

Community Development Department Planning & Zoning

Phone: 816-630-0756; Fax: 816-630-9572



March 22, 2019

The City of Excelsior Springs Community Development Department has set their 2019 goals in place and one of those goals is to seek ways to improve our customer service. You've done business in our community in the past year and we'd like to invite you to help us be a stronger partner and assist in identifying additional ways we can make your process easier or more streamlined. When we don't listen and serve our contractors in the best way possible, we lose your business and our community loses. Would you please take a moment to complete the attached survey? You can drop it in the mail to us at Hall of Waters, Community Development Department, 201 E Broadway, Excelsior Springs, MO 64024 or drop it in the outside mail box at the Hall of Waters, 201 E. Broadway. It can also be scanned and emailed directly to me at mmehaffy@ci.excelsior-springs.mo.us. All surveys are kept confidential and will be used in the spirit they are sent – to improve our process and make us more customer-centric.

Our commitment is to use this information to find ways to improve our customer service and improve our processes. In light of that, please feel free to provide comments at the bottom of the survey about areas that you believe need to be addressed. We will be sending out a report of the responses we've received and what we are doing to address the concerns and ways we can improve. With your help, we are working to become more customer-focused.

Thank you for taking this time to share your thoughts. You'll be hearing from us in the coming months about additional changes that are a result of this survey.

Respectfully,

A handwritten signature in blue ink that reads "Melinda J. Mehaffy". The signature is written in a cursive, flowing style.

Melinda Mehaffy
Economic Development Director

COMMUNITY DEVELOPMENT DEPARTMENT SURVEY

Please place a check mark in the column that best represents your opinion.

Building Trades/Inspections/Certificate of Occupancy

| | Very Satisfied | Satisfied | Somewhat Satisfied | Not at all Satisfied | Comments |
|---------------------------|----------------|-----------|--------------------|----------------------|----------|
| Overall Service Quality | | | | | |
| Courtesy of Staff | | | | | |
| Ease of Obtaining answers | | | | | |
| Timeliness | | | | | |

How can we improve?

Permit Process

| | Very Satisfied | Satisfied | Somewhat Satisfied | Not at all Satisfied | Comments |
|---------------------------|----------------|-----------|--------------------|----------------------|----------|
| Overall Service Quality | | | | | |
| Courtesy of Staff | | | | | |
| Ease of Obtaining answers | | | | | |
| Timeliness | | | | | |

How can we improve?

Contractor Licensing Application/Information

| | Very Satisfied | Satisfied | Somewhat Satisfied | Not at all Satisfied | Comments |
|---------------------------|----------------|-----------|--------------------|----------------------|----------|
| Overall Service Quality | | | | | |
| Courtesy of Staff | | | | | |
| Ease of Obtaining answers | | | | | |
| Timeliness | | | | | |

How can we improve?

Plan Review

| | Very Satisfied | Satisfied | Somewhat Satisfied | Not at all Satisfied | Comments |
|---------------------------|----------------|-----------|--------------------|----------------------|----------|
| Overall Service Quality | | | | | |
| Courtesy of Staff | | | | | |
| Ease of Obtaining answers | | | | | |
| Timeliness | | | | | |

How can we improve?

If we could improve one thing that would make doing business in our community easier, what would that be?

If you would like a follow up conversation, please provide your name, business name and phone number or email in this space.

Thank you for your time and input. You may return this survey email to mmehaffy@ci.excelsior-springs.mo.us, via mail at Hall of Waters, Community Development Department, 201 E Broadway, Excelsior Springs, MO 64024 or you may drop it in the night dropbox found in the circle drive of the Hall of Waters. Survey results will be compiled in late April.