



# Customer Service Evaluation Form

County of Ventura · Resource Management Agency · Planning Division

800 S. Victoria Avenue, Ventura, CA 93009-1740 • (805) 654-2478 • [www.vcrma.org/divisions/planning](http://www.vcrma.org/divisions/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.

**Dave Ward, AICP, 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 at [Plan.Counter@ventura.org](mailto:Plan.Counter@ventura.org) or dropped off in the Comment Box at the Planning Division counter.