Community Development
Customer Survey Response Summary (2005)

Date of Visit	Promptness of initial greeting	Time spent waiting for service	Courtesy/personal attention	Knowledge level of employees	Efficiency of service provided	Usability of information	Overall service
1/7/2005	4	4	4	4	4	4	4
1/18/2005	4	4	4	4	4	4	4
2/1/2005	3	3	3	3	3		2
2/4/2005	4	4	4	3	3	3	4
3/10/2005	4	4	4	4	4	4	4
3/11/2005	4	4	4	4	4	4	4
3/15/2005	4	4	4	4	4	4	4
3/24/2005	4	4	4	4	4	4	4
3/30/2005	4	4	4	4	4	4	4
4/1/2005	4	4	4	4	4	4	4
4/5/2005	4	3	4	4	4	4	4
4/7/2005	4	4	4	4	4	4	4
4/8/2005	4	3	4	4	4	3	4
4/14/2005	4	4	4	4	4	4	4
4/14/2005	3	3	4	3			3
5/3/2005	4	4	4	4	4	4	4
5/9/2005	4	3	4	4	4	4	4
5/31/2005	4	4	4	4	4	4	4
6/3/2005	4	4	4	4	4	4	4
6/3/2005							4
6/22/2005	4	3	4	4	4		4
6/22/2005	1	1	1	1	1	1	1
6/28/2005	3	3	4	4	4	4	4
7/18/2005	4	3	4	3	4	3	4
7/27/2005	4	4	4	4	4	4	4
7/28/2005	4	3	4	4	4	4	4
7/28/2005	4	4	4	4	4	4	4
8/1/2005	4	4	4	4	4	4	4
8/1/2005	4	4	4	4	4	4	4
8/5/2005	4	3	4	4	4	4	4
8/9/2005	4		4	4	4	4	4
9/13/2005	3	3	3	3	3	3	2
10/13/2005	4		4				
10/19/2005	4	4	4	4	4	4	4
10/21/2005	4	4	4	4	4	4	4
11/9/2005	4	4	4	4	4	4	4
12/7/2005	4	4	4	4	4	4	4
# Responses	***36***	***29***	***36***	***35***	***34***	***32***	***36***
Average Rating YTD	***3.74***	***3.55***	***3.86***	***3.77***	***3.82***	***3.78***	***3.78***
Grades YTD	***B+***	***B+***	***A-***	***A-***	***A-***	***A-***	***A-***
4th Quarter Responses	4	4	4	4	4	4	4
4th Quarter Grades	A	A	A	A	A	A	A
3rd Quarter Responses	4	3.57	3.92	3.82	3.91	3.82	3.82
3rd Quarter Grades	A	B+	A-	A-	A-	A-	A-
2nd Quarter Responses	3.53	2.53	3.47	3.29	2.79	3.08	2.53
2nd Quarter Grades	B+	C	B	B	C+	B-	C
1st Quarter Responses	3.94	3.47	4	3.94	3.88	3.94	3.65
1st Quarter Grades	A-	B	A	A-	A-	A-	B+

A=4.0, A-=3.75, B+=3.50,B=3.25, B-=3.00
C+=2.75, C=2.50, C-=2.25
D+=2.0, D=1.75, D-=1.5
F=1.0

1=Very Dissatisfied, 2=Dissatisfied 3=Satisified 4=Very Satisfied

Overall Service 1=Poor 2=Fair 3=Good 4=Excellent

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