



city of  
**bristol**

## News Release

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### **City conducting survey to gather feedback on customer service experience**

Through the end of February, the City of Bristol, Tennessee will be conducting a short online survey to gather customer feedback. Survey participants will be asked general questions pertaining to the quality of their service experiences with each City department over the past year. Only 4 questions are asked per department, and respondents may complete the survey for as many or as few departments as they wish. Responses are completely anonymous as long as participants do not provide any personally identifiable information in their comments. The survey will remain active through February 28, and may be accessed at [www.research.net/r/BristolCustomerExperience](http://www.research.net/r/BristolCustomerExperience).

“So often, the impression can be that interactions with governmental entities can be impersonal and cold, but as anyone visiting our area will tell you, Bristol has a reputation of superb hospitality,” said Community Relations Director Terrie Talbert. She added, “We want to embody that mindset in our day to day contacts with our citizens, and for Bristol to bear the brand standard of quality service that other cities benchmark themselves by.”

This survey represents the first phase of a larger project designed to evaluate and ensure the satisfaction of customers in their daily interactions with various City departments. Following the initial survey, data will be compiled and incorporated into ongoing staff training and development opportunities, with additional surveys to evaluate the program’s progress being conducted in late spring to early summer 2017. It should be noted that the scope of this project is limited to the quality of the customer service interactions that individuals have with City personnel, and responses should be reflective of this. Inappropriate or off-topic responses may be disqualified.

For more information, please contact Community Relations Director Terrie Talbert at 423-989-5500 ext. 2055 or email [tsmith-talbert@bristoltn.org](mailto:tsmith-talbert@bristoltn.org).