



Castle Rock Development Services Customer Satisfaction Survey

The Town of Castle Rock's Development Services team strives to provide outstanding customer service. Please help us in that endeavor by providing your feedback on your recent experience working with our team.

Those completing this survey can choose to be entered into a monthly drawing for a \$25 gift card to the Outlets at Castle Rock. Any contact information provided for this drawing will be kept confidential.

OK

1. Overall, how satisfied or dissatisfied are you with Castle Rock Development

0 of 13 answered

- ☐ Very satisfied
- ☐ Somewhat dissatisfied
- ☐ Somewhat satisfied
- ☐ Very dissatisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Comments

2. My application was handled in a timely manner?

- ☐ Strongly agree
- ☐ Disagree
- ☐ Agree
- ☐ Strongly disagree
- ☐ Neither agree nor disagree
- ☐ Comments

3. How responsive have we been to your questions or concerns about your project?

- ☐ Extremely responsive
- ☐ Not so responsive
- ☐ Very responsive
- ☐ Not at all responsive

0 of 13 answered

- ☐ Somewhat responsive ☐ Not applicable
- ☐ Comments

4. Is there any information we could have provided up front that would have made the process easier? If yes, please explain.

- ☐ No
- ☐ Yes
- ☐ Explanation

5. If you have completed multiple projects with the Town, how consistent have we been with the application of Town requirements to your projects?

- ☐ Extremely consistent ☐ Not so consistent
- ☐ Very consistent ☐ Not at all consistent
- ☐ Somewhat consistent ☐ Not applicable
- ☐ Comments

0 of 13 answered

6. The person who assisted me with my application was courteous and helpful.

- ☐ Strongly agree ☐ Disagree
- ☐ Agree ☐ Strongly disagree
- ☐ Neither agree nor disagree
- ☐ Comments

7. What type of application did you submit? (Please check all that apply.)

- ☐ Home improvement – deck, basement finish, water heater replacement, etc. ☐ Public hearing land use application
- ☐ Building plan review for new building ☐ Construction plan review
- ☐ Building plan review for tenant finish ☐ Sign permit
- ☐ Building inspection activity ☐ Temporary use permit
- ☐ Other (please specify)

0 of 13 answered

8. If your project required an inspection, was it easy to schedule?

- ☐ Very easy ☐ Difficult
- ☐ Easy ☐ Very difficult
- ☐ Neither easy nor difficult ☐ Not applicable – didn't schedule an inspection
- ☐ Comments

9. If your project required an inspection, which method did you use to request one? (Please check all that apply.)

- ☐ Phone ☐ In person
- ☐ Fax ☐ Not applicable – didn't schedule an inspection
- ☐ Internet
- ☐ Comments

10. How often do you conduct business with Castle Rock Development Services?

- ☐ Less than once a month ☐ About once a week

0 of 13 answered

- ☐ Once a month ☐ A few times a week
- ☐ A few times a month
- ☐ Other (please specify)

11. Do you have any other comments, questions, or concerns?

12. If you would like us to follow up with you on anything in this survey, please provide your contact information below. This information will be shared with Development Services for follow-up.

Name

Company

Email

Address

Phone

Number

0 of 13 answered

Thank you for providing your feedback.
We look forward to serving you again.

If you wish to be entered into our
monthly drawing, please provide your
name and contact information below.

13. If you would like to be entered into
our monthly drawing for a \$25 gift card
to the Outlets at Castle Rock, please
provide your contact information here –
this information will be kept confidential

Name

Company

Email
Address

Phone
Number

DONE

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See how easy it is to [create a survey](#).

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