Business Tax

Business Tax - Apply for Film Permit

- Very Satisfied: 1 (September)
- Satisfied: 0 (July), 0 (August), 0 (September)
- Neutral: 0 (July), 0 (August), 0 (September)
- Not Satisfied: 0 (July), 0 (August), 0 (September)
City of El Segundo

Business Tax

Business Tax - Request Information Related to City Services

- Very Satisfied
- Satisfied
- Neutral
- Not Satisfied

July
August
September
Library - Check Out/Return/Extend Library Material

- Very Satisfied
- Satisfied
- Neutral
- Not Satisfied

July
August
September
Library

Library - Library Event

Very Satisfied
Satisfied
Neutral
Not Satisfied

July
August
September
Library

Library - Register/Renew Library Card

- June: 0 Very Satisfied, 0 Satisfied, 0 Neutral, 0 Not Satisfied
- July: 0 Very Satisfied, 0 Satisfied, 0 Neutral, 0 Not Satisfied
- August: 0 Very Satisfied, 0 Satisfied, 0 Neutral, 0 Not Satisfied
- September: 1 Very Satisfied, 1 Satisfied, 0 Neutral, 0 Not Satisfied

Chart shows vacations for July, August, and September.
Planning and Building

Planning & Building - Apply for Building Permit

- Very Satisfied:
  - July: 4
  - August: 1
  - September: 0

- Satisfied:
  - July: 1
  - August: 1
  - September: 0

- Neutral:
  - July: 0
  - August: 0
  - September: 0

- Not Satisfied:
  - July: 0
  - August: 0
  - September: 1
Public Works

Public Works - Apply for Encroachment Permits

<table>
<thead>
<tr>
<th></th>
<th>July</th>
<th>August</th>
<th>September</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Satisfied</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Neutral</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Not Satisfied</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

City of El Segundo

Quality Solutions, Inc.
Public Works - Submit a Traffic Committee Request

July
August
September

Very Satisfied | Satisfied | Neutral | Not Satisfied

July: 0 | 0 | 0 | 0
August: 0 | 0 | 0 | 0
September: 0 | 0 | 0 | 1

1
Public Works - Substructure Research

- July
- August
- September

Very Satisfied: 1
Satisfied: 1
Neutral: 0
Not Satisfied: 0
City of El Segundo

Water

Water - Pay Bill

- Very Satisfied: 6
- Satisfied: 0
- Neutral: 0
- Not Satisfied: 0

July
August
September
City of El Segundo

Water

Water - Change/Update Mailing Address

Very Satisfied Satisfied Neutral Not Satisfied

July August September

1 0 0 0 0 0 0 0 0

0 0 0 0 0 0 0 0 0

Very Satisfied Satisfied Neutral Not Satisfied
Based on your score, please tell us what we need to do in order to earn a higher score.

<table>
<thead>
<tr>
<th>Satisfaction with Service Provided</th>
<th>Response to Question</th>
<th>Month Completed</th>
<th>Department Visited</th>
</tr>
</thead>
<tbody>
<tr>
<td>Neutral</td>
<td>Allow the parent to check out books for their child under the child's library account.</td>
<td>July</td>
<td>Library</td>
</tr>
<tr>
<td>Not Satisfied</td>
<td>Communicate.</td>
<td>September</td>
<td>Planning and Building</td>
</tr>
<tr>
<td>Not Satisfied</td>
<td>Make faster.</td>
<td>September</td>
<td>Public Works</td>
</tr>
<tr>
<td>Not Satisfied</td>
<td>None qualified personnel.</td>
<td>July</td>
<td>Planning and Building</td>
</tr>
</tbody>
</table>