

CITY OF FERNLEY- CUSTOMER SATISFACTION SURVEY



Thank you for taking the time to complete this survey. We appreciate your opinion and comments regarding the quality of service of the City of Fernley. To fill out this form electronically please visit the City website: www.cityoffernley.org

1. Was your most recent contact conducted: In person By telephone By mail Internet/E-mail

2. Which City Department did you contact? (please fill out one survey per department, for more survey forms please contact us at 775-784-9830) **A brief description of each department can be found on the back of this survey.**

- | | |
|--|---|
| <input type="checkbox"/> City Manager | <input type="checkbox"/> Public Works Department: |
| <input type="checkbox"/> Finance | <input type="radio"/> Parks |
| <input type="checkbox"/> Animal Control | <input type="radio"/> Facilities |
| <input type="checkbox"/> Building and Safety | <input type="radio"/> Streets/Storm Drains |
| <input type="checkbox"/> Municipal Court | <input type="radio"/> Sewer |
| <input type="checkbox"/> Utilities | <input type="radio"/> Vector Control/Mosquito Abatement |
| <input type="checkbox"/> City Engineering | |
| <input type="checkbox"/> Planning | |
| <input type="checkbox"/> City Clerk | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> City Attorney | |

3. For each category identified below, place a check that best represents your level of satisfaction with the City Department you contacted.

Categories	Excellent 4	Good 3	Fair 2	Poor 1
Acknowledged in a timely manner				
Attitude of staff (friendly, efficient, helpful)				
Staff knowledge				
Professionalism (appearance, mannerism, interaction)				
Accuracy of information given by staff				
Satisfaction with quality of services provided				

4. Please select the category that you feel needs the most improvement. (Check all that apply)

- Acknowledged in a timely manner
- Attitude of staff (friendly, efficient, helpful)
- Staff knowledge
- Professionalism (appearance, mannerism, interaction)
- Accuracy of information given by staff
- Satisfaction with quality of services provided
- None

5. Comments: _____

6. May we contact you for additional information? Yes _____ No _____ Date: _____
 Name: _____ Phone: _____
 Email: _____

Thank you for filling out our Customer Satisfaction questionnaire. We take your feedback seriously and will use it to improve our services.

City of Fernley Department Contact Information and Description of Duties

<p>City Manager (775) 784-9858</p> <ul style="list-style-type: none"> • City administration • Economic development • Water policy • Information technology • Human resources • Grants administration 	<p>Public Works (775) 784-9914</p> <ul style="list-style-type: none"> • Parks, City of Fernley Cemetery, Facilities, Water Treatment Plant, Streets/Storm Drains, Water Distribution, Sewer, Vector control • Reservation for use of parks • City vehicles/Fleet • Street light maintenance
<p>Finance (775) 784-9843</p> <ul style="list-style-type: none"> • Audits • Payroll • Accounts payable, accounts receivable • Financial reporting 	<p>City Engineering (775) 784-9910</p> <ul style="list-style-type: none"> • Capital improvement projects, grading permits, civil permits, and encroachment permits.
<p>Animal Control (775) 784-9801</p> <ul style="list-style-type: none"> • Enforces City, County and State ordinances • Investigates all related animal complaints • Dog tags/licensing 	<p>Planning (775) 784-9810</p> <ul style="list-style-type: none"> • Development and land use matters • Zoning Ordinances • Long term planning
<p>Building and Safety (775) 784-9900</p> <ul style="list-style-type: none"> • Safety, health and general welfare of the City • Building Codes and Code Enforcement • Building inspections • Review building plans and process • Building permits 	<p>City Clerk (775) 784-9830 cityclerk@cityoffernley.org</p> <ul style="list-style-type: none"> • Municipal Elections • Administrative Support (Public Meetings, Development Meetings, Planning Commission, FCTA, etc.) • City Records • Passport Applications • Business licenses • Liquor license
<p>Municipal Court (775) 784-9870</p> <ul style="list-style-type: none"> • Misdemeanor citations and complaints • Warrants • Court fines • Community service 	<p>City Attorney (775) 784-9860</p> <ul style="list-style-type: none"> • Prosecutes all misdemeanor crimes that happen within the City • Legal Guidance and support to elected officials, City Departments, Boards, and Commissions
<p>Utilities (775) 784-9930, utilbill@cityoffernley.org</p> <ul style="list-style-type: none"> • Water and sewer billing and payments • Afterhours water or sewer emergency • Meter Reading 	<p style="text-align: center;"> City of Fernley 595 Silver Lace Blvd. Fernley NV 89408 775-784-9800 www.cityoffernley.org customerserviceteam@cityoffernley.org </p>