



CUSTOMER SERVICE SURVEY

PLANNING AND ENVIRONMENTAL SERVICES CURRENT PLANNING DIVISION

The Current Planning Division seeks to provide a high level of customer service throughout the planning process. We would like to determine ways in which we can improve an applicant's experience. Please take a moment to fill out this survey and provide us with feedback and an evaluation of our service.

Type of Application – please check one or more:

- Residential (new SFD or SFD remodel)
- Commercial (addition or remodel)
- Land Development Project (minor or major discretionary project)
- Design Review Board

Customer Experience:

Please rate the following:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
1. Counter assistance	<input type="checkbox"/>				
2. Submittal material provided	<input type="checkbox"/>				
3. Explanation of the permit process	<input type="checkbox"/>				

- | | | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 4. Staff communication during the permit process | <input type="checkbox"/> |
| 5. Timeframe to complete processing | <input type="checkbox"/> |
| 6. Staff assistance with processing issues | <input type="checkbox"/> |
| 7. Overall staff knowledge | <input type="checkbox"/> |
| 8. Your treatment as a customer | <input type="checkbox"/> |

Additional Suggestions and/or Comments:

Would you like us to contact you? *(optional)*

Name: _____

Phone: _____

Email: _____

Please mail and/or email this form to:

City of Goleta
Planning and Environmental Services
130 Cremona Drive, Suite B
Goleta, CA 93117
pmiller@cityofgoleta.org