



Memorandum

TO: RULES AND OPEN GOVERNMENT COMMITTEE **FROM:** Joseph Horwedel

SUBJECT: SEE BELOW

DATE: April 20, 2010

Approved

Date 4/20/10

**SUBJECT: COMMUNITY & ECONOMIC DEVELOPMENT (CED) COMMITTEE
WORKPLAN ADDITION REGARDING CONSIDERATION OF 2009
DEVELOPMENT SERVICES CUSTOMER SATISFACTION SURVEY
RESULTS.**

RECOMMENDATION

Request to add the consideration of the 2009 Development Services Customer Satisfaction Survey Results to the CED Committee agenda for May 24, 2010.

BACKGROUND

In mid-January and February 2009, True North consultants completed interview with 1,007 development services customers as part of their work on the fourth Development Services Customer Satisfaction Survey. True North has completed its final report on the survey results and the Development Services Partners (Planning, Building, Public Works, and Fire) are ready to present the major findings of the survey to the committee.

This year's data, combined with the important baseline data from the first three surveys, will be used for performance measures, budgetary decisions, and business process improvements. Going forward, the development partners will continue to work with both staff and stakeholder groups to identify and implement improvements to the land use development permit process based on the survey results.

/S/

JOSEPH HORWEDEL, DIRECTOR
Planning, Building and Code Enforcement

For questions please contact Page Benway, at 408-535-7887.