

# focus on ENHANCEMENTS

As a part of our Service in Action campaign we are seeking customer comment and suggestions.

**Please take a moment to rate your interaction with the Planning & Development Services Department.**

Your input will help us identify opportunities to improve our services and help to prioritize workplan items for the next year.

Mail to or drop off completed surveys at the One Stop Shop, 7447 E Indian School Rd, Ste 105, Scottsdale, AZ, 85251.

**Complete it online:**

[www.scottsdaleaz.gov/bldgresources/survey/](http://www.scottsdaleaz.gov/bldgresources/survey/)

Thank you for taking the time to complete this survey.

**Please let us know your role as our customer:**

- Resident (owner/renter)
- Business (owner/employee)
- Professional (arch, eng, developer)

**Which area do you represent?**

- South of Indian Bend
- Indian Bend to the 101
- North of the 101

**How many times have you contacted our Department in the past year?**

- In Person: \_\_\_\_\_
- By Phone: \_\_\_\_\_
- Via E-mail: \_\_\_\_\_
- Via Web Site: \_\_\_\_\_
- By Mail: \_\_\_\_\_
- Other: \_\_\_\_\_

**Please rate the next 2 questions:**

1=Poor 2=Fair 3=Good 4=Excellent 5=Outstanding

**From this past year, please rate your impression of staff:**

- Knowledge: \_\_\_\_\_
- Professionalism: \_\_\_\_\_
- Accessibility: \_\_\_\_\_
- Responsiveness: \_\_\_\_\_
- Competence: \_\_\_\_\_
- Courtesy: \_\_\_\_\_
- Communication Skills: \_\_\_\_\_
- Helpfulness: \_\_\_\_\_
- Overall Impression: \_\_\_\_\_

**Quality of Planning Services – 1 to 5**

- Administration: \_\_\_\_\_
- Customer Relations: \_\_\_\_\_
- Advance Planning: \_\_\_\_\_
- Current Planning: \_\_\_\_\_
- Plan Review: \_\_\_\_\_
- One Stop Shop: \_\_\_\_\_
- Records: \_\_\_\_\_
- Inspections: \_\_\_\_\_
- Land Survey: \_\_\_\_\_

Our goal is to provide prompt, friendly, and comprehensive service to all our customers.



Thinking of your last interaction with staff, please let us know if we met the following goals:

Goal	Yes	No	N/A
Were you greeted upon entry into our offices?			
Were you assisted in a timely manner?			
If applicable, were you directed to the appropriate staff to assist you?			
Did you feel that staff actively listened to you and understood what you needed?			
If applicable, did staff take the time to ensure a mutual understanding of what you needed to accomplish your project?			
If applicable, did they take the time to communicate potential impacts and alternatives?			
Were you provided with consistent process, procedures and directions?			
Was information provided to you complete, accurate and helpful?			

Service Utilized: \_\_\_\_\_

Would you like to subscribe to our weekly email newsletter, the Development Update?  Yes  No

Would you like to be contacted regarding any of your survey responses?  Yes  No

Name: \_\_\_\_\_

E-mail: \_\_\_\_\_

Phone: \_\_\_\_\_

Please let us know your familiarity with public meetings:

	Yes	No
Have you attended a a meeting of local elected officials or other local public meeting within the last year?		
Have you watch a meeting of local elected officials or other local public meeting on cable television?		
Have you watch a meeting of local elected officials or other local public meeting over the internet?		

How frequently do you use the following online services. Please rate our web services (1 - 5):

Online Services	Frequency	Quality	Ease of Use	Relevance	Layout	Navigation	Visual Appeal
Forms							
Agendas							
Meeting Minutes							
Processes							
Codes/Ordinances							
Contact Information							
Case Fact Sheets							
My Neighborhood							
Open House Listing							
Design Guidelines							
Home Improvement Center							
Inspection Scheduling							
Records & Reporting							
Other:							

Is there anyone in the Planning & Development Services Department that you would like to recognize? Please provide details of how he/she provided excellent service.

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How would you rate the overall quality of the services provided by this Department? (1 to 5) \_\_\_\_\_

Please provide an example of the service that you have received over the past year that influenced how you rated the Department:

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What one improvement would you like to see implemented in the next year? \_\_\_\_\_

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Any other comments for us? \_\_\_\_\_

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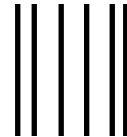


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**Customer Relations Office**

7447 E Indian School Road, Suite 100A  
 Phone: 480-312-7800 Fax: 480-312-7088  
 E-mail: [PlanningInfo@ScottsdaleAZ.gov](mailto:PlanningInfo@ScottsdaleAZ.gov)



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CITY OF SCOTTSDALE  
**PLANNING & DEVELOPMENT SERVICES**  
**CUSTOMER RELATIONS DIVISION**  
 P.O. BOX 1000 OCC100  
 SCOTTSDALE, ARIZONA 85252-9874

