**City of Healdsburg**
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***Community Development Center***

# *Customer Satisfaction Survey*

The City of Healdsburg is evaluating service delivery at the Community Development Center (CDC) and is interested in your feedback. If you have recently gone through the building/permit process with the City, please take a moment to provide information regarding your recent experience through the following survey.

Are you the: ☐ Property Owner ☐ Architect/Engineer/Designer ☐ Contractor ☐ Broker/Realtor

Type of project: ☐ Residential ☐ Commercial ☐ Industrial ☐ Other: _____

Briefly describe your project: _____

| | Not Satisfied ← | | | | → Greatly Satisfied |
|---|---|---|---|---|---|
| | Please circle one of the following: | | | | |
| Was the wait time for the plan review process reasonable? | 1 | 2 | 3 | 4 | 5 |
| *Comments (How long was your wait time?)*: | | | | | |
| Did City staff keep you informed of the progress of your permit application? | 1 | 2 | 3 | 4 | 5 |
| *Comments*: | | | | | |
| When you submitted your permit for review did the City respond to your application in a timely manner? | 1 | 2 | 3 | 4 | 5 |
| *Comments:* | | | | | |
| Was the permit review process explained to you by staff in a clear concise manner and did the City handouts related to the permit review process provide sufficient guidance for your project? | 1 | 2 | 3 | 4 | 5 |
| *Comments:* | | | | | |
| Did staff communicate clearly to you prior to turning in your permit application all the necessary information needed for your permit submittal? | 1 | 2 | 3 | 4 | 5 |
| *Comments:* | | | | | |
| How was the inspection process for your project? | 1 | 2 | 3 | 4 | 5 |
| *Comments:* | | | | | |
| Overall how do you rate the quality of service provided at the Community Development Center? | 1 | 2 | 3 | 4 | 5 |
| *Comments:* | | | | | |

What was your perception of inter-departmental coordination throughout your permit application/plan review process? Did you feel the departments worked together to make your process easy? ☐ Yes ☐ No

If you answered 'No' to this question, please comment on your experience?_____
_____
_____

Do you have any other suggestions on how to improve the level of service at the Community Development Center?
_____
_____

If you would like to discuss this survey or your experience with the City and the permit process please include your name and telephone number: _____