

## 2005 Customer Service Survey Report

### **Library**

There were thirty-one Customer Service Surveys returned for the library in 2005, and overall the customers rated the library's service as good. With a response of 3 being Very Good, 2 being Good and 1 Needs Improvement, the library was rated at 2.55, very comparable to 2004 when thirty-one surveys were returned and the overall rating was 2.59. In 2005 the library's staff was considered to be courteous and the individual departments were also rated as good.

### **Fire Department**

For 2005 there were sixteen Customer Service Surveys returned for the Fire Department. The services used were used most were Public Education (8) and Car Seat Inspection (4). Overall the customers rated the Fire Department as excellent. With the ratings being 4 for Excellent, 3 for Good, 2 for fair, and 1 for poor, all sixteen rated the fire department a 4. This rating was consistent with the eight surveys returned in 2004, which gave the department a rating of 3.88.

### **Police Department**

There was one Customer Service Survey returned for the Police Department in 2005. With a rating scale of 5 for very well, 3 for average, and 1 for very poor, the customer rated the Police Department's performance in his/her neighborhood as 3 for average. In 2004 all three respondents rated the departments performance in their neighborhood as a 4. In both the 2005 and 2004 surveys, investigation of criminal activities was rated as the most important service performed by the Police.

### **Housing**

In 2005 there were three Customer Service Surveys returned for the Housing Division. The customers were satisfied with the service they received. When asked to rate how satisfied they were with their overall experience, with 3 for yes they were satisfied, 2 for somewhat satisfied, and 1 for not satisfied, all three respondents answered 3. In 2004 the overall satisfaction rating was also 3 for the two surveys returned. In 2005, all respondents were obtaining information on Section 8 Rent Assistance.