

*W*INTER HAVEN

The Chain of Lakes City

Customer Satisfaction Survey April, May and June 2007 Customer Satisfaction Index

Question	Total Responses	Strongly Agree	%	Agree	%	Disagree	%	Strongly Disagree	%
Staff was Courteous	161	156	97%	3	2%	2	1%	-	%
Staff provided complete information/service	147	135	92%	9	6%	2	1%	1	1%
Service was provided in a timely manner	158	145	92%	10	6%	2	1%	1	1%
My overall experience was positive	155	143	92%	9	6%	2	1%	1	1%
Facility was clean and accommodating	152	140	92%	12	8%	-	%	-	%
Facility hours are reasonable	154	139	90%	12	8%	2	1%	1	1%
Business was completed on the first visit/call.	143	128	90%	12	8%	2	1%	1	1%
Average Percentage Totals			92%		6%		1%		1%