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. Hov	w would you rate the promptness of response and service you received?
	Excellent
	Good
	Fair
	Poor
	Comments:
	w would you rate the professionalism of the C&BD staff member with whom you
mera	cted?
Intera	cted? Excellent
	Excellent
	Excellent Good
	Excellent Good Fair
	Excellent Good Fair Poor Comments: w would you rate the courtesy of the C&BD staff member with whom you
4. Hov	Excellent Good Fair Poor Comments: w would you rate the courtesy of the C&BD staff member with whom you
4. Hovintera	Excellent Good Fair Poor Comments: w would you rate the courtesy of the C&BD staff member with whom you cted?
4. Hovintera	Excellent Good Fair Poor Comments: w would you rate the courtesy of the C&BD staff member with whom you cted? Excellent

5. How would you rate the knowledge of the C&BD staff member with whom you interacted? Excellent Good Fair Poor Comments:	Comments:
Good Fair Poor Comments: S. How would you rate the overall service you received? Excellent Good Fair Poor Comments: No	
Fair Poor	Excellent
Comments: Comments: Comme	Good
Comments: Comments: Comments: Comments: Comments: Comments: Comments: Comments: Comments: Comments: Yes No No Comments Commen	Fair
6. How would you rate the overall service you received? Excellent Good Fair Poor Comments:	Poor
□ Excellent □ Good □ Fair □ Poor Comments: □	Comments:
7. Were your concerns/questions answered? □ Yes □ No	Excellent Good Fair
□ Yes □ No	Comments:
□ □ Comments:	Yes
	Comments:
8. Please provide any additional comments you feel would be helpful.	Yes No Comments: