

You Can Help Us Improve Customer Service!

LANE COUNTY LAND MANAGEMENT DIVISION

You have recently applied for a permit or you just came to our office to get some information. You can help us achieve high customer service standards by taking a few minutes to complete this questionnaire. Your feedback will help us identify areas to improve.

Once you have completed this questionnaire, you can simply drop it in the mail to us at Land Management Division, 125 E. 8th Avenue, Eugene, Oregon 97401. Thank you!

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How would you describe the assistance you received?

Please, give us an overall grade:

A Excellent B Very Good C Average D Below Average F Unacceptable

Please, give us a grade (A, B, C, D, or F) for each category below:

	Knowledgeable	Courteous	Timely Service
Reception Desk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Surveying	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sanitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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What type of application was submitted (i.e., Land Use, Building, Sanitation): _____
_____. Permit Number (optional): _____

Did you receive helpful/knowledgeable answers to your questions? Was the information clear & understandable? _____

Were you informed of all requirements and possible fees for your application in a timely fashion? _____

Did staff call back in response to telephone inquiries or keep appointments that were set-up? _____

How many weeks did it take to receive your permit? _____

Over Please →

What, if anything, went wrong for you?

What, if anything, went right for you?

