

# Development Services

## Vision Statement

Developing quality communities through service, partnership, and innovation.

## Mission Statement

To excel in community and customer services through enhancement of San Diegans' quality of life, to ensure safe development, and to provide timely and effective management of the process.

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



## BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 22394 SAN DIEGO, CA

POSTAGE WILL BE PAID BY ADDRESSEE

CITY OF SAN DIEGO  
DEVELOPMENT SERVICES DEPARTMENT  
1222 FIRST AVE MS-401  
SAN DIEGO CA 92101-9430



# Development Services

"Managing your land and building development from concept to completion"

# Customer Survey



THE CITY OF SAN DIEGO

Development Services Department

1222 First Avenue, MS 401

San Diego, CA 92101

(619) 446-5000

[www.sandiego.gov/development-services](http://www.sandiego.gov/development-services)

# How did we do today?



To help us improve our service to you, please complete this customer survey.

When you are finished, please drop the survey off in the box marked "Customer Survey," or seal it and mail it to us.

Date of service: \_\_\_\_\_

Employee's name: \_\_\_\_\_

Time: \_\_\_\_\_  A.M.  P.M.

## 1 What services did you receive?

- Check-In
- Development and Permit Information
- Inspection
- Plan Review
- Project Management
- Project Submittal
- Records
- Other: \_\_\_\_\_

## 2 What type of project are you doing?

- Single Family
- Multi-Family
- Commercial/Industrial
- Other: \_\_\_\_\_

## 3 How well did our service meet your needs?

- Excellent
- Good
- Needs Improvement

## 4 Please rate how prompt, courteous, and helpful our employees were.

- Excellent
- Good
- Needs Improvement

## 5 What was your overall impression of your business with the City today?

- Excellent
- Good
- Needs Improvement

Please share any additional comments below:

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# Thank You!

## I would like a reply to my comments.

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone: (\_\_\_\_) \_\_\_\_\_

Email: \_\_\_\_\_

We value and respect our customers and are dedicated to providing you with professional and timely service. Your comments are a part of how we measure this commitment. We review every survey card and use it to identify areas in need of improvement and to recognize employees for excellent service. Thank you for taking the time to help us.

Kelly Broughton  
Director

