



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.
