

Customer Satisfaction Survey

1. Are you a Harnett County resident and if so for how long have you been a resident?

- Yes
 6 months 1 to 5 years
 6 months to 1 year over 5 years

 No

2. Thinking about your visit, how would you rate the following?

| | Excellent | Good | Fair | Poor |
|--------------------------|-----------|------|------|------|
| Length of wait time | | | | |
| Quality of help received | | | | |

3. Were you treated in a respectful and cheerful manner?

- Yes
 No

4. Today I needed help with:

- Application / Plan submittal Water / Sewer Tap – Meters
 Permit pick-up Planning Department
 Question about permit process Community Development

5. Today I was seen in the following areas?

- Permits
 Inspections
 Community Development

6. Have you used our online services? (Click2Gov)

- Yes
 No

7. How satisfied were you with your visit?

- Very satisfied
- Somewhat Satisfied
- Neither satisfied nor dissatisfied
- Somewhat Dissatisfied
- Completely dissatisfied

8. Can we contact you about your visit?

Yes Name: _____

No Phone No. _____

9. What suggests do you have to improve our process or customer services?

Thank you for taking the time to complete our survey. We hope to use this information to provide the best possible service that we can.

Sincerely,

Central Permitting Staff

Please mail or email complete survey to:

Central Permitting
PO Box 65
Lillington NC 27546
Attn: Donna Johnson

djohnson@harnett.org