

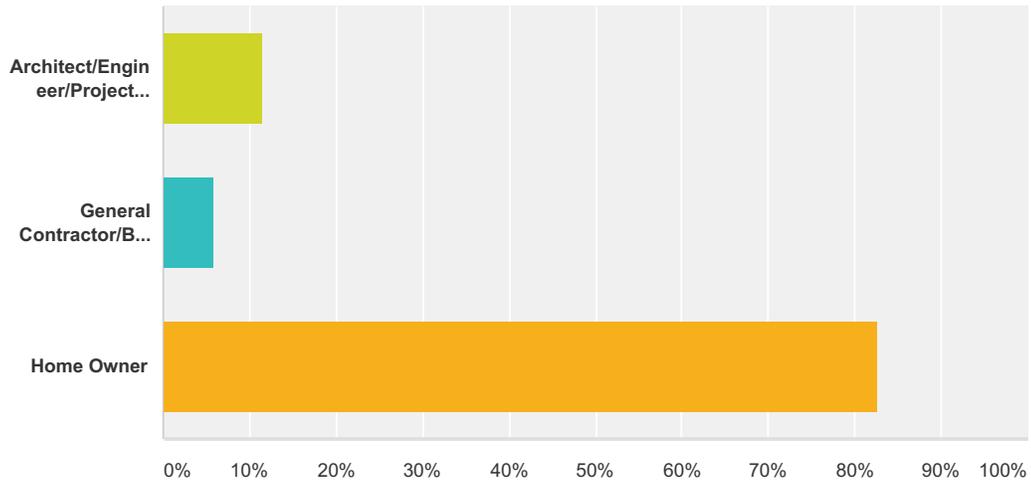
Q1 If you would like to invite your architect, project agent, or general contractor to submit a survey for the project, please provide the email address(es).

Answered: 7 Skipped: 48

Customer Feedback Survey

Q2 Please describe yourself.

Answered: 52 Skipped: 3

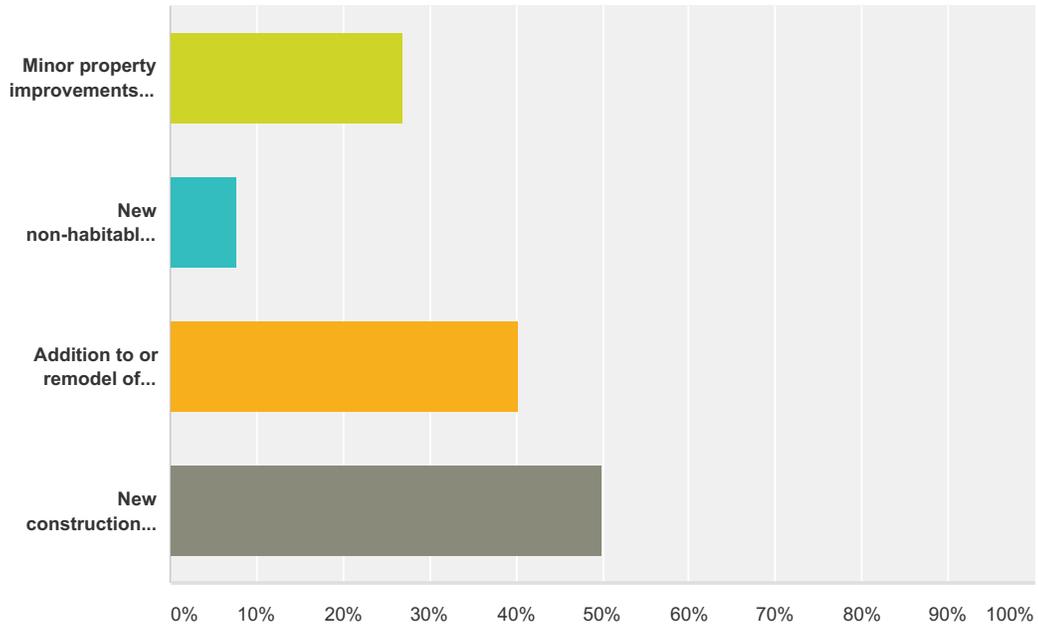


Answer Choices	Responses
Architect/Engineer/Project Agent	11.54% 6
General Contractor/Builder	5.77% 3
Home Owner	82.69% 43
Total	52

Customer Feedback Survey

Q3 Please describe your project (check all that apply).

Answered: 52 Skipped: 3

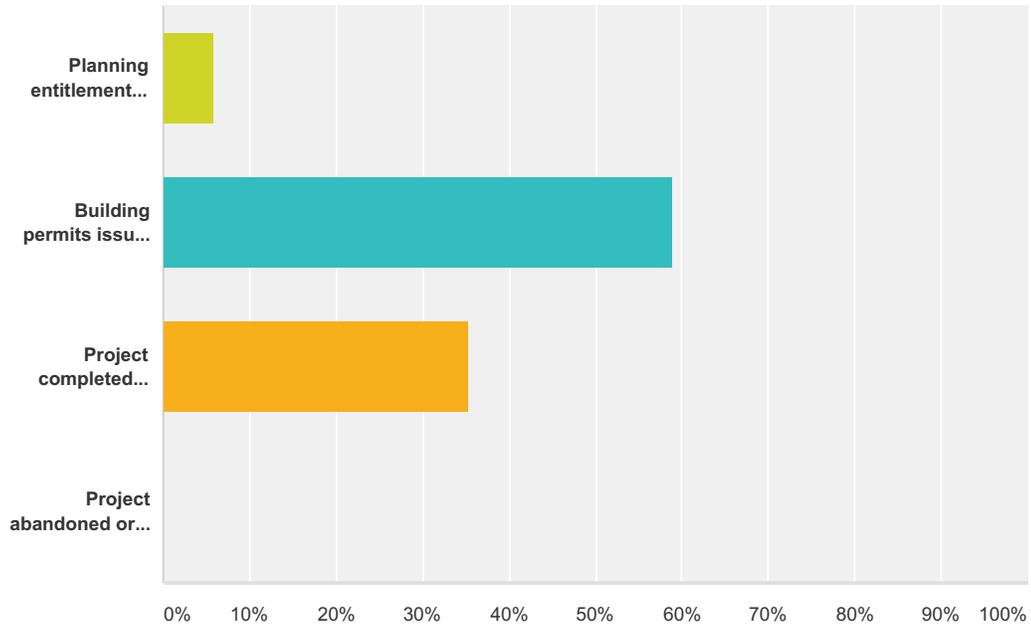


Answer Choices	Responses
Minor property improvements (new roof, new deck, solar system)	26.92% 14
New non-habitable accessory structure	7.69% 4
Addition to or remodel of existing structure	40.38% 21
New construction or major remodel of a residence or accessory living quarter	50.00% 26
Total Respondents: 52	

Customer Feedback Survey

Q4 Please describe the phase of your project.

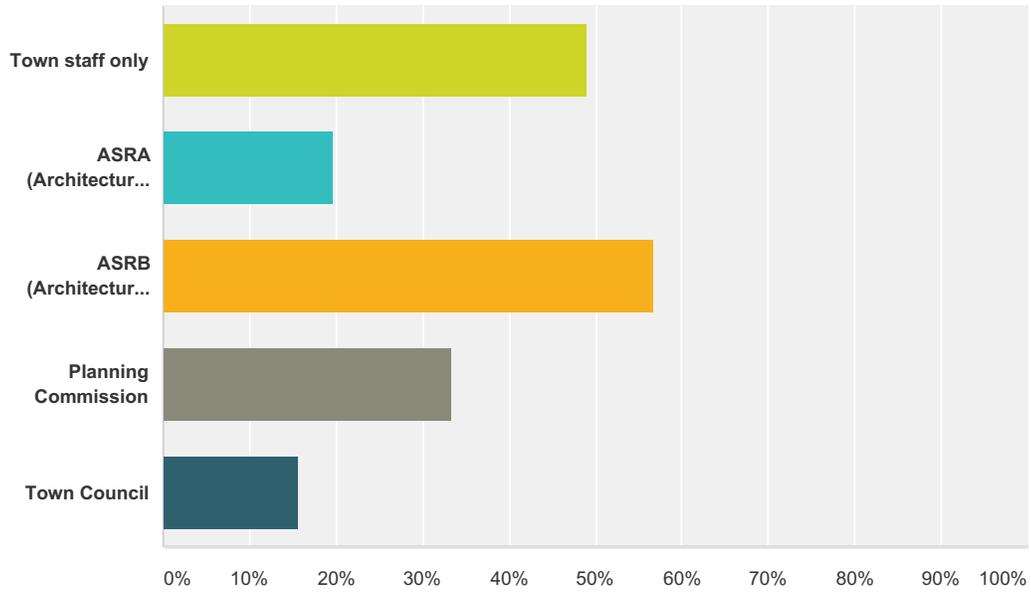
Answered: 51 Skipped: 4



Answer Choices	Responses
Planning entitlement letter issued by Town	5.88% 3
Building permits issued by Town	58.82% 30
Project completed (building inspections complete)	35.29% 18
Project abandoned or suspended indefinitely	0.00% 0
Total	51

Q5 What Town reviews are/were needed for your project? (check all that apply)

Answered: 51 Skipped: 4



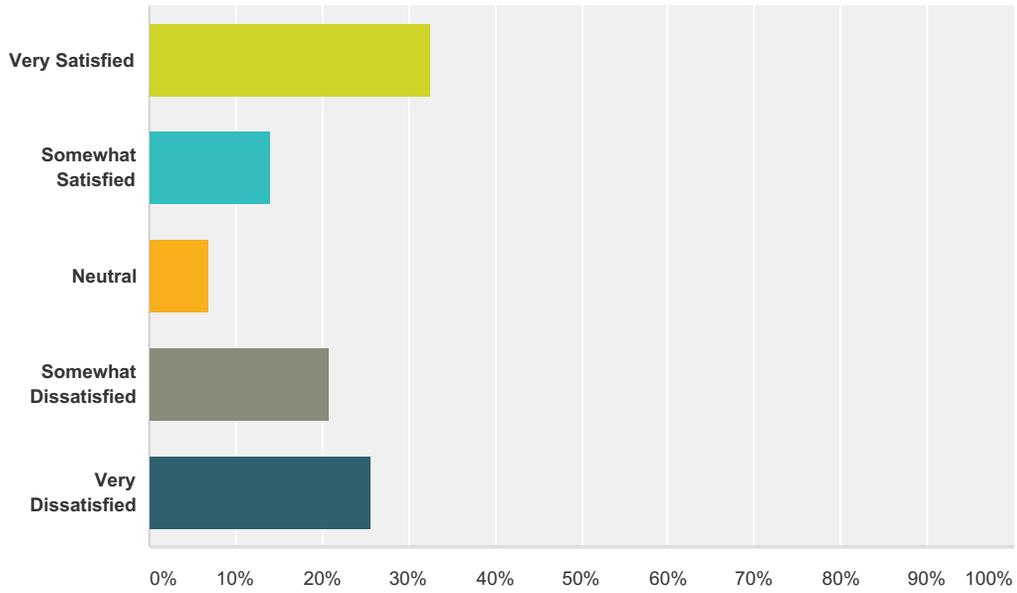
Answer Choices	Responses
Town staff only	49.02% 25
ASRA (Architectural and Site Review Administrator)	19.61% 10
ASRB (Architectural and Site Review Board)	56.86% 29
Planning Commission	33.33% 17
Town Council	15.69% 8
Total Respondents: 51	

Q6 Is there anything else we should know about your project?

Answered: 12 Skipped: 43

Q7 Please provide an overall rating of the service you received for your project.

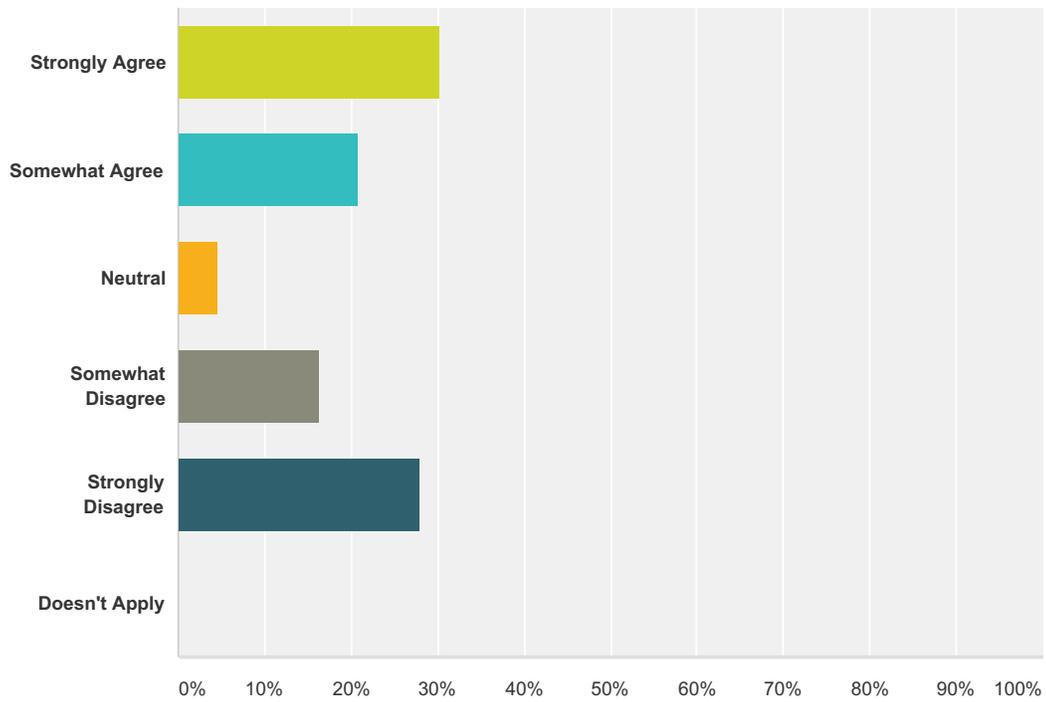
Answered: 43 Skipped: 12



Answer Choices	Responses	Count
Very Satisfied	32.56%	14
Somewhat Satisfied	13.95%	6
Neutral	6.98%	3
Somewhat Dissatisfied	20.93%	9
Very Dissatisfied	25.58%	11
Total		43

Q8 Did you experience a cooperative, problem solving environment?

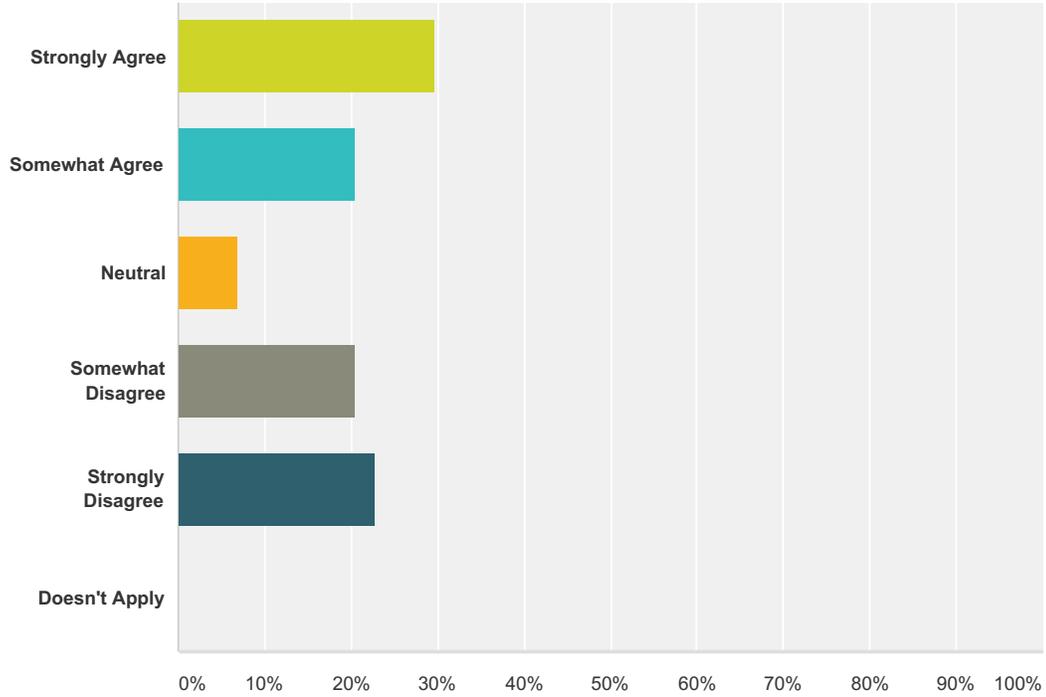
Answered: 43 Skipped: 12



Answer Choices	Responses	
Strongly Agree	30.23%	13
Somewhat Agree	20.93%	9
Neutral	4.65%	2
Somewhat Disagree	16.28%	7
Strongly Disagree	27.91%	12
Doesn't Apply	0.00%	0
Total		43

Q9 Do you feel staff was timely in providing the responses and information you needed to pursue your project expeditiously?

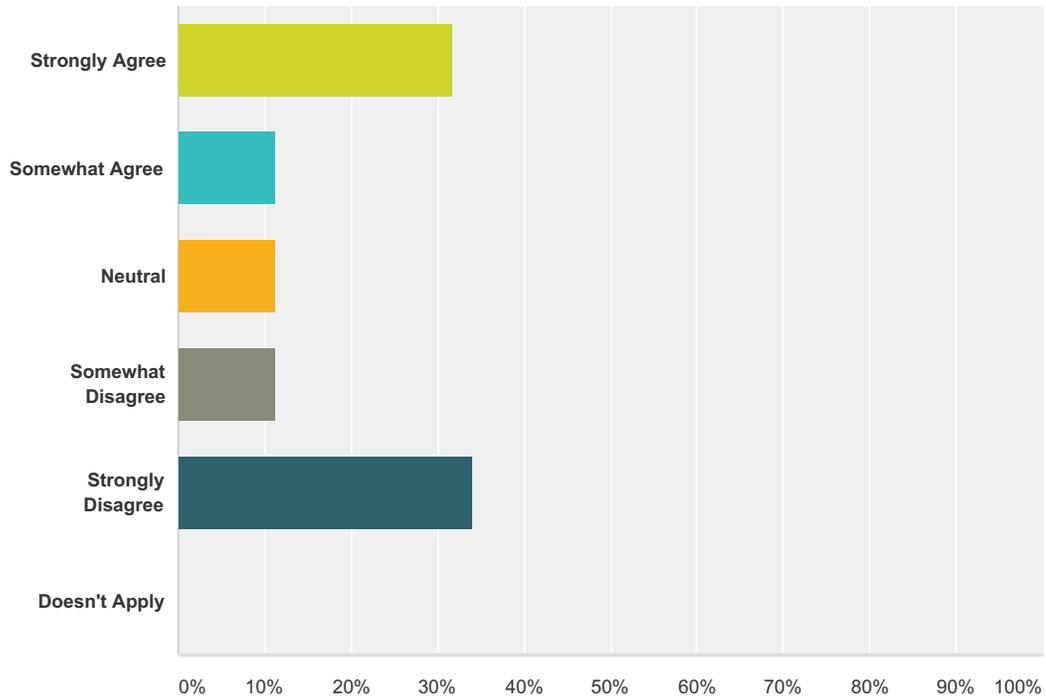
Answered: 44 Skipped: 11



Answer Choices	Responses	Count
Strongly Agree	29.55%	13
Somewhat Agree	20.45%	9
Neutral	6.82%	3
Somewhat Disagree	20.45%	9
Strongly Disagree	22.73%	10
Doesn't Apply	0.00%	0
Total		44

Q10 Do you feel that it was a priority of staff to move the project forward expeditiously?

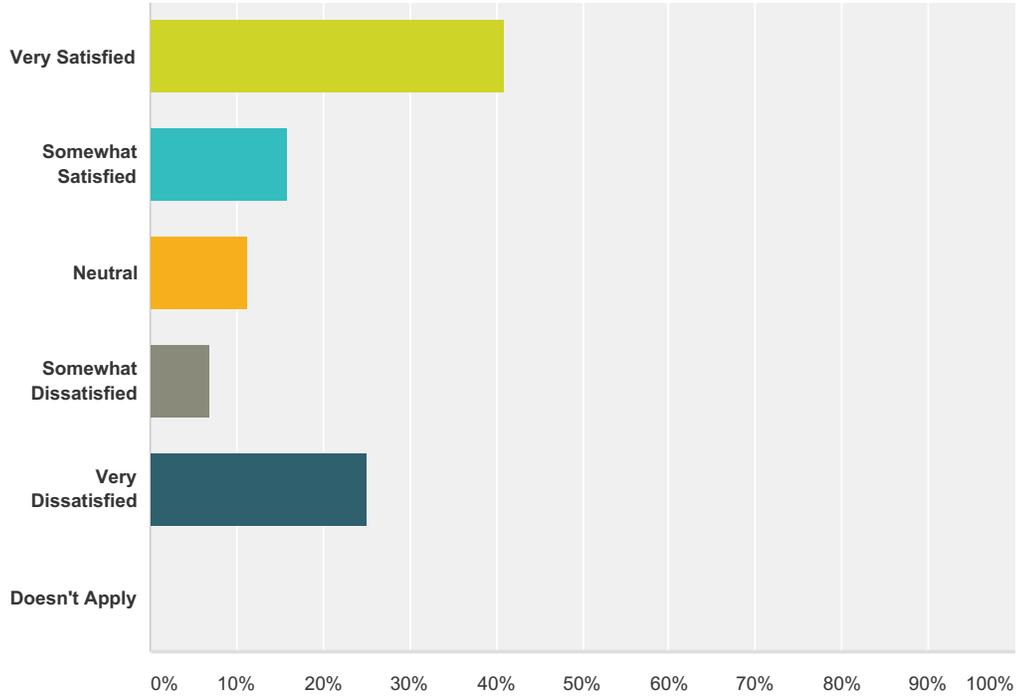
Answered: 44 Skipped: 11



Answer Choices	Responses	
Strongly Agree	31.82%	14
Somewhat Agree	11.36%	5
Neutral	11.36%	5
Somewhat Disagree	11.36%	5
Strongly Disagree	34.09%	15
Doesn't Apply	0.00%	0
Total		44

Q11 Did staff do a good job informing you about the process and setting out expectations for review timelines?

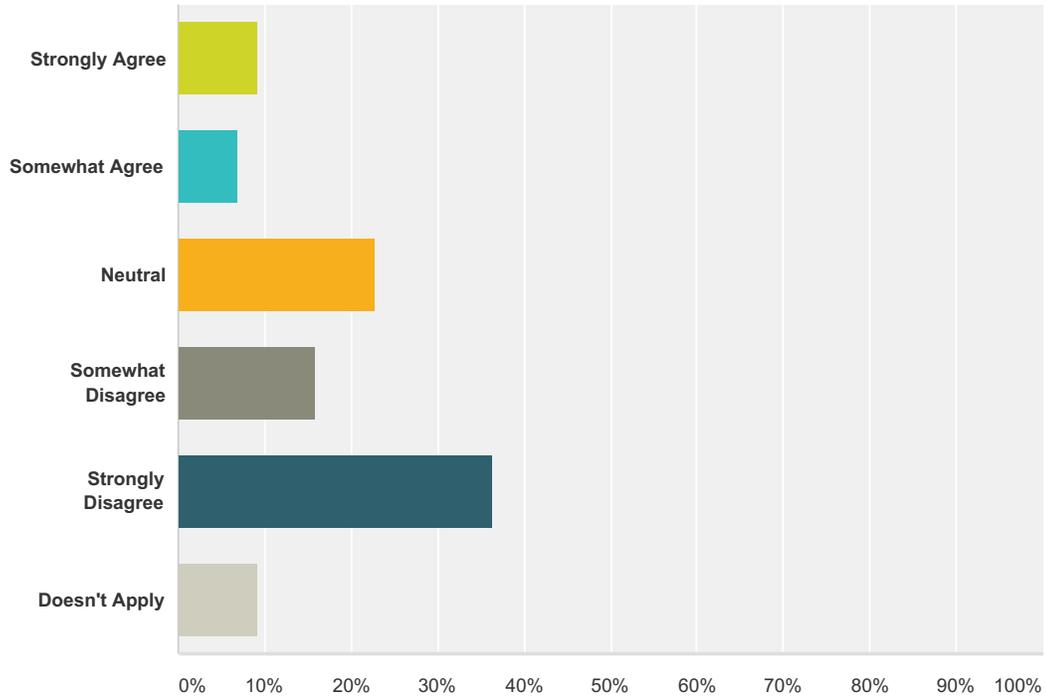
Answered: 44 Skipped: 11



Answer Choices	Responses	Count
Very Satisfied	40.91%	18
Somewhat Satisfied	15.91%	7
Neutral	11.36%	5
Somewhat Dissatisfied	6.82%	3
Very Dissatisfied	25.00%	11
Doesn't Apply	0.00%	0
Total		44

Q12 Was staff aware of and concerned about the costs you would incur in doing your project?

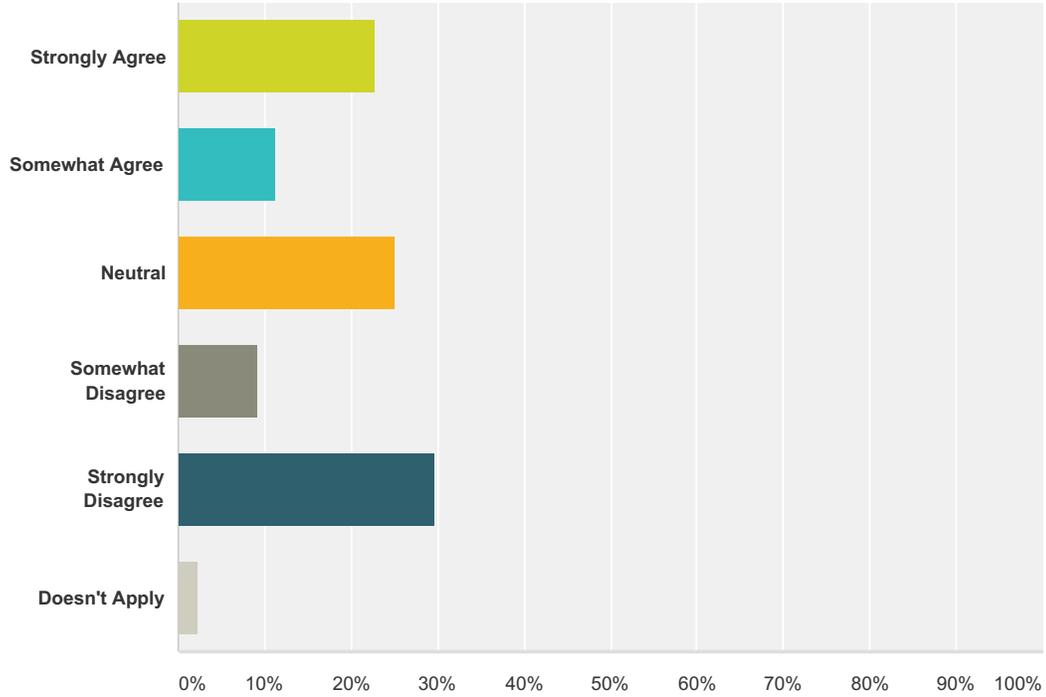
Answered: 44 Skipped: 11



Answer Choices	Responses
Strongly Agree	9.09% 4
Somewhat Agree	6.82% 3
Neutral	22.73% 10
Somewhat Disagree	15.91% 7
Strongly Disagree	36.36% 16
Doesn't Apply	9.09% 4
Total	44

Q13 Did the final cost of permits and inspections meet the expectations that were set at the start of the project?

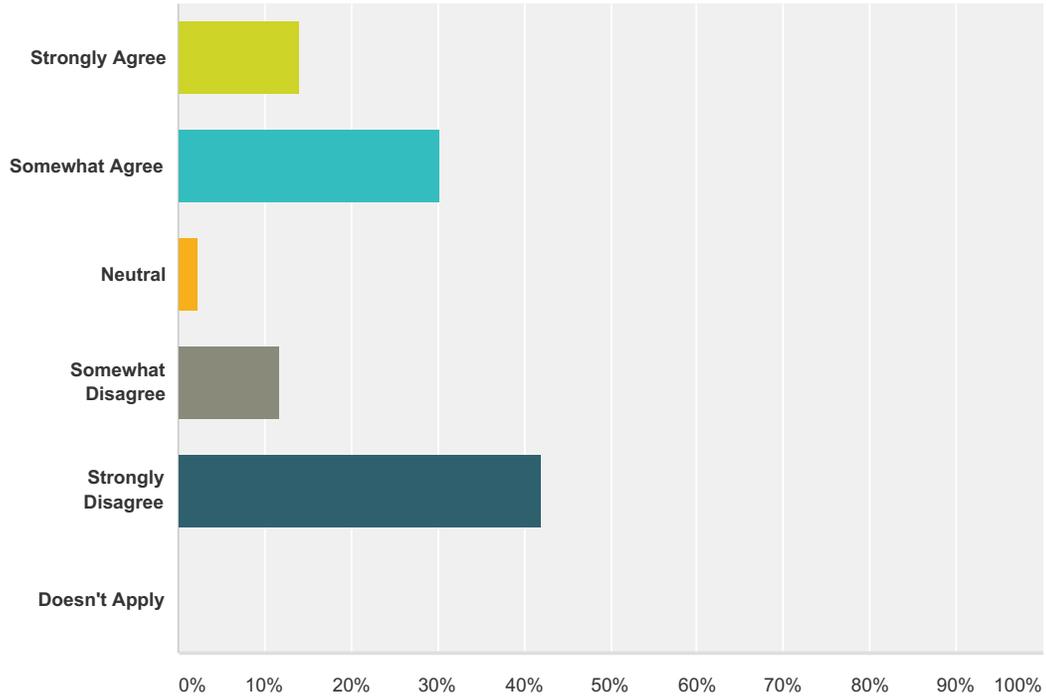
Answered: 44 Skipped: 11



Answer Choices	Responses	
Strongly Agree	22.73%	10
Somewhat Agree	11.36%	5
Neutral	25.00%	11
Somewhat Disagree	9.09%	4
Strongly Disagree	29.55%	13
Doesn't Apply	2.27%	1
Total		44

Q14 Did the time it took for your project to go through the Town's review, permitting and inspection process meet the expectations that were set at the start of the project?

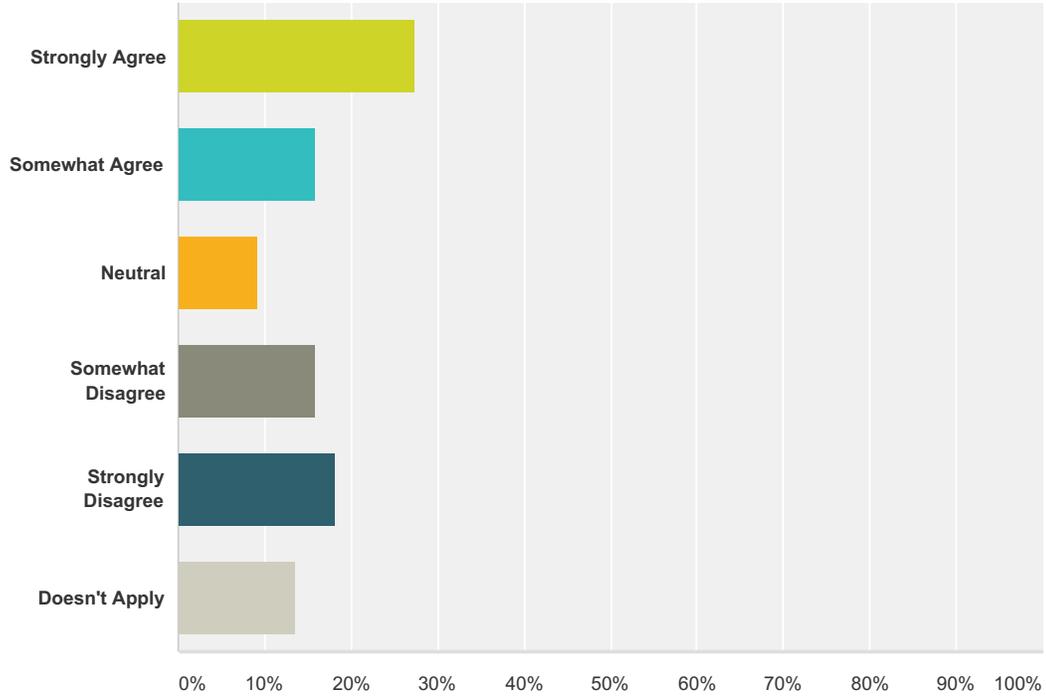
Answered: 43 Skipped: 12



Answer Choices	Responses
Strongly Agree	13.95% 6
Somewhat Agree	30.23% 13
Neutral	2.33% 1
Somewhat Disagree	11.63% 5
Strongly Disagree	41.86% 18
Doesn't Apply	0.00% 0
Total	43

Q15 Did staff work to seek solutions to move your project forward when problems were encountered?

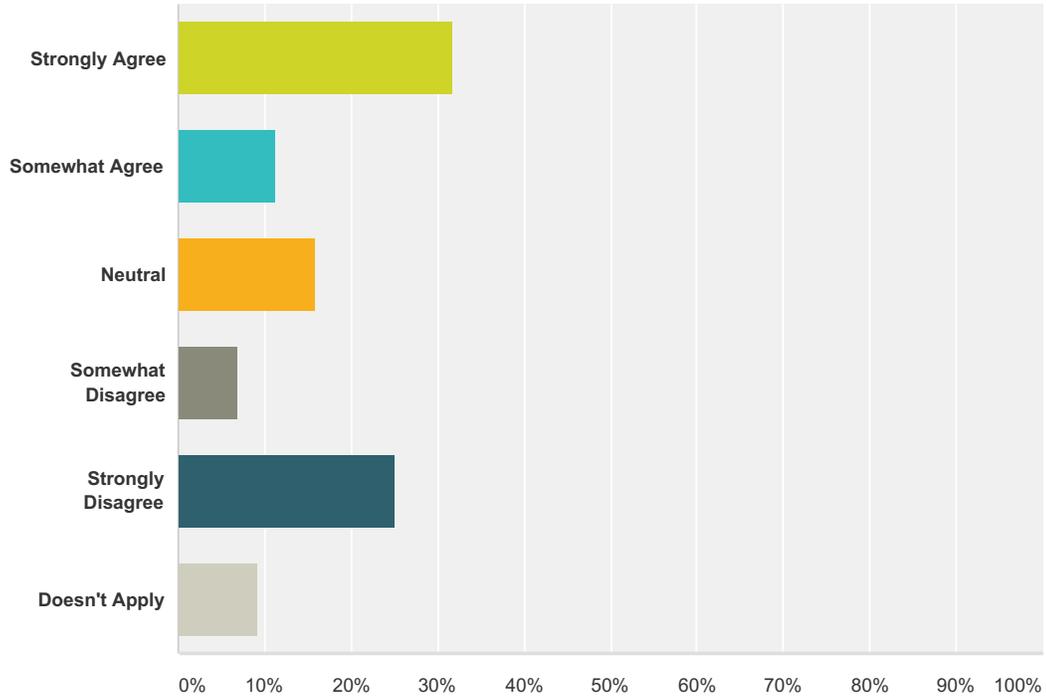
Answered: 44 Skipped: 11



Answer Choices	Responses	
Strongly Agree	27.27%	12
Somewhat Agree	15.91%	7
Neutral	9.09%	4
Somewhat Disagree	15.91%	7
Strongly Disagree	18.18%	8
Doesn't Apply	13.64%	6
Total		44

Q16 Did staff resolve "gray areas" in the interpretation of ordinances and/or guidelines in a manner you felt was fair and reasonable?

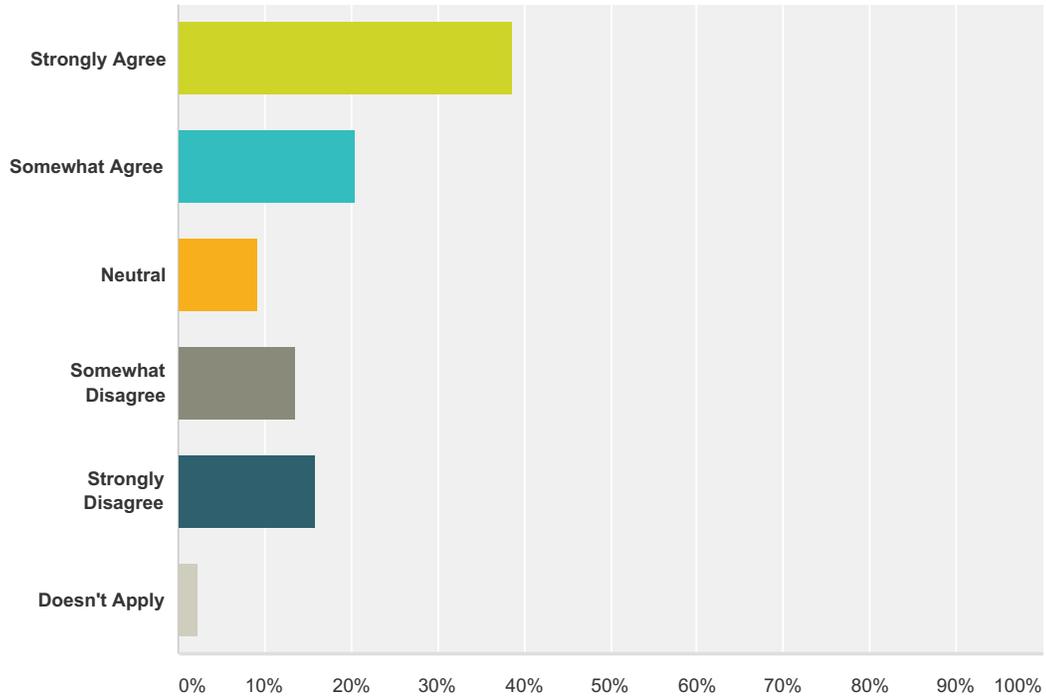
Answered: 44 Skipped: 11



Answer Choices	Responses	
Strongly Agree	31.82%	14
Somewhat Agree	11.36%	5
Neutral	15.91%	7
Somewhat Disagree	6.82%	3
Strongly Disagree	25.00%	11
Doesn't Apply	9.09%	4
Total		44

Q17 Did staff seek to understand your vision, goals and specific plans for your project?

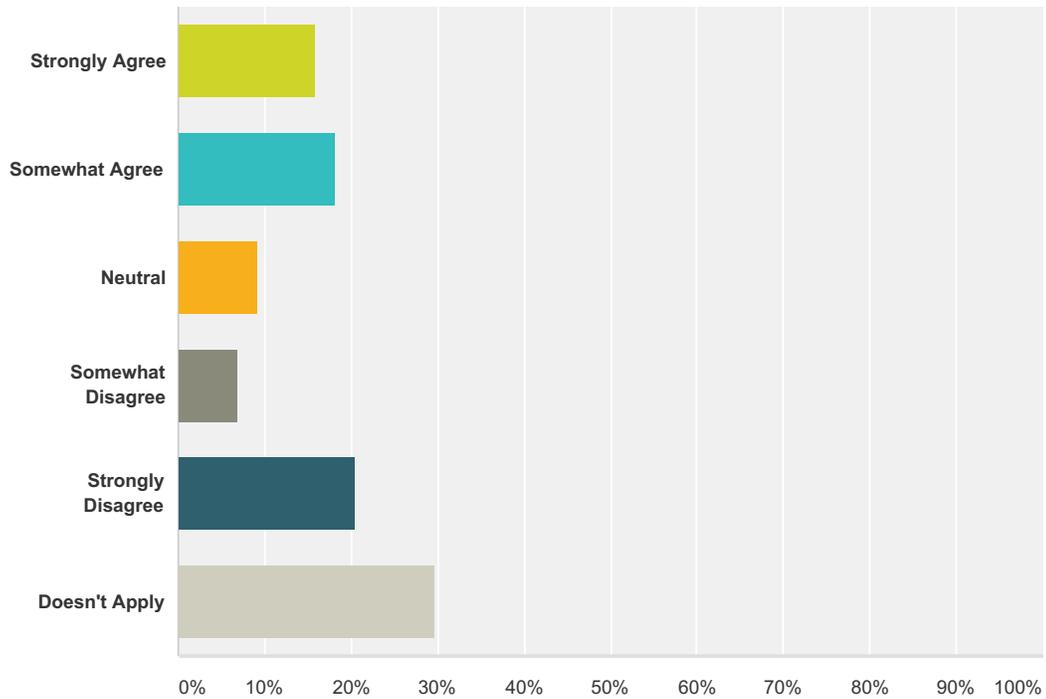
Answered: 44 Skipped: 11



Answer Choices	Responses
Strongly Agree	38.64% 17
Somewhat Agree	20.45% 9
Neutral	9.09% 4
Somewhat Disagree	13.64% 6
Strongly Disagree	15.91% 7
Doesn't Apply	2.27% 1
Total	44

Q18 If you were told that the specific plans for your project were inconsistent in some way with applicable ordinances and/or guidelines, was staff helpful and collaborative in assisting you to find a solution that allowed you to realize your vision and goals while also meeting the required ordinances and/or guidelines?

Answered: 44 Skipped: 11



Answer Choices	Responses	Count
Strongly Agree	15.91%	7
Somewhat Agree	18.18%	8
Neutral	9.09%	4
Somewhat Disagree	6.82%	3
Strongly Disagree	20.45%	9
Doesn't Apply	29.55%	13
Total		44

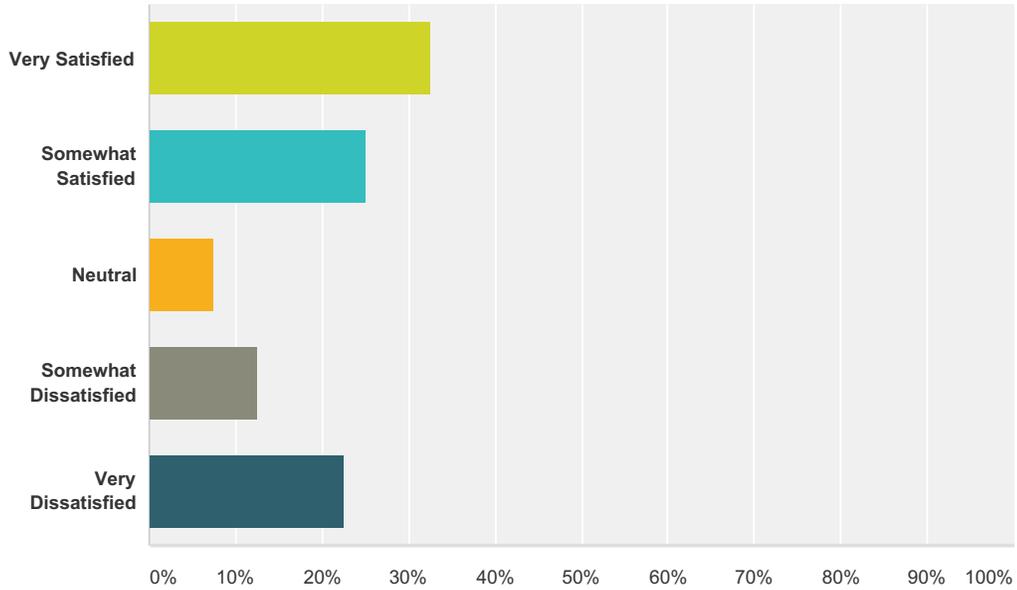
Q19 Regardless of your responses to the previous questions, please provide any areas where you think staff could have been more helpful in assisting you to realize your vision and goals for your project.

Answered: 23 Skipped: 32

Customer Feedback Survey

Q20 Please provide an overall rating of the service your received during the planning review process.

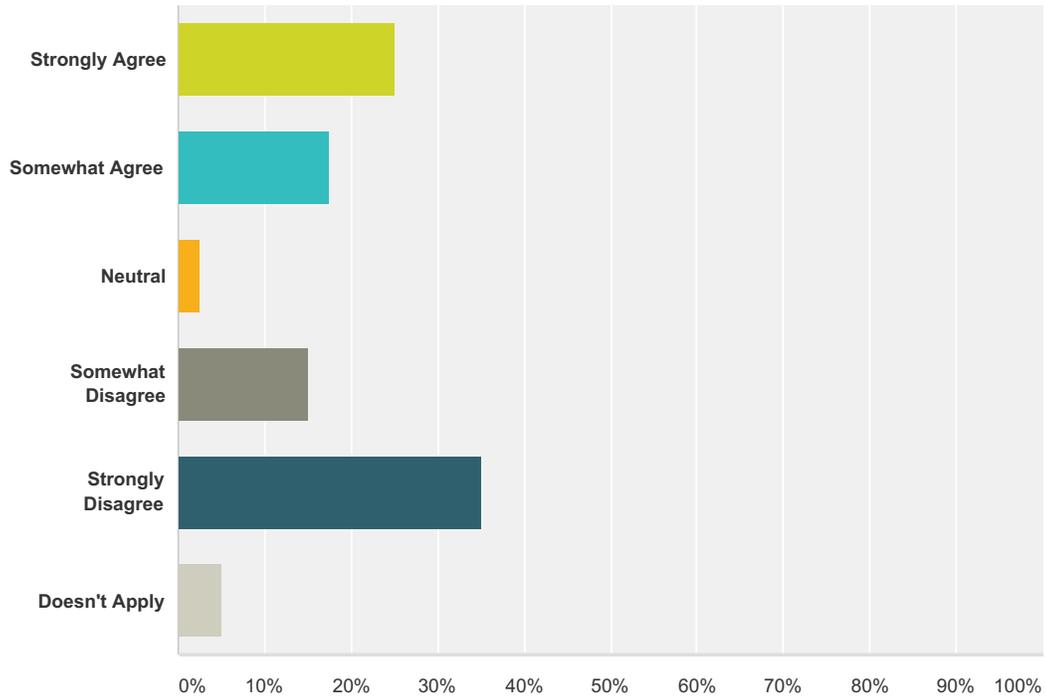
Answered: 40 Skipped: 15



Answer Choices	Responses	
Very Satisfied	32.50%	13
Somewhat Satisfied	25.00%	10
Neutral	7.50%	3
Somewhat Dissatisfied	12.50%	5
Very Dissatisfied	22.50%	9
Total		40

Q21 A primary mission of the planning review process is to preserve the rural character of Woodside. Do you feel that the planning process reasonably balanced this mission with your rights as a property owner?

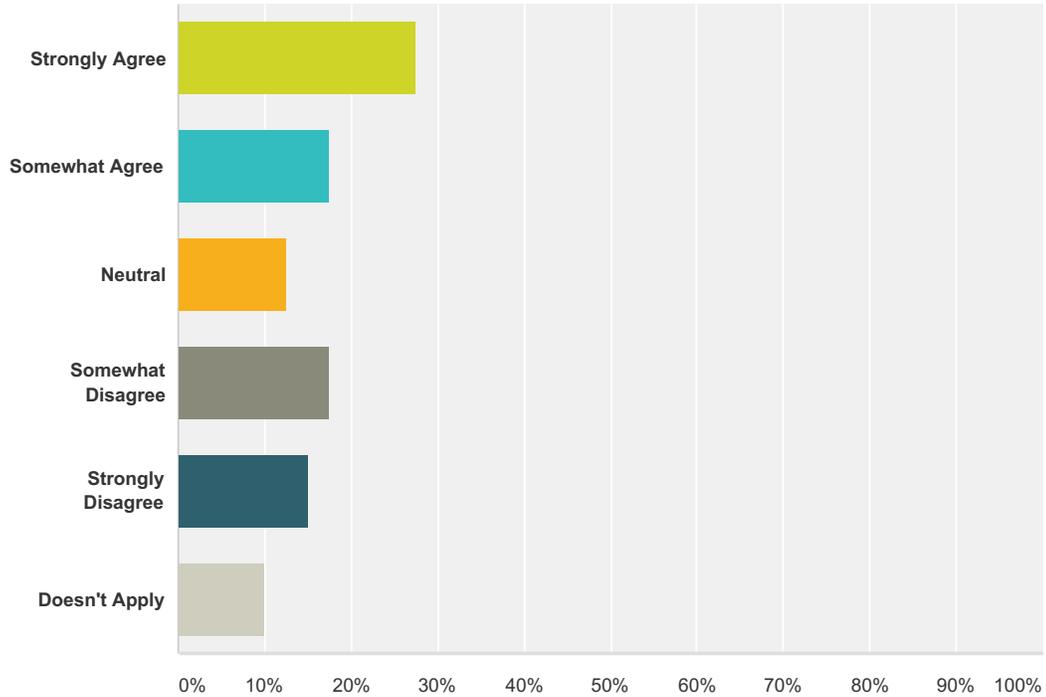
Answered: 40 Skipped: 15



Answer Choices	Responses
Strongly Agree	25.00% 10
Somewhat Agree	17.50% 7
Neutral	2.50% 1
Somewhat Disagree	15.00% 6
Strongly Disagree	35.00% 14
Doesn't Apply	5.00% 2
Total	40

Q22 Do you feel that the resulting staff, ASRA, ASRB, and/or Planning Commission critiques and recommendations you received were consistent with this mission?

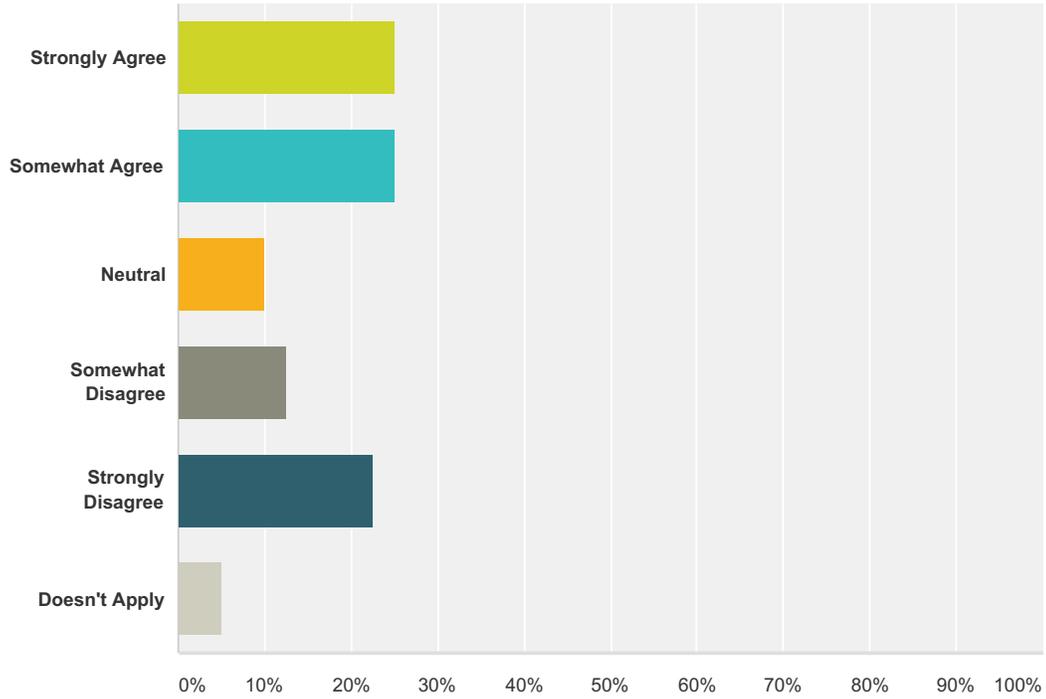
Answered: 40 Skipped: 15



Answer Choices	Responses
Strongly Agree	27.50% 11
Somewhat Agree	17.50% 7
Neutral	12.50% 5
Somewhat Disagree	17.50% 7
Strongly Disagree	15.00% 6
Doesn't Apply	10.00% 4
Total	40

Q23 Do you feel that the recommendations and critiques of the staff, ASRA, ASRB, and/or Planning Commission were based on a fair interpretation of the applicable codes and guidelines?

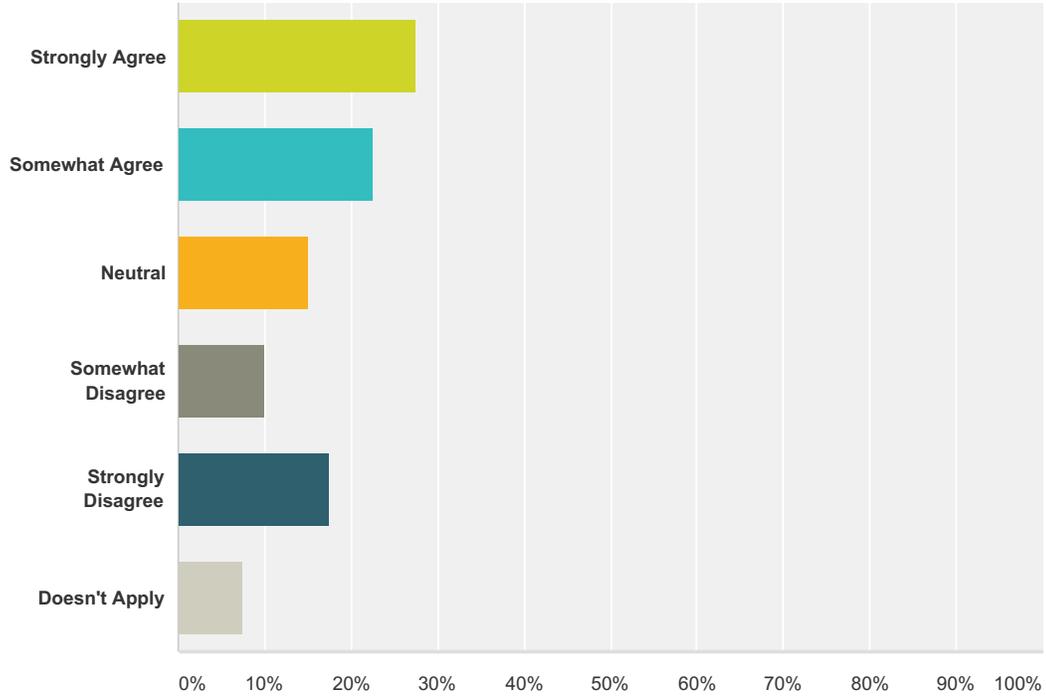
Answered: 40 Skipped: 15



Answer Choices	Responses	
Strongly Agree	25.00%	10
Somewhat Agree	25.00%	10
Neutral	10.00%	4
Somewhat Disagree	12.50%	5
Strongly Disagree	22.50%	9
Doesn't Apply	5.00%	2
Total		40

Q24 Do you feel that requested submission documents for review were specifically tailored to your particular project?

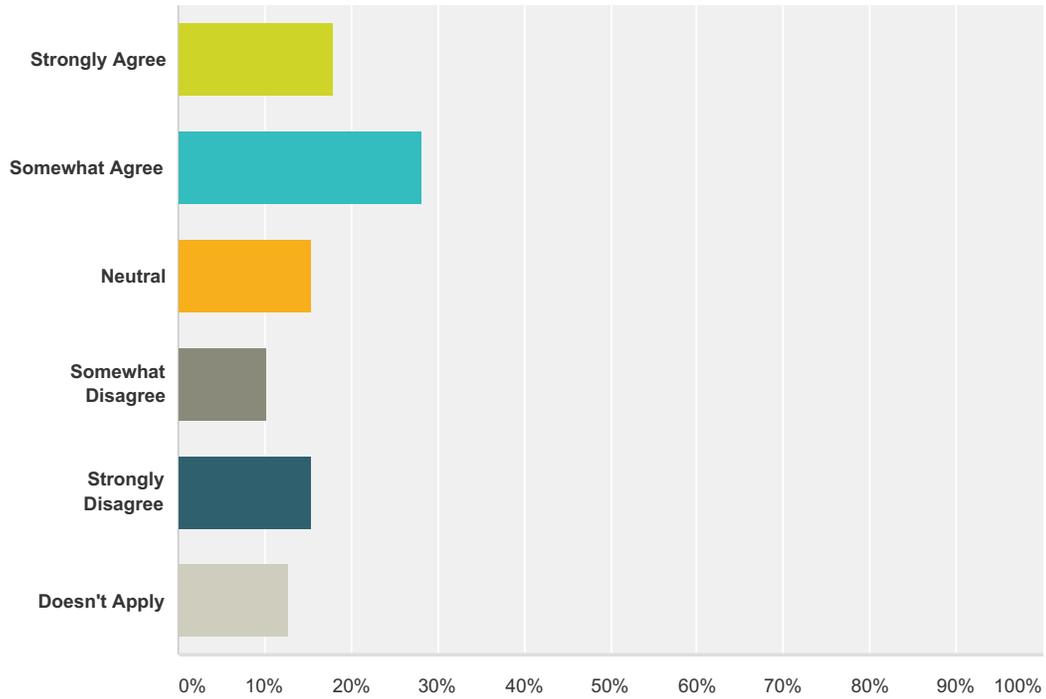
Answered: 40 Skipped: 15



Answer Choices	Responses	
Strongly Agree	27.50%	11
Somewhat Agree	22.50%	9
Neutral	15.00%	6
Somewhat Disagree	10.00%	4
Strongly Disagree	17.50%	7
Doesn't Apply	7.50%	3
Total		40

Q25 Do you feel the staff, ASRA, ASRB, and/or Planning Commission recommendations and critiques appropriately addressed the project's potential impacts to your neighbors and the community?

Answered: 39 Skipped: 16



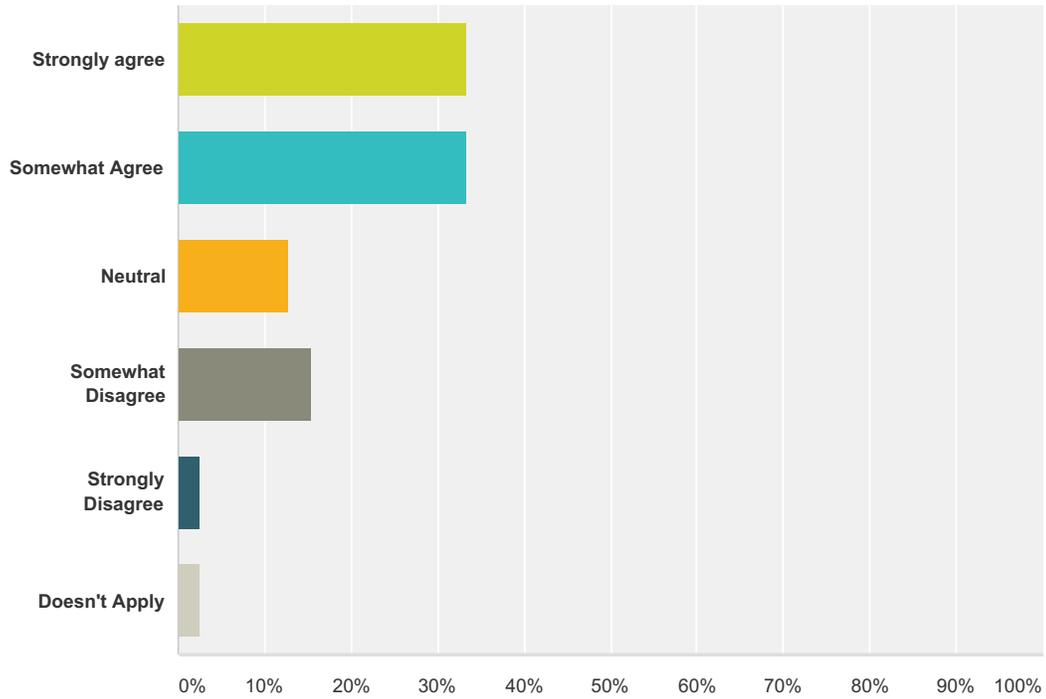
Answer Choices	Responses	
Strongly Agree	17.95%	7
Somewhat Agree	28.21%	11
Neutral	15.38%	6
Somewhat Disagree	10.26%	4
Strongly Disagree	15.38%	6
Doesn't Apply	12.82%	5
Total		39

Q26 Regardless of your responses to these questions, please provide any areas where you think the planning review process and Town requirements could be improved. Please be specific to which reviewing body your feedback is directed.

Answered: 14 Skipped: 41

Q27 One purpose of the building code is to establish minimum requirements to safeguard the public health, safety and general welfare. Do you feel the building permit process appropriately satisfied this mission?

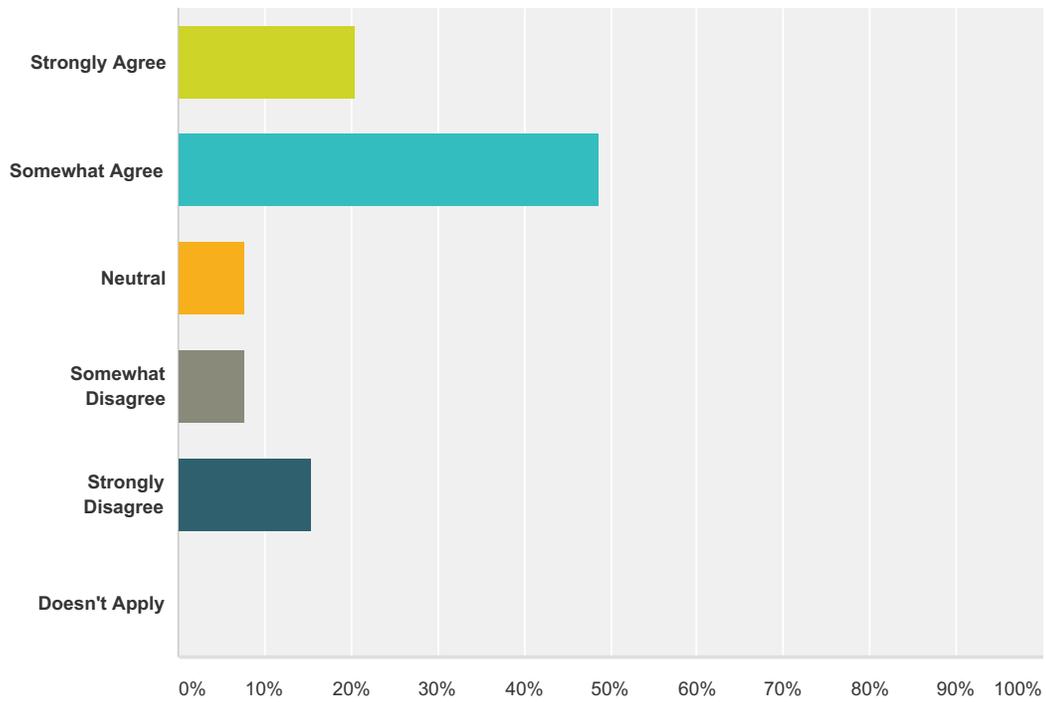
Answered: 39 Skipped: 16



Answer Choices	Responses
Strongly agree	33.33% 13
Somewhat Agree	33.33% 13
Neutral	12.82% 5
Somewhat Disagree	15.38% 6
Strongly Disagree	2.56% 1
Doesn't Apply	2.56% 1
Total	39

Q28 Do you feel that plan check responses were timely?

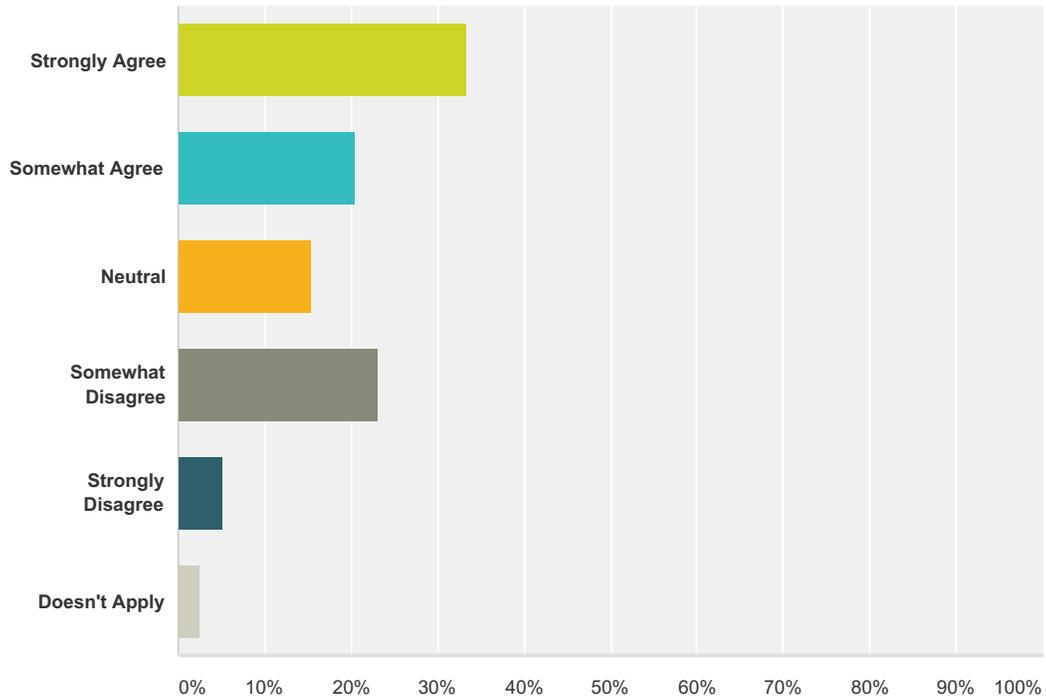
Answered: 39 Skipped: 16



Answer Choices	Responses	
Strongly Agree	20.51%	8
Somewhat Agree	48.72%	19
Neutral	7.69%	3
Somewhat Disagree	7.69%	3
Strongly Disagree	15.38%	6
Doesn't Apply	0.00%	0
Total		39

Q29 Do you feel that the plan check responses were substantive and based on a clear interpretation of applicable codes and guidelines?

Answered: 39 Skipped: 16



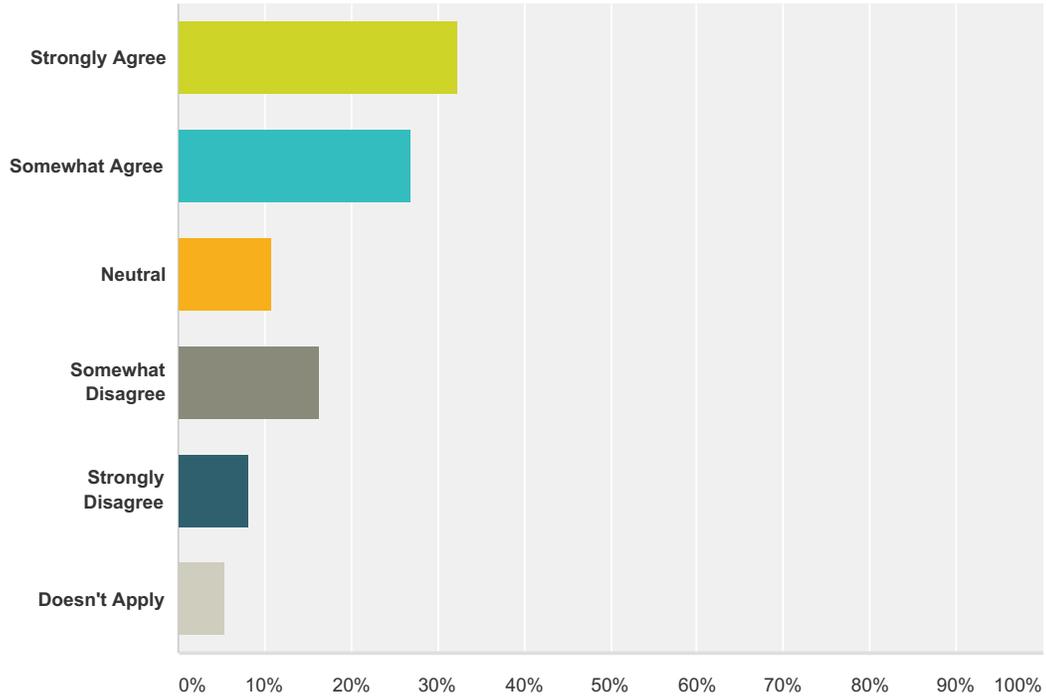
Answer Choices	Responses	
Strongly Agree	33.33%	13
Somewhat Agree	20.51%	8
Neutral	15.38%	6
Somewhat Disagree	23.08%	9
Strongly Disagree	5.13%	2
Doesn't Apply	2.56%	1
Total		39

Q30 Regardless of your responses to these questions, please provide any areas where you think the permitting process and Town requirements could be improved.

Answered: 13 Skipped: 42

Q31 Do you feel that comments and corrections that were received during the building inspection process were based on a clear interpretation of applicable codes and guidelines?

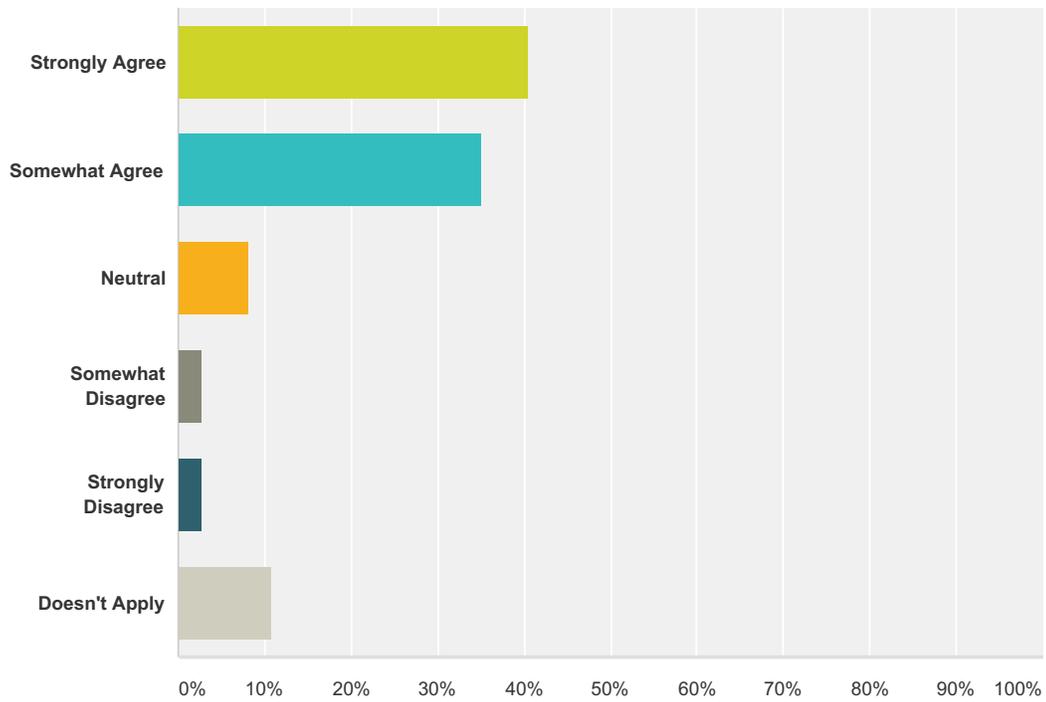
Answered: 37 Skipped: 18



Answer Choices	Responses	
Strongly Agree	32.43%	12
Somewhat Agree	27.03%	10
Neutral	10.81%	4
Somewhat Disagree	16.22%	6
Strongly Disagree	8.11%	3
Doesn't Apply	5.41%	2
Total		37

Q32 Do you feel that requests for inspections were met in a timely manner?

Answered: 37 Skipped: 18



Answer Choices	Responses
Strongly Agree	40.54% 15
Somewhat Agree	35.14% 13
Neutral	8.11% 3
Somewhat Disagree	2.70% 1
Strongly Disagree	2.70% 1
Doesn't Apply	10.81% 4
Total	37

Q33 Regardless of your responses to these questions, please provide any areas where you think the building review and inspection process could be improved.

Answered: 10 Skipped: 45