



CITY OF PRAIRIE VIEW

CITY OF PRAIRIE VIEW CUSTOMER SATISFACTION SURVEY

We Would Like To Better Serve You

Instructions: Please provide all requested information. *This information will be used to help improve our services.*

SERVICE AREA:

- Administration Utilities Municipal Court Police Dept. Animal Control
 City Council Mayor

1. Would you like to share a compliment regarding service? Yes No

Specify: _____

2. Rate your overall level of current satisfaction with our services.

- Excellent Good Fair Poor

3. Did you receive the services you requested? Yes No

Explain: _____

How long did it take for you to receive a response?

- More than 15 minutes Reason given: _____
 More than 30 minutes Reason given: _____
 More than 1 hour Reason given: _____
 More than 8 hours Reason given: _____
 More than 24 hours Reason given: _____
 More than 3 days Reason given: _____
 More than 1 week Reason given: _____

4. How may we improve our services? Please specify: _____

5. Do you have unresolved concerns? Yes No If yes, please explain: _____

If you would like a written response, please provide the following information:

Name: _____

Mailing Address: _____

Telephone: _____ Email: _____

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Help Us To Better Serve You

SERVICE AREA:

- Administration Utilities Municipal Court Police Dept. Animal Control
 City Council Mayor

Rate Our Service:

1. How would you rate our **Overall Customer Service**?
 Excellent Good Fair Poor
2. How would you rate our **Accuracy In Disseminating Information**?
 Excellent Good Fair Poor
3. How would you rate our **Friendliness**?
 Excellent Good Fair Poor
4. How would you rate our **Customer Respect**?
 Excellent Good Fair Poor
5. How would you rate our **Timeliness**?
 Excellent Good Fair Poor
6. How would you rate our **Accessibility**?
 Excellent Good Fair Poor
7. How would you rate our **Telephone Assistance**?
 Excellent Good Fair Poor
8. How would you rate our **E-Mail**?
 Excellent Good Fair Poor
9. How would you rate our **Complaint Process**?
 Excellent Good Fair Poor

Comments or Suggestions: _____

For Office Use

REVIEWED: _____ DATE: _____ TIME: _____