

# CUSTOMER FEEDBACK FORM

(Personal Interview)

OMB 0710-0001

Expires: 30 September 2012

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# Customer Feedback Form

The \_\_\_\_\_ District is committed to improving our services to you and would like to know how well we're doing. Please rate your **Level of Satisfaction** with our performance over the past year, or more recently, in delivering a primary product or service. You may choose to leave an answer blank if the question or choice of response doesn't seem relevant. **Your response is voluntary and not required.** Your straightforward answers will help us to improve our service to you. For assistance, please contact \_\_\_\_\_. Thank you for your time and comments.

**Date** \_\_\_\_\_

**Primary Product or Service** (please enter a checkmark in the most appropriate space below)

- |   |   |
|---|---|
| <input type="checkbox"/> <b>Navigation</b> (river transportation)                       |   |
| <input type="checkbox"/> <b>Flood Damage Reduction</b>                                  |   |
| <input type="checkbox"/> <b>Ecosystem Restoration</b>                                   | <input type="checkbox"/> <b>Real Estate</b>           |
| <input type="checkbox"/> <b>Infrastructure Rehabilitation</b> (water and sewer systems) | <input type="checkbox"/> <b>Regulatory</b> (permits)  |
| <input type="checkbox"/> <b>Recreation</b> (camping, boating, and other activities)     | <input type="checkbox"/> <b>Streambank Protection</b> |
| <input type="checkbox"/> <b>Emergency Management</b> (emergency response)               | <input type="checkbox"/> <b>Other</b>                 |
| <input type="checkbox"/> <b>Technical Assistance</b> (program or project advice)        |   |
- If other, please specify \_\_\_\_\_

**Current Phase of Project** (please enter a checkmark in the most appropriate space below)

- Reconnaissance/Feasibility** (project study)
- Pre-Construction Engineering and Design** (project design)
- Construction**
- Operations and Maintenance**
- Facility User/Visitor at Site**
- Other**
- If other, please specify \_\_\_\_\_

**The \_\_\_\_\_ District:**

(Check one box for each response. N/A means not applicable.)

## Satisfaction Scale

	Very Dissatisfied	Dissatisfied	Undecided	Satisfied	Very Satisfied	Not Applicable
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>N/A</u>
1. <b>Seeks your requirements, priorities, and expectations, and incorporates them into products/services provided</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. <b>Manages your projects/programs effectively</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. <b>Treats you as an important member of the team</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. <b>Solicits, listens to, and resolves your concerns</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. <b>Provides timely products/services</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. <b>Delivers products/services at the quality level you need</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. <b>Delivers products/services at a reasonable cost</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. <b>Is responsive to your needs</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. <b>Keeps you informed</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. <b>Answers your questions</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Your Overall Level of Satisfaction** \_\_\_\_\_

	Very Dissatisfied	Dissatisfied	Undecided	Satisfied	Very Satisfied	Not Applicable
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	N/A
• Courtesy of our employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Knowledge and reliability of our employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Points of contact well-defined	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Clarity of forms, publications, process descriptions, advice, and correspondence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**What is the likelihood that you would choose the Corps of Engineers for Future Products and Services?**

Very Dissatisfied	Dissatisfied	Undecided	Satisfied	Very Satisfied	Not Applicable
<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	N/A
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**What are your expectations of us (in prioritized order)?**

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_

**Comments/Suggestions:**

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**While the following information is not required, specifying the project would be helpful.**

- Corps Project/Program Name \_\_\_\_\_
- Your organization name \_\_\_\_\_

**Thank you for your feedback.**

Please return this form to: U.S. Army Engineer District, \_\_\_\_\_  
 Attn: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_