



**RELOCATION ASSISTANCE OPINION SURVEY**

COUNTY	ITEM NO.	PARCEL	RELOCATION AGENT'S NAME
PROJECT NO.	FEDERAL NUMBER		PROJECT

**MAIL TO: 200 Mero Street, 5<sup>th</sup> Floor East, Frankfort KY 40622**

The Kentucky Department of Highways is conducting a survey to determine how well we are doing our job. Your opinion is important, so please take a few minutes to complete this survey and return it in the postage paid envelope.

**PLEASE ANSWER THE FOLLOWING QUESTIONS**

	YES	NO	
1.	<input type="checkbox"/>	<input type="checkbox"/>	Were meetings between you and the relocation agent arranged at your convenience?
2.	<input type="checkbox"/>	<input type="checkbox"/>	Did the agent you worked with clearly explain the relocation assistance program?
3.	<input type="checkbox"/>	<input type="checkbox"/>	Were you given the booklet, <i>Your Benefits as a Highway Displacee</i> ?
4.	<input type="checkbox"/>	<input type="checkbox"/>	Did you receive a letter that described the relocation benefits available to you, and the requirements for you to be eligible for those benefits?
5.	<input type="checkbox"/>	<input type="checkbox"/>	Did that letter also guarantee you at least 90 days in which to relocate?
6.	<input type="checkbox"/>	<input type="checkbox"/>	Did the relocation assistance agent respond to your concerns and questions in a timely manner?
7.	<input type="checkbox"/>	<input type="checkbox"/>	Was the agent courteous and helpful?
8.	<input type="checkbox"/>	<input type="checkbox"/>	Do you feel the agent was knowledgeable of the relocation assistance program?
9.	<input type="checkbox"/>	<input type="checkbox"/>	Did you receive a written, 30-day notice to vacate? <i>(If you moved in less than 60 days, please mark "DNA" in Number 9.)</i>
10.	<input type="checkbox"/>	<input type="checkbox"/>	Were relocation payment(s) made within the time period explained by the relocation agent?

**Overall, how would you rate the way your relocation was handled? (Check One)**

Poor	Fair	Good	Excellent
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please feel free to make any comments about your relocation, or how we might improve our handling of the relocation assistance program. *(Use the back, if necessary, for additional comments)*


We appreciate you taking time to give us your opinion.

\_\_\_\_\_ Your name *(optional)*