
OVERALL RESULTS

RESPONSE RATE Survey respondents completed 95 surveys³ from 608 delivered; we initially sent 640 e-mails, with five percent of the addresses returned as undeliverable⁴.

- This is a **16 percent** response rate.

This return rate is 11 percent lower than last year.

Important note: *The response rate is too low to determine if this is a representative sample and therefore may not accurately reflect the opinion of all RESD customers. The information does, however, tell us what customers who took the time to complete the survey think about RESD services.*

OVERALL SATISFACTION RESD received an overall satisfaction rating of **59%**.
This represents a significant increase over the previous year's 35% overall satisfaction rating.

Additionally, 27% of respondents indicated they “Neither Agree nor Disagree” with the satisfaction statement, while only 14% designated disagreement.

MOST FAVORABLE PERFORMANCE RATINGS RESD customers believe they are treated courteously by staff, staff are knowledgeable, and provide reliable information. They also report receiving responsive and dedicated staff effort. Five items with the highest agreement are:

- Treat me with courtesy – **82%**
 - Are knowledgeable and skillful - **81%**
 - Provide me with accurate and reliable information - **73%**
 - Are responsive to my requests - **63%**
 - Give our projects dedicated effort – **60%**
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LEAST FAVORABLE PERFORMANCE RATINGS Customers indicated lower agreement levels for project delivery and timeliness, keeping within budget, accountability to the customer, and providing high quality work:

- Delivery projects on my schedule – **32%**
 - Delivery of projects within budget - **35%**
 - Are accountable to me - **41%**
 - Provide me with timely service – **42%**
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³ The previous year survey had a slightly higher number of returns (114), although fewer people were designated as customers (418).

⁴ There were 70 initial address failures of which we recovered 38 through additional research.

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- Provide high quality work – **52%**
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Continued

**SATISFIED
CUSTOMERS**

When customers **reported overall satisfaction** (54), they also provided high ratings for:

- Treat me with courtesy – **98%**
- Are knowledgeable and skillful – **98%**
- Provide me with accurate and reliable information – **92%**

The lowest rating is:

- Deliver projects on my schedule - **53%**
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**NOT-
SATISFIED
CUSTOMERS**

When customers **were not satisfied with RESD overall** (38) they provided low ratings for:

- Delivers my projects on schedule – **0%**
- Delivers my project on budget – **0%**
- Are accountable to me – **3%**
- Provide me timely service – **6%**

The highest rating RESD received from these customers for a performance item is:

- Treat me with courtesy – **58%**
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