

# Customer Survey

## Upton Conservation Commission

Your input is valuable and important to our department. To help us provide better service, we would appreciate your comments regarding our performance. Please take a moment to fill out this customer survey and let us know how we are doing.

### 1. My contact with the Conservation Commission involved: (check all that apply)

- |  |  |
|--|--|
| <input type="checkbox"/> Wetlands Regulations/Permit       | <input type="checkbox"/> Pre-Construction Evaluation   |
| <input type="checkbox"/> Stormwater Regulations/Permit     | <input type="checkbox"/> Forest Management             |
| <input type="checkbox"/> Erosion and Sedimentation Control | <input type="checkbox"/> Conservation Lands and Trails |
| <input type="checkbox"/> Open Space Committee              | <input type="checkbox"/> Land Stewardship Committee    |
| <input type="checkbox"/> Other _____                       |  |

### 2. Type of contact:

- |  |   |
|--|---|
| <input type="checkbox"/> Visit to Conservation Office    | <input type="checkbox"/> Email                            |
| <input type="checkbox"/> Visit to Project Site           | <input type="checkbox"/> Fax/Mail                         |
| <input type="checkbox"/> Attended a Conservation Meeting | <input type="checkbox"/> Website                          |
| <input type="checkbox"/> Telephone                       | <input type="checkbox"/> Visit to Upton Conservation Area |

### 3. Please rate your experience:

	Strongly Agree	Agree	Disagree	Strongly Disagree
Staff was available to assist me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff was helpful, knowledgeable and professional.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff responded to my issues in a timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff provided clear and concise information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resources and forms were available to address my needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resources on the website were useful and user friendly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### 4. Overall, how would you rate the level of assistance you received from the Conservation Commission?

- Excellent    Good    Fair    Poor

### 5. Comments or Suggestions: How might we serve you better in the future?

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6. Optional: Name \_\_\_\_\_ Contact Number \_\_\_\_\_

Thank you for your input. You may print this form and mail it to Upton Conservation Commission (concomm@uptonma.gov), 1 Main Street - Box 9, Upton, MA 01568 or fax to 508-529-1010.