

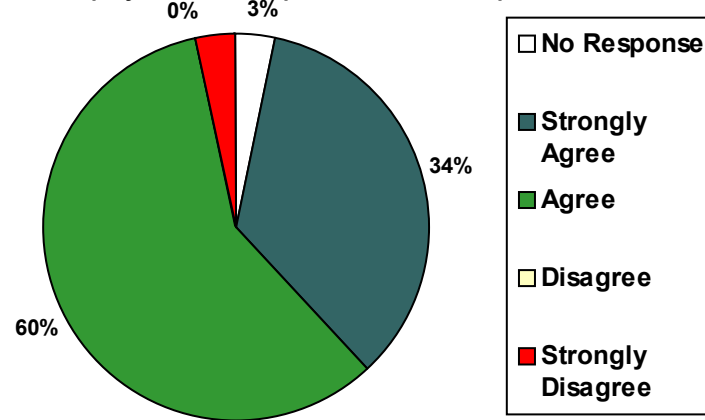
DSD Customer Survey Responses

This report covers the period from: 11/01/2007 to: 11/30/2007

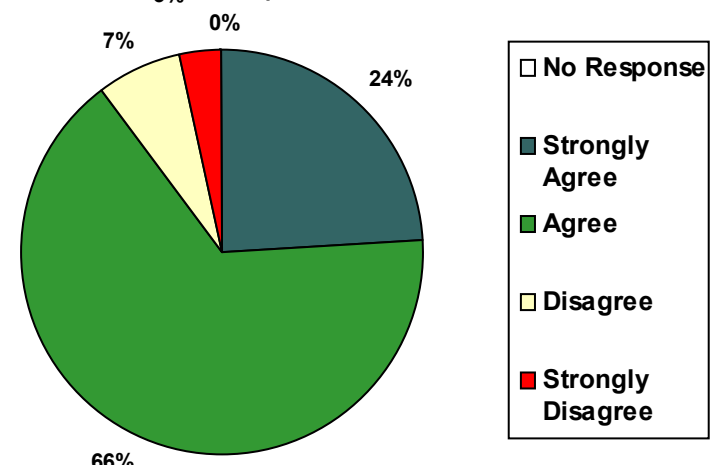
Number of responses from this period: 29

HOW DO WE RATE?

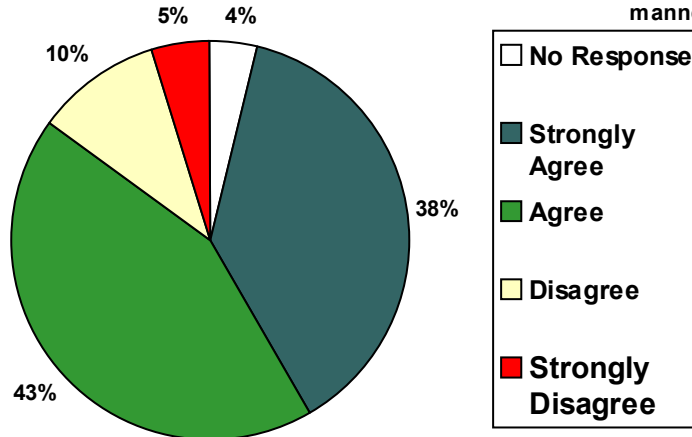
DSD employees were helpful, courteous and professional



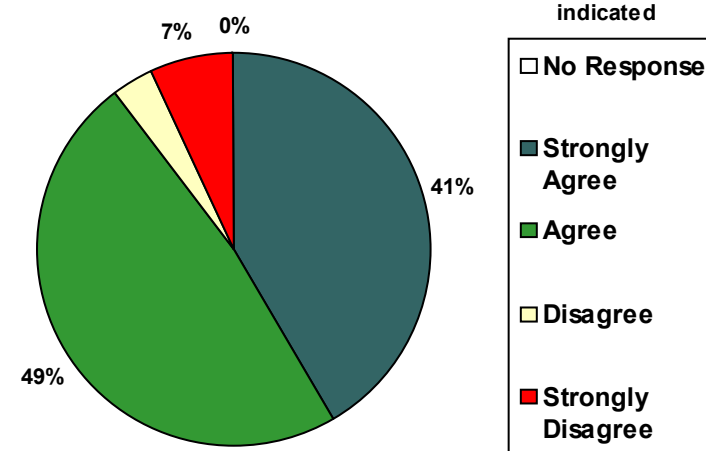
I received clear, complete and correct information



DSD staff members were available to assist me in a timely manner



The DSD process was completed within the time initially indicated

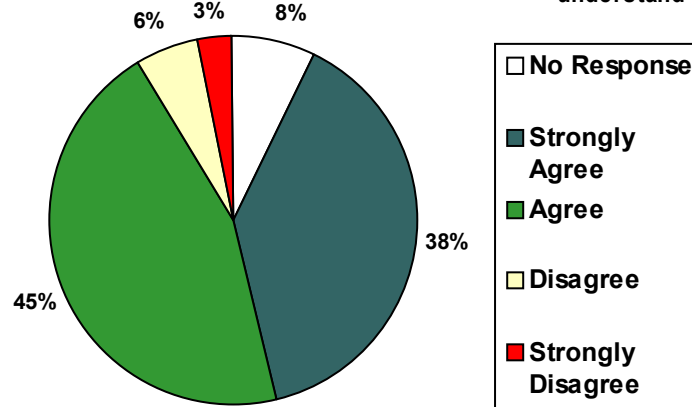


DSD Customer Survey Responses

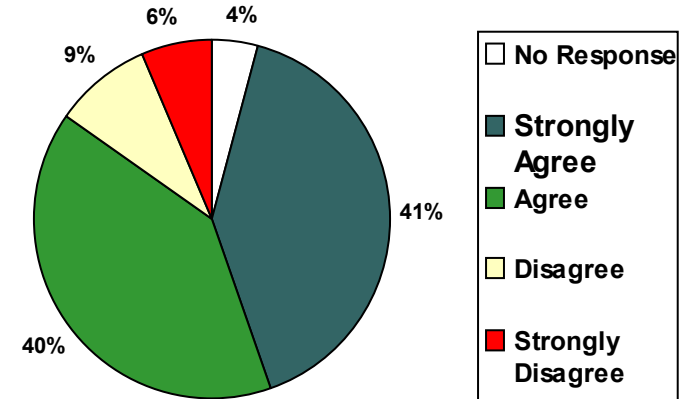
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The written materials provided were complete and easy to understand



Overall, I am satisfied with the services received



Type of Respondent

No Response	2
Owner	16
Contractor	7
Design Professional	3
Engineer	1

Frequency of Contact

No Response	2
First Time	10
Infrequent Customer	6
Frequent Customer	11

Purpose of Contact

No Response	2
Customer Assistance	2
Plan Review	5
Permit Counter	14
Inspection	6

Type of Permit

No Response	3
Commercial	8
Residential	17
Signs	1