



Village of Palmetto Bay Building & Permitting Department

Following are the results of the Building & Permitting Department survey for the month of December. The lowest rated answer we received was one 5 which is an average score. The overall averages from the respondents on all categories were 5.00 on a scale of 5.

Building Dept Survey Results Weeks Commencing Dec. 1 - Dec. 31, 2009		
Question	Respondents	Average
Question 1 Service Clerk Efficiency and Helpfulness	15	5.00
Question 2 Response of staff in timely manner and helpful	14	5.00
Question 3 Did staff contact you and was the plans ready for permitting	13	13 YES
Question 4 If attempted to be reached did we respond within one day	13	5.00
Question 7 What is overall rate of Building Department	15	5.00
Question 8 Did staff explain forms in a proper fashion	13	5.00
On Question 5 exceptional services mentioned for: <div style="display: flex; justify-content: space-around;"> <div style="text-align: left;"> Evelyn Fraley: three times Jackie Villegas: once </div> <div style="text-align: left;"> Complete staff: twice Gladys Bilbraut: once </div> </div>		
On Question 6 any suggestions for improvement <p style="text-align: center;"><i>“Keep up the outstanding work”</i></p>		