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:

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<thead>
<tr>
<th>(PLEASE CHECK ONE ONLY)</th>
<th>Excellent (extremely helpful)</th>
<th>Good (helpful)</th>
<th>Fair (needs improvement)</th>
<th>Poor</th>
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<tbody>
<tr>
<td>STAFF ASSISTANCE</td>
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<tr>
<td>1. Staff courtesy</td>
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<td>2. Staff helpfulness</td>
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<td>3. Thoroughly explained requirements</td>
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<td>4. Staff Attitude</td>
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<td>5. Staff Professionalism</td>
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<tr>
<td>Overall assistance rating</td>
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</table>

PLAN REVIEW (Planning)

1. Plans turnaround time
2. Plan review report clarity and understandability

Overall assistance rating

PLAN REVIEW (Engineering)

1. Plans turnaround time
2. Plans review report clarity and understandability

Overall assistance rating

INSPECTION SERVICES

1. Inspection arrival time
2. Clear and concise written notice of approval or required corrections
3. Staff courtesy and understandability

How would you rate the overall service you received

Do you have any comments, questions or suggestions?

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

Name
Address
Phone Number
State, Zip Code

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