



## NASSAU COUNTY CUSTOMER SERVICE QUESTIONNAIRE

Please check the appropriate response

**Overall, I am very satisfied with the services received from County staff:**

- ☒ Strongly agree   ☐ Somewhat agree   ☐ Neither agree or Disagree  
☐ Somewhat disagree   ☐ Strongly disagree

**Staff was prompt in making sure my problem was resolved within a reasonable time.**

- ☒ Strongly agree   ☐ Somewhat agree   ☐ Neither agree or Disagree  
☐ Somewhat Disagree   ☐ Strongly Disagree

**In my opinion County staff was very professional while working with me:**

- ☒ Strongly agree   ☐ Somewhat agree   ☐ Neither Agree or Disagree  
☐ Somewhat disagree   ☐ Strongly disagree

**The information I received from County staff was very helpful for my project:**

- ☒ Strongly agree   ☐ Somewhat agree   ☐ Neither Agree or Disagree  
☐ Somewhat disagree   ☐ Strongly disagree

**The reason for my visit with County Staff was related to:** You may check more than one

- ☐ Planning   ☐ Engineering   ☒ Permitting   ☐ Code Enforcement

Comments:

Great staff!  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Optional information: ☐ I would like to be contacted ☒ I would not like to be contacted

Name Joyce Zornes

Telephone 219-9253 (904)

Thank you!



## NASSAU COUNTY CUSTOMER SERVICE QUESTIONNAIRE

Please check the appropriate response

**Overall, I am very satisfied with the services received from County staff:**

☒ Strongly agree ( ) Somewhat agree ( ) Neither agree or Disagree

( ) Somewhat disagree ( ) Strongly disagree

**Staff was prompt in making sure my problem was resolved within a reasonable time.**

☒ Strongly agree ( ) Somewhat agree ( ) Neither agree or Disagree

( ) Somewhat Disagree ( ) Strongly Disagree

**In my opinion County staff was very professional while working with me:**

☒ Strongly agree ( ) Somewhat agree ( ) Neither Agree or Disagree

( ) Somewhat disagree ( ) Strongly disagree

**The information I received from County staff was very helpful for my project:**

☒ Strongly agree ( ) Somewhat agree ( ) Neither Agree or Disagree

( ) Somewhat disagree ( ) Strongly disagree

**The reason for my visit with County Staff was related to:** You may check more than one

( ) Planning ( ) Engineering ☒ Permitting ( ) Code Enforcement

Comments:

Jessica White - very professional and prompt to  
answer questions

Optional information: ( ) I would like to be contacted ( ) I would not like to be contacted

Name ~~Jessica White~~ Robert Bailey

Telephone 386-527-8440

Thank you!



## NASSAU COUNTY CUSTOMER SERVICE QUESTIONNAIRE

Please check the appropriate response

Overall, I am very satisfied with the services received from County staff:

☒ Strongly agree ( ) Somewhat agree ( ) Neither agree or Disagree

( ) Somewhat disagree ( ) Strongly disagree

Staff was prompt in making sure my problem was resolved within a reasonable time.

☒ Strongly agree ( ) Somewhat agree ( ) Neither agree or Disagree

( ) Somewhat Disagree ( ) Strongly Disagree

In my opinion County staff was very professional while working with me:

☒ Strongly agree ( ) Somewhat agree ( ) Neither Agree or Disagree

( ) Somewhat disagree ( ) Strongly disagree

The information I received from County staff was very helpful for my project:

☒ Strongly agree ( ) Somewhat agree ( ) Neither Agree or Disagree

( ) Somewhat disagree ( ) Strongly disagree

The reason for my visit with County Staff was related to: You may check more than one

( ) Planning ( ) Engineering ☒ Permitting ( ) Code Enforcement

Comments:

*Always a pleasure working with the Angels of Permitting!*

Optional information: ( ) I would like to be contacted ( ) I would not like to be contacted

Name Susan Resendiz

Telephone 904.491.6342

Thank you!



## NASSAU COUNTY CUSTOMER SERVICE QUESTIONNAIRE

Please check the appropriate response

**Overall, I am very satisfied with the services received from County staff:**

☒ Strongly agree ( ) Somewhat agree ( ) Neither agree or Disagree

( ) Somewhat disagree ( ) Strongly disagree

**Staff was prompt in making sure my problem was resolved within a reasonable time.**

☒ Strongly agree ( ) Somewhat agree ( ) Neither agree or Disagree

( ) Somewhat Disagree ( ) Strongly Disagree

**In my opinion County staff was very professional while working with me:**

☒ Strongly agree ( ) Somewhat agree ( ) Neither Agree or Disagree

( ) Somewhat disagree ( ) Strongly disagree

**The information I received from County staff was very helpful for my project:**

☒ Strongly agree ( ) Somewhat agree ( ) Neither Agree or Disagree

( ) Somewhat disagree ( ) Strongly disagree

**The reason for my visit with County Staff was related to:** You may check more than one

( ) Planning ( ) Engineering ☒ Permitting ( ) Code Enforcement

Comments:

Jessica was great!

Optional information: ( ) I would like to be contacted ☒ I would not like to be contacted

Name Eric Snow

Telephone 904-514-4815

Thank you!



## NASSAU COUNTY CUSTOMER SERVICE QUESTIONNAIRE

Please check the appropriate response

**Overall, I am very satisfied with the services received from County staff:**

- ☒ Strongly agree ( ) Somewhat agree ( ) Neither agree or Disagree  
( ) Somewhat disagree ( ) Strongly disagree

**Staff was prompt in making sure my problem was resolved within a reasonable time.**

- ☒ Strongly agree ( ) Somewhat agree ( ) Neither agree or Disagree  
( ) Somewhat Disagree ( ) Strongly Disagree

**In my opinion County staff was very professional while working with me:**

- ☒ Strongly agree ( ) Somewhat agree ( ) Neither Agree or Disagree  
( ) Somewhat disagree ( ) Strongly disagree

**The information I received from County staff was very helpful for my project:**

- ☒ Strongly agree ( ) Somewhat agree ( ) Neither Agree or Disagree  
( ) Somewhat disagree ( ) Strongly disagree

**The reason for my visit with County Staff was related to:** You may check more than one

- ☒ Planning ☒ Engineering ☒ Permitting ( ) Code Enforcement

Comments:

---

---

---

---

Optional information: ( ) I would like to be contacted ( ) I would not like to be contacted

Name Jimmy L. Heppel

Telephone 904-699-1490

Thank you!



## NASSAU COUNTY CUSTOMER SERVICE QUESTIONNAIRE

Please check the appropriate response

**Overall, I am very satisfied with the services received from County staff:**

☒ Strongly agree ( ) Somewhat agree ( ) Neither agree or Disagree

( ) Somewhat disagree ( ) Strongly disagree

**Staff was prompt in making sure my problem was resolved within a reasonable time.**

☒ Strongly agree ( ) Somewhat agree ( ) Neither agree or Disagree

( ) Somewhat Disagree ( ) Strongly Disagree

**In my opinion County staff was very professional while working with me:**

☒ Strongly agree ( ) Somewhat agree ( ) Neither Agree or Disagree

( ) Somewhat disagree ( ) Strongly disagree

**The information I received from County staff was very helpful for my project:**

☒ Strongly agree ( ) Somewhat agree ( ) Neither Agree or Disagree

( ) Somewhat disagree ( ) Strongly disagree

**The reason for my visit with County Staff was related to:** You may check more than one

( ) Planning ( ) Engineering ☒ Permitting ( ) Code Enforcement

Comments:

Barbara always goes beyond to take care of us.  
Thank you Barbara

Optional information: ( ) I would like to be contacted ( ) I would not like to be contacted

Name TIM WALKER

Telephone 904-725-2240

Thank you!



## NASSAU COUNTY CUSTOMER SERVICE QUESTIONNAIRE

Please check the appropriate response

**Overall, I am very satisfied with the services received from County staff:**

(☒) Strongly agree ( ) Somewhat agree ( ) Neither agree or Disagree

( ) Somewhat disagree ( ) Strongly disagree

**Staff was prompt in making sure my problem was resolved within a reasonable time.**

(☒) Strongly agree ( ) Somewhat agree ( ) Neither agree or Disagree

( ) Somewhat Disagree ( ) Strongly Disagree

**In my opinion County staff was very professional while working with me:**

(☒) Strongly agree ( ) Somewhat agree ( ) Neither Agree or Disagree

( ) Somewhat disagree ( ) Strongly disagree

**The information I received from County staff was very helpful for my project:**

(☒) Strongly agree ( ) Somewhat agree ( ) Neither Agree or Disagree

( ) Somewhat disagree ( ) Strongly disagree

**The reason for my visit with County Staff was related to:** You may check more than one

( ) Planning ( ) Engineering ( ) Permitting ( ) Code Enforcement

Comments:

Great people to work with

Optional information: ( ) I would like to be contacted ( ) I would not like to be contacted

Name [Signature]

Telephone 904-237-7742

Thank you!



## NASSAU COUNTY CUSTOMER SERVICE QUESTIONNAIRE

Please check the appropriate response

**Overall, I am very satisfied with the services received from County staff:**

- ☒ Strongly agree ( ) Somewhat agree ( ) Neither agree or Disagree  
( ) Somewhat disagree ( ) Strongly disagree

**Staff was prompt in making sure my problem was resolved within a reasonable time.**

- ☒ Strongly agree ( ) Somewhat agree ( ) Neither agree or Disagree  
( ) Somewhat Disagree ( ) Strongly Disagree

**In my opinion County staff was very professional while working with me:**

- ☒ Strongly agree ( ) Somewhat agree ( ) Neither Agree or Disagree  
( ) Somewhat disagree ( ) Strongly disagree

**The information I received from County staff was very helpful for my project:**

- ☒ Strongly agree ( ) Somewhat agree ( ) Neither Agree or Disagree  
( ) Somewhat disagree ( ) Strongly disagree

**The reason for my visit with County Staff was related to:** You may check more than one

- ( ) Planning ☒ Engineering ☒ Permitting ( ) Code Enforcement

Comments:

Very friendly staff  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Optional information: ☒ I would like to be contacted ( ) I would not like to be contacted

Name BRENTON FRANKLIN

Telephone 904-813-8898

Thank you!

Outlook

Print Cancel  
Thank You!



BRUCE BARBERA <barbera19@comcast.net>

Tue 7/17/2018 5:05 PM

To: Jessica White <jwhite@nassaucountyfl.com>;

Jessica,

My name is Bruce Barbera. I stopped in to ask some questions today about a new home permit.

I just wanted to say thank you for your competent and courteous service !

Thank You !!!