



Town of Apple Valley
 14955 Dale Evans Parkway
 Apple Valley, CA 92307
 (760) 240-7880

Customer Service Survey

Date _____

We are committed to serving the citizens of Apple Valley and to ensure that your experience with us is a pleasant one. Please take a moment to fill out this Customer Survey and tell us how we can better serve you. Your opinion is important to us - and will help in our ongoing efforts to improve our customer service to you! If you have a suggestion, question, complaint or comment, please let us know.

Are you a resident of the Town of Apple Valley? Yes No

Which facility or park did you visit today?

Town Hall Recreation Center James A. Woody Community Center Park
 Which room? _____ Which room? _____ Which park? _____

What was the purpose of your visit today?

Register for a class/program Rent a facility/picnic area Participate in a class/program/rental (circle one)

Did the service you participated in meet your expectations? Yes No

Were you greeted promptly and courteously upon entering the office? Yes No

Were you greeted promptly and courteously when you called on the phone? Yes No

If you waited in line in the Recreation Office, how long was your wait? _____ minutes

Did staff provide you with knowledgeable answers to your questions? Yes No

How would you rate Park and Recreation facilities?

	Excellent	Satisfactory	Needs Improvement
Signs/Directions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How can we improve? _____

Is there a class or program that you would be interested in seeing offered? _____

Any additional comments/suggestions you have that will help us serve you better? _____

Would you be interested in receiving monthly updates on Park and Recreation or Town events via e-mail?

Yes No E-mail address _____

Please provide the following:

Name: _____ Telephone: _____

Address: _____ City: _____ Zip: _____

Thank you for taking the time to fill out this survey. As always, we appreciate your comments. Please mail or drop your completed survey to the address at the top of this form.