



Customer Service Survey

The City of Bradbury strives to provide the very highest level of service to its residents and strives to be responsive to resident concerns. City staff is committed to serve in a professional, friendly and customer-focused manner. Please take a moment to let us know how we are doing.

What service did we provide for you? _____

Were we helpful in meeting your needs? _____

Names of City employees you had contact with: _____

(PLEASE CHECK ONE ONLY)

	Excellent (extremely helpful)	Good (helpful)	Fair (needs improvement)	Poor
STAFF ASSISTANCE				
1. Staff courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Staff helpfulness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Thoroughly explained requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Staff Attitude	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Staff Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall assistance rating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PLAN REVIEW (Planning)				
1. Plans turnaround time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Plan review report clarity and understandability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall assistance rating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PLAN REVIEW (Engineering)				
1. Plans turnaround time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Plans review report clarity and understandability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INSPECTION SERVICES				
1. Inspection arrival time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Clear and concise written notice of approval or required corrections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Staff courtesy and understandability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you rate the overall service you received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have any comments, questions or suggestions? _____

If you would like a response to your comments, please provide the following:

Name _____ Phone Number _____

Address _____ State, Zip Code _____

Thank you. Please return to Bradbury City Hall at 600 Winston Ave, Bradbury CA 91008 or fax to (626) 303-5154.