

# BAL HARBOUR

- V I L L A G E -

OFFICE OF THE VILLAGE MANAGER

LETTER TO COUNCIL

NO. 129-2018

To: Mayor Gabriel Groisman and Members of the Village Council  
From: Jorge M. Gonzalez, Village Manager   
Date: August 10, 2018  
Subject: **Building Department Compliments**

The purpose of this Letter to Council (LTC) is to transmit to you the positive customer survey results received regarding the Village's Building Department.

Starting in March 2018, the Building Department made available an anonymous Customer Service Survey in order to assess and evaluate their performance and obtain customer feedback. The survey results were read on June 8, 2018 and July 25, 2018 respectively. Out of the 32 responses that were received, 94% of our customers rated the service received as "Excellent" and the other 6% as "Good"; notably none of the results contained a negative response. A table listing the survey responses is shown below:

<b>Customer Service Questions:</b>					
	Excellent	Good	Average	Fair	Poor
Staff available in a timely manner	31	1	0	0	0
Staff greeted you and offered to help you	31	1	0	0	0
Staff was friendly	32	0	0	0	0
Staff answered your questions	32	0	0	0	0
Staff was courteous throughout	32	0	0	0	0
Overall, how would you rate our customer service	32	0	0	0	0

Additionally, customers were asked to detail their experience in working with the department through a series of question prompts. The following is a sample of common responses written by respondents:

- "Proactive, rapid response to questions"
- "Very professional"
- "One of the best in South Florida"

- "The perfect way they have explained the process to obtain permits"
- "Easy to reach, friendly, always helpful, prompt, knowledgeable"

These results are a product of several years of working to develop sound business practices, reorganization of our service delivery model, adopting of industry best practices and new staff and better training.

Join me in recognizing the efforts of our Building Director Grace Escalante and the entire staff of the Building Department for their hard work in providing a positive, customer-focused, and welcoming environment.

If you have any questions or need any additional information, please feel free to contact me or Building Official Grace Escalante.

JMG/GE