

COLUMBIA COUNTY PLANNING AND ENGINEERING
CUSTOMER SERVICE SATISFACTION SURVEY



What types of requests do you require from the Planning and Engineering Department?

- Zoning Land Use Setbacks Plan Review
 Comprehensive Planning Flood Zone Architectural Review
 Other (explain) _____

How often do you utilize Planning and Engineering Services and Maps online for information?

- Daily Weekly Monthly

Are you able to get the information you need? Yes No

Is there data that is not accessible online that you need regularly? Yes No

(If yes, please explain what data you would like to be accessible.)

How satisfied are you with the service you receive from Planning and Engineering?

- Not Satisfied Satisfied Very Satisfied

Please tell us what, if anything, can be done to improve the services of Planning and Engineering.

How often is the Planning and Engineering Department able to answer your question or fulfill your request?

- Not Often Often Very Often Always

Are you satisfied with the response time? (If no, please explain) Yes No

Do you reside in Columbia County? Yes No

Do you own a business in Columbia County? Yes No

Do you work in Columbia County? Yes No

On a scale of 1 to 10 (10 being the best), how likely are you to recommend the Planning and Engineering department to other potential users?

- 1 2 3 4 5 6 7 8 9 10

If you would like to include any specific comments/suggestions/etc., please include them below.

