



# Cottonwood Heights Economic Development Customer Satisfaction Survey

August 16, 2016

## Executive Summary

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Customers were asked to participate in a survey to help the Community and Economic Development Department (CHED) evaluate the effectiveness of its services. It asked questions about interaction with staff, staff response times; and asked how we could improve. A total of 61 responses were received from approximately 600 surveys sent to customers.

Items on the survey included the following topics:

- How can service be improved
- How easy was it to find information
- How can we streamline processes

## Methodology

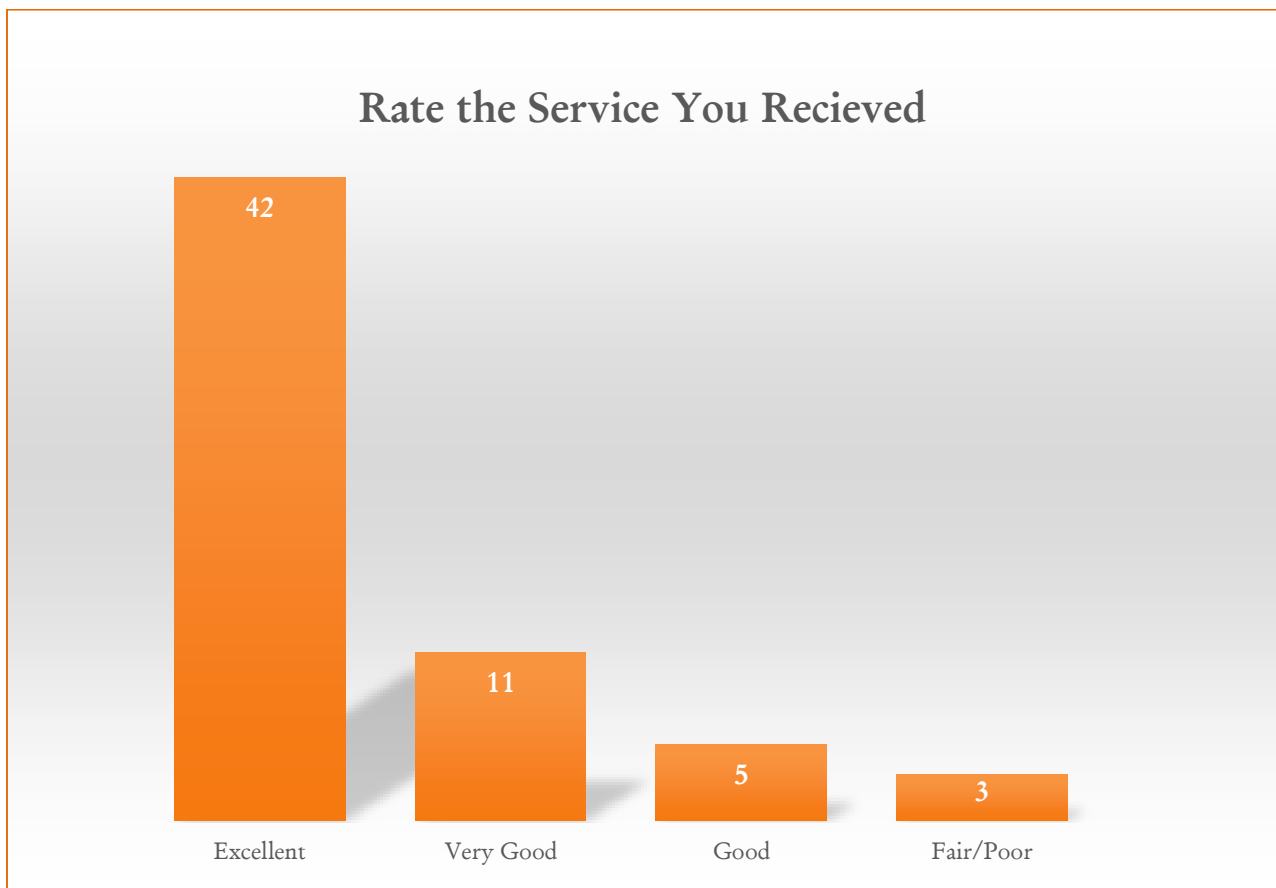
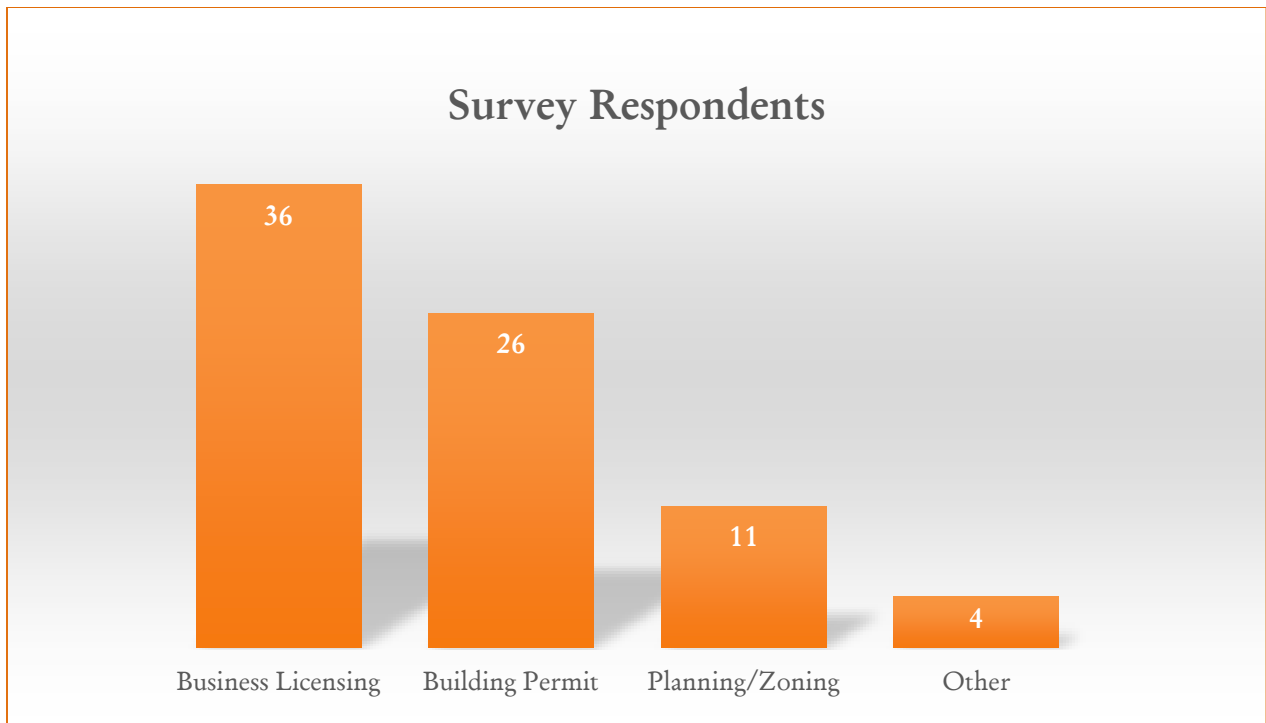
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The survey questions were created by the CHED team and sent out by mail (with business license renewals), over the counter (for customers coming into the office) and sent by email (with a link to the survey online) to business owners, developers and property owners. The link was also posted on the CHBusiness.org website.

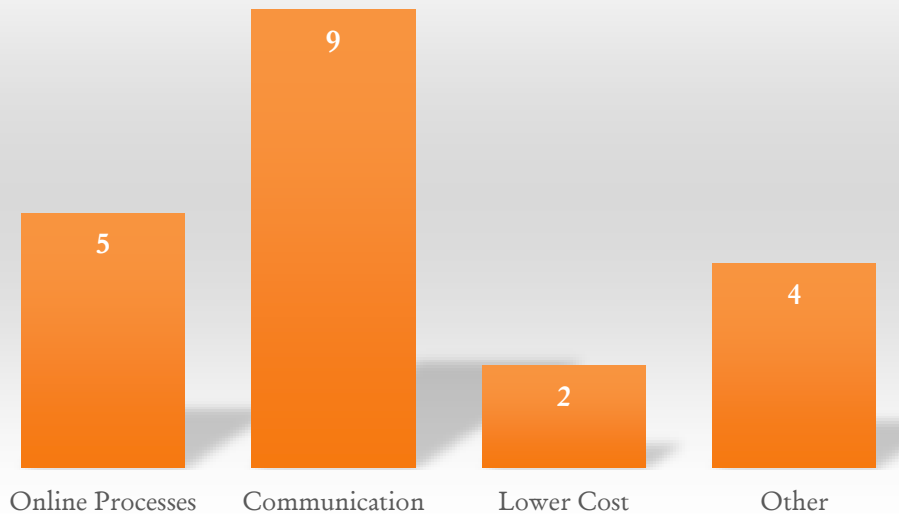
**Note:** The results reported can only be considered the opinions of the survey participants. They cannot be generalized to represent the entire client population as a whole.

## Survey Results

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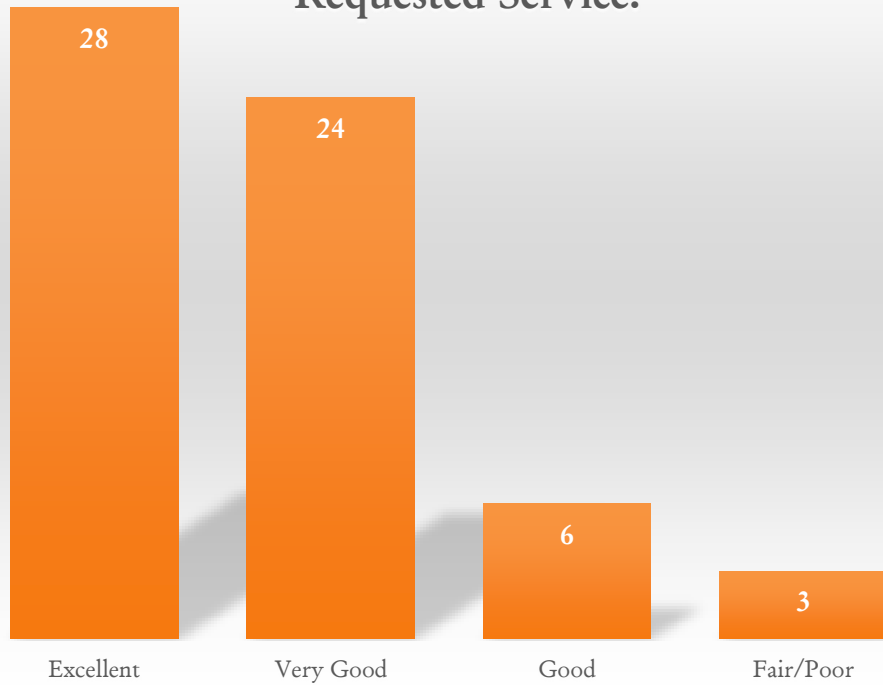
## How Could that Service Be Improved?



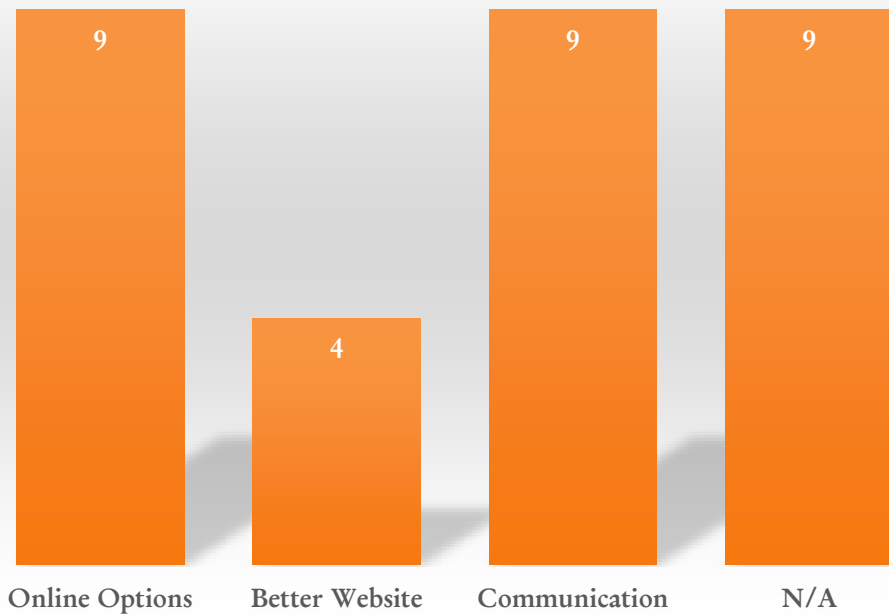
### Additional comments: How could that service be improved?

- The communication and service has been very good through email and phone. [Staff] keeps us informed and supplies us with the opportunity to participate in many different activities.
- Service was excellent and the office staff was available and knowledgeable.
- Don't change
- You are better than most. SLC and County are by far the worst. Thank you.
- Did the job I needed from the building dept.
- Was great service. Changed my business to an LLC. You were great to work with and very timely.
- Great job. Excellent communication.
- So far I have had all the help I needed. You can tell the people in the office really care about their business owners and try to help them any way they can. I really appreciate all of the support.
- Networking
- No idea! Service was great. Very friendly to work with, quick turn-around on licensing, and great supportive community.

### How Easy Was it to Find Information About the Requested Service?



### How Could That Information Be More Accessible or Streamlined?



## What other suggestions do you have to improve our service?

- One of my favorite cities to work with.
- Continue to provide emails concerning events and or post links to web pages on the CHBusiness, City sites. Thanks for the support.
- Keep our inspector and the easy nature of the relationship with us. Top City's I like are Provo. Lehi and now Cottonwood Heights. Least fav. Murray, Taylorsville, SLC., Saratoga Springs.
- Honestly, you all were very good. I have No complaints. I wish all others were half as good as your department. Thanks again.
- Move to your new offices ASAP!
- Dog park!
- Your office employees and business license gals are awesome and helpful.
- Move into the new City Hall which is closer to us :)

## Conclusion

Although the department received high marks in many areas, there is still room for improvement. As the city continues to grow and attract new businesses and development, it's clear that we must configure online processes for business licensing and building permits, and that we must be more responsive to phone calls and email messages.