



Town of Kill Devil Hills

Public Services: 107 Town Hall Drive
P. O. Box 1719
Kill Devil Hills, NC 27948

How can we improve?

Public Services Department

Administrative Services ◊ Water Plant
Water Systems ◊ Streets ◊ Solid Waste

To better meet the needs of the people we serve, the Town of Kill Devil Hills is conducting this confidential survey to gain insight into customer satisfaction with the various functions of the Public Services Department. As a user/customer of the department, your observations, opinion and recommendations are important to us and may help guide us as we strive to improve the operation of the department.

We thank you for your participation in completing this customer service survey. Your answers and additional comments will be of great value and will be treated in complete confidence. Therefore, we are requesting that you forward the completed questionnaire to the **Town of Kill Devil Hills, Attn: Shawn R. Murphy, P O Box 1719, 102 Town Hall Drive, Kill Devil Hills, NC 27948 or by fax: 252-441-7946.**

Sincerely,

Sincerely,

Shawn R. Murphy
Assistant Town Manager

Steve Albright
Public Services Director

1) Are you a:

- Residential property/home owner or renter
 - o Permanent Resident
 - o Seasonal Resident
- Commercial / Business Owner
- Developer, contractor and/or professional engineering/architectural firm.
- Vendor
- Other: _____

2) How much interaction have you had with this department, in the past 12 months:

- 1 – 2 contacts
- 3 – 5 contacts
- 5 – 10 contacts
- More than 10 contacts

3) What was your reason for contacting the Public Services Department?

- Make a Water Utility payment
- Water service question
- Solid waste / trash collection service
- Street maintenance question
- Drainage maintenance question
- Drinking water quality question
- Recycle Center / bulk trash / household hazardous waste
- Other: _____

4) How did you contact the Public Services Department?

- In person
- Telephone
- E-mail
- Fax
- Other: _____

5) When making contact with the Public Services Department, I have generally found the Town's Public Services' Staff to be responsive and helpful.

- Yes
- No

Comments: _____

6) If you contacted the Public Services Department by phone, how quickly did you get through?

- Immediately
- Under 30 seconds
- About 1 minute
- I left a message
- N/A
- Other: _____

7) The waiting time for having my question addressed was satisfactory.

- Strongly agree
- Somewhat agree
- Neutral
- Somewhat disagree
- Strongly disagree

8) How courteous was your customer service representative?

- Superior
- Very satisfactory
- About average
- Somewhat unsatisfactory
- Very poor

Comments: _____

9) Which of the following qualities of the service representative stood out (as being superior)?

- Patient
- Enthusiastic
- Listened carefully
- Friendly
- Responsive
- Sympathetic
- Knowledgeable / Helpful
- Other: _____

11) Overall, how satisfied are you with the service offered to you by the **Water Administration Division** responsible for meter reading and billing.

- Extremely satisfied
- Satisfied
- Neutral
- Dissatisfied
- Extremely dissatisfied
- Not sure

Comments: _____

13) Overall, how satisfied are you with the service offered to you by the **Solid Waste Management Division** responsible for weekly trash collection, operation of the recycle center, and spring and fall bulk trash pick-up.

- Extremely satisfied
- Satisfied
- Neutral
- Dissatisfied
- Extremely dissatisfied
- Not sure

Comments: _____

15) Overall, how satisfied are you with the service offered to you by the **Water Plant Division** responsible for the supply and treatment of drinking water.

- Extremely satisfied
- Satisfied
- Neutral
- Dissatisfied
- Extremely dissatisfied
- Not sure

Comments: _____

10) Overall, how satisfied are you with the service offered to you by the Public Services Department.

- Extremely satisfied
- Satisfied
- Neutral
- Dissatisfied
- Extremely dissatisfied
- Not sure

Comments: _____

12) Overall, how satisfied are you with the service offered to you by the **Streets Division** responsible for streets and drainage.

- Extremely satisfied
- Satisfied
- Neutral
- Dissatisfied
- Extremely dissatisfied
- Not sure

Comments: _____

14) Overall, how satisfied are you with the service offered to you by the **Water System Division** responsible for the water distribution system.

- Extremely satisfied
- Satisfied
- Neutral
- Dissatisfied
- Extremely dissatisfied
- Not sure

Comments: _____

Additional Comments:

Do you have any suggestions on how we might improve our service to you?

Thank you for your participation!