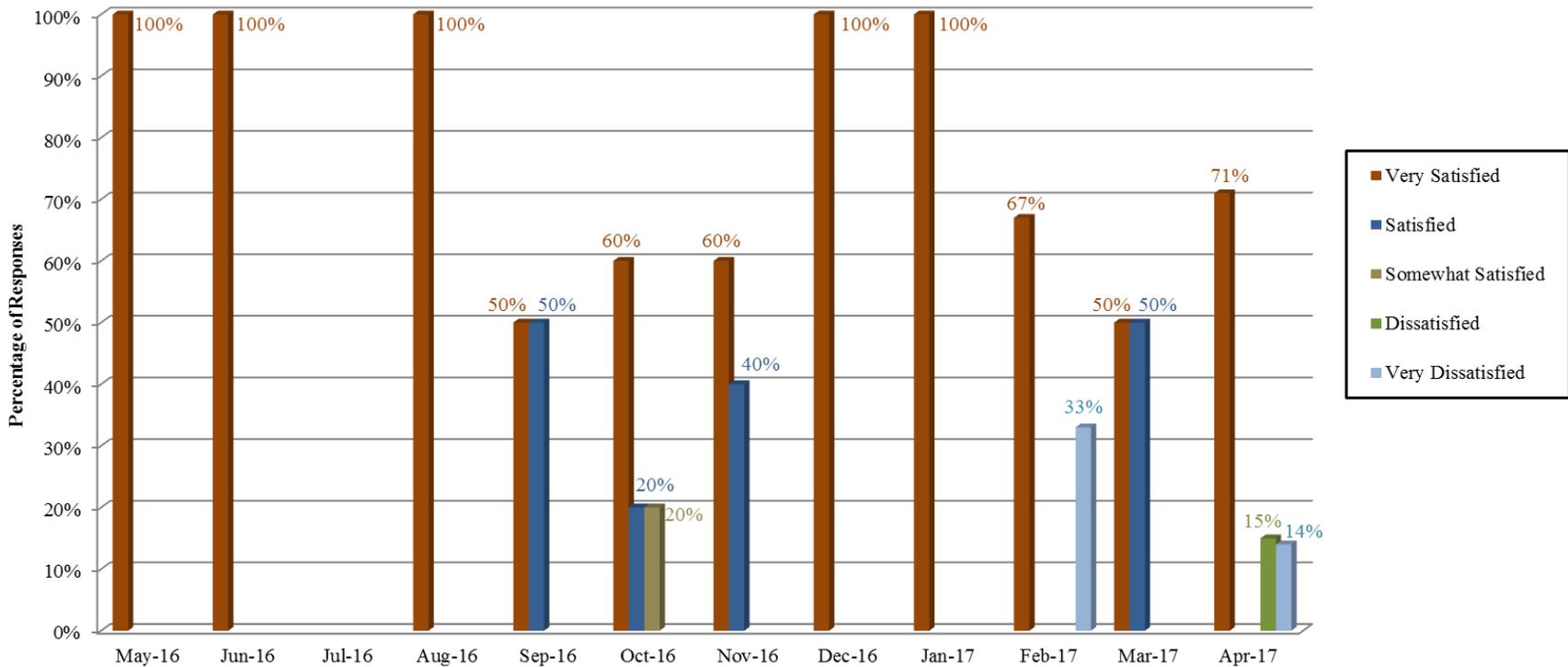


Human Relations Department's Customer Satisfaction Survey Comparison of Satisfaction by Month (May 1, 2016 through April 30, 2017)



"Overall, how satisfied are you with the service(s) provided by the Human Relations Department?"

The total number of responses since February 2009 is 1,420. Customer Satisfaction Survey results continue to hold a positive relationship to client perception of customer service. As a benchmark, this graph uses the survey question "Overall, how satisfied are you with the services(s) provided by the Human Relations Department. For the month of April 2017, seven surveys were received. Counting all responses with a response of Somewhat Satisfied or better, the overall Satisfaction rate for FY 2016-17 was 93%.