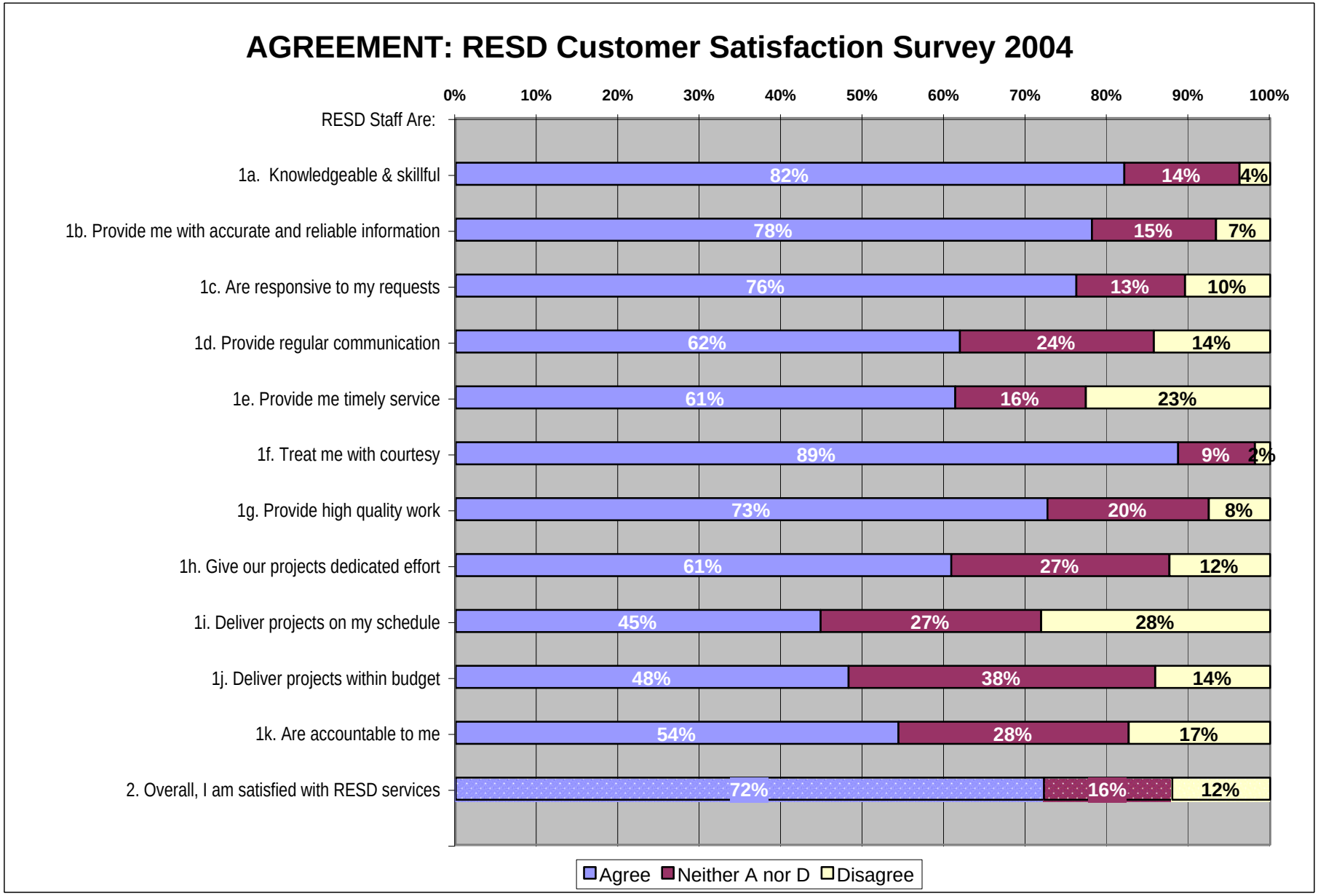
AGREEMENT: RESD Customer Satisfaction Survey 2004
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%
RESD Staff Are:
1a. Knowledgeable & skillful
82%
14%
4%
1b. Provide me with accurate and reliable information
78%
15%
7%
1c. Are responsive to my requests
76%
13%
10%
1d. Provide regular communication
62%
24%
14%
1e. Provide me timely service
61%
16%
23%
1f. Treat me with courtesy
89%
9%
2%
1g. Provide high quality work
73%
20%
8%
1h. Give our projects dedicated effort
61%
27%
12%
1i. Deliver projects on my schedule
45%
27%
28%
1j. Deliver projects within budget
48%
38%
14%
1k. Are accountable to me
54%
28%
17%
2. Overall, I am satisfied with RESD services
72%
16%
12%
Agree
Neither A nor D
Disagree