



Dangerous Goods, Rail Safety & 511 Alberta  
Suite 109, Twin Atria Building  
4999 – 98 Avenue  
EDMONTON, AB T6B 2X3

### RAIL SAFETY CLIENT SATISFACTION SURVEY

One of the objectives of Rail Safety is to continue improving service to our clients. Due to a recent service that was provided by Rail Safety, we would like to get your feedback to improve the service to our clients, provide a measure of performance, and to improve the overall safety for railways operating under the *Railway (Alberta) Act*. Your input is essential to help us achieve this objective. Please take a few minutes of your time to answer the following questions and return this form to us.

Which of the following service(s) were provided to you?

- Safety Inspection     Construction Inspection     Design review     Operation Audit
- Technical Advice     Operating Approval     Other

Please rate our services by selecting a rating number for each question below:

(SD = Strongly disagree, D = Disagree, N= Neither agree or disagree, A = Agree, SA = Strongly Agree, NA -Not Applicable)

						Rating
						SD D N A SA NA
	<input type="checkbox"/>	<input type="checkbox"/>				

- Were you treated in a professional and courteous manner by our staff?
- Did our service meet your needs or expectations?
- Was the service provided within a reasonable time frame?
- Was a satisfactory level of technical support provided to you by Rail Safety?
- Did you receive any additional help or information after the service was completed?
- Was the information provided to you by our staff helpful and easy to understand?
- If you used the Rail Safety Website, (<http://www.transportation.alberta.ca/521.htm>) was the information useful/relevant/easy to use?

Please provide any additional comments on how we can improve our service.

---



---



---



---

Client's Name (Name Print)  
(OPTIONAL)

Phone Number & Site or Company Name  
(OPTIONAL)

Date Service Provided  
(OPTIONAL)

Your input is important to us. Please fax (780) 989-7238, email ([railsafety@gov.ab.ca](mailto:railsafety@gov.ab.ca)), or mail this survey to the above address. If you prefer to provide input directly, please contact the Manager of Rail Safety at (780) 415-6147.

Thank you.

Railway Administrator