



# Town of Kill Devil Hills

102 Town Hall Drive, P. O. Box 1719  
Kill Devil Hills, NC 27948

# How can we improve?

Planning and Inspections Department

To better meet the needs of the people we serve, the Town of Kill Devil Hills is conducting this confidential survey to gain insight into customer satisfaction with the various functions of the Planning and Inspections Department. As a user/customer of the department, your observations, opinion and recommendations are important to us and may help guide us as we strive to improve the operation of the department.

We thank you for your participation in completing this customer service survey. Your answers and additional comments will be of great value and will be treated in complete confidence. Therefore, we are requesting that you forward the completed questionnaire to the **Outer Banks Home Builders Association, Attn: Willo Kelly, 105 West Airstrip Road, Kill Devil Hills, NC 27948, or by fax, 252-449-8450**, for compilation of results.

Sincerely,

Sincerely,

Shawn R. Murphy  
Assistant Town Manager

Greg Loy  
Director, Planning and Inspections Department

1) Are you a:

- Developer-residential and commercial projects, subdivisions, developments, etc.
- General Contractor-Builder
- Trade-contractor (mechanical, plumbing, electrical, gas, landscaping/grading, etc.)
- Individual (performing work or development on your own property or home)
- Professional Engineering/Architectural Firm
- Other: \_\_\_\_\_

2) Type of permits or development actions you have applied for within the past 12 months:

- Building permit-new residential construction
- Building permit-new commercial construction
- Building permit-residential remodel/add-on
- Building permit-commercial remodel/add-on
- Major Subdivision
- Minor Subdivision
- Variance/Interpretation from the Board of Adjustment
- Rezoning
- Sign Permit
- Change of Use Permit
- CAMA Permit

3) How much interaction have you had with this department, in the past 12 months?

- 1-2 permits/approvals
- 3-10 permits/approvals
- More than 10 permits/approvals

4) Who prepares your plans and application materials for submittal to this department?

- Engineer
- Architect/Designer
- Contractor
- Home/Property Owner
- Other: \_\_\_\_\_

5) When making an application and/or seeking approvals, I have generally found the Town's Planning staff to be responsive and helpful in the function of permitting.

- Yes
- No

Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6) When seeking approval for inspections, I have found the comments noted below to be inconsistent or incorrect based on my personal interpretation of the code specified:

Code: \_\_\_\_\_

Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

7) The Town's building inspectors have provided me with consistent and correct information.

- Yes
- No

If not, Code Sections where inconsistencies were presented:

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9) The conditions of approval applied to my building inspections were justified by the North Carolina Building Code and local codes.

- Yes
- No

Comments: \_\_\_\_\_

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11) Plan review and checking turnaround time, for my commercial development/project, was acceptable and accurate.

- Yes
- No

Comments: \_\_\_\_\_

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13) The Staff Review meeting for commercial site plans was productive and efficient.

- Yes
- No

Comments: \_\_\_\_\_

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15) When scheduling an inspection, I have generally found the Town's Building Inspectors to be responsive and helpful in the function of inspections.

- Yes
- No

Comments: \_\_\_\_\_

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Additional Comments:

I had a good experience with: \_\_\_\_\_

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I am concerned about: \_\_\_\_\_

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I was displeased with: \_\_\_\_\_

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What can we do to improve our processes? \_\_\_\_\_

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8) The Town's staff applies codes and policies in a fair and practical manner.

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|---------------------|-----|----|
| Planning            | Yes | No |
| Zoning              | Yes | No |
| Building Inspectors | Yes | No |

Comments: \_\_\_\_\_

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10) Plan review and checking turnaround time, for my single-family residential dwelling/property, was acceptable and accurate.

- Yes
- No

Comments: \_\_\_\_\_

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12) I found the submittal requirements and forms clear and easy to use.

- Yes
- No

Suggestions for improvement: \_\_\_\_\_

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14) How would you compare your experience with the Town of Kill Devil Hills Planning and Inspections Department to your experience with similar agencies?

Comments: \_\_\_\_\_

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**Thank you for your participation!**