

SUGGESTIONS

Do you have any comments or suggestions on how we can improve our service?

Is there anything else (good or bad) that we should know about your experience with us?

To return this survey, just deposit it in the designated suggestion box located upstairs on the building office front counter, or mail it to the address listed on the back of this survey. All of these customer surveys go directly to the Director of the Land Services Department.



Stevens County Land Services Department
Attn: Clay White
215 S. Oak Street
Colville, WA. 99114

CUSTOMER SURVEY

HOW IS OUR CUSTOMER SERVICE?

Stevens County Land Services Department

Clay White, Director

TO OUR CUSTOMERS

The Stevens County Land Services staff is always striving to provide you with the most reliable and courteous service possible.

We are committed to continually improving our services. Knowing those areas where we are excelling and those where we need improvement is important. Although we have made significant changes over the past 18 months, there is always room for improvement.

Whether you participate in this survey or not, your opinions matter to us. If you have comments or concerns please contact the Director of the Land Services Department at the telephone or email address below.

Please take a moment to fill out this survey and give us your feedback!

Phone: 509-684-8325

Email: cwhite@co.stevens.wa.us

❖ What was the purpose of your visit?

- General Information
- Site Analysis Application
- Building Permit Application
- Building Code Questions
- Comprehensive Plan Information
- Development Regulation Information
- Subdivision Information
- Shoreline Information
- Critical Area Information
- Boundary Line Adjustment
- Code Violation Issue
- Addressing
- Other _____

❖ Did you phone our office for assistance or visit our front counter?

Phone Office Visit

❖ Were your questions answered in a timely manner?

Yes No

❖ What was the most important question you needed to ask during your visit?

❖ Was your question answered to your satisfaction?

Yes No

❖ Did you receive individual help concerning what was needed for a complete application?

Yes No

❖ Was the staff person helpful and courteous in addressing your concerns?

Yes No

❖ Was your overall service satisfactory?

Yes No

❖ If received, are our brochures and informational handouts helpful?

Yes No

❖ Are the applications user friendly and easy to understand/fill out?

Yes No

❖ Have you used the Land Services website before?

Yes No

❖ Did you find the website informative and helpful?

Yes No

❖ What type of information are you looking for when accessing our website?

1. _____

On a scale of 1 to 5, how would you grade the quality of service by our staff?

1-Outstanding, 2-Good, 3-Fair, 4-Needs Improvement, 5-Unsatisfactory.

Courteous _____
 Knowledgeable _____
 Helpful _____

Was there an employee(s) who was especially helpful or unhelpful?

Optional Information

Name: _____

Mailing Address: _____

City: _____

State _____ Zip _____

Email _____