

Memorandum



Date: August 9, 2011

To: Honorable Joe A. Martinez, Chairman
and Members, Board of County Commissioners

From: Carlos A. Gimenez
Mayor

A handwritten signature in black ink, appearing to read "Carlos A. Gimenez".

Subject: Permitting and Inspection Center (PIC) Customer Survey Results

I am sharing with you the end of third quarter fiscal year 2011 customer satisfaction survey results at our Miami-Dade County Permitting and Inspection Center (PIC). I am pleased to advise you that 88 percent of our reporting customers for the first nine (9) months of the fiscal year told us that the County is providing excellent services. To date, 683 of 775 reporting customers took their time to complete surveys indicating they are pleased with permitting services at the PIC.

On the first page of the attached survey results, you will see a typical customer completed survey. In this case, customer Lisa Hadley told us that Permit Clerk Nelida (Nelly) Childers provided excellent service to her when she came to do business at the PIC on June 16th. In fact, Nelly has often been recognized by our customers as providing excellent service. She is one shining example of the many PIC employees making the all important difference for our customers.

Join me in congratulating the department directors and their staff for their efforts on providing these services and delivering excellence every day! If you have any questions concerning the survey results or need additional information please contact Tom Marko, Development Coordinator at 786-315-2002.

Attachment

- c. R. A. Cuevas, Jr., County Attorney
- Office of the Mayor Staff
- Esther Calas, Director, Public Works Department
- Charles Danger, Director, Building and Neighborhood Compliance
- Marc LaFerrier, Director, Department of Planning and Zoning
- John W. Renfrow, Director, Water and Sewer Department
- Karls Paul-Noel, Interim Fire Chief, Fire Rescue
- Jose Gonzalez, Assistant Director, Department of Environmental Resources Management
- Tom Marko, Development Coordinator
- Samir Elmir, Division Director, Miami-Dade County Health Department
- Charles Anderson, Commissioner Auditor
- Christopher Mazzella, Inspector General

Nelida Childers

Miami-Dade County Customer Service Survey
 PERMITTING AND INSPECTION CENTER

Complete and place in the drop-box.

PWD + C



PLEASE COMPLETE A SEPARATE FORM FOR EACH DEPARTMENT OR SECTION VISITED

DEPARTMENT (Check One)	SECTION (Check One)		
Building & Neighborhood Compliance	Cashiers	Information Center (Lobby)	Plan Review
Planning and Zoning	Certificates of Use	Information Center (1st fl. Plan Review Area)	Product Control
DERM	Concurrency	Information Center (2nd fl. Neighborhood Compliance Receptionist Area)	Public Works, Paving and Drainage
Fire Rescue	Contractor Licensing	Inspectors	D.O.H. Septic Tank Program/Water Well
Water and Sewer	Impact Fees	WASD New Business Section	
Public Works		Permit Section	
Health Department		Application Intake	

Date and Time Visited: 6/16/2011

Reason for your Visit: pick up permit

Please score one, 1. (poor service) to five, 5. (excellent service).

GREETING

SCORE

1. I was greeted in a professional and courteous manner.

1 2 3 4 5
 Poor Service Excellent Service

2. Service was prompt.

1 2 3 4 5
 Poor Service Excellent Service

REQUEST/SERVICE (Provide employee name, if available)

3. Employee listened and gave full attention.

1 2 3 4 5
 Poor Service Excellent Service

4. Employee was knowledgeable.

1 2 3 4 5
 Poor Service Excellent Service

5. Employee had access to necessary tools to meet request.

1 2 3 4 5
 Poor Service Excellent Service

6. I received the service/information I needed.

1 2 3 4 5
 Poor Service Excellent Service

7. Employee went the extra mile to address my request.

1 2 3 4 5
 Poor Service Excellent Service

OVERALL SERVICE

8. Overall office employees' behavior and appearance were professional.

1 2 3 4 5
 Poor Service Excellent Service

9. The surroundings were clean and well maintained.

1 2 3 4 5
 Poor Service Excellent Service

10. The overall impression of my visit was positive.

1 2 3 4 5
 Poor Service Excellent Service

Any comments?

Idea for better service:

IF, you would like us to contact you, please provide your name and contact information here

Name: Lisa Hadley Tel: 954 729 8502 Email: hadleys6@comcast.net

Thank you for your participation!

PIC Center Customer Surveys

FY 2011 survey summary and comparison to all of FY 2010 summary:

FY 2011 Survey totals	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	YTD	%YTD	All '10	All '10
All Depts															Count	%
A: Often excellent	72	50	64	58	85	70	100	64	120	0	0	0	683	88%	961	85%
B: Some negative	9	8	4	2	14	9	18	11	17	0	0	0	92	12%	163	15%
C: Total Surveys	81	58	68	60	99	79	118	75	137	0	0	0	775	100%	1124	100%
D: Ideas only	1	2	1	1	0	3	3	2	4	0	0	0	17			
E: Total legible in	82	60	69	61	99	82	121	77	141	0	0	0	792			
F: Sufficient ID	56	39	48	36	57	52	74	32	69	0	0	0	463	58%		

All above numbers Fiscal Years

Notes:

- A: Often excellent Completed survey predominately showed "4" and "5" excellent ratings
- B: Some negative Completed survey showed "4" and below ratings
- C: **Total Surveys** A+B=C: which is the total of surveys received evaluating PIC service
- D: Ideas only D: total of surveys received with idea provided only; no evaluation of service
- E: Total legible in C+D=E: total of surveys (evaluations) + ideas (no evaluation) on survey form
- F: Sufficient ID Total of all survey forms received showing ID for customer follow-up contact

YTD = total FY 2011 Year To Date survey count

%YTD = total FY 2011 Year To Date percentage by category below:

%YTD for A: YTD A "excellent" count divided by YTD C "total surveys" count

%YTD for B: YTD B "some negative" count divided by YTD C "total surveys" count

June Nos.

June '11 All Depts:	Count	%
A: Often excellent	120	88%
B: Some negative	17	12%
C: Total Surveys	137	100%
D: Ideas only	4	
E: Total legible in	141	
F: Sufficient ID	69	49%

DETAILS below:

FY 2011 forms by Dept:	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	YTD	% YTD	All '10	All '10
DERM															Count	%
A: Often excellent	8	4	6	5	22	17	20	17	20	0	0	0	119	89%	116	77%
B: Some negative	1	1	0	0	1	3	3	1	3	0	0	0	15	11%	35	23%
C: Total surveys	9	5	6	5	23	20	25	18	23	0	0	0	134	100%	151	100%
D: Ideas only	1	0	0	0	0	0	0	0	0	0	0	0	2			
E: Total legible in	10	5	6	5	23	20	26	18	23	0	0	0	136			
F: Sufficient ID	8	4	5	2	12	14	12	8	16	0	0	0	81	60%		

FY 2011 forms by Dept:	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	YTD	% YTD	All '10	All '10
Planning & Zoning															Count	%
A: Often excellent	1	3	2	0	4	2	1	1	4	0	0	0	18	69%	48	71%
B: Some negative	1	0	0	0	2	0	3	1	1	0	0	0	8	31%	20	29%
C: Total surveys	2	3	2	0	6	2	4	2	5	0	0	0	26	100%	68	100%
D: Ideas only	0	0	0	0	0	1	0	0	0	0	0	0	1			

PIC Center Customer Surveys

E: Total legible in	2	3	2	0	6	3	4	2	5	0	0	0	27	
F: Sufficient ID	1	2	1	0	2	1	3	1	3	0	0	0	13	48%

FY 2011 forms by Dept:	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	YTD	% YTD	All '10	All '10
WASD														Count	%	
A: Often excellent	8	15	19	9	9	11	12	9	6	0	0	0	98	95%	92	91%
B: Some negative	1	0	0	0	1	1	1	0	1	0	0	0	5	5%	9	9%
C: Total surveys	9	15	19	9	10	12	13	9	7	0	0	0	103	100%	101	100%
D: Ideas only	0	0	0	0	0	0	0	0	0	0	0	0	0			
E: Total legible in	9	15	19	9	10	12	13	9	7	0	0	0	103			
F: Sufficient ID	4	3	13	6	5	7	8	2	4	0	0	0	52	50%		

FY 2011 forms by Dept:	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	YTD	% YTD	All '10	All '10
Fire Rescue														Count	%	
A: Often excellent	4	4	0	1	5	6	4	4	7	0	0	0	35	90%	124	99%
B: Some negative	0	1	0	0	0	1	1	0	1	0	0	0	4	10%	1	1%
C: Total surveys	4	5	0	1	5	7	5	4	8	0	0	0	39	100%	125	100%
D: Ideas only	0	0	0	0	0	0	0	0	0	0	0	0	0			
E: Total legible in	4	5	0	1	5	7	5	4	8	0	0	0	39			
F: Sufficient ID	3	5	0	0	3	4	3	2	4	0	0	0	24	62%		

FY 2011 forms by Dept:	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	YTD	% YTD	All '10	All '10
Bldg & NC Dept														Count	%	
A: Often excellent	45	21	30	30	35	26	48	26	73	0	0	0	339	88%	444	85%
B: Some negative	5	6	4	1	8	3	5	9	8	0	0	0	48	12%	79	15%
C: Total surveys	50	26	34	31	43	29	53	35	86	0	0	0	387	100%	523	100%
D: Ideas only	0	1	0	0	0	2	2	2	4	0	0	0	11			
E: Total legible in	50	27	34	31	43	31	55	37	90	0	0	0	398			
F: Sufficient ID	35	23	23	19	30	21	36	15	42	0	0	0	241	61%		

FY 2011 forms by Dept:	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	YTD	% YTD	All '10	All '10
Public Works														Count	%	
A: Often excellent	6	3	3	10	8	6	15	3	3	0	0	0	63	100%	121	100%
B: Some negative	0	0	0	0	0	0	0	0	0	0	0	0	0	0%	0	0%
C: Total surveys	6	3	6	13	8	6	15	3	3	0	0	0	63	100%	121	100%
D: Ideas only	0	0	0	0	0	0	0	0	0	0	0	0	0			
E: Total legible in	6	3	6	13	8	6	15	3	3	0	0	0	63			
F: Sufficient ID	5	2	9	8	5	5	12	1	2	0	0	0	46	73%		

FY 2011 forms by Dept:	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	YTD	% YTD	All '10	All '10
Dept of Health														Count	%	
A: Often excellent	0	0	0	0	0	0	0	4	2	0	0	0	6	86%	11	100%
B: Some negative	0	1	0	0	0	0	0	0	0	0	0	0	1	14%	0	0%
C: Total surveys	0	1	0	0	0	0	0	4	2	0	0	0	7	100%	11	100%
D: Ideas only	0	0	0	0	0	0	0	0	0	0	0	0	0			
E: Total legible in	0	1	0	0	0	0	0	4	2	0	0	0	7			
F: Sufficient ID	0	0	0	0	0	0	0	3	0	0	0	0	3	43%		

FY 2011 forms by Dept:	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	YTD	% YTD	All '10	All '10
No dept ID														Count	%	
A: Often excellent	0	0	1	0	2	2	0	0	0	0	0	0	5	31%	5	21%
B: Some negative	1	0	0	1	2	1	3	0	3	0	0	0	11	69%	19	79%

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C: Total surveys	1	0	1	1	4	3	3	0	3	0	0	0	16	100%	24	100%
D: Ideas only	0	1	1	0	0	0	0	0	0	0	0	0	3			
E: Total legible in	1	1	2	2	4	3	3	0	3	0	0	0	19			
F: Sufficient ID	0	0	0	0	0	0	0	0	0	0	0	0	3	16%		
FY 2011 forms by Dept:	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	YTD	% YTD	All '10	All '10
Totals - All:															Count	%
A: Often excellent	72	50	64	58	85	70	100	64	120	0	0	0	683	88%	961	85%
B: Some negative	9	8	4	2	14	9	18	11	17	0	0	0	92	12%	163	15%
C: Total surveys	81	58	68	60	99	79	118	75	137	0	0	0	775	100%	1124	100%
D: Ideas only	1	2	1	1	0	3	3	2	4	0	0	0	17			
E: Total legible in	82	60	69	61	99	82	121	77	141	0	0	0	792			
F: Sufficient ID	56	39	48	36	57	52	74	32	69	0	0	0	463	58%		