



+ Create Survey

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Customer Satisfaction

Summary Design Survey Collect Responses Analyze Results

CURRENT VIEW

+ FILTER + COMPARE + SHOW

No rules applied

Rules allow you to FILTER, COMPARE and SHOW results to see trends and patterns. Learn more »

SAVED VIEWS (1)

Original View (No rules applied)

+ Save as...

EXPORTS

SHARED DATA

No shared data

Sharing allows you to share your survey results with others. You can share all data, a saved view, or a single question summary. Learn more »

Share All

RESPONDENTS: 24 of 24

Export All Share All

Question Summaries Data Trends Individual Responses

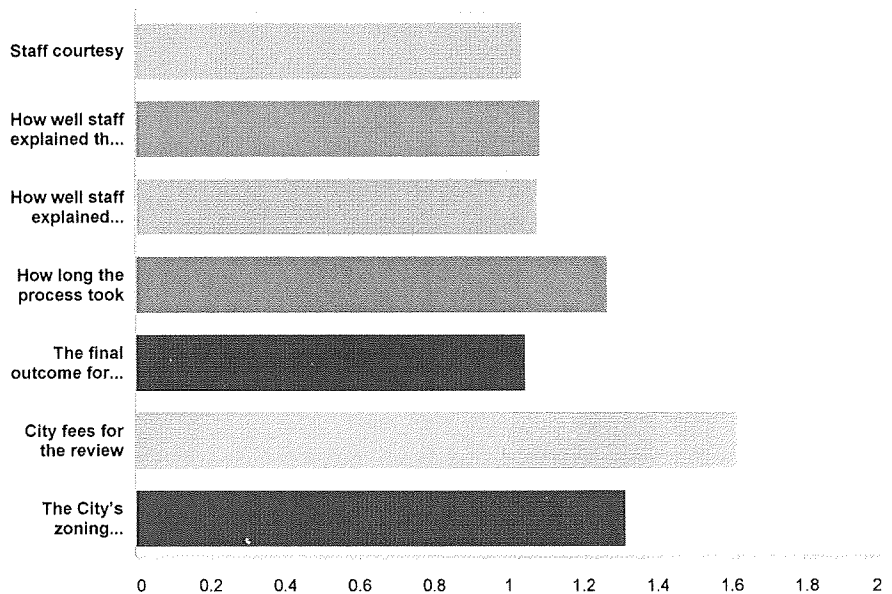
PAGE 1

Q1

Customize Export

Please rate your level of satisfaction with:

Answered: 24 Skipped: 0



	Very satisfied	Somewhat satisfied	Somewhat disappointed	Very disappointed	Total	Weighted Average
Staff courtesy	95.83% 23	4.17% 1	0.00% 0	0.00% 0	24	1.04
How well staff explained the process to you	91.30% 21	8.70% 2	0.00% 0	0.00% 0	23	1.09
How well staff explained technical or policy issues relevant to your project	91.67% 22	8.33% 2	0.00% 0	0.00% 0	24	1.08
How long the	81.82% 18	9.09% 2	9.09% 2	0.00% 0	22	1.27

Comments (1)

	Very satisfied	Somewhat satisfied	Somewhat disappointed	Very disappointed	Total	Weighted Average
process took						
▼ The final outcome for your application	95.45% 21	4.55% 1	0.00% 0	0.00% 0	22	1.05
▼ City fees for the review	57.14% 12	28.57% 6	9.52% 2	4.76% 1	21	1.62
▼ The City's zoning regulations as they relate to your project	77.27% 17	13.64% 3	9.09% 2	0.00% 0	22	1.32

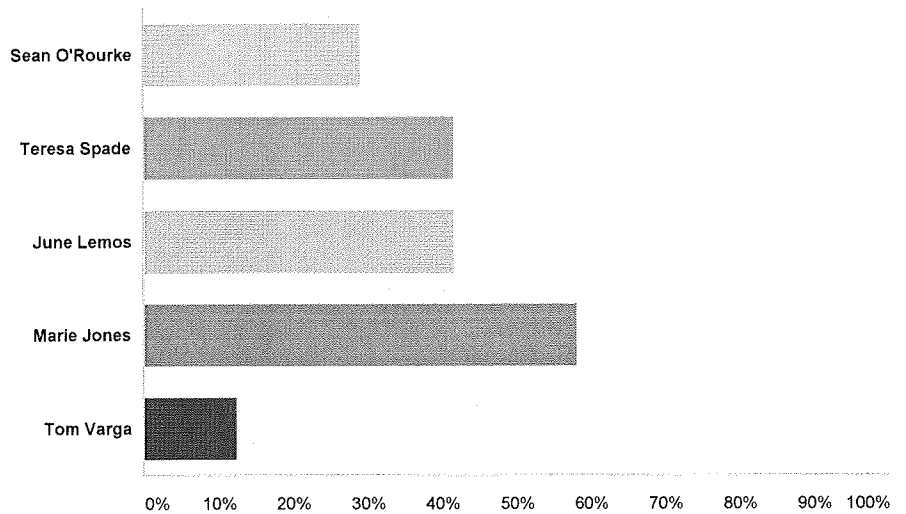
Comments (1)

Q2

Customize Export

Who assisted you with your application? (Check all that apply)

Answered: 24 Skipped: 0



Answer Choices	Responses
▼ Sean O'Rourke	29.17% 7
▼ Teresa Spade	41.67% 10
▼ June Lemos	41.67% 10
▼ Marie Jones	58.33% 14
▼ Tom Varga	12.50% 3

Total Respondents: 24

Q3

Export

Please provide any other comments or suggestions for the Community

Development Department that you think would improve service:

Answered: 15 Skipped: 9

Responses (15)

Text Analysis

My Categories

PRO FEATURE

Use text analysis to search and categorize responses; see frequently-used words and phrases. To use Text Analysis, upgrade to a GOLD or PLATINUM plan.

Upgrade

Learn more »

Categorize as...

Filter by Category

Search responses

Showing 15 responses

Sean O'Rourke was and is great to work with. He was very thorough and very pleasant to work with. Although, June Lemos I felt was very short and somewhat rude in here emails. As if I was bothering while asking simple questions. I actually saved the emails. Otherwise with the exception of June your staff is the best.

2/27/2015 2:07 PM View respondent's answers

Good information provided that I could share with others.

2/11/2015 9:53 AM View respondent's answers

The City & County fees for this foundation cost over \$600.00. A bit too expensive! It seems like the fee schedule is a moving target. We had not factored that much into our bid for permit fees. It also took longer than expected to get the permit because we were digging a little dirt for the footings.

12/22/2014 8:46 AM View respondent's answers

We really appreciate the supportive attitude your department always shows us.

12/8/2014 9:00 AM View respondent's answers

Amazing! Such personalized service. Friendly, helpful, patient. We are very fortunate to have such a great Comm. Development team!!!

10/28/2014 4:25 PM View respondent's answers

I dealt with Michael Oliphant who was very professional and helpful throughout the whole project.

see Attachment Q3

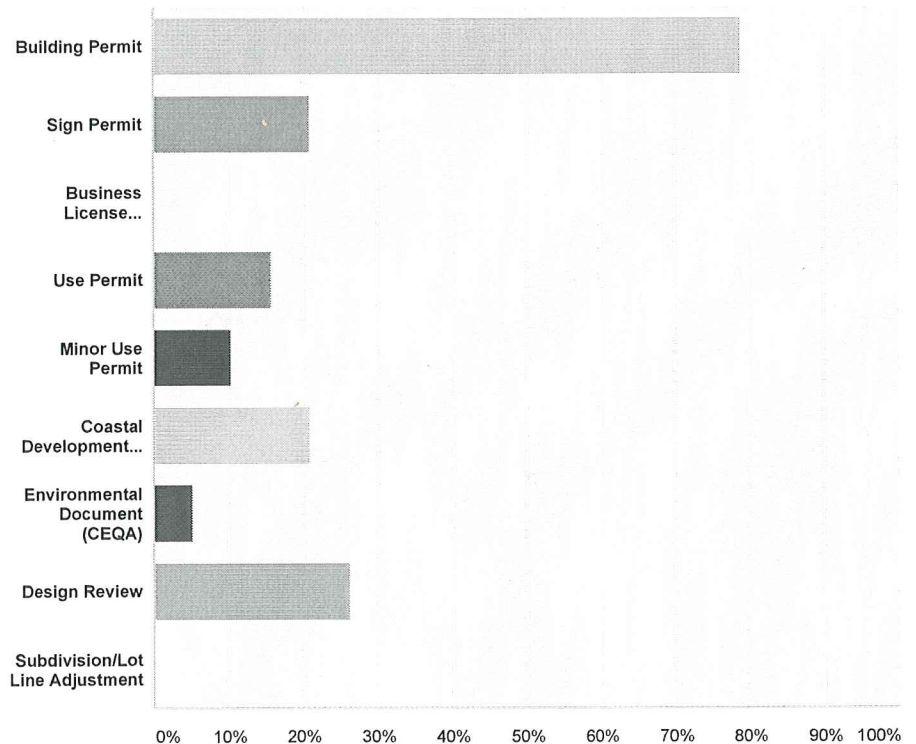
Q4

Customize

Export

Type of Application (check all that apply)

Answered: 19 Skipped: 5



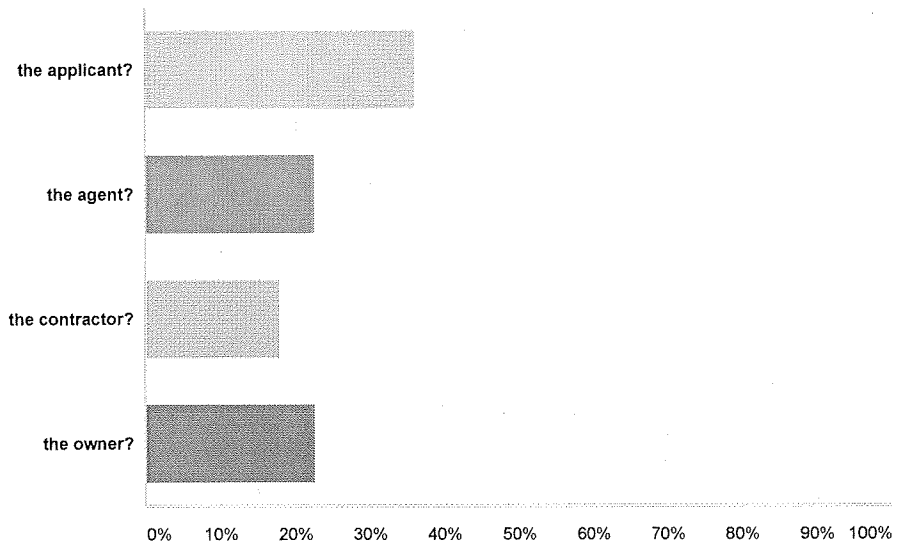
Answer Choices	Responses
▼ Building Permit	78.95% 15
▼ Sign Permit	21.05% 4
▼ Business License Approval	0.00% 0
▼ Use Permit	15.79% 3
▼ Minor Use Permit	10.53% 2
▼ Coastal Development Permit	21.05% 4
▼ Environmental Document (CEQA)	5.26% 1
▼ Design Review	26.32% 5
▼ Subdivision/Lot Line Adjustment	0.00% 0
Total Respondents: 19	
Comments (2)	

Q5

Customize Export

Are you:

Answered: 22 Skipped: 2



Answer Choices	Responses
▼ the applicant?	36.36% 8
▼ the agent?	22.73% 5
▼ the contractor?	18.18% 4
▼ the owner?	22.73% 5
Total	22
Comments (2)	

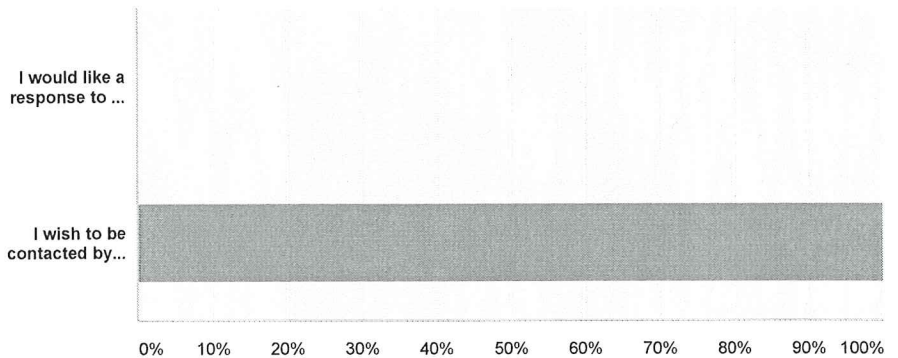
Q6

Customize Export

Thank you for taking the time to complete this evaluation. Your comments may remain anonymous if you prefer, or you may

complete the contact information below if you don't want your response to be anonymous. You may also contact the Director any time with your concerns by telephone 707-961-1807 or email: mjones@fortbragg.com.

Answered: 1 Skipped: 23



Answer Choices	Responses
I would like a response to my comments above	0.00% 0
I wish to be contacted by the Director personally to provide additional comments	100.00% 1
Total	1

Q7

Export

Project Address or Name

Answered: 14 Skipped: 10

Responses (14)

Text Analysis

My Categories

PRO FEATURE

Use text analysis to search and categorize responses; see frequently-used words and phrases. To use Text Analysis, upgrade to a GOLD or PLATINUM plan.

Upgrade

Learn more »

Categorize as...

Filter by Category

Search responses

Showing 14 responses

- 225 E. Pine Street
4/15/2015 10:15 AM [View respondent's answers](#)
- O Connell 230 S Harrison
3/4/2015 12:25 PM [View respondent's answers](#)
- 105 South Main St Eel River Fuels
2/27/2015 2:07 PM [View respondent's answers](#)
- 225 E. Pine St.
12/16/2014 10:29 AM [View respondent's answers](#)
- 845 Sequoia Circle
10/22/2014 4:54 PM [View respondent's answers](#)
- 920 Glass Beach Drive
10/22/2014 4:51 PM [View respondent's answers](#)
- 700 South Main Street
9/12/2014 9:27 AM [View respondent's answers](#)

See Attachment Q7

Contact information (optional):

Answered: 13 Skipped: 11

Answer Choices	Responses	Responses
Name:	Responses	100.00% 13
Company:	Responses	38.46% 5
Address:	Responses	76.92% 10
Address 2:	Responses	0.00% 0
City/Town:	Responses	76.92% 10
State:	Responses	76.92% 10
ZIP:	Responses	76.92% 10
Country:	Responses	46.15% 6
Email Address:	Responses	38.46% 5
Phone Number:	Responses	38.46% 5

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Showing 15 responses

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10/22/2014 4:54 PM [View respondent's answers](#)

So helpful and friendly. Thank you!

10/22/2014 4:51 PM [View respondent's answers](#)

One stop service, NOT City Hall & Building Department, back & forth numerous times to copy & deliver plans.

8/11/2014 11:45 AM [View respondent's answers](#)

The City Permit Process was quick with no issues however, the county is another story. I hope I will NEVER again have to deal with the folks in the county office at Fort Bragg.

5/13/2014 12:04 PM [View respondent's answers](#)

I am not sure why our Final was sitting so long on someone's desk, but it all got sorted quickly once I became aware of it.

4/15/2014 6:39 PM [View respondent's answers](#)

Employees were great. The zoning policies in place are somewhat difficult to work with.

4/15/2014 11:03 AM [View respondent's answers](#)

Working with Marie during the process was great. She is very knowledgeable and one of the best if not the best that I have ever worked with. She knows her stuff and is committed to the success of the project. She deserves a lot of credit for the success in getting the project through a very difficult process. Kudos's to Marie Jones.

4/15/2014 9:49 AM [View respondent's answers](#)

Great people.

4/15/2014 9:00 AM [View respondent's answers](#)

Great people.

4/15/2014 9:00 AM [View respondent's answers](#)

Need to assert local priorities over CA Coastal Commission dogma

4/14/2014 5:15 PM [View respondent's answers](#)

Attachment Q3

Showing 14 responses

225 E. Pine Street

4/15/2015 10:15 AM View respondent's answers

O Connell 230 S Harrison

3/4/2015 12:25 PM View respondent's answers

105 South Main St Eel River Fuels

2/27/2015 2:07 PM View respondent's answers

225 E. Pine St.

12/16/2014 10:29 AM View respondent's answers

845 Sequoia Circle

10/22/2014 4:54 PM View respondent's answers

920 Glass Beach Drive

10/22/2014 4:51 PM View respondent's answers

700 South Main Street

9/12/2014 9:27 AM View respondent's answers

205 Madrone (160 S Franklin)

8/11/2014 11:45 AM View respondent's answers

Pacific Gas and Electric 300 Walnut Fort Bragg CA.

5/13/2014 12:04 PM View respondent's answers

McPherson Street, Chuck Greenberg Court

4/15/2014 6:39 PM View respondent's answers

Cottages at Cypress

4/15/2014 9:49 AM View respondent's answers

126 Morrow Street

4/15/2014 9:00 AM View respondent's answers

126 Morrow Street

4/15/2014 9:00 AM View respondent's answers

Cottages at Cypress 330 Cypress Street

4/14/2014 5:15 PM View respondent's answers

Attachment Q7