

Collier County Government

Community Development & Environmental Services Division

CUSTOMER SATISFACTION SURVEY

Please tell us how we did today.

In order to help us improve our services, please take a moment to share your experience with us today. When you have completed this survey, please place the questionnaire in the survey box provided. You may also fax this form at your convenience to: Fax: 252-6746

Service Quality

How would you rate the staff?

- Excellent
- Friendly and helpful
- Good, but some improvement needed
- Less than acceptable

How often do you visit CDES?

- Daily
- 3 - 4 times per week
- 1 - 2 times per week
- First time visitor

How long did it take us to greet you?

- Less than 1 minute
- 1 to 3 minutes
- 3 to 5 minutes
- More than 5 minutes

Was the lobby and/or departments you visited clean and well organized?

- Yes
- No

Were you able to obtain the service/product you were requesting?

- Yes
- No

What services were you provided with today?

- | | |
|--|--|
| <input type="checkbox"/> Permitting | <input type="checkbox"/> Planning/Zoning |
| <input type="checkbox"/> Plan Review | <input type="checkbox"/> Contractors Licensing |
| <input type="checkbox"/> Code Enforcement | <input type="checkbox"/> Addressing |
| <input type="checkbox"/> Records Room Services | <input type="checkbox"/> Impact Fees |
| <input type="checkbox"/> Information Only | <input type="checkbox"/> Cashiering |
| <input type="checkbox"/> Vehicle for Hire | <input type="checkbox"/> Other _____ |

About You (optional)

Realtor/Property Manager/Financial Institution

Permit Company Land Use Planner

Engineer/Architect Builder/Contractor

Property Owner Resident/Visitor

If you phoned us before your visit today, was your call answered within 3 rings?

- Yes
- No

If you phoned us before your visit today, and left a message to return your call, was your call returned within one business day?

- Yes
- No

Would you like us to contact you? Phone# _____

Your Name (optional): _____ **Today's Date:** ____/____/____

Additional Comments: _____

Thank you for your participation!