

## Development Review - Customer Service Survey

**Dear customer:** You were recently involved in a completed development application. I hope that you will take the time to evaluate your experience in the processing of this application through the Community Development Department. It will help us learn what we're doing right and where we can improve. I will personally review all responses and respond to your comments and suggestions if you request it. Please complete the form below to submit your comments. Thank you. *Marie Jones, Director, Community Development Department*

### 1. Please rate your level of satisfaction with:

	Very Satisfied	Somewhat Satisfied	Somewhat Disappointed	Very Disappointed
staff courtesy				
how well staff explained the process to you				
how well staff explained technical or policy issues relevant to your project				
how long the process took				
the final outcome for your application				
City fees for the review				
the City's zoning regulations and requirements as they relate to your project				

### 2. Who assisted you with your application? (Check all that apply)

Marie Jones    Sean O'Rourke    June Lemos    Tom Varga

### 3. Please provide any other comments or suggestions for the Community Development Department that you think would improve service:

**4. Type of application:**

Building Permit  Use Permit/Minor Use Permit  Coastal Development Permit  Sign Permit  Design Review  Subdivision/Lot Line Adjustment

Other \_\_\_\_\_

**5. Are you:**

The applicant?  The agent?  The contractor?  The owner?

**\* OPTIONAL \***

**\* OPTIONAL \***

**\* OPTIONAL \***

Project Address: \_\_\_\_\_

I would like a response to my comments above.

I wish to be contacted by the Director personally to provide additional comments.

I prefer to be contacted by:

Mail

Email

Phone

**Contact information:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Email address: \_\_\_\_\_

Phone: \_\_\_\_\_

Thank you for taking the time to complete this evaluation. Your comments may remain anonymous if you prefer, or you can let us know how to respond by filling out the contact information above. You may also contact the Director any time with your concerns by telephone 707-961-1807 or email: [mjones@fortbragg.com](mailto:mjones@fortbragg.com).