Clerk of the Board - Customer Service Survey Form

The Clerk of the Board's primary objective is to provide quality service in a timely manner. We believe in the concept of continuous improvement and need your feedback to let us know how we are doing and what we can do better. Please take a moment to respond. We can assure you that all responses to the survey are reviewed.

Date: _____

Please identify the division(s) you have contacted:

☐ Office of the Clerk of the Board of Supervisors

☐ Assessment Appeals Division

Based on the scale below, please circle the response that most accurately measures our service.

5	**4**	**3**	**2**	**1**
Excellent	Good	Fair	Needs Improvement	Poor

If your rating of our service or website is 1, 2, or 3, please leave a comment and let us know what we can do better.

Personal Service:

1. I am treated in a helpful and courteous manner.	5	4	3	2	1
2. I am provided with clear and accurate information and/or directed to the appropriate person or department.	5	4	3	2	1
3. The Clerk's Office responds promptly to my service requests.	5	4	3	2	1
4. The Clerk's Office is consistent in their service delivery.	5	4	3	2	1
5. My overall experience is positive.	5	4	3	2	1

Website:

If you have visited our website, please rate the following:

1. The website is easy to use/navigate.	5	4	3	2	1
2. The website provides useful content.	5	4	3	2	1

Please provide us with any comments or suggestions you may have regarding the website: _____

_____

Please indicate the extent you use our services ☐ Often ☐ Occasionally ☐ Seldom

What type of services do you use (i.e., Form 11s, scheduling of items, copies of documents, document searches, cable television information, Statement of Economic Interest, Assessment Appeals, Claims, use of board room, etc.)?

_____

_____

Please indicate the name(s) of any staff person you would like to commend: _____

_____

Additional Comments: _____

_____

Optional: _____
Name and/or Organization
If you would like us to contact you regarding this survey, please provide your phone number or address: _____

_____