



News Release

FOR IMMEDIATE RELEASE ON:
FOR MORE INFORMATION, CALL:

July 22, 2009
Jon MacGillis, 233-5234

Department of Planning, Zoning & Building

2300 North Jog Road

West Palm Beach, FL 33411

(561) 233-5000

Planning Division 233-5300

Zoning Division 233-5200

Building Division 233-5100

Code Enforcement 233-5500

Contractors Certification 233-5525

Administration Office 233-5005

Executive Office 233-5228

www.pbcgov.com/pzb

Palm Beach County Board of County Commissioners

Jeff Koons, Chairman

Burt Aaronson, Vice Chairman

Karen T. Marcus

Shelley Vana

Steven L. Abrams

Jess R. Santamaria

Priscilla A. Taylor

County Administrator

Robert Weisman



*"An Equal Opportunity
Affirmative Action Employer"*

Summary of "Zoning Division Customer Survey"

The Zoning Division published a Survey pertaining to the Zoning Division functions and customer service and requested customer input on possible impact related to the 2010 budget cuts. A total of fifty customers took the survey and a summary of the responses are provided as follows:

- Most customers visit the Zoning Division on a Daily or Weekly basis.
- Administrative Review and the Community Development Sections came in as the most visited Sections within the Zoning Division.
- The level of service that the Zoning Division provides was rated "Excellent" by 36.4% of the takers with "Above Average" coming in second at 30.9%.
- There was a consensus that the Zoning Divisions hours of operation and level of services provided should not be reduced during the budget cut process.
- Some of the areas of concerns that the responses show were as follows: Projects taking longer to process, longer waiting periods for appointments, significant effect on project deadlines for their clients and lastly, this would discourage their companies from bringing in new projects to Palm Beach County.
- A few additional general comments were made: Any reduction would hurt our clients, do not eliminate the Planner On-Call, if hours are reduced, would that limit how many applications can be submitted each month and would be on a first come first serve basis? A reduction in staff or work week would it affect my business.

We thank each of you for taking the time to respond to the survey. Your comments and concerns are being taken into consideration and as soon as we know more we will post an update.

If you would like additional information on the results of this survey, please contact Dorine Kelley at 561-233-5579.

Please [click here](#) to view a copy of the survey.

U:\zoning\ADMIN\Public Information\News Releases\2009\Zoning Summary of Zoning Customer Survey 07-22-09.doc