

## Community Survey on Customer Service

Thank you for giving us the opportunity to serve you better. Please help us by taking a few minutes to tell us about the service you receive when doing business with the city. It is very important to us to know what you think so we can make changes to better our service when needed. This survey will address customer service with the city as a whole as well as with individual departments. We appreciate your input, and want to make sure we meet your expectations and continue to uphold a high quality of life for Nixa residents and business owners.

### Preliminary info:

Do you have a Nixa address?

Yes

If yes, do you live inside the city limits of Nixa?

Yes

No

No

If no, then what city do you live? \_\_\_\_\_

Do you own a business in Nixa?

Yes

No

### Customer Service:

1) Overall, I'm very satisfied with customer service at the city as a whole.

- a. Strongly agree
- b. Somewhat agree
- c. Neither agree or disagree
- d. Somewhat disagree
- e. Strongly disagree

Comments \_\_\_\_\_

2) I'm always treated with respect when I come into a city office.

- a. Strongly agree
- b. Somewhat agree
- c. Neither agree or disagree
- d. Somewhat disagree
- e. Strongly disagree

Comments \_\_\_\_\_

- 3) City staff is knowledgeable and very well trained at their jobs.
- a. Strongly agree
  - b. Somewhat agree
  - c. Neither agree or disagree
  - d. Somewhat disagree
  - e. Strongly disagree
- Comments \_\_\_\_\_

### Customer Service in Departments

- 4) Have you interacted with any of the following departments (check all that apply)?
- a. City Clerk's Office (business licenses, garage sale permits, dog licenses, etc.)
  - b. Communications
  - c. Development (building permits, inspections, fence permits, etc.)
  - d. Electric (electric lines, tree trimming, etc.)
  - e. Parks
  - f. Police
  - g. Recycling Center
  - h. Utility Billing
  - i. Water

(Then the respondent will fill out a customer service ranking for each department they check above)

- i. I was very satisfied with the (name of the department) customer service.
  - 1. Strongly agree
  - 2. Somewhat agree
  - 3. Neither agree or disagree
  - 4. Somewhat disagree
  - 5. Strongly disagreeComments \_\_\_\_\_

- 5) Did you know you could pay your utility bills either through online bill pay or automatic draft?
- a. Yes
    - i. Do you use either service?
      - 1. Yes
        - a. Which one?
      - 2. No
  - b. No  
(We will provide link for those that are interested).

6) I knew the city shared information through (please check all that apply):

- a. Facebook
- b. Twitter
- c. E-newsletter
- d. Web site
- e. Utility bills

7) How could the city communicate better?

\_\_\_\_\_

8) Are you interested in receiving electronic newsletters from the city?

- a. Yes
  - i. Please provide your email
- b. No

9) The city of Nixa is currently upgrading its web site in order to do more things online. What city business would you like to be able to do online?

\_\_\_\_\_

10) If you were speaking to a friend about the city of Nixa, would your comments be:

- a. Positive
- b. Negative
- c. Neutral
  - i. Why? \_\_\_\_\_

11) Are there any other comments or concerns you'd like to share with the city?

\_\_\_\_\_