



Town of Kill Devil Hills

102 Town Hall Drive, P. O. Box 1719
Kill Devil Hills, NC 27948

How can we improve?

Administration Department
and
Buildings and Grounds Division

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 Administration 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,

Shawn R. Murphy
Assistant Town Manager

1) Are you a:

- Resident or property owner
- Visitor
- Business Owner
- 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 Administration Department?

- General Information
- Main Telephone Number
- Speak to the Town Manager
- Speak to the Mayor/Board of Commissioners
- Resource Information
- Employment Opportunities
- Town Code Inquiry
- Other: _____

4) How did you contact the Administration Department?

- In person
- Telephone
- E-mail
- Fax
- Other: _____
- If in person, did you find that the signage made it easy to navigate between the different departments?
 - Yes
 - No

5) When making contact with the Administration Department, I have generally found the staff to be responsive and helpful.

- Yes
- No

Comments: _____

6) Did you find it difficult to contact the Administration Department?

- Yes
- No

Comments: _____

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

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

8) How courteous was the staff member that assisted you?

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

Comments: _____

