



# ENGINEERING SERVICES

# CONSTRUCTION SERVICE SURVEY



www.city.vancouver.bc.ca/engsvcs/watersewers/business/downloadForms.htm

Our crews and contractors work hard to provide quality service to the citizens of Vancouver and to minimise the inconvenience caused by our main replacements. Please take a moment to let us know how we did. If you have any questions please call us.

Please check one:     Waterworks                      871-6109                       Sewers & Drainage                      873-7925

<b>CONSTRUCTION LOCATION:</b>	
<b>NAME:</b> (Optional)	<b>ADDRESS:</b> (Optional)
<b>PHONE#:</b> (Optional)	

<i>Please check off the appropriate response to the following statements. If the statements are not applicable to your experience, they may be left blank.</i>	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE
Notification of the construction project was given in a timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Material contained in the notification letter was informative.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Construction crews made a reasonable effort to maintain access to your street.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The construction site was as tidy as possible and restored to your satisfaction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You felt that adequate precautions were taken to ensure that the construction site did not compromise public safety.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Notification of the service interruptions were given in a timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service interruptions had a minimal affect on your day to day activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Construction crews were courteous and willing to answer your questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>YOUR OVERALL OPINION OF THE SERVICE RECEIVED:</b>				
<i>POOR</i>	<i>UNSATISFACTORY</i>	<i>SATISFACTORY</i>	<i>GOOD</i>	<i>EXCELLENT</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please use the space below for any additional comments you may have.

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Please provide us with your comments and return to City of Vancouver, 453W 12<sup>th</sup> Ave. Vancouver, BC. V5Y 1V4. Thank you for your time and consideration.