Customer Service Evaluation Form

CLEAR PRINT EMAIL

County of Ventura · Resource Management Agency · Planning Division
800 S. Victoria Avenue, Ventura, CA 93009-1740 • (805) 654-2478 • ventura.org/rma/planning

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.

Kim L. Prillhart, Planning Division Director

1. Rate today's visit:

	Outstanding	Good	Average	Fair	Poor
Promptness	☐	☐	☐	☐	☐
Courtesy	☐	☐	☐	☐	☐
Efficiency	☐	☐	☐	☐	☐
Information Received	☐	☐	☐	☐	☐

2. Reason(s) for your visit:

- ☐ General Information
- ☐ General Plan/Area Plan Information
- ☐ Zoning Information
- ☐ Zoning Clearance
- ☐ Permit Submittal Requirements
- ☐ Permit(s)/Subdivision
- ☐ Meeting with the Discretionary Permit Coordinator
- ☐ Film Permit
- ☐ Lot Line Adjustment
- ☐ Merger
- ☐ Information on Violations
- ☐ Complaint
- ☐ GIS Maps
- ☐ Parcel and Permit History
- ☐ Legal Lot Status
- ☐ LCA Contract (Williamson Act)
- ☐ Home Occupation Permit
- ☐ Other

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

4. Suggestions for improvement:

OVERALL
How would you rate our service?

Outstanding	Good	Average	Fair	Poor
☐	☐	☐	☐	☐

5. Today's date

Time of your visit

Do you want a manager to call you?

☐ Yes ☐ No

6. Optional Information

Name

Address

City Zip Code

Phone

This form may be e-mailed directly to the Planning Division or dropped off in the Comment Box at the Planning Division counter.