



Lincoln County Health Department
Dr. Marshall Thompson, Health Officer

90 Nicholls
 Davenport, WA 99122
 Personal Health (509) 725-1001
 Env. Health (509) 725-2501
 Fax (509) 725-1014

Customer Service Survey

Help us serve you better. Please take a few minutes of your time to let us know how we are doing.

Date of visit: _____

Gender: _____ Male _____ Female

Age: _____ 17 or under _____ 18-30 _____ 31-45 _____ 46-64 _____ 65 or older

Tell us about your visit:

Why did you come in?

- | | |
|--|---|
| <input type="checkbox"/> WIC | <input type="checkbox"/> Septic Permit |
| <input type="checkbox"/> Maternal Support Services (MSS) | <input type="checkbox"/> Food Handler Permit |
| <input type="checkbox"/> Immunizations | <input type="checkbox"/> Short Plat |
| <input type="checkbox"/> Flu Shot | <input type="checkbox"/> Temporary Food Event Application |
| <input type="checkbox"/> Birth Certificate | <input type="checkbox"/> Water Test |
| <input type="checkbox"/> Death Certificate | <input type="checkbox"/> Other: _____ |

Did you get what you needed OR were you helped with your next step? _____ Yes _____ No

Based on your interaction with us, please rate your level of satisfaction in the following areas:
 1 = poor 2 = fair 3 = good 4 = excellent n/a = not applicable

	1	2	3	4	n/a
Friendliness and courtesy of the staff					
Ability of the staff to put me at ease					
Timeliness of service					
Staff demonstrated understanding of my situation					
Staff was knowledgeable					
Accurate and useful information was given to me					
Options and alternatives were offered when possible					
Services were available when needed					
Consistency in applications of rules, regulations and/or policies					
Overall satisfaction with the Health Department					

Additional Comments: