



CUSTOMER SATISFACTION SURVEY

City of Vallejo
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:

- | | |
|---|--|
| <input type="checkbox"/> Ask about notice/citation received | <input type="checkbox"/> Talk to CE Officer / Case Review |
| <input type="checkbox"/> Meet with CED Manager | <input type="checkbox"/> File a complaint about CED |
| <input type="checkbox"/> Dumpster Application | <input type="checkbox"/> File a complaint about a neighbor |
| <input type="checkbox"/> Property Registration | <input type="checkbox"/> General questions |
| <input type="checkbox"/> Other _____ | |

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

- | | |
|---|--|
| <input type="checkbox"/> Nimat Shakoore-Grantham, CED Manager | <input type="checkbox"/> Carmen Cole, Admin Clerk |
| <input type="checkbox"/> Dong Yoo, Senior CE Officer | <input type="checkbox"/> Sharon Gallo, Admin Clerk |
| <input type="checkbox"/> David Sidie, CE Officer | <input type="checkbox"/> Christina Macias, Admin Clerk |
| <input type="checkbox"/> Lorena Buricaga, CE Officer | <input type="checkbox"/> Alejandra Rafael, Admin Clerk |

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.***

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



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Code Enforcement Division

Name: _____ Business Name: _____

Address: _____ Phone: _____

E-mail: _____

Please put any ADDITIONAL COMMENTS below: