



**Planning & Zoning Department
Customer Satisfaction Survey**

**Please return by fax, email, mail, or
hand deliver to the Planning Department**

Thank you for allowing us the opportunity to serve YOU better. Please let us know how we are doing by taking a short 2-3 minute survey that will tell us about the service that you have received from the Planning & Zoning Department so far. We appreciate your business and strive to fully ensure that we meet YOUR expectations!

Customer Information (optional)

Name	Age
What is your Occupation?	Do you reside in Minnehaha County?

Sign up for P&Z updates [here](#) or leave email:

	Building Permit	Rezoning	Conditional Use Permit	Nuisance/ Complaint	Land Use Questions	Other (list below)
What is the nature of your interaction(s) with Minnehaha County?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Check all that apply

Customer Ratings

	Strongly Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Strongly Agree
Training – Employees are well trained.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervision – Employees are well supervised.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism – Employees adhere to professional standards of conduct.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer Service – Employees act in my best interest.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge Level – Planning Staff is knowledgeable and professional.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respectfulness – Planning Staff is making a positive contribution to my business.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please turn over the page for more questions. Thank you.



	Strongly Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Strongly Agree
Public Meeting Notification – The notification for public meetings and input opportunities is appropriate for land use planning decisions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Satisfaction – Overall, I am satisfied with the County Planning & Zoning Department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments and Suggestions					

Compared to how you felt about Minnehaha County Planning & Zoning before this project, how has your perception changed since working with the County?

- Better, based on performance
- About the same
- Worse, based on performance

How do you feel about the service provided to you regarding the work you either paid for or were expecting from Planning & Zoning Staff.

- An exceptional value
- A good value
- A poor value

Thank YOU again for your assistance in serving YOU better!