CUSTOMER SERVICE SURVEY

PLANNING AND ENVIRONMENTAL SERVICES
CURRENT PLANNING DIVISION

The Current Planning Division seeks to provide a high level of customer service throughout the planning process. We would like to determine ways in which we can improve an applicant’s experience. Please take a moment to fill out this survey and provide us with feedback and an evaluation of our service.

Type of Application – please check one or more:

___ Residential (new SFD or SFD remodel)
___ Commercial (addition or remodel)
___ Land Development Project (minor or major discretionary project)
___ Design Review Board

Customer Experience:

Please rate the following:

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
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</thead>
<tbody>
<tr>
<td>1. Counter assistance</td>
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<td>2. Submittal material provided</td>
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<td>3. Explanation of the permit process</td>
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March 2010
4. Staff communication during the permit process

5. Timeframe to complete processing

6. Staff assistance with processing issues

7. Overall staff knowledge

8. Your treatment as a customer

Additional Suggestions and/or Comments:

Would you like us to contact you? (optional)

Name: __________________________

Phone: __________________________

Email: ___________________________

Please mail and/or email this form to: City of Goleta
Planning and Environmental Services
130 Cremona Drive, Suite B
Goleta, CA 93117
pmiller@cityofgoleta.org