

Where To Call

Airport (City)	893-6297
Action Line	892-7300
Animal Control	892-7255
Building and Zoning (Permits)	892-7229
Chamber of Commerce	893-1184
City Clerk	892-7204
Code Compliance	892-7122
Crisis Center Hotline	893-5615
Day Care Center	892-7251
Drivers License Information	892-6328
Emergency (Fire/Police/Ambulance/Poison)	911
Finance	892-7309
Fire Department (Non-Emergency)	892-7290
Glennie O. Ham Center	892-7308
Housing Authority (Sherman)	893-3139
Legal Aide	868-1800
Library	892-7240
Municipal Court	892-7295
Parks and Recreation	892-7344
Personnel	892-7224
Police Department (Non-Emergency)	892-7290
Post Office	892-3462
Recycling	870-1066
Red River Historical Museum	893-7623
Senior Citizens' Center	892-7316
Solid Waste (Trash & Special Pickups)	892-7288
Sheriff (Grayson County)	813-4408
Sherman I.S.D.	891-6400
Street Maintenance Department	892-7260
Tax Office (City/School)	893-9673
Tax Office (Grayson County)	892-8297
Texoma Council of Governments	893-2161
Vehicle Registration	813-4225
Voter Registration	893-8683
Water/Utility Billing	892-7237
Website (City)	www.ci.sherman.tx.us

To Sherman Resident



City of Sherman
P. O. Box 1106
Sherman, Texas 75091-1106

Customer Service Survey



City of Sherman

Your Opinion Counts

The City of Sherman is continuously evaluating its services. As our customers, you are the most important part of our efforts. Please take a few minutes to complete the questions inside this customer service survey, then drop your response in the mail. Thank you for your assistance.



WHAT DO YOU THINK, SHERMAN...

Please take a few moments to answer the questions below. Your comments will assist the City of Sherman in evaluating the current quality of our service. We appreciate your participation and assistance. Please feel free to call the City of Sherman, (903) 892-7201.

Office/Facility: *(Please check the office or facility you last visited)*

Who assisted you: _____

Date of visit: _____

This was your ____ visit? 1st 2nd 3rd 4th

- Animal Control
- City Attorney (Legal)
- City Clerk
- City Manager's Office
- Cemetery
- Environmental/Code Enf.
- Day Care Center
- Developmental Services
- Engineering
- Finance
- Fire/Ambulance
- Human Resources
- Inspections/Building
- Library
- Municipal Airport
- Municipal Court
- Neighborhood Services
- Parks & Recreation
- Planning & Zoning
- Police Department
- Water Utilities
- Senior Citizen Center
- Solid Waste/Recycling Services
- Streets
- Utility Billing

How long did you wait to be assisted? 0-2 Min. 2-5 Min.
(Please check one) 5-10 Min. Over 10

Purpose of visit: *(Please check one)*

- Pay Utility Bill
- Establish Utility Account
- Other Utility Related Items
- Building Permit Related
- Zoning Variance Related
- Traffic Citation Related
- Emergencies
- Other: *(Please describe)* _____
- Employment Application
- Enroll in a Program
- Utilize Recreation Facility
- Municipal Legal Issues
- File a Complaint
- Checkout Resource Material
- Other Outside Contact

How would you rate our services?

	Excellent	Good	Fair	Poor
Staff Courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff Knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff Response Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value for your Tax Dollar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Office Appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Are you a Sherman: Home Owner Renter Land Owner
 Business Owner Non-Resident

If a Sherman Resident, how many years? 0-2 Years 2-5 Years
 5-8 Years 8-12 Years
 12-20 Yrs. 20+ Yrs.

Optional Information:

Name: _____
Address: _____

Phone Number: _____

We would like your suggestions for improvements:
(Please use this area to write your comments)

GEORGE OLSON, CITY MANAGER
CITY OF SHERMAN
P. O. BOX 1106
SHERMAN, TEXAS 75091-1106

To Mail Your Response, Please fold this panel back.

Please complete your name and return address in the above space.