



Community Development Customer Satisfaction Questionnaire

We appreciate our customers and your input is important to us. We pledge to do everything in our power to reduce customer waiting time. With your help, we hope to make your experience pleasant and friendly.

1. What was the nature of your visit?

- Building Permit
- Improvement Plan
- Encroachment Permit
- Transportation Permit
- Parcel/Subdivision Map
- General Information
- Zoning Information
- Other (Specify)

2. At which public counters were you assisted?

- Planning
- Building Permits & Inspections (Branch Center)
- Building Permits & Inspections (Downtown)
- Site Improvement & Permits Section (SIPS)
- Environmental Review
- Other

3. Staff was courteous and helpful. (Check only one)

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

4. Staff provided complete, accurate information?

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

5. Timely service was provided.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

6. Overall experience was positive?

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

7. How long was your waiting time before you were provided assistance?

- 0-10 Minutes
- 10-20 Minutes
- 20-30 Minutes
- 30+ Minutes

8. Once you were provided assistance, how long did it take staff to conclude this transaction?

- 0-10 Minutes
- 10-20 Minutes
- 20-30 Minutes
- 30+ Minutes

9. What did we do well?

10. Where can we improve?

Customer Information (Optional)

Name: _____

Phone Number: _____

Email: _____

Thank you for your time in completing this survey. We are in the early stage of re-inventing our process. Please return this survey to any Community Development Public Counter, by e-mail to Director@saccounty.net or by mail to the address shown below. Thank you so much for your input.