



CUSTOMER SATISFACTION SURVEY RESULTS

PROJECT SUMMARY

TOTAL SURVEYS MAILED OUT:	TOTAL SURVEYS RETURNED TO CRDC	PERCENTAGE
967 MAILED	169 RECEIVED FROM CUSTOMERS	17% RETURNED BY CUSTOMERS

STATUS SUMMARY

SURVEYS WERE MAILED TO CUSTOMERS IN MAY 2022 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?
QUESTION #5	ANY SERVICES YOU ARE SEEKING THAT CRDC DOESN'T PROVIDE?

RESPONSES

QUESTION #1	TOTAL YES RESPONSES	168	TOTAL NO RESPONSES	0	TOTAL N/A RESPONSES	1
QUESTION #2	TOTAL YES RESPONSES	146	TOTAL NO RESPONSES	8	TOTAL N/A RESPONSES	15
QUESTION #3	TOTAL YES RESPONSES	164	TOTAL NO RESPONSES	2	TOTAL N/A RESPONSES	3
QUESTION #4	TOTAL YES RESPONSES	159	TOTAL NO RESPONSES	5	TOTAL N/A RESPONSES	5
QUESTION #5	TOTAL YES RESPONSES	22	TOTAL NO RESPONSES	129	TOTAL N/A RESPONSES	18

REMARKS FROM CUSTOMERS

72 CUSTOMERS OUT OF 77, OR 94%, COMMENTED AND REPORTED POSITIVE EXPERIENCES REGARDING THEIR VISIT TO CRDC.