



CITY OF OVIEDO FLORIDA

400 ALEXANDRIA BLVD • OVIEDO, FLORIDA 32765

407-971-5555 WWW.CITYOFOVIEDO.NET

PLANNING & DEVELOPMENT 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.
