




Engaging Permit and Development Center Customers

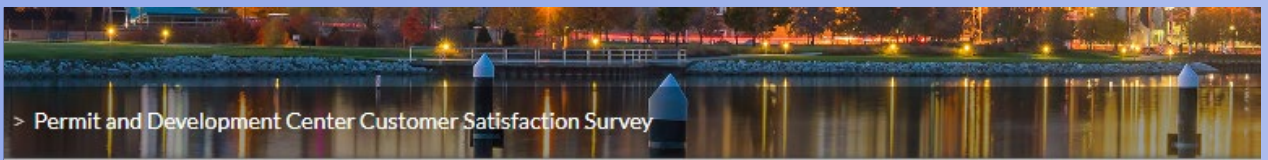
Sincerely,

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Your opinion is important to us. Please complete our brief [Permit & Development Center survey](#) regarding your recent customer service experience.

...



Thank you for providing this information and taking the time to submit this survey. We will be using the results to help enhance our process to provide you improved customer service.



Survey Results

Average user rating from 1 (poor) to 5 (exceptional)

1. Clarity and helpfulness of information provided (examples: information sheets, the Permit and Development Center website, e-mail correspondence with staff, phone calls with staff, in-person meetings with staff, etc.): **4.21**
2. Knowledge, friendliness, helpfulness, and professionalism of the Permit and Development Center staff: **4.45**
3. Duration of time from first submittal to issuance of permit: **3.48**
4. Online user experience (examples: QLess, Land Management System/Accela, and the Permit and Development Center website): **3.41**
5. Overall experience with the Permit and Development Center: **3.88**

Asking for Feedback from Permit and Development Center Customers

Friendly, smiling staff. The tech team and front end staff are exceptional.

I appreciate the help of learning the online permit process since I'm not very well-versed on computers.

More in-person, so we get to know all of these new people.

It has been a lengthy process getting permits and plans approved. This has delayed construction and revenue by months. Please do something to help us small business owners.