

DEVELOPMENT SERVICES DEPARTMENT

COUNTY OF EL DORADO

<http://www.edcgov.us/devservices>



PLACERVILLE OFFICE:
2850 FAIRLANE COURT PLACERVILLE, CA 95667
BUILDING (530) 621-5315 / (530) 622-1708 FAX
bldgdept@edcgov.us
PLANNING (530) 621-5355 / (530) 642-0508 FAX
planning@edcgov.ca.us
Counter Hours: 8:00 AM to 4:00 PM

LAKE TAHOE OFFICE:
3368 LAKE TAHOE BLVD., SUITE 302
SOUTH LAKE TAHOE, CA 96150
(530) 573-3330
(530) 542-9082 FAX
tahoebuild@edcgov.us
Counter Hours: 8:00 AM to 4:00 PM

Customer Service Questionnaire

In our effort to provide the highest level of professional services, we invite you to participate in our Customer Service Questionnaire. Development Services continuously strives to improve every aspect of our business both in process and presentation. This questionnaire may be submitted online or printed and mailed to the attention of the Development Services Director at our Placerville office. We appreciate your feedback!

Date: _____ Time: _____ Location Visited: Placerville South Lake Tahoe

Division Contacted: Permit Center Building Planning

Optional Information:

Name of Employee(s) Who Assisted You: _____

Your Name: _____

Address: _____

Email: _____

What method did you use to contact us: Counter Phone Email / Letter

SERVICE (check one):

Rating Key: 5= Excellent | 4= Very Good | 3 = Acceptable | 2 = Needs Improvement | 1 = Poor

<i>Topic</i>	<i>Scoring</i>				
Staff Courtesy	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
Staff Knowledge	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
Wait Time	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
Processing/Service Time	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
Quality of Printed Material	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
Quality of Internet Material	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1

General

Check those categories which apply to you:

- Contractor
- Landowner/Builder
- Real Estate Professional
- Engineer
- Architect/Designer
- Project Applicant/Agent
- El Dorado County Resident
- Other Occupation

Reason for Contacting Development Services:

- General Information
- Specific Plan / Permit
- Research
- Other
- Code Information
- Process Information
- Plan Check Correction
- Building Inspection Correction

Suggestions/Comments:

Thank you for taking the time to provide us with your feedback.