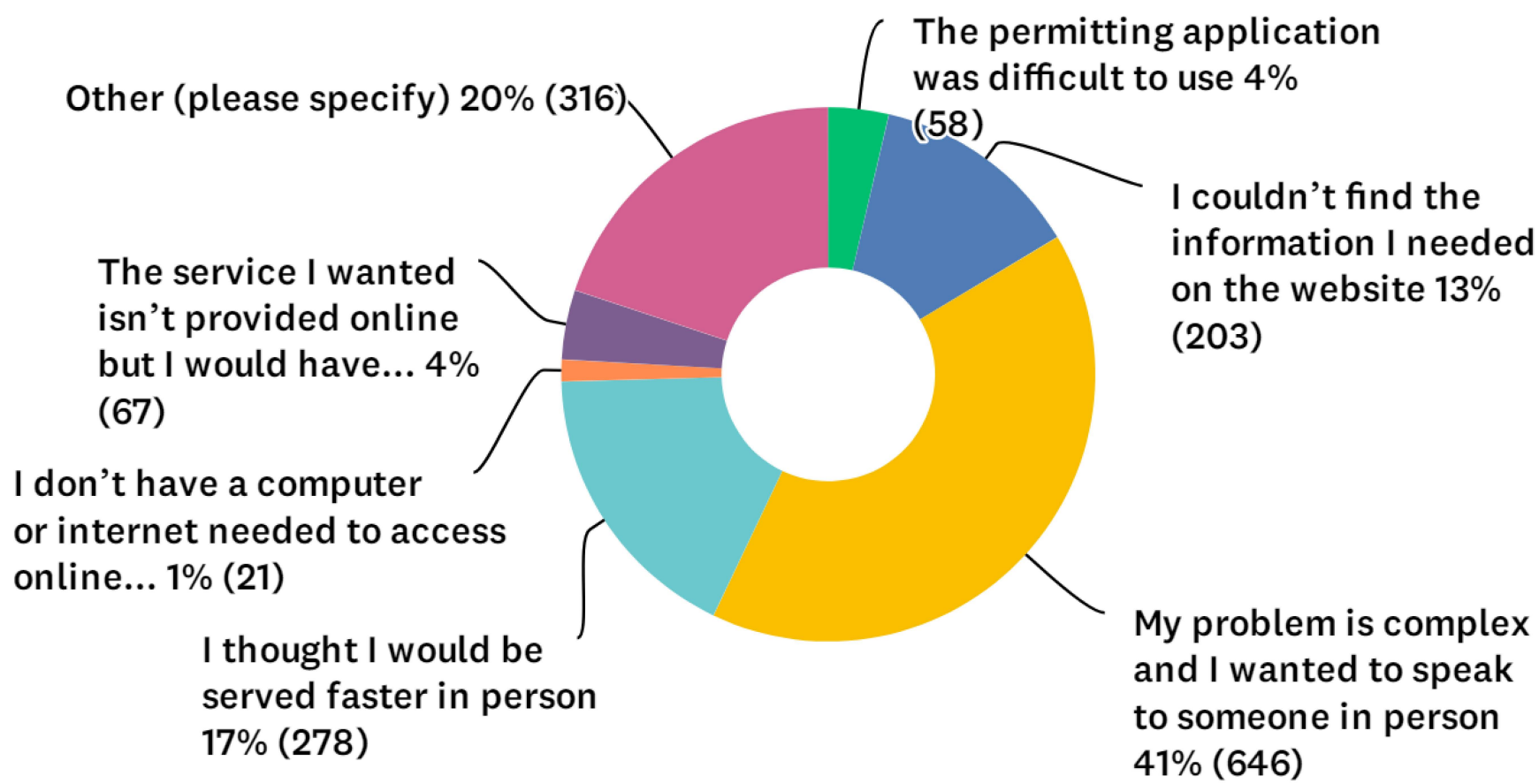


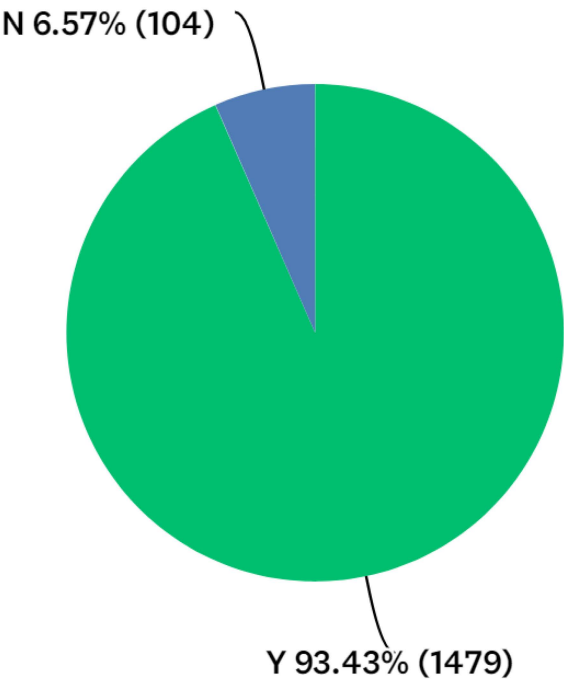
Q5 Why did you choose to use our in-person services rather than our online services?

Answered: 1,589 Skipped: 16



Q6 Did you receive a favorable outcome?

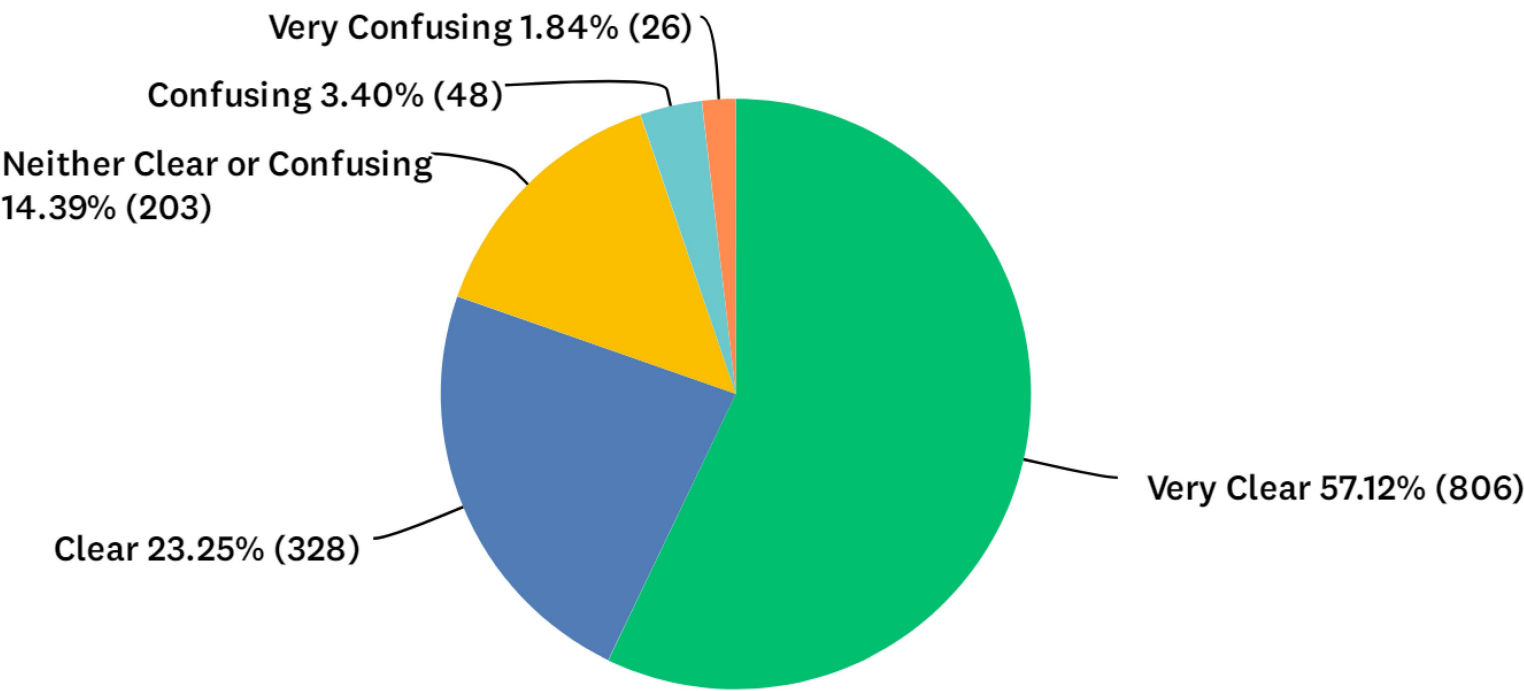
Answered: 1,583 Skipped: 22



ANSWER CHOICES	RESPONSES	
Y	93.43%	1,479
N	6.57%	104
TOTAL		1,583

Q7 Were the comments on your permit clear and understandable?

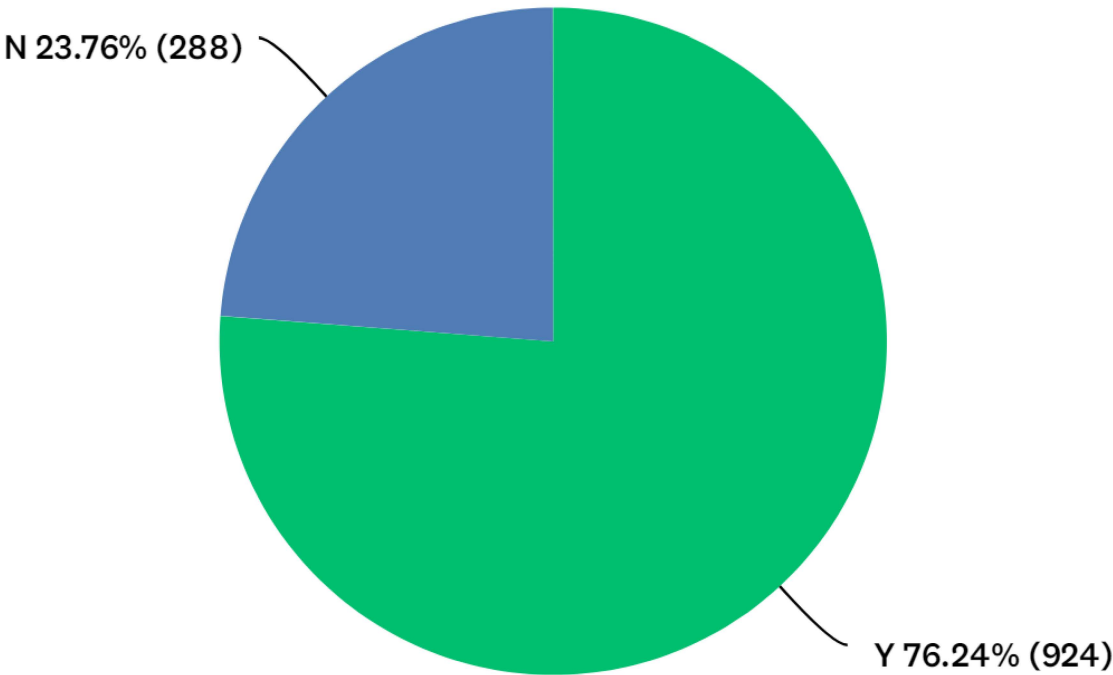
Answered: 1,411 Skipped: 194



ANSWER CHOICES	RESPONSES	
Very Clear	57.12%	806
Clear	23.25%	328

Q8 Were the comments accompanied by the applicable section of code?

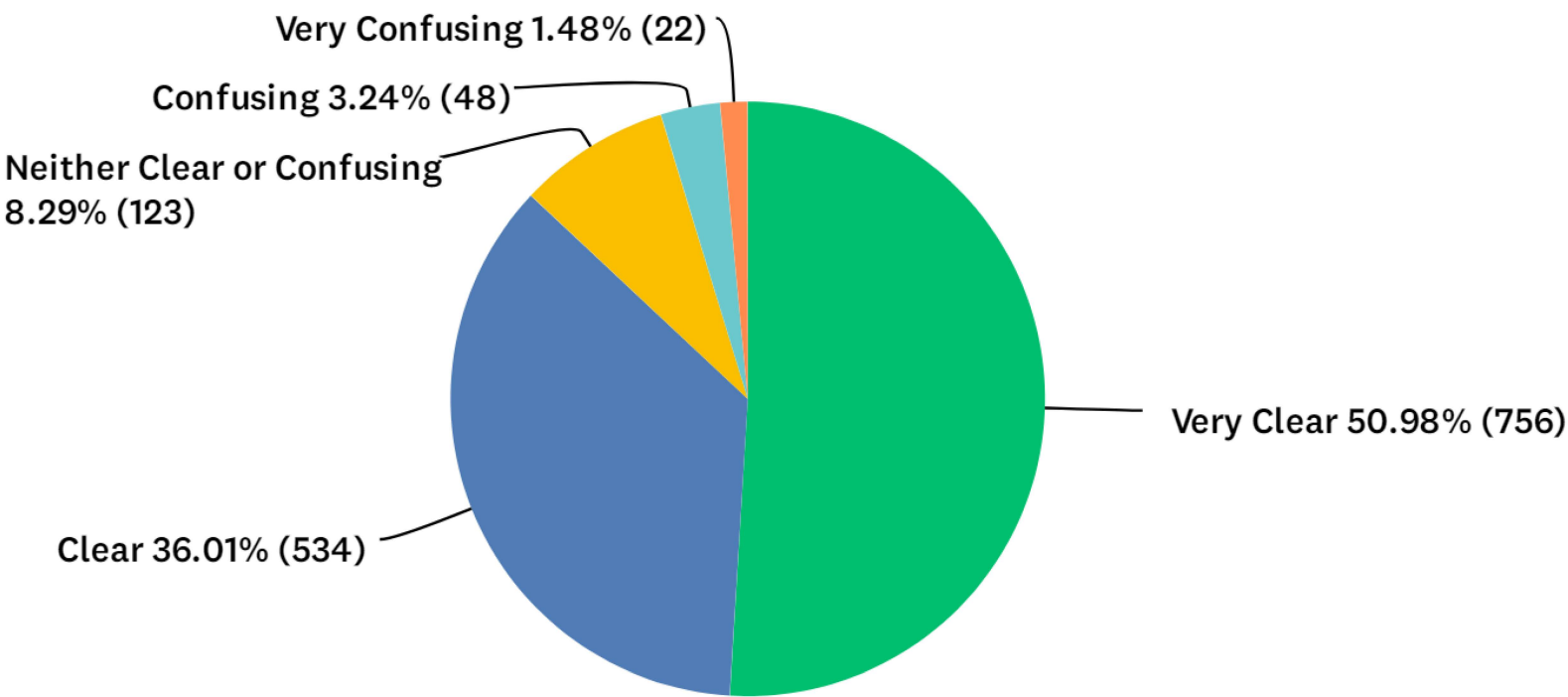
Answered: 1,212 Skipped: 393



ANSWER CHOICES	RESPONSES	
Y	76.24%	924
N	23.76%	288
TOTAL		1,212

Q9 The next steps for your project are _____

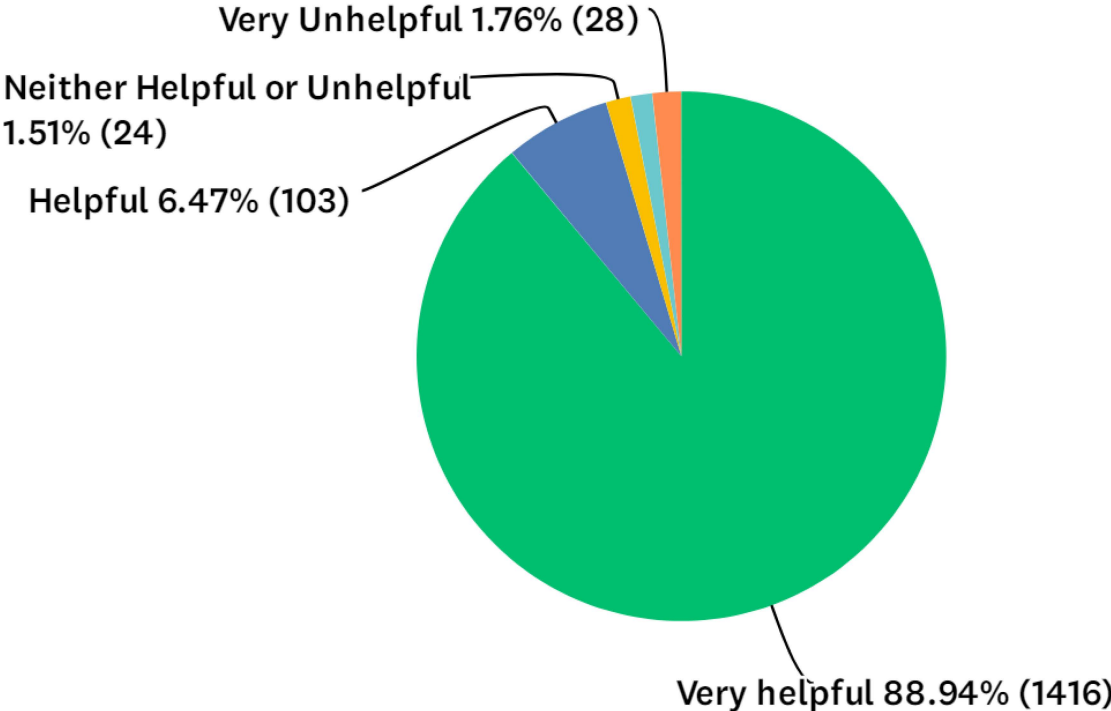
Answered: 1,483 Skipped: 122



ANSWER CHOICES	RESPONSES	
Very Clear	50.98%	756
Clear	36.01%	534

Q10 The customer service you received was _____

Answered: 1,592 Skipped: 13



ANSWER CHOICES	RESPONSES	
Very helpful	88.94%	1,416
Helpful	6.47%	103