


As the City Manager of Garden Grove, I want to assure you that our staff is committed to providing quality public services. We believe that our residents, businesses, and every customer deserves to receive these services from well-trained, caring, and capable employees in an efficient and timely manner, according to each customer's needs.

In order to assess what we are doing right and what we can improve, we are asking you to complete this brief survey about the City service(s) you received. As City Manager, I will personally review your comments and discuss them with the appropriate City Department Director. Additionally, a summary of all comments will be sent to our City Council.

A self-mailer is provided for your convenience or you can return this at City Hall or the Municipal Service Center by giving it to staff or depositing it in the "Survey" Box.

Thank you for taking the time to help make Garden Grove a great place to live and work.

Sincerely,  


Matthew Fertal  
 City Manager

*City Manager*  
*ending*  
*Matthew Fertal*  
*met with me had expected services*

**GENERAL INFORMATION**

What was the purpose of your contact with the City? Request

Date 8/10 Time 9/3/15  
 Name of staff person, if known: Terril Foreman

Service(s) used (check those that apply):

- Building Inspection
- Business License
- Cable
- Cashier
- Central Records
- City Attorney's Office
- City Clerk's Office
- City Manager's Office
- Code Enforcement
- Community Meeting Center
- Community Relations
- Courtyard Center
- Economic Development
- Fire/Paramedic
- Housing Authority
- Information Center
- Neighborhood Improvement
- Parking Citations
- Parks / Trees
- Permits
- Personnel
- Plan Check
- Planning
- Police
- Purchasing
- Real Property
- Recreation
- Senior Center
- Street, Sidewalks
- Street Sweeping
- Water Billing
- Water Services
- WIA
- Other

**OPTIONAL INFORMATION**

Name Debbie Perodov  
 Address \_\_\_\_\_  
 City Costa Mesa State CA  
 Zip 92626 Daytime Phone \_\_\_\_\_

Would you like a written response to your comments? (Complete mailing information above)  
 Yes  No

**WE TAKE PRIDE IN SERVING YOU. HOW DID WE DO?**

Garden Grove City employees take great P.R.I.D.E. in providing top-of-the-line customer service. In order to help us evaluate how we are doing, we ask that you please take a few moments to complete this brief survey. Your ideas are important to us and we thank you for sharing them with us!

**P - Professionalism**  
 Did we meet your expectations in the following areas:

Knowledge	Professional Demeanor	Appearance
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

**R - Reliability**

Did we respond to your request in a timely fashion?  
 Yes  No

**I - Integrity**

Was our conduct or service ethical and appropriate in your opinion?  
 Yes  No

**D - Dedication**

Did we do everything we could to provide the service you requested?  
 Yes  No  No Effort at all

**E - Empathy**

Were you treated with respect and dignity and did we give you the courtesy you deserve?  
 Yes  No  Rude + Hard Headed

**PLEASE RATE OUR SERVICES 1 TO 5 IN THE FOLLOWING AREAS:**

1=Poor 5=Excellent

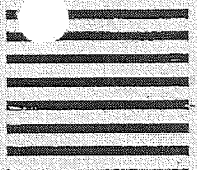
**Please circle your choice:**

- The staff was courteous and friendly.
  - 1  2  3  4  5
- Staff took the time to answer all of my questions and/or referred me to someone who could.
  - 1  2  3  4  5
- Overall quality of service you received.
  - 1  2  3  4  5
- Overall satisfaction with our City services.
  - 1  2  3  4  5

**Additional comments and/or suggestions:**

she was cold & did not care about the need, she did not attempt to find a solution. I turned out my request would of been taken care of if she paid attention to my documents. Made App took my 17yr old out of first period to be there for a renewal passport. Had 3 passports mine + hers (Proof of citizenship), CDL, Form D-11 + A COPY of B. Certificate is needed - All agencies confirmed passports are proof of citizenship!

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 128 GARDEN GROVE CA

POSTAGE WILL BE PAID BY ADDRESSEE

CITY OF GARDEN GROVE  
PO BOX 3070  
GARDEN GROVE CA 92842-9936



# How did we do?

## Customer Service Survey

The City of Garden Grove:  
taking pride in public service.



As the City Manager of Garden Grove, I want to assure you that our staff is committed to providing quality public services. We believe that our residents, businesses, and every customer deserves to receive these services from well-trained, caring, and capable employees in an efficient and timely manner, according to each customer's needs.

In order to assess what we are doing right and what we can improve, we are asking you to complete this brief survey about the City service(s) you received. As City Manager, I will personally review your comments and discuss them with the appropriate City Department Director. Additionally, a summary of all comments will be sent to our City Council.

A self-mailer is provided for your convenience or you can return this at City Hall or the Municipal Service Center by giving it to staff or depositing it in the "Survey" Box.

Thank you for taking the time to help make Garden Grove a great place to live and work.

Sincerely,



Matthew Fertal  
City Manager

## GENERAL INFORMATION

What was the purpose of your contact with the City? Planning / Real Estate

Date 8/13/15 Time 3:00pm  
Name of staff person, if known: Carlos Marquez

Service(s) used (check those that apply):

- Building Inspection
- Business License
- Cable
- Cashier
- Central Records
- City Attorney's Office
- City Clerk's Office
- City Manager's Office
- Code Enforcement
- Community Meeting Center
- Community Relations
- Courtyard Center
- Economic Development
- Fire/Paramedic
- Housing Authority
- Information Center
- Neighborhood Improvement
- Parking Citations
- Parks / Trees
- Permits
- Personnel
- Plan Check
- Planning
- Police
- Purchasing
- Real Property
- Recreation
- Senior Center
- Street, Sidewalks
- Street Sweeping
- Water Billing
- Water Services
- WIA
- Other

## OPTIONAL INFORMATION

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_  
Zip \_\_\_\_\_ Daytime Phone \_\_\_\_\_

Would you like a written response to your comments? (Complete mailing information above)  
 Yes  No

## WE TAKE PRIORITY IN SERVING YOU. HOW DID WE DO?

Garden Grove City employees take great P.R.I.D.E. in providing top-of-the-line customer service. In order to help us evaluate how we are doing, we ask that you please take a few moments to complete this brief survey. Your ideas are important to us and we thank you for sharing them with us!

**P** - Professionalism  
Did we meet your expectations in the following areas:

Knowledge	Professional Demeanor	Appearance
Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

**R** - Reliability  
Did we respond to your request in a timely fashion?  
Yes  No

**I** - Integrity  
Was our conduct or service ethical and appropriate in your opinion?  
Yes  No

**D** - Dedication  
Did we do everything we could to provide the service you requested?  
Yes  No

**E** - Empathy  
Were you treated with respect and dignity and did we give you the courtesy you deserve?  
Yes  No





As the City Manager of Garden Grove, I want to assure you that our staff is committed to providing quality public services. We believe that our residents, businesses, and every customer deserves to receive these services from well-trained, caring, and capable employees in an efficient and timely manner, according to each customer's needs.

In order to assess what we are doing right and what we can improve, we are asking you to complete this brief survey about the City service(s) you received. As City Manager, I will personally review your comments and discuss them with the appropriate City Department Director. Additionally, a summary of all comments will be sent to our City Council.

A self-mailer is provided for your convenience or you can return this at City Hall or the Municipal Service Center by giving it to staff or depositing it in the "Survey" Box.

Thank you for taking the time to help make Garden Grove a great place to live and work.

Sincerely,



Matthew Fertal  
City Manager

## GENERAL INFORMATION

What was the purpose of your contact with the City? CHANGE INFO ON

BUSINESS LICENSE

Date June 3 2015 Time 10:30 AM  
Name of staff person, if known:

Service(s) used (check those that apply):

- Building Inspection
- Business License
- Cable
- Cashier
- Central Records
- City Attorney's Office
- City Clerk's Office
- City Manager's Office
- Code Enforcement
- Community Meeting Center
- Community Relations
- Courtyard Center
- Economic Development
- Fire/Paramedic
- Housing Authority
- Information Center
- Neighborhood Improvement
- Parking Citations
- Parks / Trees
- Permits
- Personnel
- Plan Check
- Planning
- Police
- Purchasing
- Real Property
- Recreation
- Senior Center
- Street, Sidewalks
- Street Sweeping
- Water Billing
- Water Services
- WIA
- Other

## OPTIONAL INFORMATION

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_  
Zip \_\_\_\_\_ Daytime Phone \_\_\_\_\_

Would you like a written response to your comments? (Complete mailing information above)  
 Yes  No

## WE TAKE PRIORITY IN SERVING YOU. HOW DID WE DO?

Garden Grove City employees take great P.R.I.D.E. in providing top-of-the-line customer service. In order to help us evaluate how we are doing, we ask that you please take a few moments to complete this brief survey. Your ideas are important to us and we thank you for sharing them with us!

**P - Professionalism**  
Did we meet your expectations in the following areas:

Knowledge	Professional Demeanor	Appearance
Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

**R - Reliability**  
Did we respond to your request in a timely fashion?  
Yes  No

**I - Integrity**  
Was our conduct or service ethical and appropriate in your opinion?  
Yes  No

**D - Dedication**  
Did we do everything we could to provide the service you requested?  
Yes  No

**E - Empathy**  
Were you treated with respect and dignity and did we give you the courtesy you deserve?  
Yes  No

**PLEASE RATE OUR SERVICES 1 TO 5 IN THE FOLLOWING AREAS:**

1=Poor 5=Excellent

**Please circle your choice:**

- The staff was courteous and friendly.  
1 2 3 4 **(5)**
- Staff took the time to answer all of my questions and/or referred me to someone who could.  
1 2 3 4 **(5)**
- Overall quality of service you received.  
1 2 3 4 **(5)**
- Overall satisfaction with our City services.  
1 2 3 4 **(5)**

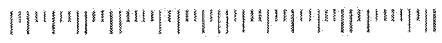
Additional comments and/or suggestions:

I WAS ASSISTED BY ANH,  
and EVA - THEY WERE  
PROFESSIONAL AND  
EFFICIENT. EVA, ALSO  
WENT ABOVE THE CALL  
OF DUTY TO OFFER  
HER ASSISTANCE.  
  
GREAT CUSTOMER  
SERVICE!  
Thank you so  
much!

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 128 GARDEN GROVE CA  
POSTAGE WILL BE PAID BY ADDRESSEE

CITY OF GARDEN GROVE  
PO BOX 3070  
GARDEN GROVE CA 92842-9936



# How did we do?

## Customer Service Survey

The City of  
Garden Grove:  
taking pride  
in public  
service.



As the City Manager of Garden Grove, I want to assure you that our staff is committed to providing quality public services. We believe that our residents, businesses, and every customer deserves to receive these services from well-trained, caring, and capable employees in an efficient and timely manner, according to each customer's needs.

In order to assess what we are doing right and what we can improve, we are asking you to complete this brief survey about the City service(s) you received. As City Manager, I will personally review your comments and discuss them with the appropriate City Department Director. Additionally, a summary of all comments will be sent to our City Council.

A self-mailer is provided for your convenience or you can return this at City Hall or the Municipal Service Center by giving it to staff or depositing it in the "Survey" Box.

Thank you for taking the time to help make Garden Grove a great place to live and work.

Sincerely,

*Matthew Fertil*

Matthew Fertil  
City Manager

## GENERAL INFORMATION

What was the purpose of your contact with the City? to go to a

curriculum class

Date 7/26/5 Time 7:26-11:50

Name of staff person, if known:

K. O'Rourke

Service(s) used (check those that apply):

- Building Inspection
- Business License
- Cable
- Cashier
- Central Records
- City Attorney's Office
- City Clerk's Office
- City Manager's Office
- Code Enforcement
- Community Meeting Center
- Community Relations
- Courtyard Center
- Economic Development
- Fire/Paramedic
- Housing Authority
- Information Center
- Neighborhood Improvement
- Parking Citations
- Parks / Trees
- Permits
- Personnel
- Plan Check
- Planning
- Police
- Purchasing
- Real Property
- Recreation
- Senior Center
- Street, Sidewalks
- Street Sweeping
- Water Billing
- Water Services
- WIA
- Other

## OPTIONAL INFORMATION

Name Julia Hernandez

Address 626 State CA

City 626

Zip 92543 Daytime Phone -

Would you like a written response to your comments? (Complete mailing information above)

Yes  No

## WE TAKE PRIORITY IN SERVING YOU. HOW DID WE DO?

Garden Grove City employees take great P.R.I.D.E. in providing top-of-the-line customer service. In order to help us evaluate how we are doing, we ask that you please take a few moments to complete this brief survey. Your ideas are important to us and we thank you for sharing them with us!

**P** - Professionalism  
Did we meet your expectations in the following areas:

Knowledge	Professional Demeanor	Appearance
Yes <input checked="" type="checkbox"/>	Yes <input checked="" type="checkbox"/>	Yes <input checked="" type="checkbox"/>
No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>

**R** - Reliability  
Did we respond to your request in a timely fashion?  
Yes  No

**I** - Integrity  
Was our conduct or service ethical and appropriate in your opinion?  
Yes  No

**D** - Dedication  
Did we do everything we could to provide the service you requested?  
Yes  No

**E** - Empathy  
Were you treated with respect and dignity and did we give you the courtesy you deserve?  
Yes  No

**PLEASE RATE OUR SERVICES 1 TO 5 IN THE FOLLOWING AREAS:**

1=Poor 5=Excellent

**Please circle your choice:**

- The staff was courteous and friendly.  
1 2 3 4 **5**
- Staff took the time to answer all of my questions and/or referred me to someone who could.  
1 2 3 4 **5**
- Overall quality of service you received.  
1 2 3 4 **5**
- Overall satisfaction with our City services.  
1 2 3 4 **5**

Additional comments and/or suggestions:

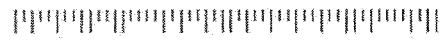
Kathryn is  
Very nice and  
friendly.

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 128 GARDEN GROVE CA

POSTAGE WILL BE PAID BY ADDRESSEE

CITY OF GARDEN GROVE  
PO BOX 3070  
GARDEN GROVE CA 92842-9936



# How did we do?

## Customer Service Survey

The City of  
Garden Grove:  
taking pride  
in public  
service.





As the City Manager of Garden Grove, I want to assure you that our staff is committed to providing quality public services. We believe that our residents, businesses, and every customer deserves to receive these services from well-trained, caring, and capable employees in an efficient and timely manner, according to each customer's needs.

In order to assess what we are doing right and what we can improve, we are asking you to complete this brief survey about the City service(s) you received. As City Manager, I will personally review your comments and discuss them with the appropriate City Department Director. Additionally, a summary of all comments will be sent to our City Council.

A self-mailer is provided for your convenience or you can return this at City Hall or the Municipal Service Center by giving it to staff or depositing it in the "Survey" Box.

Thank you for taking the time to help make Garden Grove a great place to live and work.

Sincerely,



Matthew Fertal  
City Manager

## GENERAL INFORMATION

What was the purpose of your contact with the City? SENIOR CITIZEN CENTER

Date MAY-14-94 Time 2:015  
Name of staff person, if known: DOLLY BRIANNA LOAISE

Service(s) used (check those that apply):

- Building Inspection
- Business License
- Cable
- Cashier
- Central Records
- City Attorney's Office
- City Clerk's Office
- City Manager's Office
- Code Enforcement
- Community Meeting Center
- Community Relations
- Courtyard Center
- Economic Development
- Fire/Paramedic
- Housing Authority
- Information Center
- Neighborhood Improvement
- Other CASINOS EXCURSIONS
- Parking Citations
- Parks / Trees
- Permits
- Personnel
- Plan Check
- Planning
- Police
- Purchasing
- Real Property
- Recreation
- Senior Center
- Street, Sidewalks
- Street Sweeping
- Water Billing
- Water Services
- WIA

## OPTIONAL INFORMATION

Name RANDALL L. BERT  
Address \_\_\_\_\_  
City GARDEN GROVE State CA  
Zip 92640 Daytime Phone \_\_\_\_\_

Would you like a written response to your comments? (Complete mailing information above)

- Yes  No

## WE TAKE PRIORITY IN SERVING YOU. HOW DID WE DO?

Garden Grove City employees take great P.R.I.D.E. in providing top-of-the-line customer service. In order to help us evaluate how we are doing, we ask that you please take a few moments to complete this brief survey. Your ideas are important to us and we thank you for sharing them with us!

**P - Professionalism**  
Did we meet your expectations in the following areas:

Knowledge	Professional Demeanor	Appearance
Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

**R - Reliability**  
Did we respond to your request in a timely fashion?  
Yes  No

**I - Integrity**  
Was our conduct or service ethical and appropriate in your opinion?  
Yes  No

**D - Dedication**  
Did we do everything we could to provide the service you requested?  
Yes  No

**Empathy**  
Were you treated with respect and dignity and did we give you the courtesy you deserve?  
Yes  No

**PLEASE RATE OUR SERVICES 1 TO 5 IN THE FOLLOWING AREAS:**

1=Poor 5=Excellent

**Please circle your choice:**

- The staff was courteous and friendly.  
1 2 3 4 **5**
- Staff took the time to answer all of my questions and/or referred me to someone who could.  
1 2 3 4 **5**
- Overall quality of service you received.  
1 2 3 4 **5**
- Overall satisfaction with our City services.  
1 2 3 4 **5**

Additional comments and/or suggestions:

AFTER LOSING MY WIFE  
 OR 62 YEARS LAST YEAR  
 I WAS A HERMIT AT MY  
 CHILDREN'S ENCOURAGING  
 I DISCOVERED THE  
 G.G. SENIOR CITIZENS  
 CENTER. WHAT A  
 BLESSING!! I NOW  
 WANT TO LIVE (I'M 84)  
 THANK YOU SO VERY  
 MUCH FOR EVERYTHING  
 SINCERELY  
*Randall P. Besch*

R. L. Besch  
 11591 Stephanie Ln.  
 Garden Grove, CA 92840

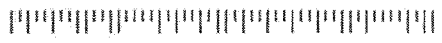


NO POSTAGE  
 NECESSARY  
 IF MAILED  
 IN THE  
 UNITED STATES

**BUSINESS REPLY MAIL**  
 FIRST-CLASS MAIL PERMIT NO. 128 GARDEN GROVE CA

POSTAGE WILL BE PAID BY ADDRESSEE

CITY OF GARDEN GROVE  
 PO BOX 3070  
 GARDEN GROVE CA 92842-9936



# How did we do?

## Customer Service Survey

The City of  
 Garden Grove:  
 taking pride  
 in public  
 service.



As the City Manager of Garden Grove, I want to assure you that our staff is committed to providing quality public services. We believe that our residents, businesses, and every customer deserves to receive these services from well-trained, caring, and capable employees in an efficient and timely manner, according to each customer's needs.

In order to assess what we are doing right and what we can improve, we are asking you to complete this brief survey about the City service(s) you received. As City Manager, I will personally review your comments and discuss them with the appropriate City Department Director. Additionally, a summary of all comments will be sent to our City Council.

A self-mailer is provided for your convenience or you can return this at City Hall or the Municipal Service Center by giving it to staff or depositing it in the "Survey" Box.

Thank you for taking the time to help make Garden Grove a great place to live and work.

Sincerely,

*Matthew Fertal*

Matthew Fertal  
City Manager

## GENERAL INFORMATION

What was the purpose of your contact with the City? SCHOOL BUS PARKING

HAZARDOUS, TO WALKING BIKING  
OR DRIVING ONTO MORRIE FROM ALLEY

Date \_\_\_\_\_ Time \_\_\_\_\_

Name of staff person, if known: \_\_\_\_\_

Service(s) used (check those that apply):

- Building Inspection
- Business License
- Cable
- Cashier
- Central Records
- City Attorney's Office
- City Clerk's Office
- City Manager's Office
- Code Enforcement
- Community Meeting Center
- Community Relations
- Courtyard Center
- Economic Development
- Fire/Paramedic
- Housing Authority
- Information Center
- Neighborhood Improvement
- Parking Citations
- Parks / Trees
- Permits
- Personnel
- Plan Check
- Planning
- Police
- Purchasing
- Real Property
- Recreation
- Senior Center
- Street Sidewalks / ALLEY
- Street Sweeping
- Water Billing
- Water Services
- WIA
- Other

## OPTIONAL INFORMATION

Name DEE ARBUSTON

Address \_\_\_\_\_

City GS State CA

Zip 92840 Daytime Phone \_\_\_\_\_

Would you like a written response to your comments? (Complete mailing information above)

Yes  No

## WE TAKE PRIDE IN SERVING YOU. HOW DID WE DO?

Garden Grove City employees take great P.R.I.D.E. in providing top-of-the-line customer service. In order to help us evaluate how we are doing, we ask that you please take a few moments to complete this brief survey. Your ideas are important to us and we thank you for sharing them with us!

**P - Professionalism**  
Did we meet your expectations in the following areas:

Knowledge	Professional Demeanor	Appearance
Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>
No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>

**R - Reliability**

Did we respond to your request in a timely fashion?

Yes  No

**I - Integrity**

Was our conduct or service ethical and appropriate in your opinion?

Yes  No

**D - Dedication**

Did we do everything we could to provide the service you requested?

Yes  No

**E - Empathy**

Were you treated with respect and dignity and did we give you the courtesy you deserve?

Yes  No

**PLEASE RATE OUR SERVICES 1 TO 5 IN THE FOLLOWING AREAS:**

1=Poor 5=Excellent

**Please circle your choice:**

- The staff was courteous and friendly.
 

1	2	3	4	5
---	---	---	---	---
- Staff took the time to answer all of my questions and/or referred me to someone who could.
 

1	2	3	4	5
---	---	---	---	---
- Overall quality of service you received.
 

1	2	3	4	5
---	---	---	---	---
- Overall satisfaction with our City services.
 

1	2	3	4	5
---	---	---	---	---

Additional comments and/or suggestions:

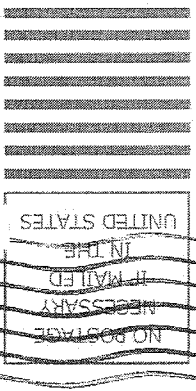
DUNLAP SCHOOL BUS  
 PARKS NEAR ALLEY  
 BLINDING RIGHT TURN  
 TRAFFIC FROM CHAPMAN  
 IT PARKS OVERNIGHT & MOST OF DAY  
 CONCLUSION  
 Paint CURB FOR 1 hr PARKING.  
 EITHER SIDE OF ALLEY  
 ALLEY IS PROBLEM  
 PLEASE CORRECT PROBLEM.

**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL PERMIT NO. 128 GARDEN GROVE CA

POSTAGE WILL BE PAID BY ADDRESSEE

CITY OF GARDEN GROVE  
 PO BOX 3070  
 GARDEN GROVE CA 92842-9936



# How did we do?

## Customer Service Survey

The City of Garden Grove: taking pride in public service.



As the City Manager of Garden Grove, I want to assure you that our staff is committed to providing quality public services. We believe that our residents, businesses, and every customer deserves to receive these services from well-trained, caring, and capable employees in an efficient and timely manner, according to each customer's needs.

In order to assess what we are doing right and what we can improve, we are asking you to complete this brief survey about the City service(s) you received. As City Manager, I will personally review your comments and discuss them with the appropriate City Department Director. Additionally, a summary of all comments will be sent to our City Council.

A self-mailer is provided for your convenience or you can return this at City Hall or the Municipal Service Center by giving it to staff or depositing it in the "Survey" Box.

Thank you for taking the time to help make Garden Grove a great place to live and work.

Sincerely,



Scott C. Stiles  
City Manager

## GENERAL INFORMATION

What was the purpose of your contact with the City? EXTREME PENALTY ON WATER BILL AND UNLIKE OTHER UTILITIES - NO FORGIVENESS

Date \_\_\_\_\_ Time \_\_\_\_\_  
Name of staff person, if known: WATER

Service(s) used (check those that apply):

- Building Inspection
- Business License
- Cable
- Cashier
- Central Records
- City Attorney's Office
- City Clerk's Office
- City Manager's Office
- Code Enforcement
- Community Meeting Center
- Community Relations
- Courtyard Center
- Economic Development
- Fire/Paramedic
- Housing Authority
- Information Center
- Neighborhood Improvement
- Parking Citations
- Parks / Trees
- Permits
- Personnel
- Plan Check
- Planning
- Police
- Purchasing
- Real Property
- Recreation
- Senior Center
- Street, Sidewalks
- Street Sweeping
- Water Billing
- Water Services
- WIA
- Other

## OPTIONAL INFORMATION

Name DON AARSTON  
Address \_\_\_\_\_ State CA  
City GG Daytime Phone \_\_\_\_\_  
Zip 92840

Would you like a written response to your comments? (Complete mailing information above)  
 Yes  No

## WE TAKE PRIDE IN SERVING YOU. HOW DID WE DO?

Garden Grove City employees take great P.R.I.D.E. in providing top-of-the-line customer service. In order to help us evaluate how we are doing, we ask that you please take a few moments to complete this brief survey. Your ideas are important to us and we thank you for sharing them with us!

**P - Professionalism**  
Did we meet your expectations in the following areas:

Knowledge	Professional Demeanor	Appearance
Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>

**R - Reliability**  
Did we respond to your request in a timely fashion?  
Yes  No

**I - Integrity**  
Was our conduct or service ethical and appropriate in your opinion?  
Yes  No

**D - Dedication**  
Did we do everything we could to provide the service you requested?  
Yes  No  TO CITY

**E - Empathy**  
Were you treated with respect and dignity and did we give you the courtesy you deserve?  
Yes  No



**PLEASE RATE OUR SERVICES 1 TO 5 IN THE FOLLOWING AREAS:**

1 = Poor 5 = Excellent

**Please circle your choice:**

- The staff was courteous and friendly.
  - 1      2      3      4      5
- Staff took the time to answer all of my questions and/or referred me to someone who could.
  - 1      2      3      4      5
- Overall quality of service you received.
  - 1      2      3      4      5
- Overall satisfaction with our City services.
  - 1      2      3      4      5

Additional comments and/or suggestions:

A Water bill Received 10/31/15  
 DUE 11/26/15 WAS MISTAKENLY  
 MISSED. THE NEXT NOTICE IS H<sub>2</sub>O  
 SHUT OFF 12/5/15 IF NOT  
 PAID. ADD A \$20.70 LATE  
 FEE ON A HIGH \$40 + A MONTH  
 BILL. I ASKED FOR LEINENCY  
 THE TELLER SAID ONLY 1 PER  
 RESIDENCY. I HAVE SUFFERED  
 GO POLITICS SINCE 1968.  
 AS A SENIOR ON LIMITED  
 BUDGET, I TRY TO PAY MY  
 BILLS NEAR THE 1<sup>ST</sup> OF MONTH  
 THIS ONE RECEIVED 10/31/15  
 WAS A MONTH AWAY LATE ON 1<sup>ST</sup>

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL PERMIT NO. 128 GARDEN GROVE CA

POSTAGE WILL BE PAID BY ADDRESSEE

CITY OF GARDEN GROVE  
PO BOX 3070  
GARDEN GROVE CA 92842-9936

# How did we do?

## Customer Service Survey

The City of  
Garden Grove:  
taking pride  
in public  
service.

