

Recreation.gov Call Center Satisfaction Survey 2011

Introduction

Hello. Recreation.gov is conducting a short survey about our call center and would like your feedback.

This survey will only take a few minutes. The Office of Management and Budget Control Number 1090-0007 authorizes this survey.

SCREENER: DID YOU RECENTLY CONTACT THE RECREATION.GOV CALL CENTER?

1. Yes (Continue to Q1)
2. No (GO TO TERMINATE INTERVIEW)
3. Don't Know (GO TO TERMINATE INTERVIEW)

Reason for contacting the call center

Q1. What was your reason for contacting customer service?

1. To make, change or cancel a reservation
2. To request a refund or ask about a billing or bank card issue
3. To seek help with the Recreation.gov website
4. Another issue

Q2. Did you accomplish what you wanted?

1. Yes (Skip to Q4)
2. No (Continue to Q3)

Q3. We are sorry you did not accomplish what you wanted. Please listen to the following possible reasons and select the answer that best explains why you did not accomplish what you wanted. Press * to repeat the list.

1. The facility or activity was full, sold out or not available for reservations
2. The facility of activity was available, but I called too early or too late to make a reservation
3. I was unable to change my existing reservation
4. I needed more information to accomplish what I want
5. I chose to accomplish it at a later time
6. None of the above

Q4. Did you visit the recreation.gov website before you contacted the call center?

1. Yes
2. No

Using the numbers on your telephone keypad for a scale from “1” to “9”, where “1” means “poor” and “9” means “excellent,” please rate the Recreation.gov Call Center on the following. Press '*' to repeat this question.

- Q5. Convenience of Call Center hours
- Q6. Ease of reaching Call Center staff
- Q7. Courtesy and professionalism of Call Center staff
- Q8. Call Center Communicated in a clear and understandable manner
- Q9. Call Center staff knowledge
- Q10. Call Center staff resolved your issue in an effective and timely manner
- Q11. Call Center staff provided consistent information
- Q12. Call Center staff communicated the status of your request

ACSI Benchmark Questions

- Q13. Using a scale where “1” means “Very dissatisfied” and “9” means “Very satisfied,” please rate your overall satisfaction with the Recreation.gov Call Center. IVR: Press * to repeat this question.
- Q14. Using a scale where “1” means “Falls short of expectations” and “9” means “Exceeds expectations,” please rate the Recreation.gov Call Center. IVR: Press * to repeat this question.
- Q15. Now imagine an ideal Call Center. How well did your experience compare with that ideal? “1” means “Not very close to the ideal,” and “9”, means “Very close to the ideal.” IVR: Press * to repeat this question.

Closing

Thank you for taking the time to provide valuable feedback about Recreation.gov. We will use your feedback to improve our service to you.

TERMINATE INTERVIEW

Those are all of the questions I have today. Thank you.