



Township of Springfield

Customer Service Satisfaction Survey

The Township of Springfield is committed to providing high-quality, effective services to its residents. Your feedback is vital as we work to improve services. Please take a moment to let us know how we are doing.

1. Were you greeted professionally by Township staff?

- Yes No

2. Township employee(s) provided helpful information or direction:

- Strongly agree Agree Disagree Strongly disagree Does not apply

3. How satisfied were you with your overall experience?

- Very satisfied Satisfied Dissatisfied Very dissatisfied

4. I am completing this survey about my experience with: (check all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Mayor/Township Administrator's Office | <input type="checkbox"/> Tax Assessor |
| <input type="checkbox"/> Construction Code Permits/Inspections/Approvals | <input type="checkbox"/> Township Clerk |
| <input type="checkbox"/> Engineering <input type="checkbox"/> Planning/Zoning Boards | <input type="checkbox"/> Zoning Enforcement |
| <input type="checkbox"/> Police/Police Records | <input type="checkbox"/> Fire |
| <input type="checkbox"/> Public Works | <input type="checkbox"/> Tax Collector |
| <input type="checkbox"/> Recreation | <input type="checkbox"/> Other _____ |

5. What was the nature of the service requested? _____

6. Name of Township employee(s) who provided you with assistance:

7. Do you have suggestions on how we can improve our services to the public? Yes ___ No ___
If yes, please specify.

8. Please provide your name, organization name, address, telephone number and/or email address (information will be kept confidential). You may also choose to provide this information anonymously however; it would be beneficial if we need contact you.

Thank you for completing the Survey. Please drop off your Customer Service Satisfaction Survey, first floor of the municipal building or mail to:

Township of Springfield
100 Mountain Ave
Springfield, NJ 07081-1729
Attn: Customer Service Satisfaction Survey

You may also email the completed form to suggestions@springfield-nj.us