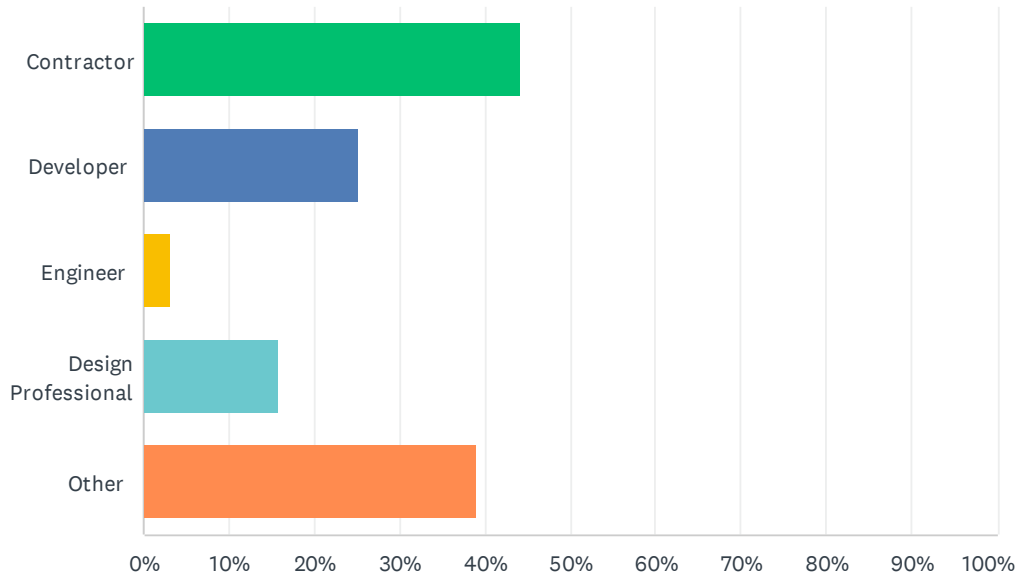


Q1 Check all that apply to you.

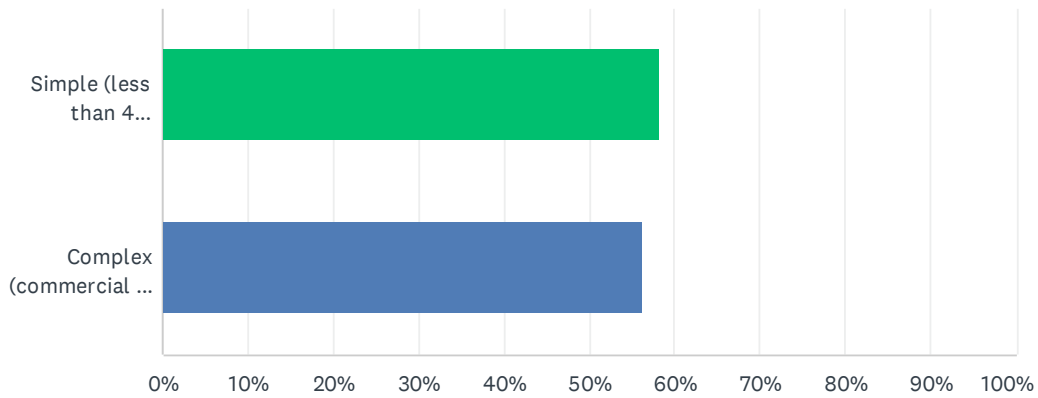
Answered: 95 Skipped: 0



ANSWER CHOICES	RESPONSES	
Contractor	44.21%	42
Developer	25.26%	24
Engineer	3.16%	3
Design Professional	15.79%	15
Other	38.95%	37
Total Respondents: 95		

Q2 If you are a Developer, please check the type of development.

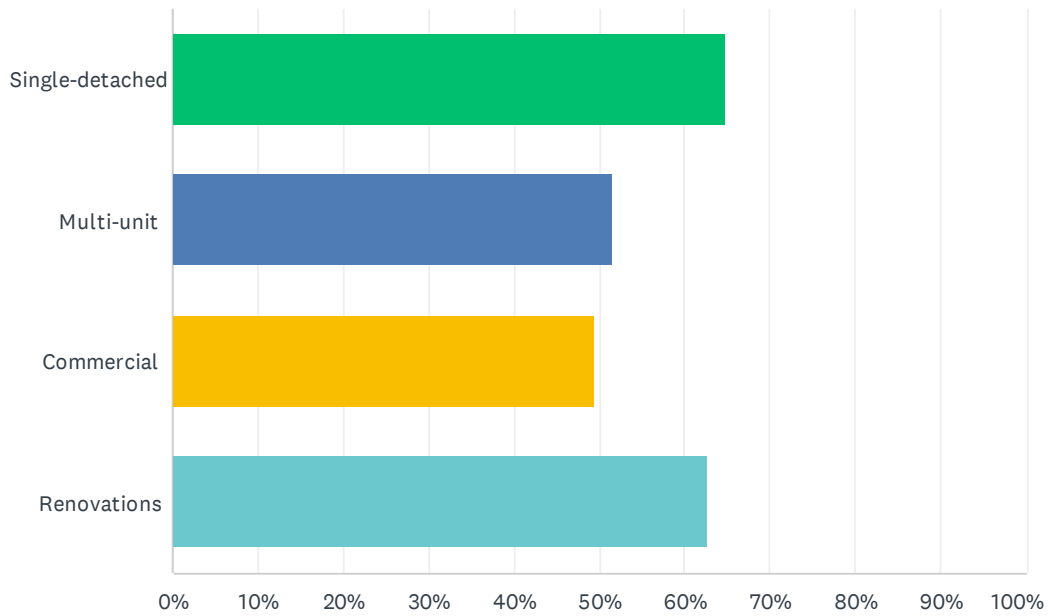
Answered: 55 Skipped: 40



ANSWER CHOICES	RESPONSES	
Simple (less than 4 residential units)	58.18%	32
Complex (commercial or industrial construction or more than 4 residential units)	56.36%	31
Total Respondents: 55		

Q3 Check all that apply to the work that you do.

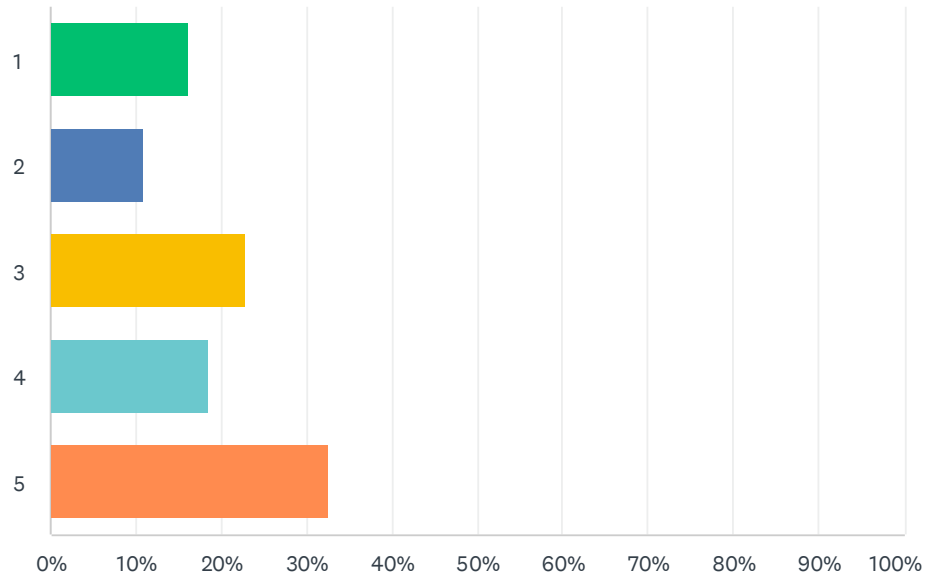
Answered: 91 Skipped: 4



ANSWER CHOICES	RESPONSES
Single-detached	64.84% 59
Multi-unit	51.65% 47
Commercial	49.45% 45
Renovations	62.64% 57
Total Respondents: 91	

Q4 Please rate the timing of receipt of your approved permit on a scale of 5, where 1 being “excellent” and 5 being “poor”.

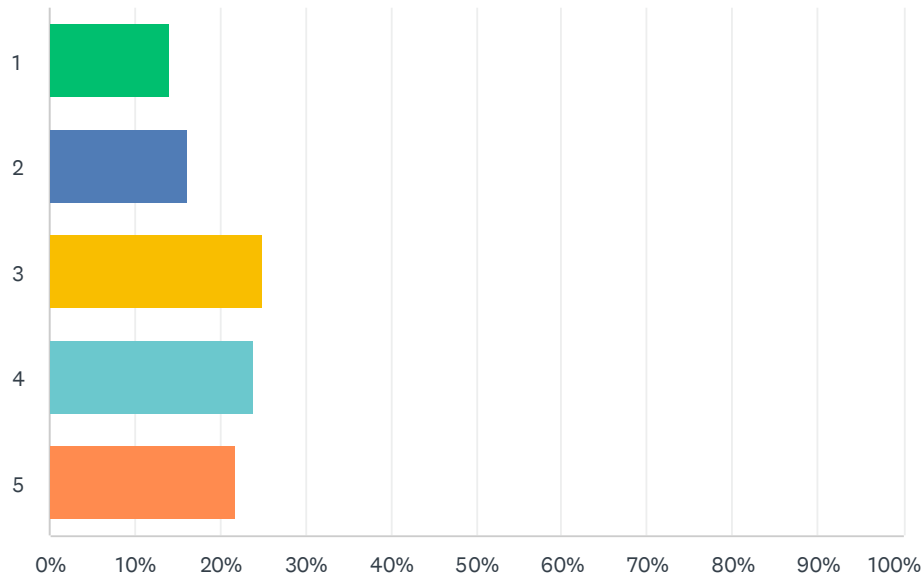
Answered: 92 Skipped: 3



ANSWER CHOICES	RESPONSES	
1	16.30%	15
2	10.87%	10
3	22.83%	21
4	18.48%	17
5	32.61%	30
Total Respondents: 92		

Q5 Please rate your customer service experience with regards to understanding the information requirements for the permit application process on a scale of 5, where 1 is “excellent” and 5 is “poor”.

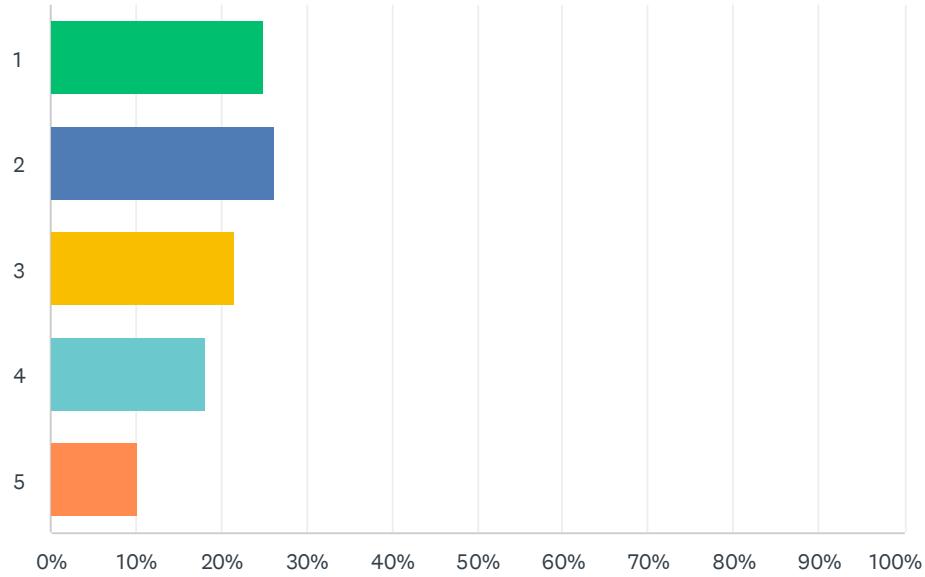
Answered: 92 Skipped: 3



ANSWER CHOICES	RESPONSES	
1	14.13%	13
2	16.30%	15
3	25.00%	23
4	23.91%	22
5	21.74%	20
Total Respondents: 92		

Q6 Please rate your experience with regards to front counter staff in providing information and explaining permit processes on a scale of 5, where 1 is “excellent” and 5 is “poor”.

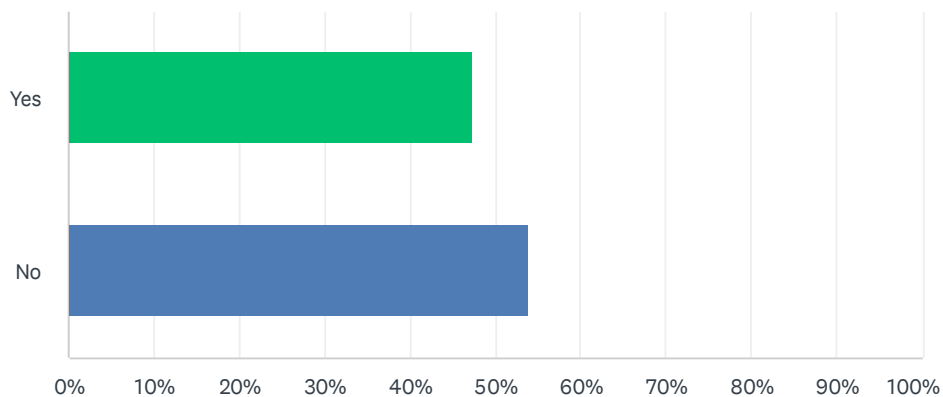
Answered: 88 Skipped: 7



ANSWER CHOICES	RESPONSES	
1	25.00%	22
2	26.14%	23
3	21.59%	19
4	18.18%	16
5	10.23%	9
Total Respondents: 88		

Q7 Are you able to find all the information required on the city website?

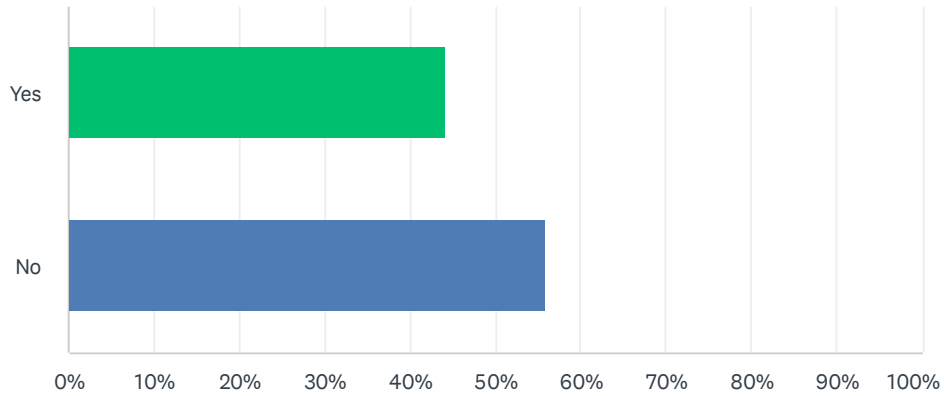
Answered: 91 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	47.25%	43
No	53.85%	49
Total Respondents: 91		

Q8 Do you have any other comments regarding the application and permitting process?

Answered: 86 Skipped: 9



ANSWER CHOICES	RESPONSES	
Yes	44.19%	38
No	55.81%	48
Total Respondents: 86		

Q9 Contact information for the draw

Answered: 59 Skipped: 36

ANSWER CHOICES	RESPONSES	
Name	100.00%	59
Phone number	89.83%	53
Email	86.44%	51