



## Building, Zoning & Code Compliance Division & Local Business Tax & Engineering Customer Response Card

*Please tell us how we're doing!*

Which division(s) did you visit today?

- Permitting     Zoning     Code Compliance  
 Engineering     Local Business Tax

Date of visit: 1/2/14

How long was your wait? \_\_\_\_\_

Was this too long?  Yes  No

Name of Person who took care of you

Shelly Moore

Please rate the person who served you today:

- Were they knowledgeable?  Yes  No  
 Were they helpful?  Yes  No  
 Were they courteous?  Yes  No

How would you rate your overall experience?

- Excellent     Good     Fair     Poor

Comments:

she's Fabulous.

***If you would like to email your response to us please send it to paula.mello@sarasotagov.com***

Would you like a personal response to your comments?  Yes  No

If you would like a response, please provide your name and either your phone number or e-mail address:

RFUOCO@~~MSN~~MSN.COM

***Please place the comment in the Red comment box at the front counter. Thank you for your input!***

B117 11-09



## Building, Zoning & Code Compliance Division & Local Business Tax Customer Response Card

*Please tell us how we're doing!*

Which division(s) did you visit today?

- Permitting     Zoning     Code Compliance  
 Engineering     Local Business Tax

Date of visit: 1/14/14

How long was your wait? 1 MIN

Was this too long?  Yes  No

Name of the Person who took care of you

SHELLY

Please rate the person who served you today:

- Were they knowledgeable?  Yes  No  
 Were they helpful?  Yes  No  
 Were they courteous?  Yes  No

How would you rate your overall experience?

- Excellent     Good     Fair     Poor

Comments:

SHE WAS VERY HELPFUL

***If you would like to email your response to us please send it to paula.mello@sarasotagov.com***

Would you like a personal response to your comments?  Yes  No

If you would like a response, please provide your name and either your phone number or e-mail address:

***Please place the comment in the Red comment box at the front counter. Thank you for your input!***

B117-11-09



# Building, Zoning & Code Compliance Division & Local Business Tax Customer Response Card

Please tell us how we're doing!

Which division(s) did you visit today?

- Permitting     Zoning     Code Compliance  
 Engineering     Local Business Tax

Date of visit: 1-7-14

How long was your wait? 15 min

Was this too long?  Yes  No

Name of the Person who took care of you: Jessie

Please rate the person who served you today:

Were they knowledgeable?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Were they helpful?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Were they courteous?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

*Very knowledgeable*

How would you rate your overall experience?  Excellent  Good  Fair  Poor

Comments: \_\_\_\_\_

**If you would like to email your response to us please send it to paula.mello@sarasotagov.com**

Would you like a personal response to your comments?  Yes  No

If you would like a response, please provide your name and either your phone number or e-mail address: \_\_\_\_\_

**Please place the comment in the Red comment box at the front counter. Thank you for your input!**

B117-11-09



# Building, Zoning & Code Compliance Division & Local Business Tax Customer Response Card

Please tell us how we're doing!

Which division(s) did you visit today?

- Permitting     Zoning     Code Compliance  
 Engineering     Local Business Tax

Date of visit: 1/17/2014

How long was your wait? no wait

Was this too long?  Yes  No

Name of the Person who took care of you: \_\_\_\_\_

Please rate the person who served you today:

Were they knowledgeable?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Were they helpful?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Were they courteous?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

How would you rate your overall experience?  Excellent  Good  Fair  Poor

Comments: very helpful. Recognized unusual situation and found solution.

**If you would like to email your response to us please send it to paula.mello@sarasotagov.com**

Would you like a personal response to your comments?  Yes  No

If you would like a response, please provide your name and either your phone number or e-mail address: \_\_\_\_\_

**Please place the comment in the Red comment box at the front counter. Thank you for your input!**

B117-11-09



# Building, Zoning & Code Compliance Division & Local Business Tax Customer Response Card

Please tell us how we're doing!

Which division(s) did you visit today?

- Permitting     Zoning     Code Compliance  
 Engineering     Local Business Tax

Date of visit: 1-16-14

How long was your wait? 0 min

Was this too long?  Yes  No

Name of the Person who took care of you

Leslie Phillips

Please rate the person who served you today:

- Were they knowledgeable?  Yes  No  
 Were they helpful?  Yes  No  
 Were they courteous?  Yes  No

How would you rate your overall experience?

- Excellent     Good     Fair     Poor

Comments:

*If you would like to email your response to us please send it to [paula.mello@sarasotagov.com](mailto:paula.mello@sarasotagov.com)*

Would you like a personal response to your comments?  Yes  No

If you would like a response, please provide your name and either your phone number or e-mail address:

*Please place the comment in the Red comment box at the front counter. Thank you for your input!*

B117-11-09



# Building, Zoning & Code Compliance Division & Local Business Tax Customer Response Card

Please tell us how we're doing!

Which division(s) did you visit today?

- Permitting     Zoning     Code Compliance  
 Engineering     Local Business Tax

Date of visit: 1/22/14

How long was your wait? 5 min

Was this too long?  Yes  No

Name of the Person who took care of you

LESLIE PHILLIPS

Please rate the person who served you today:

- Were they knowledgeable?  Yes  No  
 Were they helpful?  Yes  No  
 Were they courteous?  Yes  No

How would you rate your overall experience?

- Excellent     Good     Fair     Poor

Comments:

LESLIE WAS EXCELLENT. SHE ALSO HELPED ME PREVIOUSLY ON THE PHONE & MOST HELPFUL & PLEASANT

*If you would like to email your response to us please send it to [paula.mello@sarasotagov.com](mailto:paula.mello@sarasotagov.com)*

Would you like a personal response to your comments?  Yes  No

If you would like a response, please provide your name and either your phone number or e-mail address:

*Please place the comment in the Red comment box at the front counter. Thank you for your input!*

B117-11-09



## Building, Zoning & Code Compliance Division & Local Business Tax & Engineering Customer Response Card

*Please tell us how we're doing!*

Which division(s) did you visit today?

- Permitting     Zoning     Code Compliance  
 Engineering     Local Business Tax

Date of visit: 1-17-14

How long was your wait? \_\_\_\_\_

Was this too long?     Yes     No

Name of Person who took care of you

: Janene

Please rate the person who served you today:

- Were they knowledgeable?     Yes     No  
 Were they helpful?     Yes     No  
 Were they courteous?     Yes     No

How would you rate your overall experience?

- Excellent     Good     Fair     Poor

Comments: \_\_\_\_\_

***If you would like to email your response to us please send it to paula.mello@sarasotagov.com***

Would you like a personal response to your comments?     Yes     No

If you would like a response, please provide your name and either your phone number or e-mail address:

Paul Martin PH 574-536-2150  
I called pm

***Please place the comment in the Red comment box at the front counter. Thank you for your input!***

B117 11-09



## Building, Zoning & Code Compliance Division & Local Business Tax & Engineering Customer Response Card

*Please tell us how we're doing!*

Which division(s) did you visit today?

- Permitting     Zoning     Code Compliance  
 Engineering     Local Business Tax

Date of visit: 2-4-14

How long was your wait? 5 min

Was this too long?     Yes     No

Name of Person who took care of you

:

Please rate the person who served you today:

- Were they knowledgeable?     Yes     No  
 Were they helpful?     Yes     No  
 Were they courteous?     Yes     No

How would you rate your overall experience?

- Excellent     Good     Fair     Poor

Comments: Glazed Donuts and cremefilled Long Johns would be great

***If you would like to email your response to us please send it to paula.mello@sarasotagov.com***

Would you like a personal response to your comments?     Yes     No

If you would like a response, please provide your name and either your phone number or e-mail address:

Duane Miller    I called pm  
574-606-6542

***Please place the comment in the Red comment box at the front counter. Thank you for your input!***

B117 11-09



## Building, Zoning & Code Compliance Division & Local Business Tax & Engineering Customer Response Card

*Please tell us how we're doing!*

Which division(s) did you visit today?

- Permitting     Zoning     Code Compliance  
 Engineering     Local Business Tax

Date of visit: 1-22-14

How long was your wait? 16 min Was this too long?  Yes  No

Name of Person who took care of you : \_\_\_\_\_

Please rate the person who served you today:

- Were they knowledgeable?  Yes  No  
 Were they helpful?  Yes  No  
 Were they courteous?  Yes  No

How would you rate your overall experience?

- Excellent     Good     Fair     Poor

Comments:

Shelley went out of her way to be helpful. She got right to the correct place

***If you would like to email your response to us please send it to paula.mello@sarasotagov.com***

Would you like a personal response to your comments?  Yes  No

If you would like a response, please provide your name and either your phone number or e-mail address:

LWILSON@Y42.COM

***Please place the comment in the Red comment box at the front counter. Thank you for your input!***

B117 11-09



## Building, Zoning & Code Compliance Division & Local Business Tax & Engineering Customer Response Card

*Please tell us how we're doing!*

Which division(s) did you visit today?

- Permitting     Zoning     Code Compliance  
 Engineering     Local Business Tax

Date of visit: 1/30/14

How long was your wait? 5 mi Was this too long?  Yes  No

Name of Person who took care of you : Shelley Moore

Please rate the person who served you today:

- Were they knowledgeable?  Yes  No  
 Were they helpful? happy  Yes  No  
 Were they courteous? very  Yes  No

How would you rate your overall experience?

- Excellent     Good     Fair     Poor

Comments:

Give everyone a raise

***If you would like to email your response to us please send it to paula.mello@sarasotagov.com***

Would you like a personal response to your comments?  Yes  No

If you would like a response, please provide your name and either your phone number or e-mail address:

***Please place the comment in the Red comment box at the front counter. Thank you for your input!***



## Building, Zoning & Code Compliance Division & Local Business Tax Customer Response Card

*Please tell us how we're doing!*

Which division(s) did you visit today?

- Permitting     Zoning     Code Compliance  
 Engineering     Local Business Tax

Date of visit: 1/23/14

How long was your wait? 3 min

Was this too long?     Yes     No

Name of the Person who took care of you: JANEK JONES

Please rate the person who served you today:

- Were they knowledgeable?     Yes     No  
 Were they helpful?     Yes     No  
 Were they courteous?     Yes     No

How would you rate your overall experience?

- Excellent     Good     Fair     Poor

Comments: Very Helpful - Guy Rullo TWT Construction.

*If you would like to email your response to us please send it to paula.mello@sarasotagov.com*

Would you like a personal response to your comments?     Yes     No

If you would like a response, please provide your name and either your phone number or e-mail address:

*Please place the comment in the Red comment box at the front counter. Thank you for your input!*

8117-11-09



## Building, Zoning & Code Compliance Division & Local Business Tax & Engineering Customer Response Card

*Please tell us how we're doing!*

Which division(s) did you visit today?

- Permitting     Zoning     Code Compliance  
 Engineering     Local Business Tax

Date of visit: \_\_\_\_\_

How long was your wait? \_\_\_\_\_

Was this too long?     Yes     No

Name of Person who took care of you: \_\_\_\_\_

Please rate the person who served you today:

- Were they knowledgeable?     Yes     No  
 Were they helpful?     Yes     No  
 Were they courteous?     Yes     No

How would you rate your overall experience?

- Excellent     Good     Fair     Poor

Comments: BUSTER, GARY AND FRANK OFFICE  
STAFF EXCELLENT. THEY HAVE PAID CLOSE  
ATTENTION TO MY GREEN HOME PERMITS.  
ALSO ZVONKO, NIKEL AND LARRY - TOP NOTCH

*If you would like to email your response to us please send it to paula.mello@sarasotagov.com* SUPPORT

Would you like a personal response to your comments?     Yes     No

If you would like a response, please provide your name and either your phone number or e-mail address:

BRIAN@NewPanelHomes.com  
915 3090

*Please place the comment in the Red comment box at the front counter. Thank you for your input!*

8117 11-09



## Building, Zoning & Code Compliance Division & Local Business Tax & Engineering Customer Response Card

*Please tell us how we're doing!*

Which division(s) did you visit today?

- Permitting     Zoning     Code Compliance  
 Engineering     Local Business Tax

Date of visit: 1/24/14

How long was your wait? 0-1 min Was this too long?  Yes  No

Name of Person who took care of you: Shelley Moore

Please rate the person who served you today:

Were they knowledgeable?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Were they helpful?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Were they courteous?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

How would you rate your overall experience?  Excellent     Good     Fair     Poor

Comments: Very helpful and courteous! So knowledgeable a great experience!

***If you would like to email your response to us please send it to [paula.mello@sarasotagov.com](mailto:paula.mello@sarasotagov.com)***

Would you like a personal response to your comments?  Yes  No

If you would like a response, please provide your name and either your phone number or e-mail address: \_\_\_\_\_

***Please place the comment in the Red comment box at the front counter. Thank you for your input!***

B117 11-09



## Building, Zoning & Code Compliance Division & Local Business Tax Customer Response Card

*Please tell us how we're doing!*

Which division(s) did you visit today?

- Permitting     Zoning     Code Compliance  
 Engineering     Local Business Tax

Date of visit: 01-15-14

How long was your wait? 15 Was this too long?  Yes  No

Name of the Person who took care of you: Shelley Moore

Please rate the person who served you today:

Were they knowledgeable?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Were they helpful?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Were they courteous?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

How would you rate your overall experience?  Excellent     Good     Fair     Poor

Comments: \_\_\_\_\_

***If you would like to email your response to us please send it to [paula.mello@sarasotagov.com](mailto:paula.mello@sarasotagov.com)***

Would you like a personal response to your comments?  Yes  No

If you would like a response, please provide your name and either your phone number or e-mail address: \_\_\_\_\_

***Please place the comment in the Red comment box at the front counter. Thank you for your input!***

B117-11-09



## Building, Zoning & Code Compliance Division & Local Business Tax Customer Response Card

*Please tell us how we're doing!*

Which division(s) did you visit today?

- Permitting     Zoning     Code Compliance  
 Engineering     Local Business Tax

Date of visit: 1-24-14

How long was your wait? 0

Was this too long?     Yes     No

Name of the Person who took care of you Leslie

Please rate the person who served you today:

- Were they knowledgeable?     Yes     No  
 Were they helpful?     Yes     No  
 Were they courteous?     Yes     No

How would you rate your overall experience?

- Excellent     Good     Fair     Poor

Comments:

Leslie was friendly and professional -  
wonderful!

***If you would like to email your response to us please send it to paula.mello@sarasotagov.com***

Would you like a personal response to your comments?     Yes     No

If you would like a response, please provide your name and either your phone number or e-mail address:

***Please place the comment in the Red comment box at the front counter. Thank you for your input!***

B117-11-09



## Building, Zoning & Code Compliance Division & Local Business Tax Customer Response Card

*Please tell us how we're doing!*

Which division(s) did you visit today?

- Permitting     Zoning     Code Compliance  
 Engineering     Local Business Tax

Date of visit: 1/30/14

How long was your wait? No wait

Was this too long?     Yes     No

Name of the Person who took care of you Leslie

Please rate the person who served you today:

- Were they knowledgeable?     Yes     No  
 Were they helpful?     Yes     No  
 Were they courteous?     Yes     No

How would you rate your overall experience?

- Excellent     Good     Fair     Poor

Comments: \_\_\_\_\_

***If you would like to email your response to us please send it to paula.mello@sarasotagov.com***

Would you like a personal response to your comments?     Yes     No

If you would like a response, please provide your name and either your phone number or e-mail address:

***Please place the comment in the Red comment box at the front counter. Thank you for your input!***

B117-11-09





## Building, Zoning & Code Compliance Division & Local Business Tax Customer Response Card

*Please tell us how we're doing!*

Which division(s) did you visit today?

- Permitting     Zoning     Code Compliance  
 Engineering     Local Business Tax

Date of visit: 1/27/14

How long was your wait? \_\_\_\_\_

Was this too long?     Yes     No

Name of the Person who took care of you: JOAN

Please rate the person who served you today:

- Were they knowledgeable?     Yes     No  
 Were they helpful?     Yes     No  
 Were they courteous?     Yes     No

How would you rate your overall experience?

- Excellent     Good     Fair     Poor

Comments: \_\_\_\_\_

***If you would like to email your response to us please send it to paula.mello@sarasotagov.com***

Would you like a personal response to your comments?     Yes     No

If you would like a response, please provide your name and either your phone number or e-mail address: \_\_\_\_\_

***Please place the comment in the Red comment box at the front counter. Thank you for your input!***

B117-11-09



## Building, Zoning & Code Compliance Division & Local Business Tax Customer Response Card

*Please tell us how we're doing!*

Which division(s) did you visit today?

- Permitting     Zoning     Code Compliance  
 Engineering     Local Business Tax

Date of visit: 1-3-14

How long was your wait? 10 minutes

Was this too long?     Yes     No

Name of the Person who took care of you: Leslie Phillips

Please rate the person who served you today:

- Were they knowledgeable?     Yes     No  
 Were they helpful?     Yes     No  
 Were they courteous?     Yes     No

How would you rate your overall experience?

- Excellent     Good     Fair     Poor

Comments: It is a pleasure

***If you would like to email your response to us please send it to paula.mello@sarasotagov.com***

Would you like a personal response to your comments?     Yes     No

If you would like a response, please provide your name and either your phone number or e-mail address: \_\_\_\_\_

***Please place the comment in the Red comment box at the front counter. Thank you for your input!***

B117-11-09

## Paula Mello

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**From:** bruce@bwsaba.com  
**Sent:** Thursday, February 06, 2014 11:48 AM  
**To:** Paula Mello  
**Subject:** Customer response

Paula, I picked up this new card yesterday which I am sure seldom filled out by your customers so I decided to submit my comments.

I have been working with the entire team for a long time now. Our feeling is we are all working together to produce a quality product and we always seek updated advice and not only want field inspections to be complete but often find we all have things to learn as we build these complex homes. With out exception the Plans Reviewers and Inspectors work with us and we consider their work an important part of the process.

I am sure the work you all do in the office is much more complex than we imagine and we all appreciate you upbeat and positive attitudes. You may not have all the answers but everyone is diligent in knowing who to call to get things done.

If I had one complaint it would be with the time limitations on some of the permits. Permits that have a one year limit do not work when we are building a large custom home. We are required to pay for some permits at the same time as the building permit knowing that the work will not be done during the twelve month period. I do not think it if fair to first make us pay up front and then pay to renew months down the road because the permit expired. This is some thing that should be reviewed and possibly revised.

So my response as I look at your card is EXCELLENT or better said Well Done.

Bruce Saba

**Bruce Saba**  
**President**  
**B.W.Saba Homes**

Sent to  
Larry to  
respond  
2/7/14



## Building, Zoning & Code Compliance Division & Local Business Tax & Engineering Customer Response Card

*Please tell us how we're doing!*

Which division(s) did you visit today?

- Permitting     Zoning     Code Compliance  
 Engineering     Local Business Tax

Date of visit:

2/13/14

How long was your wait?

1 min

Was this too long?

- Yes     No

Name of Person who took care of you

Janene

Please rate the person who served you today:

- Were they knowledgeable?  Yes     No  
 Were they helpful?  Yes     No  
 Were they courteous?  Yes     No

How would you rate your overall experience?

- Excellent     Good     Fair     Poor

Comments:

Great!

**If you would like to email your response to us please send it to [paula.mello@sarasotagov.com](mailto:paula.mello@sarasotagov.com)**

Would you like a personal response to your comments?

- Yes     No

If you would like a response, please provide your name and either your phone number or e-mail address:

**Please place the comment in the Red comment box at the front counter. Thank you for your input!**

B117-11-09



## Building, Zoning & Code Compliance Division & Local Business Tax Customer Response Card

*Please tell us how we're doing!*

Which division(s) did you visit today?

- Permitting     Zoning     Code Compliance  
 Engineering     Local Business Tax

Date of visit:

01/03/2014

How long was your wait?

5 min

Was this too long?

- Yes     No

Name of the Person who took care of you

Sheri Brooker

Please rate the person who served you today:

- Were they knowledgeable?  Yes     No  
 Were they helpful?  Yes     No  
 Were they courteous?  Yes     No

How would you rate your overall experience?

- Excellent     Good     Fair     Poor

Comments:

one of the more pleasant & helpful experiences with municipal Sarasota services - they completed tasks above and beyond all departments - enabled me to accomplish what I needed

**If you would like to email your response to us please send it to [paula.mello@sarasotagov.com](mailto:paula.mello@sarasotagov.com)**

Would you like a personal response to your comments?

- Yes     No

If you would like a response, please provide your name and either your phone number or e-mail address:

Robert N. Justice  
rns.drafting@gmail.com

**Please place the comment in the Red comment box at the front counter. Thank you for your input!**

B117-11-09



## Building, Zoning & Code Compliance Division & Local Business Tax Customer Response Card

*Please tell us how we're doing!*

Which division(s) did you visit today?

- Permitting     Zoning     Code Compliance  
 Engineering     Local Business Tax

Date of visit: 2/21/14

How long was your wait? 20 MINS

Was this too long?     Yes     No

Name of the Person who took care of you: SHELLEY

Please rate the person who served you today:

- Were they knowledgeable?     Yes     No  
 Were they helpful?     Yes     No  
 Were they courteous?     Yes     No

How would you rate your overall experience?

- Excellent     Good     Fair     Poor

Comments: SHELLEY + The Supervisor are the best on the Suncoast

**If you would like to email your response to us please send it to [paula.mello@sarasotagov.com](mailto:paula.mello@sarasotagov.com)**

Would you like a personal response to your comments?     Yes     No

If you would like a response, please provide your name and either your phone number or e-mail address: jack@wtwindows.com

**Please place the comment in the Red comment box at the front counter. Thank you for your input!**

8117-11-09



## Building, Zoning & Code Compliance Division & Local Business Tax Customer Response Card

*Please tell us how we're doing!*

Which division(s) did you visit today?

- Permitting     Zoning     Code Compliance  
 Engineering     Local Business Tax

Date of visit: 2/20/14

How long was your wait? 10 MIN

Was this too long?     Yes     No

Name of the Person who took care of you: Shelley, Joyce and Wonko and Henry

Please rate the person who served you today:

- Were they knowledgeable?     Yes     No  
 Were they helpful?     Yes     No  
 Were they courteous?     Yes     No

How would you rate your overall experience?

- Excellent     Good     Fair     Poor

Comments: wonderful customer service all the way around. Super knowledgeable and nice people helping in both permitting and engineering. Best Experience!

**If you would like to email your response to us please send it to [paula.mello@sarasotagov.com](mailto:paula.mello@sarasotagov.com)**

Would you like a personal response to your comments?     Yes     No

If you would like a response, please provide your name and either your phone number or e-mail address:

**Please place the comment in the Red comment box at the front counter. Thank you for your input!**

8117-11-09



# Building, Zoning & Code Compliance Division & Local Business Tax Customer Response Card

Please tell us how we're doing!

Which division(s) did you visit today?

- Permitting
- Zoning
- Code Compliance
- Engineering
- Local Business Tax

Date of visit: 2-24

How long was your wait? 10 MIN

Was this too long?

- Yes
- No

Name of the Person who took care of you: Shelly Moore

Please rate the person who served you today:

- Were they knowledgeable?  Yes  No
- Were they helpful?  Yes  No
- Were they courteous?  Yes  No

How would you rate your overall experience?

- Excellent
- Good
- Fair 5/10
- Poor

Comments:

AWESOME PERSONALITY - HELPED WENT OUT OF HER WAY TO HELP

If you would like to email your response to us please send it to [paula.mello@sarasotagov.com](mailto:paula.mello@sarasotagov.com)

Would you like a personal response to your comments?

- Yes
- No

If you would like a response, please provide your name and either your phone number or e-mail address:

Please place the comment in the Red comment box at the front counter. Thank you for your input!

8117-11-09

Shelley Did A Great Job !!

2/19/14

Jon Priestap

SignMasters



## Building, Zoning & Code Compliance Division & Local Business Tax Customer Response Card

*Please tell us how we're doing!*

Which division(s) did you visit today?

Permitting     Zoning     Code Compliance  
 Engineering     Local Business Tax

Date of visit: 2-25-14

How long was your wait? \_\_\_\_\_

Was this too long?     Yes     No

Name of the Person who took care of you: PERMITTING

Please rate the person who served you today:

Were they knowledgeable?     Yes     No  
 Were they helpful?     Yes     No  
 Were they courteous?     Yes     No

How would you rate your overall experience?

Excellent     Good     Fair     Poor

Comments: EACH TIME I COME HERE IT IS GETTING MORE + MORE BUSY. TIME TO ADD TO YOUR STAFF. THIS 2014 NOT 2008

*If you would like to email your response to us please send it to [paula.mello@sarasotagov.com](mailto:paula.mello@sarasotagov.com)*

Would you like a personal response to your comments?     Yes     No

If you would like a response, please provide your name and either your phone number or e-mail address:

GARRIO 650-1445

*Please place the comment in the Red comment box at the front counter. Thank you for your input!*

B117-11-09



## Building, Zoning & Code Compliance Division & Local Business Tax & Engineering Customer Response Card

*Please tell us how we're doing!*

Which division(s) did you visit today?

Permitting     Zoning     Code Compliance  
 Engineering     Local Business Tax

Date of visit: 3-6-14

How long was your wait? 30'

Was this too long?     Yes     No

Name of Person who took care of you: KIM

Please rate the person who served you today:

Were they knowledgeable?     Yes     No  
 Were they helpful?     Yes     No  
 Were they courteous?     Yes     No

How would you rate your overall experience?

Excellent     Good     Fair     Poor

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

*If you would like to email your response to us please send it to [paula.mello@sarasotagov.com](mailto:paula.mello@sarasotagov.com)*

Would you like a personal response to your comments?     Yes     No

If you would like a response, please provide your name and either your phone number or e-mail address:

JUAN NUÑEZ  
JCMultiservices@AOL.COM

*Please place the comment in the Red comment box at the front counter. Thank you for your input!*

B117 11-09



## Building, Zoning & Code Compliance Division & Local Business Tax Customer Response Card

*Please tell us how we're doing!*

Which division(s) did you visit today?

- Permitting     Zoning     Code Compliance  
 Engineering     Local Business Tax

Date of visit:

2/26/14

How long was your wait?

Same

Was this too long?

- Yes     No

Name of the Person who took care of you

ZVONKO SMLATIC

Please rate the person who served you today:

- Were they knowledgeable?     Yes     No  
 Were they helpful?     Yes     No  
 Were they courteous?     Yes     No

How would you rate your overall experience?

- Excellent     Good     Fair     Poor

Comments:

I hope you have more people like Zvonko.  
Fully Recommended

***If you would like to email your response to us please send it to paula.mello@sarasotagov.com***

Would you like a personal response to your comments?

- Yes     No

If you would like a response, please provide your name and either your phone number or e-mail address:

ZVONKO NIKOLIC 941.237.1379

***Please place the comment in the Red comment box at the front counter. Thank you for your input!***

B117-11-09



## Building, Zoning & Code Compliance Division & Local Business Tax Customer Response Card

*Please tell us how we're doing!*

Which division(s) did you visit today?

- Permitting     Zoning     Code Compliance  
 Engineering     Local Business Tax

Date of visit:

3/6/14

How long was your wait?

0

Was this too long?

- Yes     No

Name of the Person who took care of you

ZVONKO

Please rate the person who served you today:

- Were they knowledgeable?     Yes     No  
 Were they helpful?     Yes     No  
 Were they courteous?     Yes     No

How would you rate your overall experience?

- Excellent     Good     Fair     Poor

Comments:

Thank you Zvonko

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Would you like a personal response to your comments?

- Yes     No

If you would like a response, please provide your name and either your phone number or e-mail address:

***Please place the comment in the Red comment box at the front counter. Thank you for your input!***

B117-11-09



# Building, Zoning & Code Compliance Division & Local Business Tax Customer Response Card

Please tell us how we're doing!

Which division(s) did you visit today?

- Permitting     Zoning     Code Compliance  
 Engineering     Local Business Tax

Date of visit:

2/26

How long was your wait?

0

Was this too long?

- Yes     No

Name of the Person who took care of you

Please rate the person who served you today:

- Were they knowledgeable?  Yes     No  
 Were they helpful?  Yes     No  
 Were they courteous?  Yes     No

How would you rate your overall experience?

- Excellent     Good     Fair     Poor

Comments:

Shelley was thumbs up

If you would like to email your response to us please send it to [paula.mello@sarasotagov.com](mailto:paula.mello@sarasotagov.com)

Would you like a personal response to your comments?

- Yes     No

If you would like a response, please provide your name and either your phone number or e-mail address:

Please place the comment in the Red comment box at the front counter. Thank you for your input!

B117-11-09



# Building, Zoning & Code Compliance Division & Local Business Tax & Engineering Customer Response Card

Please tell us how we're doing!

Which division(s) did you visit today?

- Permitting     Zoning     Code Compliance  
 Engineering     Local Business Tax

Date of visit:

3-6-14

How long was your wait?

5 min

Was this too long?

- Yes     No

Name of Person who took care of you

Shelley Moore

Please rate the person who served you today:

- Were they knowledgeable?  Yes     No  
 Were they helpful?  Yes     No  
 Were they courteous?  Yes     No

How would you rate your overall experience?

- Excellent     Good     Fair     Poor

Comments:

Very helpful and courteous.

If you would like to email your response to us please send it to [paula.mello@sarasotagov.com](mailto:paula.mello@sarasotagov.com)

Would you like a personal response to your comments?

- Yes     No

If you would like a response, please provide your name and either your phone number or e-mail address:

Please place the comment in the Red comment box at the front counter. Thank you for your input!

B117 11-09





## Building, Zoning & Code Compliance Division & Local Business Tax Customer Response Card

*Please tell us how we're doing!*

Which division(s) did you visit today?

- Permitting     Zoning     Code Compliance  
 Engineering     Local Business Tax

Date of visit: 3-6-14

How long was your wait? 10 min

Was this too long?     Yes     No

Name of the Person who took care of you: Zvonko Smlatic

Please rate the person who served you today:

- Were they knowledgeable?     Yes     No  
 Were they helpful?     Yes     No  
 Were they courteous?     Yes     No

How would you rate your overall experience?

- Excellent     Good     Fair     Poor

Comments: Great! Very nice experience. Thank you for everything.

***If you would like to email your response to us please send it to paula.mello@sarasotagov.com***

Would you like a personal response to your comments?     Yes     No

If you would like a response, please provide your name and either your phone number or e-mail address:

***Please place the comment in the Red comment box at the front counter. Thank you for your input!***

B117-11-09

*Bill Maricoff*



## Building, Zoning & Code Compliance Division & Local Business Tax & Engineering Customer Response Card

*Please tell us how we're doing!*

Which division(s) did you visit today?

- Permitting     Zoning     Code Compliance  
 Engineering     Local Business Tax

Date of visit: 2/10/14

How long was your wait? 10 min

Was this too long?     Yes     No

Name of Person who took care of you: JANENE JONES

Please rate the person who served you today:

- Were they knowledgeable?     Yes     No  
 Were they helpful?     Yes     No  
 Were they courteous?     Yes     No

How would you rate your overall experience?

- Excellent     Good     Fair     Poor

Comments: VERY HELPFUL

***If you would like to email your response to us please send it to paula.mello@sarasotagov.com***

Would you like a personal response to your comments?     Yes     No

If you would like a response, please provide your name and either your phone number or e-mail address:

***Please place the comment in the Red comment box at the front counter. Thank you for your input!***

B117 11-09



## Building, Zoning & Code Compliance Division & Local Business Tax & Engineering Customer Response Card

*Please tell us how we're doing!*

Which division(s) did you visit today?

- Permitting     Zoning     Code Compliance  
 Engineering     Local Business Tax

Date of visit: 12-16-13

How long was your wait? 5 mins

Was this too long?

- Yes     No

Name of Person who took care of you

Jean Keim

Please rate the person who served you today:

- Were they knowledgeable?  Yes     No  
 Were they helpful?  Yes     No  
 Were they courteous?  Yes     No

How would you rate your overall experience?

- Excellent     Good     Fair     Poor

Comments:

VERY NICE & VERY HELPFUL. GOT ME W/OUT VERY QUICKLY

**If you would like to email your response to us please send it to [paula.mello@sarasotagov.com](mailto:paula.mello@sarasotagov.com)**

Would you like a personal response to your comments?

- Yes     No

If you would like a response, please provide your name and either your phone number or e-mail address:

**Please place the comment in the Red comment box at the front counter. Thank you for your input!**

B117 11-09



## Building, Zoning & Code Compliance Division & Local Business Tax Customer Response Card

*Please tell us how we're doing!*

Which division(s) did you visit today?

- Permitting     Zoning     Code Compliance  
 Engineering     Local Business Tax

Date of visit: 1-22-14

How long was your wait? No wait

Was this too long?

- Yes     No

Name of the Person who took care of you

Leslie

Please rate the person who served you today:

- Were they knowledgeable?  Yes     No  
 Were they helpful?  Yes     No  
 Were they courteous?  Yes     No

How would you rate your overall experience?

- Excellent     Good     Fair     Poor

Comments:

I was educated about <sup>what</sup> ~~how~~ I need to ~~do~~ do to have a certificate mailed.

**If you would like to email your response to us please send it to [paula.mello@sarasotagov.com](mailto:paula.mello@sarasotagov.com)**

Would you like a personal response to your comments?

- Yes     No

If you would like a response, please provide your name and either your phone number or e-mail address:

Angela Mathis - Precious Jewels Academy  
P.O. Box 3085 Sarasota FL 34230

**Please place the comment in the Red comment box at the front counter. Thank you for your input!**

941 376 7699

a.mathis@preciousjewelsacademy.org

B117-11-09