



**PLANNING & DEVELOPMENT DIVISION
CUSTOMER SERVICE SURVEY**

PRE-APPLICATION MEETING

1. Which of the below best describe you?
 Consultant Developer
 Owner/Builder
 Other _____
2. List the type of application for which you had contact with the Planning & Development Division?

3. My comments on this survey are for:
 A specific staff member (name):

 Overall service by Planning & Development staff
4. Did Staff return your phone calls within two (2) business days?
 Yes No
If No, how long did it take? _____
5. Courtesy and professionalism of Staff.
 Excellent Good Fair Poor
 N/A
6. Staff's explanation of the expected application deadlines and issues involved in the review process.
 Excellent Good Fair Poor
 N/A
7. Staff's explanation of the items needed to submit with your application.
 Excellent Good Fair Poor
 N/A
8. Staff's explanation of known issues/concerns pertinent to your application and explanation of options available to you.
 Excellent Good Fair Poor
 N/A
9. Staff's knowledge of the relevant subject matter.
 Excellent Good Fair Poor
 N/A
10. Overall experience with the Planning & Development Division was:
 Excellent Good Fair Poor
 N/A
11. Please provide any additional comments to help us improve the Pre-Application process.

