

*W*INTER HAVEN

The Chain of Lakes City

Customer Satisfaction Survey July, August and September 2009 Customer Satisfaction Index

Question	Total Responses	Strongly Agree	%	Agree	%	Disagree	%	Strongly Disagree	%
Staff was Courteous	67	62	93%	3	4%	-	0%	2	3%
Staff provided complete information/service	66	58	88%	4	6%	2	3%	2	3%
Service was provided in a timely manner	67	60	90%	5	7%	1	1.5%	1	1.5%
My overall experience was positive	69	56	81%	7	10%	2	3%	4	6%
Facility was clean and accommodating	68	55	81%	10	15%	3	4%	-	0%
Facility hours are reasonable	65	52	80%	11	17%	-	0%	2	3%
Business was completed on the first visit/call.	66	56	85%	6	9%	2	3%	2	3%
Average Percentage Totals			85%		10%		2%		3%