

CITY OF FERNLEY- CUSTOMER SATISFACTION SURVEY

“WE ARE OPEN FOR YOUR BUSINESS”



Thank you for taking the time to complete this survey. Your opinion and comments regarding the quality of service is important to us. We appreciate your opinion and your feedback and will consider this information while providing services in the future.

For each item identified below, place a check that best represents your level of satisfaction.

Categories	Satisfied 3	Neutral 2	Unsatisfied 1
Courtesy of City Employee(s)			
Staff knowledge			
Employee appearance: neat, clean, professional			
Acknowledged in a timely manner			
Accuracy of information given by staff			
Problem resolved in a timely manner			
Attitude/Friendliness of staff			

Which City Department did you contact?

- | | |
|---|---|
| <input type="checkbox"/> City Manager Department
<input type="checkbox"/> Municipal Court
<input type="checkbox"/> City Clerk Department
<input type="checkbox"/> Utilities Department
<input type="checkbox"/> Public Works Department
○ Streets ○ Sewer
○ Water Distribution ○ Cemetery/Vector
○ Water Treatment Plant ○ Parks | <input type="checkbox"/> City Attorney Department
<input type="checkbox"/> Finance Department
<input type="checkbox"/> Building Department
<input type="checkbox"/> Planning Department
<input type="checkbox"/> City Engineer Department |
|---|---|

Please select the category that you feel needs the most improvement. (Check all that apply)

- Courtesy of City staff
- Staff knowledge
- Employee appearance
- Acknowledged in a timely manner
- Accuracy of information given by staff
- Problem resolved in a timely manner
- Attitude/Friendliness of staff
- None

May we contact you for additional information? Yes _____ No _____

Name: _____

Phone: _____

Thank you for filling out our Customer Satisfaction questionnaire. We take your feedback seriously and will use it to improve our services.