

## Building Division Customer Service Survey

Q1. In general terms, please describe the kind of building permit you received

Answer Choices	Response	Responses
Commercial/Industrial	6.25%	1
Residential	93.75%	15
Institutional	0.00%	0
Other	0.00%	0
	Answered	16
	Skipped	0

Q2. Are you the owner of the building/project or a contractor?

Answer Choices	Response	Responses
Owner	56.25%	9
Contractor	43.75%	7
Other	0.00%	0
	Answered	16
	Skipped	0

Q3. In general terms, how would you rate the customer service you received from the Building division during your recent experience?

Answer Choices	Response	Responses
Excellent	75.00%	12
Good	6.25%	1
Satisfactory	0.00%	0
Poor	18.75%	3
	Answered	16
	Skipped	0

Q4. Was the building permit approval process described to you by City staff at the beginning of the process?

Answer Choices	Response	Responses
Yes	73.33%	11
No	26.67%	4
	Answered	15
	Skipped	1

Q5. Did the building inspector act in a professional manner?

Answer Choices	Response	Responses
Yes	87.50%	14
No	6.25%	1

I did not work with a building  
inspector

6.25%	1
Answered	16
Skipped	0

Q6. Overall, how would you rate your experience with the building division? (1-5)

Answer Choices	1	2	3	4	5	Total	<b>Weighted Average</b>
Star	2	1	0	0	13	16	<b>4.31</b>