Department of Transportation

Parking Adjudication Division

Hearing Satisfaction Survey

Our goal is to provide efficient and courteous service to individuals who have received parking citations and have been scheduled for a hearing.

In order to improve our service to the public, we would appreciate your *completing this survey after your hearing*. You may leave the survey with the receptionist.

You were scheduled for:

- ❑ A hearing to contest one or more citations
- ❑ A Boot /Tow Hearing
- ❑ A Post Impound Hearing

Please rate categories below by circling the corresponding number.

1 = Poor 2 = Below Average 3 = Average 4 = Above Average 5 = Excellent

Please rate your overall experience: 1 2 3 4 5

Parking Violations Bureau:

Where you scheduled your hearing

1) Overall service received from Parking Violations Bureau. 1 2 3 4 5
2) Courtesy of Parking Violations Bureau Representatives. 1 2 3 4 5

Administrative Adjudication:

Where you had your hearing

1) Courtesy of Hearing Office Receptionist. 1 2 3 4 5
2) Courtesy of Hearing Examiner. 1 2 3 4 5
3) Professionalism of Hearing Examiner 1 2 3 4 5
4) Hearing Location. 1 2 3 4 5
5) Hearing Office reception area. 1 2 3 4 5

Any additional comments or suggestions for improvements with the Hearing experience:

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Thank you!