

**PERMIT CENTER
FISCAL YEAR 2008 – 2009**

Statement of Purpose

Provide permitting information and service to the citizens of Catawba County, including municipalities. The Permit Center currently operates two locations within the County in an effort to provide convenient locations for the public to acquire permits and information for Building Services, Planning, and Environmental Health in a coordinated, efficient, and friendly manner.

Outcomes

1. Ensure citizens receive quality customer service from Permit Center Specialists by:
 - a. Maintaining a customer service satisfaction rating of 95% or above as evidenced by customer survey reports.
 - b. Resolving 98% of all customer service complaints within 24 hours as measured by recorded complaints and follow up actions.
 - c. Participating in a minimum of eight (8) hours of training in customer service-related issues such as communication, skill building and tact, diffusion of adversarial situations and problem resolution. The objective is to perform permitting duties with exceptional customer service skills as measured by customer survey reports.

2. Ensure citizens timely permit issuance through maintaining equity in the workload at each permit center location by tracking the number of permits issued by location as evidenced by tracking logs and monthly reports.