Sections within the bureau conducted a customer satisfaction survey of key partners in early 2017.

Number of responses by Population of Jurisdiction

- 67 (35%) Pop. < 5,000
- 193* Pop. 5,001 to 20,000
- 67 (35%) Pop. > 20,000

*Responses from Local Public Health and Vaccine Clinic Staff

Which Section(s) Do you Interact With?

<table>
<thead>
<tr>
<th>Section</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicable Disease (CD/Epi)</td>
<td>94</td>
</tr>
<tr>
<td>Food &amp; Consumer (FCS)</td>
<td>56</td>
</tr>
<tr>
<td>STD/HIV</td>
<td>84</td>
</tr>
<tr>
<td>Immunization (IZ)</td>
<td>130</td>
</tr>
<tr>
<td>Emergency (PHEP)</td>
<td>83</td>
</tr>
</tbody>
</table>

Responses from 192 Local Public Health and Vaccine Clinic Staff - More than one selection allowed.

Comments/Themes

- **Working**
  - Responsive
  - Professional
  - Available
  - Improving

- **Needing Work**
  - Share Point !!!
  - Consistency in staff, presentations and guidance
  - STD MIDIS is Challenging
  - Decrease redundancy-increase sharing

What We Asked and What you Said:

1) Section provides services in a timely manner

2) Section provides services correctly the first time

3) Employees of section demonstrate a willingness to help citizens/customers

4) Employees of section demonstrate knowledge and expertise

5) Section makes information easily available

6) Section meets expectations for quality service delivery

7) Trainings (webinars and in-person) from section are applicable to my job

8) The weekly note/monthly call provides information useful for my job

On a scale of 1 to 5, with 5 being STRONGLY AGREE, no section received a response less than 4!