A black and white emblem with horses and a bird

Description automatically generated

**Dickinson Township Satisfaction Survey**

Date: \_\_\_/\_\_\_/\_\_\_

Time: \_\_\_\_\_\_ am/pm

# Which Department did you correspond with today? **(Please check all that apply)**

|  |  |
| --- | --- |
|  | Township Administration |
|  | Zoning/Codes Enforcement |
|  | Public Works |

# Was your request handled in a reasonable amount of time?

|  |  |  |  |
| --- | --- | --- | --- |
|  | Excellent |  | Satisfactory |
| ☐ | Very Good |  | Needs Improvement |

# Which of the following was the reason for the interaction with staff?

|  |  |  |  |
| --- | --- | --- | --- |
|  | Permits |  | Complaint |
|  | Property Information |  | Trash Issues |
|  | Questions |  | Other |

# Were you able to accomplish your goal(s)?

|  |  |  |  |
| --- | --- | --- | --- |
|  | Yes |  | Partially |
|  | No |  | Were alternative options offered? |

# How would you rate the staff’s knowledge and ability to respond to your question(s)?

|  |  |  |  |
| --- | --- | --- | --- |
|  | Friendly & Helpful |  | Varies on each visit |
|  | Average |  | Poor Service |

# what can we do to improve your experience with us?

# Additional Comments:

NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ADDRESS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

PHONE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ EMAIL: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

STAFF COMMENTS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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MANAGEMENT FOLLOW-UP: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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