

City of Brampton's Temporary Patio Permit 2020 Applicant Questionnaire
Survey Responses (n=10)

- 1) Overall, how satisfied were you with the application process to obtain a Temporary Patio Permit in 2020?
 - Very Satisfied - 10
 - Satisfied
 - Neutral
 - Somewhat Dissatisfied
 - Dissatisfied
- 2) Were the City's application requirements easy to understand?
 - Very Easy - 9
 - Somewhat Easy - 1
 - Neutral
 - Somewhat Difficult
 - Difficult
- 3) What was the level of effort required to produce the documentation to complete the application process?
 - Very Easy - 5
 - Somewhat Easy - 4 (1 person did not answer)
 - Neutral
 - Somewhat Difficult
 - Difficult
- 4) How satisfied were you with the City's response time to issue a permit after your application was received?
 - Very satisfied - 10
 - Satisfied
 - Neutral
 - Somewhat Dissatisfied
 - Dissatisfied
- 5) If your permit application was denied for any reason, was the City helpful to find an alternative solution where possible?
 - Very Helpful - 3
 - Somewhat Helpful
 - Not Very Helpful
 - Not Applicable - 7
- 6) Did you receive adequate promotional support from the City?
 - Very Helpful - 6
 - Somewhat Helpful - 1
 - Not Very Helpful
 - What promotional support? - 3
- 7) How can the City make simplify the application process for future applications?
 1. Make it easy to understand applications
 2. No comments.
 3. I was pleased with my service
 4. The application process was simple and easy
 5. Please auto renew it abs if needed, send us a link to pay it online using Visa card.