



The Community Development Department Customer Survey

The City of Painesville is committed to providing the highest quality of customer service possible. In order to make sure we are attaining this goal, we need your feedback.

Please provide any additional comments regarding your experience at the City of Painesville Community Development Department in the box below.

Your response to this short survey is greatly appreciated. Thank you!

Name (optional) _____

Address _____

Phone _____

The City of Painesville

7 Richmond Street
Painesville, OH 44077

Phone: (440) 392-5931
www.painesville.com

Tel: 440-392-5931

www.painesville.com

Place stamp and return the completed survey to or complete on-line at www.painesville.com.
The form can be completed on line and e-mailed directly to dlewis@painesville.com.

Doug Lewis

Assistant City Manager

City of Painesville

7 Richmond Street

Painesville, Ohio 44077



Reason for Visit

Permits

- Building Permit
- Demolition Permit
- Fence Permit
- Sign Permit
- Zoning Permit
- Trade Permit
- Other: _____

Roof Replacement Program

- Rental Registration**
- Property Maintenance Issue**
- Building Occupancy**
- Canvasser/Peddler**
- Vacant Building Registration**

Staff

Welcomed or Acknowledged

- Excellent Good Satisfactory
- Needs Improvement N/A

Courtesy/Politeness of Staff

- Excellent Good Satisfactory
- Needs Improvement N/A

Professionalism of Staff

- Excellent Good Satisfactory
- Needs Improvement N/A

Level of Cooperation and Helpfulness

- Excellent Good Satisfactory
- Needs Improvement N/A

Response Time

- Excellent Good Satisfactory
- Needs Improvement N/A

Overall Communication

- Excellent Good Satisfactory
- Needs Improvement N/A

Program Information

Accessibility to Forms/Permits

- Excellent Good Satisfactory
- Needs Improvement N/A

Ease in Understanding Forms

- Excellent Good Satisfactory
- Needs Improvement N/A

Ease of Completing Forms

- Excellent Good Satisfactory
- Needs Improvement N/A

Overall Satisfaction

Ease of Use

- Excellent Good Satisfactory
- Needs Improvement N/A

Overall Satisfaction

- Excellent Good Satisfactory
- Needs Improvement N/A

If you marked any of the boxes as “Needs Improvement,” please explain below.

Please list any additional suggestions below to help us improve your experience and service in the box below.