

The Polk County Growth Management Department wants to serve you better.  
Thank you for taking the time to complete this survey.

Date of customer service: \_\_\_\_\_ Was your purpose of business accomplished?  Yes  No

What office(s) did you receive customer service in: \_\_\_\_\_ Long Range Planning \_\_\_\_\_ Land Development Division  
\_\_\_\_\_ Building and Codes Division \_\_\_\_\_ Growth Management Admin. \_\_\_\_\_ Growth Mgmt. Customer Service Area

What was the purpose(s) of your business (check all that apply):

- Building Permit / Inspections
- Land Use Change / Information
- Mobile Home Determination
- Non-Residential Construction Plans
- Contractor Licensing
- Flood Plain Information
- Subdivision Const. Plans / Platting
- Site plan review / approval
- Variances / Waiver
- Planner-On-Call/General Information
- DRC meeting
- Other \_\_\_\_\_

Name of person(s) who helped you \_\_\_\_\_

Please evaluate our performance by checking the appropriate response:

	Excellent	Good	Poor	Unsatisfactory	No-Comment
Was staff helpful in explaining the process?	<input type="checkbox"/>				
Was the employee professional & courteous?	<input type="checkbox"/>				
Was the employee sufficiently knowledgeable?	<input type="checkbox"/>				
Were you served in a timely manner?	<input type="checkbox"/>				
Were inspections done in a timely manner?	<input type="checkbox"/>				
Was the information given to you understandable?	<input type="checkbox"/>				
What is your overall impression of our service?	<input type="checkbox"/>				

We welcome your comments & suggestions:

Please check one:  I wish to be contacted.  I do not wish to be contacted.  
 I wish to be contacted by the Director personally.

Optional:

Name: Mr./Mrs./Ms. \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

What type of business do you represent?

- Citizen
- Developer
- Planner
- Attorney
- Engineer
- Government
- Architect
- Realtor
- Other \_\_\_\_\_
- Contractor
- Reporter

Thank you for taking the time to complete this evaluation. You can complete this evaluation and submit it to us from the County's website at [www.polk-county.net](http://www.polk-county.net). We are genuinely concerned with improving our customer service. Your name and address will help us contact you regarding your specific concerns. If you desire, you may contact me directly by calling (863) 534-6487 or e-mail at [thomasdeardorff@polk-county.net](mailto:thomasdeardorff@polk-county.net).

Sincerely,  
Thomas Deardorff, Director  
Growth Management Department