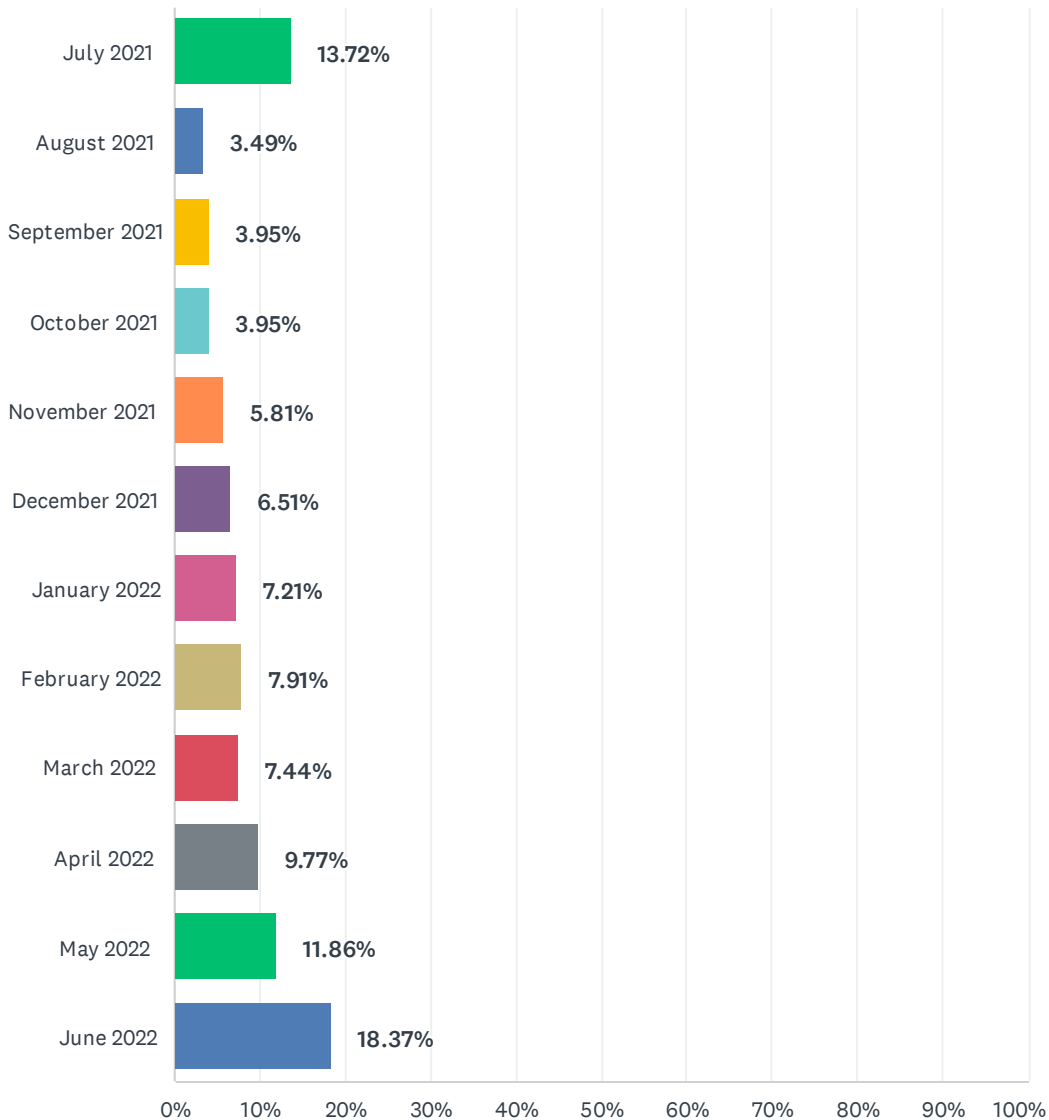


### Q1 First, we'll gather a bit of information about your project.

In what month did you apply for your most recent building permit with the City of Portland? If you are not sure, use your best guess.

Answered: 430 Skipped: 7

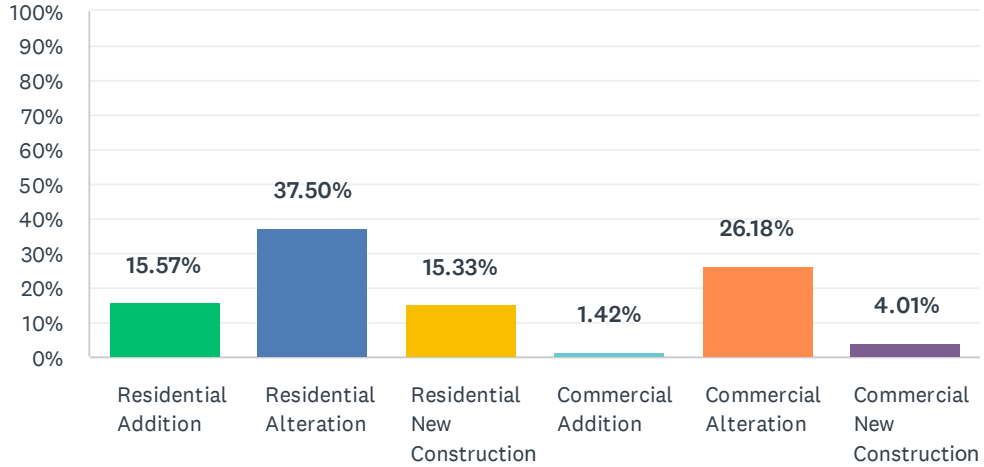


## 2022 Residential and Commercial Permit Application Survey

ANSWER CHOICES	RESPONSES	
July 2021	13.72%	59
August 2021	3.49%	15
September 2021	3.95%	17
October 2021	3.95%	17
November 2021	5.81%	25
December 2021	6.51%	28
January 2022	7.21%	31
February 2022	7.91%	34
March 2022	7.44%	32
April 2022	9.77%	42
May 2022	11.86%	51
June 2022	18.37%	79
<b>TOTAL</b>		<b>430</b>

## Q2 What was the main type of building permit application you most recently applied for with the City of Portland?

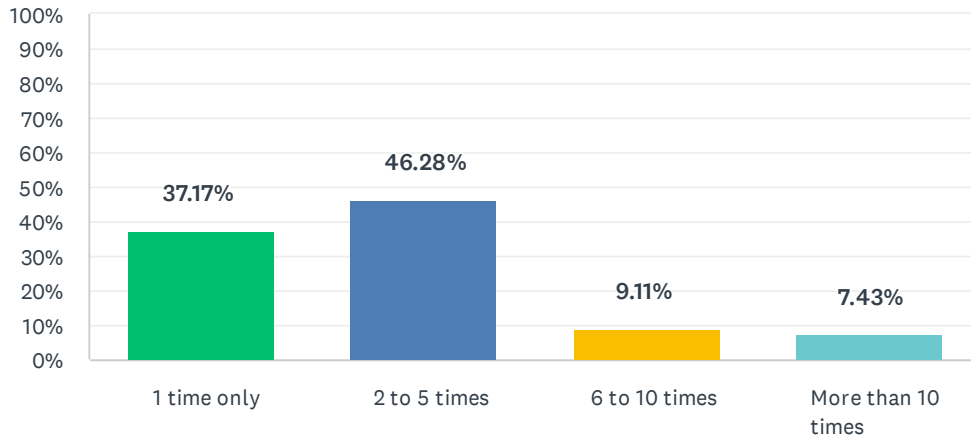
Answered: 424 Skipped: 13



ANSWER CHOICES	RESPONSES	
Residential Addition	15.57%	66
Residential Alteration	37.50%	159
Residential New Construction	15.33%	65
Commercial Addition	1.42%	6
Commercial Alteration	26.18%	111
Commercial New Construction	4.01%	17
<b>TOTAL</b>		<b>424</b>

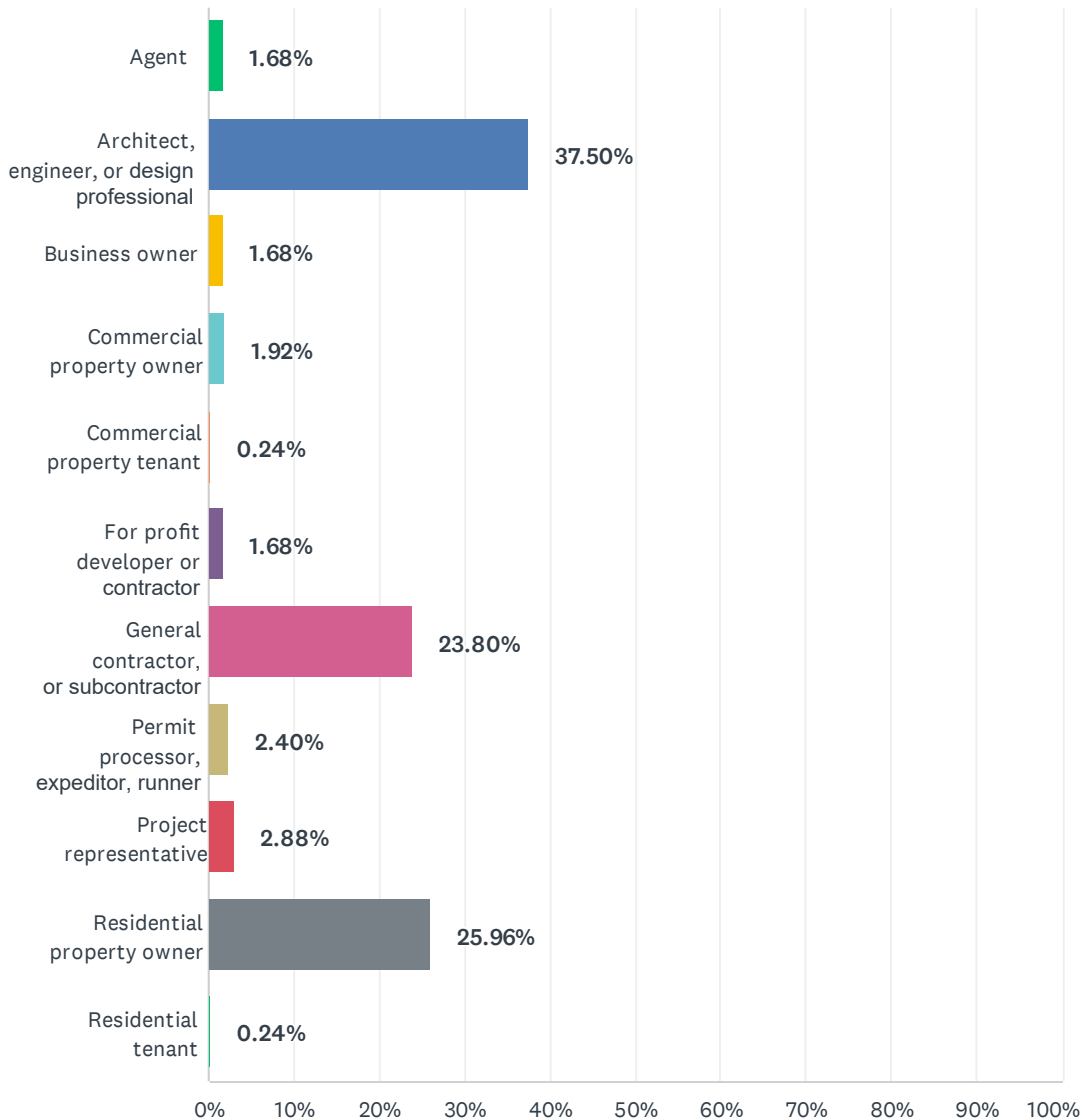
### Q3 To the best of your knowledge over the past 12 months, how many times did you submit a new building permit application to the City of Portland's permitting and development review bureaus?

Answered: 417 Skipped: 20



ANSWER CHOICES	RESPONSES	
1 time only	37.17%	155
2 to 5 times	46.28%	193
6 to 10 times	9.11%	38
More than 10 times	7.43%	31
<b>TOTAL</b>		<b>417</b>

Q4 Which of the following best describes your role when applying for your most recent building permit from the City of Portland? If you don't see your exact role listed, choose the option that most closely resembles your role. Answered: 416 Skipped: 21



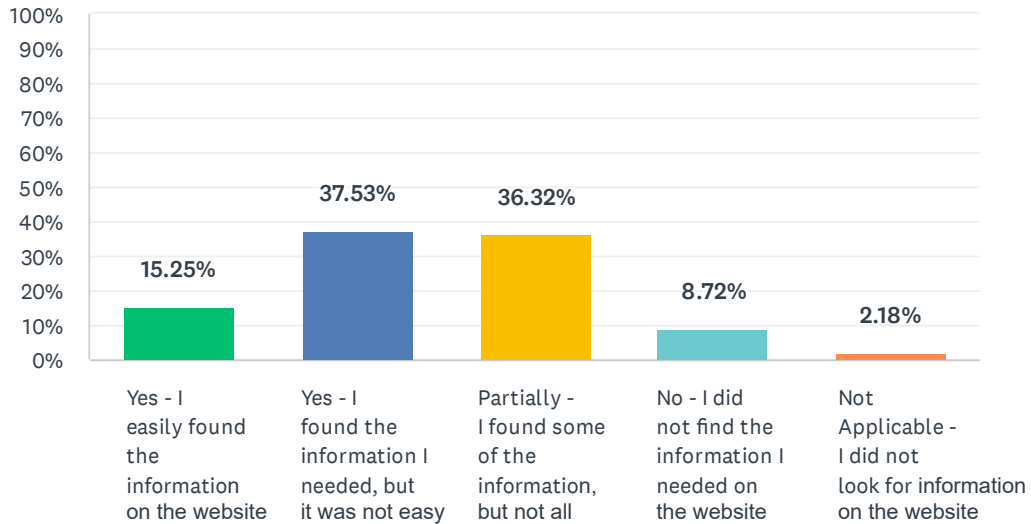
## 2022 Residential and Commercial Permit Application Survey

ANSWER CHOICES	RESPONSES	
Agent	1.68%	7
Architect, engineer, or design professional	37.50%	156
Business owner	1.68%	7
Commercial property owner	1.92%	8
Commercial property tenant	0.24%	1
For profit developer or consultant	1.68%	7
General contractor, contractor, or subcontractor	23.80%	99
Permit processor, expeditor, runner	2.40%	10
Project representative	2.88%	12
Residential property owner	25.96%	108
Residential tenant	0.24%	1
<b>TOTAL</b>		<b>416</b>

## Q5 Next, we hope to understand how you used the information and resources available to you.

When you were preparing your building permit application materials, were you able to find the information you needed on the City website?

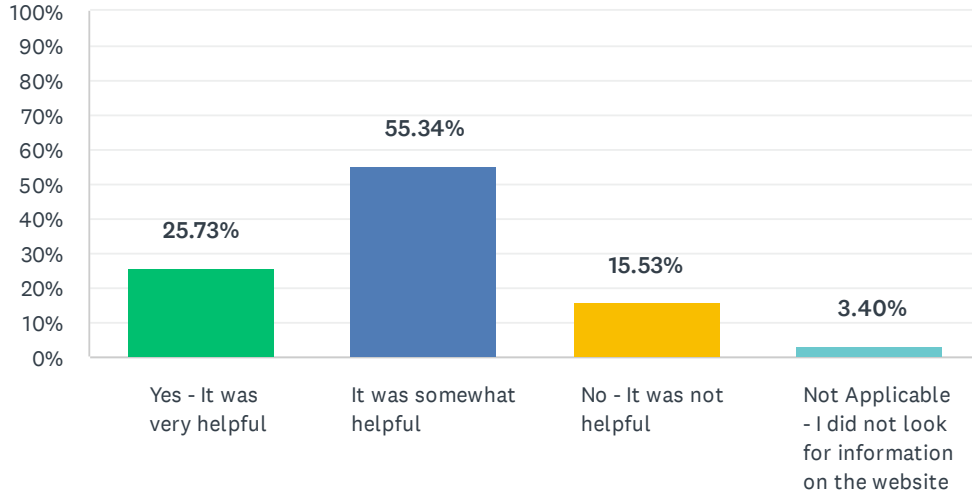
Answered: 413 Skipped: 24



ANSWER CHOICES	RESPONSES	
Yes - I easily found the information I needed on the website	15.25%	63
Yes - I found the information I needed, but it was not easy	37.53%	155
Partially - I found some of the information I needed, but not all	36.32%	150
No - I did not find the information I needed on the website	8.72%	36
Not Applicable - I did not look for information on the website	2.18%	9
<b>TOTAL</b>		<b>413</b>

## Q6 If you found information on the City website, was that information helpful to you as you prepared your building permit application materials?

Answered: 412 Skipped: 25

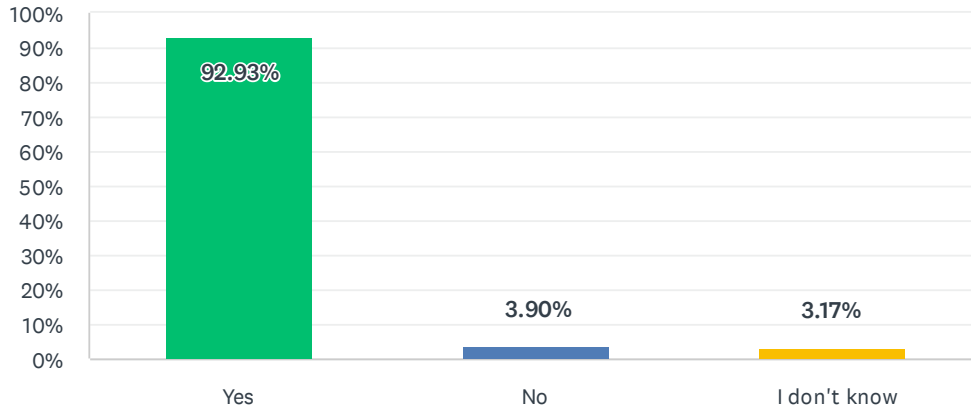


ANSWER CHOICES	RESPONSES	
Yes - It was very helpful	25.73%	106
It was somewhat helpful	55.34%	228
No - It was not helpful	15.53%	64
Not Applicable - I did not look for information on the website	3.40%	14
<b>TOTAL</b>		<b>412</b>



## Q7 Did you read information about the minimum submittal requirements for your permit type?

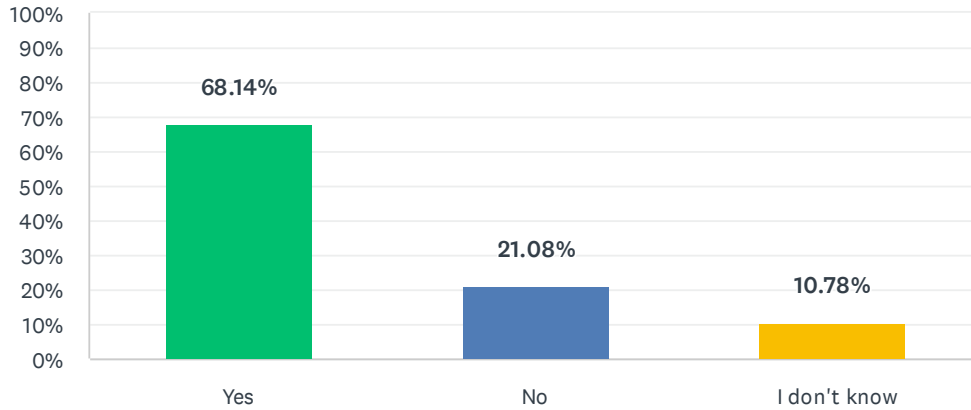
Answered: 410 Skipped: 27



ANSWER CHOICES	RESPONSES	
Yes	92.93%	381
No	3.90%	16
I don't know	3.17%	13
<b>TOTAL</b>		<b>410</b>

## Q8 Did you use a Submittal Requirements handout for your project type when assembling your permit application packet?

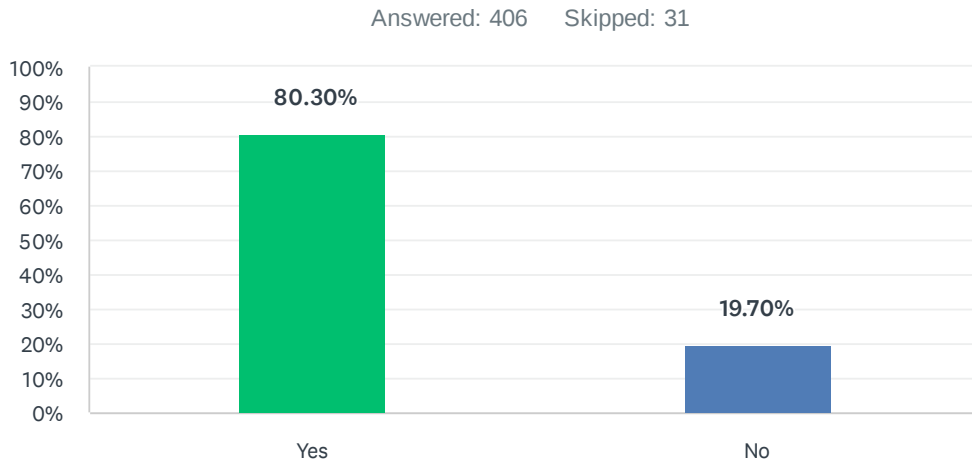
Answered: 408 Skipped: 29



ANSWER CHOICES	RESPONSES	
Yes	68.14%	278
No	21.08%	86
I don't know	10.78%	44
<b>TOTAL</b>		<b>408</b>

Q9 Thank you for sharing information about your project(s). Next, we hope to learn more about your interactions with City staff.

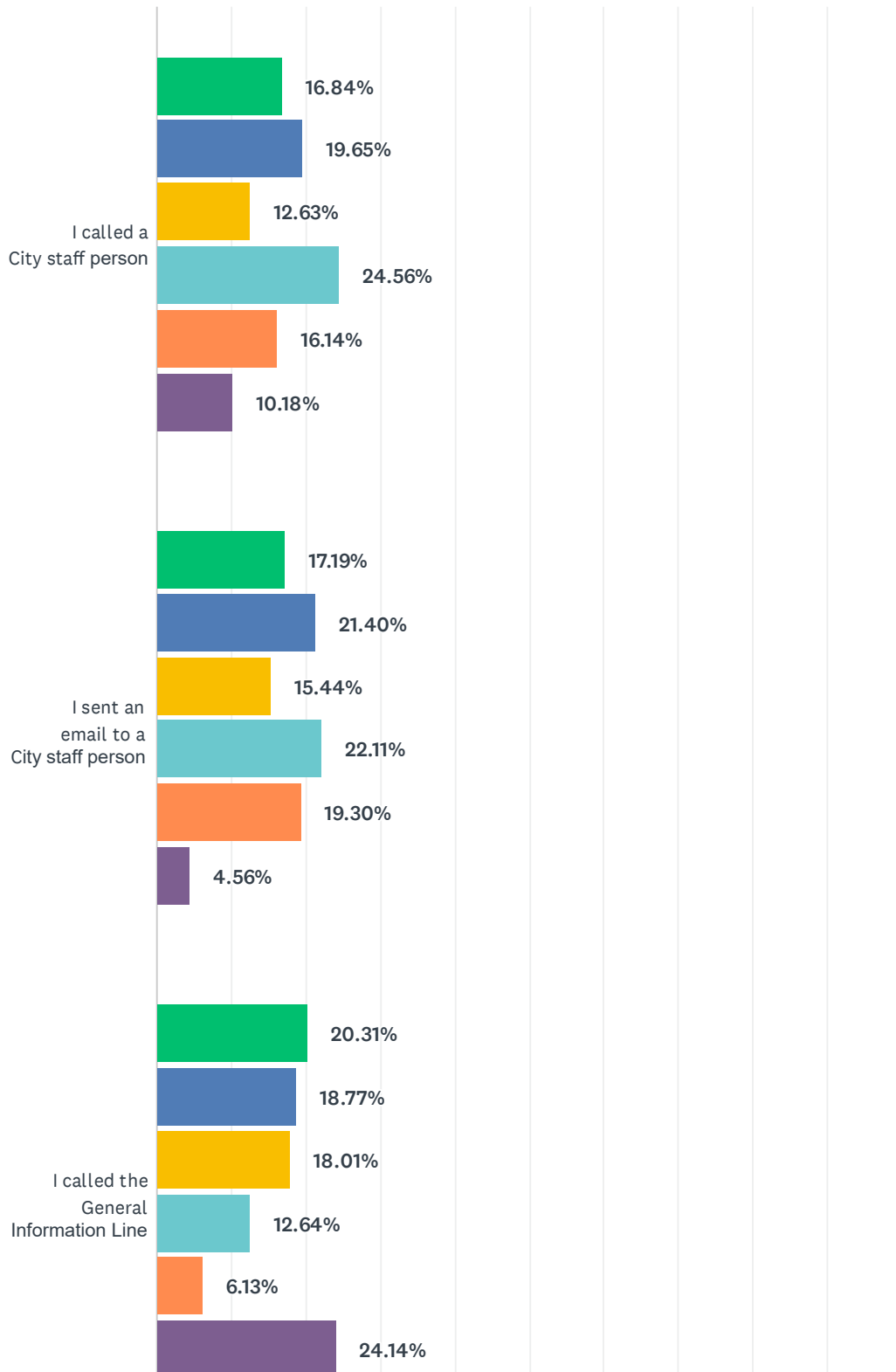
As you prepared your building permit application materials, did you reach out to City of Portland staff for information or assistance?



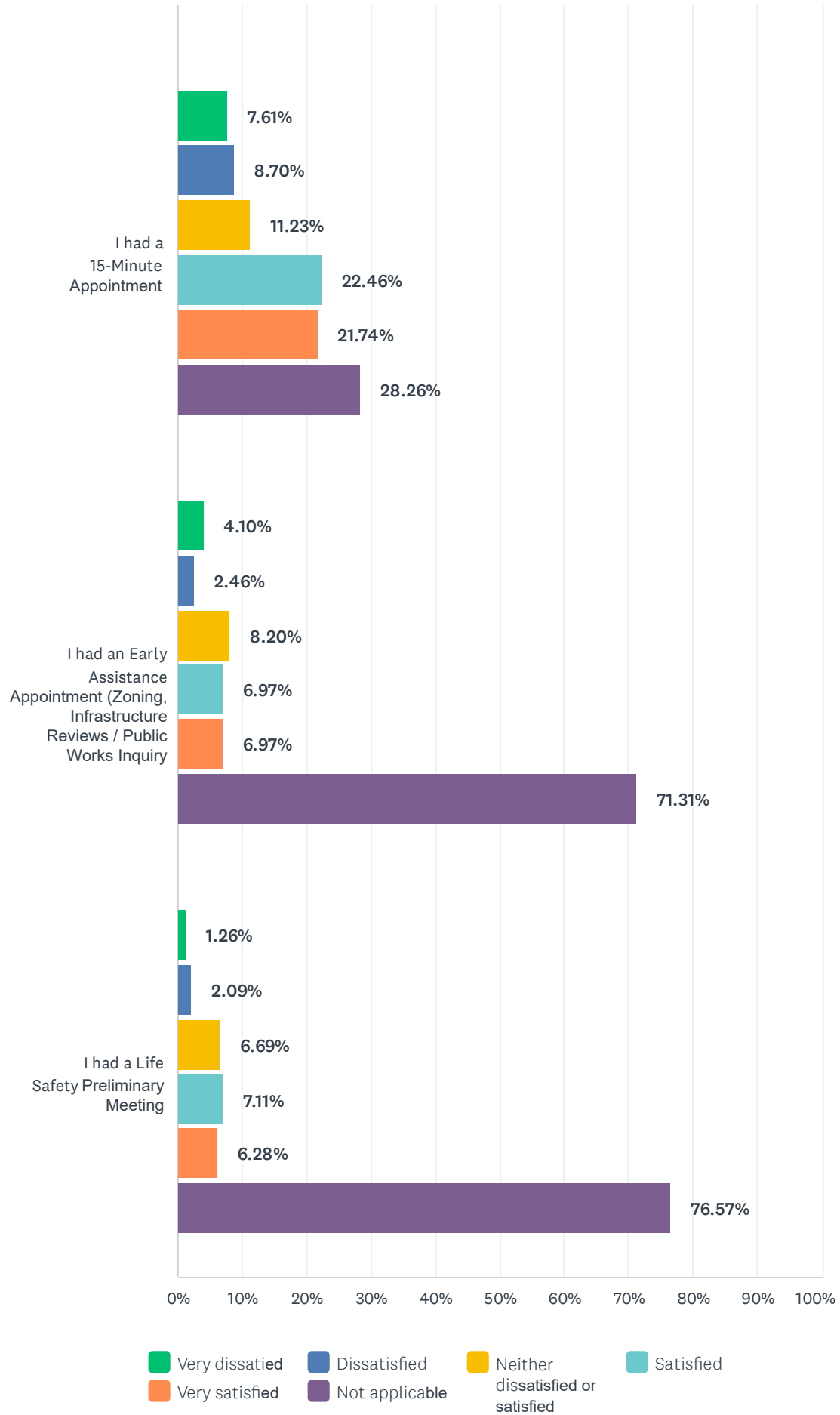
ANSWER CHOICES	RESPONSES	
Yes	80.30%	326
No	19.70%	80
TOTAL		406

### Q10 If you used one or more of the following options to reach out to City of Portland staff for information or assistance, how satisfied were you with the service of each option?

Answered: 312 Skipped: 125



## 2022 Residential and Commercial Permit Application Survey

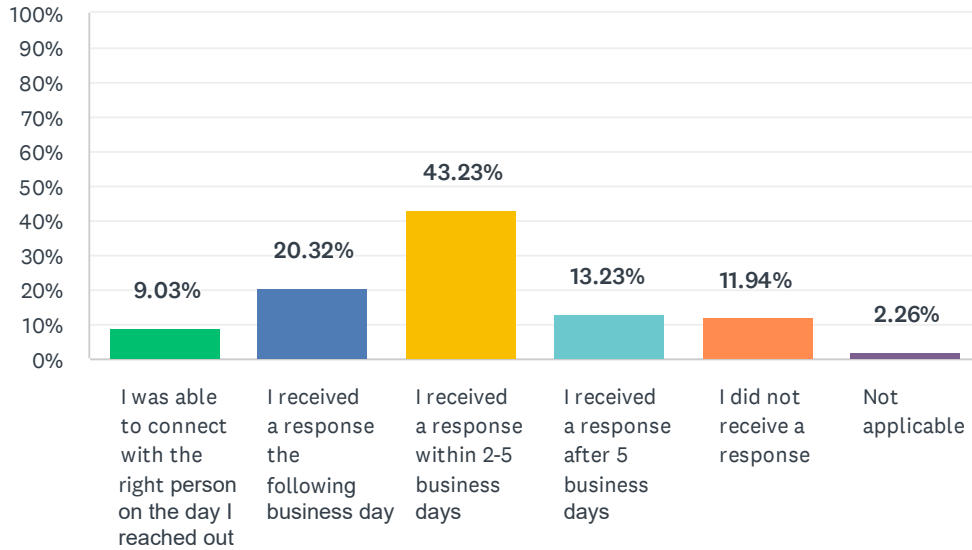


2022 Residential and Commercial Permit Application Survey

	VERY DISSATISFIED	DISSATISFIED	NEITHER DISSATISFIED NOR SATISFIED	SATISFIED	VERY SATISFIED	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
I called a City staff person	16.84% 48	19.65% 56	12.63% 36	24.56% 70	16.14% 46	10.18% 29	285	
I sent an email to a City staff person	17.19% 49	21.40% 61	15.44% 44	22.11% 63	19.30% 55	4.56% 13	285	
I called the General Information line (503) 823-7300	20.31% 53	18.77% 49	18.01% 47	12.64% 33	6.13% 16	24.14% 63	261	
I had a 15-Minute Appointment	7.61% 21	8.70% 24	11.23% 31	22.46% 62	21.74% 60	28.26% 78	276	
I had an Early Assistance Appointment (Zoning or Infrastructure Reviews / Public Works Inquiry)	4.10% 10	2.46% 6	8.20% 20	6.97% 17	6.97% 17	71.31% 174	244	
I had a Life Safety Preliminary Meeting	1.26% 3	2.09% 5	6.69% 16	7.11% 17	6.28% 15	76.57% 183	239	

## Q11 When you reached out to City of Portland staff, which option best describes the typical timeframe to connect?

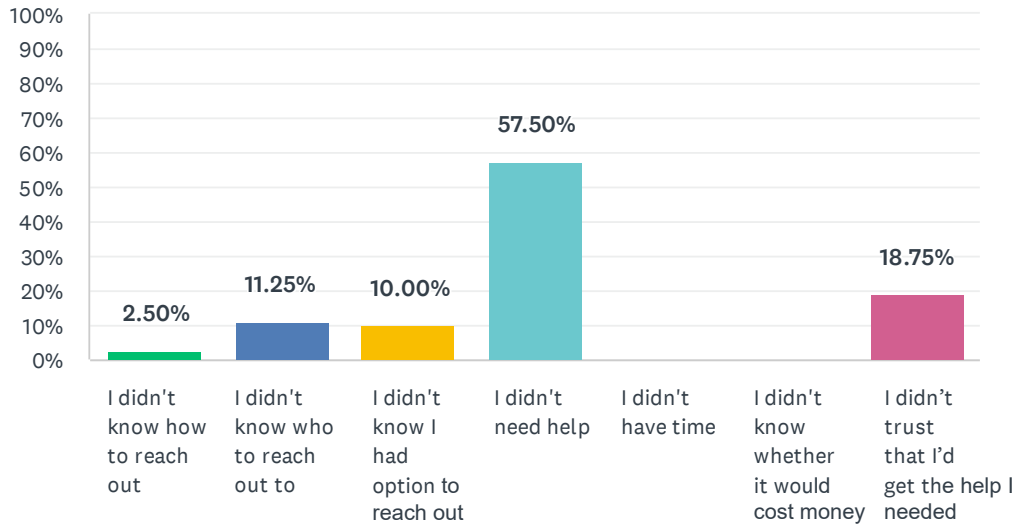
Answered: 310 Skipped: 127



ANSWER CHOICES	RESPONSES	
I was able to connect with the right person on the day I reached out	9.03%	28
I received a response the following business day	20.32%	63
I received a response within 2-5 business days	43.23%	134
I received a response after 5 business days	13.23%	41
I did not receive a response	11.94%	37
Not applicable	2.26%	7
<b>TOTAL</b>		<b>310</b>

**Q12 If you did not reach out to City of Portland staff for information or assistance as you prepared your building permit application materials, why not? Choose the option that best describes your experience.**

Answered: 80 Skipped: 357

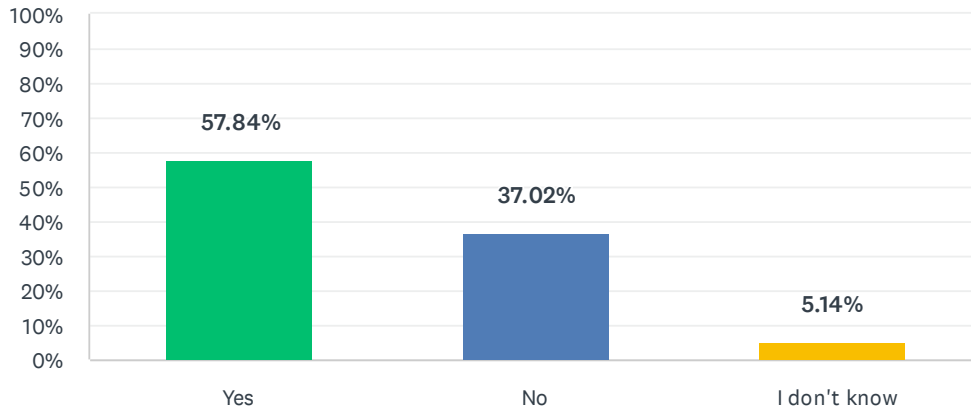


ANSWER CHOICES	RESPONSES	
I didn't know how to reach out	2.50%	2
I didn't know who to reach out to	11.25%	9
I didn't know I had options to reach out	10.00%	8
I didn't need help	57.50%	46
I didn't have time	0.00%	0
I didn't know whether it would cost money	0.00%	0
I didn't trust that I'd get the help I needed	18.75%	15
<b>TOTAL</b>		<b>80</b>



### Q13 After you submitted your most recent building permit application, did City staff contact you for additional information needed to be able to set-up the permit application?

Answered: 389 Skipped: 48



ANSWER CHOICES	RESPONSES	
Yes	57.84%	225
No	37.02%	144
I don't know	5.14%	20
<b>TOTAL</b>		<b>389</b>

## Q14 You're almost there!

Next, we hope to hear your thoughts and ideas to better serve you.

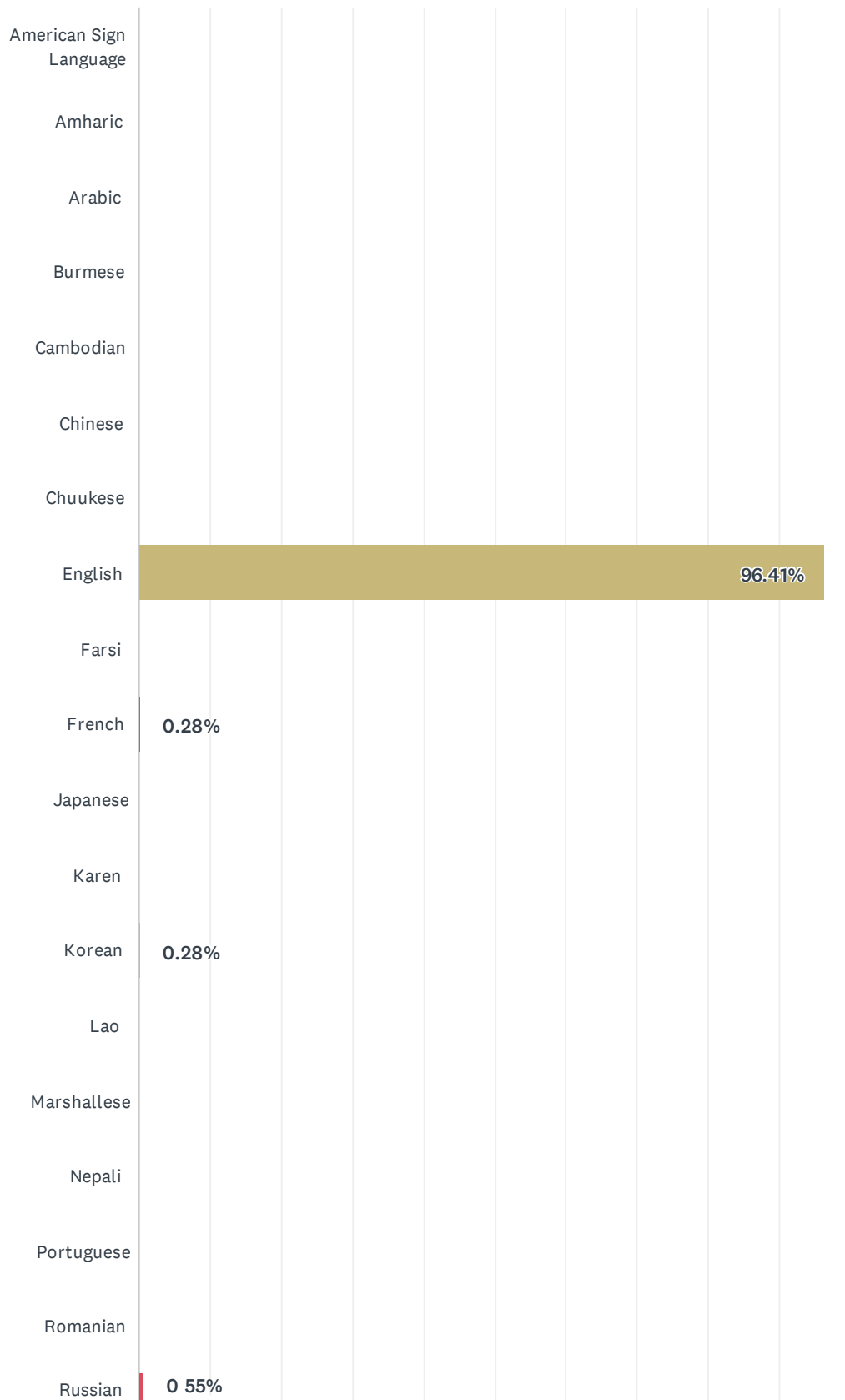
Please use this space to share your thoughts on what we did well and what we could do differently to better help our customers prepare a complete building permit application.

Answered: 322 Skipped: 115

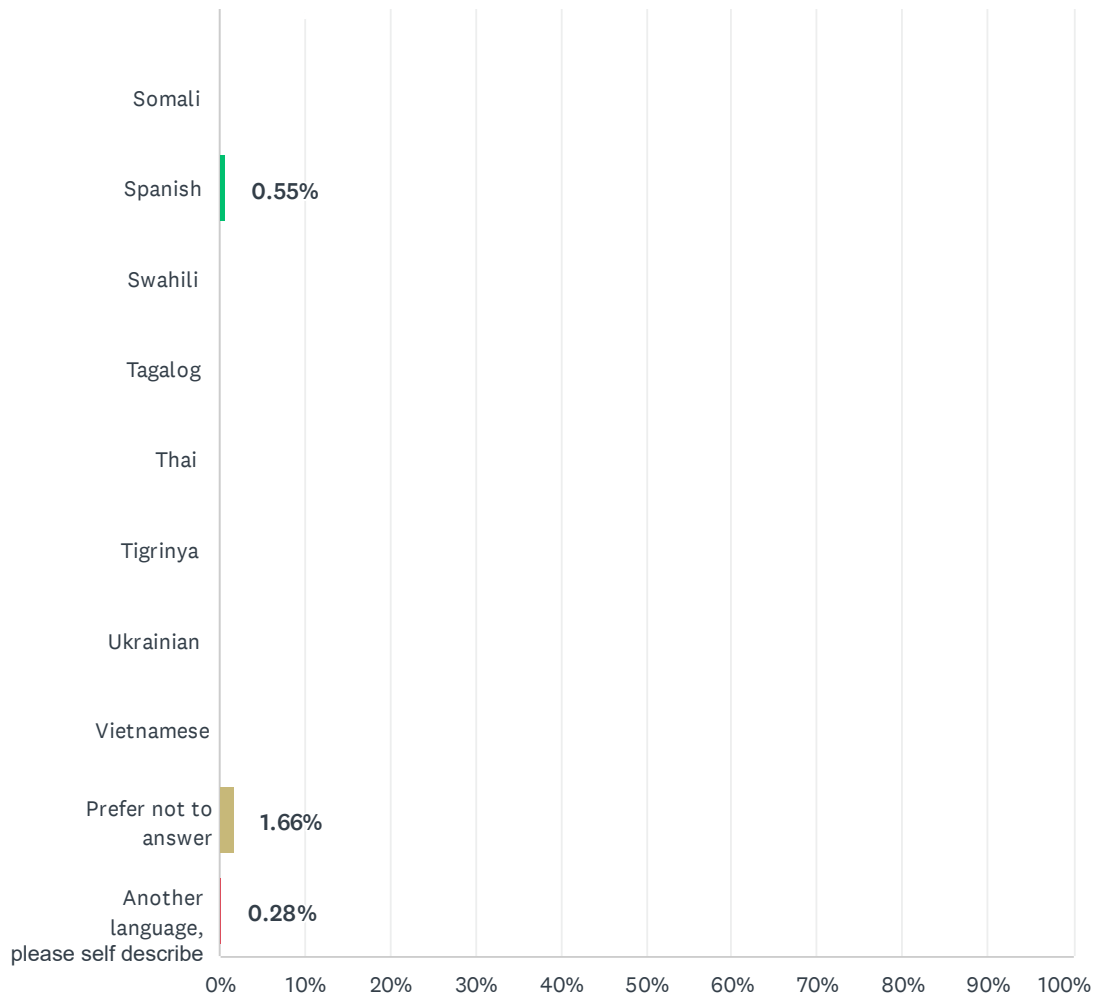
***Find open-ended responses starting page 25***

## Q15 What is your primary language?

Answered: 362 Skipped: 75



# 2022 Residential and Commercial Permit Application Survey

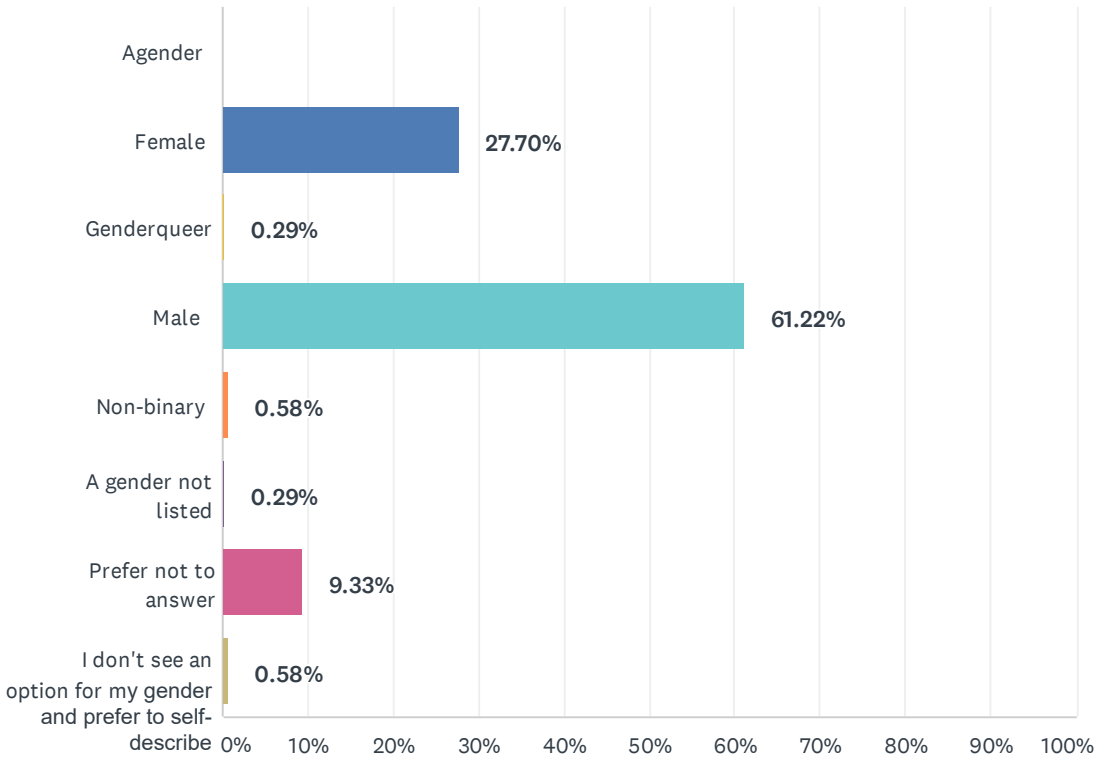


## 2022 Residential and Commercial Permit Application Survey

ANSWER CHOICES	RESPONSES	
American Sign Language	0.00%	0
Amharic	0.00%	0
Arabic	0.00%	0
Burmese	0.00%	0
Cambodian	0.00%	0
Chinese	0.00%	0
Chuukese	0.00%	0
English	96.41%	349
Farsi	0.00%	0
French	0.28%	1
Japanese	0.00%	0
Karen	0.00%	0
Korean	0.28%	1
Lao	0.00%	0
Marshallese	0.00%	0
Nepali	0.00%	0
Portuguese	0.00%	0
Romanian	0.00%	0
Russian	0.55%	2
Somali	0.00%	0
Spanish	0.55%	2
Swahili	0.00%	0
Tagalog	0.00%	0
Thai	0.00%	0
Tigrinya	0.00%	0
Ukrainian	0.00%	0
Vietnamese	0.00%	0
Prefer not to answer	1.66%	6
Another language, please self-describe below	0.28%	1
<b>TOTAL</b>		<b>362</b>

## Q16 What is your gender identity?

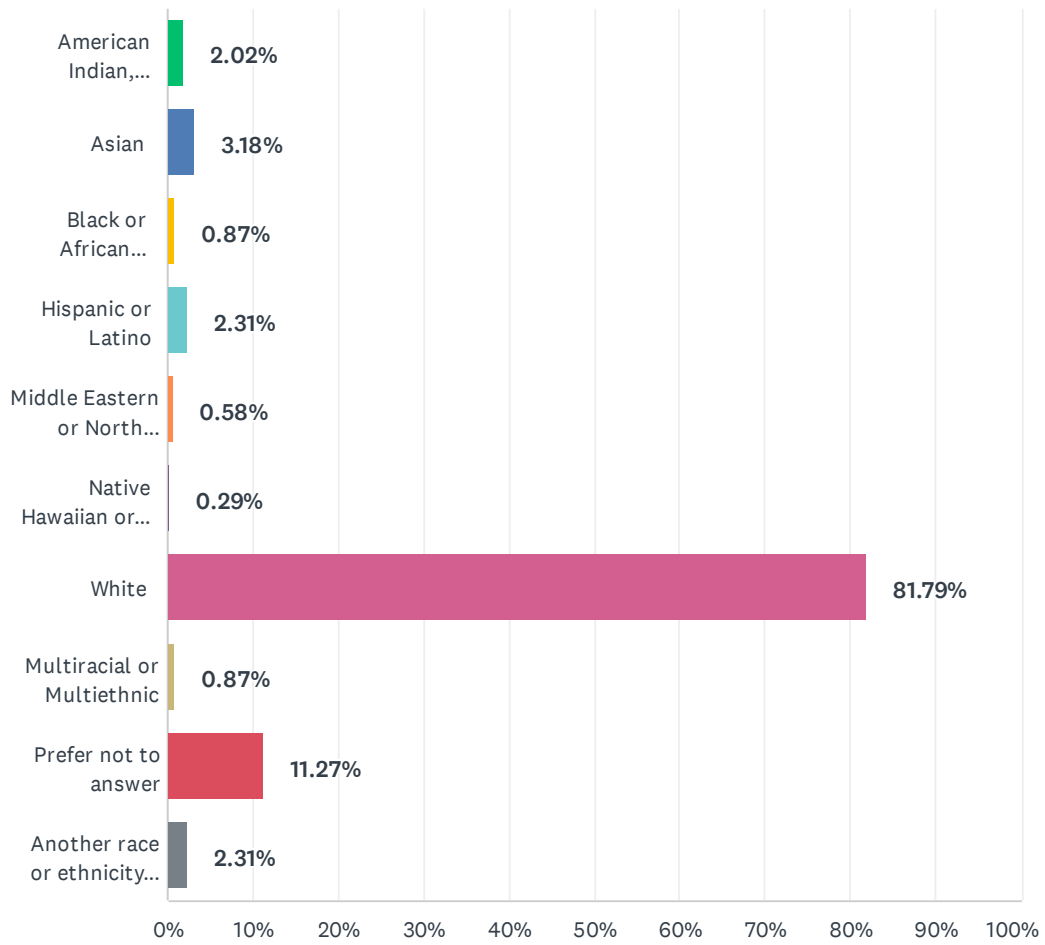
Answered: 343 Skipped: 94



ANSWER CHOICES	RESPONSES	
Agender	0.00%	0
Female	27.70%	95
Genderqueer	0.29%	1
Male	61.22%	210
Non-binary	0.58%	2
A gender not listed	0.29%	1
Prefer not to answer	9.33%	32
I don't see an option for my gender and prefer to self-describe	0.58%	2
<b>TOTAL</b>		<b>343</b>

### Q17 What is your race or ethnicity? Check all that apply.

Answered: 346 Skipped: 91



## 2022 Residential and Commercial Permit Application Survey

ANSWER CHOICES	RESPONSES	
American Indian, Indigenous American, or Alaskan Native	2.02%	7
Asian	3.18%	11
Black or African American	0.87%	3
Hispanic or Latino	2.31%	8
Middle Eastern or North African	0.58%	2
Native Hawaiian or other Pacific Islander	0.29%	1
White	81.79%	283
Multiracial or Multiethnic	0.87%	3
Prefer not to answer	11.27%	39
Another race or ethnicity (please self-describe)	2.31%	8
Total Respondents: 346		