

**COMMUNITY & BUSINESS DEVELOPMENT DEPARTMENT  
CUSTOMER SERVICE SURVEY**

1. What was your primary reason for contacting Community & Business Development (C&BD)?

- Code Enforcement Inquiry
- Housing Rehabilitation Inquiry
- Small Business/MWBE Program Inquiry
- Youth Build Program Inquiry
- Trash Busters Program Inquiry
- Vendor Permit Inquiry
- Neighborhood Association/Community Service Inquiry
- Housing Development Inquiry
- Funding Inquiry

Comments: \_\_\_\_\_  
\_\_\_\_\_

2. How would you rate the promptness of response and service you received?

- Excellent
- Good
- Fair
- Poor

Comments: \_\_\_\_\_  
\_\_\_\_\_

3. How would you rate the professionalism of the C&BD staff member with whom you interacted?

- Excellent
- Good
- Fair
- Poor

Comments: \_\_\_\_\_  
\_\_\_\_\_

4. How would you rate the courtesy of the C&BD staff member with whom you interacted?

- Excellent
- Good
- Fair
- Poor

Comments: \_\_\_\_\_  
\_\_\_\_\_

5. How would you rate the knowledge of the C&BD staff member with whom you interacted?

- Excellent
- Good
- Fair
- Poor

Comments: \_\_\_\_\_  
\_\_\_\_\_

6. How would you rate the overall service you received?

- Excellent
- Good
- Fair
- Poor

Comments: \_\_\_\_\_  
\_\_\_\_\_

7. Were your concerns/questions answered?

- Yes
- No
- 
- Comments: \_\_\_\_\_

\_\_\_\_\_

8. Please provide any additional comments you feel would be helpful.

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\_\_\_\_\_  
\_\_\_\_\_