



Customer Service Survey

Our job is to administer and enforce city and state regulations and standards. Our mission is to perform that service in a courteous and professional manner. Please let us know how we're doing. Your feedback is important to achieving our mission.

1. Please briefly indicate the services you used:

- Building (type of service): _____
- Planning (type of service): _____
- Business Licensing (type of service): _____
- Other (please specify): _____

2. Circle a number to rate the following, from 1 to 5 (1 = strongly disagree; 2 = disagree; 3 = neutral; 4 = agree; 5 = strongly agree; N/A = Not Applicable)

The service I received was acceptable	1	2	3	4	5	N/A
Staff was courteous and professional	1	2	3	4	5	N/A
Staff responded in a timely manner	1	2	3	4	5	N/A
Staff quickly identified the problem	1	2	3	4	5	N/A
Staff appeared knowledgeable and competent	1	2	3	4	5	N/A
Staff helped you understand the cause and the solution to the problem	1	2	3	4	5	N/A

If you rated any service a 1 or 2, please tell us why.

3. How long did you wait before speaking to a representative?

- I was taken care of immediately
- Within 3 minutes
- 3-5 minutes
- 5-10 minutes
- More than 10 minutes



4. How long did it take to resolve your issue?

- Immediate Resolution
- Less than a day
- Between 2 and 3 days
- Between 3 and 5 days
- More than a week
- The problem is still not resolved

5. Overall how satisfied are you with the customer service experience?

- Very Satisfied
- Somewhat Satisfied
- Neutral
- Somewhat Dissatisfied
- Very Dissatisfied

6. Please take a minute to tell us how we can improve services to better meet your needs:

Thank you for your feedback. We sincerely appreciate your honest opinion and will take your input into consideration while providing services in the future.

If you are willing to discuss your experience with us, please provide your name, address and/or phone number and we will personally get back to you. We look forward to hearing from you. Thank you.

Name:	_____
Company:	_____
Address:	_____
Phone:	_____
(Best Time to Call):	_____