

CUSTOMER SERVICE SURVEY

Chatham County Planning Division

Your input as a customer is very important and valuable to our division. To help us provide better service, we would appreciate your comments regarding our performance. Please take a moment to fill out this customer survey and let us know how we are doing.

1. My contact with the Planning Division involved: (Check all that apply)

- | | |
|--|--|
| <input type="checkbox"/> General Planning Inquiry | <input type="checkbox"/> Violation of Land Use |
| <input type="checkbox"/> Minor Subdivision Review/Approval | <input type="checkbox"/> Flood Plain Determination |
| <input type="checkbox"/> Major Subdivision Application Submittal | <input type="checkbox"/> Zoning Permit Approval |
| <input type="checkbox"/> Conditional Use Application Review | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Site Plan Review | |

2. Type of Contact:

- | | |
|---|--|
| <input type="checkbox"/> In person with an appointment | <input type="checkbox"/> Telephone Conversation |
| <input type="checkbox"/> In person without an appointment | <input type="checkbox"/> Fax/Mail Correspondence |
| <input type="checkbox"/> Email Correspondence | |

3. Please Mark Your Response:

	Strongly <u>Agree</u>	<u>Agree</u>	<u>Disagree</u>	Strongly <u>Disagree</u>
Staff was available to assist me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff displayed a positive attitude.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff was helpful, knowledgeable and professional.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff responded to my issues in a timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff provided clear and concise information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resources were available to address my needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resources on the website were useful and user friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Overall, how would you rate the level of assistance you received from the Planning Division staff?

Excellent _____ Good _____ Fair _____ Poor _____

5. My comments on this survey are for:

- A specific staff member (name): _____
- Overall service by planning staff.

6. Comments or Suggestions: How might we serve you better in the future?

Thank you for your input. You may email your responses to angela.birchett@chathamnc.org or you can print this form and mail it to Chatham County Planning Division, PO Box 54, Pittsboro, NC 27312 or fax to 919-542-2698 attention "Zoning Administrator".

Optional:

Your name:

Contact Phone Number: