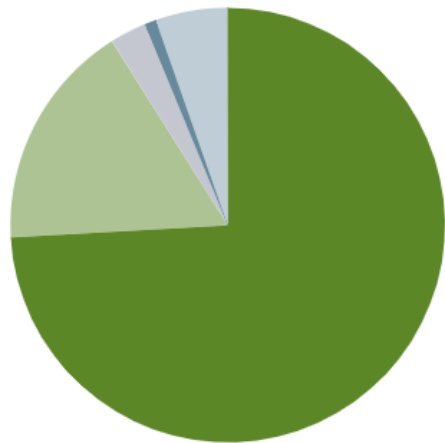


Development Feedback

Survey Results to Sept 11, 2020

Total Survey Responses



Strongly Agree Agree
Neither Agree nor Disagree Disagree
Strongly Disagree

"Your Building Services Manager is very responsive and more than helpful. Very positive responses."

"The Planning staff at the City of West Kelowna are wonderful to work with on applications. They are extremely helpful, attentive to detail and friendly all during the process."

Strongly Agree or Agree



86%

Staff were pleasant, professional and happy to assist

93%

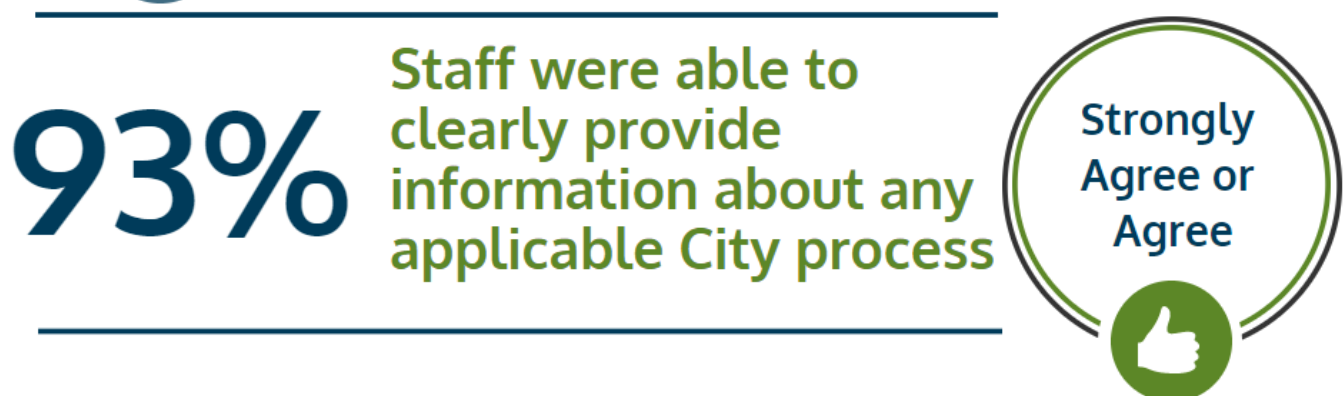
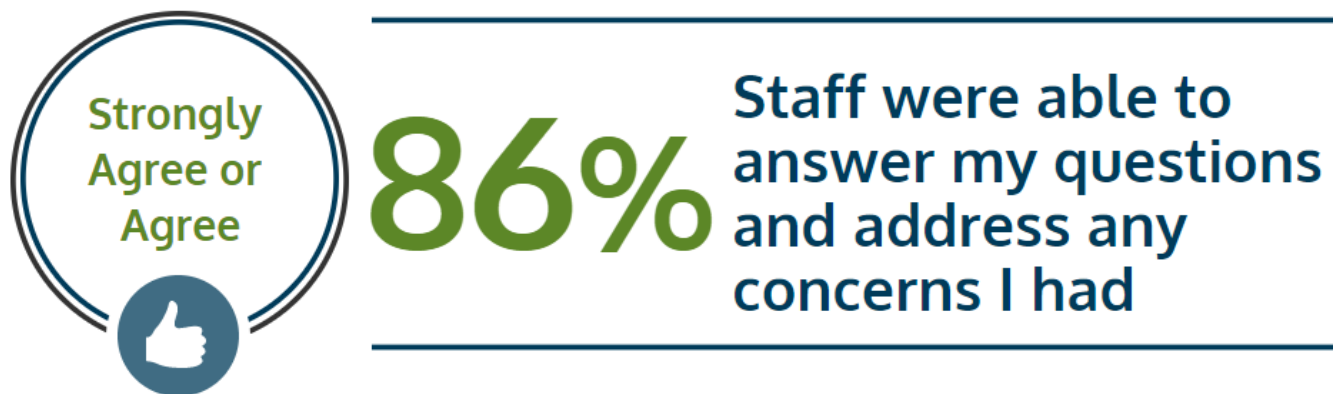
Staff responded to your inquiry in a timely manner

Strongly Agree or Agree



Development Feedback

Survey Results to Sept 11, 2020



Comments

"I was dealing with a clerk. She was incredible to deal with. On both occasions I needed help with some time sensitive issues, and she was able to help me almost immediately. Both issues occurred close to the end of the day, and she helped me out on both occasions without hesitation and without making me feel rushed or annoyed that it was almost closing time. She went above and beyond! I usually do not fill out these surveys but felt that recognition on the clerks efforts, professionalism as well as a sense of care for my issues needed to be known. Please feel free to contact me at any time if you'd like to discuss further."

"Staff are amazing!"

"The clerk was extremely helpful and responded so quickly in sending the information I had requested. Thank you so much."

"Requested a City File on a property. The clerk was very prompt in her response with the information."

"Very, quick, friendly, helpful service. Oh yes, I was sent to the wrong department the second lady sent me to the building department for my inquiry."

"I had conversations with two clerks. My clients are very elderly and I was hoping to keep their stress levels to a minimum as we worked through the sale process, which involved obtaining a city property file. I advised my clients that this could take a while. Obviously I had not dealt with the clerks.... they made the process quick and efficient.... throw in an amazing amount of customer care and you have no less than 9 people thrilled with events directed by the two clerks."

"As a Realtor the property information is extremely important and I am very happy with the services provided. Thank you."

Comments

"The staff are always courteous and get back to me quickly, the only issue I ever have with the department are not releasing surveys, and making us contact the companies directly, as it can cause long delays and extra expenses. While I appreciate the trademark aspect, this practice is unique only to West Kelowna when compared to other cities and municipalities in the area. In some cases, the survey firms are either defunct or I have also had experience where they refuse to release the surveys all together."

"We found the staff member to be very helpful and he assisted us in finding the best options to make our application workable. He usually had answers, and if he didn't he would get them for us. We appreciated his collaborative nature. The overall process was slow and costly beyond what we had expected. However, we got it done in the end, so we are grateful for that. "

"I would like to personally commend the Planning Manager for his quick reply (within minutes!) to my query about slope mapping. West Kelowna is truly fortunate to have such a committed and experienced public servant."

"Staff members were a pleasure to work with and the turnaround time for our minor DP application was spectacular. They exceeded my already high expectations on customer service and application timelines. My clients are thrilled to be able to build their walkway before the July long weekend."

"We have been working with the City for a number of years on our project. The staff have been excellent to work with, as we had to address a number of complications that emerged during our work. Their communication has been prompt, clear and open as we discussed different solutions."