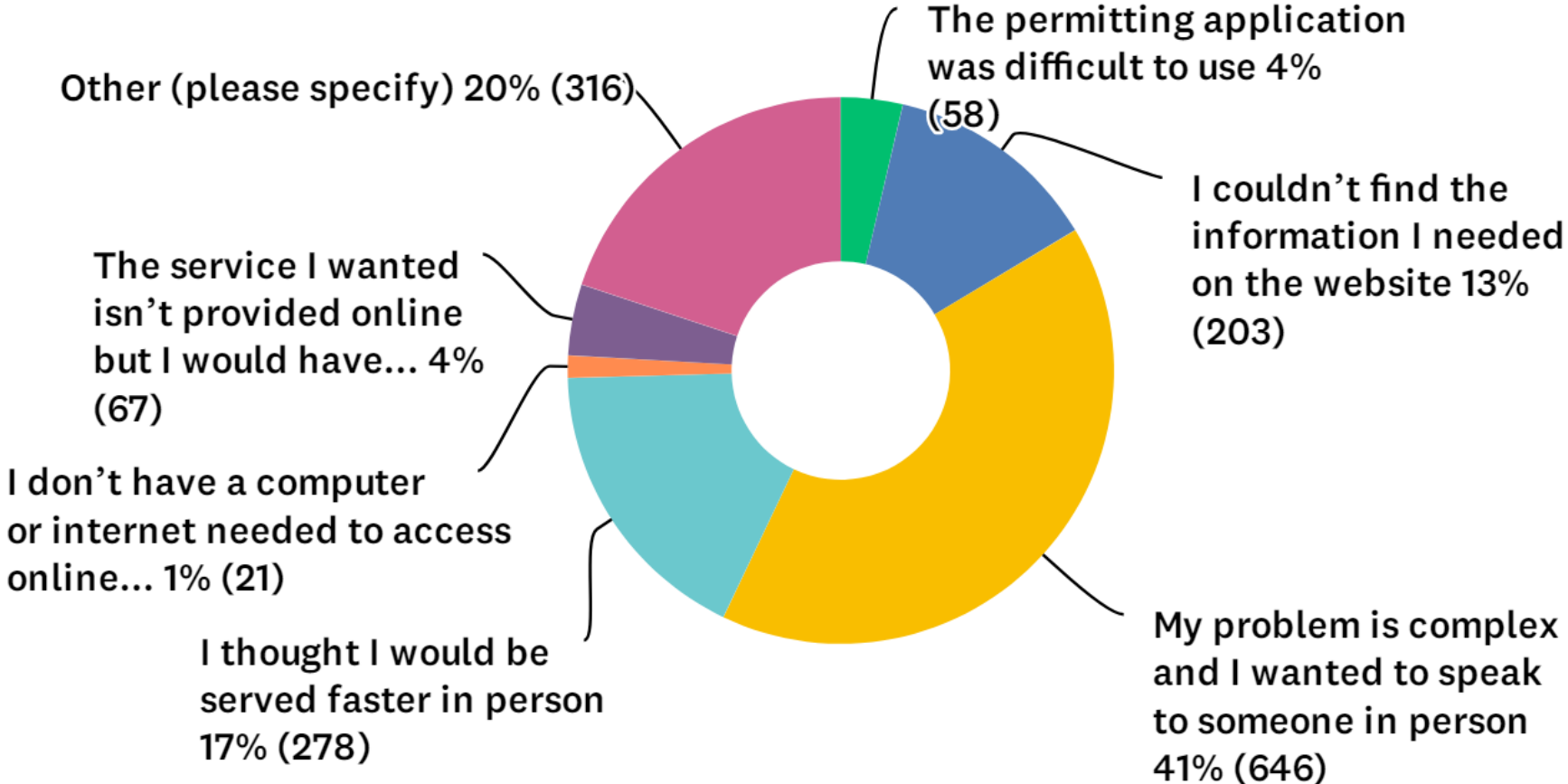


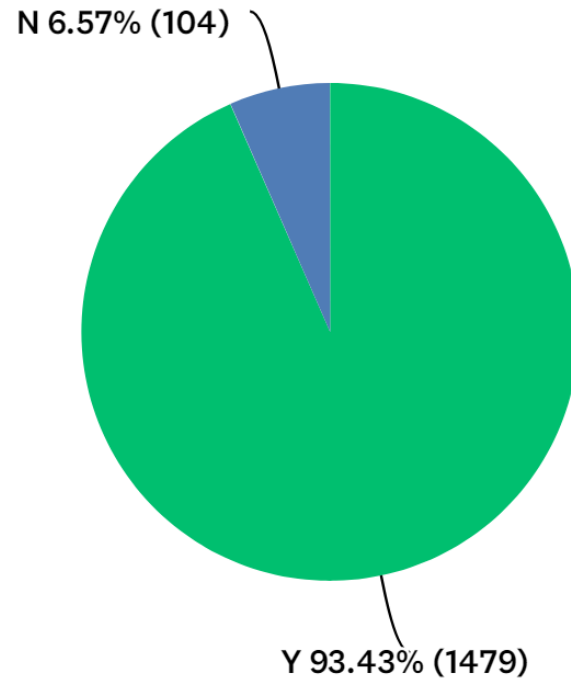
Q5 Why did you choose to use our in-person services rather than our online services?

Answered: 1,589 Skipped: 16



Q6 Did you receive a favorable outcome?

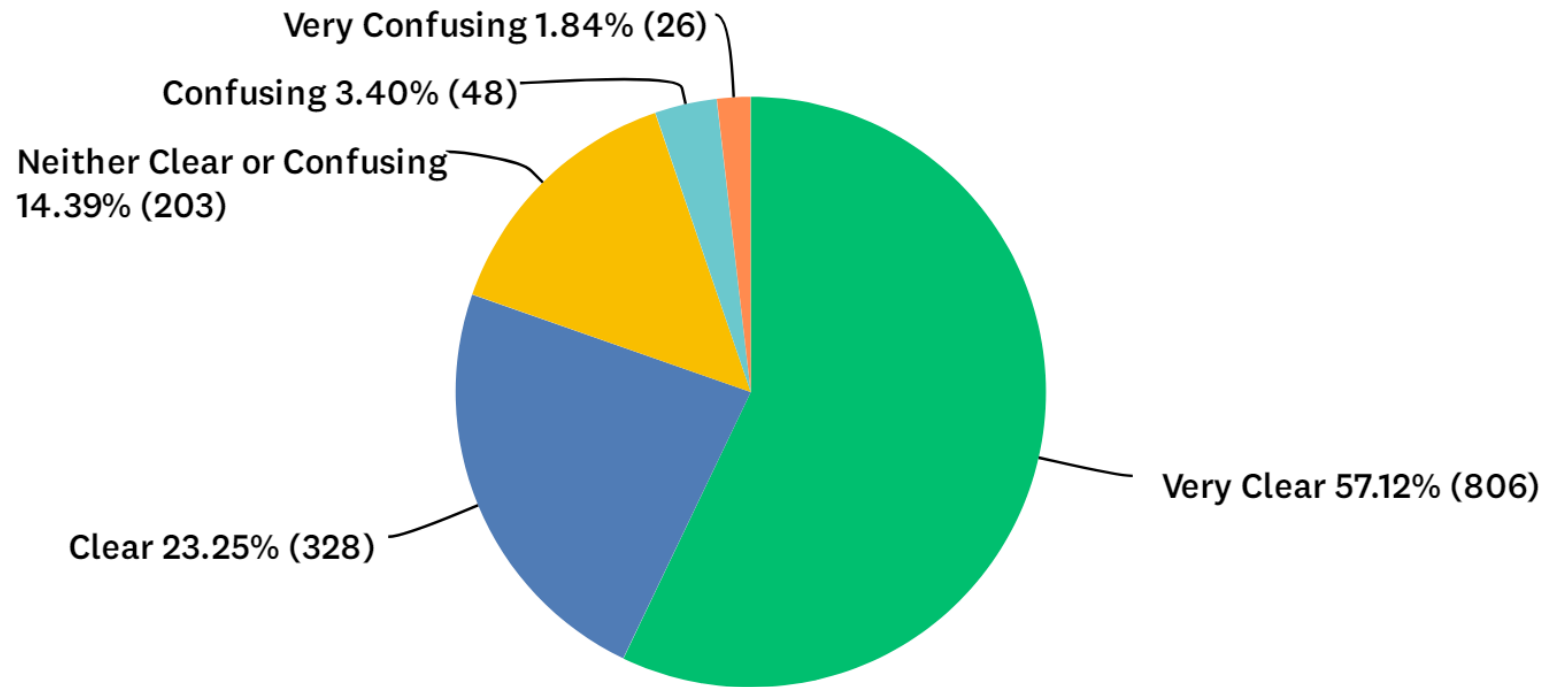
Answered: 1,583 Skipped: 22



| 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?

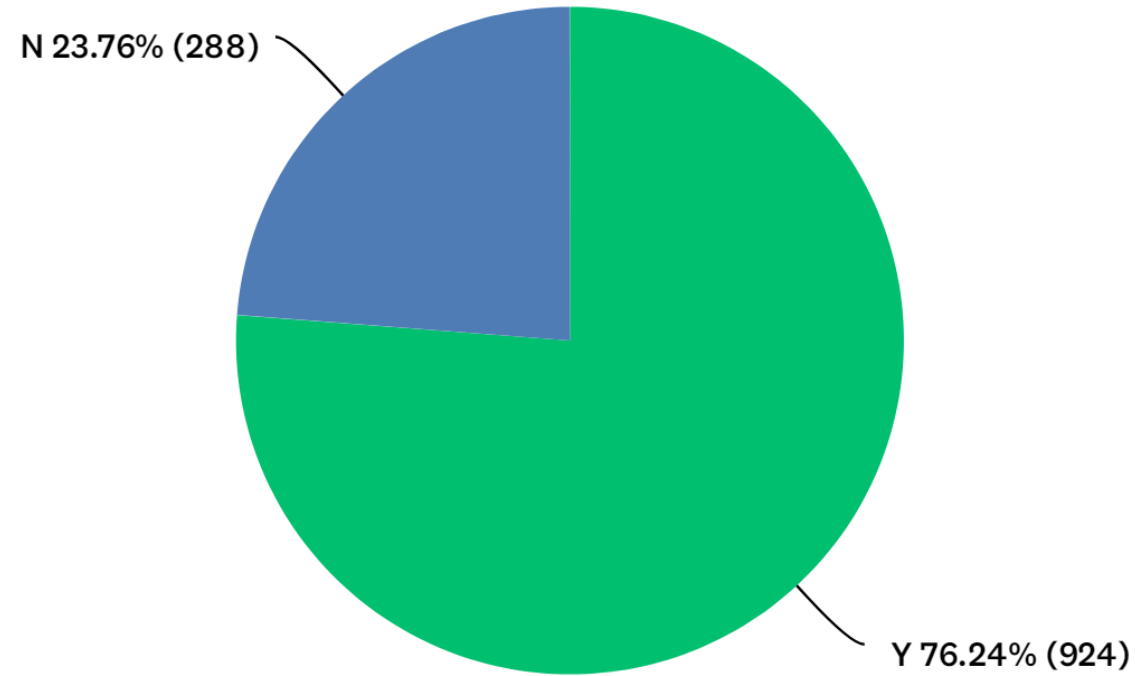
Answered: 1,411 Skipped: 194



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

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

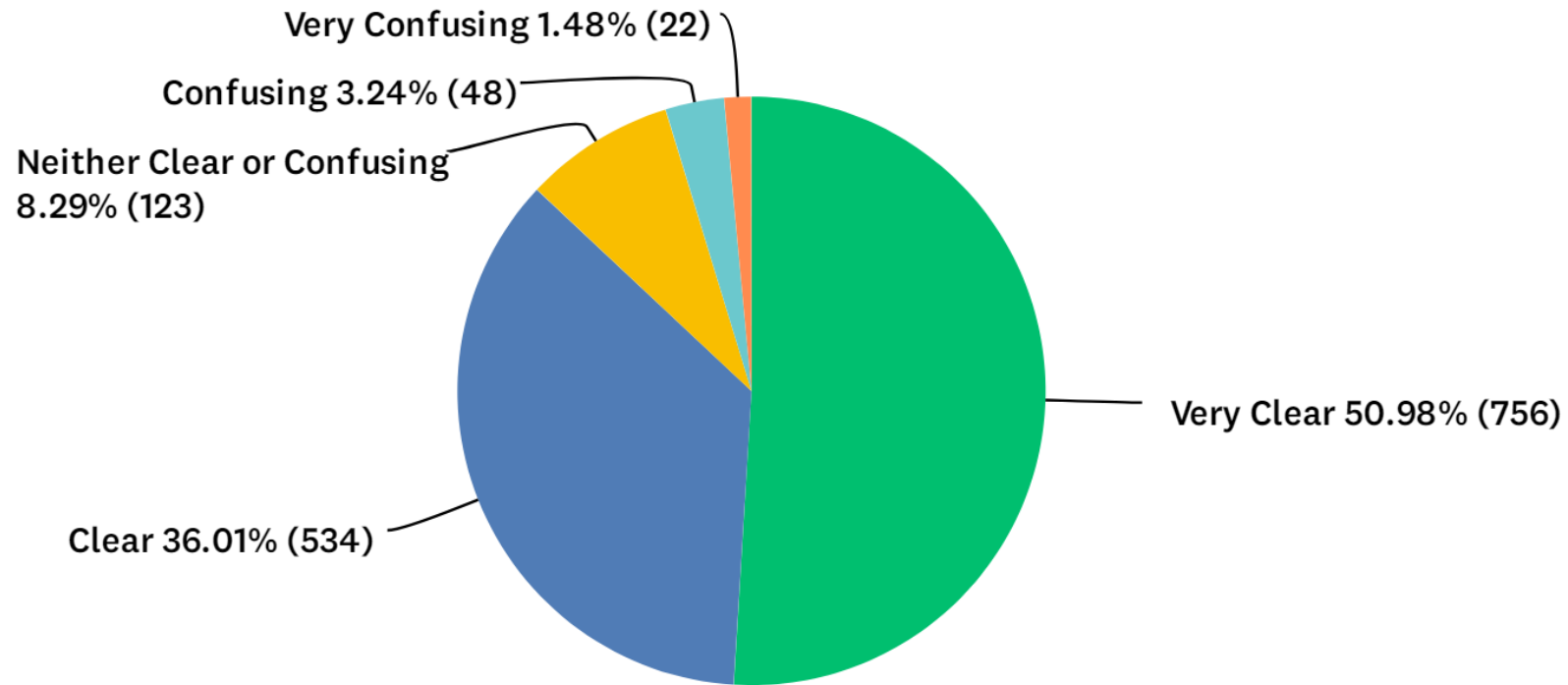
Answered: 1,212 Skipped: 393



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

Q9 The next steps for your project are _____

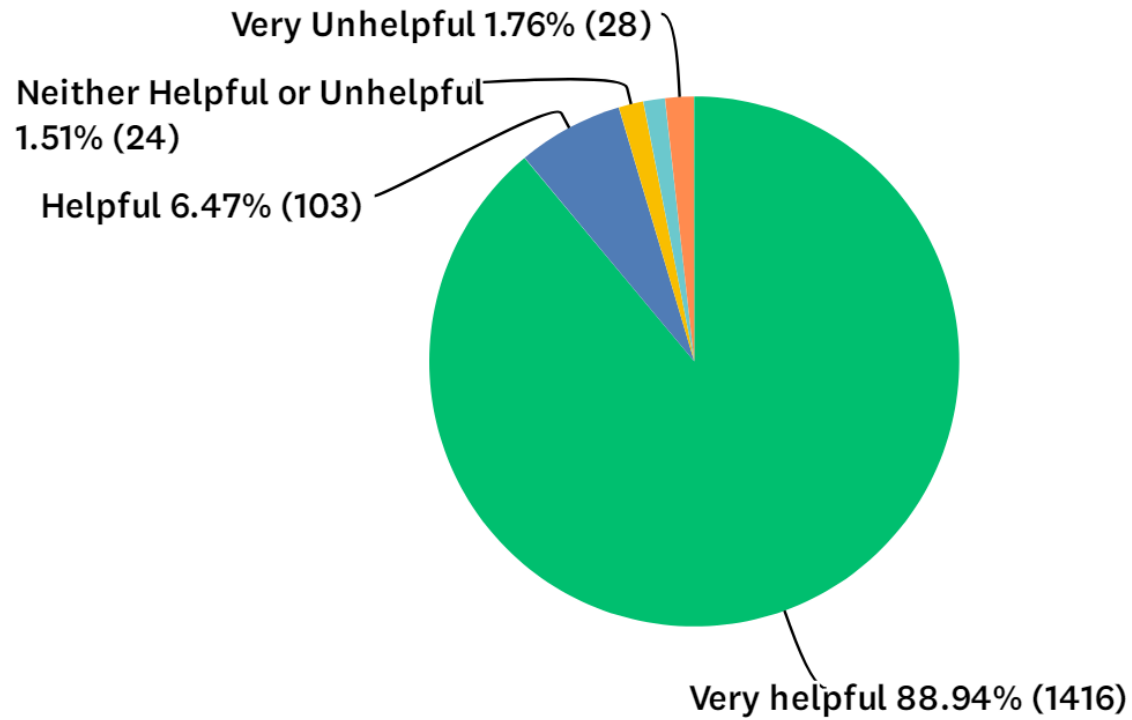
Answered: 1,483 Skipped: 122



| 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 |