



# CITY OF OVIEDO FLORIDA

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## PLANNING DIVISION & DEVELOPMENT REVIEW DIVISION CUSTOMER SERVICE SURVEY PRE-APPLICATION MEETING

**1. Date of Pre-Application Meeting**

\_\_\_\_\_

**2. Property Location**

\_\_\_\_\_

**3. Which of the below best describe you?**

Consultant  Developer

Owner/Builder

Other \_\_\_\_\_

**4. List the type of application for which you had contact with the Planning & Development Division?**

Deviation

Rezoning and/or Land Use Change

Special Exception Use Order

Site Development

Special Event

Annexation

Other

**5. My comments on this survey are for:**

A specific staff member (name):

\_\_\_\_\_

Overall service by Planning & Development staff

**6. Did Staff return your phone calls within two (2) business days?**

Yes  No

If No, how long did it take? \_\_\_\_\_

**7. Courtesy and professionalism of Staff.**

Excellent  Good  Fair  Poor

N/A

**8. Staff's explanation of the expected application deadlines and issues involved in the review process.**

Excellent  Good  Fair  Poor

N/A

**9. Staff's explanation of the items needed to submit with your application.**

Excellent  Good  Fair  Poor

N/A

**10. Staff's explanation of known issues/concerns pertinent to your application and explanation of options available to you.**

Excellent  Good  Fair  Poor

N/A

**11. Staff's knowledge of the relevant subject matter.**

Excellent  Good  Fair  Poor

N/A

**12. Overall experience with the Planning & Development Division was:**

Excellent  Good  Fair  Poor

N/A

**13. Please provide any additional comments to help us improve the Pre-Application process.**

\_\_\_\_\_

\_\_\_\_\_