



Customer Service Evaluation Form

County of Ventura • Resource Management Agency • Building and Safety
800 S. Victoria Ave, Ventura, CA. 93009 • 805 654-2795 • www.ventura.org/rma/build_safe

Your Opinion is Valuable

Please take a minute to complete this questionnaire.

We expect our employees to serve the public with courtesy, respect and efficiency.
Please take a moment and let us know how we're doing.
Your responses will help us improve our service.

Ruben Barrera, Building Official

Rate the Service That We Provided:

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

1. What Services Did You Request?

- Building Permit
- Electrical Permit
- Mechanical Permit
- Plumbing Permit
- Combination Permit
- Other

2. Please list any staff that were especially helpful to you:

Were there any that were especially difficult?

3. Do You have any Suggestions for Improvement?

- Yes, they are:
- Yes, but I would like to discuss them with a manager.
- No

OVERALL				
How would you rate our service?				
Outstanding	Good	Average	Fair	Poor
<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 _____

Please print

Address _____

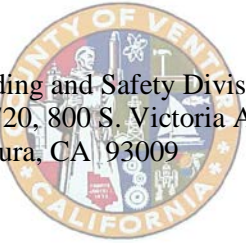
City _____ Zip _____

Phone _____

**Thank you for your time and comments. Your opinion counts!
Please fold this form and drop it in the mail today!**

Fold Here

Building and Safety Division
L. 1720, 800 S. Victoria Ave.
Ventura, CA 93009



Attention: Building Official
Building and Safety Division
L #1720, 800 S. Victoria Ave.
Ventura, CA 93009

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