

NATIONAL RIPARIAN SERVICE TEAM
Healthy Streams Through Bringing People Together



CUSTOMER
SERVICE
EVALUATION

October 1999

1. Please rate your satisfaction with the following attributes of the National Riparian Service Team. (Circle ONE number for each statement)

		Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
	SCALE	-2	-1	0	1	2
	(MEAN)					
Knowledge	1.88	0%	0%	0%	11.5%	88.5%
Availability	1.42	0%	3.8%	11.5%	23.1%	61.5%
Flexibility	1.50	0%	0%	19.2%	11.5%	69.2%
Responsiveness	1.88	0%	0%	3.8%	3.8%	92.3%
Professionalism	1.96	0%	0%	0%	3.8%	96.2%

1a. Do you have any additional comments about your satisfaction with the service provided by the National Riparian Service Team?

2. Please rate your satisfaction with the content of the service or product delivered by the National Riparian Service Team. (Circle ONE number for each statement)

		Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
	SCALE	-2	-1	0	1	2
	(MEAN)					
Accuracy	1.81	0%	0%	3.8%	11.5%	84.6%
Relevancy	1.85	0%	0%	3.8%	7.7%	88.5%

2a. Do you have any additional comments about your satisfaction with the service or product provided by the National Riparian Service Team?

3. Please rate your satisfaction with the communications that you had with the National Riparian Service Team. (Circle ONE number for each statement)

		Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
	SCALE	-2	-1	0	1	2
	(MEAN)					
Timeliness	1.81	0%	0%	3.8%	11.5%	84.6%
Effectiveness	1.77	0%	0%	7.7%	7.7%	84.6%

3a. Do you have any additional comments about your satisfaction with the communications that you had with the National Riparian Service Team?

4. Please recall the objectives that were outlined in your NRST service request. Were your objectives met? (Circle ONE answer)

1. ALL OF THE OBJECTIVES WERE MET	69.2%
2. MOST OF THE OBJECTIVES WERE MET	23.1%
3. SOME OF THE OBJECTIVES WERE MET	0%
4. NONE OF THE OBJECTIVES WERE MET	0%
(emergent category) NOT APPLICABLE	7.7%

4a. If you circled answers 2-4, please explain which objectives were not met and why?

5. Please recall the expected outcomes that were outlined in your NRST service request. Did you receive your expected outcomes? (Circle ONE answer)

1. ALL OF THE OUTCOMES WERE MET	69.2%
2. MOST OF THE OUTCOMES WERE MET	11.5%
3. SOME OF THE OUTCOMES WERE MET	19.2%
4. NONE OF THE OUTCOMES WERE MET	0%
(emergent category) NOT APPLICABLE	0%

5a. If you circled answers 2-4, please explain which outcomes were not received and why?

6. Do you feel that the assistance or training that you received has facilitated or enabled people to work cooperatively to improve riparian condition?

YES	76.9%
NO	7.7%
NEUTRAL	15.4%

6a. If yes, please explain and/or cite specific examples.

6b. If no, please identify potential reasons for the shortcomings and/or offer any suggestions for improvement.

7. Have any cooperative management plans been designed and/or implemented?

YES	42.3%
NO	38.5%
NEUTRAL	19.2%

7a. If yes, please explain and/or cite specific examples.

7b. If no, please identify potential reasons for the shortcomings and/or offer any suggestions for improvement.

8. Has the initiative made a difference in the condition of the riparian resource in your site or area?

YES	30.8%
NO	34.6%
NEUTRAL	34.6%

8a. If yes, please explain and/or cite specific examples.

8b. If no, please identify potential reasons for the shortcomings and/or offer any suggestions for improvement.

9. Please use the space below to list any additional comments or concerns you might have regarding the NRST. Any feedback that you can provide is greatly appreciated, and will be influential in determining the team's future direction.