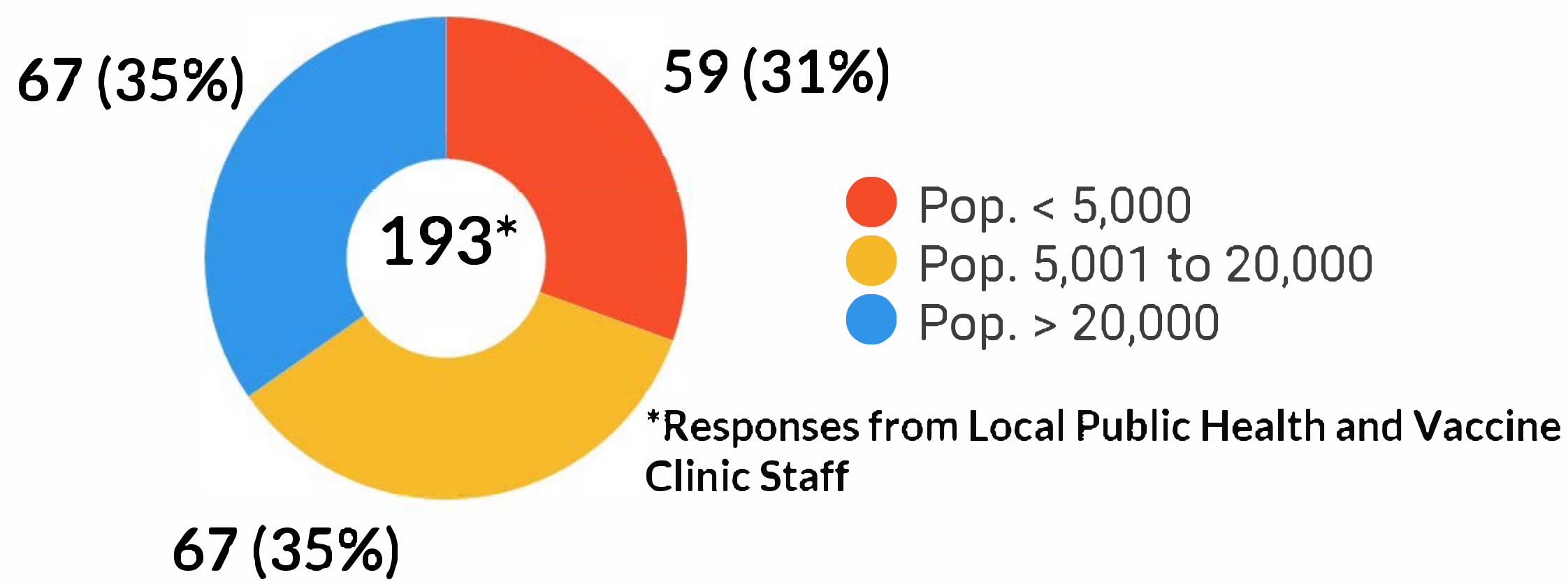


Customer Satisfaction Survey

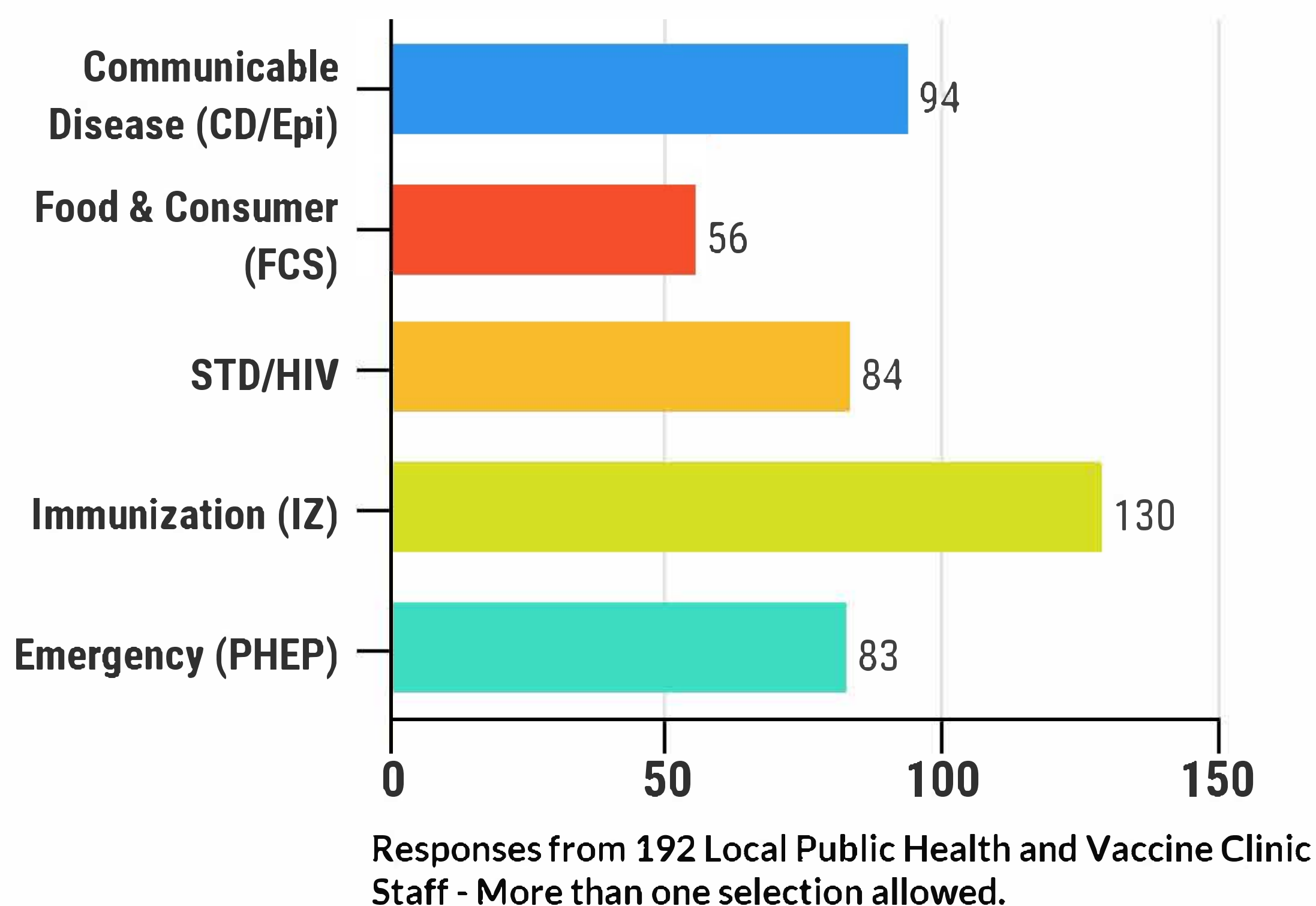
Communicable Disease Control and Prevention Bureau - 2017 Results

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

Number of responses by Population of Jurisdiction



Which Section(s) Do you Interact With?

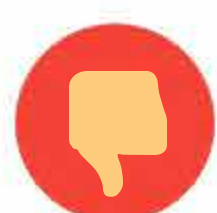


Comments/Themes



Working

- Responsive
- Professional
- Available
- Improving

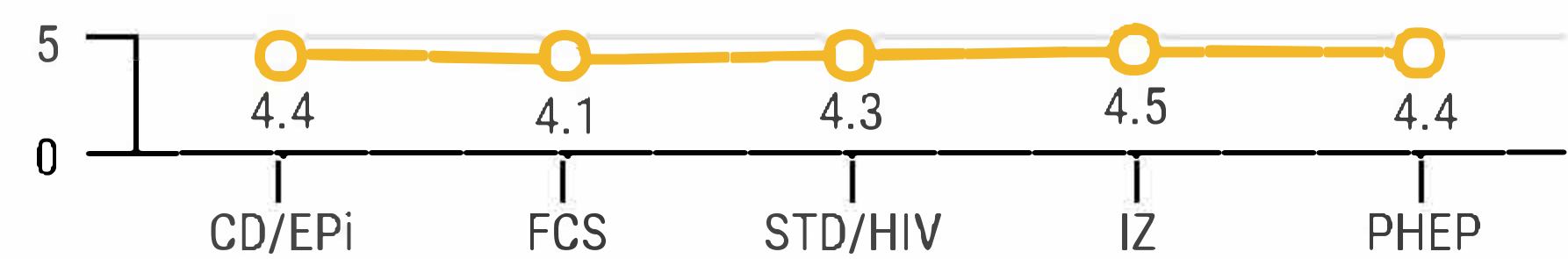


Needing Work

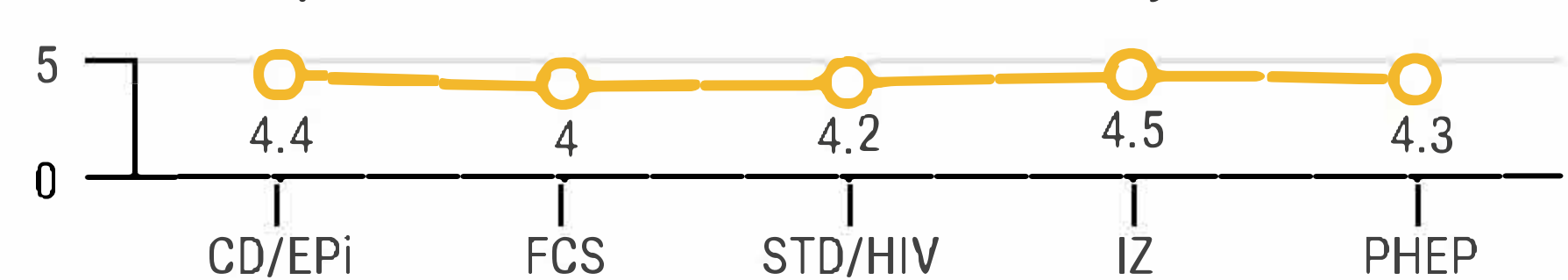
- Share Point !!!
- Consistency in staff, presentations and guidance
- STD MIDIS is Challenging
- Decrease redundancy-increase sharing

What We Asked and What you Said:

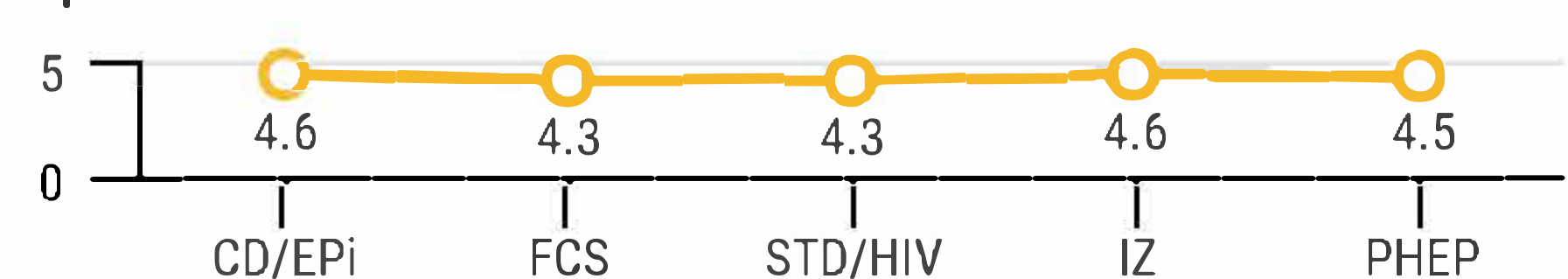
1) Section provides services in a timely manner



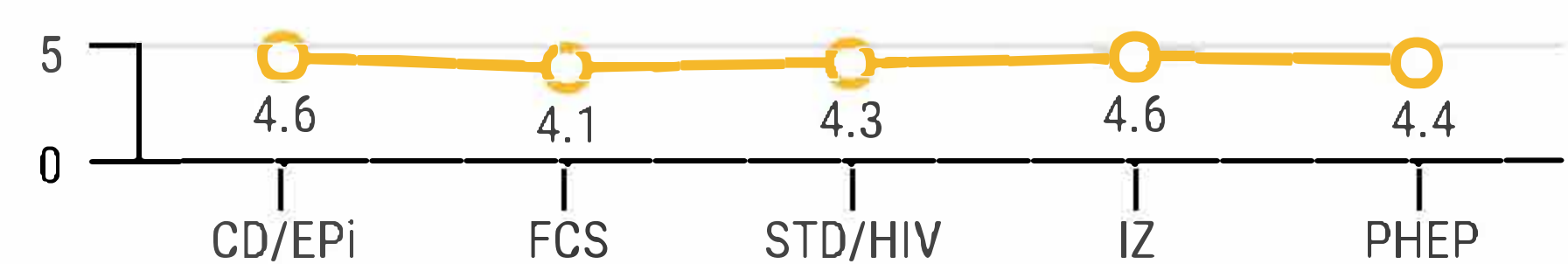
2) Section provides services correctly the first time



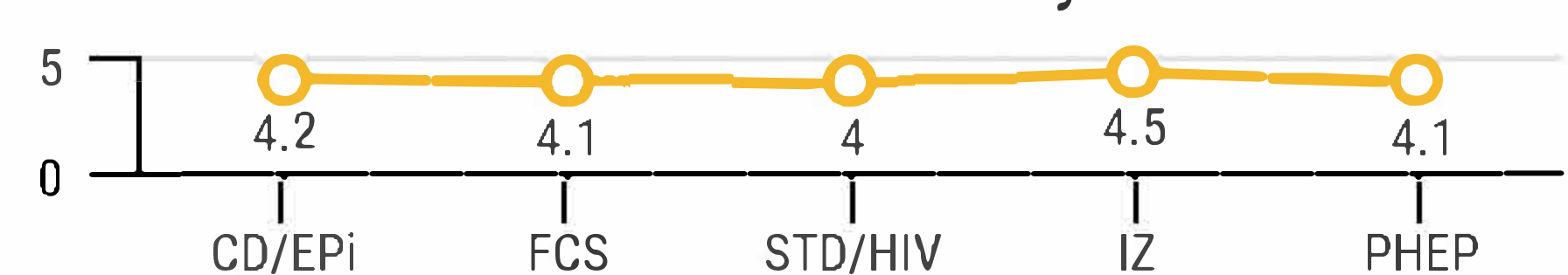
3) Employees of section demonstrate a willingness to help citizens/customers



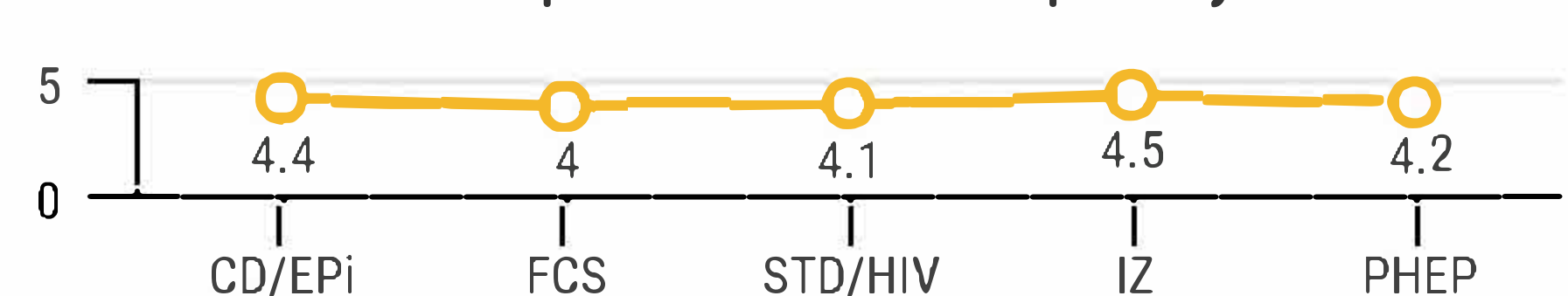
4) Employees of section demonstrate knowledge and expertise



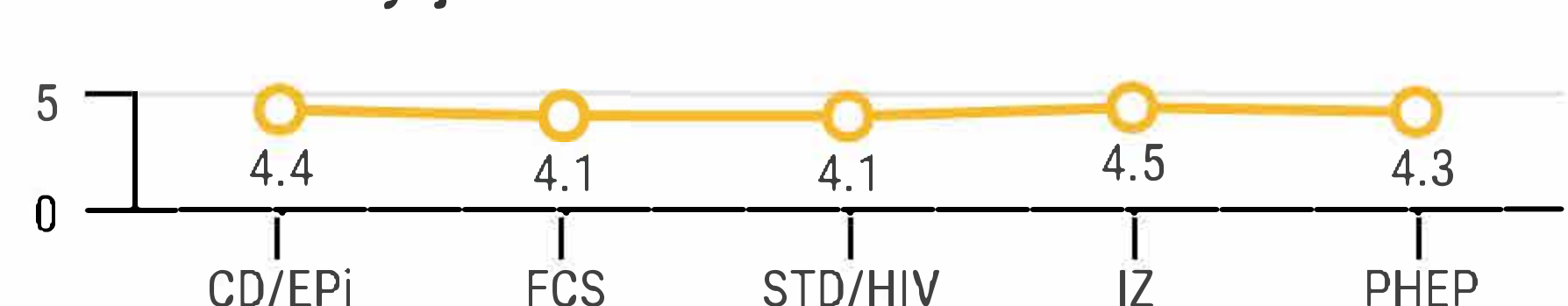
5) Section makes information easily available



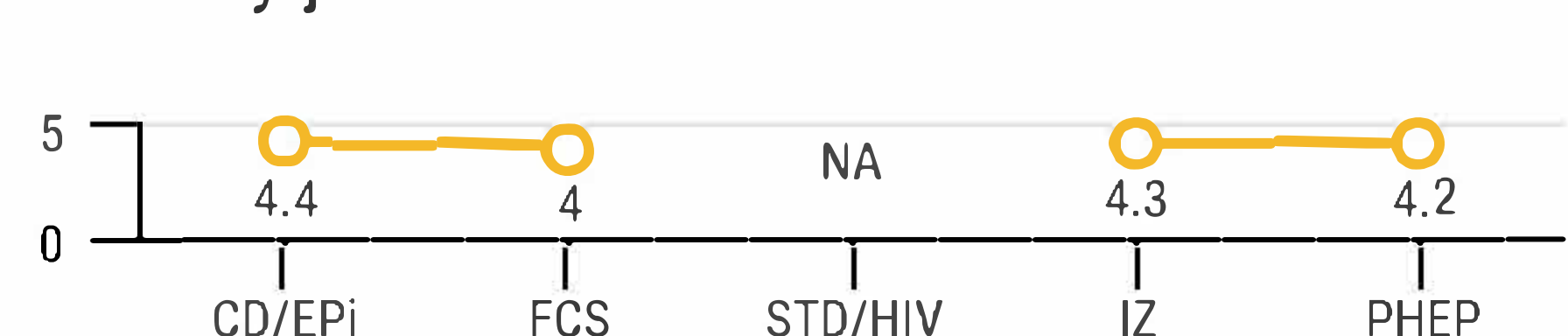
6) Section meets expectations for quality service delivery



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!