

TRIBAL PARTNER SURVEY

Sponsored By:
The Division of Sanitation Facilities Construction (DSFC)
 The Sanitation Facilities Construction Program of the Indian Health Service (IHS)

DSFC Customer Service

Customer service is the theme that guides our efforts to serve you. Our service mission is the cooperative development and continuing operation of safe water, wastewater, and solid waste systems. We are committed to improving our services by listening to you. In addition, we are committed to listening to our field staff and their views on customer service. Through a strong culture of customer service, we will achieve our mission. Service is the spirit of IHS DSFC.

Circle the number that indicates your degree of satisfaction as described below:

- 1 = Not at all Satisfied
- 2 = Not Satisfied
- 3 = Neutral
- 4 = Satisfied
- 5 = Extremely Satisfied
- N/A = Not Applicable

	Not at all Satisfied				Extremely Satisfied	
	1	2	3	4	5	N/A
1. Quality of planning and funding information provided by DSFC						
2. Your input was considered by DSFC						
3. Please rate the funding process						
4. Time required to complete DSFC project design						
5. Time required to complete project construction						
6. Timeliness and quality of project administration (e.g., project payments)						
7. Timeliness and quality of DSFC project reporting						
8. Timeliness and quality of DSFC project closeout (e.g., as built drawings, O&M manuals)						
9. Courtesy of staff						
10. Expertise provided by DSFC staff						
11. Responsiveness of DSFC staff to your information requests						
12. Compliance with State, Federal and Tribal regulations						
13. What can we do to improve our services in the future?						

14. Would you like a follow up phone call? Yes No

NAME OF RESPONDENT (Optional): _____ Date: _____

TRIBE: _____