



Nottawasaga Valley Conservation Authority

Conservation Area Visitors

Satisfaction Survey

The Nottawasaga Valley Conservation Authority is working hard to deliver excellent customer service to our watershed municipalities and residents. You can help us identify our strengths and opportunities for improvement by answering the following questions.

You may complete this form online and click where indicated to **email** it (sflannagan@nvca.on.ca), or you may print and send your completed questionnaire by: **mail:** Attn: S. Flannagan, NVCA, 8195 8th Line, Utopia, ON, L0M 1T0 or **fax:** 704-424-2115

1. **Was this your first time visiting an NVCA conservation area?** Yes No

2. **Which conservation area(s) did you visit?** _____

3. **When did you visit?** _____

4. **How did you learn about NVCA's conservation areas?**

brochure/pamphlet website/social media

group event/activity word of mouth

other (please specify) _____

5. **How would you rank the conservation area(s) you visited on the following?**

	Poor	Fair	Average	Good	Excellent
A. Access (parking, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. Safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D. Value for Cost	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E. Overall Experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. **How would you rank the NVCA staff whom you dealt with on the following?**

	Poor	Fair	Average	Good	Excellent
A. Customer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D. Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. **Please suggest any areas where you feel the NVCA could improve, or provide any general comments:**

Your contact information is optional but appreciated.

The information in this survey is collected under the Conservation Authority Act, R.S.O 1990, c.M. and will only be used for the purpose(s) as expressed in this survey. Personal information will not be shared with other organizations without your express permission.

Name: _____ Date: _____

Address: _____

Phone: _____ Email: _____

May we contact you to address any concerns you may have raised? Yes No

THANK YOU FOR YOUR FEEDBACK! We appreciate your time.