U.S. EPA Docket Center

(Staffed by Agile Decision Sciences (ADS))

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**CUSTOMER SERVICE SURVEY**

Dear Patron,

Thank you for completing this short survey. Your response will help improve the customer experience at the U.S. EPA Docket Center.

**QUESTIONS**

1. How was your request submitted?

Reply format: radio buttons (pick one).

* Email
* Phone
* Walk-in
* Other

1. Are you an EPA employee/contractor OR a member of the public?

Reply format: radio buttons (pick one)

* EPA employee/contractor
* A member of the public

1. Did the staff provide the information or document/s you requested?

Reply format: radio buttons (pick one)

* Yes
* No

1. Did the staff provide recommendations/referrals, if needed?

Reply format: radio buttons (pick one)

* Yes
* No
* Not Applicable

1. Was the service or information provided in timely manner?

Reply format: radio buttons (pick one)

* Yes
* No

1. How friendly and courteous was your encounter with the EPA Docket Center staff?

Reply format: Slider from 1-5. 1 being Poor and 5 being Excellent

1. How would you rate the overall service provided by the EPA Docket Center Customer Service?

Reply format: Slider from 1-5. 1 being Poor and 5 being Excellent

1. Suggestions/Additional Comments:

Reply format: Free text box

Thank you for your valuable input.