

# Customer Satisfaction Survey

Dear Customer:

We value and respect our Customers and are dedicated to providing you with professional and timely service. To assist us in providing the highest in quality of service, we would appreciate your opinion of the service you recently received with the York County Planning and Development Services department.

**1. How would you rate your recent experience in dealing with the Planning & Development Services department based upon the following scale?**

- 5 - Excellent
- 4 - Very Good
- 3 - Acceptable
- 2 - Needs Improvement
- 1 - Poor

**2. How would you compare your experience in York County with any other similar experience you might have had with another governmental jurisdiction which provides land development services?**

- 3 - Better experience with York County
- 2 - Similar experience to York County
- 1 - Poorer experience when compared to another jurisdiction

**3. If you could change anything regarding York County's Planning and Developmental Services procedures and policies, what would you change and why?**

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Please return your completed survey form in the attached envelope or you may submit your form via email directly to [county.manager@yorkcountygov.com](mailto:county.manager@yorkcountygov.com)

**Thank you very much, we greatly appreciate the feedback!**