



Customer Satisfaction Poll Results

(Satisfied & Very Satisfied Responses Only)

	AVERAGES			
	2016 Benchmark	2017	2018	2020
Plan Reviews & Inspections				
Codes and policies are applied by staff in a fair and practical manner	38%	40%	37%	45%
Staff anticipates obstacles and provides options when they were available	31%	36%	33%	38%
Requirements/comments applied are reasonable and justified	35%	38%	34%	42%
Inspectors rarely find errors in the field that should have been caught during the review process	39%	36%	32%	42%
Coordinated Reviews w/12 Departments				
Customer understands the department processes	65%	60%	59%	62%
Customer understands the department structure and role of external review departments	29%	37%	39%	43%
Customer Service				
The staff provide excellent customer service	40%	43%	40%	47%
Services are completed by the date promised	39%	38%	34%	46%
Staff is easily accessible	35%	38%	35%	42%
Additional Questions				
Customer treated fairly by staff	64%	68%	68%	68%
Technical Competence of staff	53%	53%	49%	55%
Time the process takes to complete	41%	43%	38%	48%
How easy the process is to complete	41%	42%	40%	46%
Staff is responsive to customer needs	52%	55%	54%	54%
Staff anticipates obstacles and provides options when available	47%	50%	49%	51%
Standards are applied consistently by staff	48%	52%	49%	49%
How easy it is to contact staff	42%	43%	42%	45%

These results have a 95% level of confidence with a precision of at least +/- 4.3%

LEGEND

EXCEEDED
2016 Benchmark

BELOW
2016 Benchmark

SAME
as 2016 Benchmark