

**City of Bonney Lake - Community Development Department
Customer Service Survey**

The City of Bonney Lake’s mission is, in part, to provide accountable, accessible and efficient local government services. In keeping with the overall City mission, the Community Development Department works together with other City departments and outside agencies to ensure that the development review process is a coordinated, seamless effort. To that end, the Department is constantly seeking ways to improve the services we offer and identify ways to streamline the development review process.

The City overall, and myself as Director of the Department, both place a strong emphasis on customer service. We are committed to continually improving on the services we provide and would appreciate it if you would take a few moments and answer the following questions regarding your experience with the Community Development Department.

Sincerely,
John P. Vodopich, AICP
Community Development Department Director/Building Official

Date of Contact: _____

Which division did you have your most recent contact with?

- | | |
|---|---|
| <input type="checkbox"/> Building | <input type="checkbox"/> Development Review Engineering |
| <input type="checkbox"/> Planning | <input type="checkbox"/> Code Enforcement |
| <input type="checkbox"/> Staff at the counter | <input type="checkbox"/> Other / Unknown |
| <input type="checkbox"/> GIS | |

What was the nature of your most recent contact with our Department?

- | | |
|---|---|
| <input type="checkbox"/> Information | <input type="checkbox"/> Field inspection |
| <input type="checkbox"/> To request/submit an application | <input type="checkbox"/> Making a payment |
| <input type="checkbox"/> Plan Review letter | <input type="checkbox"/> Filing a complaint |
| <input type="checkbox"/> Other (please describe): _____ | |

How did you contact the Community Development Department?

- In person
- Telephone
- Mail
- Email

Was the staff person(s) who assisted you professional and courteous? (If ‘no’ please explain)

- Yes
- No – Comments: _____

Were your questions answered clearly? (If ‘no’ please explain)

- Yes
- No – Comments: _____

Was the information you received complete? (If ‘no’ please explain)

- Yes
- No – Comments: _____

Was the service or inspection you received prompt? (If 'no' please explain)

- Yes
- No – Comments: _____

Overall, how would you rate your most recent experience with the Community Development Department?

- Exceeded your expectations
- About what you expected
- Less than you expected

On a scale of 1 - 5, how would you rate the quality of service by our staff?

5 = Outstanding 4 = Good 3 = Fair 2 = Needs Improvement 1 = Unsatisfactory

- | | |
|--|----------------------------------|
| <input type="checkbox"/> Courteous | <input type="checkbox"/> Helpful |
| <input type="checkbox"/> Professional | <input type="checkbox"/> Timely |
| <input type="checkbox"/> Knowledgeable | |

If one or more of our staff members was particularly helpful, please tell us their name(s) so that they can be appropriately recognized for their efforts:

Would you like to be contacted by the Department Director about this survey?

- Yes (if 'yes' please provide contact information below)
- No

OPTIONAL: If you would like to share your information please do so below.

- Name: _____
- Address: _____
- Email: _____
- Phone: _____
- Best time to call: _____
- Permit number: _____

Additional Comments and/or Suggestions:

Thank you again for taking the time to help us address issues that are important to you as our customer so that we can find ways to improve our services. Please feel free to contact me directly should you have any specific issues or concerns that you would like to discuss.

Sincerely,
John P. Vodopich, AICP
 Community Development Department Director/Building Official
 (253) 447-4345
vodopichj@ci.bonney-lake.wa.us