



Community Development/Public Works Department
ANIMAL CONTROL SERVICES
 Town of Yucca Valley

HOW ARE WE DOING?

In keeping with Yucca Valley's commitment to customer service excellence, our goal is to provide you the best service we can. Your comments will assist us in our on-going efforts to improve services. To return, either place in the box at the Community Development/Public Works counter, submit to the front desk receptionist at Town Hall or fold, staple, and mail. The results of the surveys will be forwarded to the Town Council and to the Town Manager. If you would like your comments to remain confidential, please indicate. Thank you for your assistance.

____/____/____
 Today's Date

Shane R. Stueckle
 Deputy Town Manager

Would you: Like comments to remain confidential Like to be contacted by an Animal Control Officer

Please evaluate the quality of the services you have received from the Animal Control Services by checking the appropriate boxes below.



| | Initial Phone Call Requesting Animal Control Services | | Phone Call/Office Visit or Field Service by a Animal Control Officer | |
|---|---|----|--|----|
| | Yes | No | Yes | No |
| If you called prior to visiting us, did you receive cooperative, helpful service over the phone? | | | | |
| Did our employees give you courteous, helpful service when you visited our office? | | | | |
| If you were contacted by one of our employees, either by phone or in the field, were you treated with courtesy? | | | | |
| Were any verbal instructions given to you understandable? | | | | |
| Were written instructions understandable? | | | | |
| Did our staff explain our process timelines adequately? | | | | |
| If difficulties arose, did our staff offer you suggestions or alternatives? | | | | |
| Did you find our printed public information materials helpful and informative? | | | | |

What did you like about our service? _____

Comments or suggestions for improving our service? _____

Are you experiencing any problems with the delivery of our service at this time? Yes No. If you are, and you'd like to discuss the matter with the Animal Control Supervisor, please include your name and phone number below.

Name, and Phone #: _____

(OPTIONAL - TO ALLOW FOLLOW-UP ON YOUR RESPONSES)

Place
Stamp
Here

Town of Yucca Valley
Animal Control Services
57090 29 Palms Hwy.
Yucca Valley, CA 92284

Fold



Fold


