



Health Care Agency – Environmental Health Division

Plan Check Customer Survey (2009-2010)

In an effort to assess the effectiveness of, and client satisfaction with, the plan review process, the Orange County Health Care Agency's Environmental Health Division conducted a brief Plan Check Survey. Survey respondents included businesses in the county that had submitted plans for a new or remodeled food facility at Environmental Health Specialist.

Data from 86 surveys received during the 9-month period between September 1, 2009 and May 31, 2010. The survey focused on 5 areas:

1. Types of Facilities
2. Inspector Rapport and Clarity of the Plan Check Review Process
3. Program Communication
4. Clients' Prior Experience and Lessons Learned
5. Comments and Requests for Additional Assistance/Information

The Plan Check Review Process

- ❖ Nearly all respondents (93%) reported that the service request form was clear and easy to complete.
- ❖ Following their plan submittal, most (93%) agreed that the process of plan check review was clear to them upon leaving the department.
- ❖ Almost all of the respondents (97.7%) stated that the inspector was courteous during the process of reviewing and correcting the plan.

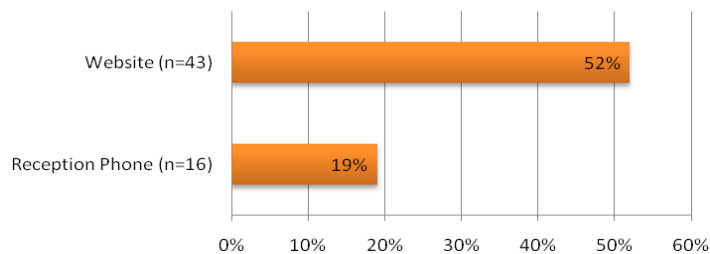
Program Communication

- ❖ All respondents stated that the inspector provided them with helpful information on how to address any areas needing correction (87.2%).
- ❖ Almost all (95.3%) of the respondents reported they were made aware of the plan check inspector's office hours.
- ❖ At the time of plan submittal, 81.9% of the respondents reported they were informed about the plan check reception phone number and 47.5% were informed of the Website.
- ❖ Nearly all respondents (93%) reported that the service request form was clear and easy to complete.
- ❖ And, following their plan submittal, most (93%) agreed that the process of Plan Check review was clear to them upon leaving the department.
- ❖ Nearly all respondents stated that the inspector either provided them with helpful information on how to address any areas needing correction (87%) or did not identify areas needing correction (11%). One requested more "*recommendations/suggestions*."

Inspector Rapport

- ❖ Almost all of the respondents (97%) stated that the inspector was courteous during the process of reviewing and correcting the plan.
- ❖ Two respondents wrote that the inspector was "easy to talk to," and "great inspector, very sharp."
- ❖ Of the respondents who called their plan check inspector, 92% stated their call was returned in a timely manner (within one business day of the call).
- ❖ Most respondents (95%) stated that the inspector was available when they tried to reach him/her during his/her designated office hours.
- ❖ Some suggestions for improvement included reduced wait times and a need for more thorough information.
- ❖ A few respondents requested additional assistance or information to be available on the Plan Check Website, such as "downloadable fee schedules, plan check applications, etc."

**% of Respondents NOT Informed of
Plan Check Website or Reception Phone**
(at time of plan submittal)



Additional Comments

- ❖ Overall, comments and suggestions were positive and mention how knowledgeable, courteous, friendly, helpful, and professional the inspectors are.
- ❖ *I have noticed a much more friendly attitude when coming in and more willingness to answer any of my questions.*
- ❖ *Compared to -----, OCHCA is a pleasure to deal with.*
- ❖ *Your overall performance & professional customer services is at most highest in the state of California & USA. (Good Job)*
- ❖ *Overall, the Plan Checker was extremely helpful and professional.*
- ❖ *"I couldn't speak more highly of my experience. Every aspect was completed with excellent professionalism. Thank you."*

Clients' Prior Experience and Lessons Learned

- ❖ For 25% of the respondents, this was the first time they had submitted plans to Orange County Environmental Health for review or approval. However, the majority of respondents (75%) had prior experience submitting one or more plans.
- ❖ Overall, 35% of respondents stated that they learned something new from this plan check review process, including 63% of those respondents submitting plans for the first time and 27% of those with prior experience submitting plans.

Summary and Follow-Up

Overall, survey respondents appear to be satisfied with the Plan Check review process and the helpfulness of their inspector. Given that 52% of the respondents reported that they were not aware of the Plan Check Website, the program recognized a need to publicize the Website more widely and expand the resources and guidelines available online. This could help maximize inspectors' time spent with clients and expedite the review process, in general.

In the past year the Plan Check section has implemented a number of improvements.

- ❖ A general email address was established for the entire section to make emailing and tracking of emails easier.
- ❖ The intake form now asks for the client's email addresses and email is utilized on a regular basis.
- ❖ The web address and reception main line are prominently displayed on the Plan Check letters.
- ❖ The plan check report has been completely redesigned to enhance legibility, allow for more standardization, reduce paper usage, and allow for better tracking of projects.
- ❖ In 2012 the status of each project will be posted on the Web to help clients with tracking, allow for greater transparency, and greater efficiency.