

**PERMIT CENTER
CUSTOMER SURVEY CARD RESPONSES
JULY 1, 2008 - JUNE 30, 2009**

Below is a summary of the overall ratings of the Permit Center based on 252 survey cards received from the public for the period of July 1, 2008 - June 30, 2009.

	Excellent or Good	Fair or Poor	
Overall Service:	98%	2%	
Courtesy of Receptionist:	100%	0%	
Courtesy of Professional Staff:	98%	2%	
Knowledge of Professional Staff:	97%	3%	
Initially assisted within 15 minutes?	97%	3%	
How long was visit in total?	30 Minutes	30-60 Minutes	More than 1 hour
	70%	25%	5%
Did you get adequate information and were all your questions answered?	Yes	No	
	97%	3%	
Who assisted you?			
<i>Planning Division:</i>	108		
<i>Building Division:</i>	114		
<i>Fire Department:</i>	41		
<i>Community Preservation:</i>	1		
<i>Rental Housing:</i>	0		
<i>Other:</i>	0		