

# {XYZ} of Juno Beach Customer Service

Please share your feedback about your recent interactions with {XYZ} employees! As part of our continuing efforts to deliver the best local government customer service in Juno Beach, we need critical feedback from our residents. There are no right or wrong answers. Your answers will be completely [confidential](#) and no identifying information will be shared.

**1. Have you had any interaction (phone, email, in-person) with an {XYZ} government employee in the last 12 months?**

Yes

No

**2. Why did you contact the {XYZ}? (Please select all that apply.)**

Choose all that apply

Ask a question or get information

Schedule or access a service

Report an issue (e.g., power outage, fallen trees/limbs)

Make a complaint

Other reason

**3. Thinking of your most RECENT contact, how long did it take for someone to respond to your inquiry?**

Within 24 hours

2-3 days

4-6 days

7 days or longer

Don't know/cannot remember

**4. With which department was your most recent interaction?**

Select an option



**5. Based on your most recent interaction with this department, please rate each of the following aspects of the employee with whom you had contact.**

	Excellent	Good	Fair	Poor	Don't know
Knowledge/competency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy/respectfulness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resolution of concerns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall impression of staff member	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**6. Please rate these additional characteristics of the XYZ staff member's communication during your most recent interaction:**

	Excellent	Good	Fair	Poor	Don't know
Accuracy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarity (how easy it was to understand)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flexibility/adaptability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Patience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consistency (if you received information more than once)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Efficiency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thoroughness/completeness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**7. What, if anything, was the best part about your experience?**

Write your answer here

**8. What, if anything, could have improved your experience?**

Write your answer here

**Thank you. We look forward to serving you in the future.**