

Department of Building and Safety

Customer Satisfaction Survey

Your opinion and comments regarding the quality of service is important to us. Please take a few minutes to fill out this questionnaire. We will focus efforts in the areas where you say we need improvement and let our employees know where they are doing a particularly good job. Please evaluate us in the following categories by circling the number which best describes your permitting experience.

Categories	Excellent	Average	Poor
Attitude of staff (courteous, helpful)	5	3	1
Ease of reaching staff by telephone	5	3	1
Accuracy of information given by staff	5	3	1
Handouts were easy to use and understandable	5	3	1
Code determinations were clear and timely	5	3	1
Plan checking timeliness	5	3	1
Inspection appointments were timely	5	3	1
Phone reception staff overall rating	5	3	1
Front counter staff overall rating	5	3	1
Plan checking staff overall rating	5	3	1
Inspection staff overall rating	5	3	1

Do you have suggestions for improving our customer service?

What portion of the service did you like the most?

May I contact you for additional information? Yes ☐ No ☐

Name _____

Phone _____

Thank you for your assistance.



Send response to: Don C. Jeppson, AIA
Director
P.O. Box 11130
Reno, Nevada 89520
Or
Fax – 775-328-6132