



CUSTOMER SATISFACTION SURVEY

City of Vallejo
Police Department
Code Enforcement Division

The City of Vallejo Code Enforcement Division (CED) is committed to improving our customers' experience by soliciting customer feedback regarding what we are doing well and where we need to improve. Your response to this survey will go directly to the Code Enforcement Manager who is tasked with improving customer relations. Your time in assisting us in this endeavor is appreciated.

When did you visit or contact the CED? ____/____/____ (MM/DD/YYYY)

- Your purpose was:**
- Ask about notice/citation received
 - Meet with CE Division Head
 - Dumpster Application
 - Property Registration
 - Other _____
 - Talk to CE Officer / Case Review
 - File a complaint about CE Division
 - File a complaint about a neighbor
 - General questions

Who provided you service? (please check all that apply):

- Lieutenant Kenny Park, Division Head
- Karen Ang, Secretary
- Tanisha Gainer, Admin Clerk
- Donna Gentry, Admin Clerk
- Dong Yoo, Senior CE Officer
- David Sidie, CE Officer
- Lorena Burciaga, CE Officer
- Anthony Castillo, CE Officer

Was any member of our staff particularly helpful? Name: _____

In what way were they helpful? _____

How would you rate the City of Vallejo Code Enforcement Division in the following areas?

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
Staff was courteous and helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff responded in a professional and friendly manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The experience left me with a positive feeling about Vallejo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did you achieve the purpose of your visit?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you rate your overall experience?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What can the Code Enforcement Division do to provide you better service?

- I want to be anonymous.
- I want to be contacted back & I filled out the backside of this form with my contact information.

*The City of Vallejo is committed to excellent customer service.
Thank you for your time and consideration.*



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You can mail this form to: City of Vallejo, Code Enforcement Division, 555 Santa Clara Street, Vallejo, CA 94590

Name: _____ Business Name: _____

Address: _____ Phone: _____

E-mail: _____

Please put any ADDITIONAL COMMENTS below: