

# City of Jacksonville

## Planning & Development Services Department

### Customer Satisfaction Survey

Thank you for visiting our office today. Please take a moment to tell us how we are doing:

1. What brought you to our office today? Today's Date: \_\_\_\_\_

Community Development

- Purchase a home
- Home Repair
- Have a structure demolished
- Start a business

Building Inspections

- Inspections
- Consultation
- Plan Review

Planning

- Rezoning
- Site Plan
- Subdivision Plat
- Home Occupation

Other \_\_\_\_\_

2. What is the name of the individual that met with you today? \_\_\_\_\_

Below Expectations      Average      Above Average      Excellent

- |                                |                          |                          |                          |                          |
|--------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 3. Quality of Service          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Response to requests        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Employee courtesy           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Requirements understandable | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Overall impression          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

8. How can our Department/Division better meet your needs?  
 \_\_\_\_\_  
 \_\_\_\_\_

9. Comments: \_\_\_\_\_  
 \_\_\_\_\_

If you would like to be contacted please provide the following information:	
Name:	Home Phone:
Address:	Cell Phone:
	Work Phone:

Please return to: Reggie Goodson, Director, Planning & Development Services Department  
 PO Box 128, Jacksonville, NC 28541  
 THANK YOU FOR YOUR FEEDBACK!