ePermits Customer Satisfaction Survey Results

December 2022 - November 2023

The Customer Satisfaction Survey was launched to understand the user experience in ePermits. There were 1,556 responses, of which 780 contained written comments. Results were used to inform system improvements and create a baseline of information for future years.

67% of respondents were satisfied with ePermits

35% of written comments identified lack of responsiveness and uncertain, long processing time as a major pain point

Examples of Satisfaction Rate By Application Type

Permit Application Type	Satisfaction Rate	n
Migratory Bird - Depredation (3-200-13)	66%	311
Eagle Parts for Native American Religious Purposes (3-200-15a)	85%	155
Recovery Permits (3-200-59)	68%	47
Export of Live Captive-Born Animals or Parts/ Products from Non-Native Species (3-200-24)	66%	37

Tone of Written Responses

23% Positive
36% Mixed
41% Negative

Common Themes

20% Mentioned application issues

14% Problems with renewals/ amendments

14% Tangible ideas for system improvements

9% Positive comments about staff

5% Unable to login

Percentages are based on the number of times the following themes appeared in written comments.

Customer Feedback

"ePermits is fantastic. I'm very satisfied with how easy this process has been compared to how cumbersome and slow it was in the past."

"No one ever responds to questions, and it take 18+ months for a permit to be returned."

"Easy and convenient to use, some bumps in creating an account, but tech support was great."

"The ePermits process was fine--it just took longer than promised to process the application submitted."

"I think epermits is great , easy to use and one of the best things to have happened. Only issue is the delay from submission to completion."

Graphics by Karina Branson/ConverSketch