

# City of Jacksonville

## Planning & Inspections Department

### Customer Satisfaction Survey

We appreciate the opportunity to provide you with what we hope was exceptional customer service.  
Please take a moment to tell us how we are doing:

1. What interaction did we have with you today?

- |                                       |   |  |
|---------------------------------------|---|--|
| <input type="checkbox"/> Inspections* | <input type="checkbox"/> Rezoning         | <input type="checkbox"/> Permitting      |
| <input type="checkbox"/> Consultation | <input type="checkbox"/> Site Plan        | <input type="checkbox"/> Home Occupation |
| <input type="checkbox"/> Plan Review  | <input type="checkbox"/> Subdivision Plat |  |
| <input type="checkbox"/> Other _____  |   |  |

2. What is the name of the individual(s) that met with you today? \_\_\_\_\_

	Below Expectations	Average	Above Average	Excellent
3. Quality of Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Response to requests	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Employee courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Requirements understandable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Overall impression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. How can our Department better meet your needs?

\_\_\_\_\_

\_\_\_\_\_

9. Comments: \_\_\_\_\_

\_\_\_\_\_

**If you would like to be contacted please provide the following information:**

Name:	Home Phone:
Address:	Cell Phone:
	Work Phone:

\*In accordance with North Carolina General Statutes 160D-1104, you are afforded the opportunity to request an informal internal review of inspection decisions.  By checking this box, I hereby request an internal review be conducted on decisions made by the inspector as referenced above.

Please return to: Ryan King, Interim Director  
 Planning & Inspections Department  
 PO Box 128, Jacksonville, NC 28541  
 THANK YOU FOR YOUR FEEDBACK!