## City of Irvine

## Facility User Customer Satisfaction Survey

The City of Irvine is dedicated to serving the public in a professional and courteous manner. Customer input is highly valued and contributes to our ongoing efforts to maintain quality service. We would appreciate your taking a few moments to complete and return this questionnaire.



Please return this questionnaire to park/facility staff or facility reservations staff at the Irvine Civic Center on the second floor, or mail or fax to:



City of Irvine Facility Reservations PO Box 19575 Irvine, Ca 92623-9575 Fax: (949) 724-6608

This survey is also available online at: www.cityofirvine.org/depts/cs/facilityresv/

Name of park/facility used:
Name of Room used:
Date of Use:
Name of Applicant/Organization (optional):



1.	How did you find out about our services?  □ Brochure □ Visit to a facility □ Friend □ Staff Member □ City Website □ Other (please specify)
2.	The purpose for renting the park/facility was:  ☐ Meeting ☐ Company Party/Picnic ☐ Wedding ☐ Other (please specify)
	ease rate items 3-6 with the following: strongly agree, 4 = agree, 3 = disagree, 2 = strongly disagree, 1 = no opinion
3.	Facility reservation (City Hall) staff was courteous and helpful:  □ 5 □ 4 □ 3 □ 2 □ 1  Staff Member Name:  Comments:
4.	During the site walk-thru, staff was helpful and thorough in answering all questions and providing accurate information regarding my reservation:  □ 5 □ 4 □ 3 □ 2 □ 1  Staff Member Name:  Comments:
5.	On the day of the event, the cleanliness of the park/facility met my expectations:  5
6.	On the day of the event, the Facility/Park staff were available to assist me with my requests before, during and after the event:  □ 5 □ 4 □ 3 □ 2 □ 1  Staff Member Name:  Comments:
Ple	ease rate our performance: (check one)
8. 9. 10. 11.	EXCELLENT GOOD FAIR IMPROVEMENT N/A  Application Process