

# Community Development Service Survey

The Community Development Department consistently strives to provide quality, professional service to our applicants. In an effort to evaluate and improve our service, we would like to invite you to answer nine questions and provide any comments or suggestions you have. *Your responses are valued and appreciated!*



<b>Applicant:</b>	
<b>Staff Contact:</b>	
<b>Project:</b>	
<b>File:</b>	

	Criteria	Score
1	How would you rate your staff contact's knowledge of the City's policies and procedures?	<input type="checkbox"/> Unacceptable <input type="checkbox"/> Acceptable <input type="checkbox"/> Excellent
2	How would you rate your staff contact's ability to work through the issues of this case?	<input type="checkbox"/> Unacceptable <input type="checkbox"/> Acceptable <input type="checkbox"/> Excellent
3	How would you rate the overall professionalism of your staff contact?	<input type="checkbox"/> Unacceptable <input type="checkbox"/> Acceptable <input type="checkbox"/> Excellent
4	How would you rate your staff contact's ability to return your calls and/or emails within one business day?	<input type="checkbox"/> Unacceptable <input type="checkbox"/> Acceptable <input type="checkbox"/> Excellent
5	How would you rate the time it took your staff contact to review submittals/revisions and get a response back to you?	<input type="checkbox"/> Unacceptable <input type="checkbox"/> Acceptable <input type="checkbox"/> Excellent
6	How would you rate your staff contact's willingness to help you?	<input type="checkbox"/> Unacceptable <input type="checkbox"/> Acceptable <input type="checkbox"/> Excellent
7	How would you rate your staff contact's friendliness toward you and your case?	<input type="checkbox"/> Unacceptable <input type="checkbox"/> Acceptable <input type="checkbox"/> Excellent
8	How would you rate the professionalism, responsiveness, and courtesy of the Planning Department as a whole?	<input type="checkbox"/> Unacceptable <input type="checkbox"/> Acceptable <input type="checkbox"/> Excellent
9	How would you rate the service you received from the City of Grants Pass's Community Development Department compared to the service you've received from other municipal planning departments?	<input type="checkbox"/> Worse <input type="checkbox"/> Same <input type="checkbox"/> Better

**Do you have any suggestions on how we can better serve our applicants? Please share here:**

Click here to enter text.

Please submit completed form by email to: [lglover@grantspassoregon.gov](mailto:lglover@grantspassoregon.gov), or to the Planning Department at: City of Grants Pass Attn: Lora Glover, 101 NW A Street, Room 201, Grants Pass, OR 97526.

Completed by: Click here to enter text.

Date: Click here to enter a date.