

SERVICE SATISFACTION SURVEY

CITY OF PHILADELPHIA
CAPITAL PROGRAM OFFICE
ONE PARKWAY, 1515 ARCH STREET
PHILADELPHIA, PA 19102



To: CPO Client Department
From: Richard Tustin, Director, Capital Program Office
Date:

Project # _____
Description _____

The Capital Program Office (CPO) was involved in one or more improvement projects for your agency for fiscal year '01. In order to help us serve you more effectively, please take the time to respond to this survey. Please circle the response that best reflects your level of satisfaction and return this form to Richard Tustin, Director, CPO.

- A. How satisfied were you with the CPO's coordination and management during the design process?
 - 1. very satisfied
 - 2. somewhat satisfied
 - 3. neither satisfied nor dissatisfied
 - 4. somewhat dissatisfied
 - 5. very dissatisfied

- B. How satisfied were you with the CPO's coordination and management during the construction process?
 - 1. very satisfied
 - 2. somewhat satisfied
 - 3. neither satisfied nor dissatisfied
 - 4. somewhat dissatisfied
 - 5. very dissatisfied

- C. How satisfied were you with the performance of the contractors?
 - 1. very satisfied
 - 2. somewhat satisfied
 - 3. neither satisfied nor dissatisfied
 - 4. somewhat dissatisfied
 - 5. very dissatisfied

- D. How satisfied are you overall with the end product(s)?
 - 1. very satisfied
 - 2. somewhat satisfied
 - 3. neither satisfied nor dissatisfied
 - 4. somewhat dissatisfied
 - 5. very dissatisfied

- E. How satisfied were you with the service CPO provided you over the course of the year? i.e. general responsiveness, budget call representative, etc.
 - 1. very satisfied
 - 2. somewhat satisfied
 - 3. neither satisfied nor dissatisfied
 - 4. somewhat dissatisfied
 - 5. very dissatisfied

F. Please provide additional comments, including how the CPO could have improved its service:
