



# CUSTOMER SATISFACTION SURVEY RESULTS

## PROJECT SUMMARY

TOTAL SURVEYS COLLECTED:

**180** RECEIVED FROM CUSTOMERS

## STATUS SUMMARY

SURVEYS WERE COLLECTED FROM CUSTOMERS IN **SEPTEMBER 2024** REQUESTING FEEDBACK ON THEIR EXPERIENCE WHEN VISITING CRDC OFFICES. OVERALL, THE RESPONSE WAS POSITIVE. THIS FEEDBACK ALLOWED STAFF TO BE AWARE OF THE APPRECIATION EXPRESSED BY OUR CUSTOMERS. FURTHER, TO IDENTIFY AREAS THAT WE CAN MAKE IMPROVEMENTS TO ENHANCE CUSTOMER SERVICE.

## QUESTIONS ASKED

QUESTION #1	STAFF WAS CURTEOUS AND HELPFUL?
QUESTION #2	STAFF OFFERED REFERRALS OR OTHER RESOURCES TO HELP MEET MY NEEDS?
QUESTION #3	I WOULD RECOMMEND CRDC TO A FRIEND?
QUESTION #4	STAFF EXPLAINED WHAT I NEEDED TO QUALIFY FOR SERVICES AND/OR ANSWERED MY QUESTIONS?

## RESPONSES

QUESTION #1	TOTAL YES RESPONSES	178	TOTAL NO RESPONSES	1	TOTAL N/A RESPONSES	1
QUESTION #2	TOTAL YES RESPONSES	157	TOTAL NO RESPONSES	9	TOTAL N/A RESPONSES	14
QUESTION #3	TOTAL YES RESPONSES	176	TOTAL NO RESPONSES	3	TOTAL N/A RESPONSES	1
QUESTION #4	TOTAL YES RESPONSES	176	TOTAL NO RESPONSES	2	TOTAL N/A RESPONSES	2

## REMARKS FROM CUSTOMERS

96.49% OF CUSTOMERS REPORTED POSITIVE EXPERIENCES REGARDING THEIR VISIT TO CRDC IN SEPTEMBER 2024.