



Vision

*A responsible, proactive
and open government
dedicated to public
service with integrity,
fairness, caring,
competence, innovation,
responsiveness, and
pride.*



City of Big Bear Lake
Director of Building and Planning
PO Box 10000
39707 Big Bear Blvd
Big Bear Lake CA 92315

How Are We Doing?



CITY
OF
BIG BEAR LAKE

ONE-STOP PERMIT CENTER

Tel: 909-866-5831

Please help us serve you and others better by taking a few minutes to answer the questions below.

Thank you for responding.

Date: _____

Customer Service Survey

1. Which department did you contact?

- Building & Safety Division
- Code Compliance
- Planning Division
- Engineering/Public Works Divisions
- Other: _____

2. What was the nature of your contact with us?

- General Information
- Business License
- Permit Assistance
- Problem Resolution
- Technical Assistance
- Other: _____

3. How long did you wait before being greeted by counter staff?

- 0—3 minutes
- 3—8 minutes
- 8—15 minutes

PLEASE CHECK AS APPROPRIATE:

4. Staff was courteous and helpful

Strongly Agree Agree Disagree Strongly Disagree No Comment or N/A

5. Staff provided complete, accurate information to you

6. A timely response was provided

7. My overall experience was positive

Please complete #8—10 below if your contact involved permitting/licensing

8. The regulations were understandable

9. The application instructions were understandable

10. The forms and conditions were understandable

11. Please list the name(s) of any staff person(s) you would like to commend: _____

Comments: _____

12. If you feel we fell short in meeting your service expectations, please describe the situation, including the name of the staff person and the date of your visit. _____

13. As a result of your experience with us, what service-related improvements can you recommend? _____

(Optional)

Name _____

Address _____

Phone _____

Email _____

Check here if you wish for us to contact you.
Please circle to be contacted via **phone** or **email**.

Department Use Only

Copy submitted to Department on: _____

Follow up: _____
