

**COLUMBIA COUNTY GEOGRAPHIC INFORMATION SYSTEMS (GIS)**  
**CUSTOMER SATISFACTION SURVEY**



What types of requests do you require from the GIS Department?

- Maps     Addresses     Data  
 Other (explain) \_\_\_\_\_  
\_\_\_\_\_

How often do you use Maps Online?     Daily     Weekly     Monthly

Are you able to get the information you need from the online maps?     Yes     No

Is there data that is not accessible on Maps Online that you need regularly?     Yes     No

(If yes, please explain what data you would like to be accessible.)

\_\_\_\_\_  
\_\_\_\_\_

How satisfied are you with the service you receive from the GIS Department?

- Not Satisfied     Satisfied     Very Satisfied

Please tell us what, if anything, can be done to improve the services of the GIS Department.

\_\_\_\_\_  
\_\_\_\_\_

How often is the GIS Department able to answer your question or fulfill your request?

- Not Often     Often     Very Often     Always

Are you satisfied with the response time? (If no, please explain)     Yes     No

\_\_\_\_\_  
\_\_\_\_\_

Do you reside in Columbia County?     Yes     No

Do you own a business in Columbia County?     Yes     No

Do you work in Columbia County?     Yes     No

On a scale of 1 to 10 (10 being the best), how likely are you to recommend our GIS department to other potential users?

- 1     2     3     4     5     6     7     8     9     10

If you would like to include any specific comments/suggestions/etc., please include them below.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_