

Customer Opinion Survey

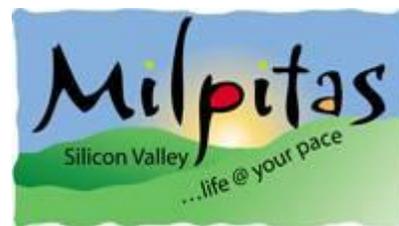


Please take a few moments to complete this survey. All responses are confidential, unless you indicate you would like us to contact you regarding your comments.

Your comments help us improve our service.

Steven McHarris
Planning & Neighborhood Services Director

*Thank
You for
Choosing
Milpitas!*



**City of Milpitas
Planning Division**

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Counter

1. Please check the category that best describes you:

- Property Owner Contractor
- Tenant Realtor
- Developer Architect/
- Consultant Engineer
- Other _____

2. Please check the reason that best describes your visit today:

- Residential Addition Tenant Improvements:
- New Home(s) Under 5,000 SF
- New Building(s) Over 5,000 SF
- Planning Application Sign
- Other _____ Business License

3. How long did you have to wait, on average, for help at the counter?

- 1 – 5 minutes 5 – 10 minutes
- 10 – 15 minutes 15+ minutes

4. Did you feel the staff understood the reason for your visit?

- Yes No

If no, please explain.

5. Was the staff knowledgeable and courteous?

- Yes No

6. Did you receive the information you needed?

- Yes No

7. How did the turn-around time on your application compare with other cities?

- Faster Than Most About The Same
- Slower Than Most No Opinion

8. Overall, how would you rate your experience?

- Satisfied Dissatisfied

Planning Applications

9. Were you contacted by the planner within a reasonable amount of time?

- Same Day 2 Days
- 3+ Days

10. Were you kept informed of the progress of your application as it was being processed?

- Yes No

11. If corrections were necessary, did staff assist you in understanding the problems and possible alternatives?

- Yes No

12. Were your calls returned within a reasonable amount of time?

- The Same Day Within 2 Days
- After 3+ Days

13. Overall, how would you rate our application service?

- Very Satisfied Satisfied
- Very Dissatisfied Dissatisfied

14. Are there any suggestions on how to improve our service?

Thank you for taking the time to complete our survey.

If you would like us to contact you to discuss your experience further, please provide the following information:

Project Address: _____

Your Name: _____

Your Address: _____

City/State/Zip: _____

Daytime Phone: _____

E-Mail Address: _____