

Shyanne Helms

From: noreply@civicplus.com
Sent: Wednesday, September 18, 2019 4:44 PM
To: Linda Cox; Shyanne Helms; Kristie Kirstein; Shaun Coss
Subject: Online Form Submittal: Building Department Customer Service Feedback Survey

[EXTERNAL EMAIL] Please report any suspicious attachments, links, or requests for sensitive information to IT immediately.

Building Department Customer Service Feedback Survey

What was the nature of your most recent interaction with the Building Department?	Applying for a Permit
Please select what best describes you:	General Contractor
Who did you meet with on our staff?	Permit Specialist
Were you greeted quickly and courteously?	Yes
Was our staff professional and eager to assist you in a timely manner?	Yes
Was our staff knowledgeable regarding the requirements and procedures necessary to address your need?	Yes
Did our staff explain the next step in the process?	Yes
Were your needs met and your questions answered?	Yes
If the person serving you was unable to address your concern or need, were you directed to the appropriate person or other City division?	Yes

Was the project reviewed and/or permit issued within the estimated timeframe discussed? Yes

Did the estimated timeframe provided to you meet your expectations? Yes

(Section Break)

The information or assistance I was seeking was clearly provided to me. Strongly Agree

City staff provided helpful suggestions and information to advance my project. Strongly Agree

City staff were responsive and prompt in responding to emails, calls and inquiries. Strongly Agree

Overall, the service I received was excellent. Strongly Agree

(Section Break)

Please provide comments or suggestions about your most recent experience. You may also include any information to help us identify the project of your most recent experience. This is optional, but a big help in our effort to provide exceptional customer service.

Kim West was amazing with all of the permitting we needed for the hospital project we were working on! She was always fast with responding and very helpful with any questions we had.

Would you like to be contacted by someone on our staff about your experience? No

First Name Rich

Last Name Anderson

Address1	1568 WATERTOWER RD
Address2	<i>Field not completed.</i>
City	LAKE PARK
State	FL
Zip	33403
Phone	5617537400
Email Address	<i>Field not completed.</i>

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Shyanne Helms

From: noreply@civicplus.com
Sent: Thursday, September 19, 2019 7:46 PM
To: Linda Cox; Shyanne Helms; Kristie Kirstein; Shaun Coss
Subject: Online Form Submittal: Building Department Customer Service Feedback Survey

[EXTERNAL EMAIL] Please report any suspicious attachments, links, or requests for sensitive information to IT immediately.

Building Department Customer Service Feedback Survey

What was the nature of your most recent interaction with the Building Department?	Other
Please select what best describes you:	General Contractor
Who did you meet with on our staff?	Permit Specialist
Were you greeted quickly and courteously?	Yes
Was our staff professional and eager to assist you in a timely manner?	Yes
Was our staff knowledgeable regarding the requirements and procedures necessary to address your need?	Yes
Did our staff explain the next step in the process?	Yes
Were your needs met and your questions answered?	Yes
If the person serving you was unable to address your concern or need, were you directed to the appropriate person or other City division?	Yes

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Did the estimated timeframe provided to you meet your expectations? Yes

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(Section Break)

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Kim West assisted me in securing an extension on a building permit. Great job & quick response.

Would you like to be contacted by someone on our staff about your experience? No

First Name John

Last Name Strome

Address1	2406 51st St Ct E
Address2	<i>Field not completed.</i>
City	Palmetto
State	Fl
Zip	34221
Phone	7274239869
Email Address	stromeconst@aol.com

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Shyanne Helms

From: noreply@civicplus.com
Sent: Wednesday, October 02, 2019 8:55 AM
To: Linda Cox; Shyanne Helms; Kristie Kirstein; Shaun Coss
Subject: Online Form Submittal: Building Department Customer Service Feedback Survey

SECURITY WARNING: This email originated outside of the City of Fort Pierce systems. Please use caution when clicking links or opening attachments. For questions or concerns please contact IT immediately. .

Building Department Customer Service Feedback Survey

What was the nature of your most recent interaction with the Building Department?	Other
Please select what best describes you:	Other
Who did you meet with on our staff?	Permit Specialist
Were you greeted quickly and courteously?	Yes
Was our staff professional and eager to assist you in a timely manner?	Yes
Was our staff knowledgeable regarding the requirements and procedures necessary to address your need?	Yes
Did our staff explain the next step in the process?	Yes
Were your needs met and your questions answered?	Yes
If the person serving you was unable to address your concern or need, were you directed to the appropriate person or other City division?	Yes

Was the project reviewed and/or permit issued within the estimated timeframe discussed?

Yes

Did the estimated timeframe provided to you meet your expectations?

Yes

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Strongly Agree

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Ms. K.West was very helpful and prompt to provide needed information for a State Investigated complaint. I appreciate her time and support to help the Dept. Business Professional Regulations.

Regards
Investigator Wilson
WPB Ofc.

Would you like to be contacted by someone on our staff about your experience?

No

First Name

Field not completed.

Last Name

Field not completed.

Address1 *Field not completed.*

Address2 *Field not completed.*

City *Field not completed.*

State *Field not completed.*

Zip *Field not completed.*

Phone *Field not completed.*

Email Address *Field not completed.*

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Shyanne Helms

From: noreply@civicplus.com
Sent: Thursday, August 22, 2019 9:11 AM
To: Linda Cox; Shyanne Helms; Kristie Kirstein; Shaun Coss
Subject: Online Form Submittal: Building Department Customer Service Feedback Survey

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Building Department Customer Service Feedback Survey

What was the nature of your most recent interaction with the Building Department?	Other
Please select what best describes you:	General Contractor
Who did you meet with on our staff?	Permit Specialist
Were you greeted quickly and courteously?	Yes
Was our staff professional and eager to assist you in a timely manner?	Yes
Was our staff knowledgeable regarding the requirements and procedures necessary to address your need?	Yes
Did our staff explain the next step in the process?	Yes
Were your needs met and your questions answered?	Yes
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Yes

Did the estimated timeframe provided to you meet your expectations?

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Kim West was able to answer my questions concerning a permit extension I requested & secure the extension after I submitted a "justifiable cause" letter.

Would you like to be contacted by someone on our staff about your experience?

No

First Name

John

Last Name

STROME

Address1	2406 51st St Ct E
Address2	<i>Field not completed.</i>
City	Palmetto
State	FL
Zip	34221
Phone	7274239869
Email Address	stromeconst@aol.com

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Shyanne Helms

From: noreply@civicplus.com
Sent: Friday, July 12, 2019 11:43 AM
To: Linda Cox; Shyanne Helms; Kristie Kirstein; Shaun Coss
Subject: Online Form Submittal: Building Department Customer Service Feedback Survey

[EXTERNAL EMAIL] Please report any suspicious attachments, links, or requests for sensitive information to IT immediately.

Building Department Customer Service Feedback Survey

What was the nature of your most recent interaction with the Building Department? Applying for a Permit

Please select what best describes you: Patron/Customer

Who did you meet with on our staff? Permit Specialist

Were you greeted quickly and courteously? Yes

Was our staff professional and eager to assist you in a timely manner? Yes

Was our staff knowledgeable regarding the requirements and procedures necessary to address your need? Yes

Did our staff explain the next step in the process? Yes

Were your needs met and your questions answered? Yes

If the person serving you was unable to address your concern or need, were you directed to the appropriate person or other City division? Yes

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I have been working with clients to obtain commercial building permits for several years now. The outstanding customer service always provided by all staff (but ESPECIALLY Ms. Kim West!) is very, very, very much appreciated and has really helped to keep all my large-scale commercial projects moving along seamlessly through the permitting process. While working in countless jurisdictions throughout the state of Florida, Ms. Kim West has made the City of Fort Pierce Building Department a favorite place to visit and work. :-) So thank you, thank you, thank you!!!

Would you like to be contacted by someone on our staff about your experience? Yes

First Name Jay

Last Name Field not completed.

Address1	1239 E Newport Center Dr
Address2	<i>Field not completed.</i>
City	<i>Field not completed.</i>
State	<i>Field not completed.</i>
Zip	<i>Field not completed.</i>
Phone	954-295-1764
Email Address	jay@corporatepropertyservices.net

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Shyanne Helms

From: noreply@civicplus.com
Sent: Tuesday, July 09, 2019 4:07 PM
To: Linda Cox; Shyanne Helms; Kristie Kirstein; Shaun Coss
Subject: Online Form Submittal: Building Department Customer Service Feedback Survey

[EXTERNAL EMAIL] Please report any suspicious attachments, links, or requests for sensitive information to IT immediately.

Building Department Customer Service Feedback Survey

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This Building Department associates are the best. Especially Kim West our Permit Specialist who continues to provide a outstanding service you just don't see. Another thanks to the field inspectors who do their absolute best to try to move your project along.

Would you like to be contacted by someone on our staff about your experience?

No

First Name

David

Last Name

Kniffen

Address1	<i>Field not completed.</i>
Address2	<i>Field not completed.</i>
City	<i>Field not completed.</i>
State	<i>Field not completed.</i>
Zip	<i>Field not completed.</i>
Phone	941-809-2380
Email Address	david-kniffen@mesgc.com

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