

## Customer Service 09

**Survey Title:** 2009 Resident Survey

### Survey Properties:

**Total Respondents:** 10557

### Responses By Question Analysis:

1. Have you used the Districts' Customer Service Center within the last year?

		Response Total	Response Percent
Yes		2984	33%
No		6042	67%
<b>Total Respondents</b>		<b>9026</b>	
(skipped this question)			1531

2. If you answered Yes to the previous question, please indicate how you have accessed services or information through the Districts' Customer Service Center.

		Response Total	Response Percent
In person		2307	77%
By phone		1078	36%
<b>Total Respondents</b>		<b>3006</b>	
(skipped this question)			7551

3. How would you rate the overall appearance and comfort of the Customer Service Center?

		Response Total	Response Percent
Very Good		2145	63%
Good		1185	35%
Fair		73	2%
Needs Improvement		24	1%
<b>Total Respondents</b>		<b>3427</b>	
(skipped this question)			7130

4. How would you rate the helpfulness / courtesy of the Customer Service Center staff?

		Response Total	Response Percent
Very Good		2388	67%
Good		1020	29%
Fair		106	3%
Needs Improvement		49	1%
<b>Total Respondents</b>		<b>3563</b>	
(skipped this question)			6994

5. How would you rate the helpfulness / courtesy of the Utilities, Amenities or Bond Payment staff?

		Response Total	Response Percent
Very Good		1644	47%
Good		1576	45%
Fair		197	6%
Needs Improvement		81	2%
<b>Total Respondents</b>		<b>3498</b>	
(skipped this question)			7059

