

Customer Experience Survey Comment Form

The City of Joondalup would like feedback on your recent interaction with a City representative. Your input will help us improve our future interactions with community members and stakeholders.

For more information, contact the City's **Customer Service Coordinator** on **9400 4351** or email info@joondalup.wa.gov.au

Interaction details:

1. What was the date of your contact with the City?

Date - DD/MM/YYYY:

2. When was your contact with the City?

- During Business Hours (Monday – Friday, 8am – 5pm)
- After Business Hours (all other times including Saturdays, Sundays and Public Holidays)

3. Please select how you made contact with the City

- | | | |
|--|-------------------------------|------------------------------------|
| <input type="checkbox"/> Email | <input type="checkbox"/> Mail | <input type="checkbox"/> Telephone |
| <input type="checkbox"/> In Person (office) | <input type="checkbox"/> Fax | |
| <input type="checkbox"/> Other – please specify: | | |

4. Which customer service area did you have contact with?

- Building Services (i.e. building applications)
- Community Development (i.e. volunteering, access and inclusion, youth services)
- Community Safety (i.e. graffiti removal, CCTV)
- Compliance (i.e. pool inspections, health)
- Cultural Services (i.e. arts, festivals, events)
- Customer Service Centres (Joondalup / Whitford)
- Infrastructure Services (i.e. waste management, road and path maintenance, traffic management, engineering, lighting)
- Leisure Centres (Craigie / Duncraig)
- Library Services (Joondalup / Duncraig / Warwick / Whitford)
- Parking Services (i.e. parking permits, street parking, parking infringements)
- Operation Services (i.e. park maintenance, natural areas, irrigation)
- Planning Services (i.e. Development applications)
- City Ranger Services (i.e. Noise complaints, targeted patrols, dog and cat control)
- Rates and Purchasing (i.e. Rates Notice, payments)

<input type="checkbox"/> Recreation Services (i.e. Park Bookings, Facility Hire)
<input type="checkbox"/> Other – please specify:

Rate your Experience

5. Rate each of the following aspects of your recent customer service experience:

	<i>Poor</i>	<i>Fair</i>	<i>Good</i>	<i>Very Good</i>	<i>Excellent</i>
Promptness of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Willingness to help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friendliness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Level of knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information clear and easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. How likely is it that you would speak positively of your interaction to a friend or colleague? (1 = not likely at all, 10 = extremely likely)

<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10
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7. Do you have any suggestions on how the City can improve interactions with its customers?

Contact Details:

Please complete all questions in the 'Your Details' section below. This information will be treated as confidential and will not be published in any document or report on the outcomes of the consultation.

Name:
Address:
Suburb:
Phone:
Email:

Thank you for your feedback