



**COUNTY OF SACRAMENTO
DEPARTMENT OF COMMUNITY DEVELOPMENT
BUILDING PERMITS & INSPECTION DIVISION**

Customer Service Feedback Survey

Permit Applicant:
 Please take the time to tell us how we have performed during the permitting process. Your response will help us evaluate our procedures and also provide an opportunity for us to recognize our employees who are serving you. Please know that we value your comments, suggestions and feedback. – *Building Inspection Management*

Date _____

Permit Office Location: Downtown Goethe Campus North Area Service Center East Area

Your Relationship to the Project: Owner Contractor Design Professional Applicant

Survey Questions: Fill in the circle that best matches your opinion.

N/A =Not Applicable 1=Strongly Disagree 2 =Disagree 3 =Neutral 4 =Agree 5 =Strongly Agree

GENERAL QUESTIONS		N/A	1	2	3	4	5
1	The overall Permit Process experience was pleasant and acceptable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2	The Permitting Process was straight forward and easy to understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3	Building Inspection Staff Members that I interacted with were helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4	Phone calls to Building Inspection were returned in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5	Adequate parking was available at the Building Inspection office.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PERMIT COUNTER QUESTIONS:							
6	How long was your wait to meet with a permit counter staff person: LESS THAN (minutes):		45	60	90	120	200
		N/A	1	2	3	4	5
7	The wait time to meet with Permit Counter Staff was acceptable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8	The waiting room area was comfortable and uncrowded.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9	Available documents and hand-outs at the office were helpful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10	The www.bldginspection.org webpage was informative and helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11	Building permit fees were explained at application time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12	Information about other related fees for the permit were explained and/provided.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13	I knew whom to call to have my permit related questions answered.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PLAN REVIEW PROCESS:		N/A	1	2	3	4	5
14	Plan review turn-around times were explained and achieved.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15	The Plan Reviewer communicated necessary information for required corrections.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16	I felt comfortable calling my Plan Reviewer with questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17	The Plan Reviewer returned my phone calls.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Feedback Section: We welcome your thoughts and insights. What comments and suggestions do you have that could help us to improve our process and services? (Your input is optional.)

I would like to receive a call from a Supervisor or Manager to discuss survey items?

Name _____ Phone # _____

Permit Number (optional): _____

RETURNING THE QUESTIONNAIRE: To return this questionnaire by mail, fold the sheet so that the Sacramento County address faces the outside. Tape or staple the sheet closed and add a stamp. To fax back: 916 854-9228

Return Address:

Sacramento County
Building Inspection
9700 Goethe Rd, Ste. A
Sacramento, CA. 95827

Attn: Brian Washko

Expired Permit Policy

Sometimes things take more time, or other events occur which delay the completion of a building project. Pursuant to Sacramento County Code Section 16.02.160, a building permit expires after 180 days of the last Activity Date. The Activity Date is the date of the last approved inspection of a permit.

A standard permit renewal fee will be required prior to reactivation of an expired permit. These fees are based on current building permit fees:

- **50%** if “Last Inspection/Activity” Date is less than 180 days from the date of the Notice of Expiration Letter [which will be mailed to the owner of record in the event of expiration].
- **100%** if beyond 180 days.

Our hope is that you will not need this reminder and that your project will progress smoothly. If you have any questions, please call 916-875-5296 Monday through Thursday between 7:00 am to 3:00 pm excluding holidays.