



YAVAPAI COUNTY  
**FLOOD CONTROL DISTRICT**  
 www.yavapaiaz.gov/ycflood



**CUSTOMER SERVICE SURVEY**

Dear Customer,

At the Yavapai County Flood Control District, we consistently strive to ensure the highest levels of customer service. In our efforts to provide better service to the public, I am asking that you take a moment to comment on your recent experience with our department. Please complete and return this customer service survey, or feel free to contact me at 928-771-3197 ([Lynn.Whitman@yavapaiaz.gov](mailto:Lynn.Whitman@yavapaiaz.gov)) with specific concerns.

Sincerely,

Lynn Whitman, P.E., CFM  
 Director  
 Yavapai County Flood Control District

Location of Visit:  Prescott  Cottonwood - Type of Contact:  Office  Field  Phone  Mail

Date: \_\_\_\_\_ Time: \_\_\_\_\_ Who assisted you? \_\_\_\_\_

Why did you visit or what was the reason for your contact with our department? (Check all that apply)

- General Information                       Flood Status Reports                       Submit/Pickup Permit(s)  
 Engineering Review                       Complaint                                       Other: \_\_\_\_\_

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
◆ Staff available to assist me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
◆ Staff helpful, courteous and professional		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
◆ Staff provided clear and concise information		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
◆ Staff responded to my need in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall, the service was:  Excellent  Good  Fair  Poor

Comments: How might we serve you better in the future? \_\_\_\_\_

May we contact you regarding your visit?  Yes  No

Your Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Please place in comment/suggestion box or fold and tape and mail to the address on back.  
**Thank you – Your valued input is greatly appreciated.**

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YAVAPAI COUNTY FLOOD CONTROL DISTRICT  
1120 COMMERCE DRIVE  
PRESCOTT, AZ 86305