



Building and Zoning Department Customer Satisfaction Survey

We want to know about your experience working with our department and are asking you to take a few minutes to complete our new customer satisfaction survey. Your feedback is truly important to us. Your response will help us identify and address areas where we may need to improve our customer service procedures or other aspects of our department. Our goal is to make your interaction with our department an efficient and pleasant experience. This survey should take approximately three minutes to complete.

1. **What was the subject of your most recent interaction with the Building and Zoning Department?**
 - A. Scheduling or Inquiring about an inspection
 - B. Submitting a Building Permit Application
 - C. Checking Status of a Building Permit Application
 - D. In Person Building Permit Pick-up
 - E. Remote Permit Pick-up
 - F. Online Usage of Building & Zoning Webpage
 - G. General Information regarding Building, Zoning, Planning or Development
 - H. Use of the Planning & Development Webpage
 - I. Other _____
2. **How would you rate the accuracy of the information provided by the Building and Zoning representative?**
 - A. Very Accurate
 - B. Somewhat Accurate
 - C. Neutral
 - D. Somewhat Inaccurate
 - E. Completely Inaccurate
3. **How would you describe the responsiveness of the Building and Zoning staff, with regards to timeliness of returned calls or emails, follow-up meetings, etc?**

A. Excellent	C. Average	E. Poor
B. Very Good	D. Fair	F. Not Applicable
4. **How would you rate the turn-around time for your request by the Building and Zoning Department Staff?**

A. Excellent	C. Average	E. Poor
B. Very Good	D. Fair	F. Not Applicable
5. **How would you rate the professionalism of the third-party Building Inspection service provided by RCI, and the accuracy of the information provide.**

A. Excellent	C. Average	E. Poor
B. Very Good	D. Fair	
6. **Overall, how satisfied are you with the courtesy and level of customer service provided by the Building and Zoning Department Representative? (i.e. willingness to help, appropriate personal interaction, etc.)**

A. Very Satisfied	C. Neutral	E. Very Dissatisfied
B. Somewhat Satisfied	D. Somewhat Dissatisfied	
7. **How satisfied are you with the quality of professional services provided by the Building and Zoning Department representative? (i.e. clarity of plan review comments, building inspections, accuracy of material provided, etc.)**

A. Very Satisfied	C. Neutral	E. Very Dissatisfied
B. Somewhat Satisfied	D. Somewhat Dissatisfied	
8. **If you used our department website or permit portal, how easy was it to find what you were looking for, such as applying for a building permit or scheduling inspections.**

A. Very Easy	C. Neutral	E. Very Difficult
B. Somewhat Easy	D. Somewhat Difficult	
9. **Approximate date and time of your visit / call.**

A. Within the past week	B. Within the past month	C. Within the past six months
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10. **Would you describe yourself as a:**

A. Resident	C. Local Business Owner	E. Real Estate Agent
B. Contractor	D. Professional Design Team Member	F. Developer
G. Other		

Additional Comments: Please provide any additional feedback or suggestions regarding your experience.

Optional Contact Information: If you would like to be contacted for a follow-up, please provide your contact information below.

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| A. First Name: | F. State: |
| B. Last Name: | G. Zip: |
| C. Street: | H. Email: |
| D. (Apt., Bldg., etc.): | I. Phone Number: |
| E. City: | |

Thank you for your time and feedback.