



The Community Development Department of the City of Muscatine is requesting your feedback to help inform our permitting processes and provide excellent customer service. Please complete the following and return by USPS or e-mail to:

Community Development Department  
City of Muscatine  
215 Sycamore St  
Muscatine, IA 52761  
[jroyal-goodwin@muscatineia.gov](mailto:jroyal-goodwin@muscatineia.gov)

Permit Survey (downloaded from Community Development web site)

What types of permits did you obtain from the City of Muscatine Building Division? (Please select all that apply):

☐ Building ☐ Electrical ☐ Mechanical ☐ Plumbing

How would you rate the staff regarding the time required to review and issue permits?

☐ Excellent ☐ Good ☐ Fair ☐ Poor

How would you rate the price of your permit for the services you receive (permit, plan reviews, inspections, code consults, etc):

☐ 1 (Unfair) ☐ 2 ☐ 3 ☐ 4 ☐ 5 (Fair)

How would you rate the ease of pulling a permit?

☐ 1 (Difficult) ☐ 2 ☐ 3 ☐ 4 ☐ 5 (Easy)

Did you request an inspection time? If so, did the inspector try and work with your requested time?

☐ Yes ☐ No ☐ Didn't Request Time

Would you like to share the name(s) of the staff member(s) you dealt with?

How would you rate the ease of requesting an inspection?

☐ 1 (Difficult) ☐ 2 ☐ 3 ☐ 4 ☐ 5 (Easy)

Which method do you prefer to request an inspection?

☐ Phone ☐ E-Mail

How many staff people in the Building Division did you personally work or communicate with during your process?

Would you like to share the name(s) of the staff member(s) you dealt with?

How would you rate the administrative staff in the Building Division in helpfulness?

- ☐ Excellent ☐ Good ☐ Fair ☐ Poor

How would you rate the administrative staff in the Building Division in courtesy?

- ☐ Excellent ☐ Good ☐ Fair ☐ Poor

How would you rate the administrative staff in the Building Division in professionalism?

- ☐ Excellent ☐ Good ☐ Fair ☐ Poor

How would you rate the Inspectors in the Building Division in helpfulness?

- ☐ Excellent ☐ Good ☐ Fair ☐ Poor

How would you rate the Inspectors in the Building Division in courtesy?

- ☐ Excellent ☐ Good ☐ Fair ☐ Poor

How would you rate the Inspectors in the Building Division in professionalism?

- ☐ Excellent ☐ Good ☐ Fair ☐ Poor

Is there any part of our process you would change?

- ☐ Yes ☐ No

If you answered yes above, what would you change?

Is there anything else you would like to share with our department?

Did you encounter a problem during the permitting or inspection processes? If so, were you able to resolve the issue with either the administrative staff or building inspector?

- ☐ Yes
- ☐ No
- ☐ Issue was Resolved
- ☐ Issue was Not Resolved

If you were not able to resolve the issue, did you contact a supervisor to assist in resolving the issue?

- ☐ Yes
- ☐ No

Please  
Explain  
Issue:

Optional

Name: \_\_\_\_\_

Project Permit Pulled For: \_\_\_\_\_

\_\_\_\_\_