



City of Wichita

Environmental Services Department
1900 E. 9th St.
Wichita, KS 67214

Customer Service Survey

The City of Wichita Department of Environmental Services is committed to maintaining the highest levels of service and values your feedback. Please take a moment to complete this Customer Service Survey. We look forward to hearing from you.

The employee was helpful and willing to assist you.

- Strongly Agree
Agree
Disagree
Strongly Disagree

Where was the employee who assisted you located?

- Environmental Services main office - 1900 E. 9th, ph 268-8351
W.A.T.E.R Center - 101 E. Pawnee, ph 337-9263
Animal Services - 3303 N. Hillside, ph 268-8378
Field
Don't know

The employee was courteous, professional and greeted you by stating his/her name.

- Strongly Agree
Agree
Disagree
Strongly Disagree
Name (optional)

Where were you when you received assistance from an Environmental Services employee?

- On the phone
At the counter
In the field

Were you initially assisted by a customer service clerk or by technical staff?

- Customer service clerk
Name (optional)
Technical staff
Name (optional)

If you were greeted at the office (walk-in) did you have to ask for assistance?

- Yes
No
Not applicable

The employee instructed you on why/who your call was being transferred to for further assistance.

- Strongly Agree
Agree
Disagree
Strongly Disagree
Not applicable

Overall you were satisfied with the customer service you received.

- Strongly Agree
Agree
Disagree
Strongly Disagree

As a result of your experience with us, what service related improvements can you recommend?

Three horizontal lines for text input.

About You (optional)

Name, Address, City, State, ZIP, E-mail, Phone fields.

May we contact you for further evaluation of our services if needed? Yes No

Thank you for your participation!