



Customer Service Survey

STRATEGIC PLAN THREE-YEAR GOAL; ENHANCE THE CULTURE AND ENVIRONMENT OF “A NICE PLACE TO LIVE”



Customer Service Survey

Strategic Plan Item – November 4, 2021

As part of the City’s Strategic Plan and the Three-Year goal; Enhance the Culture and Environment of “A Nice Place to Live”, the City Clerk-lead, Community Development Director, and Community Services Director were asked to;

- Present to the City Council the results of a customer service survey from residents and businesses.



Customer Service Survey

Design - Staff desired to provide an easy and fun customer service survey that would take under a minute to complete.

Distribution - Beginning 9/21/2022 (received 41 responses)

- Hard copy surveys were provided at all public facing facilities including; City Hall, Recreation and Senior Centers, and City Yard
- QR codes were on all hard copy surveys allowing for digital submission
- Additionally, digital surveys were available at www.FountainValley.org
- Monthly Newsletter
- Social Media
- Nextdoor



Customer Service Survey - Results

 **CITY OF FOUNTAIN VALLEY**
Customer Service Survey

	HIGHLY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	HIGHLY SATISFIED
 Employee Greeting	<input type="radio"/>				
 Facility Atmosphere	<input type="radio"/>				
 Knowledgeable Staff	<input type="radio"/>				
 Overall Service Provided	<input type="radio"/>				

DID YOU ACCOMPLISH YOUR GOAL IN VISITING THIS CITY FACILITY?

1 2 3 4 5 6 7 8 9 10

WHAT IS YOUR GENERAL FEELING ABOUT YOUR VISIT WITH THE CITY OF FOUNTAIN VALLEY ?

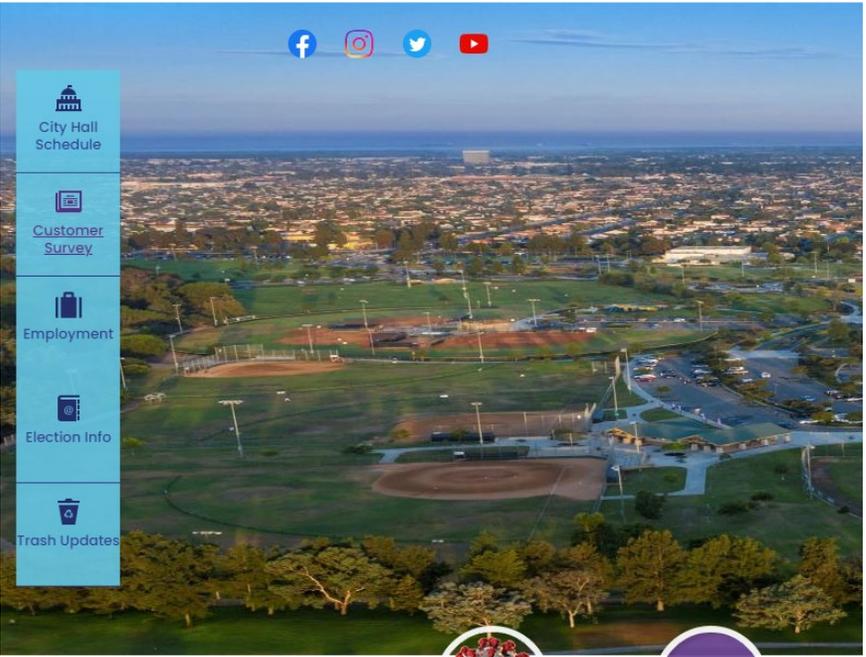
Do you have any suggestions that could help us improve our customer experience?

Complete this Survey online by scanning the QR Code below:



 **City of**
Fountain Valley
California



-  City Hall Schedule
-  Customer Survey
-  Employment
-  Election Info
-  Trash Updates

 COVID-19 INFO - ORANGE COUNTY

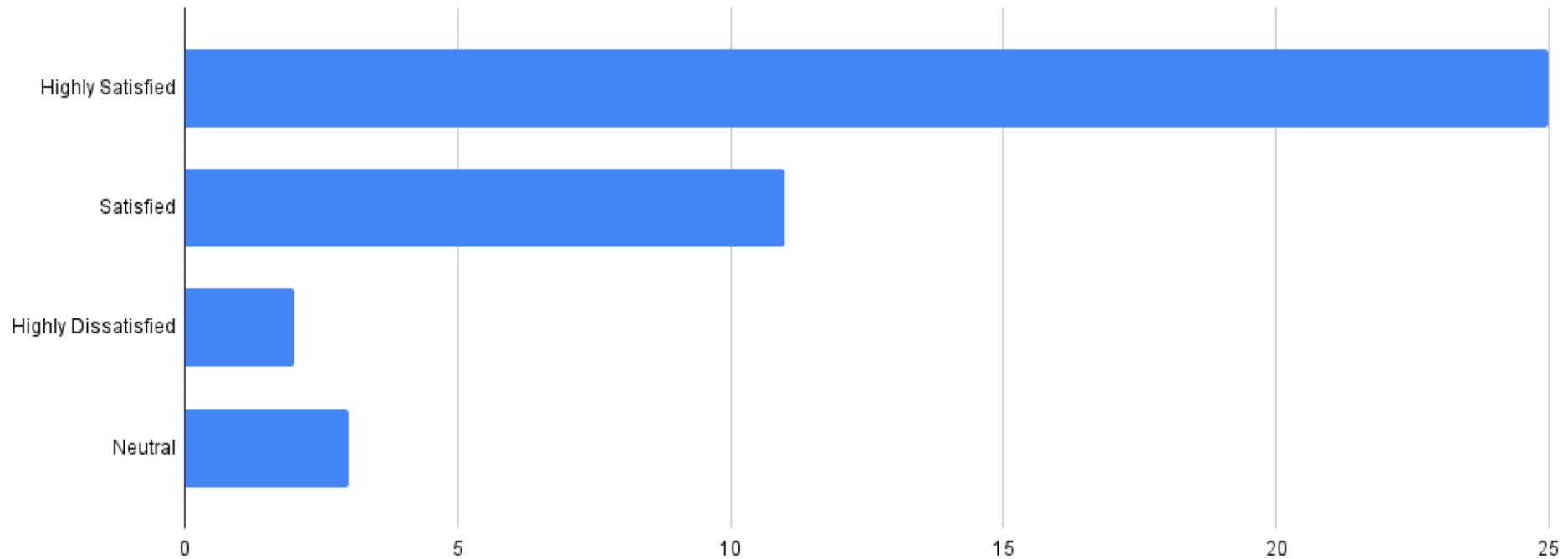
 UTILITY PAYMENTS

ENHANCE THE CULTURE AND ENVIRONMENT OF “A NICE PLACE TO LIVE”



Customer Service Survey - Results

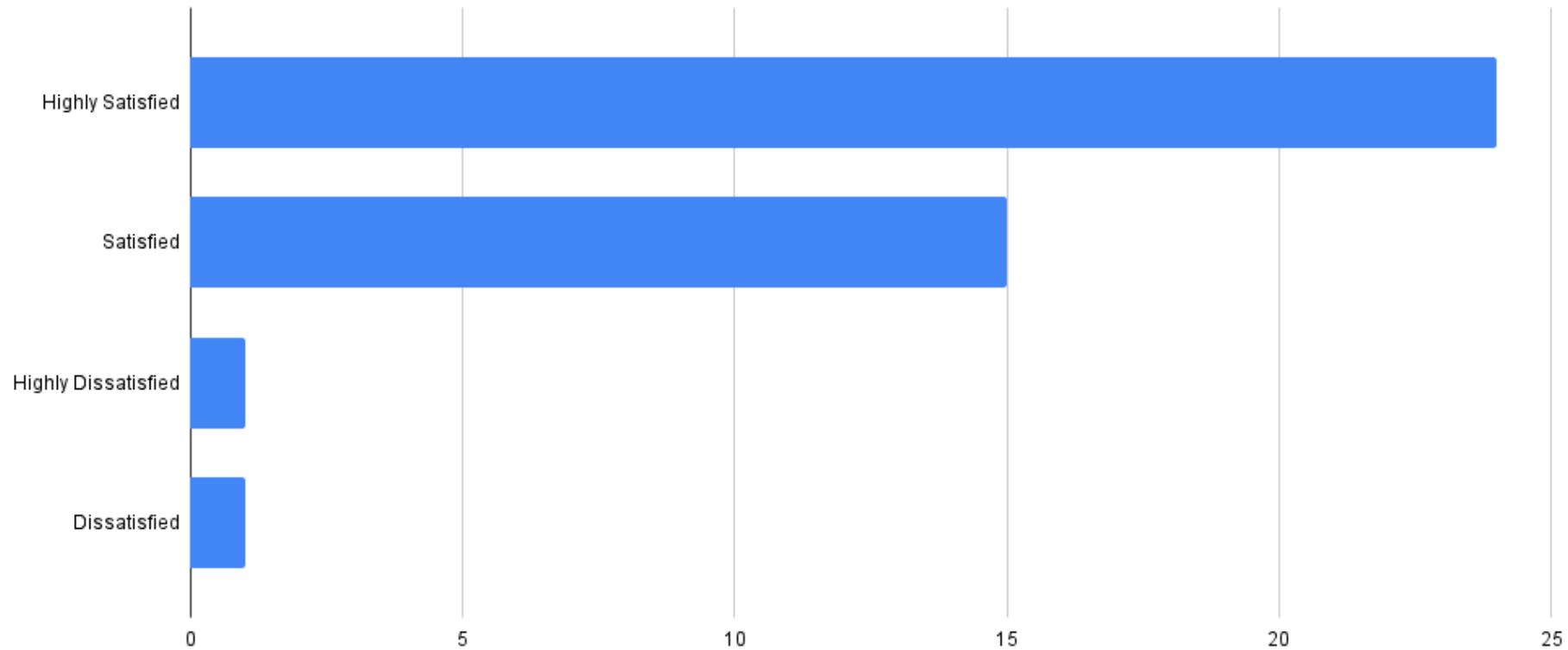
Count of How satisfied were you with the greeting you received when entering the City Facility?





Customer Service Survey - Results

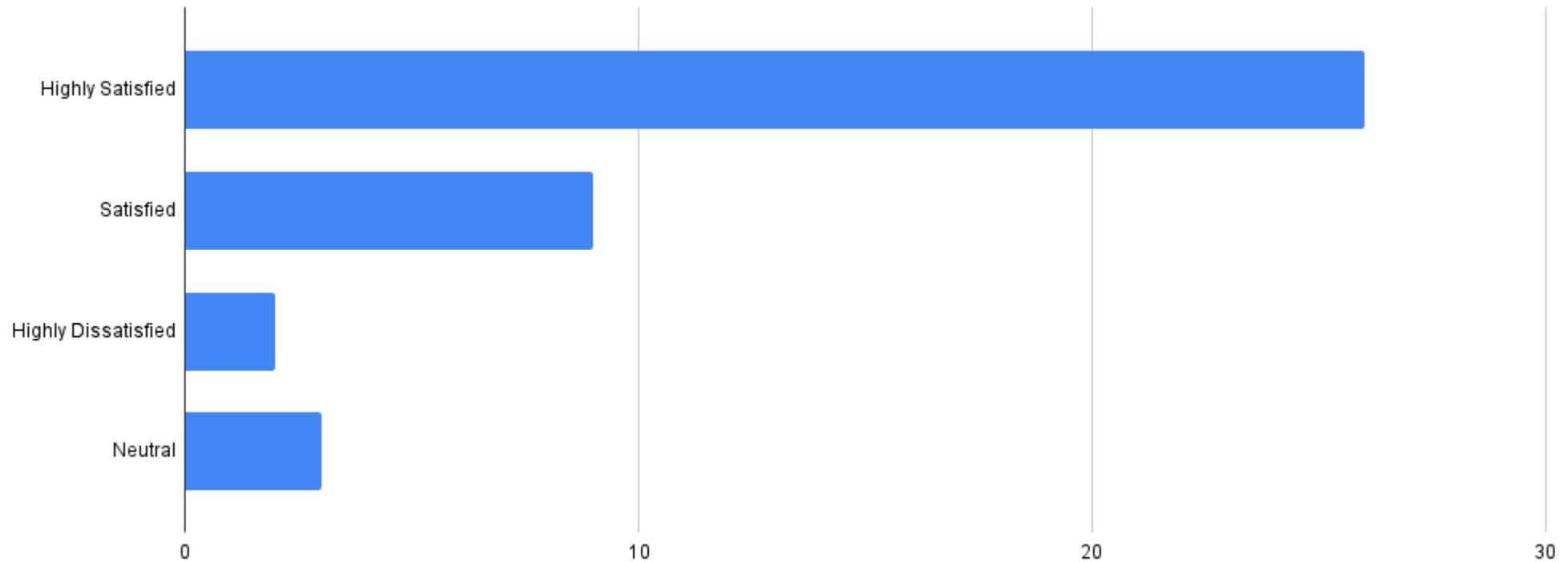
Count of How satisfied were you with the atmosphere of the City facility?





Customer Service Survey - Results

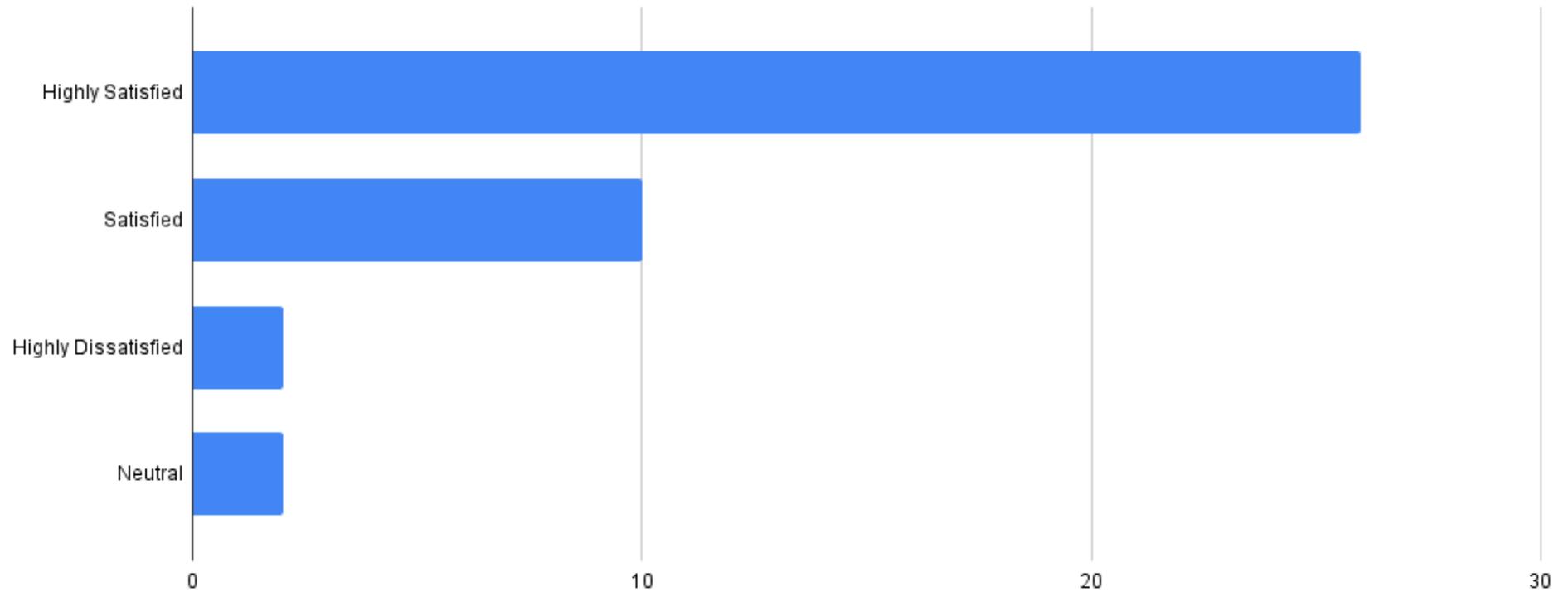
Count of How satisfied were you with the knowledge of City staff?





Customer Service Survey - Results

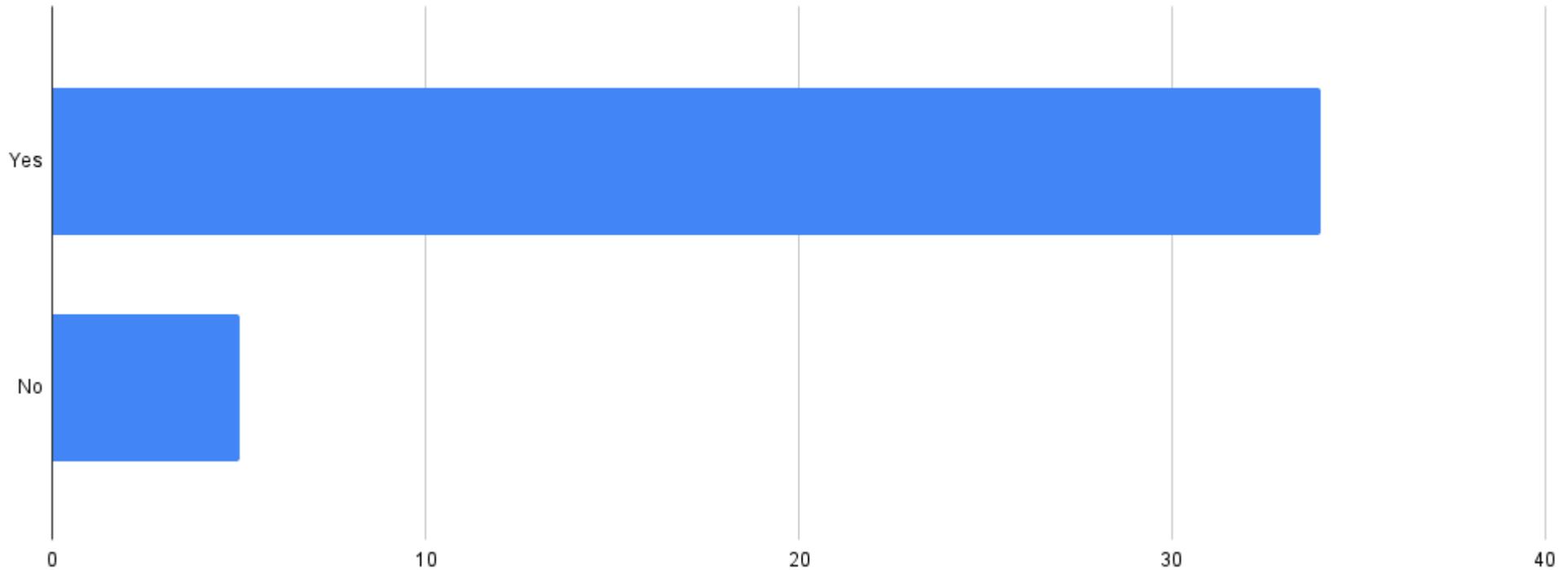
Count of How satisfied were you with the overall service provided?





Customer Service Survey - Results

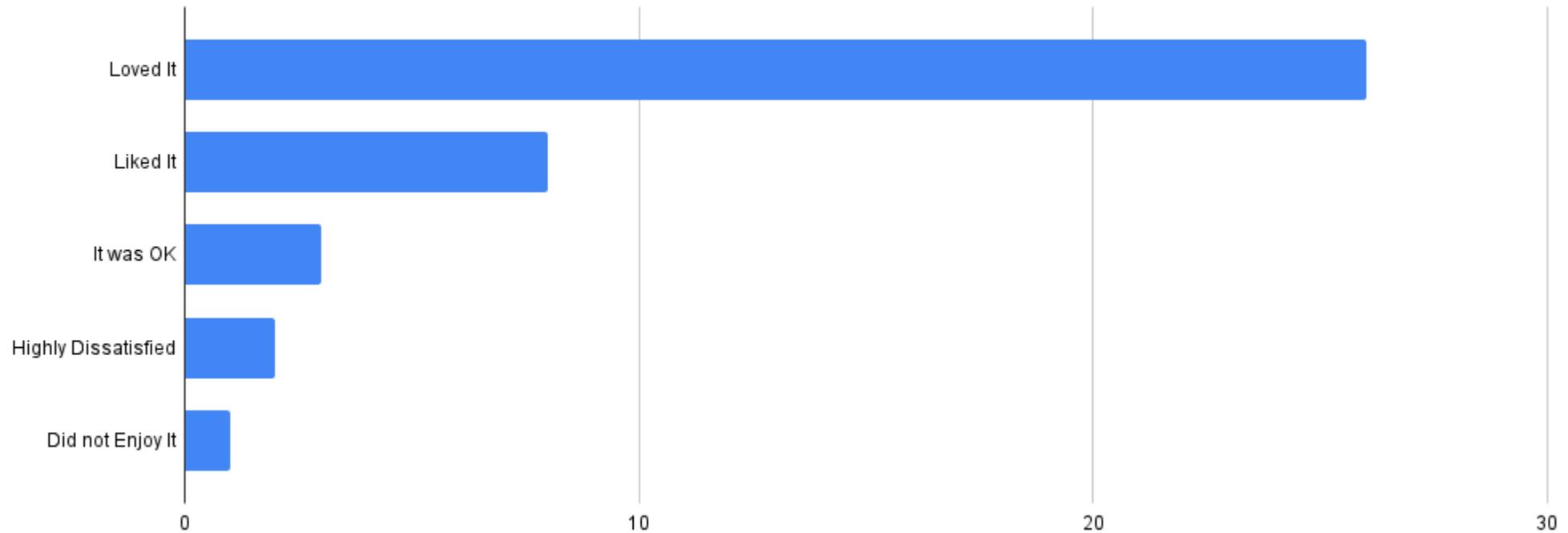
Count of Did you accomplish you goal in visiting this City of Fountain Valley facility?





Customer Service Survey - Results

Count of What is your general feeling about your visit with the City of Fountain Valley





Customer Service Survey - Responses

- FV Proud!!
- Can't improve on great staff
- Can't improve on great Senior center staff
- (Staff) worked together to help me setting up an account, which the Senior Center was unable to accomplish. They were very patient and helpful!
- The police dept needs to STOP the constant speeding on Heil Ave, between Harbor & Newhope, and Newhope and Euclid! Someone is going to get killed one of these days!!
- The recycling center on Broadhurst at Ellis has become a neighborhood nuisance. It attracts the homeless who now hang out at the center.
- The water department was very nice to me and helped me understand my bill. Thank you (staff)
- outstanding service for finding classes and great smiles
- Everyone was very nice, the cashiers are very fast when processing payments. Building department helped me with my permits and planning helped me understand some questions on a block wall. Thank you
- MAYOR'S BREAKFAST - HOUSEKEEPING: A SIGN IN DOWNSTAIRS LOBBY WOULD BE HELPFUL - ALSO RESTROOM CODE
- VERY UNHAPPY W/ (Staff). I FEEL LIKE I HAVE TO BEG FOR YOUR SERVICE WHEN I AM A CONTRIBUTOR TO FV. I DON'T HAVE TO FEEL BEING BELITTLED BY YOUR STAFF.



Customer Service Survey - Responses

- The customer experience is great. Seems like less staff, but maybe because I was on lunch. Very fast and efficient. Permit was quick and so was paying my water bill.
- Possibly improve the website. Other than that we love it!
- Facility was great and the staff was amazing! Thank you (Staff) and everyone!!
- The entry and initial contact at the Police Department is dark, cold and not customer friendly.
- I met with the building department regarding plans for my home. Everything was handled quickly and effectively
- Yes. Publish a hard copy newsletter or newspaper. You leave out a HUGE swath of citizens from city information. Your "electronic" communication venue only reaches the tip of the iceberg. The rest have been paying taxes for a lifetime and your communications to the masses are unconscionable. Cost could be defrayed by sponsors. Until this is attempted, I will not be satisfied with city hall. I gave good ratings on onesy-twosy questions. I have witnessed extreme rudeness to a fellow citizen during one visit. I didn't report it, because for all I knew it could have been an ongoing situation with an unreasonable person. Not judging, but it was unpleasant to witness.
- Better training staff to support customer services on times and professional
- I came in a few times asking for direction/guidance on how to go about doing a community Halloween event in our neighborhood and each time there was no follow up from anyone. I have even sent an email to the general city email and nothing.



Customer Service Survey - Results

Recommendation;

- Continue providing the survey at public facing facilities through the end of the calendar year and present updated results

City Council Comments, Questions or Direction?