



Customer Service Evaluation Form

County of Ventura • Resource Management Agency • Environmental Health
800 S. Victoria Ave, Ventura, CA. 93009 • 805 654-2813 • www.vcrma.org/envhealth

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.*

William C. Stratton, Director, Environmental Health Division

Please take a minute to complete this questionnaire.

1. 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:

- Hazardous Materials
- Solid Waste
- Land Use
- Vector Control
- Small Water Systems
- Cross Connection
- Septic Systems
- Other _____
- Swimming Pools/Spas
- Food Establishments
- Food Special Events
- Underground Tanks
- Medical Waste
- Body Arts
- General Information

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
<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 will make a difference!
Please fill out this form and drop it in the RMA Comment Box beside the Environmental Health Division counter,
or attach in an e-mail to julia.amundsen@ventura.org.