

## Building & Zoning

307 East Monroe St  
Mount Pleasant, IA 52641  
319-385-1474  
Jack Swarm, Building and Zoning Administrator



Building & Zoning requests your help. This is an anonymous survey, intended to measure the customer service performance of the representatives of Building & Zoning Department of the City of Mount Pleasant. The results will help improve its customer service. Please return the survey in the drop box located on the west side of the building or mail to the address above. Thank you for your time.

*1. Overall, I am very satisfied with the way the Building & Zoning Department performed (is performing) on my project.*

☐ Strongly Disagree    ☐ Somewhat Disagree    ☐ Somewhat Agree    ☐ Strongly Agree

*2. City representatives are well trained.*

☐ Strongly Disagree    ☐ Somewhat Disagree    ☐ Somewhat Agree    ☐ Strongly Agree

*3. Service representatives adhere to professional standards of conduct.*

☐ Strongly Disagree    ☐ Somewhat Disagree    ☐ Somewhat Agree    ☐ Strongly Agree

*4. City representatives clearly communicate applicable policies & procedures*

☐ Strongly Disagree    ☐ Somewhat Disagree    ☐ Somewhat Agree    ☐ Strongly Agree

*5. City representatives are knowledgeable and professional.*

☐ Strongly Disagree    ☐ Somewhat Disagree    ☐ Somewhat Agree    ☐ Strongly Agree

*6. I feel like I have a good personal relationship with the City representatives*

☐ Strongly Disagree    ☐ Somewhat Disagree    ☐ Somewhat Agree    ☐ Strongly Agree

# Customer Service Survey

7. *The City representatives are making a positive contribution to the community.*

☐ Strongly Disagree    ☐ Somewhat Disagree    ☐ Somewhat Agree    ☐ Strongly Agree

8. *The City representatives respond to my inquiries in a timely manner.*

☐ Strongly Disagree    ☐ Somewhat Disagree    ☐ Somewhat Agree    ☐ Strongly Agree

9. *Overall, I am very satisfied with the City representatives.*

☐ Strongly Disagree    ☐ Somewhat Disagree    ☐ Somewhat Agree    ☐ Strongly Agree

10. *Compared to how you felt about customer service at the Building & Zoning Department before this project, how do you feel now about the customer service that the City provides?*

☐ Better, based on performance    ☐ About the same    ☐ Worse, based on performance    ☐ Not sure

11. *What would be the primary reason for being very satisfied with the Building & Zoning Department?*

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12. *What would be the primary reason for being dissatisfied with the Building and Zoning Department?*

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13. *If you have any other comments for the Building & Zoning Department, please tell us below.*

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Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated!