

We are serious about service

The City of San Jacinto Public Works Department has four divisions: Parks & LLPD Maintenance, Streets/Storm Drain Maintenance, Wastewater Utilities and Water Utilities. These four divisions are responsible for many of our essential city services, including city call center, street maintenance, street sweeping, solid waste, park & LLPD maintenance, storm drain/basin maintenance, graffiti eradication, water production, storage & distribution, wastewater collection, public right-of-way maintenance and a variety of events and special projects.

Please take a moment to share your comments and suggestions, so we can be sure to provide quality services to our residents.

If you have received some extra special service, this is a good way for you to tell us about your experience. If you have comments on problem areas, or suggestions for improvements, we want to hear from you. We are counting on your opinions to assist our Public Works staff with improving our service to you.

Thanks for your assistance and time completing our Customer Survey!



CITY OF SAN JACINTO
PUBLIC WORKS DEPARTMENT
270 BISSELL PLACE
SAN JACINTO, CA 92583



YOUR OPINION MATTERS



**San Jacinto
Public Works Divisions:**

**Parks & LLPD Maintenance
Streets/Storm Drain Maintenance
Wastewater Utilities
Water Utilities**

San Jacinto Public Works Department Divisions: Parks & LLPD Maintenance, Streets / Storm Drain Maintenance, Wastewater Utilities & Water Utilities Customer Survey

FOR OFFICE USE ONLY
Tracking #: _____
Dept. #: _____
Route To: _____
Response Requested: _____

1. Was office staff courteous and professional?
Yes No

Comments: _____

2. Was your concern/issue understood by office staff?
Yes No

Comments: _____

3. Did you receive the INFORMATION/ SERVICE you wanted today?
Yes No

If you answered no, please explain (for example: no printed information was available, staff could not answer my questions, etc.)

Comments: _____

4. What is your relationship to the work requested?
 Resident
 Business Person
 Contractor
 Passerby
 Other _____
(Please Specify)

5. Please rate the SERVICE you received:
Above Needs
Exceptional Average Satisfactory Improvement

- Availability
- Courtesy
- Helpfulness
- Knowledge

6. Was work completed to your satisfaction?
Yes No

Comments: _____

7. How would you rate the OVERALL service you received?
Above Needs
Exceptional Average Satisfactory Improvement

8. Please rate the SERVICE you visited today:
Above Needs
Exceptional Average Satisfactory Improvement

- Accessibility
- Location
- Condition
- Parking
- Signs

Facility Name: _____
 Comments: _____

9. Which division provided the service you requested?

- Parks
- Streets
- Wastewater
- Water
- Other _____
(Please Specify)

10. Please list additional comments you may have?

11. Please indicate if you would like information about volunteer opportunities in the City?
Yes No

SO WE CAN RESPOND TO YOUR REQUESTS:
 (OPTIONAL AND COMPLETELY CONFIDENTIAL)

Name: _____
 Address: _____

 City: _____
 Phone: _____