



*San Mateo
County Cares!*



SURVEY
TELL US WHAT YOU THINK!

Place
Stamp
Here

Drop off or mail to:

Planning & Building Division
County of San Mateo
455 County Center, 2nd Floor
Redwood City, CA 94063

SAN MATEO COUNTY CARES

...about providing excellent and courteous public service. We would like to know if we are succeeding and how we can do better. Please take a moment to complete this survey.

I. Services provided _____

II. Please rate:	Excellent	Good	Fair	Poor	N/A
a. Response time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Courtesy of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Knowledge of staff assisting you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Helpfulness of information					
— Written	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
— Verbal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Staff availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Information about the process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Appropriate follow-up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
III. Overall satisfaction with the service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

IV. If you answered FAIR or POOR to any of the previous questions, please indicate what was unsatisfactory about the service:

V. In order to improve our service, we would appreciate your comments and suggestions:

VI. If you would like to recognize an employee who provided excellent service, please indicate their name and how they assisted you:

Please print the following information (optional):

Name _____

Address _____

Tel _____ Fax _____

Email _____

Thank you for your comments!

Please print out, fold, tape and mail.