

SUMMARY OF ELEVEN SUBMISSIONS

Question 1: Tell us about the Planning & Development Services you were here for today:

10 selected Residential and 1 gave no answer.

Question 2: Were you here for property subdivision services? & Question continuation: Or were you here for property development and safety code services? *(Note – multiple selections were made by a number of customers as such all are included below)*

1 Subdivision Application;	2 Building Permit;	2 Plumbing Permit;
1 Subdivision Permit;	2 Electrical Permit;	2 Sewage Permit;
5 Development Permit;	2 Gas Permit;	3 Compliance Letter;
1 chose "Other" and wrote in "Info on Subdivision"		

Question 3: How long did you wait at the counter before someone helped you?

8 chose 1 – 3 minutes, 2 answered 3 – 5 minutes and, 1 selected more than 5 minutes.

Question 4: Was this your first visit to our department?

Yes = 3 No = 8

Ratings and written comments & information on the following pages.

Please rate the following:

Rating answers in this part are shown like this: Poor ○ ○ ○ ○ ○ Excellent.

To be rated:

Reception area/renovations:

- 7 rated these excellent
 - 4 rated these 1 less than excellent
-

Staff greeting:

- 10 checked excellent
 - 1 checked 1 less than excellent
-

Answers to any questions:

- 9 checked excellent
 - 2 checked 1 less than excellent
-

Employee's knowledge of the topic:

- 10 checked excellent
 - 1 checked 1 less than excellent
-

Overall rating of customer service:

- 8 chose excellent
- 3 chose 1 less than excellent

No selections of less than the 4th one were made and none were left vacant.

Question: What did you like best about our service?

Answers:

- “Quick + easy”
- “Very knowledgeable fast service”
- “Knowledgeable staff”
- “info given in a clear + concise manner with written validation.”
- “Friendly + knowledgeable staff”
- “Renovations create an environment that is more private + the service seems more personalized”
- “Every time we have been here at every level we have had excellent service and all concerns addressed.”
- “friendly + informative Love the renovations”

3 submitted with no written answers.

Question: How can we improve our customer service?

Answers:

- “Thank you. Very pleasant to deal here.”
- “Leave office open between 12 noon + 1 PM with skeleton staff”
- “Try to keep permits rate down or lower.”
- “permit forms are hard to fill out because the wording is in technical language”
- “being able to apply and do the whole process online”

6 submitted with no writing.