

CITY OF HAYWARD
Development Services Department
Summary of Customer Survey Card Responses

FY16	Based on 341 Survey Cards		
	Excellent or Good	Fair or Poor	
Overall, how is our service?	97%	3%	
Courtesy of Receptionist	100%		
Courtesy of Professional Staff	100%		
Knowledge of Professional Staff	98%	2%	
	YES	NO	
Were you initially assisted within 15 minutes?	n/a	n/a	
Did you get adequate information and were all your questions answered?	96%	4%	
	30 Minutes or less	30-60 Minutes	More than 1 hour
How long was visit in total?	62%	28%	10%
	Total		
Who assisted you?			
Building Division	142		
Planning Division	125		
Fire Department	1		
Code Enforcement & Rental Housing	11		
Other	2		
	Total		
Number of Visitors to the Permit Center			
Building Division	2664		
Planning Division	1404		
Building & Planning Divisions			
Code Enforcement & Rental Housing	450		
Development Engineering	186		
Encroachment	36		
Fire Department	452		
General Inquiries	214		
Total Number of Visitors	5406		
% of customers who completed a survey card	6.31%		

FY15	Based on 1364 Survey Cards		
	Excellent or Good	Fair or Poor	
Overall, how is our service?	96%	4%	
Courtesy of Receptionist	99%	1%	
Courtesy of Professional Staff	99%	1%	
Knowledge of Professional Staff	98%	2%	
	YES	NO	
Were you initially assisted within 15 minutes?	n/a	n/a	
Did you get adequate information and were all your questions answered?	96%	4%	
	30 Minutes or less	30-60 Minutes	More than 1 hour
How long was visit in total?	61%	29%	10%
	Total		
Who assisted you?			
Building Division	659		
Planning Division	483		
Fire Department	73		
Code Enforcement & Rental Housing	134		
Other	6		
	Total		
Number of Visitors to the Permit Center			
Building Division	4646		
Planning Division	2712		
Building & Planning Divisions	1847		
Code Enforcement & Rental Housing	1111		
Development Engineering	536		
Encroachment	211		
Fire Department	1085		
General Inquiries	825		
Total Number of Visitors	12973		
% of customers who completed a survey card	10.51%		

FY14	Based on 564 Survey Cards		
	Excellent or Good	Fair or Poor	
Overall, how is our service?	96%	4%	
Courtesy of Receptionist	99%	1%	
Courtesy of Professional Staff	98%	2%	
Knowledge of Professional Staff	96%	4%	
	YES	NO	
Were you initially assisted within 15 minutes?	93%	7%	
Did you get adequate information and were all your questions answered?	97%	3%	
	30 Minutes or less	30-60 Minutes	More than 1 hour
How long was visit in total?	60%	27%	13%
	Total		
Who assisted you?			
Building Division	261		
Planning Division	197		
Fire Department	76		
Code Enforcement & Rental Housing	29		
Other	0		
	Total		
Number of Visitors to the Permit Center			
Building Division	3376		
Planning Division	1996		
Building & Planning Divisions	259		
Code Enforcement & Rental Housing	406		
Development Engineering	396		
Encroachment	224		
Fire Department	927		
General Inquiries	908		
Total Number of Visitors	8492		
% of customers who completed a survey card	6.64%		

FY13	Based on 222 Survey Cards		
	Excellent or Good	Fair or Poor	
Overall, how is our service?	97%	3%	
Courtesy of Receptionist	98%	2%	
Courtesy of Professional Staff	98%	2%	
Knowledge of Professional Staff	98%	2%	
	YES	NO	
Were you initially assisted within 15 minutes?	97%	3%	
Did you get adequate information and were all your questions answered?	96%	4%	
	30 Minutes or less	30-60 Minutes	More than 1 hour
How long was visit in total?	68%	21%	11%
	Total		
Who assisted you?			
Building Division	127		
Planning Division	75		
Fire Department	25		
Community Preservation	4		
Rental Housing	3		
Other	0		
	Total		
Number of Visitors to the Permit Center			
Building Division	5087		
Planning Division	2305		
Building & Planning Divisions	247		
Rental Housing	3		
Development Engineering	170		
Encroachment	76		
Fire Department	1019		
General Inquiries	584		
Total Number of Visitors	9488		
% of customers who completed a survey card	2.34%		