



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

Do not answer the following three questions if you answered NO to this one.

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

Do not answer the following question if you answered NO to this one.

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: