



# TRANSPORTATION RESEARCH CENTER INC.

10820 S.R. 347, East Liberty, OH 43319-0367

Ph: (937) 666-2011 FAX: (937) 666-5066

## CUSTOMER FACILITY SURVEY

Customer Name:

Project Title:

*Your survey input is very important to us. If a rating area does not apply, please leave it blank.*

Please provide ratings for the following items, using the following rating scale:

Excellent	Exceeded Expectations	Met Expectations	Below Expectations	Poor
5	4	3	2	1

How would you rate TRC Inc.'s facilities overall? \_\_\_\_\_

Rating	Rating Area	Comments
	<b>Facility Condition</b> What is your overall opinion of the condition of our facilities? (pavement regularity, gravel grooming, lane markings, etc)	
	<b>Preventative Maintenance</b> How would you rate our measures to prevent facility wear and tear? (use of grit, draining water pools in winter, etc)	
	<b>Facility Condition Communication</b> How would you rate the communication between you and TRC Inc. regarding current facility conditions?	
	<b>Facility Maintenance Communication</b> How would you rate the communication between you and TRC Inc. when requesting facility maintenance?	
	<b>Facility Improvement Communication</b> How would you rate the communication between you and TRC Inc. when requesting facility improvements?	
	<b>Snow/Ice Removal (if applicable)</b> How would you rate our ability to clear facilities of snow and ice? (promptness of response, total removal time, etc)	
	<b>Dirt/Salt/Grit Removal</b> How would you rate our ability to clear facilities of dirt, salt and grit? (promptness of response, total removal time, etc)	
	<b>Appearance</b> How would you rate the general appearance of the proving grounds? (manicured landscape, clean roadways, etc)	
	<b>Buildings and Utilities</b> How would you rate our measures to maintain on-site buildings and utilities? (electric, plumbing, HVAC, etc)	
	<b>Work Orders</b> How would you rate our ability to complete Work Orders? (promptness of response, total completion time, etc)	
	<b>Employees</b> How would you rate facility maintenance personnel? (competent, cooperative, courteous, safe, proactive)	

How do you currently communicate with TRC Inc. concerning facility conditions/requests?

__Project Manager	__Facility Manager	__Maintenance Technician	__Engineering Management	__Scheduling
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How would you prefer to communicate with TRC Inc. concerning facility conditions/requests?

__Project Manager	__Facility Manager	__Maintenance Technician	__Engineering Management	__Scheduling
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How often do you feel the need to communicate with TRC Inc. concerning facility conditions/requests?

\_\_\_\_\_

What suggestions do you have for improving our facilities?

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

Is there anything in our facilities or operation that you would like to see added or changed?

Explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Would you like us to send a brochure to someone? If so, please provide the following information:

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

Job Title: \_\_\_\_\_

Company: \_\_\_\_\_

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

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

Country: \_\_\_\_\_

Ph: \_\_\_\_\_

May we use your name as an introduction when corresponding with this person?  yes  no

Thank you for the opportunity to serve you!

**Rick D. Gildow**

Rick D. Gildow  
President

Survey Completed By:

\_\_\_\_\_

Date: \_\_\_\_\_

