



Name:

Surname:

Street number:

Street name:

Postal code: K6A

Town: Hawkesbury

Province: Ontario

Phone:

Email:

Respondent profile:

Owner:

Tenant:

Occupant:

Questionnaire

Please check boxes that correspond to your satisfaction:

1 = Not satisfied; 2 = Partially satisfied; 3 = Satisfied; 4 = Fairly satisfied; 5 = Very satisfied.

## 1- ENVIRONMENTAL SERVICE

Safety of your drinking water

1    2    3    4    5

Your water pressure

1    2    3    4    5

Taste of your drinking water

1    2    3    4    5

Odor of your drinking water

1    2    3    4    5

Clarity of your drinking water

1    2    3    4    5

Reliability of water service to your home

1    2    3    4    5

Information provided by the Town's Environmental Service website

1    2    3    4    5

Overall satisfaction with the services provided by the Town's Environmental Service

1    2    3    4    5

Have you ever submitted a service request to the Environmental Service? (Excludes water meters and sanitary lines)

Yes       No

How satisfied were you with our ability to accomplish what needed to be done?

1    2    3    4    5

How satisfied were you with the speed of response to your service request?

1    2    3    4    5

How satisfied are you with the courtesy and professionalism of our staff?

1    2    3    4    5

Have you ever experienced an unplanned disruption to water service that was caused by a water main break?

Yes                       No

How satisfied were you with the speed of response to restore your water service?

1    2    3    4    5

Comments or suggestions for improvement:

## 2- PUBLIC WORKS

How satisfied are you with the streetlights?

1    2    3    4    5

How satisfied are you with the garbage collection?

1    2    3    4    5

How satisfied are you with the bulky item collection?

1    2    3    4    5

How satisfied are you with the road maintenance?

1    2    3    4    5

How satisfied are you with the road signs?

1    2    3    4    5

How satisfied are you with road traffic management?

1    2    3    4    5

How satisfied are you with wastewater management?

1    2    3    4    5

How satisfied are you with the spring cleaning of bike paths, streets and sidewalks?

1    2    3    4    5

How satisfied are you with the snow removal and plowing of streets and sidewalks?

1    2    3    4    5

Comments or suggestions for improvement:

### 3- MUNICIPAL FACILITIES AND RECREATIVE SERVICES

How satisfied are you with the layout of our parks?

1    2    3    4    5

How satisfied are you with the aquatic programming?

1    2    3    4    5

How satisfied are you with our ice rinks programming?

1    2    3    4    5

How satisfied are you with our Multisports Room programming?

1    2    3    4    5

How satisfied are you with the quality and the availability of sports equipment?

1    2    3    4    5

How satisfied are you with the availability of equipment and the outdoors?

1    2    3    4    5

How satisfied are you with the maintenance of trees and flowers?

1    2    3    4    5

Comments or suggestions for improvement:

Consent:

I agree to receive and complete satisfaction and service improvement surveys offered by the Town of Hawkesbury.

Signature :

Hawkesbury,

2023

(A) Please check ALL means of communication you prefer to receive non-urgent information.

- Insert with one of your invoices
- Email
- Town's Website
- Social Media (Facebook, Twitter) (Subscription required)
- Our Newsletter (Subscription required)
- Other:

(B) Please check ALL means of communication you prefer to receive urgent information.

- Automated phone call (Telmatik) (Subscription required)
- Town's Website
- Social Media (Facebook, Twitter) (Subscription required)
- Our Newsletter (Subscription required)
- Door-to-door
- Other: