



# City of Redmond

Deschutes County, Oregon

Purpose of your visit: (check all that apply)

Planning  Land use application type(s) \_\_\_\_\_ Land use # \_\_\_\_\_

Building  Permit type(s) \_\_\_\_\_ Permit # \_\_\_\_\_

Other reason \_\_\_\_\_

How many visits did you make until your application was accepted? \_\_\_\_\_

What was the average length of time you waited in the lobby? \_\_\_\_\_

How many days did your permit take? \_\_\_\_\_

Was your permit approved? \_\_\_\_\_

If you have applied for permits here before, do you feel service has improved?

Yes \_\_\_\_\_ No \_\_\_\_\_ If yes, in what ways? \_\_\_\_\_

**Please circle the number you feel best describes the service you received:**

(5 – Excellent, 4 – Good, 3 – Average, 2 – Needs Improvement, 1 – not satisfactory)

Community Development Staff Efficiency	5	4	3	2	1
Community Development Courtesy	5	4	3	2	1
Community Development Staff Knowledge	5	4	3	2	1
Information / handouts available	5	4	3	2	1
Length of processing time	5	4	3	2	1
Our Service Compared to Elsewhere	5	4	3	2	1
Where? _____					
Overall Quality and Value of Service	5	4	3	2	1

**Comments or Suggestions:** \_\_\_\_\_

**May we contact you for additional information?** Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, Name \_\_\_\_\_

Address \_\_\_\_\_

Telephone \_\_\_\_\_

*Thank you for taking the time to fill out this service questionnaire. Your input is very important to us and the way we serve the public.*