

City of Carpinteria

Community Development Department Customer Satisfaction Survey

Please circle choice:

Type of Project: Residential Commercial Industrial

How satisfied were you with the following:
(circle one number only)

	<u>Unsatisfied</u>	<u>Satisfied</u>	<u>Very Satisfied</u>	
1. Counter Assistance	1	2	3	4 5 6 7 8 9 10
2. Material Provided	1	2	3	4 5 6 7 8 9 10
3. Initial Planner Assistance	1	2	3	4 5 6 7 8 9 10
4. Timeframe for Review	1	2	3	4 5 6 7 8 9 10
5. Treatment as a Customer	1	2	3	4 5 6 7 8 9 10
6. Explanations Provided	1	2	3	4 5 6 7 8 9 10
7. Staff Communication	1	2	3	4 5 6 7 8 9 10
8. Overall Staff Knowledge	1	2	3	4 5 6 7 8 9 10
9. Staff Responsiveness	1	2	3	4 5 6 7 8 9 10
10. Overall Department Experience	1	2	3	4 5 6 7 8 9 10

Were any of our staff especially helpful? If yes, please identify.

Any additional comments? _____

Please return to:
City of Carpinteria
Community Development Department
5775 Carpinteria Avenue
Carpinteria, CA 93013
Attn: Lorena Esparza
or e-mail to lorenae@ci.carpinteria.ca.us

Thank you for your comments!