

SAMPLE • SAMPLE • SAMPLE

A TELEPHONE SURVEY FOR A CITY'S PLANNING AND BUILDING DEPARTMENT

Date and time of survey: _____ Staff member initials: _____

FOCUS PROJECT OR INTERACTION: *(Specify exactly what recent contact the customer had with your organization. Ask the customer to keep this contact in mind throughout the interview.)*

NAME: _____ PHONE NO. _____

COMPANY: _____ CITY: _____

HELLO. My name is _____. I'm calling from _____ on behalf of the customer satisfaction program. I have just a few questions that I would like to ask you about your recent dealings with us. May I have just 3 or 4 minutes of your time to get your responses? Thank you.

You may have had several dealings with us recently. The one that I would like to be the focus for these questions and for your responses was [describe the Focus Interaction or Project above].

1. Do you believe you were advised of the complete process required to complete your project in a timely manner or fully to be in compliance with relevant laws and regulations concerning this project? Please select one of these responses:

1. Not at all 2. Somewhat 3. Mostly 4. Completely

Do you have a comment you would like to add?:

2. To what extent do you feel you were provided with relevant information the concerning this project? Please select one of these responses:

- 1. Given as much information as I could have wanted
- 2. Given enough information
- 3. Given some information but not enough
- 4. Given wrong information
- 5. Given no information at all

Do you have a comment you would like to add?:

3. Do you feel you were provided with enough time in which to get your plans approved or to bring your project into compliance? Please select one of these responses:

1. More than enough time 2. Just enough time 3. Not enough time 4. No time at all

Do you have a comment you would like to add?:

4. Were your telephone calls returned in a timely manner? Please select one of these responses:

1. All of them were 2. Most of them were 3. A few of them were 4. None were

Do you have a comment you would like to add?:

5. Were the staff members courteous and respectful in their dealings with you? Please select one of these responses:

1. All of them were 2. Most of them were 3. A few of them were 4. None were

Do you have a comment you would like to add?:

Thank you very much for taking your time to respond to these questions. Your responses will help us do a better job for you and others dealing with the _____ in the future.

Is there anything else you would like to add?

Again, thank you for your help. Good-bye.