Community Development Department

Customer Service Is Our Goal !

How are we doing ?

employees want to provide you with the best service possible. Please help by taking a moment to let us know how we have served you. Is there a way we can better serve you and more fully meet our commitment to provide quality and responsive services.

Date of Service:

Which Division Helped You?

[ ] Building [ ] Planning [ ] RDA
[ ] Community Preservation
[ ] Support Staff
[ ] _____

Who Helped You:

Overall Impression	Great	OK	Poor
Responsiveness	[ ]	[ ]	[ ]
Quality of Service	[ ]	[ ]	[ ]
Courtesy	[ ]	[ ]	[ ]

Optional:

Project Address:_____

May we contact you for additional information?

Yes No

Your Information
If Yes above

Name:_____

Address:_____

City:_____

Phone:_____

Email:_____

It was easy to find the proper person to handle my business.

Disagree Agree
1 2 3 4 5

CDD employee was knowledgeable.

1 2 3 4 5

CDD employee understood my needs.

1 2 3 4 5

I accomplished what I needed to do.

1 2 3 4 5

The procedure to do the job was efficient.

1 2 3 4 5

The information I received was understandable.

1 2 3 4 5

Handouts answered my questions.

1 2 3 4 5

Appointments were made on time.

1 2 3 4 5

Multi-lingual Service

1 2 3 4 5

Are there areas in which we could improve?

Examples: Handouts, Customer Service Communications (Phone, Email), Permit Process, Inspections, scheduling.

Are there services we should consider adding?

Additional Comments ?

Thank you for your time.

Please return completed survey to:

Community Development Department
Customer Satisfaction Survey
621 Magnolia Ave.
Millbrae, Ca. 94030
or
Fax 650 - 697 - 2657