Community Development
Customer Survey Response Summary (2007)

Date of Visit	Promptness of initial greeting	Time spent waiting for service	Courtesy/personal attention	Knowledge level of employees	Efficiency of service provided	Usability of information	Overall service	
1/9/2007	4	4	3	4	4	4	4	Brian was exceptional in spending the extra effort to get plans excepted due to front setback violation.
1/25/2007	4	3	4	4	4	4	3.5	The women were very knowledgeable, courteous, friendly and helpful. Speed up your computers!
2/23/2007	4	3	4	4	4	4	4	Excellent knowledge and service, even for a person in training (Brad). Hard to improve on!
2/26/2007	2	1	2	3	4	2	1	Wait time was so long, just to pick up an approved fire system permit. Waited over an hour. Wait time on screen was not correct. Don't charge people for parking.
4/18/2007	4	4	4	4	4	2	4	Debi Miller did a fantastic job helping me. The county website info was outdated but Debi took the time to find answers for me.
3/29/2007	4	4	4	4	4	4	4	Engineering Services.
4/6/2007	4		4	4	4	4	4	Battle Ground computers very slow. Service was excellent.
4/6/2007	4		4			1		Battle Ground computers not working properly.
4/9/2007	4	4	4	4	4	4	4	Battle Ground: service was excellent, computer have issues.
4/9/2007	4	3	4	4	4	4	4	Maria was friendly, efficient, and fun to work with. Employees are very helpful. Computers very slow. (BG)
4/10/2007	4	1	4	4	4	4	4	BG: computers way too slow. People are excellent!
4/27/2007	4	1	4	2	1	3	1	Three people in waiting room, 10 stations, and only one person being helped at a time. 41 minute wait time. It only takes 5-10 minutes to submit a T.I. at City of Vancouver.
5/4/2007	4	4	4	4	4	4	4	Debi M. was great, very patient and thorough and positive and happy. Great service every time!
5/7/2007	4	3	4	4	4	4	4	Mark, Brian and Debbie Weber were wonderful & helped us resolve our permit issues in complicated circumstances.
5/10/2007	4	4	4	4	4	4	4	
5/10/2007	4	4	4	4	4	4	4	Friendly, attentive, respectful. Rare for a government agency! Thanks!
5/15/2007	4	3	4	4	4	4	3	I look forward to coming here - not for the process, but for the staff. Good job! How about 1-2 evening times per week?
5/4/2007	4	2	4	3	3	3	3	There should be greater consistency for what/how the staff believe they can help you. Some believe they are allowed to do certain things while others believe they can't. It can be a bit frustrating at times.
5/17/2007	4	4	4	4	4	4	4	Debbie Miller was very helpful, polite. Helped us understand the process of adding an addition with patience. She gave excellent customer service. Also Bryan Mattson was extremely helpful.
5/22/2007	4	4	4	4	4	4	4	I came with a negative attitude because of past experience and left with a totally different view.
5/22/2007	4	4	3	4	4	4	3	
5/24/2007	4	4	4	4	4	4	4	I am here 2-3 times a week and it is very quiet in here. Music would be a good thing.
5/1/2007	4	4	4	4	4	4	4	Good counter service., and the rest of the dept was as good!
5/22/2007	4	4	4	4	4	4	4	Galen was great, very helpful & informative. Thanks for the toys for my children!
6/12/2007	4	3	4	4	4	3	4	
6/14/2007	4	4	4	4	4	4	4	Thank you to Susie for going the extra mile!
6/20/2007	4	4	4	4	4	4	4	Everyone is friendly and helpful. Put more magazines in lobby that men like to read.
6/26/2007	4	4	4	4	4	4	4	Galen was very helpful and knowledgeable.
6/29/2007	4	4	4	4	4	4	4	Very professional, proactive personnel at counter. The city of Washougal could learn a lot from a visit to your office.
6/29/2007	4	3	4	4	3	3	4	Great service from Deb. Need more comfortable chairs at the counter.
7/6/2007	4	4		4	4	4	4	Prompt service with excellent skills.
7/10/2007	4	4	4	4	4	4	4	Very impressed with the service provided to us. Employees stayed late to help us. Everything was excellent.
7/16/2007	4	4	4	4	4	4	4	
7/9/2007	4	4	4	4	4	4	4	very good service.
7/9/2007	4	4	4	4	4		4	Excellent service, Michelle Wall and Mark Hess.
7/18/2007	4	4	4	4	4	4	4	
7/24/2007	4	4	4	4	4	4	4	Great job. Very helpful.
7/25/2007	4	3	4	4	4	4	4	Marci Jeffreys was very patient and courteous on the phone. I noticed while I was in the waiting room. Very professional!
7/26/2007	3	3	3	3	3	3	3	
7/26/2007	4	4	4	4	4	4	4	Debra Weber was obviously a person who takes initiative. Very efficient!
7/26/2007	4	3	4	4	4		4	Bryan Mattson was very helpful and positive. Very appreciative!
8/1/2007	4	4	4	4	4	4	4	
8/6/2007	4	3	4	3	3	3	3	Everyone was very helpful.
8/27-8/31/07	4	4	4	4	4	4	4	Thanks for processing the permits for Miracle League!
8/30/2007	4	3	4	4	4	4	4	Talked with a number of GREAT staff! Keep up the good work and good attitudes!
8/17/2007	4	4	4	4	4	4	4	I love the hospitality and the coffee.
8/29/2007	4	4	4	4	4	4	4	Very fast and good service!
8/16/2007	4	4	4	4	4	4	4	Everyone was extremely friendly! We just came to get a dog license!
8/29/2007	4	4	4	4	4	4	4	Great, quick, professional service.
9/13/2007	4	4	4	4	4	4	4	I come in often as a Realtor, and I always get excellent service and smiles!
9/5/2007	3	4	4	3	4	4	4	Excellent service. Our ?s were thoroughly answered. Extra help given to ensure we get thru permit process.
8/21/2007	4	4	4	4	4	4	4	Good and fast service from Teresa, Debra, Debbie and Mark.
# Responses	***52***	***50***	***51***	***51***	***51***	***50***	***51***	
Average Rating YTD	***3.92***	***3.54***	***3.90***	***3.86***	***3.86***	***3.74***	***3.77***	
Grades YTD	***A-***	***B+***	***A-***	***A-***	***A-***	***B+***	***A-***	

A=4.0, A-=3.75, B+=3.50,B=3.25, B-=3.00
C+=2.75, C=2.50, C-=2.25
D+=2.0, D=1.75, D-=1.5
F=1.0

1=Very Dissatisfied, 2=Dissatisfied 3=Satisfied 4=Very Satisfied

Overall Service 1=Poor 2=Fair 3=Good 4=Excellent