

Board of County Commissioners

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Carroll County Government

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FOR IMMEDIATE RELEASE

Chris Swam
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County Uses Survey to Improve Customer Service

Westminster, Monday, July 25, 2016– Carroll County Government is installing a touch screen customer survey available in the front foyer of the county office building located at 225 North Center St. Westminster, MD. Visitors exiting the building will have an opportunity to fill out the survey on an easy-to-use touch screen. It takes under a minute to complete and is a tool to measure and improve customer satisfaction while doing business at the county office building.

The survey is a simple touch screen asking 4 questions of visitors. The touch screen kiosk is located next to the front desk. The results are anonymous and no personal information is needed. The information recorded is feedback used to provide the highest quality customer service to all citizens of Carroll County. This technology can be used in the future to offer informational surveys on current topics and county initiatives.

Thank you in advance for taking the time to aid Carroll County Government in improving customer service.

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CARROLL COUNTY

ACCESSIBILITY NOTICE: The Americans with Disabilities Act applies to the Carroll County Government and its programs, services, activities, and facilities. Anyone requiring an auxiliary aid or service for effective communication or who has a complaint should contact Christine C. Kay, The Americans with Disabilities Act Coordinator, 410.386.3800, 1.888.302.8978, MD Relay 7-1-1/1.800.735.2258 or email ckay@ccg.carr.org as soon as possible but no later than 72 hours before the scheduled event.