

Customer Satisfaction Survey

Fluvanna County Planning Department

132 Main Street
Palmyra, VA 22963
(434) 591-1910
www.fluvannacounty.org

Customer Information

Name:
(optional)

Phone Number:
(optional)

Date(s) of Service:

May we contact you?

What was your method of contact?
(Email, Phone, Walk-in, Web Access)

What was your reason of contact ?
(Subdivision, Zoning, Variance, etc.)

The comments in the survey are for:

Specific staff member name:

Areas For Rating

	Excellent	Good	Fair	Poor	N/A
Staff was courteous and respectful to me:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff identified what I wanted and directed me to the correct person, department, or agency:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff returned my phone call(s) in a timely manner:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff clearly explained the process the application would go through and the timelines involved:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff listened to me and understood my desired outcome:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff exhibited knowledge toward relevant subject matter:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff provided service in a timely, efficient manner:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information provided to me by staff was consistent:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information provided to me by staff was accurate:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff displayed a positive attitude:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of online services:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall experience dealing with the planning staff was:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional Comments: