



# 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

Please take a minute to complete this questionnaire.

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**

### Rate today's visit:

	Outstanding	Good	Average	Fair	Poor
Promptness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efficiency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### 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?**

<b>Outstanding</b>	<b>Good</b>	<b>Average</b>	<b>Fair</b>	<b>Poor</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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 drop this form in the Comment Box before you leave today.**