



**Planning & Zoning Department  
Customer Satisfaction Survey**

**Please return by fax, email, mail, or hand deliver to the County Commission Office!**

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)**

<b>Name</b>		<b>Age</b>	
<b>What is your Occupation?</b>		<b>Do you reside in Minnehaha County?</b>	

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

*Check all that apply*

**Customer Ratings**

	<b>Strongly Disagree</b>	<b>Somewhat Disagree</b>	<b>Neither Agree nor Disagree</b>	<b>Somewhat Agree</b>	<b>Strongly Agree</b>
<b>Training</b> – Employees are well trained.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Supervision</b> – Employees are well supervised.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Professionalism</b> – Employees adhere to professional standards of conduct.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Customer Service</b> – Employees act in my best interest.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Knowledge Level</b> – Planning Staff is knowledgeable and professional.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Respectfulness</b> – 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
<b>Public Meeting Notification –</b> 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"/>
<b>Overall Satisfaction –</b> 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"/>
<b>Comments and Suggestions</b>					

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!*

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