

**INTERDEPARTMENTAL COMMUNICATION & COORDINATION  
CONFIDENTIAL SURVEY QUESTIONNAIRE**

PLEASE RETURN TO: Taxclr@edcgov.us OR 360 Fair Lane, Placerville, CA 95667

BY : (date)

Department \_\_\_\_\_

Position (Optional) \_\_\_\_\_

Your Name (Optional & Confidential) \_\_\_\_\_

Please indicate how much interaction your department has with the following departments:

	None	Rarely	Sometimes	Frequently	Very Frequently	Don't Know
Chief Administrative Office						
Information Technology						
CDA - Building						
CDA - Planning						
Environmental Management						
Sheriff Department						
Fire Department(s)						
Procurement & Contracts						
Treasurer-Tax Collector						
CDA - Transportation						
Animal Control						
Air Quality Mgmt District						
Surveyor						
Ag Department						
Health Department						
Library						
Recorder-Clerk						

Attached for each of the above departments is a separate page with the name of the department at the top of the page. **Please select the three pages representing the departments with whom you have the most contact and based on your own experience, please comment on:**

The "GOOD ": e.g. Those interactions that go smoothly and work well with little effort on the part of both parties. Remember, there's always some Good.

"SUGGESTIONS FOR IMPROVEMENT": Your ideas and opinions on ways to improve the interactions you are directly involved with. Please include any process improvement ideas that may benefit our citizens.

*ALL RESPONDENT NAMES WILL BE KEPT CONFIDENTIAL*

**INTERDEPARTMENTAL COMMUNICATION & COORDINATION**  
**CONFIDENTIAL SURVEY QUESTIONNAIRE**  
**CHIEF ADMINISTRATIVE OFFICE**

	Very Poor	Somewhat Poor	Moderate	Somewhat Good	Very Good	Don't Know
Prompt response to phone calls and other communications						
Dealing with questions & concerns in a timely way						
Knowledge of Departmental policies & procedures						
Accurate Information						
Staff understanding the scope of your department responsibilities						
Assistance to produce effective results						
Provision of clear and concise advice and guidance						
Problem resolution						
Professional behavior of staff						
Clear written instructions for public to obtain permits et al.						
Clear instructions on website for public to obtain permits et al.						
Overall dealings with this department						

Attached for each of the above departments is a separate page with the name of the department at the top of the page. **Please select the three departments with whom you have the most contact and based on your own experience and please comment on:**

The "GOOD ": e.g.Those interactions that go smoothly and work well with little effort on the part of both parties. Remember, there's always some Good.

"SUGGESTIONS FOR IMPROVEMENT": Your ideas and opinions on ways to improve the interactions you are directly involved with. Please include any process improvement ideas that may benefit our citizens.

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**INTERDEPARTMENTAL COMMUNICATION & COORDINATION  
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**INFORMATION TECHNOLOGY**

	Very Poor	Somewhat Poor	Moderate	Somewhat Good	Very Good	Don't Know
Prompt response to phone calls and other communications						
Dealing with questions & concerns in a timely way						
Knowledge of Departmental policies & procedures						
Accurate Information						
Staff understanding the scope of your department responsibilities						
Assistance to produce effective results						
Provision of clear and concise advice and guidance						
Problem resolution						
Professional behavior of staff						
Clear written intructions for public to obtain permits et al.						
Clear instructions on website for public to obtain permits et al.						
Overall dealings with this department						

<b>THE GOOD:</b>
<b>SUGGESTIONS FOR IMPROVEMENT:</b>
Attach additional page(s) if desired.

**INTERDEPARTMENTAL COMMUNICATION & COORDINATION  
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**DEVELOPMENT SERVICES - BUILDING**

	Very Poor	Somewhat Poor	Moderate	Somewhat Good	Very Good	Don't Know
Prompt response to phone calls and other communications						
Dealing with questions & concerns in a timely way						
Knowledge of Departmental policies & procedures						
Accurate Information						
Staff understanding the scope of your department responsibilities						
Assistance to produce effective results						
Provision of clear and concise advice and guidance						
Problem resolution						
Professional behavior of staff						
Clear written intructions for public to obtain permits et al.						
Clear instructions on website for public to obtain permits et al.						
Overall dealings with this department						

THE GOOD:


SUGGESTIONS FOR IMPROVEMENT:


Attach additional page(s) if desired.

**INTERDEPARTMENTAL COMMUNICATION & COORDINATION  
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**DEVELOPMENT SERVICES - PLANNING**

	Very Poor	Somewhat Poor	Moderate	Somewhat Good	Very Good	Don't Know
Prompt response to phone calls and other communications						
Dealing with questions & concerns in a timely way						
Knowledge of Departmental policies & procedures						
Accurate Information						
Staff understanding the scope of your department responsibilities						
Assistance to produce effective results						
Provision of clear and concise advice and guidance						
Problem resolution						
Professional behavior of staff						
Clear written intructions for public to obtain permits et al.						
Clear instructions on website for public to obtain permits et al.						
Overall dealings with this department						

THE GOOD:


SUGGESTIONS FOR IMPROVEMENT:


Attach additional page(s) if desired.

**INTERDEPARTMENTAL COMMUNICATION & COORDINATION  
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**ENVIRONMENTAL MANAGEMENT**

	Very Poor	Somewhat Poor	Moderate	Somewhat Good	Very Good	Don't Know
Prompt response to phone calls and other communications						
Dealing with questions & concerns in a timely way						
Knowledge of Departmental policies & procedures						
Accurate Information						
Staff understanding the scope of your department responsibilities						
Assistance to produce effective results						
Provision of clear and concise advice and guidance						
Problem resolution						
Professional behavior of staff						
Clear written intructions for public to obtain permits et al.						
Clear instructions on website for public to obtain permits et al.						
Overall dealings with this department						

THE GOOD:


SUGGESTIONS FOR IMPROVEMENT:


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**INTERDEPARTMENTAL COMMUNICATION & COORDINATION  
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**SHERIFF DEPARTMENT**

	Very Poor	Somewhat Poor	Moderate	Somewhat Good	Very Good	Don't Know
Prompt response to phone calls and other communications						
Dealing with questions & concerns in a timely way						
Knowledge of Departmental policies & procedures						
Accurate Information						
Staff understanding the scope of your department responsibilities						
Assistance to produce effective results						
Provision of clear and concise advice and guidance						
Problem resolution						
Professional behavior of staff						
Clear written instructions for public to obtain permits et al.						
Clear instructions on website for public to obtain permits et al.						
Overall dealings with this department						

THE GOOD:


SUGGESTIONS FOR IMPROVEMENT:


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**FIRE DEPARTMENT(S)**

	Very Poor	Somewhat Poor	Moderate	Somewhat Good	Very Good	Don't Know
Prompt response to phone calls and other communications						
Dealing with questions & concerns in a timely way						
Knowledge of Departmental policies & procedures						
Accurate Information						
Staff understanding the scope of your department responsibilities						
Assistance to produce effective results						
Provision of clear and concise advice and guidance						
Problem resolution						
Professional behavior of staff						
Clear written intructions for public to obtain permits et al.						
Clear instructions on website for public to obtain permits et al.						
Overall dealings with this department						

THE GOOD:


SUGGESTIONS FOR IMPROVEMENT:


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**PROCUREMENT & CONTRACTS**

	Very Poor	Somewhat Poor	Moderate	Somewhat Good	Very Good	Don't Know
Prompt response to phone calls and other communications						
Dealing with questions & concerns in a timely way						
Knowledge of Departmental policies & procedures						
Accurate Information						
Staff understanding the scope of your department responsibilities						
Assistance to produce effective results						
Provision of clear and concise advice and guidance						
Problem resolution						
Professional behavior of staff						
Clear written intructions for public to obtain permits et al.						
Clear instructions on website for public to obtain permits et al.						
Overall dealings with this department						

THE GOOD:


SUGGESTIONS FOR IMPROVEMENT:


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**TREASURER-TAX COLLECTOR**

	Very Poor	Somewhat Poor	Moderate	Somewhat Good	Very Good	Don't Know
Prompt response to phone calls and other communications						
Dealing with questions & concerns in a timely way						
Knowledge of Departmental policies & procedures						
Accurate Information						
Staff understanding the scope of your department responsibilities						
Assistance to produce effective results						
Provision of clear and concise advice and guidance						
Problem resolution						
Professional behavior of staff						
Clear written instructions for public to obtain permits et al.						
Clear instructions on website for public to obtain permits et al.						
Overall dealings with this department						

THE GOOD:
SUGGESTIONS FOR IMPROVEMENT:
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**INTERDEPARTMENTAL COMMUNICATION & COORDINATION  
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**DEPARTMENT OF TRANSPORTATION (DOT)**

	Very Poor	Somewhat Poor	Moderate	Somewhat Good	Very Good	Don't Know
Prompt response to phone calls and other communications						
Dealing with questions & concerns in a timely way						
Knowledge of Departmental policies & procedures						
Accurate Information						
Staff understanding the scope of your department responsibilities						
Assistance to produce effective results						
Provision of clear and concise advice and guidance						
Problem resolution						
Professional behavior of staff						
Clear written intructions for public to obtain permits et al.						
Clear instructions on website for public to obtain permits et al.						
Overall dealings with this department						

THE GOOD:


SUGGESTIONS FOR IMPROVEMENT:


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**ANIMAL CONTROL**

	Very Poor	Somewhat Poor	Moderate	Somewhat Good	Very Good	Don't Know
Prompt response to phone calls and other communications						
Dealing with questions & concerns in a timely way						
Knowledge of Departmental policies & procedures						
Accurate Information						
Staff understanding the scope of your department responsibilities						
Assistance to produce effective results						
Provision of clear and concise advice and guidance						
Problem resolution						
Professional behavior of staff						
Clear written intructions for public to obtain permits et al.						
Clear instructions on website for public to obtain permits et al.						
Overall dealings with this department						

THE GOOD:


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**SURVEYOR**

	Very Poor	Somewhat Poor	Moderate	Somewhat Good	Very Good	Don't Know
Prompt response to phone calls and other communications						
Dealing with questions & concerns in a timely way						
Knowledge of Departmental policies & procedures						
Accurate Information						
Staff understanding the scope of your department responsibilities						
Assistance to produce effective results						
Provision of clear and concise advice and guidance						
Problem resolution						
Professional behavior of staff						
Clear written intructions for public to obtain permits et al.						
Clear instructions on website for public to obtain permits et al.						
Overall dealings with this department						

THE GOOD:


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**AG DEPARTMENT**

	Very Poor	Somewhat Poor	Moderate	Somewhat Good	Very Good	Don't Know
Prompt response to phone calls and other communications						
Dealing with questions & concerns in a timely way						
Knowledge of Departmental policies & procedures						
Accurate Information						
Staff understanding the scope of your department responsibilities						
Assistance to produce effective results						
Provision of clear and concise advice and guidance						
Problem resolution						
Professional behavior of staff						
Clear written intructions for public to obtain permits et al.						
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Overall dealings with this department						

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**HEALTH DEPARTMENT**

	Very Poor	Somewhat Poor	Moderate	Somewhat Good	Very Good	Don't Know
Prompt response to phone calls and other communications						
Dealing with questions & concerns in a timely way						
Knowledge of Departmental policies & procedures						
Accurate Information						
Staff understanding the scope of your department responsibilities						
Assistance to produce effective results						
Provision of clear and concise advice and guidance						
Problem resolution						
Professional behavior of staff						
Clear written intructions for public to obtain permits et al.						
Clear instructions on website for public to obtain permits et al.						
Overall dealings with this department						

THE GOOD:


SUGGESTIONS FOR IMPROVEMENT:


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**LIBRARY**

	Very Poor	Somewhat Poor	Moderate	Somewhat Good	Very Good	Don't Know
Prompt response to phone calls and other communications						
Dealing with questions & concerns in a timely way						
Knowledge of Departmental policies & procedures						
Accurate Information						
Staff understanding the scope of your department responsibilities						
Assistance to produce effective results						
Provision of clear and concise advice and guidance						
Problem resolution						
Professional behavior of staff						
Clear written intructions for public to obtain permits et al.						
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Overall dealings with this department						

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**RECORDER-CLERK**

	Very Poor	Somewhat Poor	Moderate	Somewhat Good	Very Good	Don't Know
Prompt response to phone calls and other communications						
Dealing with questions & concerns in a timely way						
Knowledge of Departmental policies & procedures						
Accurate Information						
Staff understanding the scope of your department responsibilities						
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