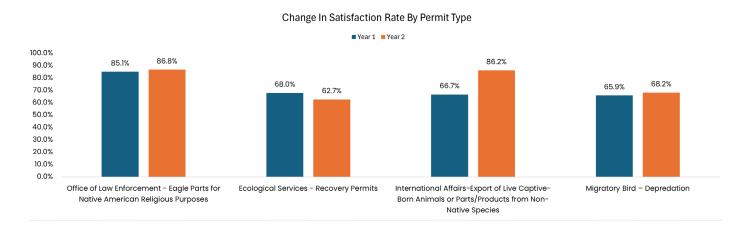
ePermits Customer Satisfaction Survey Results



December 2023 - November 2024

of respondents were satisfied with ePermits, showing satisfaction is stable

Satisfaction Increased Across Most Permit Types



Effective Customer Support Has Potential to Boost Satisfaction

Written feedback reflected that applicants/permittees had an inconsistent experience with customer support, but that there were improvements in terms of responsiveness.

Comments identifying a positive experience with responsiveness increased

00/

8%

→ 12%

"Great and timely support...
Now, the emails and the support
desk are prompt and courteous.

It makes the actual work (research) easier and a joy."



"Filling out the application online was great. But getting a human being to answer questions or help with this has been a huge problem..."

Comments identifying a negative

Common Themes in Written Comments

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

31%
Identified long,
uncertain
processing times
and lack of
responsiveness

20%
Shared positive feedback (e.g., positive comment about USFWS staff members)

13%
Had problems
with the renewal
process

12%
Experienced issues with their application

11%
Proposed tangible ideas for system improvements

The above results are from a survey that asks respondents about their experience with ePermits. In Year Two, there were 2,099 responses, of which 1,031 contained written comments. Results were used to inform system improvements. Graphics by Karina Branson/ConverSketch