5.92 | 5.83 |
| S13 | The inspectors are knowledgeable. | 6.22 | 6.11 | 6.09 | 6.12 | 6.02 |
| S14 | The inspectors arrive on the job site at the indicated time. | 5.76 | 5.66 | 5.59 | 5.65 | 5.76 |
| S15 | The inspectors typically let me know if they will be arriving late on a site. | 5.54 | 5.44 | 5.41 | 5.38 | 5.58 |
| S16 | The inspectors are <i>thorough</i> with their inspections. | 6.28 | 6.11 | 6.20 | 6.18 | 6.13 |
| S17 | The inspectors are <i>fair</i> with their inspections. | 5.97 | 5.86 | 5.82 | 5.83 | 5.66 |
| S18 | The inspectors provide <i>timely</i> answers to my questions. | 6.03 | 5.92 | 5.84 | 5.88 | 5.92 |
| S19 | The inspectors try to provide <i>options</i> when something needs correcting. | 5.73 | 5.52 | 5.70 | 5.44 | 5.63 |
| S20 | The <i>different (various) inspectors</i> are consistent in their code interpretations. | 5.50 | 5.21 | 5.64 | 5.28 | 5.13 |
| S21 | The permit application process is clear (easy to understand). | 6.00 | 5.86 | 5.95 | 5.94 | 5.84 |
| S22 | The tickets (with inspection results) from this division are understandable. | 5.87 | 5.62 | 5.95 | 5.81 | 5.75 |
| S23 | In general, this division is able to minimize delays in my work. | 5.75 | 5.41 | 5.72 | 5.75 | 5.65 |
| S24 | The permit fees are reasonable for the service provided. | 5.56 | 5.32 | 5.62 | 5.35 | 5.36 |
| S25 | The permit fees compare favorably with other jurisdictions. | 5.62 | 5.54 | 5.83 | 5.45 | 5.37 |

Differences based on their answer to:

How many other jurisdictions do you do business in?
(Check one)

- | | |
|------------------------------------|---|
| <input type="checkbox"/> None | <input type="checkbox"/> 3-4 others |
| <input type="checkbox"/> 1-2 other | <input type="checkbox"/> 5 or more others |

- No statistically significant differences were found, based on how many other jurisdictions the respondent does business in. In other words, we cannot say with 95% confidence that any nominal differences in ratings might not be explained by chance.



Differences based on their answer to:

Approximately how many permits do you apply for from High Point per year?
(Check one)

- Less than 10 / yr.
- 10-24 / yr.
- 25 or more / yr.

- None of the statements had differences that were *statistically significant*, based on how many permits they secure from High Point per year.



Correlations and Regression (Predictors of Satisfaction)

Multiple Regression

Another type of analysis (Multiple Regression Analysis) was also performed to determine which statements are most highly correlated with, and/or have the *greatest predictive value* when considering key general statements.

Another way of thinking about what this analysis means is, "Which *specific* items account for the most variability in a given *general* item?"

This type of analysis can be quite useful when you wish to prioritize areas for improvement and/or identify which areas of strength are most highly linked to satisfaction.

| Key General Statements | |
|------------------------|--|
| S1 | Overall, I am satisfied with the High Point Inspection Division. |
| S2 | In general, the Division is easy to work with. |
| S3 | The Division's <i>service</i> compares favorably with other jurisdictions. |
| S25 | The permit fees compare favorably with other jurisdictions. |

- When significant predictors are discovered, you can take these into account when planning for improvement and/or satisfaction retention programs.

Using Multiple Regression Analysis, we found that two statements were significant predictors of Statement 1.

| General Item | |
|-------------------------|--|
| S1 | Overall, I am satisfied with the High Point Inspection Division. |
| Predictors Listed Below | |
| S2 | In general, the Division is easy to work with. |
| S3 | The Division's <i>service</i> compares favorably with other jurisdictions. |

Continued on Next Page →



Multiple Regression (Continued)

The tables below show general items and their statistically significant predictors.

| General Item | |
|--------------------------------|--|
| S2 | In general, the Division is easy to work with. |
| Predictors Listed Below | |
| S1 | Overall, I am satisfied with the High Point Inspection Division. |
| S3 | The Division's <i>service</i> compares favorably with other jurisdictions. |

| General Item | |
|--------------------------------|--|
| S3 | The Division's <i>service</i> compares favorably with other jurisdictions. |
| Predictors Listed Below | |
| S1 | Overall, I am satisfied with the High Point Inspection Division. |
| S2 | In general, the Division is easy to work with. |
| S22 | The tickets (with inspection results) from this division are understandable. |
| S25 | The permit fees compare favorably with other jurisdictions. |

| General Item | |
|--------------------------------|--|
| S25 | The permit fees compare favorable with other jurisdictions. |
| Predictors Listed Below | |
| S3 | The Division's <i>service</i> compares favorably with other jurisdictions. |
| S7 | The plan reviewers review plans within the indicated timeframe. |
| S21 | The permit application process is clear (easy to understand). |
| S24 | The permit fees are reasonable for the service provided. |



Correlations:

In addition to Multiple Regression, another measure of how closely two or more items relate is called Correlation. A “positive correlation” indicates that the answers to two or more items tend to move in the same direction (E.g., *shoe size* and *body weight* are likely to be positively correlated, since people with bigger feet tend to be bigger overall, and thus typically weigh more).

On the other hand, a “negative correlation” exists when two or more items are related in opposite directions. A finding of “no correlation” means there is no relationship between the two items.

Correlation measures can be extremely useful in survey analysis. Thus, knowing how a person responds to one item can give insight about how they will respond to another correlated item. Although these relationships do not necessarily represent “cause and effect” relationships, they may provide further insight into what is important to these respondents.

The strength of the relationship is measured by the Coefficient of Correlation. **Larger numbers here indicate stronger relationships.** Here we see how each item relates to certain general items on the survey.

| General Item | S1 | S2 | S3 | S4 | S5 | S6 | S7 | S8 | S9 | S10 | S11 | S12 | S13 |
|--------------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| S1 | NA | 0.93 | 0.85 | 0.63 | 0.68 | 0.72 | 0.69 | 0.61 | 0.58 | 0.61 | 0.69 | 0.66 | 0.67 |
| S2 | 0.93 | NA | 0.86 | 0.65 | 0.66 | 0.71 | 0.69 | 0.61 | 0.60 | 0.60 | 0.72 | 0.69 | 0.68 |
| S3 | 0.85 | 0.86 | NA | 0.55 | 0.53 | 0.60 | 0.60 | 0.59 | 0.60 | 0.55 | 0.67 | 0.62 | 0.61 |
| S25 | 0.58 | 0.61 | 0.62 | 0.68 | 0.63 | 0.70 | 0.72 | 0.48 | 0.51 | 0.49 | 0.64 | 0.61 | 0.57 |

| General Item | S14 | S15 | S16 | S17 | S18 | S19 | S20 | S21 | S22 | S23 | S24 | S25 |
|--------------|------|------|------|------|------|------|------|------|------|------|------|------|
| S1 | 0.62 | 0.65 | 0.65 | 0.66 | 0.65 | 0.65 | 0.69 | 0.77 | 0.63 | 0.76 | 0.62 | 0.58 |
| S2 | 0.66 | 0.66 | 0.68 | 0.69 | 0.67 | 0.61 | 0.68 | 0.77 | 0.66 | 0.75 | 0.61 | 0.61 |
| S3 | 0.55 | 0.59 | 0.60 | 0.61 | 0.61 | 0.56 | 0.58 | 0.78 | 0.71 | 0.73 | 0.52 | 0.62 |
| S25 | 0.58 | 0.51 | 0.54 | 0.56 | 0.62 | 0.62 | 0.58 | 0.75 | 0.56 | 0.70 | 0.85 | NA |

| | |
|-----|---|
| S1 | Overall, I am satisfied with the High Point Inspection Services Division. |
| S2 | In general, the Division is easy to work with. |
| S3 | The Division’s service compares favorably with other jurisdictions. |
| S4 | The plan reviewers are courteous. |
| S5 | The plan reviewers are knowledgeable. |
| S6 | The plan reviewers are helpful. |
| S7 | The plan reviewers review plans within the indicated timeframe. |
| S8 | The permit specialists are courteous. |
| S9 | The permit specialists are helpful. |
| S10 | The permit specialists are knowledgeable. |
| S11 | The field inspectors are courteous. |
| S12 | The field inspectors are helpful. |
| S13 | The field inspectors are knowledgeable. |
| S14 | The field inspectors arrive on the job site at the indicated time. |
| S15 | The field inspectors typically let me know if they will be arriving late on a site. |
| S16 | The field inspectors are <i>thorough</i> with their inspections. |
| S17 | The field inspectors are <i>fair</i> with their inspections. |
| S18 | The field inspectors provide <i>timely</i> answers to my questions. |
| S19 | The inspectors try to provide <i>options</i> when something needs correcting. |
| S20 | The <i>different (various) inspectors</i> are consistent in their code interpretations. |
| S21 | The permit application process is clear (easy to understand). |
| S22 | The tickets (with inspection results) from this division are understandable. |
| S23 | In general, this Division is able to minimize delays in my work. |
| S24 | The permit fees are reasonable for the service provided. |
| S25 | The permit fees compare favorably with other jurisdictions. |



SUMMING UP – AN EXECUTIVE SUMMARY

Although this list is not exhaustive, here are some of the items from your recent survey that we thought were interesting and/or important. Please review the entire report, and read from your many written comments to gain additional insight.

Items of Note:

- 222 surveys were returned of about 1000 that were delivered. This is a 22% response rate and is more than sufficient in order for us to achieve the goals of the survey.
- 76% of respondents do Residential construction, while 48% do Commercial (p. 6).
- By trade, 33% responded as Building, 25% as Plumbing, 36% as Mechanical, and 29% as Electrical. (p. 7)
- 4% of respondents said they do no business in other jurisdictions. 40% do business with 1-4 others, and 57% do business with 5 or more other jurisdictions.
- 63% of respondents said that they secure less than 10 permits per year from High Point (p. 9). 22% secure 10-24 per year and 15% secure 25+ per year.
- Among the 25 rated statements, the highest rated were:

| | |
|-----|--|
| S9 | The permit specialists are helpful. |
| S8 | The permit specialists are courteous. |
| S10 | The permit specialists are knowledgeable. |
| S16 | The inspectors are <i>thorough</i> with their inspections. |
| S13 | The inspectors are knowledgeable. |

- The lowest rated statements were:

| | |
|-----|---|
| S25 | The permit fees compare favorably with other jurisdictions. |
| S7 | The plan reviewers reviews plans within the indicated timeframe. |
| S24 | The permit fees are reasonable for the service provided. |
| S15 | The inspectors typically let me know if they will be arriving late on a site. |
| S20 | The <i>different (various) inspectors</i> are consistent in their code interpretations. |

- We also measured the usefulness of certain service/potential services. (See p. 17)
- We found that in general the ratings were a little higher in 2010 than in 2006. (See p. 20)
- We also found some significant predictors of general satisfaction items such as overall satisfaction. These analyses could provide assistance in planning for the future. (See pages 32ff)

We hope this information will help you make good decisions. If you have any questions at any time, please let me know. We look forward to working with you in the future.

Tollie Mitchell, Program Director
Insight Research, Inc.



Written Comments

Symbols

- ◆ NR - This stands for Name Reference, which means that a person's name was mentioned. Each Name Reference includes the survey's case and/or ID number.
- ◆ (?) - This denotes an illegible word.

Written Comments

- An individual respondent's complete answer to an open-ended question appears in one cell. One or more ideas may be expressed within that cell. Keeping in mind that categorizing comments is by its very nature quite subjective, in the report we arrange the comments by the idea mentioned first within each cell.

| COMMENT KEY | |
|----------------------------------|----|
| Availability of Staff | AS |
| Consistent Interpretations | CI |
| Currently Satisfied | CS |
| Easy/Convenient to work with | EC |
| Fee Issues | FI |
| Online Services | OS |
| "Other" or Hard to Categorize | OT |
| Other policies and/or procedures | PP |
| Professional | PR |
| Responsiveness | RD |
| Staff | ST |
| Technology/Systems | TS |

Comments Contents

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|--|------|
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| What obstacles or undue delays, if any, did you encounter with the Division? | 40 |
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High Point Inspections Contractor Survey

Written Comments

| Resid, Comm or Both | Comment Code | What do you think the Inspections Division does well? |
|---------------------|--------------|---|
| Resid | AS | Consulting to aid in planning a project (alternatives). |
| Resid | AS | Plan reviewer can be reached for questions. |
| Resid | CI | Interpretation of the mechanical code. |
| R&C | CI | Unbiased interpretation of the code. Overall they do a great job. |
| Resid | CS | Everything. |
| Resid | CS | Everything. |
| R&C | CS | Everything. |
| Comm | CS | Excellent department. We wish all departments were as capable as High Point's. |
| R&C | CS | Good inspections. |
| Resid | CS | I am happy with all their work. |
| Resid | CS | Inspections & services. |
| Resid | CS | Keep up the good work!! |
| Resid | CS | Most all things. |
| Comm | CS | No complaints. |
| Resid | CS | Overall good. |
| Comm | CS | We are satisfied with our service in High Point. |
| Resid | CS | We feel inspections services overall does a great job. |
| Comm | CS | Working with contractors. |
| Resid | OT | Breaks. |
| Comm | OT | Compared to other departments we regularly interact with, the High Point department is very mediocre. |
| R&C | OT | I have not worked regularly in High Point for 3 years. At that time it was not a positive experience. It seemed adversarial to me & not cooperative. |
| Resid | OT | Plan review preliminary conversation. |
| Resid | OT | Raise money for city. |
| Comm | OT | They are average. |
| Resid | OT | Turn-down jobs. |
| Comm | OT | We get along good with all inspectors. |
| Comm | OT | Whistle! |
| Resid | PP | Although much better than some cities, no sweet potato often okay, sometimes just nonsense. I wish they would put more emphasis on safety & less on their autonomy. A little power in the hands of little men makes a big mess. Not a good job. |
| Resid | PP | Change your files when you are automatically put back into the system whether you have completed repairs or not. |
| Resid | PP | Issuing permits & inspections. |
| Resid | PR | All of the city employees that I deal with are very knowledgeable & courteous. |
| Comm | PR | Answers questions. |
| Comm | PR | Arrive on time. |
| Resid | PR | Communicate, thoroughness & willing to work with builder. Common sense. |
| Resid | PR | Doing their job of inspecting the work of contractors. |
| R&C | PR | Has good knowledge of code with explanations for their actions. |

| | | |
|-------|----|--|
| Resid | PR | Inspections & inspectors are great. NR-1 went above & beyond the call of duty to help me with an emergency just the other day. Thank you very much! |
| Resid | PR | Inspectors are polite & knowledgeable & will spend time with you when you need it. NR-2 are polite. |
| Comm | PR | My experience was very good. Building inspectors used common sense when offering solutions to certain situation. |
| Resid | PR | My inspections are on time & they do a good job. |
| Resid | PR | My inspectors seem to know codes & any changes well. |
| R&C | PR | On time inspections. |
| Resid | PR | Overall effectiveness & fair inspections. |
| | PR | Overall the inspectors have been fair & I am well pleased. Inspections are almost always the next day & very timely. |
| Resid | PR | Overall they are good to work with & are always available to answer questions. |
| Resid | PR | Permit office personnel are very helpful, friendly & courteous. Much better than some surrounding departments. |
| Resid | PR | Professional, fairness & simple honesty in conduct of business. |
| Resid | PR | The permit specialists provide exceptional customer service to our company. The inspectors go above & beyond to get our inspections completed quickly & often support our company by inspecting additional properties that are not on that day's schedule. |
| Resid | PR | Their job. |
| Resid | PR | They are on time & use common sense approach. |
| Resid | PR | They are willing to make judgment calls on site to keep the jobs moving along without worrying about reprisals. |
| Resid | PR | They treat each contractor the same. |
| Resid | PR | Very fair evaluating the code. Extremely prompt service & always courteous. |
| Resid | PR | Very helpful to me about my questions since I do not do a lot of work in High Point. |
| Comm | PR | Very helpful. |
| Resid | PR | Very knowledgeable staff. |
| Resid | PR | Very organized. Good communication. |
| R&C | PR | Very thorough. Explain problems & helps with solutions. |
| R&C | PR | Very well run division. |
| Resid | RD | Always returns calls. Understands & explains code (even the gray areas). |
| Resid | RD | Answering your questions on the phone that day. Seeing a code change you may have overlooked. |
| Resid | RD | Giving information. |
| Comm | RD | Provide answers to questions when needed & respects my time. |
| Resid | RD | Provide inspection results in a timely fashion. |
| Resid | RD | Site inspectors have been prompt & sometimes call me directly with results. Very helpful! |
| Comm | RD | There was very good communication with my project superintendent. |
| Comm | RD | They respond in good time. |
| Resid | RD | They try to let you know the results in a timely manner & try to let you know when they are coming. In general a pretty good group to work with. |
| Resid | RD | Timely, thorough & friendly. |
| R&C | ST | All are friendly & helpful. |
| R&C | ST | Chief electrical inspector is very knowledgeable & courteous & is easy to work with. |
| R&C | ST | Communicates well. |
| Comm | ST | Courteous people. Inspectors are respectful to contractors & try to help with problems. |

| | | |
|-------|----|---|
| Resid | ST | Explain any corrections that need to be made. |
| R&C | ST | Field inspectors & supervisors. |
| Comm | ST | Friendly & courteous. They are on top of their job. |
| R&C | ST | Friendly & easy to work with. Office & inspectors are C&R very helpful. |
| Comm | ST | I believe the head inspectors (mechanical & electrical) are very easy to work with & understanding. Clear communications. |
| R&C | ST | Inspectors are easy to get along with. |
| R&C | ST | Inspectors are great to work with. Very helpful. |
| Resid | ST | Inspectors were very helpful & great to work with. |
| Resid | ST | Permit specialists & field inspectors are great! |
| Resid | ST | Permit specialists make application process go smoothly. |
| R&C | ST | Provided excellent service in person. |
| Resid | ST | The ladies in the office are very helpful. Most inspectors are available by phone. |
| Resid | ST | The permitting specialist is excellent! |
| R&C | ST | The women in the office are super nice, friendly & very helpful! Inspectors are very good at calling when on their way to jobs. |
| Resid | ST | They are courteous & will help you. |
| Comm | ST | They are friendly. Building inspectors are mostly fair. |
| Comm | ST | They have been very helpful in all phases of my construction jobs. |
| Resid | ST | Works hard to handle all aspects from permits to inspections. |
| R&C | TS | Automated system, timely & fair inspections. |
| Resid | TS | Phone service is good. |

| Resid, Comm or Both | Comment Code | What obstacles or undue delays, if any, did you encounter with the Division? |
|---------------------|--------------|--|
| Resid | AS | Can't get permits because of telephones not answering (no call waiting) & understaffed. Has taken several days to get a permit. |
| R&C | AS | Get someone on the phone. |
| R&C | AS | Like most jurisdictions waiting on an inspector can be an all day ordeal unless you call to see who has the ticket & get an approximate time. |
| R&C | AS | Myself & other contractors have had tons of problems trying to get through to the inspections office. Not a fan of paying by credit card over the phone each time but understand why! |
| R&C | AS | Sometimes have hard time getting through on the phone. It goes dead. |
| Resid | CI | Code interpretations. |
| Resid | CI | Inspectors not consistent. New inspectors nitpick causing problems. |
| Comm | CI | No common sense! There is one electrical inspector that is way out of tune with the real world. |
| Resid | CI | Only problems we really have are inconsistent inspection results from one contractor's job to another's. We have found that the people that personally know NR-4 seem to get things passed that other contractors could never get by with. We at our company thought that NC Code applied to all licensed contractors. |
| Resid | CI | Plan review & zoning do not seem to agree on some things. Setbacks in particular. Sometimes requirements were not given or were changed, always resulting in costing me money. |
| Resid | CI | Too strict in applying decisions about "gray" areas. |
| R&C | CS | No delays. |
| Comm | CS | No obstacles or undue delays. |
| Resid | CS | We have found since expanding our business to different counties that we have a harder time working with inspectors because they favor their own county electricians, which we understand. High Point has always been professional & has made us feel welcome to the county & we are glad to be working in the area. Thank you for everything. |
| Resid | FI | Don't like to do water heaters in High Point because of fees & inspections, inconvenience to customers & plumbers. Hard to compete with noncompliant plumbers & handymen. |
| Resid | OT | Inspector hours. |
| R&C | OT | Plan review. |
| Comm | OT | The only problem that I have ever had involves the division sometimes requiring items that are not specifically called out in the building code, i.e. strip heaters in unfinished basement but not in crawl space. |
| R&C | PP | Code enforcement can be a problem. |
| | PP | My biggest problem is if we do a dig we cannot finish the job until the next day at best, until the inspection finishes. Typical water line installation is 6 hours & turns into 12 hours, which causes 2nd day of equipment use. We also compete with non-permit jobs that have a lot lower overhead. |
| Resid | PP | Need to implement a no-review program like Greensboro has. |
| Resid | PP | Not taking American Express for permits. No longer charging for permits & sending bill. |

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|-------|----|---|
| Resid | PP | Plan reviewer NR-5 requires building beyond code requirements. Takes 9 days to approve a simple deck permit. Greensboro took 1 day! Too many drawings required for simple projects. High Point wants site plan, footing, floor plan/framing. Greensboro only wants site plan. These were 2 similar decks in 2 different jurisdictions. |
| Resid | Pp | Sending checks since accounts were taken away! It takes entirely too long for permits to be processed & it hurts us sometimes because inspection was too late. |
| Comm | Pp | Simple up-fit permits should be easier to acquire (i.e. work under 50K). Lack of common sense. Lack of timely coordination between departments (i.e. fire, traffic, engineering, building, mechanical & electrical). |
| Resid | PP | The problem is the permit application purchase over the phone needs attention. Cannot get through at times & when you do get through to the recorded message it tells you to stay on the line & your call will be answered in the order received, then it disconnects the line (call). |
| R&C | PP | When more than one project have the same address it is difficult to get the permit specialist to issue separate permits. Having a bond or invoicing for a permit would prevent trips to the permit office. |
| Resid | PR | It is imperative that your inspectors find a little more common sense & the ability to find all violations on the first visit. Continuing to find more violations on subsequent visits for a re-inspection of initial violations shows carelessness & a disregard for fairness as well as a lack of effort. |
| Comm | RD | Delays in issuing permits, inspectors not showing up for scheduled inspections. |
| Comm | RD | Having to wait for inspectors. They seem to think that all the time is theirs. Your time (contractor) is not important. |
| Resid | RD | I have called about questions in the past with no call back by inspectors. |
| R&C | RD | Issuing permits. |
| Resid | RD | Not knowing when inspectors will arrive at jobsite. Even if asked to call first they don't. |
| R&C | RD | Not showing up at indicated times. Having to schedule inspections the day before. |
| Comm | RD | Plan & review took 3 times what they said they would. People overall are courteous & helpful but dread applying for permits. |
| Resid | RD | Plan review somewhat lengthy for small projects (3 weeks). |
| Resid | RD | Plan review was too extensive & long for a residential permit. |
| R&C | RD | Plans approved. |
| Resid | RD | Returning phone calls. |
| Resid | RD | Seemingly lengthy (5-7 day) review time on small projects. |
| Comm | RD | Sometimes there are delays in an inspection. In some cases waiting for an inspector will cost the contractor more than the profit. |
| R&C | RD | Takes a ridiculous amount of time to get building permits approved. Difficult to get permit specialists on telephone. |
| R&C | RD | The length of time to obtain a building permit. |
| Comm | RD | Unable to get results from completed inspections. |
| R&C | ST | NR-3 is not willing to work with you in any way - what he says is the law. Have a lot of trouble getting through on phone to get permits. Sometimes it takes all day to get one permit, calling at various times. |
| Comm | ST | Plans reviewer was rigid & not as helpful as other city employees I encounter. |
| Resid | ST | Some of them won't let you know when they are coming to job. |

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| Comm | ST | The other inspectors (not the heads) are terrible on the phone, very impatient, & frequently rude. |
| Resid | ST | Usually okay unless the inspector has had a bad day. Sensible solutions clearly articulated are much preferred. |
| Resid | TS | 15 minutes to pull permit. |
| Comm | TS | I have problems waiting long periods of time on the phone to buy permits. |
| Resid | TS | Need more online access. Need the ability to schedule inspections for a.m. or p.m. Need fire inspections incorporated into building inspection system. |
| Resid | TS | Not being able to retrieve inspection results online. |
| R&C | TS | Not receiving results consistently via email. When I call the automated system I am unable to get reason why it was failed. |
| Resid | TS | Requested a call multiple times so I could meet the inspector on the site, but he didn't call. Email results were difficult to interpret. Phone system (automated) is horrible & menu needs adjustment. |
| Resid | TS | Telephone system for scheduling inspections. |
| Comm | TS | The automated system is not great when we are trying to reach a real person. |
| Resid | TS | The only delay that I can think of is via the telephone. The customer service is busy most of the time, however email is available during those circumstances. |

| Resid, Comm or Both | Comment Code | Suggestions or comments: |
|----------------------------|---------------------|--|
| Comm | AS | Being able to speak to live person when calling in inspections. |
| Resid | AS | More people to answer phone & an updated automated system is needed. Also online options would streamline requests & results, even payments. |
| Resid | AS | Need more people taking permits & fix your phone system. |
| Comm | AS | Someone should be available to answer "main" phone calls. |
| Resid | CI | Continue being fair. Continue treating each contractor the same. |
| Comm | CI | More consistent electrical inspections. |
| R&C | CS | As an out of county contractor, I was very pleased with the courtesy shown us by the department. |
| R&C | CS | Doing a great job. |
| Resid | CS | Good service. |
| R&C | CS | I am satisfied with the service received from High Point inspections. |
| Resid | CS | I think it is one of the best departments in the state. |
| Resid | CS | It seems like High Point city inspections has gotten to be one of the better divisions in which we do work compared to the many we work in. |
| Resid | CS | Keep doing the good work. |
| R&C | CS | Keep up the good work! |
| R&C | CS | Keep up the good work! |
| Comm | CS | Keep up the good work! |
| Comm | CS | Look forward to working with them again. |
| Resid | CS | Overall very pleased. I feel that if we as builders have done a proper job the inspection process is smoother. |
| Resid | CS | Thank you for your service. |
| Resid | CS | Thanks for asking these questions. |
| R&C | CS | Very pleased with the High Point inspectors. They do a good service to the city. |
| Comm | CS | Very satisfied with the entire department during my construction projects. |
| Resid | CS | Would rate inspectors 9.75 out of 10.0. |
| Resid | EC | High Point is easy to work with on plans & permits & use common sense in making decisions. |
| Comm | EC | Planning department should work with people/businesses better instead of discouraging them. The permit process seems to get harder & longer each year. Make High Point a place where people want to do work. |
| R&C | EC | Thanks for making my job easy. |
| Resid | EC | We are bound by so much red tape in High Point (city of High Point) unlike Jamestown, Archdale, Davidson County, Winston-Salem, Kernersville, etc. |
| Resid | EC | Wish some other jurisdictions were as easy to work with. |
| Comm | FI | Permit prices are a little higher than other areas. |
| R&C | OT | I am retired but still do some plumbing once in a while (replace a water heater or other small job) so my contact with the inspection department is very sporadic. Most of these questions do not really apply at this time. |
| R&C | OT | I have no complaints with the city of High Point or any other city in the Piedmont; however, these surveys should be sent out by the counties. |
| Resid | OT | I have not done enough work in High Point to have an opinion, but have heard from other contractors that High Point was the most difficult city to work in due to the unreasonable attitude of the inspectors. |
| Comm | OT | Overall good experience. Water meters, irrigation meters & install process could improve. |
| Resid | OT | This is a good thing. I wish this would have been started years ago. I have been retired approximately 8 years. Thanks. |

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| | PP | A suggestion is to report the jobs we bid on to the inspections department so they can check to see if the job had a permit whether we did the job or not. The inspection department could collect permit fees & non-compliant work could be stopped. This may level the playing field for compliant contractors & protect the owner. |
| Resid | PP | Allow the contractors (persons using the permit system) to evaluate each inspectors job per inspection, without revealing their (the contractors) identity for absolute threat of reprisal. Criticism must be outlined & factual per the inspection job. Maybe then the department would have an idea who, what & when good or bad jobs are done. |
| Resid | PP | Apply common sense to parts of code in select situations that are not of usual type. They are too literal in their interpretations. |
| Resid | PP | Apply some common sense! |
| Comm | PP | Appointments with 2 hour windows. |
| Resid | PP | Consider reinstating credit system. |
| Comm | PP | Fax back results from inspections or return calls. Explain what results at inspection are. |
| Resid | PP | Have walk-in & get permit for renovations on small projects that are usually communicated with field inspectors for code compliance. |
| Resid | PP | I'm an electrician from Asheboro that needs permits for work in High Point maybe one time a year. I've received 3 letters demanding I renew my license or my name will be deleted from your files. When I need a permit I will get the license. In these economic times one letter would be sufficient & can save your department money. Sending demanding follow-up letters gets costly. |
| Resid | PP | Look at what Greensboro does & copy it. Use permit codes that have signature blocks on them for the inspectors to sign & write comments. Require contractors to build as the code requires versus how the plan reviewer would build. |
| R&C | PP | Not have plans reviewed for single family residences. Submit paperwork & get permits with a one-stop visit. Plans review is useless. We have to build by the code, not what some plans say. |
| Resid | PP | Once you fail upon inspection you should not be placed back into the system without the contractor cell first. |
| R&C | PP | When inspecting, don't stop. Complete the inspection even if there are several problems. |
| R&C | PP | When tickets are assigned in the a.m. have an auto dialer call the contractor with the inspectors name & contact info. If he is not onsite they could schedule instead of wasting time sitting around. |
| Resid | PP | Working hours 8:00 to 4:30 for inspectors. |
| Resid | PR | Congratulations! You have nit-picked me to the point of staying out of High Point. Learn to find all reasonable violations the first time! |
| R&C | RD | Faster turn around on building permits. |
| Comm | RD | I know the quantity of inspections is low right now, but I do not believe inspectors should show up on job sites unless requested or scheduled. Get rid of NR-6 . |
| Comm | RD | Issue more permits so we can all get back to work. |

| | | |
|-------|----|--|
| Comm | RD | Length of time to secure permits - your department takes weeks to issue a simple repair permit (a permit I can secure in one day from other departments). Commercial permits take even longer. Many of your inspectors are outstanding. NR-8 is a good example of someone willing to provide valuable advice, answer questions prior to the actual inspection & adheres to the scheduled inspection time. Other inspectors arrive on the job site & do not say hello, are abrupt & discourteous. One was so unprofessional & discourteous to my employees that I requested that he leave the job site & not return until he had a better attitude. We call inspectors to confirm they will be making the requested inspections (called in the night before according to your requirements) & regularly they do not show up that day nor do they notify anyone that they will not be arriving. This is particularly aggravating as we have assigned workers to stand by at the job site that day (to open the building, provide ladders or hold the ladder for your inspector) & as an owner, I have wasted 8 hours of labor/pay during very crucial economic times. We receive different interpretations from inspectors for the same trade. This has resulted in job delays & causes our employees to try to prepare the job for inspection according to the inspector expected on the job. This drives us crazy & causes an enormous amount of tension & resentment toward the inspection department. In general, other inspection departments we regularly work with (Greensboro, Winston Salem & Burlington) are significantly more efficient, courteous & helpful in the workplace. Personally, I feel much of the negatives outlined above comes from the management of the department. I have telephoned the department several times to discuss these issues & have yet to have a return call. With other departments I can telephone the management, get immediate response, discuss technical issues & solve problems long before an inspector arrives at the job site. |
| R&C | RD | Overall I rate the department A - only thing I could see improvement on is permit turnaround time. |
| R&C | RD | Shorten your plan approval process. |
| R&C | RD | Speed up the permitting process. Online permitting & inspection results. Lower permit fees. |
| Resid | ST | Have them attend charm school. |
| Comm | ST | Hire another permit clerk. |
| Comm | ST | Hire inspectors that represent the entire population, not just one sector. |
| Comm | ST | Inspectors are rude & discourteous. |
| Resid | ST | It would be nice to have an inspector to work with you & explain why it is "the way he said to do it or you won't get it passed off" (even if the code book does not state it his way). |
| R&C | ST | Meet with showroom building managers to discuss problems & concerns. (?) Raleigh to make changes as needed. |
| Resid | ST | NR-7 is a good code update teacher C&R in the class & on the job. |
| Resid | ST | NR-9 , the electrical inspector, has no experience in field. Should stay in office. |
| Comm | ST | Put yourself in my shoes. Let them know they work for the public. |
| Resid | TS | An online permit system would be very helpful. Winston Salem has one that works well. |
| R&C | TS | Being able to apply for a permit online & to schedule online would reduce time involvement. |
| Resid | TS | Email or provide permit status online. Email inspection results. |
| R&C | TS | Fax results of inspection. |
| Resid | TS | Hate the automated phone system. |
| Resid | TS | Have had problems with automated inspection line in the past but it seems adequate now. |
| R&C | TS | I despise the new system of paying for each permit as I apply. The old system of monthly billing was great & provided a good recordkeeping system. |
| R&C | TS | It would be nice if High Point had a band system so we could pay for permits once a month. |
| Resid | TS | Need to go back to billing for permits or allowing prepayments & use as needed. |

| | | |
|-------|----|---|
| Resid | TS | Online results would be nice. |
| Resid | TS | Permits & inspections must be online. |
| Comm | TS | Set up online service. |
| Resid | TS | The permit cards are pointless. They need to be like Guilford County where results are written on card, not on the pointless, very hard to read & understand, pieces of paper the inspectors give out. They are very wasteful with paper! |
| R&C | TS | Update phone system! Get online for inspection results & scheduling. |
| R&C | TS | Work on phone lines! Ability to schedule inspections & check results online. |
| Resid | TS | Would like to go back to credit on permits. Cutting 50 checks a year is too much time. |
| Resid | TS | Would suggest upgrading to online system to purchase permits, schedule inspections & get inspection rates. |



City of High Point

Inspections Survey

Please forward to the person in your company who deals with our department. Thank you!

Please help the Inspection Services Division of the Planning and Development Department serve you and other customers better. This anonymous survey is being conducted by an independent research firm. Your name is not required, and your responses will only appear as summarized with other people's ratings and comments.

➤ Please return your completed survey in the postage-paid envelope by **XXXXX 24th 2010**.

Your participation is greatly appreciated!

Please indicate how strongly you disagree or agree with the following statements.

1 = Strongly Disagree with the statement
7 = Strongly Agree with the statement

Leave any statement **BLANK** that you find unclear or that does not apply.

| | Strongly Disagree | | | | Strongly Agree | | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| General: | | | | | | | |
| 1. Overall, I am satisfied with the High Point Inspection Services Division. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. In general, the Division is easy to work with. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. The Division's <i>service</i> compares favorably with other jurisdictions. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <hr style="border-top: 1px dashed black;"/> | | | | | | | |
| Plan Reviewers: | | | | | | | |
| 4. The plan reviewers ... are courteous. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. ... are knowledgeable. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. ... are helpful. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7. ... review plans within the indicated timeframe. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <hr style="border-top: 1px dashed black;"/> | | | | | | | |
| Permit Specialists: | | | | | | | |
| 8. The permit specialists ... are courteous. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 9. ... are helpful. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 10. ... are knowledgeable. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <hr style="border-top: 1px dashed black;"/> | | | | | | | |
| Field Inspectors: | | | | | | | |
| 11. The field inspectors ... are courteous. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 12. ... are helpful. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 13. ... are knowledgeable. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 14. ... arrive on the job site at the indicated time. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 15. ... typically let me know if they will be arriving late on a site. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 16. ... are <i>thorough</i> with their inspections. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 17. ... are <i>fair</i> with their inspections. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 18. ... provide <i>timely</i> answers to my questions. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Continued on Next Page →

Field Inspectors (Continued)

Strongly Disagree **Strongly Agree**

1 2 3 4 5 6 7

19. The inspectors try to provide *options* when something needs correcting. ○ ○ ○ ○ ○ ○ ○
20. The *different (various) inspectors* are consistent in their code interpretations. ○ ○ ○ ○ ○ ○ ○

General:

1 2 3 4 5 6 7

21. The permit application process is clear (easy to understand). ○ ○ ○ ○ ○ ○ ○
22. The tickets (with inspection results) from this division are understandable. ○ ○ ○ ○ ○ ○ ○
23. In general, this Division is able to minimize delays in my work. ○ ○ ○ ○ ○ ○ ○
24. The permit fees ... are reasonable for the service provided. ○ ○ ○ ○ ○ ○ ○
25. ... compare favorably with other jurisdictions. ○ ○ ○ ○ ○ ○ ○

How useful would each of these items be to you?

Not at all Useful Somewhat Useful Very Useful

26. The ability to *apply* for permits online. ○ ○ ○
27. A system that provides inspection results ... online. ○ ○ ○
28. ... by fax. ○ ○ ○
29. ... by telephone. ○ ○ ○

30. Which best describes the type of construction you do in High Point? **(Check ALL that apply)** Residential Commercial
-
31. Which best describes your type of construction trade? **(Check ALL that apply)** Building Mechanical
 Plumbing Electrical
-
32. How many other jurisdictions do you do business in? **(Check ONE)** None 3-4 others
 1-2 other 5 or more others
-
33. Approximately how many permits do you apply for *from High Point* per year? less than 10 / yr. 10-24 / yr. 25 or more / yr.

Insight Research will type your anonymous answers.

What do you think the Inspection Services Division does well?

What obstacles or undue delays, if any, did you encounter with the Division?

Suggestions or comments:

Thank you once again for your participation!

Appendix B Measurements and Statistical Analyses

The following section provides a general description of each of the measurements and statistical analyses applied to the responses received to this survey. Much more detailed descriptions of the measures and analyses are available in a variety of statistics books available to the public through local libraries or bookstores.

Average (Mean):

The average is a single measure used to represent a group of numbers or scores. It can be thought of as a point of balance where the sum of all of the numbers falling above it is the same as the sum of all of the numbers falling below it. Mathematically, the average is expressed as the sum of all of the scores divided by the total number of scores.

It is important to note that the average is sensitive to extreme scores. That is, if most of the scores being averaged fall very close to one another with the exception of one score which is far higher or lower than the rest, that one score can have considerable influence on the average. In some cases the influence of the extreme score is so great that the resulting average could be a misleading representation of the total group of numbers.

Median:

The median is another single measure that can be used to represent a group of numbers or scores. It can be thought of as the middlemost score in a series of rank ordered scores. That is, the median can be calculated by rank ordering all of the scores of interest from lowest to highest, and finding the score that is exactly half-way down the rank-ordered list (or the 50th percentile). Thus, for example, the median of the series of scores (2, 3, 6, 8, 9) is '6'.

In contrast with the average, the median is NOT sensitive to extreme scores. By simply being the middlemost score in a rank ordered list of scores, the median is not influenced by extremely high or low scores. It can therefore be a useful measure, which may present a more accurate representation of the total group of numbers under certain conditions.

Consider the following example. Suppose you wanted to find a number that would best represent the value of houses in a particular community. Further suppose that there are 5 houses in the community appraised at the following values:

| | |
|--------|-----------|
| Home 1 | \$85,000 |
| Home 2 | \$90,000 |
| Home 3 | \$110,000 |
| Home 4 | \$115,000 |
| Home 5 | \$340,000 |

As can be seen from the table, 4 out of the 5 houses fall between \$85,000 and \$115,000. Thus, you might expect that a single number used to represent the 'general' value of homes in that community would fall somewhere in that range. Indeed, the Median score for the values listed is \$110,000 as expected. In short, the Median is not impacted by the fact that 1 of the 5 houses has a much higher value than any of the others. By contrast, the AVERAGE value of the homes in this community would be calculated as \$148,000 since the one extreme score impacts it.

The differences between the average and the median as seen in this example generally diminishes as the number of scores being evaluated increases.

Standard Deviation:

The standard deviation reflects the amount of variability that exists in a set of scores around the average. In short, if most of the scores in a group of scores are close to one another, there is little variability in the scores around the average so the standard deviation is small. By contrast, if the scores vary wildly from one extreme to the other, then the standard deviation is large. By understanding the standard deviation, you can get a sense of how 'tight' or 'spread out' the scores in a group are around the average.

For example, consider these two distributions of numbers:

| | |
|----|------------------------|
| 11 | Average = 14 |
| 12 | |
| 14 | Std. Dev. = 2.3 |
| 16 | |
| 17 | |

| | |
|----|------------------------|
| 2 | Average = 14 |
| 8 | |
| 14 | Std. Dev. = 8.5 |
| 20 | |
| 26 | |

Notice that the average in both cases is the same. However, the numbers are clustered much more tightly around the average for the first group of scores (i.e. have a smaller standard deviation) than the scores in the second group which are much more spread out (i.e. have a much larger standard deviation).

T-Tests:

The T-test is a useful statistical test which compares the responses from two groups (which are treated differently in one way or another) to see if the scores generated by the 2 groups are essentially the same, or whether they are significantly different from one another. If the test shows the responses from the two groups are significantly different, then you can conclude that the different treatments the 2 groups received had an impact on their responses. If however, there is no significant difference found, then you conclude the different treatments had no effect on the groups' scores.

As an example; if a class of students was broken into 2 groups, and one group learned math using Book 'A' while the other group learned math using Book 'B', a T-test could be calculated to determine if Book 'A' or Book 'B' did a better job of helping the students learn math. A significant difference between the two would indicate that the book yielding the highest student scores on a math test served as the better text for students to learn from. A finding of no significant difference would indicate both books are equally effective in teaching math.

ANOVA - (Analysis of Variance):

Similar to the simpler T-Test, the ANOVA enables you to compare more than 2 groups against each other to see if a treatment had any significant effect on the responses. Extending the example given under T-Tests, the ANOVA could be used to compare the impact of 3 or more different books on students learning math. If no significant difference is found, then you conclude that none of the 3 books is any better or worse at helping teach math to students. If a significant difference is found, then additional analyses (called Post Hoc analyses) need to be conducted to determine the source of the difference. Thus for example if Book 'A', Book 'B' and Book 'C' are being tested, and a significant difference is found, then it is important to determine if scores on a math test for students using Book 'A' are better than, worse than, or the same as Books (B&C). Similarly, we would want to test to see if differences existed between Books 'B' & 'C' as well.

MANOVA - (Multivariate Analysis of Variance):

The Multivariate Analysis of Variance (MANOVA) is a simple extension of the ANOVA with the primary difference being that of having more than one Dependent measure (or measure of performance) to be evaluated. Continuing with the example provided in the ANOVA description, a MANOVA would be computed if the 3 or more different math books were evaluated in terms of their impact on more than one measure of a student's learning such as 1) their scores on an in-class math test, and 2) their scores on the math portion of an achievement test or SAT test. Thus, for example, it is possible that books A, B, and C are found to have a significant impact on in-class math test scores, but have no significant impact on achievement or SAT scores. If a significant difference is found for any of the Dependent Measures taken, then further analysis must be conducted to determine where the significant differences exist. Specifically, in this example, it would be important to determine which book or books are better or worse at helping teach math to students as reflected by in-class math test scores. By contrast, no additional computations are required regarding the books' impact on achievement or SAT scores since no significant effects were found.

Correlation:

The correlation is a measure of how closely related 2 or more items are. A "positive" correlation indicates that 2 or more items are closely related (e.g., height and weight are positively correlated since in general, the taller someone gets, the more they weigh). A "negative" correlation exists when two or more items are related in opposite directions (e.g., number of children in a family, and amount of money available to save each month might be negatively correlated. That is, the more children you have in the family, the more expenses you have to pay each month, which reduces the amount of money left to put in savings.) A finding of no correlation means there is no relationship between the two items. For example, no correlation exists between shoe size and eye color. That is, neither item depends on or is in any way related to the other item.

Correlation measures can be extremely useful in survey analysis. Specifically, correlation analyses help identify those items which are related to one another. Thus, knowing how a person responds to one item can help predict how they will respond to another correlated item.

Multiple Regression Analysis:

Where-as the Correlation is a measure of how closely related 2 or more items are, Multiple Regression Analysis techniques use correlations to analyze the relationships between **many** 'predictor' variables and a Dependent measure. Thus, for example, a car salesman may want to determine which attributes of a car (color, style, name, size, etc.) are most highly related to (or serve as the best predictor of) the price the purchaser is willing to pay for a car. In this case, color, style, name, and size are considered to be potential predictors, while the price paid is the dependent measure of interest. A multiple regression analysis might reveal that style and name are the best predictors of price, while the predictive value of color and size is negligible.

Similarly, multiple regression analysis can be extremely useful in survey analysis where the investigators are most interested in determining which items being rated are the best predictors of an item of interest such as "overall satisfaction", or "willingness to be a repeat customer", etc.