

# BRUNSWICK HILLS TOWNSHIP

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Township Representative Satisfaction Survey

Thank you for your time.

**DISCLAIMER** – This survey can be classified as a public record.

1) Which township department did you contact today?

- Administrative Office
- Zoning Office
- Fire Department
- Police Department
- Service/Road Department

2) What method did you use to contact the department?

- Telephone
- Mail
- E-mail
- Fax
- Other: \_\_\_\_\_

3) How satisfied are you with the time it took the representative to answer your questions or resolve your issue:

- Very Satisfied
- Satisfied
- Dissatisfied
- Undecided
- Very Dissatisfied Satisfied

4) Which of the department personnel assisted you?

- Department Head
- Supervisor
- Employee
- Elected Official

Please tell us how much you agree or disagree with the following statements.

5) The representative was knowledgeable and easy to understand?

- Very Satisfied
- Satisfied
- Dissatisfied
- Undecided
- Very Dissatisfied Satisfied

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6) The representative was able to handle my problem quickly and to my satisfaction?

- Very Satisfied
- Satisfied
- Dissatisfied
- Undecided
- Very Dissatisfied Satisfied

7) I was treated with respect by the department representative.

- Very Satisfied
- Satisfied
- Dissatisfied
- Undecided
- Very Dissatisfied Satisfied

8) The representative was courteous and professional?

- Very Satisfied
- Satisfied
- Dissatisfied
- Undecided
- Very Dissatisfied Satisfied

9) Overall, how satisfied were you with your experience with the representative?

- Very Satisfied
- Satisfied
- Dissatisfied
- Undecided
- Very Dissatisfied Satisfied

10) Overall, how satisfied were you with the way your question or problem was resolved?

- Very Satisfied
- Satisfied
- Dissatisfied
- Undecided
- Very Dissatisfied Satisfied

11) What changes, if any, can we make to improve our services to you?