



Tow Company Satisfaction Survey

Whenever a motor vehicle is ordered towed by the Framingham Police Department, anyone of several local tow companies can be called upon to remove the vehicle. These companies have contracted with the police department to provide their tow services.

In an effort to properly manage these contracts, as well as maintain this department's focus on customer service, you are asked to complete the following survey.

Issues or concerns you may have with the police ordering your vehicle towed should be directed to the department and should not influence your responses to this survey. Again, the purpose of this survey is to assess the level of service provided by the tow company.

- This survey is completely voluntary.
- Your answers will be kept in strict confidence and your identity will not be revealed to the tow company.
- If you have a specific complaint that you wish to have investigated, feel free to include it with the survey.

Your vehicles registration number: _____

Enter your motor vehicle registration including state of issue and type of plate:

State: **Plate #**

Date your motor vehicle was towed: _____

What Street was your motor vehicle towed from? _____

Enter your email address _____

Did you encounter any problems picking up your vehicle at a time that was convenient for you?
(Example: unable to get an answer at the company's phone number, long wait for someone to get to the holding yard, etc)

Answer:

If you picked your vehicle during normal business hours, did the tow company provide a clean and secure place for you to wait while retrieving your vehicle?

Answer:

Were the charges for their services fully explained to you?

Answer:

Did any employee offer to perform repairs or recommend someone to repair your vehicle without you first asking for these services?

Answer:

How would you rate the overall level of service provided by this tow company (In making this judgment, please include contacts you had with all company employees)

Answer:

NOTE: If you have any additional comments, please include them below. If you should have a specific complaint that you would like addressed by the Framingham Police, please include a phone number where you can be reached.

A note on privacy

The record kept of your survey responses does not contain any identifying information about you unless a specific question in the survey has asked for this. If you have responded to a survey that used an identifying token to allow you to access the survey, you can rest assured that the identifying token is not kept with your responses. It is managed in a separate database, and will only be updated to indicate that you have (or haven't) completed this survey. There is no way of matching identification tokens with survey responses in this survey.