

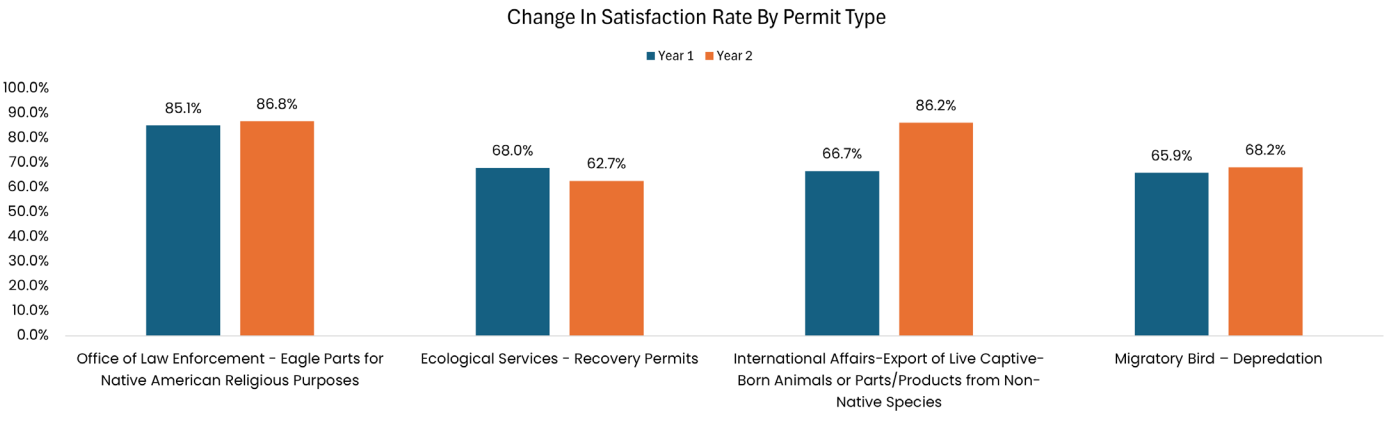
ePermits Customer Satisfaction Survey Results

December 2023 – November 2024



67% 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.

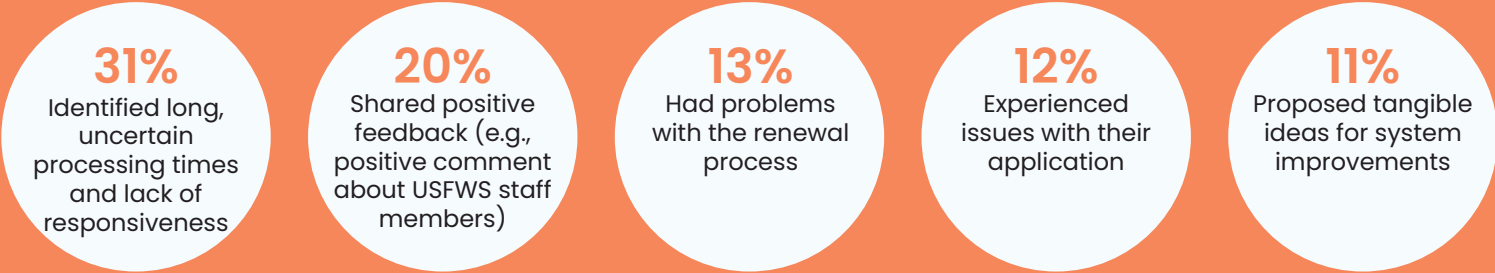
Comments identifying a **positive** experience with responsiveness **increased**
8% → 12%

Comments identifying a **negative** experience with responsiveness **decreased**
19% → 11%



Common Themes in Written Comments

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



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