Bureau of Development Services
Facility Permit Program
Customer Satisfaction Survey

"Contributing to the health, safety and livability of our community through the streamlined delivery of Bureau of Development Services"

To our valued customer,

The Facility Permit Program is founded on the ideal of cooperation between the customer and our team representatives. From the beginning this programs success has relied on a combination of creativity and flexibility in our approach to city business and open / honest 'two-way' communications with our customers.

In the spirit of this cooperation, we would appreciate a few moments of your time in completing this survey and returning it to us via mail or fax. Your comments and feedback are essential to the continued success of this program.

We thank you for your cooperation and look forward to hearing from you!

Sincerely,

William A. Thomas
Program Manager
Facility Permit Program

Note: If more than one answer is applicable, please prioritize your answer in numerical order using 1 as the highest value or importance.

1] What is your customer classification?
___ Owner
___ Property Manager
___ Facility Manager/ Facility Engineer
___ Responsible Party
___ Architect/ Engineer
___ Accountant
___ Project Manager
___ General Contractor
___ Sub Contractor
  ___ Fire suppression
  ___ Fire alarms
  ___ Mechanical/HVAC
  ___ Plumbing
  ___ Electrical

FPP Survey

2] What is the classification of your building / facility in which you work?
___ Institutional
___ Educational
___ Industrial / Manufacturing
___ Business / Office use
___ Retail
___ Other

3] Which FPP services do you utilize most often?
___ Pre- application meetings
___ Intake meetings
___ Job site consultation
___ Permit review processes
___ Process management [Coordinating other departmental reviews]
___ Field inspections
___ Finance/billing
___ Document control

4] Do you prefer the Facility Program system to the 'Standard' Permitting / Inspection process?
___ Yes
___ No

5] How would you rate the FPP program and its staff in the following areas?

	Excellent	Very Good	Good	Fair	Poor
Communications by staff					
Staff Accessibility					
Staff Knowledge/expertise					
Invoice & billing process					
Permit Application & Issuance					
Document Control Process					

6] What is your preferred means of communication in dealing with our staff?
___ Telephone
___ Fax
___ Mail
___ E-mail/Internet
___ Messenger service

7] Can you recommend any specific improvements or changes that should be made to the program?
___ Please attach additional pages if necessary

FPP Survey

8] In comparing the Facility Program process to the 'Standard' permitting process; can you identify cost savings associated with any of the following?
___ Project design / documentation
___ Permit / project submittal time
___ Plan Review turnaround time
___ Construction start dates / expedited scheduling
___ Inspection scheduling
___ Resolution of Field Inspection / Construction issues
___ Project occupancy
___ Payment of Plan Review / Permit fees
___ Process Management / interaction with other bureaus or divisions
___ None of the above

9] In terms of value how would you rate the effectiveness of this program?
___ Excellent
___ Very good
___ Good
___ Fair
___ Poor

In an effort to update and improve our Customer Contact Database we would welcome an e-mail to Roy Davidson at; davidsonr@ci.portland.or.us Please include the following information:
Name; Company Name; Address; Phone Number; Fax Number; E-mail Address