



PLANNING & DEVELOPMENT DIVISION CUSTOMER SERVICE SURVEY

Please put a check on the line next to the statement that best matches with your opinion

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. Pre Application:

A. If you attended a Pre Application Conference before you submitted your development application, do you think that the Conference:

- Was very helpful, I was able to get all of my questions answered.
 Was helpful, but I couldn't get all my questions answered.
 Was not really helpful.

B. At the Pre Application Conference, Staff:

- Was friendly and technically helpful.
 Was technically helpful.
 Was somewhat helpful, but couldn't answer all my questions.

5. Sufficiency Submittal and Review:

A. How many Sufficiency Reviews were required before you were asked to submit your application for Compliance Review:

- One Two Three or more.

B. Did you receive your Sufficiency Review results within the eight (8) day review period?

- Yes No, the City was _____ days late in sending the comments.

C. Were the Sufficiency Review comments:

- Clear about what was missing from the application package?
 Vague about what was missing from the application package?

6. Compliance Submittal and Review

A. How many Compliance Reviews were required before your application was approved?

- One Two Three Four Five or more.

B. Were the City's comments provided within the twenty-eight (28) day review period?

- Yes No, the City was _____ days late in sending the comments.

C. If the City's comments were going to be delayed beyond the twenty-eight (28) day review period, did Staff tell you in advance?

- Yes No Yes, but they sent a partial compilation by the deadline.

D. How helpful were the review comments you received from Staff?

- The comments were explanatory, direct, and helpful to me in making the required revisions.
 The comments were helpful, but I had to call Staff for clarification of some comments.
 The comments were not very helpful, and I couldn't understand what was required until I contacted Staff for clarification.

E. Did Staff propose a Progress Meeting to discuss your responses to City comments with you prior to your re-submittal?

- Yes, and it was very helpful.
 Yes, and it was somewhat helpful.
 Yes, but I declined the proposal.
 No, I had to arrange a meeting with Staff to figure out what was meant by the comments.

F. How would you rate Staff's communication with you, the Applicant, during the process?

- Very good Good Average Poor

G. Overall, how helpful was Staff in clarification of issues that developed during the process?

- Very good Good Average Poor

H. Overall, how helpful was Staff in getting through the review Process?

- Very good Good Average Poor

Staff appreciates any suggestions that you think would result in the improvement of the review process. If you have suggestions, please provide them below:

Thank you for your input!
Planning & Development Division