



CUSTOMER SATISFACTION SURVEY

Thank you for participating in our customer satisfaction survey. Please take the time to answer the following questions. Your comments will help us understand your needs so that continued quality service can be provided. Use the back of this survey for additional comments. Your customer satisfaction comments will be delivered directly to the Town Administrator for review.

1. Please rank the overall quality of service you experienced today (Circle One)

Excellent Above Average Average Below Average

2. A major part of what government employees do is to enforce laws, rules, and regulations. With that in mind, did you receive courteous service from a government employee performing his/her duties.

Yes _____ No _____ What department did you visit?

Please note particular areas of satisfaction or dissatisfaction

3. How would you rank your overall dealing with the Town when... (Circle your choices)

• Submitting permit applications and scheduling inspections?

Excellent Above Average Average Below Average

• Obtaining/Renewing an occupational license?

Excellent Above Average Average Below Average

• Responsiveness of code enforcement in dealing with reported violations?

Excellent Above Average Average Below Average

• Paying your water bill?

Excellent Above Average Average Below Average

• Registering for a sport activity, facility rental, recreation activity?

Excellent Above Average Average Below Average

Please note particular areas of satisfaction or dissatisfaction

4. How do you rate the following cultural and recreational programs/activities?

Special Family Events:	Excellent	Above Average	Average	Below Average
Summer Camp Programs:	Excellent	Above Average	Average	Below Average
Teen Activity:	Excellent	Above Average	Average	Below Average
Senior Citizen Activities:	Excellent	Above Average	Average	Below Average

5. Are our parks maintained well? Yes _____ No _____ What would you change?

6. How would you rate the maintenance of our Town streets/landscaping?

Excellent Above Average Average Below Average

8. How do you rate the service of our law enforcement officers?

Excellent Above Average Average Below Average

9. How do you rate the Town's Fire and EMS services?

Excellent Above Average Average Below Average

10. What is the level of service you currently receive from garbage trash/bulk pickup?

Excellent Above Average Average Below Average

11. In the past year, have you had concerns or comments about the garbage pick-up service that you receive?

Yes _____ No _____ Was your concern resolved? Yes _____ No _____

Please note particular areas of satisfaction or dissatisfaction

12. In dealing with the utilities department, is the information and service you receive clear and concise?

Yes No What would you change?

13. Are your phone calls returned within a reasonable time? Yes No If not, please be specific where you have had trouble getting a response

14. How could the Town serve you better in the future?

I would like to be contacted by the Town to further discuss this survey. Yes No

Name

Address

Phone (Work)

ZIP

(Home)

For my participation in this survey, please mail me an "I love Davie" bumper sticker Yes No