



## Planning and Building Department Customer Service Survey

The City of Santa Fe Springs Planning and Building Department's goal is to deliver an exceptional overall customer service experience to its residents, business owners, building designers, developers, and contractors. Please help us continue to meet that goal by taking a few minutes of your time to complete the following survey.

1. How often did / do you interact with the Planning and Building Department?

- Seldom (1 - 2 times per year)     Occasionally ( 3 - 5 times per year)  
 Frequently (more than 5 times per year)

2. What best describes you?

- Architect, Engineer, Design Professional, etc.     Contractor  
 Business Owner     Property Owner  
 Other (please specify) \_\_\_\_\_

3. What was the purpose of your visit?

\_\_\_\_\_

4. How long did you wait for assistance?

\_\_\_\_\_

5. How long did staff spend assisting you?

\_\_\_\_\_

6. List name (s) of any staff members that assisted you.

\_\_\_\_\_

7. Did our staff member (s) address your questions and concerns to your satisfaction ?

- Yes     No

9. How would you rate your overall experience?

- Poor     Average     Excellent

8. Please provide any comments, feedbacks, or suggestions. Is there any particular staff member (s) you'd like to recognize?

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

*We thank you for taking the time to complete this survey.*

Please return all completed surveys to either the Planning Counter or email as an attachment to [PlanningSurvey@santafesprings.org](mailto:PlanningSurvey@santafesprings.org).