

LANE COUNTY  
MANAGEMENT SERVICES DEPARTMENT  
COUNTY CLERK DIVISION  
CUSTOMER SURVEY

We have created this survey with the hope that your answers will help us improve both the quality and the nature of the services that we provide to our customers. Please take a moment to answer the questions below explaining where we have both exceeded and failed to meet your expectations. Thank you.

Please indicate the service provider(s):

- DEEDS AND RECORDS
- ELECTIONS
- MARRIAGE LICENSE / MARRIAGE CEREMONY
- BOARD OF PROPERTY TAX APPEALS

Did you receive helpful/knowledgeable answers in a courteous manner?

Did you receive complete and accurate information in a timely manner?

Were procedures and processes clear and easy to follow?

As a result of your experience with us, what service-related improvements can you recommend?

Have you encountered any cultural or diversity barriers for any County Clerk programs and services, including availability of documents, signage and telephone messages? If so please provide input how we can provide better access to the services you are seeking.