

MID COLUMBIA BUILDING CODE SERVICES

** Customer Satisfaction Survey **

Mid-Columbia Building Codes Services (MCBCS) is responsible for the review of building plans, issuance of permits, and the inspections of all commercial and residential construction activity. MCBCS takes customer service very seriously. We pride ourselves on great customer service and strive to achieve good relations with our customers.

We value your opinions and would like to request that you take a moment to complete our customer service survey. We would greatly appreciate any comments or concerns you would like to share about our department and/or your experience with us! **Your responses to this survey will remain confidential.**

If you would like to be contacted by MCBCS to further discuss your responses please provide:

Email: _____

First Name: _____

Last Name: _____

Project Address: _____

What category best describes you?

- Home Owner
- Business Owner
- Contractor/Subcontractor
- Developer
- Architect
- Other: _____

What types of permits did you obtain? (Please select all that apply)

- Building
- Mechanical
- Plumbing
- Electrical
- Manufactured Dwelling

Please answer the following questions using the scale provided:

(1=Lowest; 5=Highest; N/A=Not applicable or you did not work with this individual)

How would you rate the staff regarding the time to review and issue permits (this includes at the counter or over the phone)?

How would you rate the staff regarding response time to your requested inspection? (1 to 5, with 5 being the highest)

How would you rate the administrative/counter staff in helpfulness?

1	2	3	4	5	N/A

Please answer the following questions using the scale provided:

(1=Strongly Agree; 2=Agree; 3=Neutral; 4=Disagree; 5=Strongly Disagree; N/A=Not applicable)

	1	2	3	4	5	N/A
Staff provided complete and accurate information						
Staff made themselves available and responded to questions in a timely manner						
Staff was professional and courteous						
Inspectors provided alternatives or suggestions that were helpful in moving the project forward						
Inspectors adequately described corrections needed, citing code sections or policies						
Compared to other jurisdictions or departments I've worked with, MCBCS provided superior service						
My requested inspections were scheduled and done in a satisfactory time period						
My request for Certificate of Occupancy was promptly handled						
My phone calls to inspectors were returned within 24 hours						
Inspectors provided consistent, accurate and timely inspections						
When jobs were re-inspected, other corrections were seldom added						
How would you rate the ease of obtaining a permit (1 to 5 with 5 being the Easiest)						
How easy was it to request and inspection (1 to 5 with 5 being the Easiest)						
How would you rate the price of your permit for services you received (permit, plan reviews, inspections, code consults, etc.)? (1 to 5 with 5 being Fair)						

Which method do you prefer to request an inspection?

- Phone
- Fax
- Internet
- In person

Is there any part of our permitting process you would change?

- Yes
- No

If you answered yes, briefly describe what you would change:

Is there anything else you would like to share with MCBCS?

We thank you for taking the time to provide feedback which will enable us to improve our customer service and performance.

MCBCS Staff