

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
  
2. 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
  
3. Did the staff provide the information or document/s you requested?  
Reply format: radio buttons (pick one)
  - Yes
  - No
  
4. Did the staff provide recommendations/referrals, if needed?  
Reply format: radio buttons (pick one)

- Yes
  - No
  - Not Applicable
5. Was the service or information provided in timely manner?  
Reply format: radio buttons (pick one)
- Yes
  - No
6. 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
7. 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
8. Suggestions/Additional Comments:  
Reply format: Free text box

Thank you for your valuable input.

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