Menifee staff strives to provide excellent customer service and quality information to our community. Your feedback is essential to help us meet these goals.

What was the date and time of your visit? Date _____ Time _____

What was the purpose of your visit? _____

Are you a: ☐ Contractor ☐ Developer ☐ Business owner ☐ Home owner
☐ Resident ☐ Community member ☐ Visitor

How did you receive assistance? ☐ Phone in ☐ Walk in (City Hall or Senior Center) ☐ City App
☐ Email ☐ Website ☐ Social Media Platform

Which department assisted you?

☐ Building & Safety
☐ City Clerk
☐ City Manager's Office
☐ Code Enforcement
☐ Community Services
☐ Economic Development
☐ Finance
☐ Fire Department (Fire, Fire Marshal)
☐ Front desk/reception staff
☐ Human Resources
☐ Planning/Community Development
☐ Police Department
☐ Public Works/Engineering

If you visited City Hall, was your wait time acceptable? ☐ Yes ☐ No
If not, how long was your wait? _____

If you phoned in and left a voicemail, were your phone calls returned within 48 hours? ☐ Yes ☐ No

If you communicated by email, did you receive a response to your email within 48 hours? ☐ Yes ☐ No

Did the staff person who assisted you introduce themselves? ☐ Yes ☐ No

Was he/she courteous and respectful? (please circle) ☐ 1 Needs Improvement ☐ 2 ☐ 3 ☐ 4 ☐ 5 Very polite

Was staff helpful? (please circle) ☐ 1 Needs Improvement ☐ 2 ☐ 3 ☐ 4 ☐ 5 Very polite

Did you receive the information you needed? ☐ Yes ☐ No
If no, please explain _____

_____

Was it given to you clearly and concisely? ☐ Yes ☐ No
If no, please explain _____

_____

Were you able to accomplish your goal? ☐ Yes ☐ No
If no, please explain _____

_____

If you had difficulties getting answers or information to accomplish the purpose of your visit, were you offered options or alternatives? ☐ Yes ☐ No
If no, please explain _____

_____

Rate your overall interaction with City Hall staff: (please circle) ☐ 1 Needs Improvement ☐ 2 ☐ 3 ☐ 4 ☐ 5 Excellent

What is City of Menifee staff doing well? _____

_____

How can City of Menifee staff improve customer service? _____

_____

Do you find the City's website **cityofmenifee.us** a helpful resource to find answers or information relating to the nature of your visit? (please circle)

1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

Needs Improvement — Excellent

Do you find the City's website **cityofmenifee.us** a helpful resource for City news and information? (please circle)

1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

Needs Improvement — Excellent

Do you find the City's Economic Development website **MenifeeBusiness.com** a helpful resource for information? (please circle)

1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

Needs Improvement — Excellent

Do you use the City's Twitter, Facebook, LinkedIn, or Instagram accounts for City news and updates? ☐ Yes ☐ No

If no, why not? _____

If you would like a response to your comments, please give us your name and contact information (phone number, email, or address).

_____

cityofmenifee.us | facebook.com/cityofmenifeeus | twitter.com/cityofmenifee | instagram.com/cityofmenifee.cityhall | linkedin.com/in/city-of-menifee

Sign up for Menifee e-news at **cityofmenifee.us/notifyme**.

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29844 Haun Road / Menifee, CA 92586

Stamp

CITY OF MENIFEE
29844 Haun Road
Menifee, CA 92586

MENIFEE

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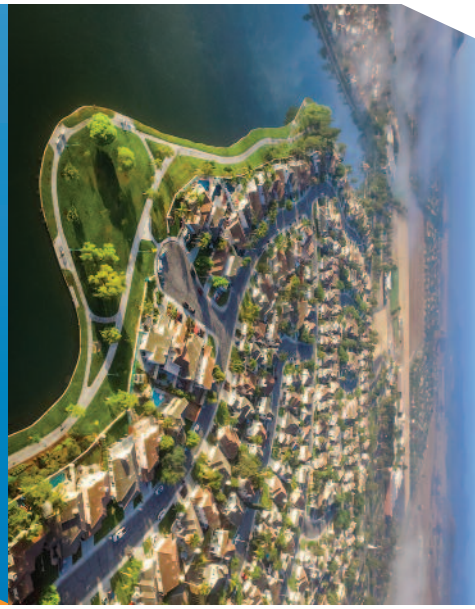

CUSTOMER SATISFACTION SURVEY

How are we doing?

We value your feedback. Please take a moment to rate our service and to provide comments about your experience with the City.