

We strive to provide professional quality service in a friendly and responsive manner.

The **Business License Section** of Lake Havasu City's Finance Department administers the business license program for the city. In addition, the Business License Section issues temporary special event licenses, transient merchant peddlers permits, and performs liaison activities for the state's transaction privilege tax license program.

Your thoughts are important to us. We would like to know the satisfaction level you received from our services and welcome your ideas on how to make improvements for the future.

Please take a few moments to complete this survey and return it to City Hall.

Thank you and we look forward to serving you again soon.

Gayle Whittle
Finance Director

Richard Kaffenberger
City Manager



For More Information

Business License

Lake Havasu City
2330 McCulloch Blvd. N.
Lake Havasu City, AZ 86403-5950

Contact Numbers

(928) 453-4153 Telephone
(928) 855-0551 Fax
(866) 248-4150 Toll Free
(928) 855-3945 TDD

Web Site

www.lhcaz.gov

Email

yarnoc@lhcaz.gov

Lake Havasu City



How Did We Do?

Customer Survey

**Finance Department
Business License Section**

Prepared by:

Lake Havasu City

2330 McCulloch Blvd. N.
Lake Havasu City, AZ 86403-5950

1. Please state your method of contact in the last three years.

- Phone
- Walk-in
- Mail
- Email
- Other (specify) _____

2. If your method of contact was by phone, mail, or email, were you responded to in a timely manner?

- Yes
- No

3. Was the licensing process adequately explained to you prior to application?

- Yes
- No

4. Was the license clerk friendly and helpful?

- Yes
- No

5. Did you receive all the information you requested?

- Yes
- No

If no, please explain:

6. Were review schedules met?

- Yes
- No

7. Please rate the level of service you received from the Business License Section:

- | | | | | | |
|-------------------------|------------------------------------|-------------------------------|-------------------------------|-------------------------------|-----------------------------|
| Service at Counter | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor | <input type="checkbox"/> NA |
| Phone Call | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor | <input type="checkbox"/> NA |
| Explanation of Services | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor | <input type="checkbox"/> NA |
| Resolution of Disputes | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor | <input type="checkbox"/> NA |
| Explanation of Billing | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor | <input type="checkbox"/> NA |

8. How would you describe the overall level of service you received from the Business License Section?

- Excellent
- Good
- Fair
- Poor
- NA

9. What can we do to provide you with better service in the future?

10. Are there any city members who deserve special recognition? If so, list name and reason:

11. Please provide the following information (optional):

Name _____

Company _____

Address _____

Phone Number _____

I would appreciate a call: Yes No

Regarding: _____
