

# How Are We Doing?

We appreciate your feedback to help improve our services. Please fill out and return this form. Click  to drop it in the City Hall drop box or to send in the US Mail, or click  to send it to us using your email program.

Date of Service:  Department or individual:

Was the employee who helped you knowledgeable, or did they direct you to someone who could help?

- not at all       little help       helped some       quite helpful       excellent help

Were you treated in a courteous and professional manner?

- not at all       not well-treated       okay       nice       I felt special

Was your issue resolved in a timely and responsive manner?

- not resolved       unsatisfactorily       acceptable       better than expected       I felt special

Were proper tools or resources available to the employee to resolve your issue?

- impossible to find       difficult and involved       passable       yes       very much so

Was your issue resolved?

- not at all       barely       passable       yes       above and beyond

How would you rate our service on this issue overall?

- unacceptable       poor       mediocre       good       excellent

If you would like us to contact you to pursue your issue further, please let us know your preferred method of contact below:

**Email**

**Telephone**

**Name**

**Address**

**City**  **State**  **Zip Code**

If you would like to provide additional feedback, please use the space to the right:

**THANK YOU FOR TAKING THE TIME TO PROVIDE YOUR FEEDBACK!**