



**CUSTOMER SATISFACTION QUESTIONNAIRE**

Location: COLLETT PARK

Date: October / November 2007



Quadron are currently the contractor responsible for the delivery of horticultural services throughout Collett Park. We are committed to the delivery of a quality service which meets the expectations of all visitors to the park. Part of this commitment involves the sampling of park users opinions on service delivery standards.

Total number questionnaire returned = **72**

1	Are you a resident of Shepton Mallet?	YES	35	NO	34			
2	How often do you visit this Park ?	Daily	25	Monthly	17			
		Weekly	19	Yearly	6			
How do you rate the following ;		Very Poor	Poor	Fair	Good	Very Good	N/A	
3	The maintenance of planted shrub beds		1	4	37	32		
4	The maintenance of grass areas		1	1	23	47		
5	The maintenance of the childrens play equipment		3	12	23	28	5	
6	The cleanliness of the childrens play areas		3	4	32	28	5	
7	The maintenance of the benches, bins, signs, gates etc		2	9	40	24		
8	The standard of toilet cleaning		2	11	29	19	11	
9	The maintenance of the lake & other water features	1	6	12	31	22		
10	The cleanliness of park including removal of litter/dog faeces	3	11	17	17	23	1	
11	The maintenance of the bird aviaries		2	5	35	26	4	
12	When dealing with our staff, how do you find their ability to help and assist.		1	3	14	50	4	

Comments received summarised on the rear

Questionnaire - Remove "N/A Column" or add "No Comment" Column - Provide facility for and invite overall comments - Suggest we do earlier in year or during high use times

**Litter Bins** - Being vandalised - Insufficient

**Dog Control** - By Law not being enforced - this is worst area of the park - dogs should be kept on leads

**Dog Faeces** - By Law not being enforced - dog owners not taking responsibility - this effects our use and pleasure of the park - Faeces are a health hazard

**Lake** - Nice to see it being cleaned out - Lake looks much better when cleaned out - Rats are a problem

**Vandalism** - Soul destroying but pleased to see riding above it, well done - Aware of continual vandalism

**Staff** - Always helpful - very hard working and dedicated

**General** - Park kept very well and a pleasure to visit - Pleasure to visit and enjoy the high maintenance standard and friendliness of the staff. I love H.