



## Engineering/Real Estate Customer Satisfaction Survey

*Please check only one:*

What type of service did you receive from Engineering/Real Estate?

- Water and/or sewer connection question
- Water and/or sewer location question
- Property/right-of-way acquisition
- Leasing or buying City Property
- Interaction on a project currently in the design phase, such as water, sewer, street, or greenway project
- Interaction on a construction project (*such as water, sewer, street, greenway construction*)
- Subdivision review
- Driveway permit
- Conveyance of water and/or sewer line
- Other \_\_\_\_\_

Please indicate how you interacted with Engineering/Real Estate to receive this service:

- By Phone
- By E-mail
- In person

Overall, how satisfied were you with the service you received?

- Very satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very unsatisfied

COMMENTS:

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Do you know the name of the team member that assisted you? If yes, indicate below:

Yes    No   \_\_\_\_\_

Please rate the team member on Professionalism:

- Very satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very unsatisfied

Please rate the team member on Courtesy:

- Very satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very unsatisfied

Please rate the team member on Knowledge:

- Very satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very unsatisfied

Please rate the team member on Promptness:

- Very satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very unsatisfied

Suggestions/comments on how we can improve our service:

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