

Customer Satisfaction Survey



City Of Sedona
Community Development Department
102 Roadrunner Drive Sedona, AZ 86336
(928) 282-1154 • Fax: (928) 204-7124

We are currently in the process of evaluating our customer service, and need your feedback so we may improve even further. Please take a moment to complete the survey below, and let us know how we are doing.

How was contact made?

- Front Counter Phone Email Field Employee Website Other: _____

Which division of Community Development did you contact?

- Building Safety Planning and Zoning Code Enforcement Other: _____

Please rate the following:

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
Staff was helpful, courteous and professional.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff provided clear, concise, and accurate information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff responded to my needs in a timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employees of Community Development demonstrate a willingness to help customers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff members demonstrate knowledge and expertise.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Development makes information easily accessible and available.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am satisfied with the range of services provided by Community Development.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thinking about Community Development as a whole, would you say the permitting process is:

- Improving About the same Needs improvement

My overall service experience was:

- Poor Fair Good Great Excellent

Continue on back →

Comments:

Please explain why you rated us as you did, and provide any suggestions on how we might serve you better in the future.

(Optional)

Your Name:	
Email Address:	
Phone:	

May we contact you to follow up? Yes No

Please leave your completed survey at the front counter or mail to the address above or fax to: 928-204-7124.
Thank you for your time – we appreciate your feedback!