

# HOW ARE WE DOING?

The City of Taft is committed to providing the best service possible to its citizens. Whether you were inquiring about a business license, dog license, building permit, employment application, or the condition of city streets we want to make sure you receive accurate, timely, and courteous assistance. To assist us in providing you with excellent service, please take a few moments to complete the following questionnaire.

What was the purpose of your visit to City Hall? \_\_\_\_\_

Name of staff member that helped you: \_\_\_\_\_

## How long did you wait to be served?

- Less than 5 minutes       5-10 minutes       10-15 minutes  
 More than 15 minutes

## Department (s) that Served You?

- |  |   |
|--|---|
| <input type="checkbox"/> Administration                                  | <input type="checkbox"/> Planning/Building          |
| <input type="checkbox"/> City Clerk                                      | <input type="checkbox"/> Building Permit/Inspection |
| <input type="checkbox"/> City Manager                                    | <input type="checkbox"/> Code Enforcement           |
| <input type="checkbox"/> Personnel                                       | <input type="checkbox"/> Planning/Zoning Service    |
| <input type="checkbox"/> Finance   | <input type="checkbox"/> Public Works/Maintenance   |
| <input type="checkbox"/> Utility Billing                                 | <input type="checkbox"/> Street Maintenance         |
| <input type="checkbox"/> Business License                                | <input type="checkbox"/> Park Maintenance           |
| <input type="checkbox"/> Accounts payable/Receivable                     | <input type="checkbox"/> Special Projects           |
| <input type="checkbox"/> Housing Rehabilitation/<br>Small Business Loans | <input type="checkbox"/> Other: _____               |

## How Would You Rate the Following?

	Excellent	Good	Fair	Needs Improvement
Courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promptness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Concern	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional Comments/Suggestions: \_\_\_\_\_

Thank you for taking the time to help us provide better service.