Government Agency Investment Services (GAIS)
2010 Customer Satisfaction Survey
State and Local Government Series (SLGS) Program
OMB No. 1535-0122

You have been selected to take part in a survey conducted by the Bureau of the Public Debt (BPD), Office of Public Debt Accounting. Please take some time and provide us with your opinions for the following statements. Your responses will help us enhance our customer service along with our system environment. **Please note that an agency may not conduct or sponsor, and the public is not required to respond to, a collection that does not display a currently approved OMB control number.**

If you have any questions, please email them to ExternalSpecialPurposeSecuritiesUserSurvey@bpd.treas.gov.

1. How frequently do you process SLGS transactions?

Daily	Weekly	Monthly	Quarterly	Yearly	Not Applicable
☐	☐	☐	☐	☐	☐

   If you have selected not applicable, you are done with this survey.

Satisfaction with the SLGS Customer Service Representative

2. Rate the courteousness.

Excellent	Good	Fair	Poor	Very Poor	Not Applicable
☐	☐	☐	☐	☐	☐

3. Rate the helpfulness.

Excellent	Good	Fair	Poor	Very Poor	Not Applicable
☐	☐	☐	☐	☐	☐

4. Rate the knowledge.

Excellent	Good	Fair	Poor	Very Poor	Not Applicable
☐	☐	☐	☐	☐	☐

5. Rate the availability.

Excellent	Good	Fair	Poor	Very Poor	Not Applicable
☐	☐	☐	☐	☐	☐

6. Rate the resolution time for issues addressed.

Excellent	Good	Fair	Poor	Very Poor	Not Applicable
☐	☐	☐	☐	☐	☐

7. Rate your overall satisfaction.

Excellent	Good	Fair	Poor	Very Poor	Not Applicable
☐	☐	☐	☐	☐	☐

8. What customer satisfaction aspect do you like most?

_____

_____

9. What customer satisfaction aspect do you like least?

_____

_____

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Satisfaction with the SLGSafe System

10. Rate the ease of performing transactions.

Excellent	Good	Fair	Poor	Very Poor	Not Applicable
☐	☐	☐	☐	☐	☐

11. Rate the usefulness of inquiry processing.

Excellent	Good	Fair	Poor	Very Poor	Not Applicable
☐	☐	☐	☐	☐	☐

12. Rate the reliability.

Excellent	Good	Fair	Poor	Very Poor	Not Applicable
☐	☐	☐	☐	☐	☐

13. Rate the availability.

Excellent	Good	Fair	Poor	Very Poor	Not Applicable
☐	☐	☐	☐	☐	☐

14. Rate the response time.

Excellent	Good	Fair	Poor	Very Poor	Not Applicable
☐	☐	☐	☐	☐	☐

15. Rate your overall satisfaction with SLGSafe.

Excellent	Good	Fair	Poor	Very Poor	Not Applicable
☐	☐	☐	☐	☐	☐

16. What SLGSafe features do you like most?

_____

_____

17. What system features do you like least?

_____

_____

18. If offered, would you be interested in learning more about SLGS?

Yes	No
☐	☐

19. If offered, would you be interested in additional SLGSafe system training?

Yes	No
☐	☐

20. Additional Comments:

_____

_____

_____

E5.2