



# Customer Service Evaluation Form

County of Ventura • Resource Management Agency

800 South Victoria Avenue, Ventura, CA. 93009 • 805 654 2494 • [www.ventura.org/rma/index.htm](http://www.ventura.org/rma/index.htm)

## Your Opinion is Valuable

*We expect our employees to serve the public courteously and efficiently.*

*Please take a few minutes and let us know how we're doing.*

*Your responses will help us improve our service.*

**Chris Stephens, Agency Director**

Please take a minute to complete this questionnaire.

### Rate today's visit:

Outstanding   Good   Average   Fair   Poor

Promptness

Courtesy

Efficiency

Information

### Reason(s) for your visit:

Building and Safety

Code Compliance

Environmental Health

Planning

Information

Record Copies

Records Research

Billing

Other

**2. If a staff member was especially helpful, please let us know so we may show our appreciation.**

### 3. Suggestions for improvement:

#### OVERALL

How would you rate our service?

Outstanding   Good   Average   Fair   Poor

Today's date

Time of your visit

Do you want a manager to call you?   Yes   No

Optional Information

Name

Address

City

Zip

Phone

Thank you for your time and comments. Your opinion will make a difference!

Please print this form and drop it in the RMA comment box or,

save the filled-out form to your desktop and attach it an email to: [Jennifer.Padre@Ventura.org](mailto:Jennifer.Padre@Ventura.org)