

Development Review Counter



Customer Service Questionnaire



www.cityofsanmateo.org

Place
Postage
Here

City Of San Mateo

Building Division

330 W 20th Ave

San Mateo, CA 94403-9801

How Is Our Service?

In an ongoing effort to respond to the needs of our customers, we would appreciate your thoughts regarding your recent experience at the Development Review Counter. Your responses are completely confidential, unless you choose to provide your name at the conclusion of this survey.

Thank you for your time!

Staff Name: _____

1. Staff took a practical approach in applying city standards and regulations.
 Strongly Agree Agree Disagree Strongly Disagree N/A
2. Staff was courteous and treated me with respect.
 Strongly Agree Agree Disagree Strongly Disagree N/A
3. Staff was knowledgeable about the city's codes, building and fire codes, and procedures.
 Strongly Agree Agree Disagree Strongly Disagree N/A
4. Building and/or fire plan check was complete and accurate. Additional problems did not surface later that should have been caught in previous review.
 Strongly Agree Agree Disagree Strongly Disagree N/A
5. Staff is easily accessible when I need assistance in resolving problems with my plans or answering questions.
 Strongly Agree Agree Disagree Strongly Disagree N/A
6. I would rate my overall experience with the staff as a pleasant experience.
 Strongly Agree Agree Disagree Strongly Disagree N/A

7. If you could change one thing about our service, what would it be?

8. Are there any other comments you might have?

9. Is there any city employee you would like to recognize?

We would like to thank you for taking the time to assist us in our survey. Would you like to be contacted by our management to discuss your experience? Yes No

Name: _____

Phone number: _____

Date: _____