

# WE VALUE YOUR OPINION



We strive to serve you courteously and efficiently. We would like to know if we are succeeding and how we might do better. Please take a minute to complete this questionnaire and drop it in the Comment Box. **Or you may complete it online:**  
<http://vcpbublicworks.org>

**Jeff Pratt, Director**  
Public Works Agency

**A J W U Y U ' 6 f c k b, Director**  
DK 5 ' K ater & Sanitation Department

1. Date: \_\_\_\_\_

Time of visit: \_\_\_\_\_

2. Purpose of today's visit:

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K U H y f ' E i U ] m

8 Y j Y c d a Y b h D f c ' V M t g

C H Y f ' S S S S S S S S S S S S

3. Please rate our customer service using the following rating scale:

- 5. Exceptional
- 4. Exceeded Expectations
- 3. Met expectations
- 2. Did Not Meet Expectations
- 1. Poor
- N/A \*

Courtesy/Professionalism

Completeness/Accuracy

Timeliness

Accessibility

*\* Not Applicable*

*Please turn card over for a few more questions.*

*Thank you.*

4. How long did you wait before being helped? \_\_\_\_\_ minutes

How long did our staff member assist you? \_\_\_\_\_ minutes

5. Do you have any suggestions to improve our services?

6. If a member of our staff was especially helpful, please let us know so that we may show our appreciation.

Staff Member's Name:

Comments:

7. Would you like us to contact you regarding your comments?

Yes

No

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

E-Mail: \_\_\_\_\_

**THANK YOU!**