



Bedford County Public Service Authority Engineering Project Survey

Departmental Mission Statement:

To ensure that facilities are designed and built with the least requirements for maintenance and greatest ease of operation while providing superior service to the community; minimizing disruptions and maintenance through accurate location of underground facilities.

In order to provide the best service to you and the community, we ask that you complete this brief survey regarding your experience with the Authority on your recent development.

Project Name (optional):

Date:

Name of Responder (optional):

Submitted by: Contractor Developer Engineer Other
(Check all that apply)

Please rate our performance on your recent project:

Review Phase:

	Strongly Agree 5	Agree 4	No Opinion 3	Disagree 2	Strongly Disagree 1
Staff was courteous and helpful during project review.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Project review fees were fair and reasonable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Response time was satisfactory.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Review comments were clear to understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Authority processes and standards were clearly conveyed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Project was carried out consistent with processes and standards provided.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Developer packet provided appropriate amount of information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments or suggestions on the Plan Review?

Construction and Inspection Phase:

	Strongly Agree 5	Agree 4	No Opinion 3	Disagree 2	Strongly Disagree 1
Inspector was courteous, polite, and professional.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adequate coordination was maintained during the project.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments or suggestions about the Inspection?

Overall Project:

	Strongly Agree 5	Agree 4	No Opinion 3	Disagree 2	Strongly Disagree 1
Staff was available to answer basic project questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Closeout procedures were clear and easy to follow.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Authority staff made their best effort to close the project smoothly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Project was carried out consistently with previous projects.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments or suggestions in regards to our operating policies and procedures?

Comments or suggestions on the Overall Project?

Strongly		No		Strongly
Agree	Agree	Opinion	Disagree	Disagree
5	4	3	2	1

Administration:

Our rate structure was clear and easy to follow.

Information was easily located on our website.

Was there any information not currently posted on the Authority's website that would be helpful to have there?

Thank you for your time!

We will use your answers to try to improve our service to you in the future. If there were any issues to your dissatisfaction, please bear with us as we look at ways that we can improve on these areas in the future and still provide the quality end product that our customers depend on. If there were instances with specific personnel on your project, please feel free to use our Commendation Form from our website, or you may contact the Engineering Manager or Human Resource Coordinator to further discuss any personnel issues that you feel may need to be addressed.

At your convenience, you may mail this survey back to us at the address below, or you may drop it off at our office.

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