



CITY OF DANIA BEACH

COMMUNITY DEVELOPMENT

CUSTOMER SATISFACTION SURVEY

The City of Dania Beach values your input regarding the quality of service you have received from the Building/ Planning & Zoning Divisions. Please check the boxes below as they apply to your experience. Your input will help us serve you better.

Thank you for your response.

	Very Satisfied	Satisfied	Dissatisfied
1. Courtesy: Service is provided in a professional and courteous manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Cooperation: Staff works with customers to meet their needs and resolve problems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Response Time: Customer Service was provided in a reasonable amount of time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Service Quality: Customer Service satisfied your needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Convenience: Department location and hours of operation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Website Services: Website information meets your needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Reason for your visit: _____

Comments &/or Suggestions: _____

Are you a resident? Yes No

Are you a contractor? Yes No

Name (optional) _____

If you would like to be contacted, please provide your name and phone number below.
